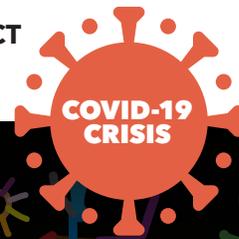


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PROFESSIONAL PEST CONTROLLER DECEMBER 2020
THE JOURNAL OF THE UK PEST MANAGEMENT COMMUNITY



ISSN 2046-5025



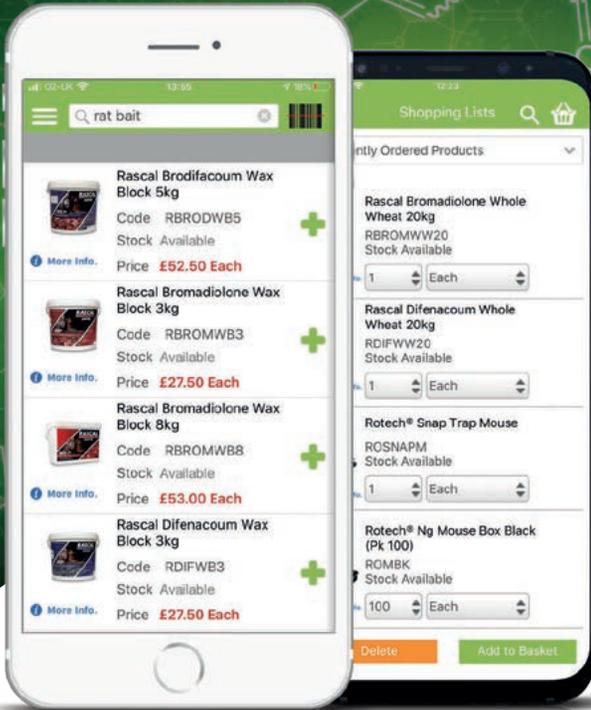
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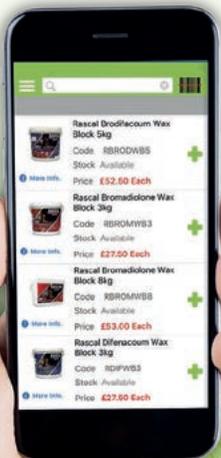
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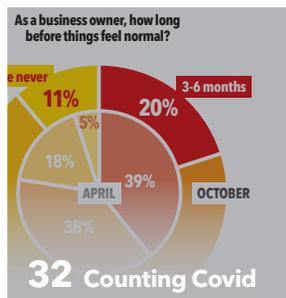
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POST-CRISIS PLANNING

**BPCA**

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PPC

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**BPCA Registered****CPD points**

Online CPD quiz = 1 point each
bpca.org.uk/cpd-area
Remember to log anything else you've learned in your CPD diary for even more points.

Basis Prompt

Reading PPC mag = 2 points
Online CPD quiz = 3 points each
bpca.org.uk/cpd-quiz



If you've ever been at the epicentre of a crisis, you'll probably have observed how people react differently under pressure.

Imagine a busy city centre where a child has fallen off their bike and suffered a broken wrist.

Some of the crowd freeze when they see the protruding bone. Some default to what they were doing and continue to walk to work (blocking out the noise of the wailing child in the road). For some, the pressure is too much, and they start making poor decisions. Without looking, they walk out into the street to rescue the bicycle, narrowly avoiding oncoming traffic.

A few in the crowd take the moment they need to catch their breath. One goes to comfort the child. Another walks up the street a little to slow oncoming traffic. Another puts their first aid training into practice. A few hold back the gathering crowd. One calls the ambulance.

Back in March, when I last wrote a PPC foreword, it felt as if we were witnessing a sudden emergency. The Covid-19 lockdown was the crisis none of us expected. Am I safe? Can I work? Are we key workers?

We deserve a trade association that can respond to a crisis. You deserve an organisation that can reassure, advise, provide first aid and work towards a way forward. That should be a given.

But more than this, you deserve an organisation that learns from a crisis.

One witness of the crash goes back to the scene of the accident the next day. They find the massive pothole in the street that caused the child to come off their bike. They campaign for it to be fixed, so no other child breaks their wrist while riding a bike on that street again.

The campaign for key worker status and the swift guidance issued by BPCA was our response to an emergency. I'll always be proud of how BPCA responded to the crisis – and by the looks of the second part of our Covid-19 impact survey (page 32), other members agree.

Now BPCA must look ahead and find the pothole. Why wasn't pest management on the list of key workers in the UK? Why did it take so long for the confirmation to come? How do we spot and fix the next pothole before someone breaks their wrist (or worse) again?

On page 36, you'll read the draft BPCA strategy for the coming years. Front and centre you'll see that we've put representing members to influencers at the top of our agenda. We want everyone to know just how essential our work is. The committees, Board, Staff team and a focus group of members have all contributed to the strategy. BPCA is run by and for its members. We want to incorporate as many of your points of view as possible.

You'll also see that we've announced the new virtual event PestExtra will replace PestEx in 2021 (page 12). I share your disappointment that we won't get to see each other in person next March. However, it's integral that our sector stays safe and healthy so we can continue to protect public health. Please join in with PestExtra, even if you are a bit uncertain of the technology – give it a try. The BPCA team is on hand to help you participate, and tickets are free for all UK-based pest management companies (member and non-member).

Amidst the second wave of Covid-19, and with the Brexit transition period coming to a close (page 29), it feels as if our businesses might be lurching between one crisis and another. Remember, BPCA has one hand out to offer support when you need it and an eye looking out for the potholes before they cause the next incident.

Thank you for your continued support. Stay safe and enjoy the festive period.

Philip Halpin

BPCA President
president@bpca.org.uk

Can you foresee any potholes?

Write to the editor.

hello@bpca.org.uk



SURPRISE RESISTANCE RESULTS PROMPT WAKE-UP CALL



The spread of rats against which some rodenticides don't work has taken

a "surprising and troubling" turn, according to Campaign for Responsible Rodenticide Use (CRRU) chairman Dr Alan Buckle.

New 2019-2020 survey results show not only that 74% of rats analysed carried a resistance gene but, of those studied, one-in-five had two different genes in widespread locations: County Durham, West and East Yorkshire, Greater Manchester, Merseyside, Dorset and on the West/East Sussex border.

"Although one such rat was found in 2017, this is the first time in the UK that 'hybrid-resistance' has been found on this scale, with potentially unknown difficulties for pest rodent control," says Dr Buckle. "This is happening because different resistance foci, that were once separate, are now merging and interbreeding.

"A critical upshot is that pest controllers, farmers and gamekeepers should avoid using rodenticides that don't work where resistance exists or resistance-busters where they're not necessary: both are bad for wildlife residues."

Heightening concerns further, other recent CRRU research finds 58% of professional pest controllers say they are "not very" or "not at all" concerned about resistance.

"We want them all to be concerned and know what to do about it," Dr Buckle urges.

"Equally serious, this research also identified that one-third of farmers couldn't recall brand names of rodenticides they use, and only 28% claimed to know the active ingredient.

Everyone connected with rodenticide use needs to wake up to this issue, pay attention to the information available and change the way they use anticoagulant rodenticides accordingly.

"The onus is squarely on rodenticide users to maximise their knowledge and make responsible fact-based decisions about control measures. This can start, of course, with using the CRRU Code of Best Practice, first published in 2015, as the basis of control measures."

thinkwildlife.org/code-of-best-practice/

OPINION: WHEN WILL PROFESSIONAL USERS OF RODENTICIDES WAKE UP TO THE POTENTIAL CONSEQUENCES OF THEIR ACTIONS?

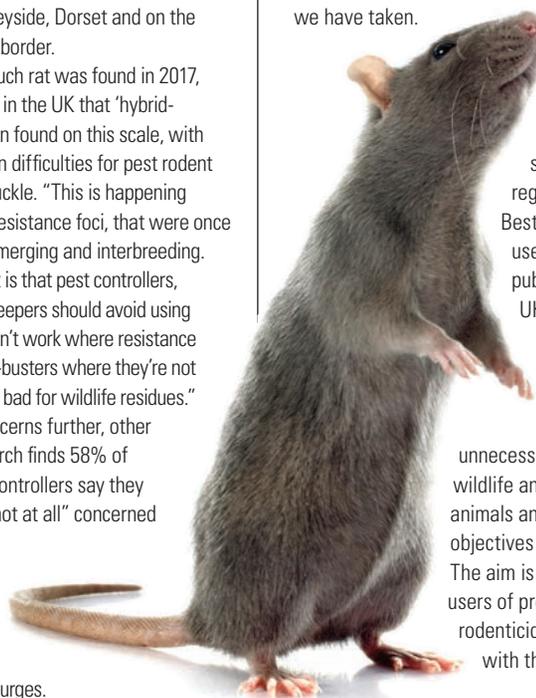


Dr John Simmons, from Acheta Consulting, writes about the consequences of not taking rodenticide resistance seriously following a CRRU statement about new survey results.

As part of site inspections, our consultants carry out an independent review of the quality of service provided by the incumbent pest control contractor.

In recent months we've highlighted, on far too many occasions, the inappropriate use of rodenticides, often combined with no (or an inappropriate) environmental risk assessment. We've had several instances where the incumbent contractor was vociferous in accusing us of being over-the-top in our demands.

The press release by the CRRU completely vindicates the line that we have taken.



The cornerstone of the rodenticide stewardship regime is the Code of Best Practice for the use of rodenticides published by CRRU UK in early 2015. Application of rodenticides according to the code will prevent unnecessary exposure of wildlife and other non-target animals and help deliver the objectives of the regime. The aim is to ensure that all users of professional-only rodenticide baits comply with the CRRU Code

of Best Practice and to work with assurance schemes to bring standards into alignment with the code.

One of the primary criticisms that we often level when reviewing pest control services is that, because of genetic resistance to the active ingredient(s) being employed, pest control contractors are using rodenticides that we suspect (or know) are unlikely to work. Such use often continues for a prolonged period, when a simple test would indicate whether resistance genes are present.

In many cases there has not even been any reference made by the contractor to the resistance map of the UK; a freely available reference source detailing the currently known resistance status throughout the UK.

New 2019-2020 survey results show not only that 74% of rats analysed carried a resistance gene but, of those studied, one-in-five had two different genes in widespread locations: County Durham, West and East Yorkshire, Greater Manchester, Merseyside, Dorset and on the West/East Sussex border.

Make no mistake, the best we can perhaps expect is further restriction on anticoagulant rodenticide use, while the ultimate sanction could be the complete removal of anticoagulant rodenticides from the market.

Acheta continues to highlight bad practice for the serious issue that it undoubtedly is. Indeed, in future we will tighten our assessment of whether we believe rodenticide use on any specific site is both legal and appropriate. We make no apologies for taking this line.

What do you think?

Got a comment about CRRU's resistance findings or John's opinion piece? Share your thoughts and contact the PPC team today.

hello@bpca.org.uk

CALIFORNIA PASSES BILL BANNING MOST RODENTICIDE USE

California is one step closer to prohibiting most uses of second-generation anticoagulant rodenticides (SGARs) after the California Legislature passed 'The California Ecosystems Protection Act' in August.

The bill was in response to studies that showed the detectable levels of SGARs in wildlife had not declined despite a consumer ban of the products in 2014.

NEW ALUMINIUM PHOSPHIDE TOOLBOX



A new pesticide labels toolbox talk template, for BPCA members and their employees to use, has been launched.

Aluminium phosphide, if not used correctly, is extremely dangerous. Used to control rats, rabbits, moles, pest technicians should be proficient in the safe storage, transportation and application of aluminium phosphide.

Visit the Member Documents Area (login required) to access the toolbox talk templates.

bpca.org.uk/member-documents

NEW ELECTROSTATIC ULV FOGGER LAUNCHED IN FIGHT AGAINST COVID-19



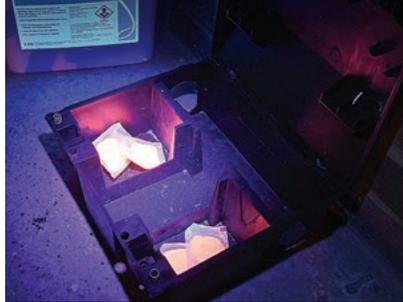
BPCA member and global manufacturer of hygiene and pest control products Pelsis Group has launched a new product to help stop the spread of Covid-19.

The Hurricane ES (Electrostatic) fogger is an ultra-low volume (ULV) handheld fogging machine that uses electrostatic technology to charge tiny droplets of disinfectant solution to create an ultra-low volume fog.

Charged microparticles repel each other as they are dispersed into the atmosphere at high speeds, delivering quick, consistent coverage and stronger contact with all surfaces for optimum cleaning.

hurricane-es.com

GOING, GLOWING, GONE! NEW TALON GLOW



BPCA Manufacturing and Distributor member Syngenta has released a new addition to the Talon rodenticide range.

Talon® Glow has an integrated UV tracer that reveals when target pests have been successfully treated. The name was selected by pest controllers at PPC Live this year, as it best reflected the benefits of the product for operators.

The level of UV tracer showing in rodent faeces after treatment enables operators to identify when populations of rats and mice have taken bait – thereby reducing baiting to an appropriate time.

syngentappm.com

NEW PEST MANAGEMENT VIDEOS NOW ONLINE

If you've missed any of the BPCA webinars or Digital Forums, you can catch up on the BPCA website.

New videos include:

- Squirrel control for pest professionals with Natalie Bungay
- Grey silverfish with Killgerm's Melvin Knapp
- Mouse control with Dr Mike Ayers
- Controlling gulls without a licence with PestFix's Sean Byrne
- Identify and understand delusional parasitosis with Natalie Bungay
- Rats and drains for pest professionals with RatDetection.com's Davy Brown.

All videos are free to watch. If you're on BPCA Registered, remember to record anything you've learned as unstructured CPD in your CPD Diary.

bpca.org.uk/cpd-videos



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BAYER APPOINTS NEW DIGITAL MARKETING SPECIALIST



Bayer Environmental Science has appointed Freddie Bendall-Brown as new digital marketing specialist, to support the business as it moves towards more digital offerings.

Formerly working for a Cambridge-based B2B marketing agency, Freddie has an extensive background in digital marketing and experience of building digital and brand strategies.

The new appointment coincides with the roll-out of Bayer's new Digital Pest Management system. This new service has been developed to help revolutionise large scale pest control.

"It's exciting to work for a company that wants to make a positive impact, invest in innovation and that's driven to keep moving the turf and pest control sectors forward," says Freddie.

BPCA LAUNCHES NEW DIGITAL EVENT AS PESTEX POSTPONED

British Pest Control Association is launching a brand new digital event following the tough decision to postpone PestEx 2021.

Given the most recent government guidance



surrounding events, BPCA has made the difficult but necessary decision to postpone PestEx until 16-17 March 2022.

In its place will be PestExtra – taking place over Tuesday 16, Wednesday 17 and Thursday 18 March 2021 – with the familiar PestEx vibe in an all-digital environment.

BPCA President, Philip Halpin, commented: "With the continued uncertainty around the Covid-19 pandemic, local lockdowns and international travel, the decision was made to minimise the risk to visitors, exhibitors and staff within the halls by postponing the event.

"PestExtra is all about getting the pest management sector together - even in difficult times. We want to connect pest professionals from around the world and celebrate the incredible work we do to protect public health.

"We're excited to bring you this digital alternative to our flagship trade show, and we hope to see you all there!

Find out more about PestExtra on page 12.

ICUP 2021 CONFERENCE ON HOLD



The organising and executive committees of the International Conference on Urban Pests (ICUP) have decided to postpone the 10th ICUP Conference.

