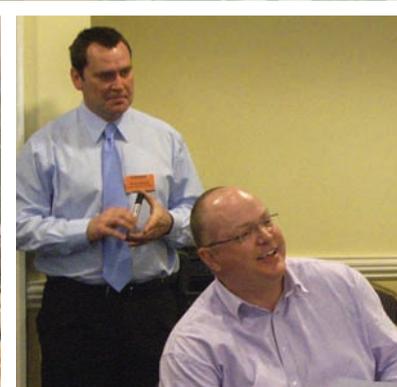


# Professional Pest Controller



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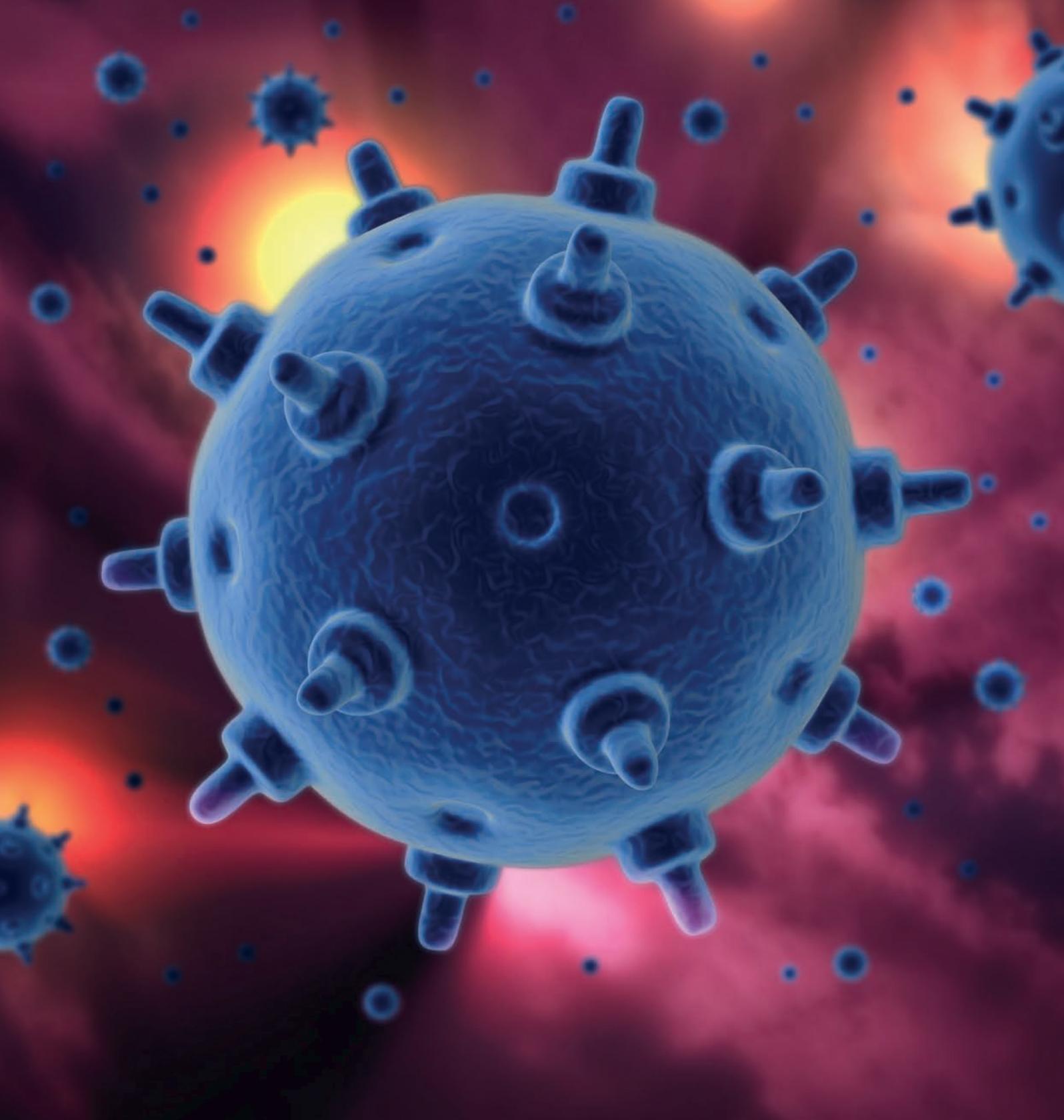


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# United we stand. Divided we fall.

Hello. This is my first introductory piece in *Professional Pest Controller* so I would initially like to introduce myself, especially to readers who don't know me already.

I am Martina Flynn, Senior Product Manager with Sorex Limited based in Widnes. I have worked for Sorex for 11 years with responsibilities mainly for the company's rodenticide products both in the UK and overseas. For several years I was Chairman of the BPCA PR Committee and am currently BPCA Deputy President. This inevitably means I will take-over the reins as President from Nigel Binns in April next year during PestEx in London.

I'm young (well youngish), female and work for a manufacturer member of BPCA – so possibly not everyone's first choice as BPCA President then I'm sure! However, as those of you who do know me will vouch, I am committed to this industry and I endeavour to understand and help meet the needs of all those involved in the industry.

Which leads me to the main thrust of this first address to you. In order to further meet the needs of the industry I believe we need **all** relevant parties to work **together**.

By that I include all manufacturers and distributors, all pest control associations and groups – from BPCA, NPTA, UK-PCO, Local Authorities, CIEH/NPAR, EHOs, CEPA .....and the list goes on. You soon see how fragmented the industry has become!

As our current President Nigel Binns says on page 11, we are all under increasing pressure at a European Level, no-where more clearly illustrated than by the Biocidal Products Directive and also the more recently introduced Services Directive. These two pieces of legislation will have a major impact on the way we deliver pest management services, so government relations are imperative. Oliver Madge and I, along with industry colleagues representing several of the other Europe-wide groupings, attended the inaugural meeting of the Associate Parliamentary Group for Environmental Health in London on 25 June. This is the chance for the industry to have a direct voice into government. However, what is extremely apparent is that to talk and have influence and credibility with government we cannot be represented by four or five different groups. We need to be united and speak with one common voice.

I am not talking one association – just a closer relationship between us all. This is one industry and we need to communicate and develop as one. This will be my aim for the industry in my spell as President.

I hope we will all be able to put prejudices aside and work together towards the common goal of a brighter future.

Looking forwards to working with you all.

Martina Flynn – BPCA Deputy President



## On Parade!

*If our straw poll of BPCA members is anything to go by, more and more pest control businesses are providing uniforms for their technicians. Many too are advertising their services through strongly branded vans and trucks. Associate Editor Helen Riby looks at the pros and cons.*

Earlier this year airmen based at RAF Wittering in Cambridgeshire were told not to leave their RAF base in uniform after a number of incidents of verbal abuse from people in nearby Peterborough. The move prompted a heated debate in the media about the pros and cons of the armed forces wearing uniforms in public. In a nutshell the argument boiled down to one of 'personal safety' versus 'pride in the job'.

Interestingly, in discussion with pest controllers there were many similarities between the armed forces dilemma and the decisions being made in the industry about whether or not to provide uniforms and liveried vehicles. Potential problems with animal rights activists came up as one of the reasons for having plain unbranded vans, whilst taking pride in the job was generally seen as part and parcel of the argument for uniforms and liveried vehicles.

