

MAY 2020

# PPC99



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drones detailed

Floods!

Sharps!



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Professional Pest Controller  
the journal of the UK pest management industry



ISSN 2046-5025



9 772046 502008



Dear BPCA Member

# WE KNOW THIS IS A DIFFICULT TIME.

We're here to help in any way we can.

We have:

- Technical pest management support
- HR helpline via BPCA Business Shield
- Guidance on essential work and migrating risk
- Latest financial support information
- Risk assessment templates
- Extra CPD activities for you and your team
- Template letters for you and your staff.

We'll always try our best to help.

We'll continue to tell legislators you're essential, because you are.

Stay safe.

Thank you for helping to protect public health.

Warmest wishes,  
The BPCA team

**WE'RE ALWAYS HAPPY TO HEAR FROM YOU.**



01332 294 288



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Driving excellence in pest management

# Essential sector in trying times



“Further working restrictions now seem unlikely, however beyond the lockdown and long after the pandemic ends, the recognition will remain.”

I'm sure you're all thoroughly fed up of hearing phrases like 'unprecedented times' and 'key workers' by now, but I do think it's worth us all taking the time to reflect on what that means.

We work in an essential sector. The work we do protects lives and keeps society functioning. Farm to fork, hospital ward to homestead - we have a key role to play protecting public health.

BPCA was the first organisation to stick a hand up and shout that our members are key workers. After many letters, phone calls and late nights, I'm pleased to say that the UK Government and the Northern Ireland Assembly recognise us as such. We hope Wales will soon follow, and Scotland has a slightly different system that already seems to cover us.

Further working restrictions now seem unlikely, however beyond the lockdown and long after the pandemic ends, the recognition will remain.

Being essential in an emergency brings our professionalism to the fore. From the comments I've seen and the stories I've heard, our community seems to have stood up to the test of these 'unprecedented times'.

I want to use my space in PPC this time to thank BPCA members. Thank you for your words of encouragement to the Staff team, which has been working hard to provide support and guidance to the sector.

Thank you to everyone that wrote to their MPs asking for support in our campaign to be recognised as key workers.

Thank you to those who shared templates, letters and ideas to help support other businesses.

Thank you to everyone that asked after the health of our Staff team. They're all still in good health, however three members of the team have now been furloughed. The rest are working safely from home.

Thank you for taking the pandemic seriously and asking for support when you need it. I know that, in uncertain times, having someone else to talk to can make a world of difference.

As an SME business owner myself, I know members will have had some tricky decisions to make. How do you keep your team safe? What jobs should you take? Should you furlough some workers?

Our survey (page 16) suggests that about 90% of BPCA members have continued to protect public health in some shape or form during the pandemic. 75% of us have seen contracts cancelled or suspended, while 44% of us working in this sector say the pandemic has affected their mental health.

You're not alone. In times of crisis, we turn to our families and respective communities. BPCA is the home of professional pest management. Reach out to the team, ask for support when you need it, and give support where you can.

'We're all in this together' is another cliché I've heard bandied about. And while we should all look out for one another, it's not true that the virus affects us all equally.

It affects the most vulnerable in society the most: the sick and elderly; low wage workers on checkouts in supermarkets; and cleaning staff in hospital wards. Furloughed bar workers and shop assistants are already struggling to get by. Small business owners, sole traders and other tradespeople will see their work come to a complete halt.

In a Government poll, just over 1 in 5 adults (22.9%) said Covid-19 was affecting their household finances, and over half (53.1%) said it was affecting their well-being.

I've heard amazing stories of members supporting those disproportionately affected by Covid-19. I ask that if you can do something, whether it's a discounted treatment, a priority service, or just looking out for your community - please do.

When this is over, we can all celebrate what this 'essential sector' did in these 'unprecedented times'.

Look after yourselves, your team and your communities. Stay safe.

**PHIL HALPIN**  
BPCA President  
Director, Countrywide  
Environmental Services  
[president@bpc.org.uk](mailto:president@bpc.org.uk)



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**BPCA**  
bpc.org.uk  
British Pest Control Association  
4a Mallard Way, Pride Park  
Derby DE24 8GX  
01332 294 288  
enquiry@bpc.org.uk

**PPC**  
**PROFESSIONAL PEST CONTROLLER**  
bpc.org.uk/ppc  
Published quarterly by BPCA  
© 2020 BPCA

**EDITORS**  
Scott Johnstone  
Dee Ward-Thompson  
hello@bpc.org.uk

**CONTENT TEAM**  
Ian Andrew  
Natalie Bungay  
Karen Dawes  
Lauren Day  
Rachel Eyre  
Katrina Jellyman  
Kevin Higgins  
Lorraine Norton  
Clare Penn  
Beth Reed  
Kathryn Shaw

**ADVERTISING**  
sales@bpc.org.uk

**DESIGN**  
Ken Davidson, Davidson IGD  
linkedin.com/in/davidsonigd

  
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bpc.org.uk/cpd-area  
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**BASIS PROMPT**  
Reading PPC mag = 2 points  
Online CPD quiz = 3 points each  
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facebook.com/Britishpestcontrol



youtube.com/BPCAvideo

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# Life after Covid-19

I know it is difficult to think about this now, but we do need to consider what life will be like after the pandemic passes and we get back to 'normal'.

The big question is this: will it be the same kind of normal as before lockdown? I don't see how it can be the same kind of normal. We will all have changed as people, affected in so many different ways by the pandemic.

Covid-19 will affect not only us as individuals, but also our families, friends, neighbours, communities, colleagues, businesses, clients and wider stakeholders.

The pandemic has affected, and will continue to affect, every part of our lives. Whether we like it or not, life after Covid-19 will be different.

We didn't have much chance to get ready for Covid-19, although we've known since January that it was likely to be heading in our direction.

We don't yet know all the implications of the pandemic on our personal and business lives as we are still living through it. At what point do we get ready for coming out the other end of it? Do we have a plan for what that will look like?

The one certain thing is that it will be different for all of us. During the lockdown, we will all have had challenging and, at times, life-changing decisions to make about ourselves and our businesses. That may have been about whether to keep going or not. Or what to do with clients if they're open for business or closed. Or what to do with our staff - whether to keep them on or furlough or make them redundant. Or asking if there's support in place, and whether it'll be enough to see us through.

The reality is that we don't know yet what life will be like as we come out the other end of Covid-19.

I am writing this in mid-April, and I know that it is highly likely that things will get worse between now and when you read this article.

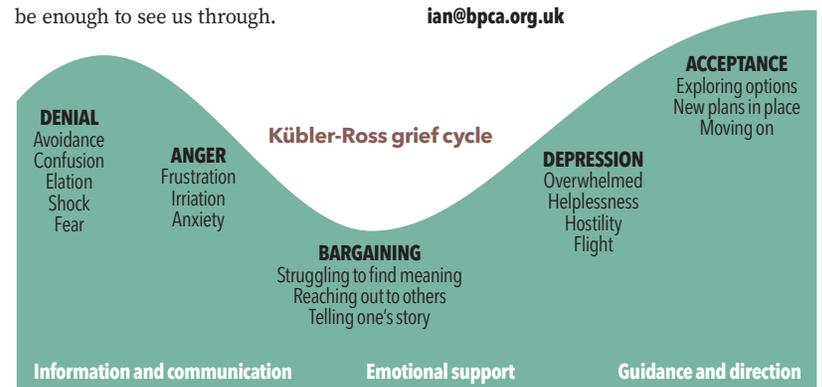
One of the models used to define change was actually developed to define grief (see below). I hope this model can help you realise that what you've been feeling is perfectly normal.

Importantly, there is a point on the curve where we change from looking backwards to looking forward instead. We will always be able to glance back, but our orientation will shift to one where we look forward.

Many of us will find it difficult to look forward, we are too stuck in the recent past and the here and now. However, the time will come very soon when we have to look to the future and be ready for what lies ahead. That moment will be different for all of us, but we need to be prepared.

Are you ready to explore the options available to you once we get through this? Have you started planning for what the future looks like? When will you be prepared to move on? What support do you need?

A new normality will return, and we need to be ready. Rest assured, BPCA will be here as your trade association to support you, when that moment comes.

**IAN ANDREW**BPCA Chief Executive  
ian@bpca.org.uk

## BPCA POSITION STATEMENT ON COVID-19 DISINFECTION

BPCA is aware that many members have begun to offer disinfection services for Covid-19, and we recommend you proceed with extreme caution.

Before offering these services, you should:

- Check that the technicians carrying out these treatments are fully trained to do so
- Check your insurance covers you to offer this service
- Use disinfectants in accordance with the label instructions
- Have your contract/terms and conditions checked with a legal advisor
- Read the advice on the Government and British Institute of Cleaning Science (BICSc) websites (link below).

BPCA's Technical team is not able to give specific advice on disinfection services for Covid-19 as this is out of our area of expertise. Disinfecting following a pest infestation and for a virus have important differences.

We strongly recommend speaking to your disinfectant supplier before you offer this service.

As BPCA is unable to verify members' ability to carry out Covid-19 disinfection services, we have taken the decision to not add this as an option on the Find a pest controller tool.

On a national level, BPCA has suggested that with the right direction and a meaningful national strategy, pest professionals have the knowledge, training and available workforce to support hygiene

maintenance and disinfection.

Many pest management companies have access to specialised equipment used to control pests that are also regularly used in the application of disinfectants.

If called on, we could support Government with disinfection and hygiene maintenance during the Covid-19 pandemic.

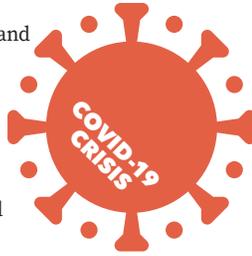
Above all, do not try to be something you're not. If you're unsure about offering these services, don't do it. Offering services and making claims that you can't deliver on is bad for your business and the whole sector. Worse, during this pandemic, you could be seen as profiteering, which could have legal and reputational costs.

The British Institute of Cleaning Science (BICSc) has information on disinfection and Covid-19 that you may find useful.

[bics.org.uk/bicsc-update-to-the-outbreak-of-covid-19-coronavirus/](http://bics.org.uk/bicsc-update-to-the-outbreak-of-covid-19-coronavirus/)

Covid-19 cleaning in non-healthcare settings guidance is available on the Government website.

[gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings](http://gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings)



## Anne Godfrey to leave Chartered Institute of Environmental Health

The Chartered Institute of Environmental Health (CIEH) has announced that Anne Godfrey is to leave the membership body following four successful years as Chief Executive.

Anne supported BPCA with several projects including helping to judge the British Pest Management Awards and arranging several joint events.

Having joined CIEH in 2016, Anne delivered a significant change programme to restore financial stability, refocus on membership and the profession and ensure a sustainable future.

Anne Godfrey, said:

"Environmental health is of vital importance to our country and our world, and I am honoured to have worked with so many people who make such a positive contribution to our society.

"I would like to thank staff, colleagues and members who helped deliver our transformation. It would not have happened without their commitment, passion and support."

The BPCA team wishes her well with her new endeavours.



## Gull licence process reminder

Scottish Natural Heritage (SNH) is urging pest controllers to double-check they're sending the correct



information when applying for licences for gull control, for applications to be processed without delays.

At the start of April this year SNH announced that the new general licence will only cover two species – Canada goose and feral pigeon.

The renewed licence rules mean those seeking to control birds not included on the updated list will be legally required to apply for a licence.

In order to control gulls, a specific form must be completed and submitted for approval to SNH.

Applications can be processed quite quickly, providing all the correct forms are filled in and evidence provided.

However, SNH has received several applications for gull control which have been delayed due to the incorrect application forms being submitted.

[nature.scot/professional-advice/safeguarding-protected-areas-and-species/licensing/species-licensing-z-guide/birds-and-licensing](http://nature.scot/professional-advice/safeguarding-protected-areas-and-species/licensing/species-licensing-z-guide/birds-and-licensing)

[nature.scot/professional-advice/safeguarding-protected-areas-and-species/licensing/species-licensing-z-guide/birds-and-licensing/birds-licences-public-health-and](http://nature.scot/professional-advice/safeguarding-protected-areas-and-species/licensing/species-licensing-z-guide/birds-and-licensing/birds-licences-public-health-and)

## LOCKDOWN PEST INCREASE WARNING

Pest control is already on the front line of public health around the world; given the situation we now find ourselves in it could prove even more essential.

Animals are always quick to adapt and, as a result, BPCA member PelGar International anticipates that many pest species will flourish as a direct result of necessary global lockdown measures.

The closure of schools, pubs, restaurants, hotels, tourist attractions and other public places

to enforce social distancing will have unintended consequences.

Our general day-to-day activity keeps many pests at bay in our work and leisure environments; pests generally prefer to keep away from human contact and infestations are quickly spotted and dealt with.

However, the complete closure of many premises means that pest technicians may no longer have access to continue existing pest control plans or deal with a rise in infestations.

## Tetramethrin classification changes

Tetramethrin, the active ingredient in some insecticidal products, has been classified as a category 2 carcinogen.

This will impact formulated products in which the level of tetramethrin is equal to or greater than 1%.

Such products will also be classified as a carcinogen category 2 and be required to carry a tactile warning of danger (TWD).

Commission Regulation (EU) 2018/1480 was published on 4 October 2018 amending Regulation (EC) No 1272/2008 (13 ATP to the regulation) ('ATP').

The following harmonised classification and labelling for Tetramethrin will apply from 1 May 2020:

- H302 – Acute Tox. Cat. 4 (oral)
- H351 – Carcinogen Category 2
- H371 – Specific Target Organ Toxicity Single Exposure Cat. 2 (nervous system and inhalation)
- H400 – Aquatic Acute Cat. 1 (M Factor = 100)
- H410 – Aquatic Chronic Cat. 1 (M Factor = 100).

This change in hazard classification will require changes to the formulated product material safety data sheets (MSDS) and, in some cases, product labels.

Therefore, you'll want to check your clients' site folders and your COSHH assessments are up-to-date.

If you're in doubt about whether you need to change your MSDS, or if you have further questions about specific products, please contact your supplier or the product manufacturer.



An example of how the new classification will appear on-label (products containing ≥1% tetramethrin only).

### WHAT IS A CATEGORY 2 CARCINOGEN?

According to the classification and labelling Regulation 1272/2008, the European Union classifies carcinogens into these categories:

- Category 1A: substances known to be carcinogenic to humans (eg benzene)
- Category 1B: substances known to be carcinogenic to 2 species of experimental animal
- Category 2: substances known to be carcinogenic to 1 species of experimental animal (eg tetramethrin).

### PROTECT YOURSELF

- ✿ When handling any insecticide, you should always wear the correct PPE as stated on the label and your COSHH assessment. Ensure your COSHH assessment is up-to-date and follow the manufacturer's directions on the label at all times. Always read the label of an insecticide before use.

**WHEN HANDLING ANY INSECTICIDE, YOU SHOULD ALWAYS WEAR THE CORRECT PPE AS STATED ON THE LABEL AND YOUR COSHH ASSESSMENT.**



## Pest photograph competition winner announced

BPCA was pleased to announce the winner of the #BestPestPic2020 competition at PPC Live in Harrogate. Mark Horrocks, a pest management technician from Gloucestershire, won the Association's competition to find the best image of public health pest control.

Entries were shortlisted by the BPCA Staff team, with the top 11 entries put on display at PPC Live 2020. The photographs were then judged by:

- Simon King, Editor, Pest magazine
- Jane Shepherd, MD, Shepherd PR
- Clive Boase, MD, The Pest Management Consultancy
- Scott Johnstone, Marketing and Communications Manager, BPCA
- Clark Smith-Stanley, Photographer and Aviator, Profile Studios.

Mark was delighted to win, saying: "I took the photo because I was trying to demonstrate to a customer that wasps are not always to be feared and that they are still important for the ecosystem.

"I placed some honey on a clothes peg and the wasp did what came natural to it, so I had to get a shot of it".

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## Appeal for tail tip samples



An appeal for pest control technicians, farmers

and gamekeepers to collect tail samples from freshly killed rats and mice has been issued by the Campaign for Responsible Rodenticide Use (CRRU).

In the past two years, new hotspots of rats with resistance genes have been found in Northumberland and County Durham, Tyneside and North Yorkshire, Greater Manchester and along the River Severn valley from north-west Shropshire to Somerset, Devon and East Anglia.

Before sending tail tips, participants need to read guidelines from University of Reading's Vertebrate Pests Unit, where genetic fingerprinting is being done. They will be analysed for rodenticide resistance genes and the results added to an online national map.

Guidelines are available on the University website and a factsheet with the same information can be downloaded from Think Wildlife.

Contribute to the fight against rodenticide resistance by sending in rodent tail samples. The deadline is 29 May and every sender will be notified of their own results. [research.reading.ac.uk/resistant-rats/rat-resistance-testing/](http://research.reading.ac.uk/resistant-rats/rat-resistance-testing/)



## BPCA's first digital forum

With all physical events on hold due to Covid-19,

we had to

replace our BPCA Forums with something! We've held webinars before, but a digital forum with multiple speakers, running their own presentations and live Q&A sessions, was new for us here at BPCA.

On Tuesday 7 April our first digital forum took place, with speakers covering:

- Maximum treatment with minimal visits, Richard Moseley, Bayer
- Guernsey's Asian hornet strategy, Francis Russell, States of Guernsey
- What to do in your downtime, Natalie Bungay, BPCA
- Insect structure and function: relevance to public health pest control, Matthew Davies, Killgerm
- Bird License update, Dan England, PestFix
- Covid-19 update, Association news and

industry updates, Ian Andrew, BPCA.

Despite a few sound problems at the start, the event ran surprisingly smoothly.

Being our first event of this type, we were amazed to get a live audience of over 400 pest professionals!

One attendee said in their feedback: "I am not tech-minded but I managed to set it up with no problems."

BPCA Events Manager, Lauren Day, said "We had some fantastic Q&A sessions, and some wonderful feedback, so thank you to all those who attended!

"We're now researching how we can better these events and have already begun planning future dates, starting with a Digital Forum on Wednesday 20 May."

[bPCA.org.uk/events](http://bPCA.org.uk/events)

Missed the forum, or want to watch it again? Visit [bPCA.org.uk/cpd-videos](http://bPCA.org.uk/cpd-videos)

### NEXT DIGITAL FORUM

9.30am-12.30pm 20 May 2020

Register at [bPCA.org.uk/forum](http://bPCA.org.uk/forum)

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## Reporting poor practice: a message from the BPCA Servicing committee

BPCA's Servicing Committee recognises the importance of following the CRRU Code of Best Practice.

The Committee is mindful of the 2019 rodenticides residues report on barn owls, which showed no discernible reduction, and the growing number of countries in Europe and beyond that have banned the use of rodenticides completely or severely restricted their use.

Our industry would face significant difficulties if we no longer have rodenticides for the use in pest management.