This had earlier been rescheduled to September 2021 in Barcelona, Spain. The intention is still to hold the next ICUP in Barcelona, but it is not possible yet to propose an alternative date.

BPCA FORUM SCHEDULE OUT NOW

Online and physical forum places ready to book now. See page 43 for details.

bpc.org.uk/forum



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BPCA HIGHLY COMMENDED IN AWARDS FOR 'MEMBERSHIP ORGANISATION OF THE YEAR'



BPCA has won a highly commended award for 'membership organisation of the year' at the 2020 Memcom excellence awards.

memcom.org.uk/awards

BPCA picked up the accolade in the most prestigious award category, battling it out against some tough competition.

Those shortlisted included large professional bodies such as the Chartered Institute of Personnel and Development, the Digital Marketing Institute and the Royal Institute of British Architects.

BPCA Chief Exec, Ian Andrew, said: "For the work we do for our members to be recognised by the membership sector is a huge honour, especially considering the impressive size and scale of our competition. BPCA is a fairly small membership organisation, but I think this award goes to show we punch well above our weight."

The award comes off the back of BPCA work in 2019, including:

- Taking the running of PestEx in-house
- Launching BPCA Registered
- Our work with eBay and the Crop Protection Association.

Hopefully, we will have an even stronger entry for all the work we have done for our members in 2020.

SCOTTISH PETITION TO BAN GLUE BOARDS CLOSED

At a Scottish Parliament petitions committee meeting on 17 September, the committee agreed that the petition to ban glue boards in Scotland is to be closed parliament.scot/parliamentarybusiness/report.aspx?r=12838&mode=pdf

The petitions committee recommended that restrictions on glue boards be looked at by the Scottish Animal Welfare Commission (SAWC), as they agreed the matter was deserving of further discussion gov.scot/groups/scottish-animal-welfare-commission/ BPCA has already submitted evidence on the use of glue traps for pest management to SAWC, which can be read in full here bPCA.org.uk/News-and-Blog/bPCA-open-letter-to-the-scottish-animal-welfare-commission/260849

Ian Andrew, BPCA Chief Exec, said: "The conversation about the efficacy and humaneness of glue boards is far from over.



The Scottish Parliament
Pàrlamaid na h-Alba

"Training, environmental risk assessments and adherence to the Pest Management Alliance's

Code of Best Practice on glue boards enable professionals to use their judgement when selecting a glue board safely."

"BPCA will continue to protect the toolkit of our members so they, in turn, can protect public health."

On 20 June, BPCA as part of the Pest Management Alliance (PMA) gave evidence to the Scottish Parliament Public Petitions Committee.

If you have any questions about glue boards or the current Codes of Practice, email technical@bPCA.org.uk

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KEVIN HIGGINS LEAVES BPCA AS MEMBERSHIP MANAGER

We're sad to report that Kevin Higgins has said his farewells to the Association.

Kevin has been an avid supporter of BPCA for many years, as a member, a Committee Member, an Executive Board member, a President, a consultant, the MD of our subsidiary TAS, and then finally as our Membership Manager.

Kevin resigned his position on the Staff team to give himself more time to enjoy his hobbies. However, he's keen to continue to be a part of the sector; looking to pick up some independent consultancy work to keep him occupied between walking holidays and catching up with friends.

Kevin said: "It's sad to be leaving such a dedicated and talented Staff team, all of whom I will miss very much, but it's time for me to spend less time working and more time enjoying myself.

"BPCA continues to be a significant mark of quality within the industry, and I'm still very passionate about its aim to drive professional practice. I'm leaving the Association in great hands to see this work continued.

"Throughout my time as a BPCA volunteer and then as a member of staff, all I've ever wanted was to gain the trust of SMEs and bring them into membership. It's been a great privilege to mentor members and watch them grow and thrive".



A real BPCA Life Member

With a career in pest control stretching back over many years, Kevin operated his own pest management company, building it into a national account. Kevin served an unprecedented three consecutive terms as President and became a life member of the Association in 2006.

After selling his company, Kevin continued to be involved with BPCA, eventually joining the Staff team as a Regional Mentor in 2008. Later, his job title changed to Membership Manager, but his mission to share business experience with members remained the same.

Kevin helped develop the BPCA Diploma (which later became Level 2 Award in Pest Management), was instrumental in establishing CPD for the sector, and brought more SMEs into membership and onto the Board. He also established an NHS Model Contract for pest services. A champion of BPCA Registered, Kevin sees the recognition of individuals as an essential step for a professional sector.

Kevin's support of BPCA members and his colleagues is well known. His friendly, passionate personality will be missed by the Staff team and the industry alike.

Ian Andrew, BPCA Chief Exec, said: "Kevin made a significant contribution to public health pest control throughout his career. He has been an incredible friend to the team and an asset to BPCA as a volunteer, past President and employee.

"He leaves a significant gap in experience and knowledge but, knowing Kevin, he'll still be around to help and support us.

"We wish him well in whatever the future may hold for him."

Send Kevin your best wishes

Members and industry representatives are invited to leave a message for Kevin. These will be printed on a card and sent to Kevin at the end of 2020.

Sign now – bpc.org.uk/kevin

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THREE BPCA LIFE MEMBERSHIPS AWARDED AT THE 2020 AGM



Above from left:
Helen Riby and
Frances McKim

Right:
Dr Jonathan Wade



British Pest Control Association awarded three BPCA life memberships at the 2020 AGM.

Frances McKim, Helen Riby and Jonathan Wade were all recipients of the prestigious life membership during the first ever Digital AGM on 27 August.

youtu.be/TDgVht62VUA

Frances and Helen have a long history of pest management PR and comms work. Frances launched BPCA's Professional Pest Controller (PPC) magazine in 1993 and was publisher and editor of it for 15 years.

Together they co-founded Pest Magazine in 2008 and, until its recent sale, were the title's writers, editors and publishers.

Through both magazines, they have made a significant contribution to the

sector. Pest has established itself

as a leading independent source of information for pest professionals, not only in the UK, but around the world.

Additionally, Frances has served as Chair of the M&D Committee, on the BPCA Board and is a former President of the Association (1982/83) during her time working for Fisons and FBC (now part of Bayer) as UK and international marketing manager for Ficam.

Dr Jonathan Wade has had a distinguished career in the global pest control industry, which began when he obtained a first degree in zoology and was awarded a PhD from the Liverpool School of Hygiene and Tropical Medicine for work on vector mosquitoes.

Since then Jonathan has spent time advising the Libyan Government, heading a pest control team in Dubai and has been awarded an honorary Lectureship at the Liverpool School of Hygiene and Tropical Medicine. He also worked at Zeneca Public Health and, most recently before his retirement, at PelGar International.



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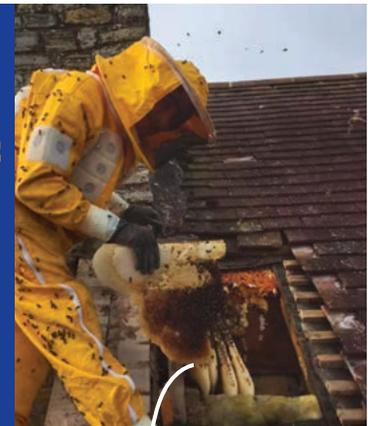
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JOIN IN: TWO NEW BPCA COMMITTEES NOW RECRUITING



BPCA is calling out for employees of member companies to join our new committees. The Outreach and Communication Committee, and the Professional Standards Committee will launch later this year.

The new Committees of the Board will sit alongside the Servicing Committee and the Manufacturers and Distributors Committee to help drive the Association's strategy with members taking the lead.

To sit on a BPCA committee, you must work for a BPCA full member company and have the permission of your employer. You'd be expected to join a meeting four times a year (sometimes remotely over Zoom, sometimes in person).

BPCA Chief Exec, Ian Andrew, said, "BPCA Committees are the life-blood of the Association. Almost everything we achieve is at the behest and with the support of our current committee volunteers. If you've ever thought 'BPCA should sort out this' or 'pest management would be better if', now is the time to make it happen."

"BPCA Committees are the life-blood of the Association. Almost everything we achieve is at the behest and with the support of our current committee volunteers."

Professional Standards Committee

This committee will manage the review and implementation of any amendment to professional requirements. It'll also work to ensure adherence to BPCA's Code of Conduct and have oversight of complaints.

You should join this committee if you have an interest in:

- BPCA's membership criteria
- BPCA audits and standards
- Training, qualifications, CPD and competency
- Business processes
- Support resources
- High professional standards.

Outreach and Communications Committee

Being the voice of our members in the sector and beyond is as vital to BPCA as raising professional standards.

The new Outreach and Communications Committee will look at our channels of communication and how we extend the reach of our communications in critical market sectors (food, retail, facilities management, housing, etc).

You should join this committee if you have an interest in:

- Lobbying legislators and governments
- Press and public relations
- Promotion and marketing
- Collaborating with other sectors
- Trade shows, BPCA Forums and events
- PPC magazine, email Bulletins, social media and our website.



Top reasons to join a BPCA Committee

Beyond supporting the Association, volunteering for a committee can be an excellent opportunity for you personally.

- Support your Association and help it grow
- Have your voice heard directly by the Executive Board and Staff team
- Make a difference to BPCA and the whole professional sector
- Learn from your peers in different companies and share ideas
- Collaborate and network with organisations
- Develop your skills and knowledge
- Earn CPD points from your committee work
- Have some fun (Committee meetings are very social affairs).

Want more info?

If you have any questions or want an informal chat about a particular committee contact

membership@bpc.org.uk

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16-18 MARCH 2021

PestExtra

The pest management show online

PestEx 2021 has moved to 2022. Instead of being upset about it, BPCA has decided to launch an all-new digital event to connect us all safely during the pandemic.



PLUS!
BRAND NEW

INNOVATION THEATRE

Experience the latest technology, products and services from the pest management community. More details soon!

WHAT?

It's the familiar PestEx vibe in a digital environment. PestExtra is a three-day conference and tradeshow that brings together thought-leaders and public health pest experts from far and wide. Access everything from the comfort of your home or office.

Seminars, product demonstrations, scavenger hunts, CPD trails, competitions and a virtual trade hall will keep business owners, technicians and specialists engaged.

WHEN?

Tuesday 16 March 2021, 8.30am-12.30pm

Wednesday 17 March 2021, 2pm-8pm

Thursday 18 March 2021, 10am-3pm

PestExtra runs across three shorter days, rather than the usual two full days.

We've done it this way to help you fit it in around your schedules, to allow access for international visitors and to prevent you from having to sit in front of a screen for too long!

WHY?

PestExtra is all about getting the pest management sector together - even in difficult times. We want to connect pest professionals from around the world and celebrate the incredible work we do to protect public health.

You'll be able to interact and network with the latest pest control technology and services from the world's leading suppliers.

It's an opportunity to learn, network and share in a completely digital environment over three action-packed days.

WHERE?

Access the digital pest management show from anywhere. Connect with a smartphone, tablet or computer. All you need is an up-to-date web browser. If your device has an internal or external camera and microphone, you'll be able to chat directly with exhibitors.

HOW?

PestExtra will be free to attend for BPCA member companies and UK-based pest management companies (up to five tickets for non-members).

Those wishing to attend from outside of the UK will be able to do so for a nominal price (far cheaper than flights and hotels to London!).

BPCA member company **FREE unlimited tickets**

Non-member UK or Ireland pest control company or sole trader **Five free tickets per company (£35 per additional ticket)**

Non-pest control company ticket (associated sectors) **£85 per ticket**

Non-UK or Ireland pest professional (international) **£55 per ticket**

Get your tickets now at pestex.org

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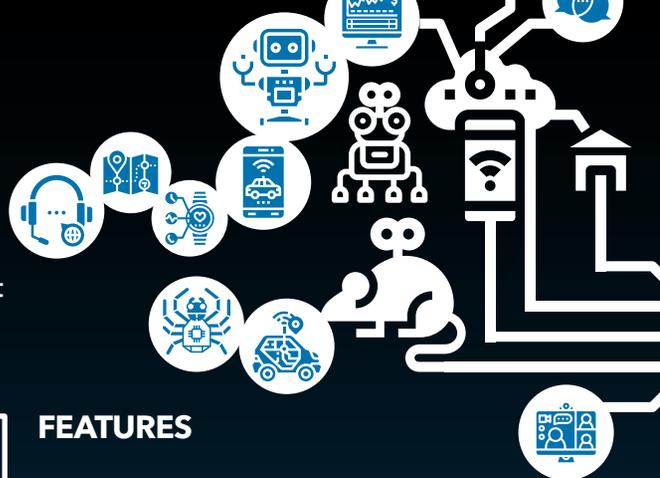
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LodiUK

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protect with tech

at the UK's online trade show and conference for pest management



SEMINAR PREVIEW

We've plenty of speakers lined up already, and more are being added all the time.

BIRD MITES: ENVIRONMENTALLY TRICKY, SOCIALLY MISUNDERSTOOD, TECHNICALLY STILL CHALLENGING

Professor Olivier Sparagano, Professor of Veterinary Parasitology, Department of Infectious Diseases and Public Health, Hong Kong City University

A MODERN RAT'S TALE: DUTCH EXPERIENCES WITH RODENTICIDE REDUCTION

Dr Bastiaan Meerburg, Director of Dutch Pest & Wildlife Expertise Centre

DIGITAL PEST MANAGEMENT IN THE AISLES

Tony O'Donovan, Head of Group Pest Control at Tesco

MYTHBUSTERS: COMMON PEST MANAGEMENT THEORIES FACT-CHECKED

Jonathan and Alex Wade, Directors of Wade Environmental

PESTICIDE REGISTRATION IN GREAT BRITAIN

The Health and Safety Executive (HSE)

FIVE YEARS OF RODENTICIDE STEWARDSHIP: WHAT HAVE WE ACHIEVED?

Dr Alan Buckle, Chairman of The Campaign for Responsible Rodenticide Use (CRRU)

SIXTY YEARS OF ANTICOAGULANT RESISTANCE IN THE UK

Dr Alan Buckle, Chairman of Rodenticide Resistance Action Group, UK

THE PUBLIC HEALTH TRIANGLE: PEST MANAGEMENT, ENVIRONMENTAL HEALTH AND LOCAL AUTHORITIES WORKING TOGETHER

The Chartered Institute of Environmental Health (CIEH)

THE BED BUGS TELL US HOW: EARLY TREATMENT AND MONITORING

Dr Jette Knudsen, Researcher at Nattaro Labs, Sweden

THE CAMPAIGN FOR A WORLD DENGUE DAY

Kamran Rafiq, Co-Founder & Communications Director of The International Society for Neglected Tropical Diseases

NOVEL MOSQUITO CONTROL TECHNIQUES TO COMBAT MOSQUITO-BORNE INFECTIONS

Dr Claire Donald, Lecturer at University of Glasgow

THE UBERIFICATION OF PEST CONTROL: KEEPING UP WITHOUT CASHING OUT

Dr Poppy Wilde, Lecturer in Media and Communication at the Birmingham School of Media, Birmingham City University

NO LOCKDOWN FOR THOSE PESKY PESTS: KEEPING CUSTOMERS AND STAFF SAFE IN A PANDEMIC

Vicki Sims, Managing Director of Lady bug Pest Control

FEATURES

ONE-ON-ONE VIDEO OR TEXT CHAT MEETINGS

Network with exhibitors or other visitors with video and text chats at PestExtra. There is nothing extra to download – it all works through your normal web browser.