Roger Snell, Managing Director of Pest Defence based in Chelmsford summed things up: "We are proud of who we are and what we

do. We are not ashamed to advertise our company name and services on our vans and uniforms." He said: "The message to our existing and prospective customers is that we are a professional and dependable company and that our technicians are both proficient and trustworthy. Over the years I have found that the stigma attached to pest control exists in the minds of an increasingly small proportion of the public and that a preference for discretion is usually the least of their concerns – the high level of repeat customers that our company maintains speaks for itself."

## Plain or liveried vans – the jury is still out

It costs in the region of £200-£300 to have a van professionally sign written which is not a great deal extra on the total expenditure involved in putting a van on the road. After that initial cost the vehicle is basically a 24:7 free advert for the business.

Roger Snell from Pest Defence continues: "I often have people say 'I saw one of your vans the other day'. It all helps keep our name in front of people and build our image. Vans cost a lot of money. Having them logoed gives you some return from your expenditure."

Marketing Manager for NBC Bird and Pest Solutions, Kelly Smith, agrees: "Our brand emphasis is on providing a natural solution to bird and pest control. We find that branding on uniforms and vans creates positive PR. It generates intrigue from members of the public, especially about our use of falconry as a method of bird control. With over 50 liveried

vans, our brand is seen everyday across the UK, making this a perfect form of low cost and highly effective advertising."

Gateshead Council however take a quite different view. As Team Leader Alison Black explains: "We feel that our clients are looking for a discrete service so we use plain white vans with the central contact phone number on them. There is no means of identifying that the van has anything to do with pest control."

Some private pest control companies agree. Deborah Palmer is a Director and Company Secretary at Palmers Pest Control in the West Midlands. "Discretion is sometimes what clients want," she says. "However the main reason we've not gone for branded vans is security. Obviously we have got to have all the appropriate HSE signs etc on the van but we don't want to advertise what other equipment might be in there," she maintains.

David Lodge at Beaver Pest Control says his experience is that now, only very occasionally, do customers ask for an unmarked vehicle. "We used to have metallic strips that we could fix to the van to hide the logo, but these days it's so rarely a problem that it's just as easy to park round the corner."

According to David Lodge driving well looked after and branded vans is all about raising the profile of the company and the pest control industry as a whole. "In the USA pest control is viewed in a very positive light," he says. "Having the pest controller's van parked outside is seen as very pro-active – it's about doing the right thing and keeping premises pest-free. We've got to work on changing views over here. Presenting a professional image is part of that process," he suggests.



# Most agree uniforms shout professional

Beaver Pest Control's David Lodge is also a keen supporter of uniforms. "We've just re-branded and that's involved changing from green to blue uniforms," he explains. The 18 technicians now all wear steel toe-capped black shoes, blue trousers, logoed blue shirts and ties. "We also provide logoed blue jumpers and fleeces and, unlike some, we insist that our staff always wear their uniforms," he adds. "Switching to blue jumpers however has caused a few sideways glances recently especially in some districts of London when our chaps have been mistaken for those other 'boys in blue' – the police!"

Family firm Palmers Pest Control also use uniforms. "We do a lot of work in schools where security has become a major issue. Having the uniforms means we are instantly recognised," explains Deborah Palmer. "We've gone for logoed polo shirts with sweatshirts and a jacket for winter."

Back in Gateshead the Council has opted for smart moleskin type trousers and Tattershall type check shirts with a Council tie. Alison Black explains: "A good quality waterproof jacket, fleece and a green jumper are also provided with plain green cotton short sleeved shirts as an option for the summer. We've also taken care to provide sufficient clothing to allow for items to be in the wash and we replace items regularly," she adds. "We asked the team what sort of clothing they wanted and we've never had any problem with people not wanting to wear the clothing. The men look smart and professional."

Roger Snell at Pest Defence also points out that as long as the uniforms are logoed then there is no tax or National Insurance to pay as branded uniforms are not classed as a 'benefit in kind'.

Down in the South West, George Ferris from Be-ta-Pest SW has been convinced by the professional image and ease of identification arguments in favour of uniforms and is about to provide them for his team but he's not persuaded by liveried vans. He has concluded that a good, smart, tidy vehicle says just as much about the business and it avoids the stigma which is still associated with pest control in this country.

But not everyone feels that uniforms are essential. Ray Wood who has run his successful Catch Pest Clearance business in Stockport for over ten years explains: "I don't have a uniform just good quality work wear. I run an unmarked estate car and most of my customers are very grateful that there's no mention of pest control anywhere."



The BPCA team on exhibition duty in their new uniforms.

The last word goes to Oliver Madge, Chief Executive Officer of BPCA, who points out: "It's not just technicians who need to project a professional image. The BPCA team needs to be branded and we have been kitted out for whenever we represent the industry or man the stand at exhibitions such as PestEx or CIEH. Our uniforms were supplied by County Workwear, but we have also set up links with another specialist clothing provider, Kingfisher Leisurewear. Members get beneficial rates from both," he concludes.

## Uniforms

- Adds professionalism
- Allows customers to easily identify where you are from
- Gives customers greater confidence that you know what you are doing
- Promotes your business

## Vehicle logos

- Advertises your business
  - Looks professional
- But
- Might attract wrong sort – thieves/activists
  - Some customers may prefer discrete plain van

## About to go for a uniform?

Here are a few tips from Veronica Shaw at County Workwear

- Choose clothing that is functional and fits well. Remember pest controllers have to do a lot of bending and stretching
- Choose fabrics that are good quality, hard wearing and easy to look after. A cheap T-shirt that 'bobbles' as soon as it's been washed does your image no favours
- Keep the logo discrete
- Make sure the style will look good on all shapes and sizes
- Think about summer and winter options, indoor and outdoor activities
- Make sure you provide enough items to allow for washing etc
- Be careful when disposing of old logoed items. Unfortunately there are some people who wouldn't think twice about passing themselves off as one of your technicians to gain unauthorised access to residential property, schools and so on.
- As a rough guide kitting a technician out with four polo shirts, two pairs of trousers, two sweatshirts and a waterproof jacket will cost around £100. But you could simply start by providing the logoed polo shirts and trousers for around £50.

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# New arrivals at BPCA

*Providing local support to members is a key objective for BPCA. The Association is therefore delighted to announce the recruitment of two new members of staff*

Both new arrivals come with strong pest control servicing backgrounds. With ten years experience in pest control, Richard Moseley started as a technician in Wigan, then moved on to become a field biologist working for National Britannia, Terminix and, most recently, for Ecolab – the last four years of which has been mainly in a technical role.

Based in Wigan and covering the North of England, Richard will be responsible for the



Richard Moseley.

technical side of mentor services. This will include involvement with BPCA committees such as FaCE, assisting with industry liaison with audit bodies such as BRC, undertaking member assessments and also reviewing the support documents such as guidelines and health and safety documentation provided by the Association for members.

BPCA's gain is unfortunately Ecolab's loss. As summed-up by Fiona Murphy, Ecolab's Technical Manager, who said: "We are sad to see Richard go, but are really delighted that he is staying within the industry, utilising his existing skills and furthering his career in a way that will benefit the industry as a whole."