As the representatives of all servicing members, the Committee believes that the only way to ensure continued access to these products is by reducing the use of rodenticides. This is what CRRU has worked hard to achieve, and we are responsible for protecting the environment and always considering non-toxic alternatives first.

The Servicing Committee reminds colleagues that all BPCA members must follow the CRRU Code of Best Practice. It's not only a criteria of membership, but it's also critical for the environment. Ultimately, the Code safeguards our tools for controlling rodents in an already challenging profession.

All members should report incidents of poor practice to the appropriate organisation. Depending on the incident, you should report to:

BPCA member incidents

[bPCA.org.uk/complaints](http://bPCA.org.uk/complaints)

Wildlife incidents

[hse.gov.uk/pesticides/reducing-environmental-impact/wildlife/wildlife-incident-investigation-scheme.htm](http://hse.gov.uk/pesticides/reducing-environmental-impact/wildlife/wildlife-incident-investigation-scheme.htm)

Concerns on point-of-sale

[thinkwildlife.org/stewardship-regime/report-a-concern/](http://thinkwildlife.org/stewardship-regime/report-a-concern/)

### Rat Blocker achieves WRc approval

BPCA Manufacturing and Distributor member, Metex, was given approval by the Water

Research Centre (WRc) for its drain proofing product, the Nordisk Rat Blocker.

The water industry within the UK recognises the WRc as a benchmark for demonstrating quality and performance through extensive scientific testing.

Jonathan Badger, Technical Manager at WRc, said: "The Nordisk TX11 Rat Blocker has gone through extensive robust scientific testing to demonstrate it can do what is claimed.

"Installers of this blocker can be confident that they have chosen a well-engineered fitting that has been approved by an industry recognised test house and buyers can have confidence that they have chosen a quality product."



### BANKSY'S LOCKDOWN RAT PROBLEM

Artist Banksy has published a series of pictures showing rats causing mayhem in his bathroom during the coronavirus lockdown.

They show rats, which have featured in several of his pieces, wreaking havoc in what is assumed to be his home.

BPCA has already privately messaged him to suggest he tries the BPCA Find a pest controller tool!



Banksy is one of many people in the UK now working from home.



## Natural England: updates on bird licences

Natural England (NE) continues to receive large numbers of applications for individual licences for gulls and other bird species.

On 30 January NE released details of changes to the individual licences for the control of lesser black-backed and herring gulls.

Hundreds of applications have been taken through an initial check process, and NE is currently either awaiting further information or reviewing responses from applications where essential information was missing.

It is vital that you include all relevant information in your individual licence application, in order to receive a timely response from NE. If you have been contacted by NE, respond quickly to receive your licence in time for gull breeding season.

### ...and stoats!

NE has also published the General Licences for Stoats:

- GL38: To trap stoats to conserve wild birds
- GL39: To trap stoats to prevent serious damage to livestock.

[gov.uk/government/news/general-licences-introduced-for-the-humane-trapping-of-stoats](http://gov.uk/government/news/general-licences-introduced-for-the-humane-trapping-of-stoats)



## BPCA shortlisted for memcom award



BPCA is delighted to announce that we have been shortlisted for Membership Organisation of the Year in the memcom Membership Excellence Awards.

The memcom Membership Excellence Awards showcase the great work coming out

of the membership and trade association sector.

BPCA is nominated in the category alongside some prestigious organisations, including the Chartered Institute of Personnel and Development, Royal College of Psychiatrists and Royal Institute of British Architects.

Image: Kulac

Image: Steve Hillebrand, JUSTWS

# COVID-19

## Its impact on the pest management sector

The outbreak of New CoronaVirus 2019-nCoV, commonly known as Coronavirus or Covid-19, has had a major impact across the globe. PPC wraps up every fact and slice of advice that we have...



An online CPD quiz based on this feature is now available on the BPCA website. BPCA affiliates can take a CPD quiz at any time [bPCA.org.uk/cpd-quiz](http://bPCA.org.uk/cpd-quiz) or sign up at [bPCA.org.uk/affiliate](http://bPCA.org.uk/affiliate)

Every part of our personal and professional lives has been affected. At the time of writing, the UK is in a state of partial lockdown. We're only to leave our houses for essential shopping, exercise and to go to work (where our work can't be done from home).

The Office for Budget Responsibility (OBR) released a report suggesting that the pandemic could see the economy shrink by a record 35.1% by June, with unemployment rising by 2.1 million, should the lockdown remain in place for three months.

Not all of our businesses will survive long term. In the short term, pest management companies have had to make tough decisions. Can we mitigate the risks of spreading Covid-19 and continue to provide a service? What work should continue? How do we continue to access our clients? What support should I apply for? Should staff work or be furloughed?

BPCA doesn't have all the answers but, as a small business too, we have to weigh up our own set of Covid-19 contingency measures. We've created, gathered and disseminated the best information we can muster to help you make your decisions.

We've worked to lobby Government to have you rightfully classed as key workers (now confirmed in England and Northern Ireland).

We've also surveyed over 900 pest professionals to give you an idea of the impact of Covid-19 on the profession as a whole.

### DECIDING WHICH JOBS TO TAKE

At this time, we should only do work that is essential to public health, where the risks of spreading Covid-19 can be mitigated.

Legally, you are allowed to continue work as long as it is safe to do so, you show no symptoms, and you follow guidance on social distancing. Michael Gove MP, Minister for the Cabinet Office, wrote to BPCA to confirm this.

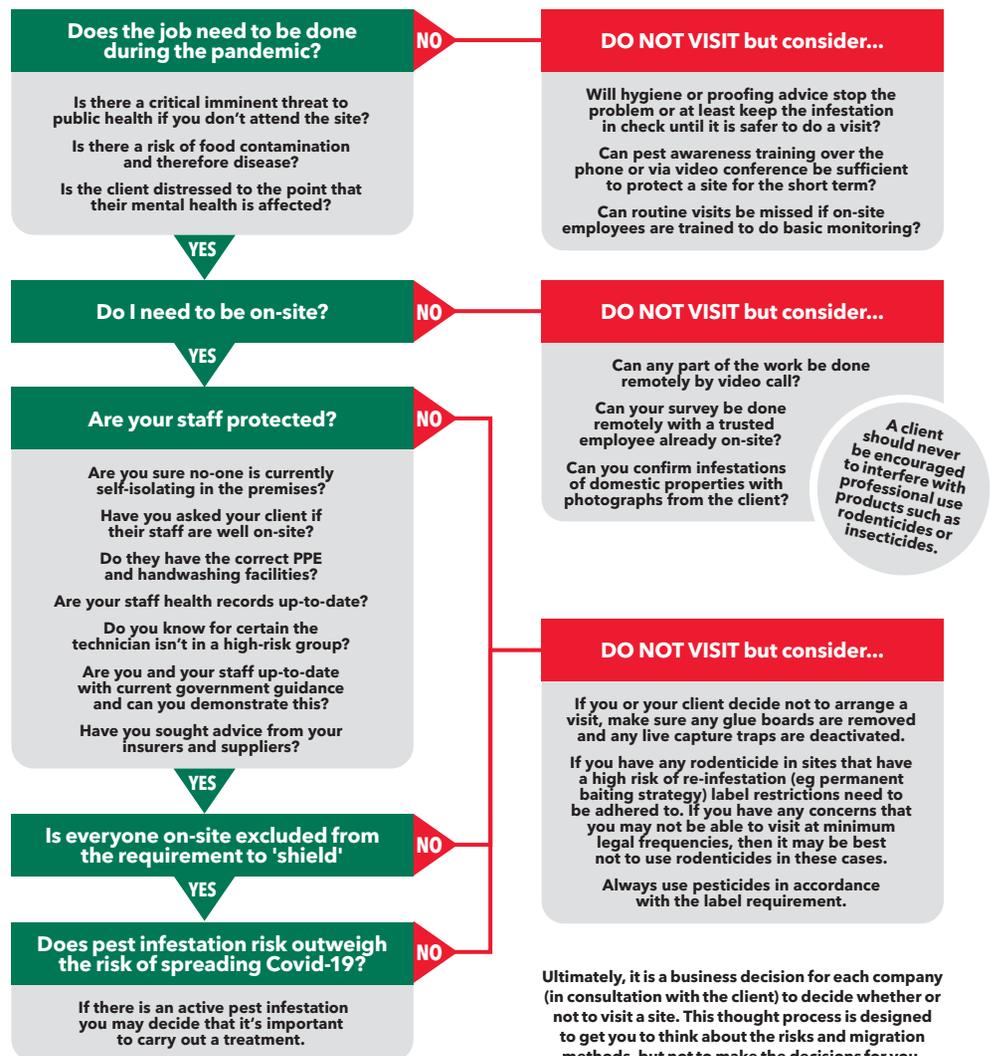
Only essential contact should be permitted

during the pandemic. However, by its nature, pest management is an essential service; many will continue to do routine visits and control acute infestations.

BPCA can't tell you whether to do a specific job or not. However, we've developed a thought

process you may follow or incorporate into a risk assessment before you visit a site. Each step encourages you to assess and mitigate the risks to yourself and your clients as best you can. The process should be followed before every job and dealt with on a case-by-case basis.

### Site visit thought process



Ultimately, it is a business decision for each company (in consultation with the client) to decide whether or not to visit a site. This thought process is designed to get you to think about the risks and migration methods, but not to make the decisions for you.

## Protect your mental health

There are, rightly, many concerns about mental wellbeing and how people are coping during this unprecedented time. Here are some of the ways experts suggest you can limit the impact on your mental health:

'Facts minimise fear'. Misinformation and uncertainty can cause stress, so it's important to make sure that, if you're looking for information on Covid-19, you use trusted sources. These include the World Health Organisation and the Government.

If you are in isolation, try to stay in contact with people using technology such as video calling.

Keep to your routine as much as possible, exercising regularly and practicing hobbies or interests.

You can find more mental health and wellbeing support on the following websites:

[nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/](https://nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/)

[mind.org.uk/information-support/guides-to-support-and-services/seeking-help-for-a-mental-health-problem/where-to-start/](https://mind.org.uk/information-support/guides-to-support-and-services/seeking-help-for-a-mental-health-problem/where-to-start/)

[rethink.org/aboutus/what-we-do/advice-and-information-service/get-help-now/](https://rethink.org/aboutus/what-we-do/advice-and-information-service/get-help-now/)

[mentalhealth.org.uk/getting-help](https://mentalhealth.org.uk/getting-help)

### PROTECT YOURSELF AND CLIENTS

If you need to go into a client's premises then follow this best practice:

- Wash your hands with soap and water often – for at least 20 seconds
- Always wash your hands when you get home or into work
- Wash your hands before and after visiting a client's site
- Use hand sanitiser gel if soap and water are not available
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Put used tissues in the bin straight away and wash your hands
- Try to avoid close contact with unwell people
- Do not touch your eyes, nose or mouth if your hands are not clean
- Pay attention when undertaking actions where items may have passed through many hands, eg cash handling.

### COVID-19 RISK ASSESSMENTS

Documenting how you're reducing risks involved with operating during the pandemic is essential.

Your risk assessment should at least cover:

- Catching / spreading the virus
  - Employee travel plans
  - Employee awareness
  - Protecting at-risk employees.
- For a risk assessment to be fit-for-purpose it needs to be:
- Discussed with employees to ensure full awareness of control measures
  - Signed by employees acknowledging their understanding
  - Regularly reviewed as per government guidance
  - Approved by the nominated person for health and safety before being issued.

BPCA has a copy of a robust Covid-19 risk assessment for members to download, customise and use. Log-in with your details here [bPCA.org.uk/member-area](https://bPCA.org.uk/member-area)

### WHAT CAN YOU DO AS A BUSINESS OWNER TO PROTECT YOUR STAFF AND BUSINESS?

#### Review staff security and safety

This should include looking at where there has been potential exposure or quarantine risk. Before agreeing to survey a potential client's home or business, find out whether anybody in the household has shown Coronavirus symptoms.

You should not insist that a staff member enter a property where an individual or household is in self-isolation with symptoms.

#### Assess emergency business continuity and staff remote working areas

For office staff, this can be done according to location, with many companies already implementing remote working policies for office-based staff in high-risk areas.

#### Consider cancelling foreign travel arrangements

Foreign and Commonwealth Office (FCO) is currently advising against all but essential travel to some countries, cities and regions. This includes unnecessary business trips and meetings, which could otherwise be conducted via Skype, Zoom or other video conference calling facilities.

#### Emergency contact information

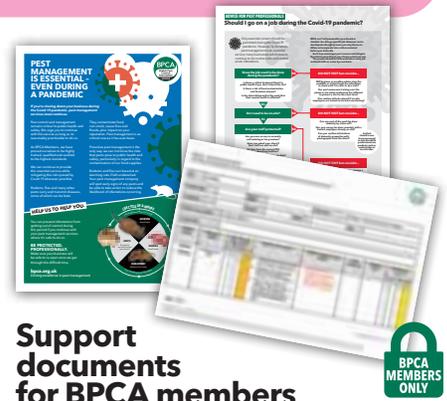
Make sure everyone's contact numbers and emergency contact details are up to date.

#### Staff information

Provide staff with regular updates on actions being taken to reduce risks of exposure in the workplace.

#### Consult relevant government advice

The UK government is updating its advice regularly relating to Covid-19, including holding daily press conferences. [gov.uk/coronavirus](https://gov.uk/coronavirus)



### Support documents for BPCA members

The BPCA team has been hard at work creating materials to keep you working safely and protecting your clients during the Covid-19 pandemic.

All members, as well as those companies on the BPCA Probationary Scheme, have access to:

- Cost-benefit analysis of postponing pest control services template
- BPCA 'pests in a pandemic' client flyer
- Client communication Covid-19 policy
- Covid-19 toolbox talk template with guidance
- Essential pest management work BPCA sign for van
- BPCA letter of endorsement template for member employees during Covid-19
- Client letter of endorsement template for member employees during Covid-19
- Coronavirus (Covid-19) risk assessment template
- Letter template to MPs - Designation of Pest Management Professional as Key Worker
- Letter template for BPCA members designating pest management professionals key workers Covid-19
- Should I go on a job during the Covid-19 pandemic advice sheet.

### WE'RE HERE TO HELP

If you're a BPCA member and need something that isn't on this list, please get in touch. We have access to hundreds of helpful documents and regularly make new ones based on member recommendations.

 [membership@bPCA.org.uk](mailto:membership@bPCA.org.uk)

 01332 294 288

BPCA EMAIL

technical@bpc.org.uk

• □ x

# Ask the technical team

## COVID-19 SPECIAL

INBOX

SENT

ARCHIVE

BIN

SPAM

### Can I go into people's houses?

Yes, you can – although you should try to avoid this wherever possible. Government has banned public gatherings of more than two people, but an exception is made where the gathering is essential for work purposes. Try to keep 2m apart from clients and make sure you're wearing your PPE.

### Can we carry on with routine work or only cover call-outs / emergencies?

Our advice is for you to make that decision on a case-by-case basis. However as it is vital that you minimise potential contact with other people while carrying out your work, it may be prudent to limit the types of calls you carry out to essential work only, and only when you feel like you're safe to do so and can properly mitigate the risks. If in doubt, say no and stay home.

### What should be the minimum PPE that we wear to call outs during the pandemic?

Extend your use of PPE wherever reasonably possible. There are certain items such as safety glasses, gloves and face masks, which are frequently a part of a pest controllers toolkit.

Let your customers know that you will be extending your use of these to include your arrival on-site. If at all possible, use disposable items so you can wear a new set on the next job. Let your clients know of any additional costs because of precautionary measures taken at this time, making it clear that you are taking these steps for your own safety and that of your clients.

### Is the BPCA team okay?

Yes. Most of the Staff team is now working from home, with the exception of those who have been put on furlough, and everyone is healthy at the moment. You can still contact BPCA as usual.

### What's happening with BPCA events, training courses and exams?

The UK Government has advised against all unnecessary gatherings to help minimise the spread of Covid-19. BPCA has taken the decision to postpone all events, training and exams until at least the end of June 2020.

However, we are beginning to use virtual platforms for some events and technical content so keep an eye out for those!

### Can pests be carriers of the virus? Or even pets?

Several animals, such as domestic cats, dogs and a tiger, have tested positive for Covid-19 following close contact with infected humans.

Currently, there is no evidence to suggest that animals infected by humans are playing a role in the spread of the virus. Human outbreaks are driven by person-to-person contact. Source [oie.int/en/scientific-expertise/specific-information-and-recommendations/questions-and-answers-on-2019-novel-coronavirus/](https://www.oie.int/en/scientific-expertise/specific-information-and-recommendations/questions-and-answers-on-2019-novel-coronavirus/)

### What would you suggest in cases where we would normally recommend that people leave their properties during the treatment? For example, spraying for bed bugs.

Firstly, follow the hierarchy of risk control: you may find a non-toxic alternative, such as heat treatment, negating the need for clients to leave the premises.

If you decide toxic methods are required, then the client will still need to leave until the insecticide is dry, and we usually recommend two hours is the minimum. Currently lockdown rules state that people can leave their house once a day to exercise, as a family unit, and so this time should be used to allow the treatment to dry. Otherwise you may have to recommend remaining in the garden for the duration, if the client has this space available.



**ARE YOU A BPCA MEMBER WITH A TECHNICAL QUERY? GET IN TOUCH...**

 [technical@bpc.org.uk](mailto:technical@bpc.org.uk)

 01332 294 288

 @britpestcontrol



**SPEED VIEW**

**If work is essential, client sites can be visited**

**All BPCA events, training and exams are postponed**

**Decide on a case-by-case basis if a job is essential**

**Pets and pests are not deemed to be virus carriers**

**Take steps to boost your PPE use**

**Consider lockdown rules when asking clients to leave premises during treatment**

**The BPCA Staff team is still working and in good health**

# UK GOV SUPPORT



Support packages vary depending on whether your company is based in England, Scotland, Wales or Northern Ireland. While this information is correct at the time of printing, these packages are being reviewed and updated regularly.

## ENGLAND AND WALES

The Government has agreed to cover 80% of the salaries of retained workers up to £2,500 per month, and defer the next quarter of VAT payments due from all businesses.

A new Coronavirus Business Interruption Loan Scheme, delivered by the British Business Bank, will enable businesses to apply for a loan of up to £5m.

For businesses with fewer than 250 employees, the cost of providing 14 days of Statutory Sick Pay (SSP) per employee will be refunded by the government in full.

If you are concerned about being able to pay your tax due to Covid-19, HMRC has set up a dedicated helpline: 0800 0159 559.

There will be a £10,000 interest-free cash grant to the smallest businesses in the UK, delivered by local authorities.

Small businesses that pay little or no business rates and are eligible for small business rate relief (SBRR) or rural rate relief will be contacted by their local authority - they do not need to apply.