ROUNDTABLE SESSIONS

Join a roundtable session on a specific pest management topic. Learn, share and connect with other people who take pest management as serious as you! Topics will be revealed soon!

THE MORE YOU DO, THE MORE CPD POINTS YOU GET

There are plenty of CPD points available over the three days. PestExtra keeps track of what you've done such as the stands you've visited, the seminars you've watched and the network events you've taken part in. At the end of your visit, your activity will be converted to CPD points, and you'll automatically have the appropriate amount of CPD points added to your BPCA Registered or Basis Prompt account.

GO ON A SCAVENGER HUNT AND WIN FANTASTIC PRIZES

Visit participating stands to score points that convert into raffle tickets for fantastic prizes. The more you explore, the more chances you have of winning!

ON-DEMAND SESSIONS

Watch seminar sessions you've missed and discover exclusive content available to view at any time during the show.

POST-SHOW GOODIE BAG

You won't be able to pick up any free pens at PestExtra, but that doesn't mean you'll leave empty handed. Every visitor will be emailed a pack which may include special offers and giveaways you can claim after the show.

WANT TO START A VIRTUAL HANDSHAKE?

Get your product or service in front of thousands of pest professionals from around the world without having to leave your office.

- Get face-to-face with your customers in a safe, online environment
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- Organised by the British Pest Control Association – the organisers of PestEx and PPC Live.

Ask us about:

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- Seminar slots
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Ready to register?

We can't wait to see you at PestExtra! Join in with the pest management show online and catch the best of the sector under one virtual roof!
pestex.org



CAUGHT OUT IN THE COUNTRYSIDE

PRACTICAL RABBIT MANAGEMENT:
PART TWO

ONLINE
CPD

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 bpc.org.uk/cpd-quiz or sign up at bpc.org.uk/affiliate



“The law is complex in relation to snaring and differs in each devolved area within the UK, but it is you who risks prosecution if you do not abide by your country’s legal remit.”



In his previous article in PPC100, Dave Archer looked at the history and legal aspects of rabbit management. In part two, he jumps straight into the practicalities of controlling rabbits.

There are quite a few legal methods of controlling rabbits: snaring, cage and spring trapping, shooting, ferreting, netting and gassing.

Now, first of all take a look at a rabbit – the ears are huge and they work very well indeed!

Make too much noise when you’re hunting them and they’ll not only hear you first but, in addition, thump their back feet into the earth, alerting all their chums that you are there too!

To the experienced eye, the best method of control for each situation can be discerned by simply observing and evaluating the evidence.

My preferred methods of control are by shooting with a .22 rim-fire rifle, by snaring or by box pitfall traps.

Shooting

The .22 rim-fire rifle is, to my mind, the most effective and yet the most dangerous tool for this job.

It is effective as it is deadly, and accurate up to around 55 metres. It’s dangerous as it looks similar to an air rifle, and the bullet (as opposed to pellet) travels at subsonic speeds so yields very little noise. This can fool you into thinking it is not as powerful and deadly as it most certainly is.

Rabbits love to sunbathe and will often be found at the end of the day basking on the sunny side of a hedge.

Never walk quickly though a hedgerow gap or gateway, move slowly and use field craft to slowly scan the hedgerow for signs of rabbits.

A good pair of field binoculars is invaluable here; I never go shooting without them.

If you can place yourself in direct sunlight so the rabbits are sunblinded, you should be able to pick off a fair few before darkness falls.



Dave’s .22 rim-fire rifle “as effective as it is deadly”.

If a rabbit is crouched and you can only see its ears, try making a distressed squeal sound with your hand and lips. The rabbit will sit up to investigate, affording a clean shot. This nearly always works!

I always use a rest to support the rifle for accuracy, ergo humaneness. It’s key to make that shot count, to prevent unnecessary suffering to the animal.

After darkness falls you can illuminate the rabbits by lamp or infrared and shoot them this way. Of course, shooting at night brings its own risks. In addition, rabbits that are regularly ‘lamped’ soon become aware of the threat and simply run for cover.

The beauty of a rifle as opposed to shotgun is that the small bullet strikes in one place only (head or chest shots are best) and therefore the rabbit is perfectly fine for eating.

SPEED VIEW

Best method of rabbit control can be decided by observing and evaluating evidence

When shooting, move slowly and stand in direct sunlight so that rabbits are ‘sun blinded’

Snares are holding devices that can be hugely effective at dealing with rabbits that have evaded other control methods

A pitfall is a deep box with a lid that is secured by means of a hinge pin and return spring, which you must check (minimum) every 24 hours by law

Dave’s rabbit pie recipe is best served with a glass of Burgundy!

Snaring

Snaring is a much maligned and misunderstood art. Carried out correctly (and that is the key) snaring is not cruel.

Snares are simply holding devices and they can be hugely effective at dealing with those rabbits that have thus far evaded other control methods.

Pictures showing snares garroting any animal are simply outdated designs used to evoke sympathy with those who are easily swayed by emotion rather than fact.

The law is complex in relation to snaring and differs in each devolved area within the UK, but it is you who risks prosecution if you do not abide by your country’s legal remit. However, if you are adept at snaring and are prepared to set your snares at dusk and return at dawn, the rewards can be manifold.

Some suppliers still sell snares without stops, which is not humane. I always fit my rabbit snares with a bird wire crimp 13cm from the hoop, to prevent the snare over tightening.

Rabbits do like warm, damp evenings so setting snares after a downpour with a clear evening is a good time for snaring.

Gassing

I’ve never gassed a rabbit – ever. How can you ever leave good, fine meat to rot underground?

/continued...



Snare with wire crimp stop.

CAUGHT OUT IN THE COUNTRYSIDE

Trapping

Another superb tool in the control of rabbits is the pitfall trap, whereby rabbits simply slide into a box trap overnight to be collected in the morning.

Pitfall traps are not really in favour these days, but for rabbit control where there are long standing problems, they are first class.

Basically a pitfall is a deep box with a lid that is secured by means of a hinge pin and return spring. The box is set in a run through a fence line where there are few other areas for rabbits to cross through.

The box is buried into the ground and the rabbits soon get used to running over the lid. Once every week the pin in the lid is removed and the rabbits simply fall into the box and the return spring closes the lid, leaving rabbits ready for collection the next morning.

It is a remarkably simple but wonderful rabbit control technique whereby you can select at your leisure when you set the trap.

By law, you need to go back to the trap at least every 24 hours, but I prefer intervals at 12 hours (dawn and dusk).

It is not unusual to find as many as ten or so rabbits on every visit in the box. Be sure you are adept at neck dislocation (the best method of rabbit dispatch), as rabbits can give a deep, nasty scratch with the rear claws to the unwary or inexperienced.

Cage traps should be set nine metres or so from a hedge and pegged down securely so that foxes and badgers can't roll them away if a rabbit is caught.

As with all traps, do not set the trap to start with, but leave sliced carrot and lettuce around the trap, gradually putting the food inside the cage. Once the rabbit becomes accustomed to entering, then set the trap!

Pitfall traps are not really in favour these days, but for rabbit control where there are long standing problems, they are first class.

Setting ten or so along a hedge line will give better results than just one or two. Make sure no public footpaths are near or it won't just be foxes removing your traps!

Want to write for PPC?

We're always looking for pest experts to espouse their wisdom to PPC readers. Got something interesting to say? Get in touch! hello@bpca.org.uk



Image: Fahara F

DAVE'S TRADITIONAL RABBIT PIE RECIPE

Go on, get your pinny on... you know you want to! I have been making this pie since I was a teenager and still think it is one of the best meals going.



You will need:

- 1 large or 2 medium jointed rabbits – leave liver and kidneys in if desired (I do)
- 3 bacon lardons
- 1 medium leek
- 1 garlic clove if desired
- 3 bay leaves
- Paprika
- Cracked black pepper
- Salt
- Salted butter
- Chardonnay white wine
- Double cream
- Ready made and thawed shortcrust pastry

Method

- 1 Place the joints in a slow cooker with the bay leaves, salt and a good splash of white wine. Cook on low setting in the slow cooker for 4 to 5 hours.
- 2 When the rabbit is almost done, fry off some finely-chopped bacon lardons. Chop the leek, finely chop the garlic clove and sweat these off in a frying pan with the cooked bacon. Do not overcook, you are only sweating them off.
- 3 Leave joints, leeks, and garlic to cool. Drain the rabbit joints and then separate meat from the bone (it should just fall off, being slow cooked). Be very careful not to leave any bones in the mix. Use the liver and kidney in the mix at this stage, if desired.
- 4 Take a large Pyrex bowl and add the leek mix, shredded rabbit and a good pinch of paprika, cracked black pepper and double cream. This is your pie filling. Be careful not to make the mixture too loose. It should be quite firm.
- 5 Take a pie dish and run a small amount of melted butter all around the inside with a pastry brush, paying attention to any recesses in the dish (to prevent the pie from sticking).
- 6 Line the dish with shortcrust pastry – shop bought is fine, life is too short to make your own pastry – and add the mixture until it's level with the rim.
- 7 Lay the pastry lid on top and decorate with a cut out pastry rabbit.
- 8 Glaze top with melted butter.
- 9 Cook in a hot oven at around 170°C (gas mark 3) until the lid goes golden brown.
- 10 Serve with garlic mashed potato, steamed carrots (of course) and a nice chilled Chardonnay or Burgundy.

PEST-TO-PEOPLE PATHOGENS

THE RISK OF ZONOTIC DISEASE IN PEST CONTROL ENVIRONMENTS



CPD Assignment on Zoonoses now available exclusively for those on BPCA Registered. Use what you've learned about zoonoses from pages 17 to 21 to write a short assignment and pick up even more CPD points.

Learn more at [bpca.org.uk/cpd-assignments](https://www.bpca.org.uk/cpd-assignments)



Anyone who works around animals has an increased risk of picking up or passing on a nasty zoonotic disease. As pest professionals, it's up to us to be able to protect ourselves, our clients and our clients' clients from the diseases pest species can transmit. We asked Dr Adrienne Mackintosh, a Veterinary Investigation Officer for the Animal and Plant Health Agency (APHA) to share her knowledge of zoonoses with PPC readers so we can better assess the risks.

SPEED VIEW

Zoonotic diseases can be caused by bacteria, viruses, parasites, fungi and protozoa

Occupational risks have typically been recognised for those with direct contact with animals or animal products

COVID-19 has highlighted that many emerging diseases are of animal origin

Advice about protective measures including wearing PPE and RPE should always be adhered to

/continued...

PEST-TO-PEOPLE PATHOGENS

	Route	Risk activities	Mitigation
	INGESTION	Eating, drinking, smoking and nail biting. Any activity that transports the infectious agent to the mouth is a risk.	Good hand hygiene including washing with hot soapy water and the use of gloves.
	INHALATION	Airborne water droplets - eg if the agent is aerosolised for example by high-pressure washing. Dust - If an infectious secretion dries, dust may be released when the area is disturbed, for example, animal bedding.	Appropriate respiratory protective equipment, minimising the chances of aerosolisation or creation of dust.
	SKIN	Infection may be acquired if there is contact to an abrasion or skin wound, sometimes this is even possible through intact healthy skin.	Good hand hygiene including washing with hot soapy water, wear gloves as appropriate, cover cuts or abrasions.
	MUCUS MEMBRANES	These are the membranes at the junction of skin and internal areas of your body, such as conjunctiva in your eyes, or gums and cheeks inside your mouth.	Avoid splashing of, eg potentially infected water or urine, wear personal protective equipment (PPE) such as eye protection and masks as appropriate.



Table 1: Common infection routes

We most often talk about zoonotic diseases being human infections of animal origin but, as a vet, I'm also inclined to remind people that humans may be the source of infection to animals. The World Health Organisation (WHO) defines zoonotic diseases as "diseases and infections which are transmitted naturally between vertebrate animals and man"¹.

Zoonotic diseases can be caused by bacteria, viruses, parasites, fungi and protozoa. Disease may be acquired by direct contact with the animal or indirect contact, via the environment, clothing and other fomites contaminated by animal secretions or excretions. Foodborne and waterborne zoonoses occur through contaminated foodstuffs and water supplies respectively.

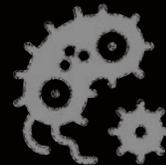
There are lots of longstanding diseases that have zoonotic potential such as Salmonellosis, Leptospirosis, and Brucellosis, but new diseases like SARS and, most recently, COVID-19 have highlighted that many emerging diseases are of animal origin. It is estimated that up to 75% of newly emerging diseases are zoonotic².

Many zoonotic diseases are capable of causing serious, potentially fatal, illness in humans, eg haemolytic uraemic syndrome (HUS) due to E. coli O157 infection, leptospirosis or hantavirus. Less serious diseases still have a significant economic impact in lost work days and there is a potential risk of passing infection to others – so-called secondary cases.

The infectious agent may be excreted in a number of ways including, but not limited to faeces, saliva, urine, pus, blood, and birth products. The source doesn't determine how a person is infected; common infection routes are shown in table 1.

With the exception of food and waterborne zoonosis, disease transmission is most likely when there is close or prolonged contact with an infected animal or its environment. There is an increased risk of disease in certain occupations or activities. Occupational risks have typically been recognised for those with direct contact with animals or animal product like vets, farmers and abattoir workers, and those with increased contact to potentially contaminated environments such as forestry workers, sewage workers and outdoors activity instructors. Pest control technicians would fall into both of these occupational risk categories.

For the purposes of this article, some occupational zoonoses associated with exposure to pests will be explored a little further. In addition to infectious agents associated with the target pest, pest control technicians should also be mindful of potential hazards associated with the premises and its primary function. If that primary function includes animals or animal product there will be additional potential zoonoses to consider.



EXAMPLES OF ZOOSES TO CONSIDER IN A PEST CONTROL ROLE

This is not an exhaustive list and any new environment should be researched for potential hazards.

Salmonellosis

Salmonellosis in humans may present with varying clinical severity and a combination of nausea, vomiting, diarrhoea, stomach cramps fever and general malaise³.



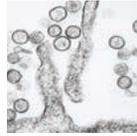
All Salmonella should be considered to have zoonotic potential, but the Salmonella serovars primarily of interest in zoonotic outbreaks are Salmonella Enteritidis and Salmonella Typhimurium.

Rodents play an important role in spreading, maintaining and amplifying Salmonella infection in premises, and this is particularly important in poultry. Vaccination is used in some livestock species to help reduce disease and environmental contamination.

Transmission is by direct and indirect contact, and infection is typically by ingestion.

Hantavirus infection

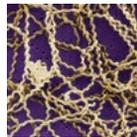
Hantavirus can present in humans with a range of symptoms from mild flu-like illness to severe respiratory disease, or haemorrhagic disease with kidney involvement⁵.



Infected rodents shed the virus in urine, faeces and saliva. Generally, infection in humans is by breathing in dust and virus from the infected environment⁴.

Leptospirosis (Weil's disease)

Symptoms and severity in humans may vary but include; high temperature, headaches, nausea muscle and joint pain.



In severe cases jaundice, swelling, breathlessness and coughing up blood³.

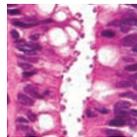
Leptospirosis may be associated with rodents and their environment such as ditches and watercourses.

Transmission can be direct or indirect via eg contaminated water. Inhalation of aerosols, skin contact or via mucus membranes are all potential routes of infection for Leptospirosis.

There are several different serotypes of Leptospira and vaccination is used in some livestock species and pets to help control disease.

Cryptosporidiosis

In humans, diarrhoea, stomach pain, vomiting and fever are all associated with cryptosporidium infection⁴. Disease may be more severe in immunocompromised individuals.