Also joining BPCA is Natalie Bungay who will be responsible for supporting the regional mentors and BPCA members. Her responsibilities will include introducing new technicians to the industry as well as reviewing, from an on-the-ground technician's point of view, the support offered by the Association.

Having recently relocated to near Hebden Bridge in Yorkshire, for the last five years Natalie has worked as a technician with Kent-based Enviroguard covering clients in Surrey, Sussex and parts of London. Before this, at the age of 18, Natalie worked for a small pest control company in Kent where, much to her own surprise, she discovered her enthusiasm for the pest control industry. Commenting on her appointment, John Somner, owner of Enviroguard said: "Natalie is a great lady who



Natalie Bungay.

is passionately involved with pest control. We will miss her, but it is good she is continuing within the industry. I am sure she will contribute to the success of many member companies."

Commenting on these appointments, Nigel Binns, President of the Association said: "These roles are a significant pro-active step for BPCA. Richard and Natalie come with their own unique skills, and combined with those of Oliver Madge and Kevin Higgins and regional consultants such as Karen Page, we have a fantastic opportunity to improve links with members at a local level. The aim is to support members and help them develop their businesses within the pest management industry."

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*This year's BPCA Annual General Meeting took place on 11 April. It was held at Farnham Castle in Surrey – a new, very convenient and pleasant venue.*

The AGM saw the re-election of Nigel Binns from Midlands-based Pestex Services as President. Also re-elected for a further year were Martina Flynn from Sorex as Deputy President, with Iain Urquhart of Advanced Pest Management as Honorary Treasurer.

There were five vacancies for positions on the Executive Board. Douglas Bralsford of Predator Pest Control from Hertfordshire and

Henry Mott of Nottingham-based Conquer Pest Control were elected. In addition, the three longest serving members stood down, but all three put themselves forward to stand again which was accepted. These were Ross Graham of Graham Environmental Services, Graham Knox of Pest Solutions and David Lovell of Killgerm Chemicals.

The chairmen of the standing committees for the forthcoming year are: Fumigation Committee – John Trevenna of Igrox (subsequently replaced by David Heaton of K&S Fumigation Services); Manufacturers and Distributors Committee – Paul Hoyes of Killgerm Chemicals and for the Servicing Committee – Iain Whatley from Enviroguard.

In his Presidential review of the year, Nigel Binns picked out some of the new developments specifically aimed at members. In particular the revitalised series of regional meetings, the appointment of regional mentors, the launching of the Online Learning program as well as the ongoing work on the new BPCA database – about which more will be revealed later in the year.

Oliver Madge, BPCA Chief Executive Officer, drew attention to the ever increasing presence of the Association in the wider world. During 2007, the Association appeared in over 35 press articles, were involved in 12 radio interviews and appeared three times on national television. In addition, BPCA attended seven events outside of the pest control industry such as London Landlords' Day.

Membership of the Association grew by 12% meaning that more companies are conducting their pest control business to the standards set by BPCA. The significance played by BPCA was highlighted when Oliver said: "It is estimated that BPCA now represents 80-85% of the competitive market by financial value and this is beneficial in terms of communicating with government and industry decision makers."

## Invited speakers

In addition to the BPCA presentations, two excellent talks were given both of which clearly illustrated the links being forged by BPCA.

The first detailed the new joint initiative with Westminster City Council whilst the second is a project BPCA has recently embarked upon with the Career Transition Partnership (CTP) with the aim to bring new recruits into the industry.

Charlene Brookes from CTP explained that some 24,600 personnel left the Armed Forces in 2006/7. All service personnel receive resettlement help, the extent of which is determined by time served regardless of rank. In the year prior to their departure, members of the Armed Services can benefit from the support offered by the Career Transition Partnership (CTP) resettlement package.



*Charlene Brookes from the Career Transition Partnership.*

Amongst other things, CTP offers external vocational training from a range of MOD accredited Preferred Suppliers who have been quality-assessed and deemed reliable. BPCA has now gained Preferred Supplier status. By providing the training BPCA is assisting ex-service personnel establish a new career. In return, BPCA is benefiting from government funded training to produce trained technicians up to BPCA/RSPH (Level) 2 Certificate in Pest Control standard.

These highly motivated new recruits are then available for employment through the BPCA for their members. A win-win position for the employing company as this 'new blood' comes already trained – so saving the employer both training and recruitment costs.



*Nigel Binns (centre) presents the BPCA awards to Paul Westgate (left) and Michael MacDonald (right).*

The BPCA training awards were presented during the AGM. The Charles Keeble award is given to the candidate with the best result in the BPC Diploma Part 2 examination. This year it was presented by BPCA President, Nigel Binns to Paul Westgate from Hampshire-based Rokill Pest Control.

The John Bull award, introduced for the first time in 2005, is presented to the person achieving the best examination result in the BPCA Fumigation Certificate of Proficiency. This was also presented by the BPCA President to Michael MacDonald from Suffolk-based Igrox.

## Genetic research in anticoagulant resistance

The world's rodenticide resistance experts recently met at a seminar in Lyon, France to review progress. Dr Alan Buckle, Visiting Research Fellow from the University of Reading and vice-Chair of the Rodenticide Resistance Action Committee (RRAC) filed this fascinating report.

Resistance in rats to anticoagulants has recently been much in the news. The media has picked-up on the reported westward spread of an advanced form of resistance that was once found only in Berkshire and Hampshire. Knowledge of this was made possible by dramatic advances in the study of resistance. This step change in the ability to identify and monitor resistance is a result of the development of new and sophisticated DNA-sequencing technology.

### Significant advances in resistance research

Until recently, deciding whether a rat was resistant to anticoagulants or not depended on catching it alive and using one of several expensive and time-consuming laboratory tests. Needless to say, these tests were not much used as they were largely impractical for routine resistance monitoring. But recently researchers in Germany led by Dr Hans-Joachim Pelz made a critical break-through. They identified which part of the genetic code of rats and mice carried the DNA sequence, or gene, which alters when rodents become resistant to anticoagulants.

The gene they discovered produces the enzyme vitamin K1 epoxide reductase, a crucial enzyme in the vitamin K cycle and the one blocked by all anticoagulant rodenticides. The gene was given the name VKORC1 and the sequence of chemicals (amino-acids) used in its construction was decoded (Figure 1). Knowing the gene's DNA amino-acid

Mutated genes are given names which describe the position of the mutated amino acid in the DNA sequence of the enzyme. In the case of the common French resistance mutation this is at position 139. The name of the original (wild-type) amino-acid is tyrosine and that of the mutant amino-acid is phenylalanine. These are put before and after the position number, hence tyrosine139phenylalanine. The names of the amino-acids are commonly abbreviated, i.e. tyr139phe. Other important mutations are shown in Table 1.

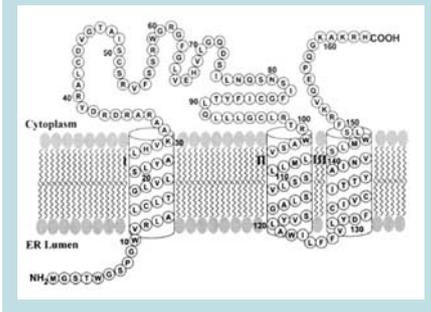
sequence, it became possible for the first time to look for changes, or mutations, which resulted in anticoagulant resistance in rodents.