VAT payments by companies deferred until the end of June and self-assessment income tax payments for July 2020 deferred for six months.

The government is introducing a business rates holiday for retail, hospitality and leisure businesses in England for the 2020 to 2021 tax year (excluding Wales).

## WALES

A £1.1bn support package for the economy and public services in Wales has been announced:

- £500m economy crisis fund for businesses, charities and social enterprises
- £100m will be administered by the Development Bank for Wales to help firms with cash flow problems, including loans between £5,000 and £250,000 with minimal interest payments attached
- £400m will form an emergency fund, giving £10,000 to firms employing fewer than nine people, grants of £100,000 to businesses with 10 to 250 employees, as well as support for larger companies that are significantly important to Wales and have their headquarters there (updated 30 March 2020).

[bbc.co.uk/news/uk-wales-politics-52085642](http://bbc.co.uk/news/uk-wales-politics-52085642)

## SCOTLAND

The following steps will be put in place to support businesses during the 2020-21 financial year:

- A 75% rates relief for retail, and leisure sectors with a rateable value of less than £69,000 from 1 April 2020
- Hospitality businesses will be given 12 months of business rates relief

- An £80m fund to provide grants of at least £3,000 to small businesses in sectors facing the worst economic impact of Covid-19
- 1.6% rates relief for all properties across Scotland, effectively reversing the planned below inflation uplift in the poundage from 1 April 2020
- A fixed rates relief of up to £5,000 for all pubs with a rateable value of less than £100,000 from 1 April 2020
- Small and rural businesses will be able to apply for a £10,000 grant
- A grant of £25,000 available to retail, hospitality and leisure business ratepayers with a rateable value between £18,001 and £50,999.

Applications are now being taken for the grants mentioned above, which you can read about here [gov.scot/news/gbp-1-billion-business-support-fund-opens/](http://gov.scot/news/gbp-1-billion-business-support-fund-opens/)

The helpline number for businesses in Scotland is 0300 303 0660. The helpline will be open Monday to Friday 8.30am-5.30pm.

A second phase of funding has been announced in Scotland to protect against the effects of Covid-19. [gov.scot/news/additional-support-for-business/](http://gov.scot/news/additional-support-for-business/)

Around £220m of further grants are being made available for businesses - including the recently self-employed - to help them deal with the ongoing impact of the coronavirus outbreak.

## SELF-EMPLOYMENT INCOME SUPPORT SCHEME

Government has announced it will pay taxable grants worth 80% of average monthly profits over the last three financial years, up to £2,500 a month.

The scheme will be open to businesses across the UK for at least three months, and may be extended if necessary. This scheme will be available no later than the beginning of June.

This support will be available for self-employed people making profits of up to £50,000 per annum and to minimise fraud, will only be open to those whose majority income derives from self-employment and who have a tax return from 2019. Those who

missed the January filing deadline will have four weeks to submit a tax return in order to be eligible.

HMRC will contact you if you are eligible for the scheme and invite you to apply online.

[gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme](http://gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme)

More information is available on the Government's Self-employment Income Support Scheme FAQs.

[businesssupport.gov.uk/self-employment-income-support-scheme-faqs/](http://businesssupport.gov.uk/self-employment-income-support-scheme-faqs/)

## NORTHERN IRELAND

You may be eligible to apply for Hardship Rate Relief if your business is adversely affected by coronavirus [nibusinessinfo.co.uk/content/hardship-rate-relief](http://nibusinessinfo.co.uk/content/hardship-rate-relief)

Ratepayers who are experiencing difficulties in paying their rates can also consider applying for existing rate support schemes if they are eligible [nibusinessinfo.co.uk/content/help-available-business-rates](http://nibusinessinfo.co.uk/content/help-available-business-rates)

Alternatively, contact Land & Property Services (LPS) to discuss a payment arrangement - see 'What if I can't pay my rate bill?' [nibusinessinfo.co.uk/content/what-happens-if-i-cant-pay-my-rate-bill](http://nibusinessinfo.co.uk/content/what-happens-if-i-cant-pay-my-rate-bill)

More decisions are expected to be announced in support for businesses in Northern Ireland.

## COVID-19 BUSINESS SUPPORT ROLL-OUT

	2020											2021			
	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR
		Lockdown starts													
<b>BUSINESS RATES</b>			<b>BUSINESS RATES HOLIDAY</b> Only available for retail, hospitality, leisure and nursery businesses in England												
<b>VAT</b>		<b>VAT DEFERMENT</b> If VAT due in this period (20 Mar-30 Jun), can defer to 31 Mar 2021													
<b>JOB SUPPORT FURLOUGH</b>	Employee must have been on PAYE since 19 Mar	<b>INITIAL FURLOUGH PERIOD</b>													
<b>SELF-EMPLOYED</b>					Support starts	<b>TAX DEFERMENT</b> Can defer income tax payment until January 2021									
<b>SMALL BUSINESS GRANT FUNDING</b>		<b>£10K</b> for small businesses; <b>£25K</b> for retail, hospitality and leisure													

# LOBBYING

Endeavouring to secure key worker status

Throughout the pandemic, BPCA has lobbied on behalf of our members on several important issues relating to Covid-19.

The majority of our efforts were centred around having pest professionals recognised as key workers by the government.

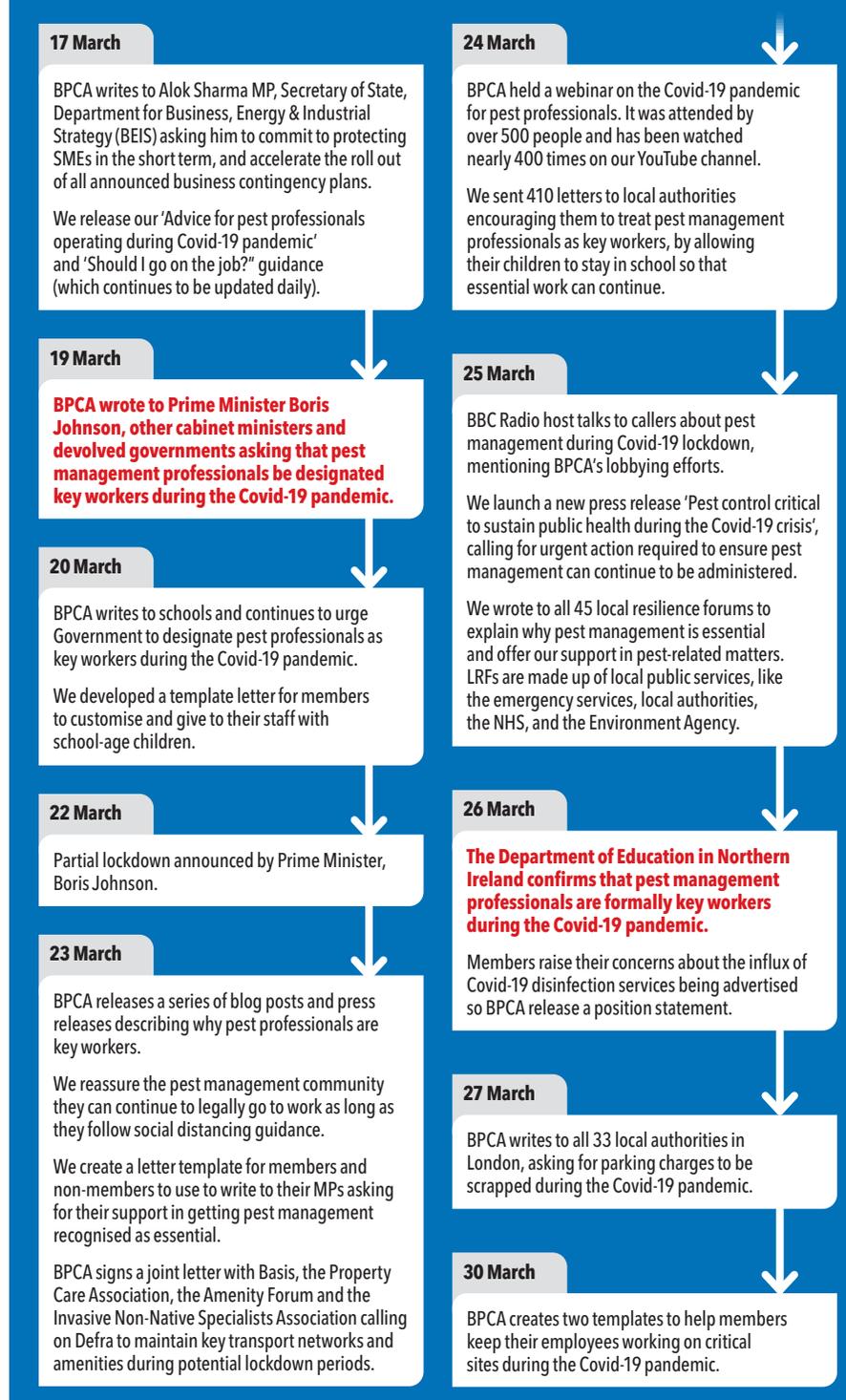
The list of key workers produced by the UK government (and the devolved parliaments and assemblies) was vague and did not explicitly mention pest management. While we were sure we were included as key workers under the vague guidelines, we wanted the government to explicitly state pest management was essential during the pandemic.

Key worker status means that pest professionals can continue to send their children to school during the pandemic. We also suspect that if further lockdown measures were enacted, only key workers would be allowed to continue to work.



Still plugging away – the BPCA Staff team has embraced video conferencing to maintain normal BPCA operations.

## TIMELINE OF LOBBYING EFFORTS





### Resources and links

BPCA advice  
[bpca.org.uk/covid-19](http://bpca.org.uk/covid-19)

UK Government Information on Covid-19  
[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

Coronavirus in Scotland  
[gov.scot/coronavirus-covid-19/](http://www.gov.scot/coronavirus-covid-19/)

Northern Ireland coronavirus overview and advice  
[nidirect.gov.uk/articles/coronavirus-covid-19-overview-and-advice](http://nidirect.gov.uk/articles/coronavirus-covid-19-overview-and-advice)

Ireland coronavirus updates  
[gov.ie/en/campaigns/c36c85-covid-19-coronavirus/](http://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/)

Latest news from Public Health England  
[gov.uk/government/organisations/public-health-england](http://www.gov.uk/government/organisations/public-health-england)

Latest news from Health Protection Scotland  
[hps.scot.nhs.uk/a-to-z-of-topics/covid-19/](http://hps.scot.nhs.uk/a-to-z-of-topics/covid-19/)

Latest news from Public Health Wales  
[phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/](http://phw.nhs.wales/topics/latest-information-on-novel-coronavirus-covid-19/)

Latest news from Public Health Agency (NI)  
[publichealth.hscni.net/](http://publichealth.hscni.net/)

NHS Advice - coronavirus  
[nhs.uk/conditions/Coronavirus-covid-19/](http://nhs.uk/conditions/Coronavirus-covid-19/)

World Health Organisation – Covid-19 outbreak  
[who.int/emergencies/diseases/novel-coronavirus-2019](http://www.who.int/emergencies/diseases/novel-coronavirus-2019)

Support for those affected by Covid-19  
[gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses](http://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-support-for-businesses)

Guidance for Employers on Covid-19  
[gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19](http://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19)

CIPD Furlough FAQs  
[cipd.co.uk/news-views/coronavirus/faqs/furlough#74298](http://cipd.co.uk/news-views/coronavirus/faqs/furlough#74298)

Advice and guidance from British Institute of Cleaning Science  
[bics.org.uk/bicsc-update-to-the-outbreak-of-covid-19-coronavirus/](http://bics.org.uk/bicsc-update-to-the-outbreak-of-covid-19-coronavirus/)

COVID-19 – cleaning in non-healthcare settings  
[gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings](http://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings)

Disinfection of environments in healthcare and nonhealthcare settings potentially contaminated with SARS-CoV-2  
[ecdc.europa.eu/sites/default/files/documents/Environmental-persistence-of-SARS-CoV-2-virus-Options-for-cleaning2020-03-26\\_0.pdf](http://ecdc.europa.eu/sites/default/files/documents/Environmental-persistence-of-SARS-CoV-2-virus-Options-for-cleaning2020-03-26_0.pdf)

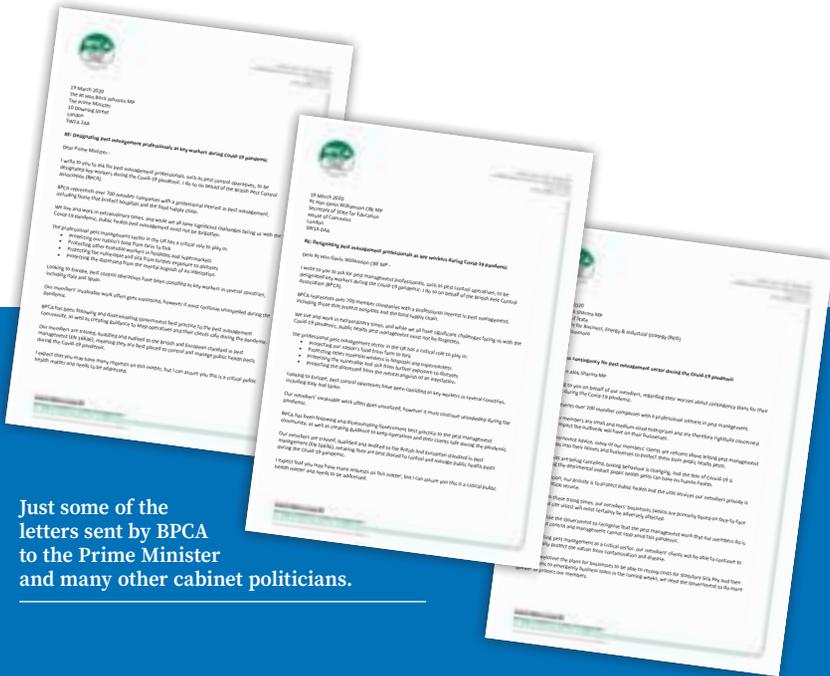
Guidance on respiratory protective equipment (RPE) fit testing  
[hse.gov.uk/pubns/indg479.htm](http://hse.gov.uk/pubns/indg479.htm)

HSE – Arrangements for regulation of chemicals during coronavirus  
[hse.gov.uk/news/chemical-regulation-during-coronavirus.htm](http://hse.gov.uk/news/chemical-regulation-during-coronavirus.htm)

HSE – RIDDOR reporting of Covid-19  
[hse.gov.uk/riddor-reporting-coronavirus.htm](http://hse.gov.uk/riddor-reporting-coronavirus.htm)

HSE – social distancing, keeping businesses open and in-work activities during the coronavirus (Covid-19) outbreak  
[hse.gov.uk/news/social-distancing-coronavirus.htm](http://hse.gov.uk/news/social-distancing-coronavirus.htm)

HSE – Advice for employers with homeworkers  
[hse.gov.uk/toolbox/workers/home.htm?utm\\_source=govdelivery&utm\\_medium=email&utm\\_campaign=coronavirus&utm\\_term=homeworkers-1&utm\\_content=digest-8-apr-20](http://hse.gov.uk/toolbox/workers/home.htm?utm_source=govdelivery&utm_medium=email&utm_campaign=coronavirus&utm_term=homeworkers-1&utm_content=digest-8-apr-20)



Just some of the letters sent by BPCA to the Prime Minister and many other cabinet politicians.

#### 31 March

BPCA issues a press release urging householders to be vigilant to pest infestation during the Covid-19 crisis.

Our campaign to make councils reconsider reducing bin collections featured on LBC radio.

#### 1 April

BPCA launches 'We think you're essential' survey to get a list of all the sites our sector is protecting during the lockdown.

#### 3 April

We write to the Chancellor of the Exchequer, Rishi Sunak MP, asking him to make the Small Business Grant Fund work for our sector.

#### 6 April

The UK Government confirmed to BPCA that pest management professionals can continue to go to work when it's safe to do so.

#### 7 April

BPCA held its first ever digital forum, replacing our cancelled regional pest control forums. We have speakers from BPCA, Bayer, Killgerm, States of Guernsey and Pestfix. Over 400 people attend.

#### 8 April

BPCA writes to the Minister for the Cabinet Office, Michael Gove MP giving him 141 reasons pest management needs to be considered essential during Covid-19 based on the information provided in the 'We think you're essential' survey.

#### 13 April

**Pest management is confirmed as an essential sector during the Covid-19 pandemic by George Eustice, Secretary of State for Environment, Food and Rural Affairs (Defra).**

At the time of writing Northern Ireland and England have confirmed pest professionals are key workers during the pandemic. Scotland has a different approach and defers the decision making to individual local authorities, although their looser definition seems to adequately cover pest management.

We're still working on getting Wales to confirm pest management as an essential sector.

### HOW CAN BPCA HELP?

BPCA is doing it's best to keep you informed during this national emergency and lobby the government on your behalf. Tell us if you think of any way we can support you. All member services are still available, so if you're a member, contact us as you usually would.

[hello@bpca.org.uk](mailto:hello@bpca.org.uk)

# COVID-19 SECTOR IMPACT STUDY

BPCA surveyed pest professionals on the impact Covid-19 is having on the sector. Over 900 people answered the survey. Here are the initial findings.

**BPCA Member** | **Non Member**

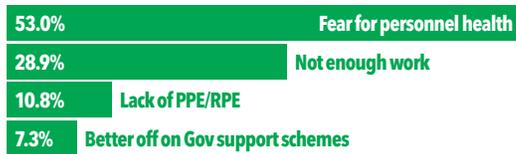
Has your company closed? 423 respondents



If closed, do you plan to reopen after the pandemic?



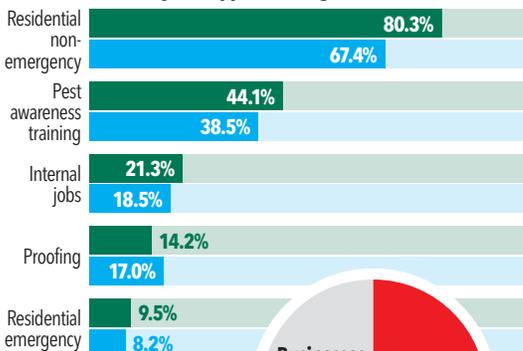
Why did the business close? 83 respondents



Pest professionals from closed businesses are... 71 respondents



What services have you stopped offering?



For closed businesses, how useful is Gov's financial support? 68 respondents



For open businesses, how useful is Gov's financial support? 323 respondents



In what ways have open businesses been affected?