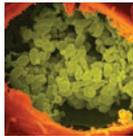


There are many different species but, C. parvum is most likely to be associated with disease of animal origin. Disease is typically associated with close contact with young ruminants (such as lambs or calves) or their environments.

Infection is by the oral route and may be direct or indirect with large numbers of infective oocysts shed in the faeces of infected animals and people.

Q fever

Disease in humans is often mild, but symptoms may include flu-like illness, fever and tiredness, pneumonia or other complications including longer-term illness and, rarely, heart valve infection. There is a particular risk to pregnant women with the possibility of premature birth, low birth weight or abortion.



Q fever is caused by Coxiella burnetii and is associated with the products of birth and abortion usually in livestock such as sheep, goats and cows, but may also be carried by other animals including rodents.

People are generally infected by inhalation of infective particles on dust or water droplets.

Psittacosis

Disease in humans is characterised by fever, headache, muscle pain and a dry cough⁴.



Psittacosis is caused by Chlamydia psittaci and is primarily associated with psittacine birds – the parrot family, but can affect other species, including wild birds and pigeons. Disease in humans and psittacines is called psittacosis. The same disease in birds not of the psittacine family is called ornithosis or avian chlamydiosis.

Transmission is by direct and indirect contact and is typically by inhalation. The elementary bodies are highly resistant and can survive in dried faeces for months.

Individual and role-related protective measures including wearing PPE and RPE should always be adhered to, hopefully this short article has re-enforced some of the reasons why.

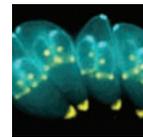
If an individual were to become unwell, they should seek medical advice and make their medical practitioner aware of occupational risks – so please tell the doctor what your job is and what you may have come into contact with. This could help speed up diagnosis and any necessary treatment.

“With the exception of food and waterborne zoonosis, disease transmission is most likely when there is close or prolonged contact with an infected animal or its environment.”



Toxoplasmosis

Disease in humans may vary, but include a combination of fever, muscle aches and swollen glands.



Immunocompromised people are at particular risk of severe disease, and there is a significant risk to pregnancy. Disease can be passed to the unborn child and cause serious complications including miscarriage³.

Toxoplasmosis caused by Toxoplasma gondii has a life cycle where the cat is the final host and a number of animals including humans and sheep can act as an intermediate host. Humans become infected after eating infective cysts in undercooked meat, or from infected cat faeces.

Vaccination is used to help control disease in sheep as an intermediate host.



References and further reading

- 1 WHO. Zoonoses. 2020
- 2 Salyer, SJ, et al., Prioritising zoonoses for global health capacity building – themes from one health zoonotic disease workshops in seven countries, 2014-2016. Emerging Infectious Diseases, 2017. 23: p. S57-S64
- 3 NHS. NHS website. 2019 (cited 2019 26/10/2019)
- 4 CDC. Centre for Disease Control and Prevention. 2020
- 5 PHE. Hantavirus 2008 (14/09/2020)

THE ZOO OF INFECTIONS

INFECTION AND IMMUNITY IN WILD RODENTS



Covid-19, Ebola and HIV originated in animals. The Covid-19 pandemic in particular has rightly refocused our attention to the infections of wild animals. Professor Mark Viney from the Department of Evolution, Ecology and Behaviour at the University of Liverpool shares his research on the 'zoo of infections' living in our pest rodents and what it could mean for vector control.



All around us we see pest species going about their daily lives. What we don't so easily see is that these animals are engaged in a constant battle with parasites and pathogens that are infecting them.

Animals typically carry a myriad of infections – viruses, bacteria, fungi, protozoa, worms and arthropods (ticks, fleas and lice). This zoo of infections is both inside animals (the gut, mouth, nose and genital tract) and on their skin. Infections of people and livestock are very well known, for obvious reasons, but we know far less about the infections of wild animals.

Animals battle these infections using their immune systems. Their vital, protective role can be seen with severely immune-deficient people who need to live in sterile bubbles. Animal immune systems work to control the zoo of infecting organisms, but we also know very little of the immune responses of wild animals.

Our recent work has been studying the immune responses of wild mice, something that has hardly been done before, revealing some surprising things about the lives of these animals.

Immune responses in wild mice

We have studied the immune responses of wild house mice, *Mus musculus domesticus*. This is the same species as the laboratory mouse, allowing us to compare immune responses in the wild and the lab. We found some remarkable things. To start with, wild mice have short lives: their average age is about seven weeks, so they have to pack a lot into this short time.

We looked at two main parts of the immune response: antibodies and immune cells. Wild mice have many more antibodies in their circulation than their lab cousins. Antibodies are made in response to an infection, so these high levels of antibodies are a sign of the very high level of infection in wild mice; laboratory mice are deliberately protected from infections, and so have much lower antibody levels.

We also looked at immune cells, specifically 'T cells' that act directly against infections. Wild mice had lots of active T cells, and many more than laboratory mice, also a sign of the higher infection load in wild animals. Together the quantities of antibodies and T cells in wild mice tell us that they have lots of infections against which they make immune responses.

While antibodies and T cells attack infections, an excessive immune response can be harmful to the individual; this is immunopathology. The immune system uses molecules (called cytokines) to regulate – turn-up or turn-down – immune responses. Wild mice have lower concentrations of cytokines than laboratory mice.

Isn't this odd? Shouldn't wild mice with many infections and high immune responses have lots of cytokines too? No - what we think is going on here is that because wild mice have so many infections that they have to damp-down their immune response, achieving a balance of dealing with the infection but not harming themselves; a low level of cytokines is the sign of this damping. So, wild mice are carefully balancing, making strong enough immune responses against

infections, but without harming themselves in the process. In contrast, laboratory mice have essentially no infections and so don't have to turn-down their immune responses.

Wild and laboratory mice have different immune responses because of the very different places where they live, and because of their very different levels of infection. While lab mice have taught us a lot about the basic functioning of immune systems, they probably aren't such good models for understanding the immune lives of wild animals.

Wild animal infections

Wild animals are an increasingly important source of human infection. Covid-19 came from bats, Ebola too, and HIV came from primates, and so there is intense interest in better understanding wild animal infections. What infections wild animals actually have also depends on the immune responses they make, which is why it is important to study these responses.

We are now studying the infections of wild urban rodents, using the human Covid-19 pandemic as a natural experiment. Covid-19 is a coronavirus and there are many different types of coronaviruses that normally infect rodents. Indeed, the wild mice whose immune responses we studied were infected with coronaviruses. The Covid-19 pandemic has focused attention on animal viruses infecting people, but we are now asking if the reverse process is happening, where human Covid-19 virus is infecting rodents. Our idea is that with many people infected with



Covid-19 many virus particles are being produced in aerosols and in faeces, which might then infect rodents. Cities have dense populations of people and of pest rats and mice, which might be the perfect conditions for a virus to move from people to rodents. To be clear: this is just an idea, and there is no evidence at the moment that this is happening.

We are now sampling urban rodents and testing them for Covid-19 and other coronaviruses. We are looking for these viruses in lung and gut tissue; in blood we're looking for antibodies to these viruses. This work is one of only a few studies that have looked for these viruses in rodents, which is perhaps surprising given how common they are in cities.

Viruses change all the time. One way that they do this is by recombining, which is where two different viruses merge their genes to make a new virus. This process might have happened when animal viruses moved into people. In urban pest rodents, we are also looking to see if different coronaviruses are recombining with each other.

While wild animals are all around us, and pest species abound in our towns and cities, it is remarkable to think of the daily battle they are fighting against a whole series of infections that constantly assail them. These infections and animals' responses to them shape the ecology and biology of these species. It is becoming ever more obvious that our own lives are intimately connected with those of wild animals, which emphasises the importance of studying their infections and immune responses.

Further reading liverpool.ac.uk/evolution markviney.com

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KNOW YOUR ZOOZONOSIS: CRRU ON RODENT TO HUMAN DISEASE TRANSFER



Phil Christopher, CRRU, reminds professionals to take the opportunity to explain why we control rats, by looking at the zoonotic diseases rodents carry.

"Whenever possible, take the opportunity to explain why we control rats because, even though it's self-evident to us, there will always be influential people against the use of rodenticides."

This invaluable advice came from the late Jonathan Peck, long time Killgerm figurehead, in the early days of the Campaign for Responsible Rodenticide Use. As many readers will know, he was uniquely instrumental in starting and representing CRRU until his untimely passing in 2013.

Jonathan's wise words came to mind recently while reading about research that identified a number of human disease organisms carried by rats in a public park just north of Paris city centre. The park hosts a farm, circus, horse livery and about two million visitors a year.

Of rat bodies analysed, 88% carried at least two such pathogens, and another 10% carried one. Five different species of *Leptospira* were found, all capable of causing serious human disease, including Weil's.

Three more genera (plural of genus) of zoonotic bacteria were *Bartonella*, *Rickettsia* and *Francisella*. These are variously responsible for human illnesses affecting heart or lungs, liver or kidneys, brain and central nervous system, lymph nodes or skin.

Some serious cases can be fatal, while many cause fever, headache and debilitation that can be slow or impossible to overcome.

Although not found in this study, the roll call of familiar rat-borne agents of human or farm animal diseases also includes *Salmonella*, *Toxoplasma*, *Cryptosporidium*, *Pasteurella*, *Listeria*, *Hantavirus* and *Campylobacter*.

Among other relevant findings, 56% of rats, which were trapped live and euthanased, carried a common resistance mutation and 48% carried rodenticide residues. This is despite the use of anticoagulant rodenticides being prohibited throughout the park.

Together with a high genetic diversity among rats analysed, the report suggests this indicates significant migration into the park from its surroundings.

Source: Desvars-Larrive A, et al (2017). Population genetics, community of parasites, and resistance to rodenticides in an urban brown rat (*Rattus norvegicus*) population. *PLoS ONE* 12(9): e0184015.
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PESTWATCH

BED BUGS: FAIL TO PREPARE, PREPARE TO FAIL



In this PestWatch, BPCA Technical Manager Dee Ward-Thompson takes a look at why bed bugs are so difficult to control and what pest technicians can do to reduce the risk of failed treatments.

One of the most difficult and challenging pests to control are bed bugs. They are small, they carry a stigma and some are resistant to certain pest management activities.

This, and the ability to hitchhike, puts them high on the list when it comes to treatment failures.

When regarding bed bug control, that famous saying ‘fail to prepare, prepare to fail’ has never been more true.

‘I can’t get rid of these bed bugs’ is one of the top ten things I hear from both pest controllers and customers that are having issues, either with failed treatments or infestations taking months or more to get under control.

SPEED VIEW

Despite their name, bed bugs harbour in a variety of places and are well known travellers

Amateur attempts to control bed bugs often make the problem worse

In multi-occupancy properties, it’s crucial to gather evidence to help you build a picture of how the infestation is spreading

Preparation and co-operation are key to successful bed bug treatment

Rookie mistakes

Why are these pests so difficult to manage?

As we have stated, bed bugs are small and get into even the slightest of cracks and crevices.

For obvious reasons, a common misunderstanding among amateurs is that bed bugs are only found in bedding and mattresses.

In reality, they can hide out in all sorts of places: electrical sockets, clothing, behind picture frames and even in telephones and radios.

Another top reason for control failure is lack of preparation and managing customers' expectations. Unfortunately, some treatments are carried out when the pre-control preparation has not been completed or when the customer has not been made aware of the importance of getting the areas ready for treatment.

This leads to ineffective treatments and inevitable callbacks.

Prior to any treatment, the affected area needs to be prepared. This can be done either by the pest management company or the customer if they are able and willing to do so.

This should be agreed prior to the treatment commencing and a checklist is very useful to have, which clearly sets out what needs to be done and who is responsible.

Make sure you discuss this with the customer and explain why it's vital, and that you may choose not to carry out the treatment if these tasks have not been carried out.

Another reason they can be tough to control is that they carry a stigma, so sometimes

customers will avoid calling a professional straight away due to being embarrassed. Instead, the customer may try to treat using an amateur product, which could prolong the infestation and lead to it running out of control.

Another downside is that amateur products can, in many cases, make the infestation worse by causing the bed bugs to migrate to other rooms in the house or even to adjacent properties.

All in this together

Infestations in blocks of flats, student accommodation and residential homes can be particularly difficult to resolve due to the migratory behaviour mentioned.

Multi-occupancy properties can be extremely challenging; in almost all cases treating a room or flat without investigation of and potentially treating adjacent properties can lead to treatment failures.

At the very least, you should look at the properties above, below and either side.

I've been involved in some cases where residents have visited other flats on a totally different block and transported bed bugs with them. And I have also come across common rooms that are the source of the infestation.

In all of these situations, the key to success is investigating as many rooms or flats as possible, and taking time to talk to residents about their daily activities.

Gathering this evidence will help you build a picture of the situation and point you to all of the key areas that could be infested.

No easy answer

With bed bugs, each case will be different and will come with its own challenges.

The most important thing is to ensure you carry out an in-depth survey; this is crucial and no treatment will be fully effective without one.

In-depth means look everywhere, leaving no stone unturned.

Often, when dealing with distressed customers, I've found that they hired a pest control company which failed to survey the whole property, leaving rooms uninspected and untreated.

Others have quoted over the phone, turned up the next day and treated with an insecticide with no survey, or have even used so-called 'heat treatments' which turned out to be a wallpaper steamer/stripper (these were not BPCA members I must add!)

A bed bug survey is one of the most invasive types you can carry out, in terms of being in a customer's personal space.

Having someone looking in their bedside drawers and other areas around their house can be very distressing for the customer.

You must make sure that you explain fully what the survey will entail before you arrive to conduct it, so they understand why it is necessary and are happy for you to do so.

Once your survey is complete, discuss all of

the options for control with your customer.

There will never be a 'one size fits all' treatment, so include details of what will be used, what rooms will be treated, how long it will take, and be very clear on any guarantees.

There are lots of options when it comes to choosing a control programme and this will all depend on the level of infestation, the type

Pest 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 emerge												
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												



"A bed bug survey is one of the most invasive types you can carry out, in terms of being in a customer's personal space."

of property affected and (to some extent) the customer's preference.

Finally, you need to consider post-treatment actions; this is just as crucial as the other steps.

Make sure you discuss what you have done with the customer and leave them with all of the details.

- This should include:
- Any chemicals used
- Details on when areas are safe for them to enter
- What is the follow-up procedure
- How long it will take for the treatment to work.

Managing customer expectations will reduce the risk of unnecessary callbacks and put the customers at ease.

In summary, with enough preparation, you can reduce the risk of failed bed bug treatments.

Prepare the customer for the survey, prepare the control programme and finally prepare them for the treatment.

Want us to cover a specific species?

Suggest what pest should get the PestWatch treatment by contacting the editors.

hello@bpca.org.uk

DUST STILL DOES FOR WASPS

SURVEY SHOWS FORMULATIONS PREFERRED BY PEST CONTROLLERS



Tim Peeling, product manager at BPCA member Bayer, takes a look at the findings of their summer wasp study.

The loss of actives and increased label restrictions continues to affect pest controllers. July 2019 was a key milestone for many when Ficom D, a popular dust-based insecticide, was restricted to indoor use on wasp nests.

Tim says dust formulations have been a popular choice for pest controllers for many years, so this was a blow for the industry.

He explains that to fully understand how this loss has impacted the sector and get a picture of the wasp situation, Bayer surveyed 202 pest controllers. Here he talks about the results.

Formulations

When it comes to treating wasp nests, various insecticide formulations can be used. However, the survey highlighted that some are more popular than others.