Pelz, and his many co-workers, went on to study the amino-acid sequence of the VKORC1 gene from Norway rat and House mouse resistance areas in Germany, France, Denmark and the UK. In a bench-mark paper published in 2005 in the journal *Genetics* they showed there were many different mutations of the gene.<sup>1</sup>

A fascinating pattern began to emerge. Anticoagulant resistance in Norway rats had evolved many times over the years, with different mutations in different places (Table 1). But occasionally the same mutation was found in rats from different countries indicating either that the same mutation emerged several times or that the rat populations developed from the same original stock. One such situation is the resistance found in Denmark and Germany is the same as that found in north-west England.

Figure 1 – The chemical structure of VKORC1

The enzyme is mainly found in liver cells. It is seen here as a chain of 163 amino-acids which passes several times through the membrane of the endoplasmic reticulum. The amino-acids are numbered in the chain and resistance mutations are most common at positions 120, 128 and 139. From Tie *et al.*, 2005.<sup>2</sup>



*“Soon all you will need to say if a rat is resistant or not is a tiny piece of tissue – a tip of the tail.”*

Dr Alan Buckle

Table 1 – Some of the VKORC1 mutations in Norway rats and House mice from different areas of resistance

Data provided by Dr Jo Pelz

Rodent species	Resistance area	Amino-acid position	Original amino-acid	Mutated amino-acid	
Norway rat	Hampshire, UK	120	Leucine	Glutamine	
	Berkshire, UK	120	Leucine	Glutamine	
	Scotland, UK	128	Leucine	Glutamine	
	Wales, UK	139	Tyrosine	Serine	
	Yorkshire, UK	139	Tyrosine	Cysteine	
	Yorkshire, UK	128	Leucine	Glutamine	
	Nottinghamshire, UK	33	Arginine	Proline	
	Denmark	139	Tyrosine	Cysteine	
	Germany	139	Tyrosine	Cysteine	
	Hungary	139	Tyrosine	Cysteine	
House mouse	UK	139	Tyrosine	Cysteine	
		128	Leucine	Serine	
	USA	USA	35	Arginine	Proline
			139	Tyrosine	Phenylalanine
			139	Tyrosine	Phenylalanine
			139	Tyrosine	Phenylalanine
			139	Tyrosine	Phenylalanine
			139	Tyrosine	Phenylalanine
			139	Tyrosine	Phenylalanine
			139	Tyrosine	Phenylalanine

<sup>1</sup>Pelz H-J, Rost S, Hünnerberg M, Fregin A, Heiberg A-C, Baert K, MacNicol AD, Prescott CV, Walker A-S, Oldenburg J, *et al.* 2005. The genetic basis of resistance to anticoagulants in rodents. *Genetics* 170:1839–1847.

<sup>2</sup>Tie, J.-K., C. Nicchitta, *et al.* (2005). Membrane topology mapping of vitamin K epoxide reductase by in vitro translation/cotranslocation. *Journal of Biological Chemistry* 280 (16):16410–16416.



## The RRAC Seminar in Lyon

DNA anticoagulant resistance research is developing very rapidly and there are now research teams in several countries working on the genetics of rodent resistance. This March, the industry's Rodenticide Resistance Action Committee

(RRAC) hosted a meeting in Lyon to allow these teams to come together to exchange techniques and ideas and to plan the future direction of this exciting area of research.

The Chairman of RRAC, Dr Stefan Endepols of Bayer CropScience, opened the meeting and described the objectives and work of the RRAC [www.rrac.info](http://www.rrac.info). One objective, to support research into resistance and resistance management, was the aim of the seminar.

Dr Alan MacNicoll, from the Central Science Laboratory in York, summarised the status of genetic resistance research, highlighting areas of uncertainty and defining those requiring resolution so that results can be more easily interpreted for practical use. He posed a series of questions which speakers proceeded to address:

- why are there so many different resistance mutations;
- do all the mutations now found actually confer resistance;
- do they affect the biological fitness of rodents so that resistant individuals are less likely to survive than their susceptible counterparts;
- what do mutations of VKORC1 really tell us about practical resistance to the second generation anticoagulants, like bromadiolone and difenacoum?
- These questions, and many others, were answered during the seminar.

Professor Etienne Benoit of the National College of Veterinary Medicine, Lyon, France, said his research team had identified a single major resistance mutation, called tyr139phe (see box), found all over France and also in Belgium. However, the team had conducted a survey of resistance using samples sent by professional pest control technicians from all over France and had identified a total of nine different mutations in Norway rats. A resistance mutation was found in 50% of cases where professionals reported rat control problems. A remarkable hit rate!

Kristoff Baert of the Institute for Nature and Forestry in Belgium and Anne-Charlotte Heiberg from the Danish Pest Infestation Laboratory gave talks on the distribution of resistance in their respective countries. In Belgium, resistance is widespread in the west and the east of the country but, surprisingly, the central region remains clear. Resistance to bromadiolone, and to a lesser extent difenacoum, is also found in Belgium.



*The speakers at the seminar. From left to right: back row, Alan MacNicoll, Anne-Charlotte Heiberg and Jo Pelz, Etienne Benoit. Front row, Michael Kohn, Kristoff Baert and Stefan Endepols.*

Nowhere else in Europe is resistance more fully studied than in Denmark and the distribution and intensity of resistance is well known. Resistance to warfarin is widespread, and resistance in rats to bromadiolone and difenacoum is getting a strong hold. But the main thrust of Heiberg's presentation was that resistance is very complex and is not fully explained by single mutations of the VKORC1 gene.

The pioneer of this technique, Dr Jo Pelz from the German Federal Research Centre for Cultivated Plants gave a review of all of the currently-known VKORC1 mutations in rats, mice and humans – yes, some humans are resistant to warfarin! A total of about 30 mutations has now been identified, but not all mutations result in practical resistance. Finally, Dr Michael Kohn (Rice University, Houston, USA) detailed how rodents carrying one of the most common resistance mutations (tyr139cys) also had a high degree of hardening of the heart arteries. This is important as it may mean that these rats may be at an evolutionary disadvantage and die out naturally if we do not use ineffective anticoagulants against them.

For more information on the seminar visit the RRAC website at [www.rrac.info](http://www.rrac.info)

## So how does this help me?

Often, much-heralded scientific advances offer little practical benefit to pest control technicians. But few have not found a troublesome rodent infestation and wondered whether anticoagulant resistance was the cause. In the past, wondering was usually as far as it got as resistance testing was so

expensive and took far too long. Scientists in the UK are now putting in place the capacity to conduct routine DNA anticoagulant resistance assays. These include Dr Colin Prescott (University of Reading), Professor Robert Smith (University of Huddersfield) and Dr Alan MacNicoll (CSL).

To be able to say if the rodent is resistant or not, these tests require only a tiny piece of tissue, such as the tip of the tail, which can be sent in the post. Soon the common question: "have I got resistance?" will be

answered at a cost of only a few pounds and the results would come 'by return of post'. We are not quite there yet but it will happen soon if the demand is there.

This new DNA technology holds great promise. Not only will it deliver more effective rodent control in problem areas. But it will allow us to make more effective use of existing anticoagulants and to prevent the 'doom scenario', in which there is practical resistance to all the anticoagulants currently in our tool-kit.