How serious are clients about pest management during the crisis? 596 respondents



If Covid-19 continues to spread, what are you worried about most? 433 respondents

- 1 Lost income
- 2 Reduced productivity
- 3 Premises closure
- 4 Cessation of trading
- 5 Not being able to fulfil contracts

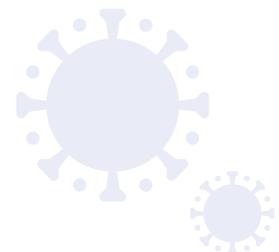
**81%** are optimistic about the future

**93%** believe pest management is an essential service

**63%** are not worried about the future of pest management

**51%** are worried about their jobs or business's future

**44%** say the pandemic has affected their mental health





Of BPCA Members surveyed...

**97%** have read BPCA guidance on Covid-19

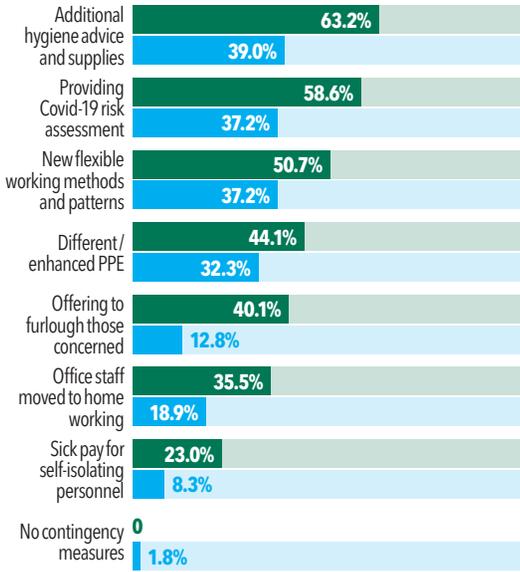
**95%** say BPCA is doing what is right for the sector

**94%** say BPCA has kept them well informed about Covid-19

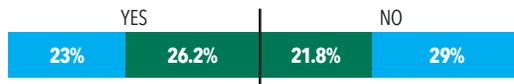
**91%** say BPCA has done a good job of producing Covid-19 guidance

**90%** say BPCA has done a good job lobbying Government

**How are business owners protecting staff?**



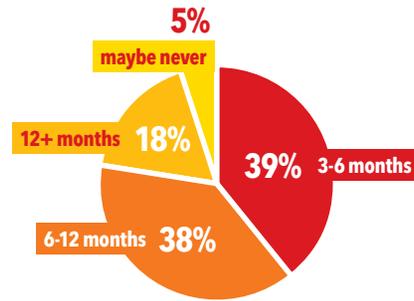
**Do you have a business continuity plan?** 317 respondents



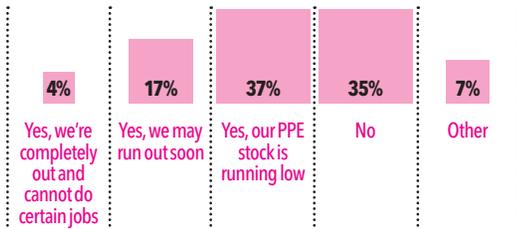
**What BPCA CPD resources have you accessed?**

- 1 PPC magazine
- 2 Webinar
- 3 Quiz
- 4 Digital forum
- 5 Toolbox talk
- 6 Phone support
- 7 Microlearning

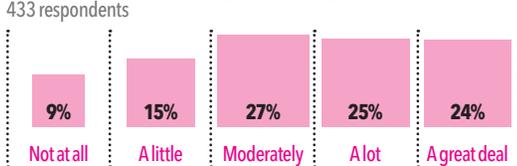
**As a business owner, how long before things feel normal?**



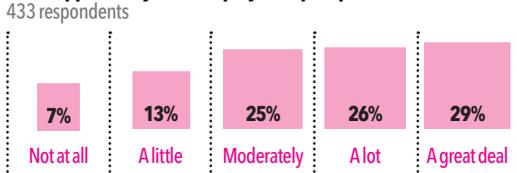
**Have you had any PPE or RPE challenges?** 433 respondents



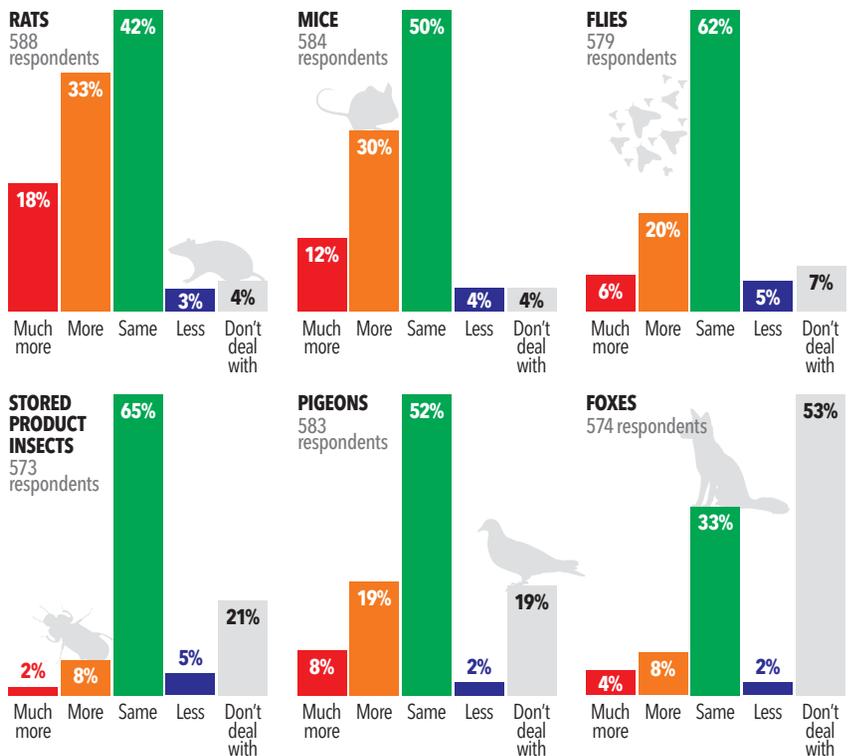
**As a pest professional, how protected do you feel?** 433 respondents



**How supported by their employer do pest professionals feel?** 433 respondents



**Have you noticed any change in pest activity?**





# KEEP RATS OUT OF THE ATTIC

## Mental health resilience for pest pros

SPEED VIEW

**Mental health refers to our behavioural and emotional wellbeing**

**1 in 4 people experience mental health issues each year in the UK**

**In most cases people's mental health problems are a combination of problems they face at work and at home**

**Employers have a responsibility to ensure the health and safety of staff, and to assess the risk of stress-related ill health**



We all know that we have to look after our physical health when we're working, but how often do we stop and think about our mental wellbeing? BPCA Marketing and Communications Officer, Kat Shaw, takes a look at how mental health can affect people at work and the impact of Covid-19 on mental wellbeing.

The overwhelming majority of people have all had that moment, where life can feel like it gets on top of us.

When we made the decision at BPCA to write this article for PPC magazine, Covid-19 had yet to be declared a pandemic.

With 44% of pest professionals in our recent survey reporting that Covid-19 has affected their mental health, many of us will be experiencing that overwhelmed feeling right now. That's why it's more important than ever that we discuss mental health openly.

### WHAT IS MENTAL HEALTH?

Mental health refers to our behavioural and emotional wellbeing. Like physical health, it can range from good to poor and everywhere in between.

Mental health problems can affect anyone regardless of age, ethnicity or background.

They can appear as a result of experiences in both our personal and working lives – or they can just happen.

Mental health problems can affect the way people think, feel or behave; sometimes seriously limiting a person's ability to cope with day-to-day life, which can impact on relationships, work and quality of life.

However, many people can effectively manage their mental health problems alongside the demands of a job and daily life, sometimes with treatment and support.

The most important thing to remember is this: everyone's experience of mental health is different. Two people with the same condition may have entirely different

symptoms and coping mechanisms.

Mental health problems are not just limited to depression and anxiety. They can range from phobias to personality disorders to psychosis and more.

### EMPLOYERS Supporting staff with mental health issues

In 2017, the UK Government commissioned the Thriving at Work report, which showed that people with mental health problems still feel stigmatised, and are not getting the support they need at work.

[gov.uk/government/publications/thriving-at-work-a-review-of-mental-health-and-employers](https://www.gov.uk/government/publications/thriving-at-work-a-review-of-mental-health-and-employers)

At the same time, many employers are unsure about what they can do to provide that support - or if they even should. Some employers may feel it is not their responsibility to intervene and support staff.

However in most cases people's mental health problems are a combination of problems they face at work and at home.

For example, someone experiencing the loss of a loved one might find that their workload, previously manageable, is now beyond them. Being able to support an employee through those difficult periods is in every employer's interests.

It can lead to a workforce which feels more valued and is more positive about the organisation. It will lead to fewer sick days, higher productivity and generally a happier staff team.

It's also important to remember how the law views mental

health and the workplace.

Mental health conditions which have a long-term adverse impact on someone's ability to perform day-to-day activities will be regarded as disabilities and anyone with a mental health issue like this is protected under the Equality Act 2010.

You also have a responsibility as an employer to ensure the health and safety of your staff and to assess the risk of stress-related ill health.

### How can you help?

Think about the following:

- Consider implementing an employee health and wellbeing programme. These are designed to help staff overcome or deal with wellbeing challenges and can come in many forms. These programmes provide a mutual benefit for employers and employees
- Good management can be crucial in maintaining the wellbeing of staff. It's often said that employees do not leave a bad workplace, they leave a bad manager. Poor management can exacerbate mental health problems, leading to longer sickness absence and staff turnover
- Take part in training programmes which will help you recognise the early signs of mental health issues, and give you the tools and skills you need to deal with these sensitively. Mind has some fantastic training courses for managers [mind.org.uk/workplace/training-consultancy](https://www.mind.org.uk/workplace/training-consultancy)
- Train a mental health first aider and support them to support your staff.



## 1 in 4 people experience mental health issues each year in the UK

In England, 1 in 6 people report experiencing a common mental health problem (such as anxiety and depression) in any given week.

Men aged 40-49 have the highest suicide rates in the UK.

70-75% of people with diagnosable mental illness receive no treatment at all.

Mental health is responsible for 72 million working days lost and costs businesses £34.9bn each year.

People with long-term mental health conditions lose their jobs every year at around double the rate of those without a mental health condition. This equates to 300,000 people - the equivalent of the population of Newcastle.

Source: Mind UK - statistics are from a survey conducted every seven years and last taken in 2016

## During Covid-19

Over 4 in 5 adults in Great Britain (84.2%) said they were very worried or somewhat worried about the effect that the coronavirus is having on their life right now.

Just over half of adults (53.1%) said it was affecting their well-being.

Nearly half of adults (46.9%) reported high levels of anxiety.

Just over 1 in 5 adults (22.9%) said it was affecting their household finances.

Staying in touch with friends and family remotely was the most common action that is helping people cope with staying at home (76.9%).

Source: Coronavirus and the social impacts on Great Britain - Office of National Statistics, April 2020

### Resources

#### Employers

Mind - managing and supporting mental health at work - disclosure tools for managers  
[mind.org.uk/media/44253/Managing\\_and\\_supporting\\_MH\\_at\\_work.pdf](http://mind.org.uk/media/44253/Managing_and_supporting_MH_at_work.pdf)

Mind - how to support staff who are experiencing a mental health problem  
[mind.org.uk/media/550657/resource4.pdf](http://mind.org.uk/media/550657/resource4.pdf)

MHFA England - mental health first aid training for the workplace  
[mhfaengland.org/organisations/workplace](http://mhfaengland.org/organisations/workplace)

Advice on supporting mental health in the workplace  
[mentalhealth.org.uk/publications/how-support-mental-health-work](http://mentalhealth.org.uk/publications/how-support-mental-health-work)

#### Self-care

Guidance for supporting your mental health while working from home  
[mhfaengland.org/remote-working-resources](http://mhfaengland.org/remote-working-resources)

NHS - how to access mental health services  
[nhs.uk/using-the-nhs/nhs-services/mental-health-services](http://nhs.uk/using-the-nhs/nhs-services/mental-health-services)

Anxiety UK  
Charity providing support if you have been diagnosed with an anxiety condition.

03444 775 774  
[anxietyuk.org.uk](http://anxietyuk.org.uk)

#### CALM

The Campaign Against Living Miserably, for men aged 15 to 35.  
0800 58 58 58  
[thecalzone.net](http://thecalzone.net)

Men's Health Forum  
A charity supporting men's health in England, Wales and Scotland.  
[menshealthforum.org.uk](http://menshealthforum.org.uk)

Mental Health Foundation  
Provides information and support for anyone with mental health problems or learning disabilities.  
[mentalhealth.org.uk](http://mentalhealth.org.uk)

Mind  
Promotes the views and needs of people with mental health problems.  
0300 123 3393  
[mind.org.uk](http://mind.org.uk)

No Panic  
Voluntary charity offering support for sufferers of panic attacks and obsessive compulsive disorder (OCD). Offers a course to help overcome your phobia or OCD.  
0844 967 4848  
[nopanic.org.uk](http://nopanic.org.uk)

Rethink Mental Illness  
Support and advice for people living with mental illness.  
0300 5000 927  
[rethink.org](http://rethink.org)

Samaritans  
Confidential support for people experiencing feelings of distress or despair.  
116 123 (free 24-hour helpline)  
[samaritans.org.uk](http://samaritans.org.uk)

**HEARING A VOICE AT THE END OF THE PHONE CAN BE A HUGE COMFORT FOR MANY - MAYBE YOU AREN'T EVEN DOING IT FOR YOURSELF, BUT BECAUSE YOU SUSPECT THE PERSON ON THE OTHER END OF THE PHONE MAY BE SUFFERING FROM LONELINESS.**

It's important during this time to stay connected, with friends and family by phone, text, video call.

A good suggestion for during the work day is to take the opportunity to make a telephone call instead of sending an email, whether that's with colleagues or customers.

Hearing a voice at the end of the phone can be a huge comfort for many - maybe you aren't even doing it for yourself, but because you suspect the person on the other end of the phone may be suffering from loneliness.

As an employer you should bear in mind that these are very unusual times, and employees are more likely to feel stressed as a result.

Make sure that you continue to communicate any changes or news about the business as openly as possible. Keep an open door for staff to voice their worries, and be prepared for staff to be unwell and possibly absent as a result of mental health issues.

It's completely normal to feel scared, helpless, anxious or depressed about current circumstances.

Find someone who you trust and talk to them. If you don't feel comfortable talking to somebody you know, there are helplines available [nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines](http://nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines)

The NHS has some great advice for taking care of your mental wellbeing during the lockdown [nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips](http://nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-staying-at-home-tips)

## SELF CARE

### Recognise the signs

Symptoms and signs of mental illness can vary depending on the disorder and other factors.

Some signs that you might be suffering from mental health issues:

- Feeling sad or down, sometimes for what seems like no reason
- Confused thinking or reduced ability to concentrate
- Extreme mood changes of highs and lows
- Withdrawal from friends and activities
- Feeling fatigued or struggling to sleep
- Detachment from reality (delusions), paranoia or hallucinations
- Inability to cope with daily life and stresses
- Problems with alcohol or drug use
- Major changes in eating habits
- Sex drive changes
- Excessive anger, hostility or violence
- Suicidal thinking.

### Working on your own, and protecting your mental wellbeing

The impact on mental health and wellbeing due to Covid-19 can't be underestimated.

Many of us who are used to interaction every single day are now potentially isolating or working from home.

As a pest professional you're probably used to working from your home or your van. But with Covid-19, it's likely that you see your teammates and customers even less now.

The world can begin to feel much more insular and you may feel bored, lonely, frustrated or anxious.

MEET THE MEMBERS

# Rising to the challenge

PPC talked to the membership at large, about the proactive steps taken to meet the Covid-19 crisis head-on. Your responses are still coming in, but here are a just a few collated at the time of publication...

## Beaver Pest Control



Beaver Pest Control says it has key sector clients and therefore considers itself as performing key work. The company is trying to convince as many clients as possible to grant access to properties while closed.

Beaver carries out work for the NHS and other high-risk sectors. The company has offered free coronavirus disinfection treatments to NHS clients to help support their hygiene regimes.

Company Director, David Lodge, told us he feels that the whole food chain from field-to-fork could collapse should pest control work not continue.

Beaver had a pandemic flu contingency plan already drawn up, and this allowed it to respond to the threat of Covid-19 quickly.

The company also extended its digital risk assessments, RAMS (rush assessments and method statements), and created a technician guidance procedure for non-furloughed staff to follow. Office staff are mainly working from home, and members of the two offices were completely segregated both in and out of work before social distancing measures were brought in.

Beaver expanded its cleaning team to cover coronavirus disinfecting treatments. Team members were already trained in this service delivery, but RAMS and training were tweaked, and insurance checked to make sure that it was delivered appropriately and safely.

Beaver was able to furlough all of the staff that requested it and is presently functioning at around 40% of normal capacity. Field managers have volunteered to carry out service work where necessary, and all surveyors and managers have offered to take a rotating furlough to help. Company directors have taken a pay cut.

David said to us, "We're very proud of all of our staff and are aware of the risks that present themselves while still working. We

“ We will get through this as an industry. Pest control will be seen as essential in supporting industries to get back on their feet, especially the food sector. We should already consider ourselves key workers and I urge anyone who has not done so yet to contact their local MP with the BPCA letter calling for Government to change our status to key workers. ”

DAVID LODGE, DIRECTOR, BEAVER PEST CONTROL

try to support them as much as possible both physically but also psychologically by assuring close managerial contact.

“We are also fully aware that those staff at home may also suffer through social distancing which may continue for many weeks or even months, and therefore we are in constant contact with them too and provide information on mental wellbeing and support.

“Our technicians have pulled together and are going the extra mile to help get through the pandemic. We're a close-knit family at Beaver, and I couldn't ask for better support from the team at this time.”

They also noted that they have evidence that rodent infestation is increasing where they can't gain access. However, where their clients had tidied and secured alternative foodstuffs, there is less behavioural resistance, and baits and traps are proving more successful.

## SHARE YOUR COVID-19 STORIES

hello@bpca.org.uk

## Bounty Pest Control



Following the government announcement, Bounty created the following criteria for visits during this national emergency. They are currently only doing:

- Follow-ups jobs where public health pests are present
- New public health pest issues
- Food premises, medical sites and other key industries that need to remain pest free
- Sites where historically there are frequent public health pest risks.

In line with government advice, other contracted customers have received a phone call asking if they are aware of any pest issues, if not we will not visit at this time and will move the visit along to the next routine visit.

Bounty office staff are working from home but can still be contacted during office hours.

## Premier Pest Control

Premier decided to offer discounts to all NHS staff for the foreseeable future.





## Pestforce North Wales



Over the last two weeks, Pestforce North Wales told us their business has completely dried up although they're continuing to take calls. Unfortunately many of the calls seem to be unwanted scam calls.

Mark Palmer from Pestforce said to us: "The only other calls have all been regarding rats running around peoples gardens which I have been able to give advice over the phone. Remove the food source (which in every case has been bird food), correct storage, re-site feeders, suggest a period of not feeding the birds, remove foliage/cover and so on.