Tim explains: "The main formulations used for wasp control are aerosols, liquids and dusts, and when it comes to treating both indoor and outdoor wasp nests, dust is the predominant formulation of choice," says Tim (see figures 1 and 2).

He adds, "Over 80% of pest controllers that completed the survey are using dust formulations indoors, and over 70% of them are still using this formulation to control outdoor nests too.

"Over 70% of these are specifically using Ficom® D.

"However, the new labelling means this solution, alongside other dust formulations, should only be used indoors or applied indoors from an external access point, such as from outside into an attic void.

"Based on these changes, pest controllers need to consider alternative solutions for outdoor use, such as liquids.

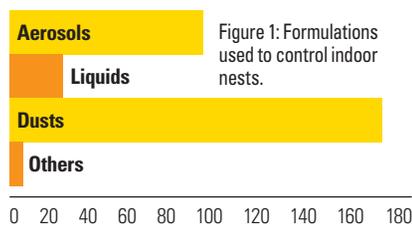


Figure 1: Formulations used to control indoor nests.

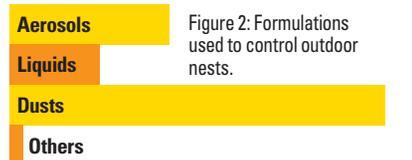


Figure 2: Formulations used to control outdoor nests.

"These changes not only pose a challenge for pest controllers, but also for chemical manufacturers too, so it's important we at Bayer invest in new formulations that have lower active ingredients but with the same level of efficacy.

"This is why we've developed K-Othrine® Partix," says Tim.

We have talked for many years about selecting the correct formulation for the location when treating rodents, and now we need to start thinking about which formulations we are using for wasp control.

"As labels change and restrictions get tighter for certain solutions, it's time to select product formulations for wasp control, as we do for rodents.

"K-Othrine® Partix is one of a few insecticide options available that can be used to control free-hanging wasp nests outdoors. When using this highly effective and targeted insecticide, the nest is completely eradicated within one week.

"Many of these popular choices have been around for several years now, and while they work well, it's important to note that new formulations can offer the same level of control and may be more appropriate for the type and location of the nest."

TOP TIPS FOR WASP CONTROL

Assess the whole site for wasp nests.

Aim to treat the wasp nest either early in the morning or towards the end of the day when temperatures have declined, as more wasps will be in the nest then, allowing for a more targeted and successful treatment.

Always follow the label when treating wasp nests; not only is this key to achieving successful control but also helps ensure these solutions remain on the market.

Pick the correct formulation appropriate for the nest type and location.

Keep application equipment well-maintained and safely stored over the winter months.

How many wasp nests did pest controllers treat in 2019?

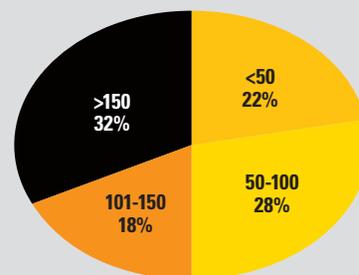


Figure 3: The number of wasp nests treated by each of the 202 pest controllers who answered the survey.

We have seen several bumper wasp seasons on the trot recently, due to mild winters and warm summers, and 2019 was no exception. It was another busy summer for pest controllers, with 32% of the pest controllers polled treating over 150 nests.



Are you a BPCA member with a technical question? Get in touch...

technical@bpca.org.uk
 01332 294 288
twitter.com/britpestcontrol

INBOX

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ASK THE TECHNICAL TEAM

Subject: Winter squirrel control
Which pest species can I proactively advise my customer about?

With the onset of lower temperatures, some pests which are not already hibernating or overwintering will seek to find an alternative to the harsh reality of UK winters!

One common invader into homes is the grey squirrel, via faults in the soffits and fascias of buildings.

Let your customers know if there is a risk of this occurring by pointing out things like damage to these areas of the roof, overhanging branches (allowing squirrels to jump onto the roof), shrubs growing up the side of buildings and any other area that may allow easy access.

Prevention is better than cure but if you have to treat a squirrel problem with pesticides, you must read the label. Poisons for grey squirrels (warfarin) can only be used internally. Live capture traps or kill traps will help you remove unwanted squirrels. Remember to see the BPCA guidance and codes for using such traps – bpca.org.uk/codes

Subject: Insect ID
What do I do if I'm having trouble identifying an insect?

Insect identification can be a big challenge, as we come across so many species and many look similar. Some of these will be public health insects and some just beneficial insects wandering in from the garden. To ensure your customer receives great service, it's important that you know what you are facing so that you understand what needs to be done.

Although members of the BPCA technical team are not trained entomologists, we can offer a level of identification assistance. However, on occasions, it is necessary to pass specimens on to a trained entomologist for further investigation. Speak to your suppliers, as they may be able to offer you this service.

We also run an insect ID course, for pest technicians who are looking to build their knowledge of insect pests – bpca.org.uk/training

Subject: Mix and match rodenticides

Can I use two rodenticide products in one tamper proof bait station?

A popular question with several answers. The short version is 'no' but here are the longer answers:

Product label – the way the label describes how to administer the rodenticide (directions of use) does not mention that it is correct to 'mix' different products in the same box, so it could be a problem.

Application rates – the label will mention application rates; different products may have different application rates and recommendations. Mixing products may not fully comply with the label of each product in this regard.

Reporting – in terms of marking where and what is in your toxic baiting points (on customers' sites), if there are two different products or actives in the box then it is difficult to properly report on this without confusion. How do we track what's in the box correctly? If two different actives are in one box, how would an untrained eye identify each in the case of an emergency?

Subject: Test and trace
Is it the law for all businesses to have a test and trace policy in place?

Currently, there is no requirement for trades to have a test and trace system. However, BPCA believes it's good practice to implement a procedure to help stop the spread of the virus and protect your staff and clients.

We've written some guidance that should help you if you're considering putting together a test and trace procedure.

It's available to everyone, not just BPCA members, as minimising the spread of Covid-19 is everyone's job.

For more information and to download the guidance, visit bpca.org.uk/testandtrace

SPEED VIEW

The grey squirrel is a common pest to look for in the colder weather

Two different rodenticides in one bait station may not comply with label requirements

Insect ID services are useful for technicians struggling with a specimen

A Covid-19 test and trace procedure isn't required, but it's good practice to have one.

STOP THE RISE OF SUPER RATS

TACKLING RODENT RESISTANCE

Rodent pests resistant to commonly used anticoagulant rodenticides have been identified in areas of the UK and the increase in numbers of these so-called 'super rats' presents a challenge to pest controllers. BPCA member BASF takes a look at how we keep on top of resistance issues.

Coumatetralyl, bromadiolone and difenacoum are the rodenticide actives present in many common and widely available rodenticide baits. However, these baits are proving ineffective against resistant rodents which are capable of eating large quantities of bait with no ill effects.

"Pest controllers must act now to help stop the spread of resistant rodents. This can be done by choosing methods of rodent control that are appropriate in their area and not using rodenticides containing the actives to which resistance already exists in their area," says Sharon Hughes, BASF Global

Technical Marketing Manager for Rodenticides, Professional and Specialty Solutions.



BASF Storm® Ultra Secure

Establishing resistance levels in your area

Rats thrive when there is a plentiful supply of food, water and shelter. A breeding pair is capable of creating an infestation of 2,000 in just one year, making rats a concern for businesses and agriculture. Resistance has been compounded by using rodenticides without first establishing whether resistant rats are prevalent in the area.

"Resistance is an issue that has been growing for years and many rodenticide users are unaware of whether it affects their region," says Sharon. "The University of Reading Vertebrate Pests Unit (VPU) in conjunction with the Campaign for Responsible Rodenticide Use (CRRU) had been testing rat tail samples for the resistant gene but sadly the unit closed earlier this year," she adds.

The VPU closed in June raising concerns that research into the spread of resistance would end. However, it was recently announced that the resistance testing will be conducted by the Animal and Plant Health Agency (APHA) at its laboratory in Weybridge, Surrey.

CRRU chairman, Dr Alan Buckle, is now encouraging pest controllers, farmers and gamekeepers, especially those who think they

may have resistance problems, to send tail samples of freshly killed rats and mice. "The spread of resistance can only be tackled if we know where it is, and we are entirely dependent on people using this service for the data we need," he says. "Otherwise, pest controllers, farmers and gamekeepers could be using products that are ineffective in places where rodents are resistant. And where resistance genes are still absent, others may be using resistance-breaking products unnecessarily. Only more samples can solve this," he adds.

Selecting the right products for your area

Coumatetralyl, bromadiolone and difenacoum are actives used in popular multi-feed rodenticide baits. However, there are areas in the UK where rodents have shown resistance to these actives, so pest controllers are being advised to consult the rodent resistance map published on the Rodent Resistance Action Committee website rrac.info. There are three anticoagulant rodenticide actives that rodents have not developed resistance to. These are flocoumafen, brodifacoum and difethialone.

BASF has developed Storm® Ultra Secure, a wax-free formulation containing flocoumafen to offer the palatability of a soft block but the durability of a block. "Storm Ultra has been designed to be more palatable than Storm secure. It still contains flocoumafen, which rats have no known resistance to, and it can be used in and around buildings to overcome any resistance issues in certain areas," says Sharon. "By continuing to use coumatetralyl, bromadiolone and difenacoum in areas with resistance, end-users may unknowingly be increasing the population of resistant rodents," she adds.

The use of a bait to which some rats and mice are resistant will only be effective in controlling non-resistant rodents. This leaves only the resistant rodents surviving, which subsequently breed to produce a population of predominantly resistant rodents.



"Compounding the problem in one location eventually causes these resistant rodents to spread to neighbouring sites. By using rodenticides with actives to which rodents have no known resistance, pest controllers can effectively control these rodents and help reduce the spread of resistance," concludes Sharon.



"...end-users may unknowingly be increasing the population of resistant rodents."

Sharon Hughes, BASF Global Technical Marketing Manager for Rodenticides, Professional and Specialty Solutions

Send in a tail sample to test for resistance

Tail samples can be sent by following advice on the CRRU website.

thinkwildlife.org/downloads

LOVE ME TENDER?

Facing rejection can be tough, especially when you've put a lot of time and effort into bidding for a tender. Expert tender writer Robert Harris, of Harris Associates, provides tips on how to improve your tender submissions based on your previous failed submissions.



WHAT TO DO IF YOU DON'T WIN A PEST MANAGEMENT TENDER

You've worked your socks off to get a bid completed, confident that you totally mastered it after dedicating hours to your submission...

But the scores are finally in and you didn't get the tender. What's going on?

There could be many reasons you didn't win the bid:

- An 'out of date' answer
- Giving too little detail
- Not paying enough attention to the response needed
- Not fully understanding what the client wanted to hear.

As a professional tender writer, occasionally I scratch my head when I see the scores given. So where do you go when you lose a bid?

The golden rules in these circumstances are **Check – Enquire – Review – Learn.**

Check

Read the original question, then read your response. Sometimes it hits you like a wet sponge on a February morning, that you've made assumptions and totally misread the question.

Now, in the cold light of day, the response you should have given is suddenly clear. This is positive. We learn more from our mistakes than we do by getting things right by accident.

Sometimes a client will give you automatic feedback, giving some broad comments. They can be something like 'the winning bid outlined the process very clearly, including processes x, y and z'.

Sometimes it's very general to your bid eg 'your response to question 1 needed a fuller explanation'.

Often this feedback tells you nothing. If you haven't had clear guidance on where you went wrong, follow the next steps.

Enquire

As early as you can, make a list of questions and thoughts. The key is to get in touch quickly. The procurement team for the tender will still be fresh and be able to give value to your enquiry.

Ask them again in six weeks and their memory of which bidder you are or what they thought when they marked your bid will totally rely on notes and scribbled comments.

Be polite and, unless you have a need to challenge the decision, don't come across as negative. And under no circumstances should you be aggressive.

You want them to remember your company on good terms, as there's always the chance they'll have another tender in the future that you can bid on. It's okay to keep chasing a client for feedback, but keep contact positive where you can.

Review

Take the feedback, and look at it in context of the original question and your original response.

Does it fit? Was your response too focused in one area (eg too operational and not enough on the managerial side) or did you misread it?

This review stage is like gold dust! It's where you learn how to speak to them in the language they want to hear.

You're trying to sell them your service so they need to be comfortable with what they read.

Remember, these procurement teams know nothing about your industry. They bought pens two months ago, workwear and PPE last month, now they are buying pest control.

The technical side of this industry is often way above their heads, so be careful not to lose them. Keep submissions clear enough for people to understand, but technical enough to showcase your professionalism.

Sometimes, after feedback, I've taken the time to rewrite the submission so that I can be comfortable knowing how I would complete it if the same tender came up again. It will build your skills, trust me on this!

Learn

Now you understand what the client wants, you know the sort of thing that needs to go into a similar question in future.

Ironically, you can learn lots from multiple failures, where feedback from clients gives you an insight of what organisations want to see in a bid, and you end up having a clearer understanding of what is needed.

Sometimes people revisit a file of typical 'model answers' for bids. Top tip: do not cut and paste this into a tender, as the nature of the question will change and your response will be too general. Use that model answer as a general guide and change it so it hits the mark.

The number one attribute to being a winning bidder is tenacity. You start from the point of knowing nothing and only become good because you are determined.

You don't start out by winning every tender, it takes some time to learn the skills.

Remember the old saying 'if you don't ask, you don't get'? If you want the secret to knowing what makes a winning bid, you only need to ask.

Want support with a tender bid?

Robert Harris has plenty of experience working with pest management companies going after tenders. Have a no-obligation conversation to find out how he can help.

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Work Smarter with ServSuite™

Andy Deering, CEO ServSuite™

ServSuite™ is an enterprise, cloud-based software solution especially designed and developed for the Pest Control Industry. Trusted by companies of all sizes across the world, we have been providing comprehensive technology



for the pest control industry for over 25 years. ServSuite™ automates everyday tasks such as scheduling, service routes, reporting, and much more. As an innovative company, we always stay ahead of the curve when it comes to designing purpose-built features for the pest management industry's changing needs. We approach the design of our solutions with one simple thing in mind, how can we help our customers save time and money with ServSuite™?

As the pest management industry evolves so must its processes, and ServSuite™ works closely with industry experts to develop solutions that boost growth. Agility in the field is key, which is why we developed the **ServSuite™ Mobile App** enabling technicians to operate paperlessly in the field, completing tasks with a few clicks. From taking signatures to getting real-time schedule updates our Mobile App promotes business growth by streamlining your operations.

Another key feature of growth is strong branding. **ServSuite™ Smart Branding**. This service provides your business with custom-designed, unique marketing materials

to make your business stand out from the crowd and boost your sales.

Organising technicians' schedules is a time-consuming task that is costing pest control businesses thousands of dollars each year. Using powerful algorithms, ServSuite™ organises technicians' schedules for you. The **ServSuite™ Intelligent Routing** module automates and optimises schedules and service routes so that you can concentrate on other important tasks.

Keeping employees and vehicles safe is a priority for any pest control business. **ServSuite™ GPS Vehicle Tracking** handles all this for you. With this feature, you can get real-time updates at set intervals that work for you. Allowing you to track important aspects of driver behaviour such as speed and seat-belt usage could even save you money on your insurance premiums.

At ServSuite™ we understand the importance of seamless credit card and cheque processing. Our **Integrated Payment Processing** empowers customer payments quicker, greener and more securely than ever before. By storing payment details for recurring charges, you save time and money managing invoice distribution each month.