# Inaugural CEPA event – Europest

Over 140 delegates representing 17 countries from across Europe packed into the Holiday Inn in Rome, Italy on 2-3 April 2008. They were gathered at the first Europest event organised by CEPA (the European Pest Management Industry Association).

A selection of international speakers addressed key management issues facing the pest control industry, not the least of which was how the global pest control market is developing.



## Growth in the worldwide non-crop market

Rod Parker from AIS in London, presented data collected from 25 countries equating to 70% of the world for non-crop (in other words non-agricultural) market for pesticides. His research estimated that this non-crop sector has grown at product level from €4.1 billion in 1992 to €12.7 billion in 2006. Despite some considerable debate at the

event, these figures do show a growth in value terms of the non-crop market from 27% in 1992 of the total global pesticide market to 57% in 2005. Mr Parker estimates that 17% of this non-crop market falls within Europe with insecticides accounting for over half the global market value, whereas rodenticides account for a mere 4%.

Closer to home, the pest control market within Europe was addressed by Milagros Fernandez de Lezeta from ANECPA – the Spanish Pest Control Association. In brief, the latest CEPA market survey of the European pest control market at service level is worth €2.2 billion, consists of 9,000 pest control companies and employs over 38,000 people.



Milagros Fernandez de Lezeta (left) from ANECPA with Rod Parker from AIS in London.

## Emerging markets – China and Poland

Two fascinating presentations on emerging markets followed. Yet both had a common theme – the development of a private pest control servicing industry following the liberalisation of their market regimes. The first was delivered by Pascal Cai who represents the China Pest Control Association. Like virtually all Chinese industries, pest control is on an exponential growth curve. The figures are quite staggering – a population of 1.3 billion (twice that of the entire European Union), Gross Domestic Product equal to that of the USA and an annual growth rate of 10%.

The second presentation covered Poland. Presented by Adam Puscinski, Vice President of the Polish Pest Control Association.



Pascal Cai (left) representing the China Pest Control Association with Rob Fryatt CEPA Director General and event organiser.

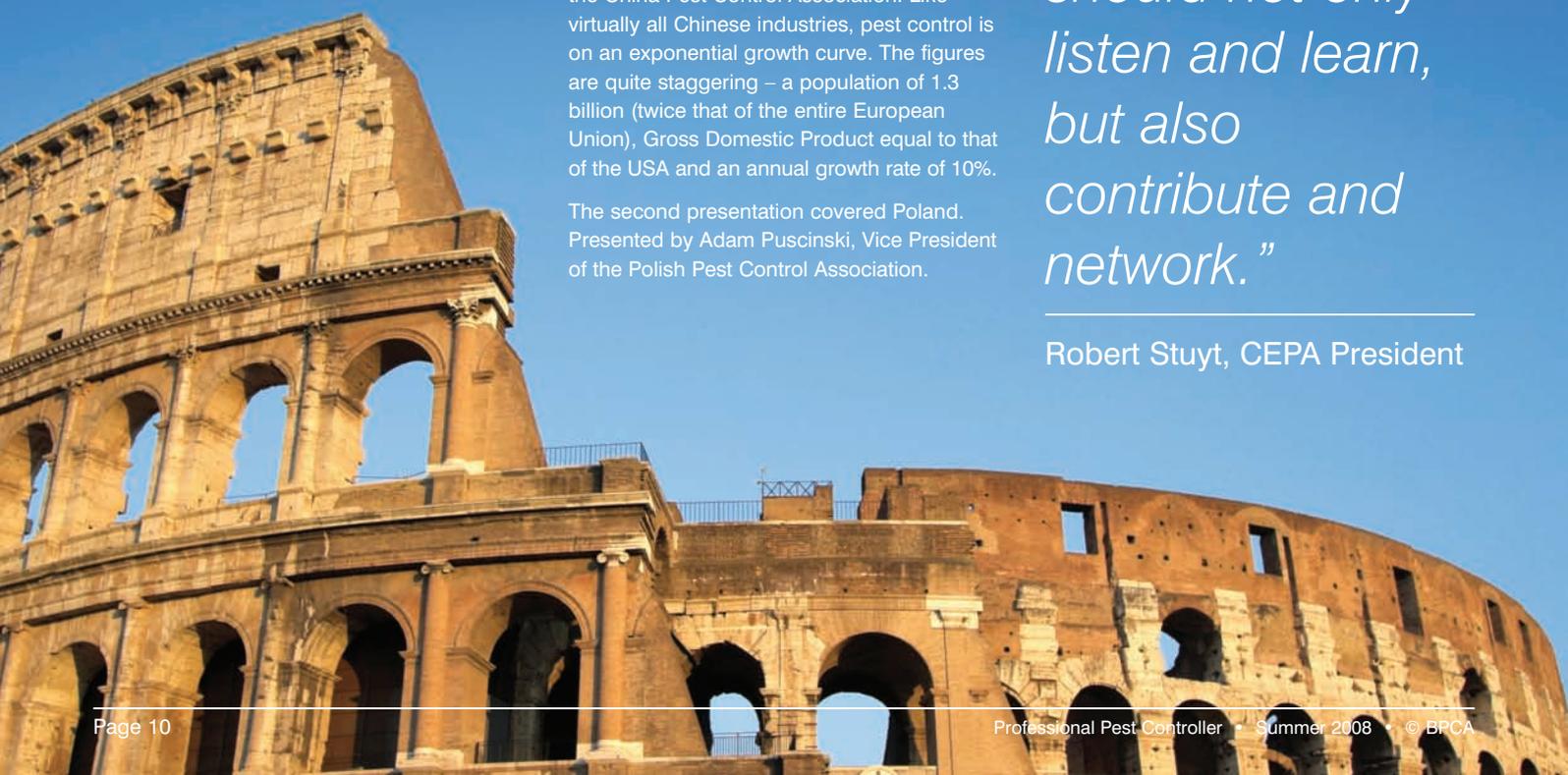
With their market now liberalised, privately owned, often one-man, pest control companies have rapidly grown. As an Association, one of its main objectives now is to provide appropriate training and work towards some form of certification scheme. A theme echoed throughout Europe.

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*“Delegates should not only listen and learn, but also contribute and network.”*

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Robert Stuyt, CEPA President



# The increasing influence of Brussels

*The pest management industry in the UK has, until recently, been little affected by the development of pan European legislation. However make no mistake, this country is a member of the European Union and for this industry Brussels now makes the decisions. BPCA President, Nigel Binns, examines the impact on the UK industry.*

## Biocidal Products Directive

As we are well aware, this Directive is beginning to bite and there is continued concern from consumer groups and regulators about exposure and hazard of pesticides in the urban environment.

Until you have a recognised professional standard across Europe it is impossible under the Biocidal Products Directive (BPD) to restrict certain products and formulations from use or sale by unqualified people. Yes we have the loose definition in the UK of 'competent user', but this needs to be expanded across Europe, and to protect this industry we need to increase this point to 'professional standards'.

Through this we may preserve some products as professional use only, where they might be withdrawn if the Commission believe they present undue risk to the public if generally available.

## Services Directive

Seventy per cent of trade in the EU is in services and the European Commission has enacted a directive to open up the European trade in services and this will pass into UK law by 2009. It will allow companies from any member state to be able to open and operate a service business in any other member state as long as it complies with national laws and regulations – something this industry currently widely lacks.