"All the people I have spoken to seemed genuinely pleased with the advice given and said I would be the first person they would ring in the future with any pest problems and would recommend me to friends and family."

## Pestpro Bird Solutions

Pestpro Bird Solutions is still operating a full range of pest services during the pandemic.

Staff welfare is paramount, and to help reinforce this, the Pestpro team has undertaken toolbox talks with a registered prescribing nurse manager. The team is equipped with all the Public Health England information on Covid-19.

For their protection, staff carry all PPE necessary for all tasks that they carry out along with sanitiser gels, hand wipes and disinfectants.

Richard Stewart, Director of Pestpro Bird Solutions, said, "We have a full set of RAMS for our operations currently. We have increased our public liability insurance to £10,000,000 and are covered to carry out all our normal services along with ULV disinfecting, where required.

"Pestpro Bird Solutions is helping its clients, new and old, to be able to combat public health issues. We've noticed an increase in pest species due to the lack of food sources, plus the rising temperature, which means increasing insect activity.

"Staff are not required to work if that is their wish.

"Thanks to BPCA for all their support during the coronavirus pandemic."

Pestpro has seven active Agrilasers operating on client sites for gull nesting control and these require monthly safety checks by the team. Without these checks, the lasers will have to be switched off, as per regulations. This would allow the gulls to build their nests during the critical period in the breeding calendar and render the client investment in the lasers as a loss for this year.

Richard said, "Pestpro Bird Solutions has recognised that we can still operate within this environment safely by maintaining a high level of personal protection, following RAMS and generally taking great care within our operational remit."



## Cleankill Pest Control



Reduced waste collections, pest controllers being unable

to carry out preventive work, food not being stored properly and empty offices could together result in a surge in public health pests says Cleankill Pest Control.

These are just some of the reasons why, says Cleankill Managing Director Paul Bates, pest controllers need to be added to the list of key workers during the coronavirus pandemic.

Another important reason he says is that if buildings become infested while they are unoccupied, staff will be unable to return immediately because of the health risks.

Paul explains: "We are urging all businesses, not just our own customers, to make sure preventive pest control is continued. It's critical in places like London where pests can often move from one premise to another. So, for instance, many restaurants that had to close their doors with only a few hours' notice from Government may have left

foodstuffs in the premises that will attract rodents. If there are offices above, the rodents will find their way into those, and soon you will have a very expensive and complex problem to solve."

Paul added that Cleankill is still trying to offer emergency treatment as and when required. "I am also looking at the furloughing options, however that is not easy as at this stage we really don't know what will happen to the pest situation going forward. We are already seeing situations where bin collections are not happening – so this will increase rats being seen. We are very much caught in the middle of knowing what to do at the moment.

"We are getting requests to suspend service in a lot of places which we are advising against. Pests do not know there is a pandemic and more people being at home is meaning more people are spotting the problems during the day, so we are getting a surprising number of calls.

"Several food suppliers and property management companies have stressed that as far as they are concerned pest control is a vital service – if pests get

into the food chain then that could potentially add another major risk into an already fragile situation – similarly if pests build-up in domestic dwellings then infection, public health and mental health could all be affected."

Another reason, says Paul, to keep pests under control is to limit the risk of catching other illnesses and adding to the strain on the NHS.

"As the temperatures increase, so will the flies which can carry bacteria and e-coli among other germs. It is important to keep bin areas clean to discourage flies.

"In some areas councils are collecting food waste weekly, non-recyclable rubbish every two weeks but will not be collecting recycling at all for the time being. Cleankill recommends that all plastic meat/fish containers and tins are rinsed of residues to reduce the risk of attracting rodents and flies," added Paul.

Householders who purchased large quantities of food prior to the lockdown are also being advised to make sure it is stored securely to avoid attracting pests.

CONTINUED >



## Tornado Pest Control

New company, Tornado Pest Control, isn't a BPCA member. However, owner Mark is currently studying for his Level 2 Award in Pest Management with us. We thought his story of setting up a new company this year was worth sharing...

Since 2001, I have worked for a large distribution centre as the warehouse manager. From a young age, I've always done field sports as well as trapping moles and vermin in exchange for shooting rights.

After my reputation spread, I realised I could get paid for something I enjoyed with each job bringing new challenges while supporting homeowners and business throughout South Yorkshire.

Last August, I registered the business as limited and handed my notice in at my main job. It was a huge risk to walk away from a good salary and my work family of 18 years. But I'd been tracking numbers for four years. On paper, nothing could go wrong!

My notice was put in for January 2020, and I started doing handovers with my replacement.

I then started building up stock, purchased a new sign-written company van, installed CoSHH cabinets, had some SEO work done, invested in advertising campaigns and purchased thousands of pounds of other equipment. I've also signed up for my Level 2 Award in Pest Management with BPCA and several other training courses.

All started well, then - boom! - Covid-19 hit the world. My new business is now a sitting duck with limited support available.

While I've worked hard with risk assessments and purchased extra PPE, it still doesn't feel good practice to be visiting ten plus residential homes a day throughout South

Yorkshire. I don't want to place customers, my family and myself at risk.

Taking this into account, I'm spending extra time on enquiries and have only been taking external work, or jobs I can treat externally without any contact or touchpoints internally. We've been kindly asking customers to stay inside and open all gates to support the risk assessments.

I've had to enter a building twice, and this was to support public health and extra measures were put in place.

One was a dentist surgery. They were closed, but were just opening for emergency extractions, so finding rats that had chewed all the equipment was devastating for them. I stepped in to support, successfully removed all rats using a non-toxic trapping programme and blocked all entry points.

I'm turning down on average three to five jobs daily, which is having a huge impact on my new business. It's also not sitting right with me asking them to be placed on hold, and my reputation could also be impacted, but I can't place my customers, family or myself at risk until the virus is under control.

We've had some support with mortgage payments for three months, and our bank has helped with an overdraft but, unfortunately, that's it.

The regular updates from BPCA have been amazing, with me being on my own it's been nice to feel a part of something bigger. I'm looking forward to completing my Level 2 Award in Pest Management and then becoming a member.



## CDP Environmental

Paula Johnson, Director of CDP, asks: what does customer service and loyalty really mean?

We pride ourselves on our customer service. That won't change whatever the current situation.

However, we've been surprised at the attitude of some customers - both good and bad.

This is probably the best time any pest controller will have to be able to visit buildings. With no one in them, it certainly makes servicing easier.

Some businesses will be opening up to find the remains of rodent parties for sure.

We look after many restaurants, cafes and breweries. With the enforced closures, we understand it's a difficult time for them. We, as a company, decided to do all we can to help.

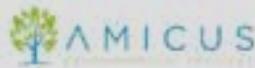
A few had the courtesy to email us and explain their situations, and we deferred payments as necessary. Some big companies too have had to shut their doors but have advised that they would still honour their contracts with us. For that, we are truly grateful as we have staff to pay as well.

Unfortunately, some have just decided to shut up shop, cancel payments and not keep us informed while still owing money. One even called us in for a treatment then just shut the doors saying they wouldn't pay the bill!

We will always continue to act professionally as that is in our company ethos - we can't legislate for others. Communication and support is key and it is this that customers will remember after this is over.



## Amicus Environmental Services



John Tomes, Director of Amicus Environmental Services, explains why he's still optimistic about the future of his new business:

A wasp nest and an encounter with a well-respected local pest control vendor who waxed lyrical about life in pest control brought us to this point.

12 months on we've started up our business. The website is online, and our social media is in overdrive. What could go wrong?

Covid-19, that's what.

We didn't see it coming, but then it's fair to say not many did. But despite possibly the most

disruptive event globally in the last 70 years we still retain our certainty.

Why? Because we conducted our research. We had a plan which we've developed along the way, and we've executed it. Situations change but positivity, focus and passion will always see you through and, beyond any question, uncertainty creates opportunity.

Partnerships help too.

We always knew that this was about building something special and that's why membership of BPCA was non-negotiable.

From small beginnings, as we grow and develop, we know that having advice from the

BPCA team acts as a guiding hand and puts us into a stronger proposition.

The events of the last six weeks do nothing other than to confirm this. The BPCA logo and membership become an evermore critical part of what we are. We are proud to be part of this organisation and look forward to making our contribution to it in the coming months.

This is a great industry to be involved in - challenging yet rewarding, dynamic with some truly outstanding people. Don't despair even in these tough times. Some people and organisations are here to help you regardless of where you are in your journey.



# CHALLENGE OR CHORE?

An introduction to insect identification for pest professionals

Clive Boase, Principal Consultant at The Pest Management Consultancy explains the importance of correct insect identification and how you can make a start on learning the basics.

We've all been there. You are with a valued customer in their premises, when they spot several tiny, dark objects on the floor, and ask you what they are.

What do you do? Bluff? Collect a few and say you'll let them know? Or give them the full text-book explanation?

Of course, we'd all love to be able to provide option three, but how do we gear up to be able to do that? And in any case, do we really need to identify everything?

From a regulatory angle, the need for identification is clear. The Health and Safety Commission, in their guide to the interpretation of the CoSHH Regs for pest controllers, say that:

"The decision to apply a pesticide or not should only be made after... correct identification of the pest."

The thinking behind this statement is that we shouldn't be using potentially harmful substances if the target is actually a casual intruder of no real threat to the customer.

Pesticides, if we need them at all, should be reserved for those pests that have been identified as a real threat.

Like most regulations, we comply with the CoSHH Regulations not simply because it is 'the law', but because there are also good common-sense reasons for compliance.

CONTINUED >

SPEED VIEW

**Correct insect identification helps us comply with CoSHH Regulations**

**Pesticides should be reserved for pests identified as a real threat**

**There are several common sense reasons for needing to correctly identify pests, excluding legislation**

**Best way to identify an insect is by using an 'identification key'**

**If you're carrying out identification for clients you will need the right equipment**

**BPCA runs a one-day insect identification course which lays the foundation for building identification skills.**

# CHALLENGE OR CHORE?

Several common-sense reasons for identifying pests, apart from legislation, including:

## Is it really a pest?

There is usually little point in wasting time and effort with insects that are just random, harmless intruders from outdoors.

## How best to control it?

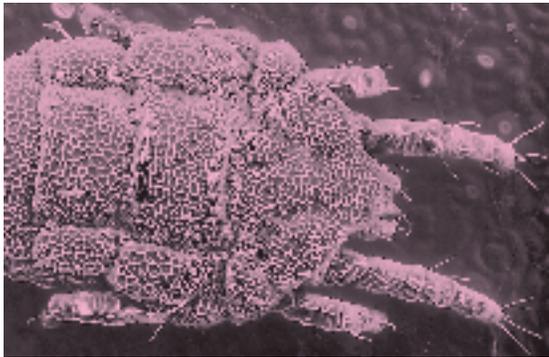
Pesticides and/or non-chemical measures?

## Where does it like to live?

Once you have identified it, you should be able to find out about its preferred habitat, and then you can hopefully find the source. You will then be able to provide practical advice to your customer on how to prevent it in the future.

## How professional are you?

Being able to confidently put a name to a 3mm speck of an insect will win lasting respect from your customer.



How far do you want to go? Pictured, a yellow formosa mite magnified 200x by electron microscopy [ars.usda.gov/is/AR/archive/oct0](http://ars.usda.gov/is/AR/archive/oct0)

Boosting your identification skills can take place in different ways.

For some pests, especially the larger ones such as cockroaches and a few others, a thumb through your British Pest Management (BPM) manual, or a quick look at some images online, may be enough to put a name to a pest.

For these larger and boldly-marked pests, the distinctions between different species are usually obvious.

The dramatic improvement in online material in recent years has also been a big help, with websites that specialise in high resolution images of particular types of pests.

However, there are many more insects where the differences are not so obvious. Most of the ants, stored product pests, flies and so on, often appear very similar at first sight. You can stare at different pictures online for as long as you like, but this alone won't enable you to reliably tell the Garden ant from the Argentine ant, or the Fruit fly from the Scuttle fly.

## THE KEYS TO THE KINGDOM

For these smaller insects, the only reliable way to identify them is to use what is known as an 'identification key'.

Identification keys consist of a series of linked, step-wise questions that will eventually, if we answer them correctly, take us to the name of our specimen.

Keys exist for most of the more important insects, but they are often scattered through a variety of books and online sources.

There are some excellent keys that are in books which are now out of print, so you may have to search via Amazon, or secondhand book dealers.

Some keys can appear challenging to use at first, as they often use quite technical words to describe particular details of the insect.

However, like anything else, once we become familiar with the terms used, and with the routes through the key itself, then they can become a joy to use.

If you are carrying out identifications yourself, then as well as keys, you will almost certainly need a decent hand lens.

These are available from some pest control distributors, suppliers of entomological equipment or even some high street opticians.

Magnification of 10x is about right for most insects, and even a top-of-the-

**THE DRAMATIC IMPROVEMENT IN ONLINE MATERIAL IN RECENT YEARS HAS ALSO BEEN A BIG HELP, WITH WEBSITES THAT SPECIALISE IN HIGH RESOLUTION IMAGES OF PARTICULAR TYPES OF PESTS.**

range hand lens will cost you less than re-fuelling your van.

However, even a good hand lens will struggle with insects where you need to look at the really small details.

Moving up from a simple hand lens, there are now a range of options, depending on what you want to do and how techy you feel.

At one level, there are now apps for your phone that enable you to obtain reasonable magnified images of small insects.

Alternatively, you could buy a small digital microscope that connects to your phone or laptop, to see the magnified images. The great thing about digital microscopes is of course that you can save images, and send images.

Or you could buy a traditional optical microscope, similar to the ones used by BPCA.

A decent office-based microscope that will enable you to carry out all your pest identifications won't cost a fortune; in fact, no more costly than a couple of packs of premium insecticide gel.

## ALL FRILLS, NO SKILLS?

However, as usual, it's not just about the kit. Somehow you also need to pick up the skills and experience to deal with all those tiny samples, and fortunately, there are opportunities.



At PPC Live in Harrogate, BPCA held a drop-in insect identification surgery, where there were a number of microscopes, samples of insects, explanatory charts, books of identification keys, and expertise on-hand for those who needed it.

The surgery worked in different ways for different people. Some people were seeking help with their own tricky-to-identify samples, while others sat themselves down and carefully worked through all the various samples provided.

And there were others who soon forgot about actually identifying the insects, and just marvelled at the new world of invisible detail that a microscope can open up.

The PPC Live event was a really good 'taster' session, providing basic insight into the world of identification.

For those keen to take their identification skills to another level, BPCA runs an insect identification course. It's a full and structured one-day course, which covers the 'why' and 'how' of insect identification, and works through the main insect groups and pests.

There is also the opportunity to bring your own samples and get some guidance on how to identify them. The course provides a solid foundation for the keen technician, on which they can start to build their identification skills and impress their clients.

And if you're on a CPD scheme like BPCA Registered, you can get 10.5 points for the day (12 points for Basis Prompt) to go with your new-found knowledge of entomology. Find out more at [bPCA.org.uk/training](http://bPCA.org.uk/training)

**Suppliers of entomology equipment**

Watkins & Doncaster Ltd [watdon.co.uk](http://watdon.co.uk)

**Sources of good keys**

'Common Insect Pests of Stored Food Products' Edited L. Mound. Published British Museum (Natural History), 1989

Insect and Mite Pests in Food, An Illustrated Key. Published by the United States Dept of Agriculture. Available at [ars.usda.gov/ARSUserFiles/2863/pdfdocuments/Gorham%201991%20V1.pdf](http://ars.usda.gov/ARSUserFiles/2863/pdfdocuments/Gorham%201991%20V1.pdf)

**Good pest photo websites**

Native cockroaches: [brc.ac.uk/sites/www.brc.ac.uk/files/biblio/Earwigs%2C%20cockroaches%20and%20stick-insects.pdf](http://brc.ac.uk/sites/www.brc.ac.uk/files/biblio/Earwigs%2C%20cockroaches%20and%20stick-insects.pdf)

False widow spiders [nhm.ac.uk/take-part/identify-nature/spiders-in-your-home/false-widow-spiders.html](http://nhm.ac.uk/take-part/identify-nature/spiders-in-your-home/false-widow-spiders.html)

**Good entomological book supplier**

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*"Beegone were efficient and professional in removing a large colony of bees from a roof space. We were delighted live bee removal was possible and the site was made good on completion. Very happy with the service" - Rachel*

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**savebees@beegone.co.uk**  
**www.beegone.co.uk**





We asked PPC Live speaker, and drone pilot, Clark Smith-Stanley from Profile Drone Services to give us an insight into what it is to fly drones for commercial survey work.

Drones, or more accurately UAVs (unmanned aerial vehicles), have been successfully utilised in hundreds of sectors. From parcel delivery to emergency services to wireless internet access, commercial UAV flights are creating plenty of business opportunities.

Indeed, several pest management companies are already utilising drones for their survey work.

### BUY OR HIRE?

There are a variety of drones available 'off the shelf' or built to suit your requirements. The best way to see what drone is suitable is to understand your needs first, and then ascertain the right UAV for the task.

Deciding whether to invest in your own system will be down to your requirements. There is a lot to consider, and it's very involved.

You will need to have a UAV pilot. This can be someone from your own company or employed specifically for the role.

A UAV pilot will need to go through the training required to be registered with the CAA (Civil Aviation Authority) before they can operate an UAS (Unmanned Aerial System) and obtain a PFCO (Permissions for Commercial Operation). The training will give the pilot an understanding of operating an aircraft in UK airspace safely and responsibly.

It's incredibly in-depth, and a lot of paperwork is involved in writing their operations manual, which will include:

- Operating Safety Case (OSC)
- Safety policy
- Organisation information
- System build specification
- Operating and maintenance procedures
- Emergency procedures.

The operations manual will need to be continuously updated as different rules and regulations are required to be adhered to, along with any changes with your system and operations.

Once training has been completed, and the CAA has accepted an operations manual, you will be able to operate your system in UK airspace only.

The initial set up costs will include your system, training, CAA registration fees and insurance. This will be quite a considerable investment and will also require ongoing costs for updates and maintenance to the system, CAA fees and insurance.

With the investment in time and money, you can see why many choose to use a commercial drone flying company, rather than doing the work in-house.

### OPERATING A FLYING PEST CONTROLLER

Before deployment of a drone, a lot of preparation is required to determine the operations of the drone flights.

Firstly, can you operate without additional airspace clearance?

The UK has a lot of controlled airspaces, usually close to towns and cities. There are also RAF bases around the country,

and there are many smaller airfields and aerodromes in rural areas.

Usually, contact with the local ATC (Air Traffic Control) will be enough, but larger airports may require authorisation from NATS (National Air Traffic Service), also an understanding is required of NOTAMS (Notices To Airmen). All of this may restrict your operating days and times.