Our functions are seamlessly integrated to allow businesses to run at maximum efficiency. We firmly believe that the future is paperless; with digital quotes, not only do you save on printing costs but you also create a digital environment in which quotes and contracts are much easier to manage. **Servsales**, a complete sales cycle management tool, then allows you to automate each step of the sales process. Visits, callbacks, and customer history are all in one place, allowing you to manage everything easily.

Whatever the size of your business, ServSuite™ is built for growth offering a complete solution for your pest control business.

**Schedule
a Demo**



BREXIT MEANS ...erm

HOW CAN PEST MANAGEMENT COMPANIES PREPARE AS THE END OF THE TRANSITION PERIOD LOOMS?



The UK has left the European Union, but much of what that means for pest control is not yet known. We currently sit in the transition period - where nothing feels different, but a deadline looms. Marketing and Communications Manager, Scott Johnstone, summarises what we do know about the end of the transition period and what'll be different on 1 January 2021.

I have been procrastinating over writing this article for a while now. I've not been putting it off because it's hard to write (which it is), or because it's tedious (which it is), but because so much is still uncertain. No matter how many articles we read, Government advice pages we trawl or webinars with civil servants we sit in on, there seems to be little clarity on what the UK will look like in 2021.

Until we know what our trading relations will look like with the EU, many things feel like what-ifs and maybes - and who wants their trade association issuing advice on what-ifs?

We do know things will feel different because that's what the government wants. After all, if Brexit changes nothing, what was the point of the upheaval or the estimated £130 billion price tag?

Let's start by thinking about what might be important to pest management companies and then take a look at what we know. Things that might be on your mind are the impact on:

- Products
- Supply chain
- Customers
- Workforce.

/continued...

BREXIT MEANS ...erm

WHERE ARE WE NOW

At the time of writing, negotiation with the EU is still ongoing, but PM Boris Johnson has asked us to all prepare for a 'no-deal' Brexit.

We live in this intermediary bubble called 'the transition period' where everything around us is still aligned to the EU. But bubbles pop and this bubble is scheduled to be burst on 1 January 2021.

Between the endless Covid-19 news cycles, we get the odd update on how the EU-UK trading negotiations work. Until we know what that relationship will look like (as well as the UK's trading relationship with non-EU countries), there is only so much business owners can do to prepare.

Whatever happens, Brexit is likely to impact all our businesses short and long term – even if you don't trade internationally.

The Withdrawal Agreement Bill, negotiated with the EU by Theresa May, and then by Boris Johnson, includes the following terms:

- Money that is owed by the UK (the 'divorce bill')
- The EU-UK border
- Citizens' rights.

The transition period is the UK's opportunity to negotiate a trade deal – however, there still is the chance we may end up without an agreement, ie 'no-deal' Brexit.

"Whatever happens, Brexit is likely to impact all our businesses short and long term – even if you don't trade internationally."

Further reading

[gov.uk/transition](https://www.gov.uk/transition)
[britishchambers.org.uk/page/brexit-hub](https://www.britishchambers.org.uk/page/brexit-hub)
[home.chemicalwatch.com/brexit](https://www.home.chemicalwatch.com/brexit)
[iod.com/news-campaigns/brexit](https://www.iod.com/news-campaigns/brexit)



CHEMICAL REGULATION AND PRODUCT AUTHORISATIONS

Pre-Brexit, public health pesticides have been controlled and regulated by the European Union through the Biocidal Product Regulations (BPR).

The UK will establish its own regulatory scheme on 1 January 2021 with the Health and Safety Executive (HSE) operating as the UK's regulator unless you're in Northern Ireland. Under the terms of the Northern Ireland Protocol, the EU rules will continue to apply in Northern Ireland after 1 January 2021.

The UK Government says that from 1 January 2021, Great Britain (England, Scotland and Wales) will have in place a regulatory framework for biocidal products. It will reflect the current EU framework (EU BPR), but they will operate independently of each other.

Certain EU functions have been removed, such as union authorisations and mutual recognition as they will no longer operate in Great Britain. Just because a product authorisation is changed in the EU, it doesn't mean it'll change here (and vice versa).

Existing EU product authorisations will still be valid, so we shouldn't expect products to disappear from shelves overnight. Product and active substance authorisations will be valid until their normal expiry date.

New products and actives will go through HSE's new regulatory process.

On 1 January 2021 EU REACH Regulation for biocides will be copy and pasted into UK law under the European Union (Withdrawal) Act 2018. A crucial part of EU REACH is the principle of 'no data, no market' – ie you need to provide robust data about a substance's hazard properties before it can go to market. The copy and pasted version will be called UK REACH. Every change after that point will be a divergence from EU REACH.

But here lies a potential problem for the UK market; once existing authorisations expire, they will have to go through UK REACH. Even products already authorised need to resubmit all their data to HSE within two years, as the UK will lose access to the European Chemicals Agency (Echa) database after the transition period ends. For some manufacturers, this will be very expensive.

"...once existing authorisations expire, they will have to go through UK REACH. Even products already authorised need to resubmit all their data to HSE..."

Assuming they want to continue selling in the EU market, chemical manufacturers will also need to go through EU REACH. Whilst some of the data might be shared between submissions, this process will still be incredibly time consuming and expensive. A chemical manufacturer we spoke to has estimated that it will cost £70m for its products to go through UK REACH, even if it already has EU REACH.

Chemical Watch, in its Brexit and chemicals regulation document (2020), makes it clear that their sector would have preferred to stay aligned with EU REACH. They said "chemical company warnings of the cost of double registrations and the unpreparedness of downstream users should they acquire chemical importer status have fallen on deaf ears."

Each approval holder will have to make a business choice. Will I pay for my product to go through UK REACH? Will I sell enough of my product to make it worth the effort? The products that we use for public health pest management are, by and large, niche already, meaning we could see more products removed from shelves and new products never make it to the UK market.

The impact on our products and how Brexit will affect our ability to control pests is uncertain. There is little you can do to prepare for this beyond taking a serious look at your non-toxic pest management skills and thinking about how you could adapt your practice for a potentially reduced toolkit.

IMPACT ON SUPPLY CHAIN

This largely depends on whether we do or don't have a trade deal with the EU and what those terms are.

No-deal is likely to be very disruptive and has a knock-on effect to every supply chain, pest management and otherwise.

Extra import and export checks will be in place regardless, and we've all heard apocalyptic descriptions of endless queues at border points. Michael Gove said in his Reasonable Worst Case Scenario (RWCS) document that 40-70% of trucks travelling to the EU might not be ready for new border controls and we could have queues of up to around 7,000 port bound trucks in Kent, leading to two-day delays.

A lot of businesses have what's called a just-in-time (JIT) supply chain; this is when a firm looks to cut costs by having limited goods or materials in stock, producing and delivering those goods just in time to be sold.

Transport issues could cause delays, which will cause considerable disruption in general but especially to those businesses operating on a JIT basis.

Pest control product manufacturers and distributors have prepared as best they can, so we certainly shouldn't be panic buying biocides anytime soon. That being said, having a slightly larger stockpile of your products might be worthwhile (an extra month's worth sounds sensible).

Talk to your suppliers now. Make sure you're not caught short. We know Manufacturing and Distributor BPCA members have been all over the guidance and have plans in place to be able to fulfil your orders.

FINAL THOUGHTS

The end of the transition period and 'Brexit proper' will undoubtedly change our lives, as pest professionals and more generally as citizens. Amidst a pandemic, Brexit couldn't have come at a worse time. While we can't anticipate everything that'll happen in 2021, bracing for a deeper recession and doing the appropriate planning is well worthwhile.

2020 has been tough. 2021 could be just as challenging.

IMPACT ON YOUR CUSTOMERS

Deal or no-deal is the question when it comes to thinking about the impact on your customers.

Covid-19 looks set to plunge the UK deeper into a recession, and Brexit is likely only to make your customers' financial situations worse if we don't negotiate a trading deal with the EU.

No-deal means currency fluctuations, tariff changes and customs disruption that are likely to lead to delays and price changes on some goods, for businesses and consumers alike. This will likely affect your customers, particularly in the food sector.

In 2016, over 40% of the UK's £30.3 billion food imports were from the EU. As it stands right now, the UK is looking at a 6% duty tariff on pesticide products going into the EU. There is currently no published UK tariff schedule, as we use the EU tariffs at the moment, but the standard World Trade Organisation (WTO) terms are the same (6% duty payable by the importer on entry). While eleventh hour changes are possible – the position now is that tariffs will be imposed at current WTO rates.

Tariffs aside, industry leaders are worried about border checks and transport times. The British Retail Consortium (BRC) said: "The retail industry has been crystal clear in its communications with the government over the past 36 months that the availability of fresh foods will be impacted as a result of checks and delays at the border."

Even if our supply chain is relatively unaffected, we need to consider that customers may be having a tough time of it. We saw how lockdown had a knock-on effect for pest management businesses, with 74% citing difficulty getting on-site and having contracts cancelled when leisure and hospitality venues were forcibly closed.

This article is inadequate to prepare you for the changes ahead, and this isn't for the lack of trying. No country has ever divorced from the EU before. As with any dissolution of a 48-year-old relationship, it's going to be a bit messy and somewhat rocky at the start. Brexit may well bring with it opportunities, but honestly, after much research, I can tell you that article is even harder to write.

Food aside, other prices are likely to creep up too. Government's Yellowhammer report warns electricity, gas, medication, and imported goods are likely to see significant price rises. Things could get tough for your customers, meaning some may be looking at their pest management services to make cost savings.

IMPACT ON YOUR WORKFORCE

If your pest management businesses employ staff who are European Economic Area (EEA) nationals, then you might be worrying about whether they'll be able to live and work in the UK post-transition.

Thankfully, the guidance on this is relatively clear, regardless of whether we leave the EU with a deal or not.

EEA nationals will need to make an application under the EU Settlement Scheme online by the deadline of 30 June 2021 by visiting [gov.uk/eu-eea](https://www.gov.uk/eu-eea)

Looking forward, things are less clear. The UK Government has indicated it would like to introduce a points-based immigration system, similar to Australia. How this will work for pest professionals is unclear, but if you rely on EEA nationals in your workforce, this could cause you issues in the future.

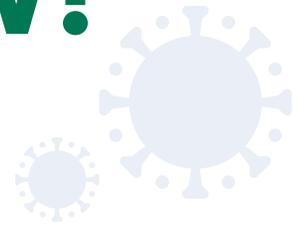
"Things could get tough for your customers, meaning some may be looking at their pest management services to make cost savings."

The best advice we can give is to stay informed, ask questions and don't bury your head in the sand. Communicate well with your suppliers, your workforce and your clients to try and catch potential issues as early as possible.

BPCA will continue to produce guidance where we can, and we're always here to help members struggling to navigate this complicated time in history.

COVID-19 IMPACT STUDY WHERE ARE WE NOW?

April feels like a long time ago now and much has happened since BPCA first launched our impact survey. We repeated the study to see how the sector is coping six months on, and 708 people responded.



Percentage of companies closed

APRIL 423 respondents

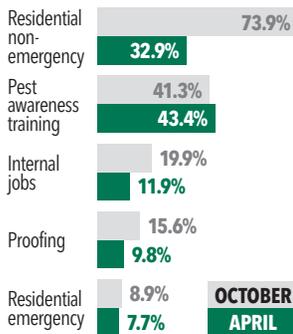


OCTOBER 366 respondents

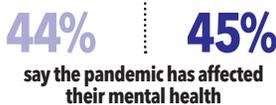
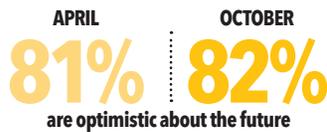
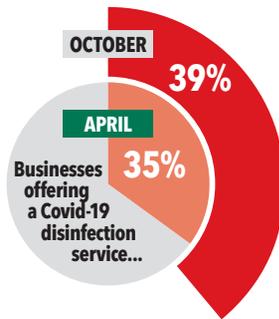


As expected, more and more companies are getting back to work. The top reason cited for not having re-opened is 'health concerns'. Closed businesses are predominantly sole traders.

What services have you stopped?

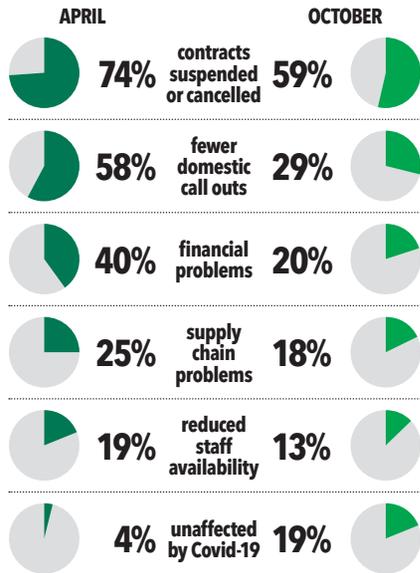


The majority of professionals have gone back to offering non-emergency residential work, which suggests companies are managing to put risk mitigation measures in place. The second part of the survey indicated that PPE is now much easier to obtain than in April.



The pressures and uncertainty of Covid-19 have affected us all. For advice on prioritising your mental health during the pandemic take a look back at our article in PPC99. bpca.org.uk/ppc99

In what ways have open businesses been affected?



Getting onto sites is still the more significant issue facing pest management companies. However, the recovering domestic callouts are encouraging. Hopefully more sites will see the value in maintaining their pest management contracts; a BPCA client leaflet is available on this for members.

bpca.org.uk/member-documents

If Covid-19 continues to spread, what most worries you?

APRIL 433 respondents

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

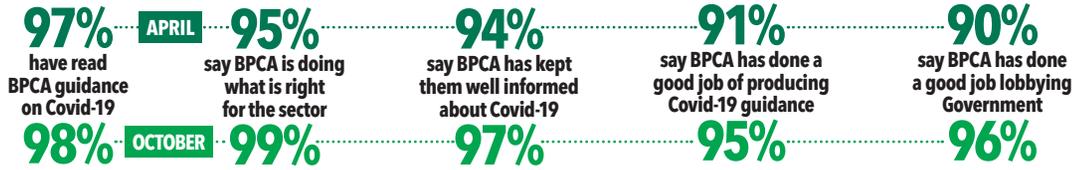
OCTOBER 295 respondents

- 1 Lost income
 - 2 Reduced productivity
 - 3 Premises closure
 - 4 Contract fulfilment and auditing requirements
 - 5 Local lockdowns
- ▼ Cessation of trading

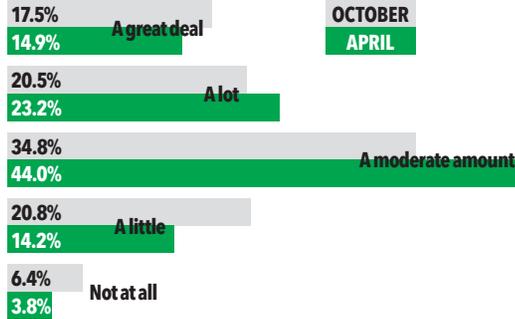
It's great to see "cessation of trading" drop out of the top five concerns!



Of BPCA Members surveyed...