This Directive applies to the majority of service industries, so with the combined pest management revenue of €2,200 million (approx. £1,800 million across Europe) this industry is seen as a drop in the ocean. As a comparator, the cleaning industry is ten-times the size of pest management and some of their single companies employ more staff than this entire industry!

It is important that the UK continues to develop our own professional standards to protect ourselves through Europe and this is not just through the legal framework of employment law and health and safety regulations.

By having an approved EU European standard, we can work to ensure that

companies operating in the UK should meet the professional standard qualification. It means that in the UK, our already established, RSPH/BPCA (Level 2) Certificate in Pest Control would become the equivalent to the European standard for all who supply pest management.

The Royal Society for the Promotion of Health (RSPH) is already the accrediting body for this qualification, and many groups including NPTA, Local Authorities and the BPCA have, in fact, already accepted this, along with CPD.

The BPCA is working to bring the UK professional standards to a recognised minimum level. Being proactive, before the legislation is enforced on the UK. It is the only trade association (as opposed to professional bodies such as architects who are also impacted by the directive, but already considered 'professional bodies) on the Business Enterprise and Regulatory Reform (BERR) working party. This has been welcomed by DG Environment of the European Commission.

## Roma Protocol arises

To balance this scenario, emerges the principles of the Roma Protocol. Against popular misrepresentation, the CEPA Roma Protocol is not something developed by two people: Sergio Urizio the ANID President in Italy and Oliver Madge, the BPCA CEO. It is in fact a modern version built-on the principles of the Orlando Protocol, developed several years ago, by the industry, which at the time was only voluntary.

Oliver and Sergio were the team charged with leading the collective development,

discussions and comments by the industry, including the UK, across Europe for CEPA. They brought the document up to date and have managed to introduce aspects such as CPD – something this industry has been asking about for many years now.

The protocol was launched at the recent *Europest* event and was welcomed as a positive step forward for the future of all who are passionate about this great industry. It is not a UK document, it is a European document to which the BPCA has signed-up along with other European associations.

Many of those national associations are indeed looking to take the Protocol direct to their governments to support developing their own standards. Only in the UK has there been adverse comment so far and this is a shame.

This is all our opportunity to raise the standards for the future of this industry. We will continue to post information on the BPCA website or specifically on the President's page at [www.bpca.org.uk/president](http://www.bpca.org.uk/president). Digital readers can click here to read the Roma Protocol in full.

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*“Brussels now makes the decisions for this industry.”*

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Nigel Binns, BPCA President



*The BPCA Executive Board endorse the Roma Protocol at the Annual General meeting. Left to right front row: Martina Flynn – Deputy President, Nigel Binns – President and Iain Urquhart – Honorary Treasurer. Back row: Oliver Madge – BPCA CEO and Peter Priestley – Immediate Past President.*

## Malcolm Hadler 1939 - 2008



The global pest control industry was very sad to learn of the unexpected death of Malcolm Hadler on Saturday 10 May. Malcolm always had a twinkle in his eye and was widely respected throughout the industry.

Malcolm trained as an entomologist, working both for Shell Research and ICI before joining Sorex as laboratory manager in 1966. He remained with the company for 30 years, rising to become managing director in 1991. A post he held until his retirement in 1997.

In the 1970s under Malcolm's leadership, Sorex invented both difenacoum and brodifacoum and also developed calciferol mouse bait. He was heavily involved in designing and building the company's state-of-the-art rodenticide plant in Widnes and also played a major part in Sorex being presented in 1975 with the Queen's Award for Technological Achievement.

Within the industry, Malcolm was particularly committed to improving professional pest control practice, involving himself in training programmes and pioneering the development of rodenticide product stewardship, exemplified by the introduction of Bitrex into rat and mouse baits. He played an active part in BPCA affairs, as a member of the Manufacturers and Distributors committee as well as serving on the Executive Board for several years in the 1990s.

Malcolm was buried in his local church yard in Cheshire after a moving service attended by many from the pest control industry. He leaves Pat, his wife, plus a son and a daughter.

## New arrivals

James Hadlow has joined the **Bayer Environmental Science** team based in Cambridge as Technical and Marketing manager for North Europe. Winchester-based **Exosect** has announced the arrival of Robert Head as its Regulatory Affairs manager and David Sherwood as its Formulation manager.

## Sorry!

In the spring 2008 edition of *Professional Pest Controller* there was an article based on information received from Suddenstrike which alleged that Reaseheath College in Cheshire had employed a contractor to undertake mole control using aluminium phosphide. In doing so it alleged they had failed to take proper steps to cordon off the area and to carry out an accurate risk assessment.

The piece also questioned whether or not the wording on the signs displayed was accurate and accused Reaseheath College of ignoring the image that the pest control industry should be displaying to the public.

Reaseheath College has pointed out that these allegations are without foundation and should not have been published. Our apologies go to Reaseheath College.

## New BPCA members

### Servicing Companies

Bioguard Environment, Billingshurst  
Cityspec Pest Control, Redhill  
EcoPest & Environmental Services, Nottingham  
Enviroserve, Conwy  
Impact Environmental, Stoke on Trent  
Intercleanse (Pest Control), Crawley

### Consultant Member

Pest Information Consultancy, Derby

### Associate Member

The Eden Project, St Austell

### Local Authorities

Gatehead Council  
Harrogate Borough Council  
West Dunbartonshire Council

### Overseas Member

Louis Cruise Lines, Cyprus

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## Igrox acquisition

Igrox, the independent pest control company based in Suffolk, has strengthened its position by acquiring Premier Pest Control from Pershore, Worcestershire. This, says Igrox, will provide it with a base for development in the West of England.

## Royal gold for Dave

Well known entomologist and BPCA member, David Pinniger, has been awarded the Royal Warrant Holders Association's 2008 Plowden Medal. The medal, inaugurated in 1999, is presented annually to the individual who has made the most significant recent contribution to the advancement of the conservation profession.

David Pinniger began work as an entomologist food inspector for MAFF in 1962, checking cargoes coming into Liverpool Docks. He then



David Pinniger (left) with The Viscount Thurso MP

moved to Hull to study full-time for a Zoology degree at the University. After graduating with first class honours he joined the Pest Infestation Control Laboratory (later Central Science Laboratory) at Slough. He left CSL in 1996 to become an independent consultant. He is now the pest management strategy adviser for English Heritage and many of the UK's major museums and historic houses.

## Five in a row for Rokill

Hampshire-based Rokill Pest Control is celebrating winning one of the prestigious RoSPA Occupational Health and Safety Awards in 2008. For the fifth consecutive year, the company won the Gold Medal Award.

It was presented by Dr Elizabeth Gibby (alongside left) to Brian Duffin, Rokill Chief Technical Officer, who said: "Winning this award once again means a lot to our team, especially in an industry where hazards are plentiful. It is great to know our efforts to reduce risk have been rewarded."



## Solutions into awards

NBC Bird and Pest Solutions was triumphant at the 2008 Franchise Marketing Awards after being short listed for four out of eleven



NBC award winners. Left to right: Jess Ford, Kelly Smith and Hayley Rissmann.

categories. The national bird and pest control company, based in Attleborough, Norfolk, scooped the Best Recruitment Literature Award.

Kelly Smith, NBC Marketing Manager said: "Winning this award is a real reflection of the excellence of the NBC Bird and Pest Solutions franchise."