A typical CAA chart – a small example of the complex nature of drone piloting.

Weather is the next requirement. Your UAV will have a limitation on what weather it can operate in. This is the most frustrating part of operating a drone: although forecasts can give you some understanding of what the weather is likely to be, it can be completely different on the day.

Predicting the weather isn't an exact science; it's constantly changing nature has a bearing on the task and can bring the working day to an end sooner than expected.

Once on-site, you'll need to do a UAV site survey to make sure that the location is suitable to operate in.

Similar to your pest control site survey, location of terrain, people, hazards, restrictions, other air users, permissions and any other due diligence should be documented. Understanding the task, and any limitations and emergency procedures will need to be accounted for before starting any operation.

Depending on the task and operating safety case, you may require an additional person as a visual observer (VO). A VO will be necessary to keep visual contact with the drone at all times while the pilot can concentrate on the task, capturing the data and keeping an eye on the telemetry from the UAV.

Depending on the OSC, the drone may be able to fly autonomously with pre-determined waypoints, where the drone will fly a coordinated route and obtain the data required.

The drone must always remain in visual line-of-sight (VLOS) unless your OSC is approved for beyond-visual line-of-sight (BVLOS).

### HOUSTON, WE'VE HAD A PROBLEM

Depending on the system, weather and location, each drone will have an endurance limit which will determine the drone's time in the air. This is where planning is essential to maximise the endurance available.

This is where most drone incidents occur, by not fully planning each flight and understanding how the system will operate in the conditions and location you are presented with. This can prove detrimental and costly to the UAV, as well as being extremely dangerous.

You could be explaining yourself to the authorities, with the potential for severe consequences. Any incident where the drone is 'out of control', a 'near-miss' is encountered with another aircraft or any person is endangered, a mandatory occurrence report (MOR) will need to be filed.

### SURVEYING FROM THE SKY

Drone surveys are a faster, safer and more cost-efficient way to survey at height. Sometimes referred to as aerial surveys, UAS (unmanned aerial system) surveys, or UAV (unmanned aerial vehicle) surveys, they are an increasingly popular method of surveying from the air.

For roof inspections, tall structures and most inaccessible areas, drones are fast becoming the sensible choice for engineers, construction, maintenance and surveyors because they offer great advantages in safety and speed of access.

In addition to building and structure inspections, drone surveys are now established as a valuable approach by eliminating manual 'at-height' working, they greatly reduce risk and improve safety outcomes.

Drones can be deployed rapidly and allow asset managers to interrogate defects using high-definition imaging. Our drones frequently

provide fresh data on previously difficult to see areas, helping our customers to make quicker, assured decisions.

The data can be distributed pretty much instantly to any location for analysis, enabling the correct solution to be put into place without any delay. Drones will save on the cost of hiring high rise tower lifts and are more affordable, quicker and pose fewer health and safety risks than setting up scaffolding and access platforms.

The quality of data received will depend on the type of drone used. Our drones are classed as heavy-lift octocopter UAVs and carry quality camera equipment to produce high-definition video footage and images from a stable steadicam platform.

### RIGHT FOR ME?

No matter what sector you're in, you're likely to benefit from using drones to inspect and survey buildings and assets. For most situations, drone surveys are quicker, more cost-effective and safer than traditional manual surveys.



Top: a drone being used to inspect overhead power cables, saving personnel from dangerous and costly working-at-height. Above left: examining tunnel construction eliminating the need for an inspection gantry that would need to be moved many times. Above right: guess what this is!\* Left: roof inspections, for example, to view a solar panel installation become routine tasks. \*A chimney stack seen from above.



### MORE INFO

Should you require any further information on drone applications, you can contact us at Profile Drone Services.

[www.profilephotography.co.uk](http://www.profilephotography.co.uk)

01604 464000

# FLOODS!

Work study and opportunities for pest professionals

Back in January and February much of the UK was underwater. Homes, businesses and public spaces were flooded, bringing with them a wave of pest-related issues. BPCA member, Killgerm, has produced a handy guide for pest management companies looking to help out with the effects of flooding problems.

## SPEED VIEW

**Floods can create the perfect environment for rodent and insect pests**

**Leptospirosis and Coliform bacteria are associated with flooding and increase the chance for disease**

**Floodwaters debris create excellent breeding conditions for houseflies, mosquitoes, other flies and insects**

**After flooding, many rodents are displaced from their natural habitat**

**You should follow The Environment Agency safety precautions when working around floods.**



An online CPD quiz based on this feature is now available on the BPCA website. BPCA affiliates can take a CPD quiz at any time [bPCA.org.uk/cpd-quiz](http://bPCA.org.uk/cpd-quiz) or sign up at [bPCA.org.uk/affiliate](http://bPCA.org.uk/affiliate)

**SUCH FAVOURABLE CONDITIONS CAN RESULT IN AN ABUNDANCE OF DISEASE-CARRYING AND NUISANCE CAUSING FLIES, POSING A SIGNIFICANT RISK TO HEALTH.**

**SOME STUDIES HAVE FOUND A 15-FOLD RISK OF THE DISEASE ASSOCIATED WITH WALKING THROUGH FLOODWATERS.**

Floodwaters often bring mass devastation, flooding homes and other premises, causing stress and deprivation. The presence of floods also frequently heightens the risk of disease.

Floods can create the perfect environment for pests, such as rodents, since they are often displaced from sewers and burrows. The standing water, waste, sewage and debris left behind provide ideal breeding grounds for insects such as mosquitoes and other flies. Such favourable conditions can result in an abundance of disease-carrying and nuisance causing flies, posing a significant risk to health.

## DISEASE

Coliform bacteria and other faecal organisms can be associated with floods, storm drains, sewer back-up incidents, etc. Weil's disease or Leptospirosis, carried by rodents, has been associated with flooding.

Some studies have found a 15-fold risk of the disease associated with walking through floodwaters.

A report revealed that there were 42 cases of Weil's disease reported in England in 2010.

Epidemics may be associated with changes in human behaviour, animal or sewage contamination of water, changes in animal reservoir density, or following natural disasters such as floods. It is important to be aware of the flu-like symptoms caused by a Leptospirosis infection. Those who may be exposed to Leptospirosis should take relevant precautions listed on the 'Leptospirosis (Weil's disease)' cards, which should be kept with you at all times.

## INSECT PESTS



Filth and debris left by the floodwaters create excellent breeding conditions for houseflies, mosquitoes, other flies and insects associated with decaying organic matter. Those insects may be capable of causing significant nuisance and in some cases spreading disease.

Control of such insects involves removal of the breeding source, which can be standing/stagnant water, and accumulations of organic matter in drainage systems. Flooded cellars, in particular, can harbour *Culex pipiens* biotype molestus, a human-biting mosquito.



## Products to assist with the problems caused by flooding

### PX PARVO

Contains Chlorhexidine and QACs (<7.5%)  
For use to control coliform bacteria and other faecal organisms associated with floods, storm-drain and sewer back-up incidents etc.

### PX LEPTO

Contains Chlorhexidine and QACs (<7.5%)  
PX-Lepto is used to control the disease organisms associated with pest rodents (rats and mice) and has been formulated to help combat such microorganisms.

Accumulations of decaying organic matter can provide breeding sites for a number of different 'drain' flies that may be involved in disease transmission and can certainly reach nuisance proportions. Such families of flies include the lesser dung flies family Sphaeroceridae, fruit flies family Drosophilidae, owl-midges or bathroom flies family Psychodidae, fungus gnats family Mycetophilidae, sciarid flies family Sciaridae, window gnats family Anisopodidae and others.



Sites that are very wet, for at least part of the year, may favour the development of biting midges, family Ceratopogonidae.

### RODENT PESTS



After flooding, many rodents are displaced from their natural habitat. The rodents will then find areas that provide food, water and harbourage. Inevitably, rodents enter houses, sheds, barns, and other buildings.

Flood-damaged premises are particularly attractive and provide easy access for rodents. These unwelcome rodents may cause damage to property directly by gnawing or indirectly by depositing faeces and urine. Rodents can threaten public health, as they may carry diseases such as E.coli, Salmonella and leptospirosis.

The high instance of recent flooding in the UK has increased concern regarding exposure of householders to these diseases and rodent control is likely to become increasingly important.

### GENERAL SAFETY PRECAUTIONS

The Environment Agency recommends the following Safety Precautions when working around floods:

- Wear protective clothes, sturdy boots and waterproof gloves and face masks when handling debris
- Floodwater may be contaminated by sewage, chemicals, or rat's urine (leading to Weil's disease)
- Keep your hands away from your face while cleaning and always wash your hands if you come into direct contact with floodwater or silt
- Wash all cuts and grazes and cover with a waterproof plaster
- Get a tetanus jab if you are not already inoculated.

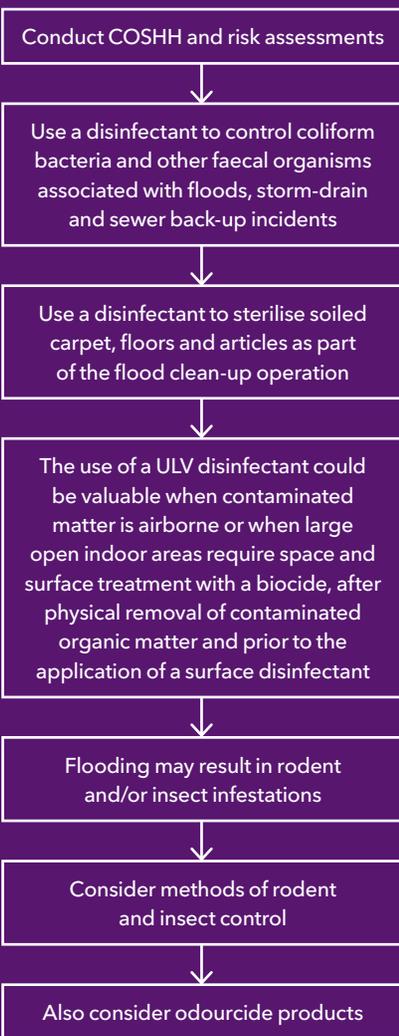
Contact the Environment Agency for further advice:

 0345 988 1188

This article first appeared in the Killgerm Training work-study on flooding and was reproduced in PPC magazine with the kind permission of Killgerm.

## Suggested flood clean up procedure

After referring to the Environment Agency's advice, we suggest you follow this general flow diagram to ensure a safe and efficient flood clean-up procedure:



Disinfectants are also available that have been specifically formulated to deal with rodent-borne diseases, such as Leptospirosis. It is important to only use disinfectants that state an effect against the microorganisms that you are attempting to control.

# SHARPS!

## Needlestick injury awareness for pest professionals



Katie Martinelli from High Speed Training talks us through mitigating the risks of needle stick injuries when carrying out pest management work.

Around 100,000 needlestick injuries are reported every year in the UK. BPCA gets numerous reports of near misses from members who found abandoned needles in rodent monitoring boxes and around the exterior of buildings they're surveying.

A needlestick or sharps injury could have severe mental and health consequences. Therefore, it's vital that you take appropriate actions to eliminate or reduce the risk of an injury. To help achieve this, you must carry out a sharps risk assessment.

This article will outline the steps involved in a sharps risk assessment and provide a template so you can effectively carry out a risk assessment for your establishment.

### WHAT ARE SHARPS?

A sharp is any item that could result in a cut or puncture wound. This includes:

- Needles and hypodermic needles
- Syringes
- Scalpels
- Blades, including knives and saws
- Infusion sets used for insulin delivery
- Broken glass.

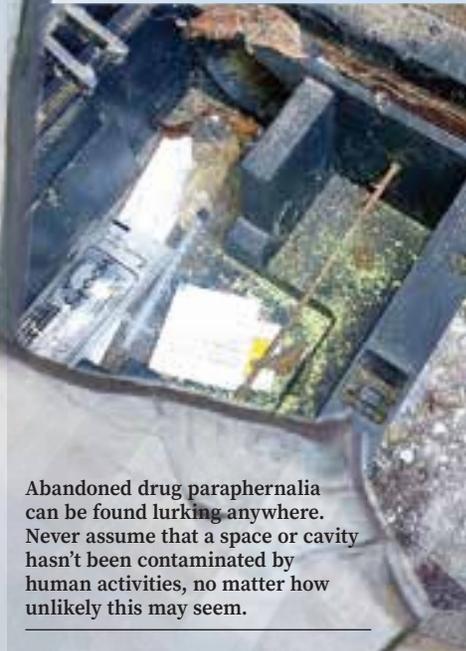
A sharps injury occurs when a sharps object penetrates the skin. There are several risks associated with sharps injuries, and an accidental puncture could have serious mental and physical repercussions.

Some risks attached to sharps injuries:

- **Exposure to blood-borne viruses (BBVs) and other pathogens** including HIV, hepatitis B (HBV) and hepatitis C (HCV). Even very small amounts of bodily fluids on a sharp can transmit diseases. \*
- **Psychological stress** – testing after exposure to bodily fluids from a sharps injury can be very stressful. This can last for several months and seriously impact the individual and their family.
- **Financial repercussions** – your business could face serious financial repercussions after an injury, including lost working time, investigation costs and re-hiring costs.

### Sharps risk assessment

THERE ARE FIVE STEPS TO A SHARPS RISK ASSESSMENT...



Abandoned drug paraphernalia can be found lurking anywhere. Never assume that a space or cavity hasn't been contaminated by human activities, no matter how unlikely this may seem.

### SHARPS REGULATIONS

There are several pieces of legislation that cover the safe use and disposal of sharps instruments in the UK.

To comply with the law, a competent person must carry out a sharps risk assessment, identify hazards and risks and decide on controls.

This person might be you, or it might be another nominated person, but it's important that appropriate risk assessments are carried out for your establishment.

### 1 IDENTIFY THE HAZARDS

You should start your risk assessment by identifying all potential hazards in the workplace.

For pest professionals, think about:

- External bait boxes
- Any inspection work, especially externally
- Public parks or common areas
- In or around rubbish bins
- Any setting that your common sense tells you might be high risk.

When working with needles and sharps, you may be exposed to blood-borne viruses such as hepatitis B and C and HIV. A sharps-related injury always carries the risk of a blood-borne virus.

Additionally, you must also consider other hazards, including the stress and anxiety that could result from having blood tests and treatment after an incident.

Some sharps devices will carry a higher risk of transmitting a disease, for example:

- Needles, especially hollow bore needles
- IV cannulas
- Winged steel needles, also known as butterfly needles
- Phlebotomy needles.

You will need to consider this elevated risk when you complete your risk assessment.

A competent person will survey your workplace and identify all hazards.

\*  
**EVEN VERY SMALL AMOUNTS OF BODILY FLUIDS ON A SHARP CAN TRANSMIT DISEASES.**

## Sharps risk assessment template

Risk assessments are important. They ensure that you eliminate or reduce the risks to your employees and effectively control workplace hazards.

Use our downloadable sharps risk assessment template to help you properly carry out and document your risk assessment, so you can protect your staff and comply with your legal duties.

[highspeedtraining.co.uk/hub/wp-content/uploads/2018/07/Needles-and-Sharps-Risk-Assessment.pdf](https://highspeedtraining.co.uk/hub/wp-content/uploads/2018/07/Needles-and-Sharps-Risk-Assessment.pdf)



## 2 DECIDE WHO MIGHT BE HARMED AND HOW

Any pest professional who regularly works around high-risk areas or is involved in checking external monitoring boxes is at risk of a sharps-related injury.

Remember that sharps legislation covers both directly employed staff members and some self-employed workers, including contract and agency workers. Therefore, ensure you consider these workers during your risk assessment.

## Tell your doctor!

You should make their GP aware that you work in the pest management industry and carry a card that explains the nature of your work. BPCA has a leptospirosis and ornithosis card

Further information could be made available on the types of chemicals used, the hazards faced (including needlestick injuries), and details of medical immunisations. The information you provide will assist a doctor in taking account of the possibility of disease, for example leptospirosis or ornithosis, and in deciding on any necessary treatments.

You should have regular health checks, especially if you are using organo-phosphorus compounds. You should be immunised against tetanus; a booster injection being required every 10 years. If your risk assessment suggests you're at high risk of needlestick injuries you should also consider a jab for hepatitis.

## 3 EVALUATE THE RISKS AND DECIDE ON PRECAUTIONS

You should make all reasonable effort to remove or reduce the possibility of exposure to the hazards you have identified.

\* The best possible way to prevent an injury is to eliminate the risk. This may not be possible as you'll have no control over where an abandoned needle might be.

If you cannot completely eliminate the hazards, you should take all necessary actions to reduce and control the risks. For example, you should:

- Immunise your employees against hepatitis B
- Always unlock the bait box and open it from the top and never stick your hands inside any other opening
- Inspect carefully, giving the situation your full attention and using your torch to make sure you can see any potential hazards
- Train your employees on the risks, as well as the proper use and disposal of sharps equipment
- Ensure appropriate sharps bins are in place in your van
- Enforce the use of appropriate PPE, where necessary
- Have a needlestick injury prevention committee.

\*  
**THE BEST POSSIBLE WAY TO PREVENT AN INJURY IS TO ELIMINATE THE RISK. THIS MAY NOT BE POSSIBLE AS YOU'LL HAVE NO CONTROL OVER WHERE AN ABANDONED NEEDLE MIGHT BE.**

## 4 RECORD YOUR FINDINGS AND IMPLEMENT THEM

You should document all the information from your risk assessment, including the control methods you have decided on, and use this as an action plan to reduce the risk of an injury.

Depending on the size of the organisation, you might need to carry out more than one risk assessment, ie per job type, or high risk area.

You should share the results of your risk assessment with all the employees you have identified as 'at risk'.

## 5 MONITOR PERFORMANCE AND REVIEW

Periodically review and update your risk assessment to ensure that it remains up to date and effective. You should use accident reports to identify areas you missed during your risk assessment and use the information to update your controls.



## NEEDLES AND SHARPS TRAINING

High Speed Training offers an online needles and sharps training course that is available for £25 per user.

The needles and sharps training course teaches those working around needles and sharps how to use and dispose of them safely to reduce the likelihood of an injury.

It outlines the risks associated with sharps use, as well as what practices should be avoided and the actions that should be taken in the event of an accident. Discounts are available for multiple bookings.

## MORE INFORMATION

0333 006 7000

[info@highspeedtraining.co.uk](mailto:info@highspeedtraining.co.uk)

[highspeedtraining.co.uk/health-and-safety/needles-and-sharps-training.aspx](https://highspeedtraining.co.uk/health-and-safety/needles-and-sharps-training.aspx)



Image: Jo Cartmell, wilboxfordshire.org.uk

# FRIEND + PESTWATCH: WATER VOLES

*Arvicola amphibius*

**WATER VOLES HAVE UNDERGONE ONE OF THE MOST SERIOUS DECLINES OF ANY WILD MAMMAL IN BRITAIN DURING THE 20<sup>TH</sup> CENTURY.**



Dee Ward-Thompson separates friend from foe with this showcase of some aquatic chums...