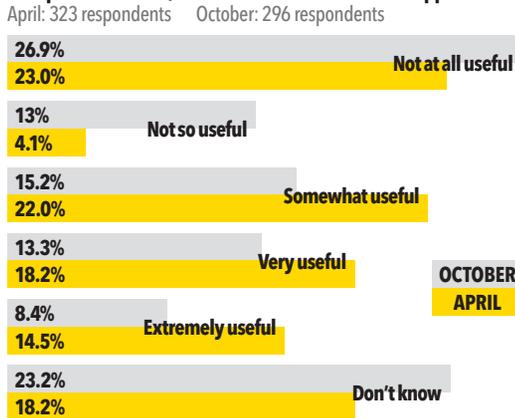


How serious are clients about pest management during the crisis? 596 respondents



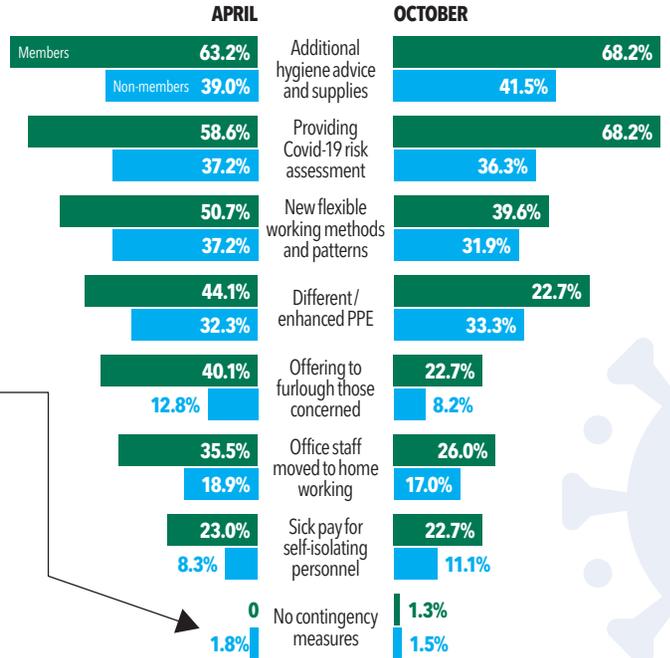
It's somewhat concerning that some members haven't yet done a Covid-19 risk assessment or introduced additional hygiene measures. Members are encouraged to contact the team for support if you want any help in this area.

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



There are clearly still concerns about Government support packages available to pest professionals. While the furlough scheme will have helped many businesses with employees, sole traders and the self-employed were less likely to value the support offered.

How are business owners protecting staff?



Have you noticed any change in pest activity?

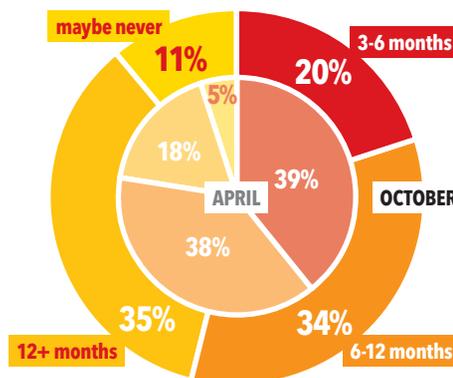


Top BPCA CPD resources accessed during pandemic



▲ PPC tops the list of CPD resources again with nearly three-quarters of respondents saying they've read a copy during the pandemic.

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



Need support?

For the latest on Covid-19 for pest professionals visit bpca.org.uk/covid19
Members can contact our team for bespoke support and guidance. membership@bpca.org.uk
01332 225 112



PRINT IS DEAD. LONG LIVE PRINT.



We asked Andrew Pearce, from our print partner Synergy, to assess how he thinks print can promote your pest control company.

Whether you're reading this article in its print or online format will depend on your preference for accessing PPC. There are some powerful arguments to support print as method of delivery.

Synergy has worked with BPCA and its members for years and provides BPCA Registered card packs and the BPCA PrintShop. We are, therefore, uniquely placed to offer valuable insight.

Just one letterbox

A minute on the internet looks like this: 156 million emails sent, 29 million messages fired, 1.5 million Spotify songs played, 4 million Google searches made, 2 million minutes of Skype calls made, 350,000 tweets sent, 243,000 photos posted on Facebook, 87,000 hours of Netflix watched, 65,000 pictures put on Instagram, 25,000 posts made on Tumblr, 18,000 matches on Tinder, and 400 hours of video uploaded to YouTube... I don't know about you, but I'm exhausted!

In this noisy, competitive digital world, there is still only one letterbox and the power of putting a flyer through that letterbox after a job shouldn't be underestimated.

The effectiveness of direct mail during the Covid crisis

During lockdown our media habits were forced to change, with much coverage given to the changes across the digital and broadcast channels. But what about the channel that is always present in the home?

The latest data from the Joint Industry Committee for Mail (JICMail), shows that with more time at home, consumers have increased exposure to their direct mail and door drops and their ability to drive engagement and sales.

Door drops also achieved record levels of consumer engagement, with the average item interacted with 3.19 times, which represents 15% growth year-on-year.

Business mail (essentially addressed mail that contains some form of bill or statement) also reported higher interaction figures, up 7% to 4.87 times.

"In this noisy, competitive digital world, there is still only one letterbox..."

Print and paper in a digital world

An international survey of over 10,700 consumers, commissioned by Two Sides found:

Consumers worldwide prefer to read the printed version of books (72%), magazines (72%) and newspapers/news (55%) over digital options.

More consumers believe they gain a deeper understanding of news stories when reading from print media (65%) over online news sources (49%).

Consumers also trust the stories they read in printed newspapers (51%) more than stories found on social media (24%).

89% of consumers believe that they should have the right to choose how they receive communications (printed or electronically), at no extra charge, from financial organisations and service providers.

46% would be more likely to take action after seeing an advertisement in a printed newspaper or magazine than they would if they saw the same ad online.

Many consumers (68%) ignore online advertisements, and 57% do their best to avoid them.



6 easy-to-implement print ideas for pest companies

Personalise some marketing materials on the BPCA PrintShop (members only) and give them out to clients and prospective clients.

Encourage clients to 'recommend a friend', perhaps include an incentive like a £10 gift voucher.

Send a personalised letter and leaflet pack using GDPR compliant opted-in data lists.

Do a door drop campaign to the postcodes you are targeting.

Posters in the right places, such as local shops, leisure centres and libraries, will help to raise awareness.

Include some promotional material on invoices or in their envelopes. People always read their invoices!

Looking to increase your client base?

If so, why not try the medium of door drops? Door drops are leaflets or flyers that are not personally addressed to the householder. They are cost-effective and can be targeted locally or nationally. They are now more relevant than ever as this physical channel can reach potential new customers at home.

As a channel, door drops have unique benefits:

- They can be precisely targeted to the type of customers you want to reach
- They can give you a one-to-one moment with potential clients in their home
- Their physical presence helps to cut through the noise of the digital channels
- On average they stay in the home for nearly seven days and are revisited three times.

It's benefits like these that make them such an effective channel when it comes to client acquisition - whether you need to do that locally or on a national scale.

They're also cost-effective because you can target them so precisely. For instance, you can choose to deliver to households by specific postcodes or by particular demographic selections. The majority of the country is covered, meaning there is the option to target up to 30 million homes.

Is print bad for the environment?

When it comes to the sustainability of print and paper, it's essential to separate the facts from the myths.

✱ The European paper industry is a world leader when it comes to sustainably sourced raw materials, renewable energy and recycling rates.

Yet the myths around paper are still prevalent amongst consumers. A 2019 survey by Two Sides revealed 59% of European consumers believe European forests are shrinking, when in fact they have been growing by an area equivalent to 1,500 football pitches every day. A third of consumers believe paper is a wasteful product and a quarter believe paper is bad for the environment.

Sustainably farmed wood for paper is renewable and actually improves air quality. Younger, actively growing trees absorb more carbon dioxide and produce more oxygen than overly mature trees.

Paper has been the preferred communications medium for 2,000 years. Even in today's digital world, it continues to be highly effective and, produced, used and disposed of responsibly, is inherently sustainable.

We live in an increasingly digital world where electronic and paper-based communications coexist and are often complementary.

"The European paper industry is a world leader when it comes to sustainably sourced raw materials, renewable energy and recycling rates."

Why is PPC magazine still in print?

Many magazines that have been around a long time have disappeared or have gone digital only. So why does PPC magazine remain available in print? While it's true many mass-produced magazines and traditional favourites are disappearing, many digital-first companies like Facebook, AirBnB and Asos produce their own, new, physical magazines.

Why?

- Readers value the print magazine
- 75% of subscribers still choose to read in print
- Print attracts better guest writers
- Print remains, can be passed around and shared
- Print physically comes into your home or business
- Print is easier to read properly
- Print helps reinforce digital messages
- Print is pretty
- Print builds trust in a way online can't
- Some people just prefer print.

BPCA does many things for the industry as a whole. We asked BPCA members to rank our activities in order of importance:

- 1 PPC magazine (98%)
- 2 PestEx (89%)
- 3 BPCA Forums and email bulletins ranked equally (88%)
- 4 PPC Live
- 5 CPD quizzes
- 6 Webinars
- 7 BPCA website.

We can infer that the future of magazine media lies in niche, specialised content produced with excellence.

Feedback on PPC?
Write to the editors!
hello@bpca.org.uk



When you're planning your next sales and marketing campaign, it is worth including print in the mix, and there is no better place to start than the BPCA PrintShop.

- Templates include:
- Pest advice leaflets
 - Drop off postcards
 - 'Be protected' posters
 - And much more.

All templates can be customised and either downloaded for free or ordered as prints. Take a look!

bpca.org.uk/printshop



BPCA DRAFT STRATEGY 2021-20XX

Over the last few months the BPCA Executive Board, Staff team, Servicing Committee, M&D Committee and a focus group of members have been working together to draft a strategy for 2021 and beyond. We're now in a position to share a draft version with the whole sector and are accepting feedback from members.



WHO ARE WE?

The professional association for the UK public health pest management industry.

WE ARE...

Driving excellence in pest management.

OUR MISSION IS...

To promote professional pest management, representing the industry, driving standards and ethics while protecting the environment.

WE WILL...

REPRESENT

SUPPORT

ASSURE

OPERATIONAL NECESSITIES

Finance Systems and IT HR, wellbeing and safety

Marketing and sales of revenue generators

Engagement with members Good governance

NOTE

The 'by doing' section contains examples only, not definitive tasks. Tasks will be recommended by the Staff team and signed off by the Executive Board after the strategy is signed off.

Member with feedback?

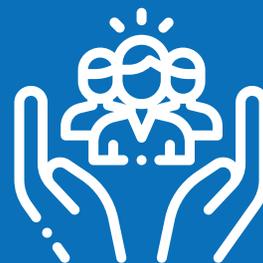
Let us know your thoughts on the draft strategy! The whole point of publishing an early draft is so we can get your feedback and include it in the final version. This is YOUR association and YOUR strategy. Make sure your voice is heard.

membership@bpca.org.uk

What we do:



REPRESENT



SUPPORT



ASSURE

With:	To help members:	By doing:
our industry to authorities	protect your toolkit	collaborating with UK Government, Defra, etc.
our members to influencers	extend your reach	collaborating with BRC, audit bodies, influential stakeholders, etc.
our members to commercial end- users	show your value	getting BPCA membership on to specifications, writing in trade magazines, talking at events, PR, etc.
our members to general public	be heard	shouting about the BPCA member difference, PR, Find a pest controller tool referrals, etc.
ourselves to the sector and our members		recruiting new members, affiliate scheme, making connections with other industry leaders, being a part of industry schemes and initiatives, etc.
technical (pest control)	do it well	providing guidance documents, templates, technical articles and sessions in events and publications, etc.
health and safety	do it safely	building health and safety advice into all Codes, guidance documents and training, providing health and safety support, templates, etc.
business	do it profitably	providing marketing, communications, sales, HR, finance support and guidance, referrals, trade shows and events, etc.
teams	do it together	providing valuable CPD, BPCA Registered, training, webinars, PPC magazine, technical events, opportunities to learn and develop, HR support, etc.
others	do it with us	helping other sectors and organisations understand pest management better, collaborate with organisations in the sector when it supports members, etc.
service standards	demonstrate quality	having robust membership criteria, audits to the EN 16636 Standard in Pest Management Codes of Practice, etc.
environmental protection	demonstrate sustainability	promoting sustainable practices, challenging how we treat waste, looking at how our products, services and practices impact our world, etc.
competence	demonstrate professionalism	having membership criteria where technical staff are adequately trained and qualified, CPD requirements and industry qualifications that are fit for purpose etc.
health and safety standards	demonstrate responsibility	auditing companies with good health and safety practices in mind, ensuring qualifications and training include H&S requirements, etc
ethical practices	demonstrate that we care	having a Code of Conduct, robust complaints procedure, promoting diversity, etc.

MEET THE MEMBER

IT'S A DOG'S LIFE WITH CAPE SPC

"Don't always take the same easy jobs; make time to do work in other, more challenging environments so that the dog can keep training."



CAPE SPC's Luke Jones talks about going from life in the British Army to hitting the road with working dogs.

I grew up with dogs all my life, but my journey into working with dogs began when I was 18, and I was in the jobcentre with a friend.

I already had a job at that point, but my friend was looking for one, and I was there for support, just idly searching the listings on one of the machines.

I didn't think for a second I would see anything interesting, but there it was: 'Dog handler, British Army'. That was it, I dropped everything and joined up.

When I eventually left the army I went into security, which I didn't particularly enjoy – it was on a night shift, sat for 12 hours with a protection dog looking for jobs that suited me and my drive, when I saw an advert for a bed bug detection dog trainer with Mitie (now Terminix).

They took me on to set up the bed bug detection teams and I ran the section for three years; it gave me my start in the industry, and from there I began looking at a new challenges and how to keep developing the capability in the industry.

An old friend, who is a currently serving member of the Royal Army Veterinary Corps (RAVC), put me in touch with Ross Stephenson. Ross was about to leave the army and become a dog trainer at a security company, so we started having conversations about co-owning a bed bug detection business. We both had the dog handler training, and I had my pest management qualification. From there we set up CAPE SPC.

A dog's dinner

Having a working dog is extra responsibility, and you have to understand that before going into it.

Our dogs live with us, they're with us all the time and need attention – you'll get larger companies who will put dogs in kennels, but ours live with our handlers 24/7.

Then there's vet bills, food costs, risk assessments and kitting out all the vans. They need proper ventilation and heating (if necessary), and the kennels inside the vehicles are crash test certified. They need to meet all health and safety requirements and comply with the Animal Welfare Act 2006.

You also need your public liability insurance which covers you for injuries to members of the public by the actions of your own dogs.

I have two terriers, Charlie and Evie, and a retired dog called Archie. He was a mouse detection dog, used to search for nests in warehouses and other properties.

We have Denzel, Snipe and Mylo who are water detection dogs (another side of the business), and two bed bug dogs, Ivor and Tico. They're handled by our guys Ben and Stefan, who have been with us since 2017 and 2018.

Woof around the edges

I've been asked to train and sell bed bug dogs to other businesses, but a lot of companies don't understand that training the dog is the easy bit.

You can train a dog to find bed bug scent in two weeks; the dog will always know the scent. The hardest part is keeping the dog at that high standard.

My concern is when a handler doesn't have that training experience, and the dog starts doing something that the handler doesn't know how to fix, then you're back to square one.

I can train a dog for six months but, unfortunately, an inexperienced handler can break that dog's training in a week.

A dog isn't a tool; it doesn't just work until it's end. A dog is continuously learning and will learn in different environments and contexts. A dog needs CPD points too!

I believe everyone should know how to train a dog; they pick things up off you, change their behaviours and constantly adapt to what's happening around them. This can sometimes cause training issues. You need to know what to do when that happens.

If you work with a dog and they get natural finds five days a week, that's great. But that's not always the case. You might not find anything for a few weeks, so you still need to keep up the training.