People who visit outdoor leisure attractions that use low efficiency wasp traps are up to 100 times more likely to be stung by wasps than those visiting areas using WaspBane\*. Low efficiency wasp traps frequently look busy and frequently catch large numbers of wasps but because they also release large numbers of wasps they attract more wasps than they kill. To put this into perspective, in a large UK theme park, low efficiency wasp traps helped contribute to as many as 150 life threatening allergic reactions calculated over a 25 year period compared with just 1 life threatening

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\* figures obtained from first aid records over 3 years from major theme parks, zoos and outdoor attractions

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## Bedbugs – education, education, education

*Education, education, education was the unanimous recommendation emerging for improving bedbug control at the Pest-Ventures seminars held in April. In a departure from tradition, delegates were divided into breakout groups to gather the views of the various specialist sectors of the industry. The results of these deliberations are considered here by Dr Graham Dodd of GDC Services.*

### Topics for debate

Clive Boase of The Pest Management Consultancy lead the session and began by noting that in recent years there has been an unexpected and rapid rise in the volume of bedbug control work. A recent survey in London indicated the number of infestations to be increasing by 25% per year with some local authorities reporting more than 2000 bedbug jobs a year.

#### Challenges to bedbug control include:

- Residual insecticide deposits may not survive the two to three weeks that it takes bedbug eggs to hatch.
- Difficulty accessing infestations, especially adult females, many of whom are solitary and therefore isolated from the main colony – the so-called ‘ticking time bombs.’
- Questionable hygiene practices e.g. allowing linen to accumulate in hotel corridors, which enables infestations to spread.
- Congestion in infested premises, which makes control difficult.

#### Possible reasons for the increase in bedbug infestations:

- Global warming – but other indoor insect pests have not exhibited a similar increase.
- Increased travel – but tropical bedbugs are rare in the UK, holiday resorts are not heavily infested and bedbugs are relatively uncommon in central and Eastern Europe compared with the UK.
- Today’s pest management insecticides are more targeted on specific pests e.g. cockroaches so bedbugs are more likely to survive treatments. This is questionable, as infestations are now proving so difficult to control.
- Resistance to insecticides – is a global phenomenon but infestations are still proving susceptible to carefully applied residual insecticides.

### Delegates broken-up into groups

The Pest-Ventures audience divided neatly into the three specialist groups: **manufacturers and distributors** (‘suppliers’), **servicing companies** and **local authorities**. Each group considered a series of slightly different questions relating to the bedbug problem. The results were presented to the seminar by Iain Turner of Barretine Environmental Health representing the suppliers, Oliver Madge of the BPCA representing the servicing companies and Tony Bull of the London Borough of Hounslow representing the local authorities.

It was agreed that bedbug control is difficult and time consuming, but all sectors of the industry were confident of their ability to control infestations. Integrated Pest Management was the key with particular emphasis on the need for thorough treatments.

The following reasons were proposed by the participants for the surge in bedbug infestations:

- Lack of knowledge about bedbugs by clients/householders.
- More Houses in Multiple Occupation (HMOs.)
- Infestations moving with people.
- Easier reporting of infestations through more open local government channels e.g. email, councillors etc.
- Local authority charging policies may have reduced the number of jobs booked. Residents may treat infestations themselves which, if ineffective, will leave the insects free to develop and disperse.
- Challenges to the thoroughness of treatments, for example:
  - Houses in multiple occupation with more people in the same space.
  - Quick turnaround of tenants especially in migrant populations.
  - Increasing clutter, including items, which may harbour the insects but are difficult to treat e.g. electronic equipment.
  - Building design and operation. For example the use of stud walls, which provide extensive harbourages and central heating.
  - Lack of resources and constraints on time.

The importance of these factors was expected to vary with the situation and it was interesting to note that some major UK cities are not actually experiencing significant bedbug problems.



Local authorities.



Manufacturers and distributors.



Servicing companies.

## Feedback from the groups

When considering the need for new tools/products to control bedbugs the suppliers and servicing companies identified the need for monitoring devices to improve the efficiency of control, whilst the latter group also sought new types of insecticides. The suppliers also observed that some tools, such as mattress covers and steam cleaners, might not be readily available.

Both the servicing companies and the local authority group highlighted the difficulties associated with ensuring infested premises are properly prepared for treatment. Where householders fail to co-operate local authorities may impose a 'tough love' approach and refuse to treat or even impose a penalty charge of £25.00. They also envisaged a need to update existing regulations.

### Increased awareness

All three sectors of the industry were unanimous in the need to increase awareness of bedbug infestations. The servicing companies identified a need for improved liaison with suppliers who also perceived an opportunity for improved feedback on pest problems and product performance. The need to improve access to properties when undertaking block treatments was a fundamental point. Servicing companies identified it as something that could derive from more contact with local authority departments.

Similarly the local authority group identified two areas where they felt they did not have good access to potential bedbug infestations, houses in multiple occupation where landlords may refuse to take responsibility for the problem and leave it up to tenants who may not have the resources to deal with it and sites such as hotels, which have private servicing contracts. The need to engage with all parties involved in the problem was also highlighted by the suppliers who identified a need to involve trade associations, housing associations and other influencers.

Sources of information about bedbugs and their control were identified by suppliers as their own literature and the internet, provided that it is relevant to the situation in the UK. The servicing companies group identified a need for more consistent information on bedbugs and their control.

### Training and education

Training in bedbug control was regarded as being too insular and multi-interest groups such as the Pest-Ventures seminars were regarded as providing the best opportunity to address the question. Most importantly there is the need to make clients more aware of what is required of them to ensure control. As the three sectors of the industry agreed, the key is education of all parties to ensure infestations are identified quickly, treated seriously and controlled efficiently with the appropriate input of resources.

*“Bedbug infestations must be identified quickly, treated seriously and controlled efficiently.”*

Pest-Ventures breakout groups

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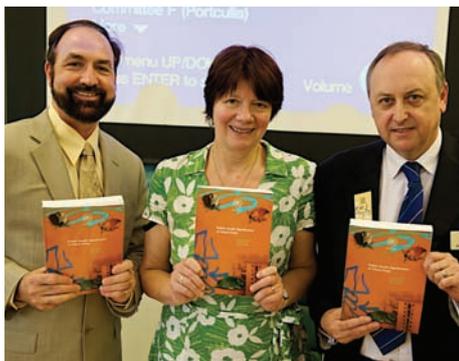


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# WHO urban pests book launched



Speaking at the launch. Left to right: Kevin Sweeney, Joan Walley MP and Graham Jukes.

The eagerly awaited book entitled *Public Health Significance of Urban Pests* was finally launched by the World Health Organization (WHO) Regional Office for Europe on 26 June 2008 in London.

The first sighting of this new title was at Chadwick Court (the Chartered Institute of Environmental Health [CIEH] headquarters in London) to an invited group of press representatives. Introducing the book, Graham Jukes, CIEH Chief Executive, explained something of the book's background. He said: "During the latter half of the 20th century the CIEH became increasingly concerned about the lack of a comprehensive approach to policy creation and implementation in pest control. Its absence was wasteful of national resources and ineffective. We set out to address this by talking to national governments and international agencies who were reluctant to address the issue without the benefits of such an approach being quantified.