The water vole population in the UK has fallen dramatically since the 1960s, from around eight million to the most recent estimate, from the People's Trust for Endangered Species, of 875,000.

[ptes.org/get-informed/facts-figures/water-vole/](https://www.ptes.org/get-informed/facts-figures/water-vole/)

It's the UK's fastest declining animal and is the reason the water vole is a species of conservation concern.

### RATTY THE WATER VOLE

My first memory of learning about water voles was long before I came into pest control when reading children's book 'The Wind in the Willows'.

In a classic case of mistaken identity perhaps, you may remember the name of the water vole in that story was, in fact, Ratty.

An important point, since water voles are often mistaken for rats, which can lead to efforts to lethally control them by those who are not familiar with these species and the law that surrounds their protection.

Water voles have undergone one of the most serious declines of any wild mammal in Britain during the 20<sup>th</sup> century.

Loss and degradation of habitat is one cause, but the most rapid period of decline was during the 1980s and 1990s

as invasive American mink spread.

As such, the water vole is a protected species under the Wildlife and Countryside Act 1981 and is a Priority Species under the UK Post-2010 Biodiversity Framework.

### IDENTIFICATION: RAT VS WATER VOLE

Now, to a trained pest professional it is easy to tell them apart and recognise the signs of these different species.

Unlike the brown rat, water voles are herbivores and often leave bits of chewed vegetation by the water's edge, as they like to sit and eat in the same place.

Another key difference between the rat and the water vole is that the former are most active at night, whereas the latter primarily during the day.

When disturbed, the water vole also makes a characteristic "plopping" sound as it dives into the water.

If you can get a closer look, then they are very easy to tell apart.

This is the time of year that we may see water voles appearing, as their breeding season is typically March to October.

Females can produce up to five litters per year, although the average is usually about two. They can have anywhere between two to eight young per litter.

### Habitat

Wherever there's water – grassy banks of slower moving rivers, streams, lakes and canals.

### Identification

#### Mistaken for rats!

BROWN RAT	WATER VOLE
Up to 500g	Up to 300g
15-28cm (without tail)	14-22cm (without tail)
Pointed snout	Blunt, round snout
Small eyes	Small eyes
Mid-sized, hair-covered ears	Small, densely-haired ears
Long tail (10-24cm)	Short tail (2-4cm)
Long, sturdy body with large feet	Shaggy-haired, bulky, round body

### Spot the signs

- Chewed vegetation in frequently-visited areas
- More active during the day than rats
- Distinctive plopping sound when diving
- Harbourage holes tend to be close to the water edge, sometimes even partially submerged

### Treatment

- Mandatory risk assessment when performing rodent control near or in watercourses
- Assess potential for damage to vole food sources and habitat
- Attempt live capture to confirm presence



## Dos

Conduct a risk assessment before external baiting near any watercourse

Use live capture traps to establish the species before a lethal trapping or baiting strategy

Use baits that can be secured

Keep your distance! The further away from the water you put your baits the better, leaving at least five metres.

## Don'ts

Don't assume identification without doing a survey

Don't use grain bait anywhere near a watercourse (high risk of spills and more attractive to birds)



### I'll huff and I'll puff and I'll...leave your house alone?

#### Wildlife and Countryside Act 1981 Section 9

Subject to the provisions of this Part, a person is guilty of an offence if intentionally or recklessly— he damages or destroys any structure or place which any wild animal specified in Schedule 5 uses for shelter or protection; he disturbs any such animal while it is occupying a structure or place which it uses for shelter or protection; or he obstructs access to any structure or place which any such animal uses for shelter or protection.

Young water voles leave their mother at about 28 days old and (if born in the summer months, around July) they could breed that autumn. However, most will not reach sexual maturity until after winter.

Young water voles need to weigh at least 170g to survive the winter months.

#### HABITAT

Where will you find water voles? Well, the obvious answer is anywhere there is water.

There are some cases of water voles living nowhere near water, but their habitat is mainly in the grassy banks of slower moving rivers, streams, lakes and canals. We even have some in our local park which has a disused canal running through it.

Water voles do not hibernate but they do tend to stay in their burrows in the winter months, with other members of their colony.

The Scottish water vole has a different heritage than the water voles found in England and Wales, and it also has slightly different protected status.

In England and Wales, the water vole itself is protected,

along with anywhere it is using for shelter. In Scotland, only the places in which the water vole shelters have protected status.

What can we do to help protect this wonderful animal and stay on the right side of Johnny Law?

As with all pest management strategies, a risk assessment is crucial.

If you are doing any rodent control near or close to any watercourse, then it's not optional.

When conducting your survey, ensure you ask plenty of questions regarding the wildlife status of the area and any history of water voles.

Always consider live capture trapping first, so that you can

## PESTWATCH: Calendar

PROBLEM MAJOR PROBLEM

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ants												
Bed bugs												
Birds												
Bluebottles												
Carpet beetles												
Clothes moths												
Cockroaches												
Deathwatch beetles*												
Fleas												
Foxes												
Fur beetles												
Harvest mites												
Head lice												
House flies												
May bugs												
Mice												
Mosquitoes												
Moths												
Rats												
Red spider mites												
Spiders												
Squirrels												
Wasps												
Wood rot												
Woodworm												

\* Beetles emerge

confirm species before you undertake any control programme.

And remember, it's not just the water vole that is protected in the UK, it's the areas that they live and take shelter in, so you must ensure that any actions that you take do not interfere with those.

### GET INVOLVED WITH CONSERVATION

Many organisations are trying very hard to keep water voles in our rivers.

There are programmes running up and down the country which are mapping numbers, sites and gathering data on this amazing mammal.

In 2015, People's Trust for Endangered Species launched a new project to try and coordinate conservation efforts for the water vole in the UK.

The National Water Vole Monitoring Programme (NWVMP) aims to bring together data from several hundred sites to allow the status of this animal to be assessed year-on-year.

[ptes.org/get-involved/surveys/countryside-2/national-water-vole-monitoring-programme/](https://ptes.org/get-involved/surveys/countryside-2/national-water-vole-monitoring-programme/)

# BPCA PPC LIVE REVIEWED



PPC Live, the travelling pest management trade show, saw record numbers of visitors when it took a trip to Harrogate this year.



**...BIGGEST PEST MANAGEMENT EVENT OF 2020, BEATING PREVIOUS ATTENDANCE FIGURES BY 34%.**

It was a fantastic day, full of brilliant speakers, exhibitors and people from across the globe.

Following PPC Live 2018 in Malvern, we asked you where you wanted us to take the event to next. Always a hard question to ask, as we know everyone would like the event on their doorstep.

But a clear front runner for the location of PPC Live 2020 was Yorkshire, which seemed like a good midway point, so off we went on a tour of venues!

We all agreed that the Yorkshire Event Centre in Harrogate was perfect for us; plenty of outdoor space, great location and the added attraction of some beautiful red kites flying around overhead.

## SMASHING BPCA RECORDS

On Wednesday 11 March we opened the doors to bright blue skies and a record number of visitors waiting to enter our busy hall.

**\*** 516 people came along to the UK's biggest pest management event of 2020, beating previous attendance figures by 34%.

People came pouring in, to a hall packed full of more than 50 exhibitors and the smell of the free breakfast rolls.

We kicked off the day with sessions from Matthew Davies (Killgerm) on the upcoming ant season and Clark Smith-Stanley (Profile Studios), who was outside giving a windy drone demonstration.

The event not only took on a new location for 2020 but an extra practical area too, meaning there was even more for you to see on the day.

BPCA servicing member Gulliver Hill (Pestology) opened this new indoor demonstration area with a very well-attended practical proofing session.

The packed schedule continued with a talk on flying insects in food sites from John Lloyd, followed by a seminar from Bat Conservation Trust.

Van fitting and ballistic pest management took place outdoors, and a face fit testing opportunity with Danny Barr from GVS in the indoor demo area.

And Clive Boase's drop-in insect identification surgery went down a treat.

Clive enjoyed the session, saying: "The surgery worked in different ways for different people. Some people were seeking help with their own tricky-to-identify samples, while others sat themselves down and carefully worked through all the various

samples provided.

"It was a really good taster session, providing basic insight into the world of identification."

## A FULL DAY OF PEST MANAGEMENT ACTIVITIES

The early bird may catch the worm (and the free breakfast rolls), but there was plenty going on after lunch too.

Even the wet and windy weather in the afternoon didn't dampen spirits.

Dave Archer (DKA Pest Control) was joined once more by the very adorable Bess the dog, to give us a practical demonstration on rural pest management.

And with a talk tailored for pest professionals, Dave Mills discussed airguns, pellet choices, calibres and more.

There was even a timely cameo from some local birds during the joint PestFix and Height for Hire demonstration!

**CONTINUED ON PAGE 36 >**

## PPC LIVE: IN PICTURES

Didn't make it to PPC Live? Here's a roundup of what you missed in pictures.



“ Fantastic especially as we have a new trainee. It was great to network with other pest controllers and swap ideas and also see new products on the market. Good day was had by all. Thank you. ”

PPC Live 2020  
as rated by  
visitors and  
exhibitors...

**GOOD/  
EXCELLENT**

**87%**

EXHIBITOR  
VARIETY

**93%**

INDOOR  
DEMO  
QUALITY

**94%**

LAYOUT

**95%**

INDOOR  
SEMINAR  
QUALITY

**95%**

OUTDOOR  
SEMINAR  
QUALITY

**96%**

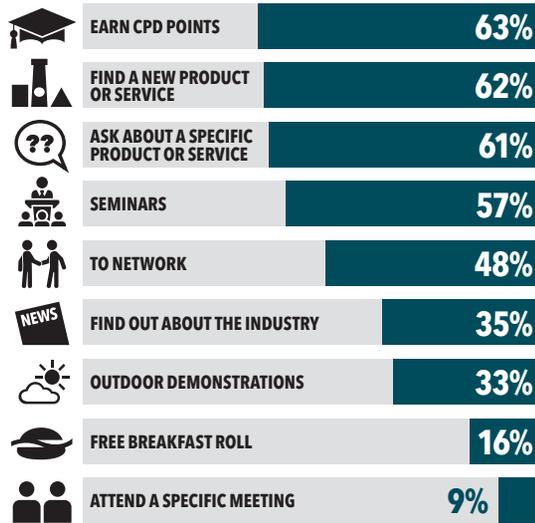
BPCA  
STAND

**97%**

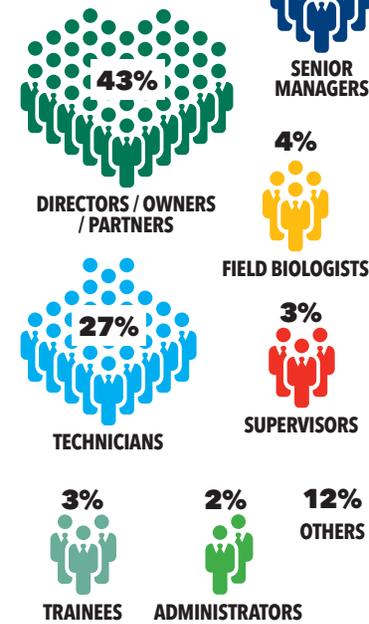
VENUE

**89%**  
of visitors would  
recommend  
PPC Live to a  
colleague

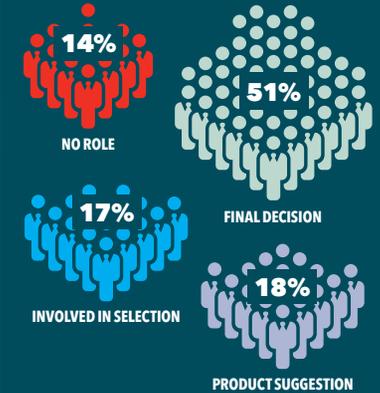
**Why did people attend?**



**Who attended  
PPC Live?**



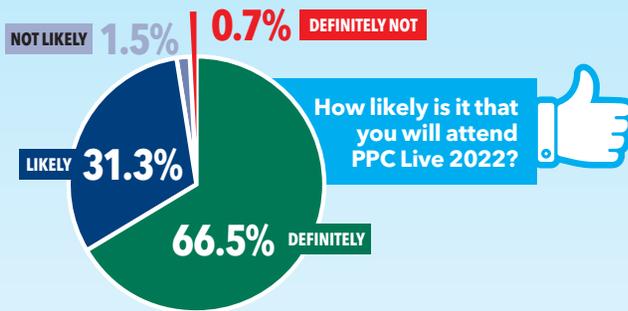
**Visitor role in the  
buying process**



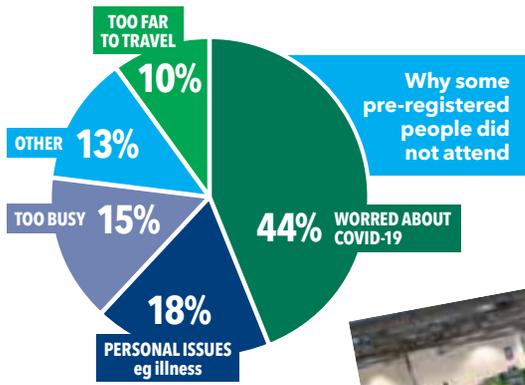
“ PPC Live provides all the information you need to further your knowledge in pest control and it's all for free. It really is the event you cannot afford to miss! ”

**Top 10 ways to hear about PPC Live**

- |                                         |                                                                   |
|-----------------------------------------|-------------------------------------------------------------------|
| <b>1</b> BPCA eBULLETIN <b>41.1%</b>    | <b>6</b> FACEBOOK <b>12.7%</b>                                    |
| <b>2</b> PPC MAGAZINE <b>34.2%</b>      | <b>7</b> WORD OF MOUTH <b>11.4%</b>                               |
| <b>3</b> BPCA WEBSITE <b>31.7%</b>      | <b>8</b> SENT BY MANAGEMENT <b>8.9%</b>                           |
| <b>4</b> PEST MAGAZINE <b>17.7%</b>     | <b>9</b> BPCA FORUM (regional event) <b>7.6%</b>                  |
| <b>5</b> PEST CONTROL NEWS <b>17.7%</b> | <b>10</b> DISTRIBUTOR EVENT (eg Killgerm, Barrettine) <b>7.6%</b> |



**THERE'S  
MORE!  
SEE OVER!**



The day was rounded off with seminars from Alex Wade (PelGar) and Sharon Hughes (BASF), both of whom entertained the busy indoor theatre with very interesting talks around rodenticide resistance and rodent control.

The final indoor practical demonstrations were catch tray analysis with Pelsis, and an insight into remote monitoring and trap alerts with Louis Bennett from uWatch.

And the BPCA stand stayed busy throughout the day, with visitors asking about training, BPCA Registered and membership, and kindly donating to the Association's charity of the year: Prostate Cancer UK.

In the run-up to the event, we had some concerns about Covid-19, and our feedback survey suggested that the day would have been even more record-breaking, but for fears around the virus.

However, with some extra precautions, the event managed to go ahead while it was still safe to do so. The day was so busy that some exhibitors had to nip off and fetch more bags to hand out – showing that PPC Live is an event that should be in your calendar.

Lauren Day, BPCA Events Manager, said: "It's been such a positive event, we couldn't have asked for it to go more smoothly and

the feedback has been brilliant.

"This industry is packed with hardworking people who are passionate about pest management and want to stay in the loop with the sector.

"Events like PPC Live are the perfect way to do that. If you are a professional pest controller then you can't afford to miss these opportunities.

"It's always wonderful to see so many familiar faces and to meet all those who are new to pest management.

"Thank you to all the amazing exhibitors that made the day possible."

Save the date!

BPCA  
**PestEx**  
The pest management show

17-18 March 2021  
ExCel, London

[pestex.org](http://pestex.org)

Spot yourself in the official PPC Live video!

[bpc.org.uk/v/PPClive2020](http://bpc.org.uk/v/PPClive2020)

We've asked you where you'd like to see PPC Live take place next, so watch this space for news about the 2022 event.

In the meantime, we're busy ploughing on with PestEx 2021 plans. We're already thinking about how we can make our return to ExCel bigger and better than before!

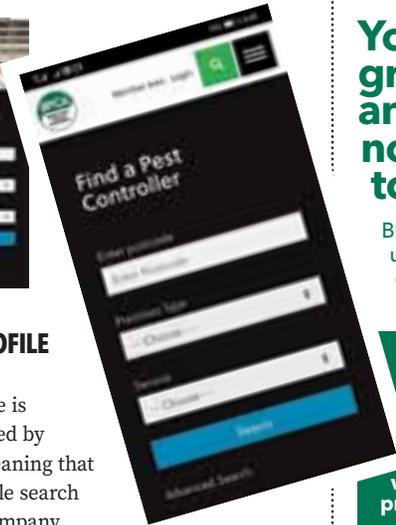
Got an idea you want to share with the events team? Contact us!

 [events@bpc.org.uk](mailto:events@bpc.org.uk)



## MEMBER BENEFIT IN FOCUS

# Find a pest controller tool



Rated as the second-best member benefit, beaten only by the BPCA logo and the doors it opens, our Find a pest controller tool is trusted across the country. The tool has changed a lot over the years and is now getting over 107,000 hits per year, so we thought it was a great time for a quick benefit refresher!

This benefit is all about connecting you to real domestic and commercial business opportunities. It's a win-win for everyone involved. You get a client referral from BPCA, and the client gets connected with a trained and trusted pest management company.

## SEARCH FOR A MEMBER

For end-users looking for a trained and trusted pest management company, BPCA will always be one of the top organic search results on Google.

The page is fully optimised for whatever device you're on – which is super important when most people who are looking for a contractor do so on their phones now.

The end-user needs to insert their postcode and to select the pest they've got an issue with. They then get results of all members that cover their area.

## SEARCH RESULTS

Once an end-user (the potential customer) presses search, they'll get a list of all members that cover that area and your phone numbers. You can cover as many different postcodes as you like. They can see your company logo, phone number and a link to your unique profile pages.

Search results appear in order of the closest office address first. We only allow one listing per company. That means no matter how big your company is, you'll be represented fairly. One membership fee equals one listing on Find a pest controller.

## YOUR PROFILE

Your BPCA profile page is fully indexed by Google, meaning that when people search for your company name, they might come across your company profile.

The profile page includes:

- Company name and logo
- Your registered address with us and map of where you are
- Your contact phone number(s) and email
- A contact form that pings off an email directly to you
- A description you can customise in your member area
- The services you cover
- Your contact hours
- Your accreditations such as CEPA Certified® or CHAS Accredited.

The page is designed to give anyone looking for a professional pest management company the information they need, so they can contact you for a quote.