Our staff are all ex-military dog handlers, so the dog side for us is not a concern. We trust our guys to be able to maintain a standard and fix any problems they may come up against.

The tail that wagged the dog

If you're running a bed bug detection business, you'll work in very similar environments all the time, like hotel chains with the same room set up.

And when most searches take place in a room that is the same as the previous one, that dog is going to remember and run to where it always finds bed bugs. Then comes that one time in a different environment and the layout is totally different and it can throw the dog off.

That's why you need to train it in different areas and locations all the time. Don't always take the same easy jobs; make time to do work in other, more challenging environments so that the dog can keep training.

Often it helps to also have more than one person present during training or, if that's not possible then video yourself. That way, you will know if there are any mistakes that you're making which might affect the dog's training.

When I trained Denzel for bed bugs, I did a lot of the training on my own so I recorded my actions with a video.

I'd have a rack system of around ten pots, with bed bugs in one and distractor scents in the others. We'd use a bit of linen, plastic-like mesh, dead bugs, treats – things that could cause problems for a dog.

You're training around the distractions; you want the scent of bed bugs to be the reward.

Denzel would search up and down these pots and, when I watched the video, I realised had been following him up and down the line and slowing down when he got close to the pot with the bed bugs in.

He heard me slowing down and getting ready to reward him, so he would then walk up to the pots listening for my footsteps. When he heard me slow down, that's when he would start working properly!

If I hadn't have noticed this it could have become a problem in the live working environment, with Denzel making the association that when I slow down there's potential for a find, and that's not good. We want our dogs to be working totally independent of us and think for themselves.

Leading the way in a pandemic

With regards to the impact of Covid, we might diversify and look at more general pest control. Hotel work was a lot of our income and that's dropped massively.

We were still working throughout lockdown in social housing and similar environments. If anything, Covid helped push the case for bed bug dogs in those circumstances.

Yes, technicians can find bed bugs. But if you're going to do a hotel room or a social housing site with 50 rooms, it's labour intensive. You're lifting mattresses, beds and it takes a technician longer than a dog.

If we go into social housing sites during lockdown, the dogs only take a couple of minutes to search, and people don't have to be out of their homes for so long. And the dogs don't have to handle people's belongings as much.

We can then carry out nontoxic treatments on the spot. When we set the company up in 2016 it was something we were pushing from the start.



Paws for thought

We try our hardest to always do nontoxic treatments. Sometimes we'll use Insect Growth Regulator (IGR) if it's absolutely crawling.

We use steam or heat too, we've also got an infrared heat pod. That's useful for things like antique furniture and delicate items.

We'll also use nontoxic spray, which is a micro-encapsulated formula. And then there's diatomaceous earth. It's a big thing for us, making sure that the bulk of our treatments are environmentally friendly or nontoxic.

With our clients, we always recommend being proactive. If a customer or guest reports being bitten, the likelihood is that it's probably a medium to large infestation and that will cost more to eradicate.

With a proactive contract, we'll carry out the searches and treat any small pop-up infestations for no extra cost. It costs less to make proactive contracts than to eradicate and treat a large infestation.

We saved one social housing company £45,000 in a year and brought the population of bed bugs down in their properties by 78%.

Get on the dog and bone with PPC

We're always looking for members to chat with about their businesses. If you've got something interesting to say, get in touch soon!

hello@bpca.org.uk

MEET YOUR NEW BOARD MEMBERS

Earlier this year, at the 2020 annual general meeting, five new representatives were elected to the BPCA Executive Board. We spoke to them about their reasons for throwing their hats into the ring and what they hope to achieve in their time on the Board.

“We work with **passion**, show our **integrity**, provide **expertise** and give **support**.”

Jason Cholerton

CSS Pest Services

Aims to promote and demonstrate the benefits of what BPCA can offer to existing members and potential new members. To share my knowledge and experience, to learn from others and provide any support for those who need it.

“Over the years BPCA has provided myself and others within our business with a range of valuable resources like training, networking opportunities and technical advice.

“Now I feel it’s time to pass on some of my knowledge and experience. Having said that, no matter how much experience I have, I feel there is always something new to learn and I look forward to doing that.”



Paul Westgate

Veritas Pest Consultancy

Aims to challenge the status quo and provide ideas to drive the Association forward. To help the Association to have its voice heard louder than before and help support the objectives of CRRU and any future stewardship schemes that may be encountered.

“BPCA has been instrumental in raising the profile and professionalism of the urban pest control sector.

“The pest control industry has provided me with so much over the last 20 or so years, so I felt it was the right time to give some of my experiences and skills back to the industry.

“As a trainer, I consistently encourage individuals to develop themselves and I see this role as a significant opportunity to develop my skill base further as an individual.

“BPCA is its members and as a collective voice we must be heard. It sounds strange to say, but people outside of pest control generally do not think about pest control: it’s not top of most people’s agendas!

“By having a strong association such as BPCA, the importance of our work can be heard at all the right levels. It is also important to me and many other members to make sure BPCA continues to meet the requirements of its members and be their voice whilst offering value for money from memberships.”



Michael Taylor

Contego

Aims to continue to push for further development of standards, training and professionalism in pest control, while promoting grass roots entry and support into the industry.

“I’d really like to see guidance and professional standards develop and continue to grow, with further progress being made on training and apprenticeship schemes, encouraging new talent into the industry.

“One thing I’m keen to discuss are audits and membership categories: can we go further? Maybe look at new categories of membership? More in-depth auditing? Can we become a new ‘standard’ of criteria for pest control buyers and larger national tenders?

“BPCA is the quality standard to follow within the industry - the voice of the professional pest controller. I’m looking forward to representing our membership, so please feel free to reach out to me.”



Mick Kilburn

Elite Pest Management

Aims to help raise professionalism and drive excellence both to our members, supply chains and the industry as a whole, as well as ensuring that we progress with the Association’s strategic objectives.

“A few years ago, I began to get frustrated with the major changes in our industry and the impact it would have on the SMEs. I wanted to make a difference and see if I could help change the way the industry was being driven.

“I am passionate about our industry. As a professional association, we need to ensure we offer quality training, technical advice and comprehensive support to all our members, no matter what the size of their business, and I look forward to helping achieve that.

“I would like to offer my congratulations to all the successful candidates, and I am looking forward to working alongside them, representing BPCA and all its members.”



Mark White

Dealey Environmental

Aims to achieve better representation of bird control, increase the standards of bird control for members of BPCA and possibly into government so our industry remains workable.

“While BPCA represents most of the pest control industry very well, I feel the bird control section is underrepresented.

“With the current changes in the general licences and specific licences for bird control, I feel we need a more professional standard and to lobby the government for the sake of public health and safety.

“BPCA can give our members a voice, increase knowledge in the industry with training and create change where needed.”



They work for you

Got something to say directly to the BPCA Executive Board? Contact the Executive Board today and have your voice heard.

president@bpca.org.uk

bpca.org.uk/about/executive-board

BPCA REGISTERED

IF YOU'VE GOT IT, FLAUNT IT!

COULD YOU BE A BPCA REGISTERED MASTER TECHNICIAN?



Training and Development Manager, Karen Dawes, explains what you need to do if you want to carry the new black BPCA Registered card.



By now, we all know what BPCA Registered is. BPCA's individual recognition and CPD scheme is nearly two years old and currently has over 2,350 pest professionals taking part.

The scheme recognises and records the qualifications earned by those on BPCA Registered throughout their careers. You get a colourful plastic card to denote where you are on your career ladder and to prove your verified qualifications to your clients.

And now, pest technicians on the BPCA Registered CPD scheme can apply for our highest category level: Master Technician.

"...this really is the elite level of the scheme..."

What's new?

We have introduced our new Master Technician category to support those who have given their time and input to drive professionalism within the sector and have used their own knowledge, skills and experience to benefit others working in pest management.

You can apply for the top Master Technician category of the scheme if you fulfil the following criteria:

- 10 years working within the industry
- Letter of commendation from an industry peer
- BPCA member
- BPCA Registered member
- BPCA Advanced Technician in Pest Management or equivalent.

The application process is thorough, with interested parties being asked to submit a written portfolio where appropriate.

In addition to these conditions, applicants must be able to evidence:

- A diverse range of site and species experience
- Occasions where they've supported the industry
- Instances where they have worked collaboratively with other companies or industry bodies
- Examples of learning and development they have provided to others
- Illustrations of their leadership skills, either within their own company or the industry
- Examples where they have provided exemplary customer service.

As you can see - this really is the elite level of the scheme and we expect just a handful of technicians to be ready to apply for the card - but it's great to have something to aim for!

For those experts in the sector who have gone above and beyond to increase their wealth of knowledge, now we have a way to fully acknowledge that.

Want to apply?

For more information about applying for the Master Technician category, get in touch with our team.

01332 225 114
registered@bpca.org.uk

CPD

What are the BPCA Registered categories and levels?

BPCA Registered categories represent either your highest level of qualification or your specialism. While the scheme started with just three levels (Affiliate, Trainee and Technician) the scheme has grown quite a lot since then. Here's a full list of all the cards and the qualifications you need to carry them:

BPCA REGISTERED AFFILIATE

AFFILIATE
 Non-technical staff registered with the scheme.

BPCA REGISTERED TRAINEE

TRAINEE
 Technical role but not yet achieved the Level 2 Award in Pest Management.

BPCA REGISTERED SPECIALIST

BIRD SPECIALIST
 Technical role only carrying out bird control and a minimum of the BPCA Certificate in Bird Management accreditation.

BPCA REGISTERED TECHNICIAN

TECHNICIAN
 Technical role with one of the following:
 Level 2 Award in Pest Management (or equivalent)
 Level 2 Certificate in Pest Management
 BPC Diploma Part 1 (previously BPC Diploma)
 Level 2 Certificate in Pest Control.

NOT ON BPCA REGISTERED?
 Thinking about joining BPCA's CPD scheme? Chat with our CPD team.
01332 225 114

BPCA REGISTERED SPECIALIST

FUMIGATION SPECIALIST
 Technical role only carrying out fumigations and a minimum of the Level 3 Award in Safe Use of Fumigants for Invertebrate Pests (to include mandatory Unit 1 and at least one additional unit).

BPCA REGISTERED TECHNICIAN

ADVANCED TECHNICIAN
 Technical role and one of the following:
 BPCA Advanced Technician in Pest Management
 Level 3 Award in Pest Management
 BPC Diploma Part 2.

BPCA REGISTERED INSPECTOR

TECHNICAL INSPECTOR
 Technical role and passed the BPCA Accredited Certificated Technical Inspector exam.

BPCA REGISTERED BIOLOGIST

BIOLOGIST
 Technical role and passed the BPCA accredited Certificated Field Biologist exam.

BPCA REGISTERED MASTER

MASTER TECHNICIAN
 As per this article.

TRAINING CALENDAR

Courses and exams

Course/exam	From (£)	Exam	Start date	Location
Level 2 Award in Pest Management (residential)	1010	✓	FULLY BOOKED 06-11/12/2020	Stafford
			FULLY BOOKED 13-18/12/2020	
			11-16/04/2021	
			06-11/06/2021	
			15-20/08/2021	
			17-22/10/2021	
Fundamentals of Pest Biology and Behaviour	95		05-10/12/2021	Online classroom
			21/01/2021	
			16/03/2021	
Principles of Pest Identification	95		19/05/2021	Online classroom
			14/01/2021	
			09/03/2021	
Bed Bug Control NOW ONLINE	95		12/05/2021	Online classroom
NEW Flies and their Control	95		26/01/2021	Online classroom
			05/02/2021	
Fly Catch Analysis and Identification	95		18/06/2021	Online classroom
			10/02/2021	
			14/04/2021	
NEW What's in the Formulation?	95		16/06/2021	Online classroom
			11/02/2021	
Stored Product Insects (SPIs) in Food Factory Environments	95		13/04/2021	Online classroom
			24/06/2021	
			18/02/2021	
NEW Introduction to Wildlife Management	95		25/05/2021	Online classroom
			25/02/2021	
			29/04/2021	
Resistance isn't Futile: Resistance in Rodents and Insects	95		26/02/2021	Online classroom
			22/04/2021	
			06/07/2021	
Waste Management for Pest Control	95		12/03/2021	Online classroom
			17/06/2021	
NEW Level 2 Pest Management – Vertebrate Pests refresher	95		09/04/2021	Online classroom
NEW Level 2 Pest Management – Health, Safety and Legislation refresher	95		27/01/2021	Online classroom
			07/05/2021	
Level 2 Pest Management – Invertebrates refresher	95		28/07/2021	Online classroom
Becoming a Field Biologist or Technical Inspector	95		23/03/2021	Online classroom
NEW ONLINE Certificate in Bird Management	95	✓	17/02/2021	Online classroom and exam

Exams only

Exam	From (£)	Start date	Location
RSPH Level 2 Award in Pest Management	155	26/01/2021	Scotland
		16/04/2021	Stafford
		11/05/2021	Stafford
		09/06/2021	Midlands
RSPH Level 2 Award in Safe Use of Rodenticides	40	26/01/2021	Scotland
		16/04/2021	Stafford
		11/05/2021	Stafford
		09/06/2021	Midlands
Technical Inspector Exam	155	26/01/2021	Scotland
		16/04/2021	Stafford
		11/05/2021	Stafford
		08/06/2021	Midlands
RSPH Level 3 Award in the Safe Use of Fumigants for the Management of Invertebrate Pests	305	26/01/2021	Scotland
		16/04/2021	Stafford
		11/05/2021	Stafford
		08/06/2021	Midlands
NEW Certificated Advanced Technician (CAT) in Pest Management	294	Book anytime	NOW ONLINE

Online learning

The flexible approach to pest control training, learn at your own pace at times to suit you bpca.org.uk/online-learning



	From (£)
Individual GPC modules – Introduction to Pest Management: Health, Safety and Legislation; Invertebrates; Vertebrates	110
Full Level 2 Award in Pest Management – online course	300
Using Rodenticides Safely – online course and exam	80
Foundation Certificate in Pest Management	55
Completing Risk Assessments PRICE DROP	20
NEW Working at Height	20
NEW Asbestos Awareness	20
NEW Manual Handling	20
NEW Ladder Safety	20

Enquiries and bookings

training@bpca.org.uk
01332 225 113
bpca.org.uk/training

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.

You're invited!

BPCA

Forum

Your local pest event.

FREE to attend

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Association and industry news



Ask the technical team



Manufacturers and distributors



Guest speakers



Network with peers



Practical breakout sessions



Continuing Professional Development points

CPD

FREE bacon roll, tea and coffee



Buzz along to your nearest BPCA Forum...

BOOK NOW!

SAVE THE DATE!

bPCA.org.uk/forum

"GREAT FORUM, GOOD PRACTICAL INFO, EXCELLENT NETWORKING OPPORTUNITY"



forum

/'fɔːrəm/

noun

A meeting where ideas and views on particular issues can be exchanged.

"we hope today acts as forum for debate and learning"

WHERE?	WHEN?	SPONSOR?
Scotland	27 January	BASF
Digital 7	10 February	Pelsis
Digital 8	1 April	Syngenta
South	29 April	PestFix
Wales	20 May	Lodi
Midlands	9 June	Killgerm
Digital 9	7 July	Lodi
East	8 September	BASF
Digital 10	28 September	Bayer
Northern Ireland	21 October	Bell Labs
Digital 11	3 November	BASF
North	7 December	Deadline



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 - Trapper® Max glue boards
 - Trapper® Mouse glue trays

PRODUCT

EVO Protecta EVO Trap Tunnel 6/case

CODE

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