## GET THE MOST OUT OF FIND A PEST CONTROLLER

- Make sure your postcode coverage is up-to-date
- Make sure all the services you cover are up-to-date
- Add a company logo – people click on listings with logos more often than those without
- Write something about yourself that makes you stand out
- Make sure your office address is correct – you'll appear closer to the top of searches where your head office is the closest
- Check that we have current phone numbers, email addresses, and websites for you.

**You're great – and we're not afraid to show it!**

BPCA's membership criteria is unique. No other organisation can recommend companies that meet our stringent standards...

**Professionally trained technicians who can control pests safely, legally and effectively**

**Fully insured businesses with at least £2m public and product liability insurance**

**Audited to the British standard in pest management BS EN 16636**

**All member companies follow the BPCA Codes of Best Practice**



## UPDATE YOUR PROFILE

[www.bpca.org.uk/member-area](http://www.bpca.org.uk/member-area)

More details on how to update your profile:

[www.bpca.org.uk/howtoFAPC](http://www.bpca.org.uk/howtoFAPC)

## DID YOU KNOW?

Our website is obviously accessible 24/7 – but did you know we have a special Find a pest controller tool call centre? Members of the public can call one of our operatives anytime day or night to find a member.

# DEAR CPD DIARY

## Continuing professional development inspiration for pest professionals

BPCA Registered has been up and running for well over a year now. The scheme allows pest professionals to record their own CPD, rather than relying solely on third-party events, quizzes and training courses. The best continuing professional development is when you mix the sources of your learning. We wanted to show you some sample CPD diaries to give you a bit of inspiration for your continuing professional development.

Remember, anything that you learn that helps you do your job can be recorded as part of your required 20 CPD points on BPCA Registered. One hour of learning = one CPD point.

These are all real entries on the BPCA scheme. We've taken them from multiple people's diaries, and some of the details were changed for anonymity.

“Remember, anything that you learn that helps you do your job can be recorded as part of your required 20 CPD points on BPCA Registered.”

**DIARY 1: SENIOR TECHNICIAN LEVEL EXAMPLE**

CPD Activities DOWNLOADED REVIEW

2020	12 ENTRIES	35.5 POINTS
<p> 12.01.20 <b>2 Points</b></p> <p><b>Routine supervision with manager</b></p> <p>What did you set out to learn? Improve knowledge of difficult and high risk sites.</p> <p>What actions have resulted from the learning? Extra pest prevention methods prioritised in certain sites.</p>		
<p> 15.01.20 <b>4 Points</b></p> <p><b>BPCA FACE - Special Interest Group</b></p>		
<p> 16.01.20 <b>1 Point</b></p> <p><b>Storage of Pesticides - BPCA CPD quiz</b></p>		
<p> 03.02.20 <b>2 Points</b></p> <p><b>Full staff meeting and talk on fly control (external speaker)</b></p> <p>What did you set out to learn? Refresher on fly control programmes.</p> <p>What actions have resulted from the learning? Up-to-date with the maintenance of new EFks and ongoing improvement to customer service.</p>		
<p> 13.02.20 <b>7 Points</b></p> <p><b>Training day with managers and other technicians plus weekly tests and daily homework</b></p>		
<p> 21.02.20 <b>0.5 Point</b></p> <p><b>Phone support with pesticide supplier</b></p>		
<p> 11.03.20 <b>3 Points</b></p> <p><b>Attended PPC Live and researched new treatment method</b></p> <p>What did you set out to learn? Speak to key suppliers on new products and approaches, plus check-in with CRRU to hear latest updates to legislation. Check out working from height equipment.</p> <p>What actions have resulted from the learning? Ongoing improvements to treatment methods and new contacts to follow up with later.</p>		
<p> 11.03.20 <b>1 Point</b></p> <p><b>PPC Live demonstration - insect identification: the drop-in surgery</b></p>		
<p> 17.03.20 <b>9 Points</b></p> <p><b>Wrote an article for a magazine on pest control of stored products destined for the Middle East</b></p>		
<p> 22.03.20 <b>1 Point</b></p> <p><b>Diatomaceous earth BPCA CPD quiz</b></p>		
<p> 09.04.20 <b>2.5 Points</b></p> <p><b>Toolbox talk: Covid-19 action plan</b></p> <p>What did you set out to learn? It is important, as a company, that we take care of each other and ourselves but ensuring essential pest management is carried out.</p> <p>What actions have resulted from the learning?</p> <ul style="list-style-type: none"> <li>• Discussion on our company policy relating to coronavirus</li> <li>• Employees to raise any concerns/questions</li> <li>• What else the company is doing to protect employees and their customers</li> <li>• PPE/RPE access.</li> </ul>		
<p> 15.04.20 <b>2.5 Points</b></p> <p><b>Independent study: bird licences</b></p> <p>Source of learning: BPCA, Natural England and Defra websites, reading the licences, old PPC magazine issue, rewatched BPCA webinar on bird licences.</p> <p>What did you set out to learn? Refresher on bird licence updates in England.</p>		



## Ready to record some CPD?

If you're already on BPCA Registered, you can start recording your meaningful CPD now. It works nicely on your mobile phone, tablet or your computer and only takes a minute to submit each new CPD activity.

Your CPD diary is a great place to store all your learning and achievements. When it comes to your appraisals, it's the perfect way to discuss your professionalism with your line manager.

For advice on how to log unstructured CPD, visit [bpca.org.uk/howtoCPD](http://bpca.org.uk/howtoCPD)



[bpca.org.uk/cpd-area](http://bpca.org.uk/cpd-area)

**DIARY 2: MANAGEMENT LEVEL EXAMPLE**

CPD Activities DOWNLOADED LEARN VIEW

2020    10 ENTRIES    26.25 POINTS

- 04.01.20    **1 Points**

**BPCA January eBulletin read and reported back to whole team**
- 10.01.20    **4 Points**

**Working Safely in Bird Control risk assessment training (external training provider)**
- 17.01.20    **6 Points**

**Internal Audit in preparation for two days' training - risk assessment, H&S policies, safe systems of work**

What did you set out to learn?  
Internal audit to review company policies and procedures highlighting improvements required.

What actions have resulted from the learning?  
Issued report with recommendations of improvements required.
- 03.02.20    **2 Points**

**AVIX Laser Operator - online learning**
- 06.02.20    **0.5 Point**

**Fire safety - BPCA microlearning**
- 02.03.20    **3 Points**

**Regular meeting with manager - three monthly assessment and training**

Source of learning: One-to-one meeting - assessment and review

What did you set out to learn?  
Training for team and resource assessment, H&S review, training in office systems and reporting, training in the appraisal process and bonus scheme.
- 11.03.20    **1 Points**

**PPC Live Indoor Seminar - resistance**
- 14.03.20    **1.75 Points**

**Read PPC98 magazine**
- 26.03.20    **3 Points**

**Webinar: Covid-19 cybersecurity crisis**

What did you set out to learn?  
Check internal systems were fit for purpose. Report issue back to team.

What actions have resulted from the learning?  
Covid-19 is quickly evolving into a cybersecurity crisis as homeworking becomes the new normal, the National Cyber Security Centre (NCSC) has issued a stark warning for organisations, urging them to reassess their security strategies as criminals seek to capitalise on the widespread panic of Covid-19. In the last month alone, the National Fraud Intelligence Bureau has identified 21 reports of fraud where coronavirus was mentioned, with victim losses totalling over £800,000.
- 16.03.20    **4 Points**

**Covid-19 impact - business continuity plan**

What did you set out to learn?  
Covid-19 updates review for impact on business and employees.

What actions have resulted from the learning?  
Plan created and action points relayed to the team.

### MORE INFO

If your company is interested in joining BPCA Registered, then contact our team today.

[bpca.org.uk/registered](http://bpca.org.uk/registered)

[registered@bpca.org.uk](mailto:registered@bpca.org.uk)

# LEARN TO FIGHT PESTS IN CYBERSPACE

## The future of pest control eLearning



BPCA is no stranger to digital pest management training. With award-winning eLearning, free online webinars and now digital pest forums, we asked BPCA Training Manager, Karen Dawes, what's next for digital pest control learning environments?

Covid-19 has changed all our lives significantly. As Government talks about the 'green shoots' of recovery, many are wondering what kind of 'normal life' we will be returning to when science dictates the time is right. This is as true in our work life as it is in our home environments.

As many of us get used to communicating and working remotely, questions are being asked about how much of this will transfer to our normal working lives post-pandemic. After all, there are many benefits financially, environmentally and practically to doing what we can from the comfort of our own homes.

This is particularly true when considering training and development.

### LEARNING TOGETHER

The travel. The overnight stays. The inflexibility of specific dates and locations that may or may not be convenient. Employers having to deal with the loss of employee time and the tangible costs involved. There are plenty of reasons to think twice before sending someone on classroom training courses.

Online training has been with us for many years, and that works well for some.

However, many more appreciate the connection with their tutor and other learners that you only usually get in traditional classroom-based training offers.

Having observed several Level 2 Award in Pest Management residential courses, it's easy to see the benefit of people learning, working and living together over the week. Learners ask each other questions, set up study groups, and have access to each other's resources and knowledge.

THE TRAVEL. THE OVERNIGHT STAYS. THE INFLEXIBILITY OF SPECIFIC DATES AND LOCATIONS THAT MAY OR MAY NOT BE CONVENIENT. EMPLOYERS HAVING TO DEAL WITH THE LOSS OF EMPLOYEE TIME AND THE PHYSICAL COSTS INVOLVED.



## APPLICATIONS IN OTHER SECTORS

### Virtual classrooms

In universities and colleges, virtual classrooms have replaced normal lectures and seminars. Students can be put into breakout groups for projects and discussions. Videos and live-streamed demonstrations can take place without the risk of being exposed to Covid-19.

### Gamification

Have you ever experienced an escape room? What about a video game? How about combining the experiences into an online game where you can learn another language or practice your maths skills. Gamification of learning tries to make learning fun and rewarding by taking you on a journey where learning things helps you win.

### 360° videos

360° videos can be used for identifying hazards in health and safety videos. You can shift your view around a room to be able to naturally stop issues in hazardous places from the safety of your home.

### VR

Virtual reality (VR) is used to train pilots, submarine technicians and astronauts in safe environments where learning on the job in a real environment is dangerous and impractical.

### Interactive models and AR

Interactive models are used to help surgeons and doctors to learn about human anatomy without the use of a scalpel! Engineers and mechanics can get hands-on with complicated machines and engines without ever picking up a spanner. When you combine interactive models and overlay them into the real world (with the help of some sci-fi goggles), you get augmented reality (AR).

The opportunity to ask for further explanations, to interact with others and share the camaraderie that working towards the same goal brings is hard to replicate over distance.

There needs to be a balance and the combination of improved technology and enforced change in working practices has quickened the pace of finding that balance.

### THE DIGITAL CLASSROOM

A new learning style is emerging through the development of virtual classrooms that offers flexibility and convenience.

Through the use of technology, learners are brought together in a classroom environment with the training delivered in real time. The tutor can respond to questions, organise interactive breakout sessions and conduct demonstrations live.

Imagine being able to follow a pest control tutor as they service a kitchen or conduct a site survey. You'd be able to see a live stream of what they're seeing and maybe even a second panel showing the paperwork they're completing on the route.

Without the limitations of dates and location offered by traditional classroom training, learners gain the freedom to increase their knowledge and skills, at a time and place that suits them.

Training can be delivered in bitesized chunks enabling learners to absorb and reflect before moving on to the next stage.

Paying for a tutor's travel and accommodation can be a significant expense for a training provider. Take that away, and you can have more flexible session times. Not to mention the environmental benefit from reducing tutors' and learners' fuel emissions.

Virtual training can even recognise and adapt to multiple learning styles, ensuring that more learners achieve their objectives from the course.

Do you learn better by watching an animation than reading a section of your textbook? A virtual classroom can adapt to that. Group presentations more your thing? Virtual breakout rooms with your fellow learners. Want to do a quick quiz

to test your understanding or would you prefer to rewatch yesterday's lecture?

It's much easier for people who have physical disabilities or mental health issues like anxiety to take part in learning when it's online. Those who live far away from cities and towns where training usually takes place also have an equal opportunity to participate without the additional cost of travel and accommodation.

Virtual training offers the advantage of training providers being able to react more quickly to emerging themes or topics that require support. Immediate feedback from learners ensures that programmes are adapted and improved to generate the best outcomes.

### THE FUTURE OF PEST TRAINING

Taking all this into account, and recognising the benefits it brings, virtual training could be a learning style that stays with us when this pandemic is a distant (albeit painful) memory.

BPCA is now developing its range of virtual training programmes, and these will be launched soon.

They won't be replacing real life learning environments. However, they will provide you with another way to improve your knowledge, understanding and practical application

of pest management practices.

All new courses will be BPCA accredited and will carry BPCA Registered CPD points. Additional research or revision that you do as part of the training can be added to your CPD account through the unstructured route, which allows you to record your points.

### TOP ELEARNING TRENDS OF 2020

Mobile learning

Mobile apps for learning

Personalised learning

Informal learning

Social learning

Self-directed learning

Microlearning

Gamification

Video-based learning (videos and interactive videos)

AR/VR and MR or immersive learning

Curation and user-generated content

AI in learning

Source: elearningindustry.com

### GET INVOLVED

We'll be publishing details of our new training courses very soon. In the meantime, if there are areas of learning that you feel would be particularly useful in a virtual setting, don't hesitate to get in touch.

 [training@bpca.org.uk](mailto:training@bpca.org.uk)

# Training calendar



## COURSES AND EXAMS

Level	Course/exam	From (£)	Exam	Start date	Location
FOUNDATION	<b>Using Rodenticides Safely</b>	130	✓	08/09/2020	Derby
				22/10/2020	Cardiff
				14/12/2020	Derby
	<b>Practical Vertebrate Trapping</b>	155		24/09/2020	Brighton
	<b>Practical Insect Control</b>	155		23/09/2020	Brighton
CORE	<b>Starting and Managing Your Own Pest Management Business</b>	155		30/09/2020	Basingstoke
				03/12/2020	Derby
				12-17/07/2020	Stafford
	<b>General Pest Control - Level 2 Award in Pest Management</b>	1010	✓	13-18/09/2020	Stafford
	<b>Bed Bug Control</b>	155		06-11/12/2020	Stafford
ADVANCED	<b>Insect Identification</b>	155		13/10/2020	Derby
				16/9/2020	London
	<b>Practical Airgun use for Pest Management</b>	155		10/11/2020	Preston
	<b>Practical Day</b>	279		23/09/2020	TBA
<b>Becoming a Field Biologist</b>	155		27-28/10/2020	Basingstoke	
			16-17/12/2020	Basingstoke	
			28/09/2020	London	
			03/12/2020	Newcastle	

## EXAMS ONLY

Exam	Start date	Location
MULTIPLE EXAM DAYS – take any of these exams, on any of the dates:	18/09/2020	Stafford
	22/09/2020	North East
<b>RSPH Level 2 Award in Pest Management (£155)</b>	06/10/2020	Ireland
<b>BPCA Certificate in Bird Management (£100)</b>	20/10/2020	Wales
<b>BPCA Certificated Technical Inspector (£155)</b>	18/11/2020	South East
<b>RSPH Level 2 Award in Safe Use of Rodenticides (£40)</b>	01/12/2020	North West
<b>RSPH Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests (£305)</b>	11/12/2020	Stafford
	21/09/2020	North East
	06/10/2020	Ireland
<b>Advanced Technician in Pest Management (£330)</b>	20/10/2020	Wales
	18/11/2020	South East
	01/12/2020	North West
	22/09/2020	North East
	06/10/2020	Ireland
<b>BPCA Certificated Field Biologist (£330)</b>	20/10/2020	Wales
	18/11/2020	South East
	01/12/2020	North West

NEW!

## Free BPCA webinars

BPCA webinars are free to attend and, if you miss them, you can catch up on our YouTube channel or the BPCA website. A webinar is just an online seminar: you can ask questions or chat with other attendees before the talk, but all from the comfort of your own phone, tablet or PC.

Webinar Title	Date	Start Time
CPD: 1 BPCA Registered; 1 Basis Prompt		12.30 start unless stated
<b>Ant control for pest professionals</b>	13 May 2020	
<b>Professional wasps, hornets and bees: biology, behaviour and control</b>	16 Jun 2020	
<b>Rats and drains for pest professionals</b>	15 Jul 2020	
<b>Social media and blogging for pest management companies</b>	13 Aug 2020	
<b>Identify and understand delusional parasitosis</b>	17 Sep 2020	
<b>Squirrel control for pest professionals</b>	21 Oct 2020	
<b>Cockroach control for pest professionals</b>	18 Nov 2020	
<b>Controlling flies around food</b>	15 Dec 2020	

## ONLINE LEARNING

The flexible approach to pest control training, learn at your own pace at times to suit you [bpc.org.uk/online-learning](http://bpc.org.uk/online-learning)



	Member cost	Non-member
<b>Individual GPC modules</b>		
Introduction to Pest Management: Health, Safety and Legislation; Invertebrates; Vertebrates	£110	£165
<b>Full General Pest Control Online</b>	£300	£450
<b>Using Rodenticides Safely</b>	£80	£110
Online course and exam		
<b>Foundation Certificate in Pest Management</b>	£55	£82.50
<b>Completing Risk Assessments</b>	£45	£65

## Bulk booking discounts

We now offer discounts on bulk bookings for our Level 2 Award in Pest Management course, for both members and non-members: 0-2 licences – standard price; 3-9 licences – 20% discount; 10+ licences – 40% discount. Exam costs remain the same. Contact the training team to find out more.

## Terms and conditions

All costs are members only and exclude VAT. Venue details are provisional and may change – please check the BPCA website before booking. BPCA reserves the right to cancel a programme if insufficient bookings have been received.

Delegates will be offered an alternative date or a full refund of the programme fee if a programme is cancelled. BPCA will not be liable for any costs incurred by the delegates.

## REGISTER FOR FREE

 [bpc.org.uk/webinars](http://bpc.org.uk/webinars)

## PREVIOUS WEBINARS

 [bpc.org.uk/cpd-videos](http://bpc.org.uk/cpd-videos)

## ENQUIRIES AND BOOKINGS

 [bpc.org.uk/training](http://bpc.org.uk/training)

 [training@bpc.org.uk](mailto:training@bpc.org.uk)

 01332 225 113



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# We're still here for you during these challenging times

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The safety of our staff and customers is our top priority. To continue working safely, we have implemented a number of internal changes to ensure our team members are as safe as possible whilst continuing to serve our customers.

Whilst we expect that we will maintain our usual levels of service, there may be days ahead of us where we struggle to meet our own exceptionally high standards. Please be patient with us, if calls take a little longer to be answered, we run out of certain product lines, or we are unable to get your order out the same day, just know we are all doing our best.

We thank you for your support and understanding.

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