"A comprehensive evidence base was called for to identify the costs of not having cohesive policies and legislation in place and to stimulate renewed thinking," explained Mr Jukes.

This cause was taken up by Xavier Bonnefoy of the WHO Regional Office for Europe who championed the publication of the book. On a sad note, Xavier Bonnefoy did not live to see the book finally published due to his untimely death earlier this year.

## Evidence based

The book's prime objective of providing an evidence base has certainly been achieved. *Public Health Significance of Urban Pests* considers the main urban pests i.e. insect species, birds, ticks, mosquitoes and rodents, the medical conditions they create and the resulting economic burden of disease. It proposes technical and policy options to enable governments to implement adequate surveillance and contingency plans. Interestingly, there is a complete chapter on pesticide risks and benefits written entirely from a public health perspective – as most such reviews you find cover agricultural pesticide uses. In addition, each chapter is supported by a second-to-none list of independent international references.

Perhaps surprisingly, it shows how modern living and certain practices e.g. wall-to-wall carpets, cavity wall insulation, walks in the countryside etc considered exemplary by government or ethical by 'good citizens' can encourage pests and pest-borne diseases into the urban environment.

Kevin Sweeney, one of the principal authors who was seconded to WHO from the US Environmental Protection Agency went on to say: "The effects of these conditions and changes need to be properly monitored and understood. Recent developments in pest-borne diseases, such as cases of West Nile fever in the US and the spread of Lyme disease in both Europe and the USA, have signaled strongly the crucial need to carefully assess the potential threat of urban pests."

In the afternoon of the same day, the book was introduced to a much larger audience gathered for the inaugural meeting of the CIEH-organised Associate Parliamentary Group for Environmental Health held at Portcullis House, the Houses of Parliament, London. Chaired by Joan Walley MP, the event was attended by several representatives not only from BPCA, but also from across Europe.

Robert Stuyt, the President of the European Pest Management Industry Association (CEPA), said: "The conclusions of the report are very much

in line with the strategy of CEPA in promoting the broader recognition of the value and role of the pest management industry in supporting the continued development of a healthy and hygienic environment for all European citizens".

This view was echoed by Oliver Madge, BPCA CEO who added: "BPCA would strongly encourage members to promote awareness of the book's conclusions and implications at local level."

A useful 48 page summary of this 569 page book prepared by the CIEH can be downloaded from [www.urbanpestsbook.com](http://www.urbanpestsbook.com). This summary is available now in English, German and Spanish with French, Dutch, Polish and Russian versions to follow shortly. Copies of the book will be available to buy from WHO at [www.who.int/bookorders/](http://www.who.int/bookorders/) There is also a downloadable PDF copy from [www.euro.who.int/housing](http://www.euro.who.int/housing).



Robert Stuyt, CEPA President, with Rob Fryatt, CEPA Director General, after the book launch in London.

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## The Vertox three

PelGar International is launching a new bromadiolone pasta bait under its Rodex range. Following previous product introductions, the company now offers a pasta formulation for all three active ingredients: difenacoum; bromadiolone and brodifacoum.

PelGar pasta baits have been developed in-house and are made from a blend of high quality culinary grade wheat flour, chopped grain, soft lard and peanut butter flavouring.



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# Life after methyl bromide

The food industry faces a considerable challenge controlling insect pests following the near total withdrawal of the fumigant, methyl bromide. Nearly 100 delegates gathered at a one-day seminar held at Kegworth and organised by the Society of Food Hygiene and Technology (SOFHT). Under the chairmanship of event sponsor, Dr John Simmons of Acheta, speakers included Del Norton (Chairman of the BPCA Fumigation Committee), Dr Mike Drinkall of Dow AgroSciences, Rory Hope of Check Services and Mike Kelly of Acheta.

Methyl bromide certainly had its disadvantages and safety concerns, but it was a versatile fumigant which had established its own niche within the market. Now withdrawn, this sector is having to find new methods for control. Or is it? Speaker after speaker, backed up by members of the audience confirmed that the management of pests is literally that – management – knowledge, cleaning, monitoring and organisation.

One new control method is the utilization of controlled atmospheres. Based in the Netherlands, and with offices in 14 countries worldwide, Jacobien van Golen outlined the technique pioneered in 2000 by EcO<sub>2</sub>. This revolves around heat and a reduction in the level of oxygen, with treatments either in the company's service centers or on-site.

"It is vital you understand insect population dynamics," interjected seminar delegate David Hammond from Thermokil. And it is this understanding which provides another control method – the use of heat and cold. Insects are unable to self-regulate their body temperatures – they all have 'a comfort zone' for existence as Rory Hope from servicing company Check Services explained. If taken out of this zone, death will occur. Air heated to over 50 - 60°C for a few minutes proves fatal, as does a reduction of temperature to minus 60°C. Reduce the temperature of CO<sub>2</sub> to minus 78°C and dry ice forms – any particle of which once in contact with an insect is fatal. It is exactly this phenomenon that Cyronite sold by Riwa exploits.



Rory Hope (left) with Jacobien van Golen.



Dr John Simmons (left) talking to Steve Ketland.

## Bait-boxes only in the US

On 29 May 2008 the US Environmental Protection Agency announced the outcome of its risk mitigation procedures concerning rodenticides.

As predicted by Dr Alan Buckle in his article in *Professional Pest Controller* (Issue 46 – Spring 2007), in summary the EPA is requiring that homeowner products can only be sold in tamper-resistant bait stations, and that second generation anticoagulants may not be sold to consumers at all. In the professional market bait stations must be used for all outdoor, above ground placements of anticoagulants. Full details of this decision can be viewed at [www.epa.gov/pesticides/reregistration/rodenticides/finalriskdecision.htm](http://www.epa.gov/pesticides/reregistration/rodenticides/finalriskdecision.htm)

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# Dates for your diary

## 13-16 July 2008



### 6th International Conference on Urban Pests (ICUP)

Venue: Budapest, Hungary  
Organiser: Diamond Congress  
Email: [diamond@diamond-congress.hu](mailto:diamond@diamond-congress.hu)  
Web: [www.icup2008.com](http://www.icup2008.com)

## 28-30 September 2008

### Best of the Best 2008

Venue: East Midlands Conference Centre, Nottingham  
Organiser: CIEH  
Email: [p.patel@cieh.org](mailto:p.patel@cieh.org)  
Web: [www.cieh.org](http://www.cieh.org)

## 22-25 October 2008

### PestWorld 2008

Venue: Gaylord Convention Center, Washington, DC, USA  
Organiser: NPMA  
Tel: +1 703 573 8330  
Web: [www.pestworld.org](http://www.pestworld.org)

## 4-6 November 2008

### 20th FAOPMA Convention & Exhibition

Venue: Tokyo International Forum, Japan  
Organiser: FAOPMA  
Email: [jpca@pestcontrol.or.jp](mailto:jpca@pestcontrol.or.jp)  
Web: [www.pestcontrol.or.jp](http://www.pestcontrol.or.jp)

## 5 November 2008

### PestTech 2008



Venue: National Motorcycle Museum, Birmingham  
Organiser: NPTA  
Email: [officenpta@aol.com](mailto:officenpta@aol.com)  
Web: [www.npta.org.uk](http://www.npta.org.uk)

## 5 November 2008

### Pest Control News Dinner

Venue: Manor Hotel, Meriden  
Organiser: Pest Control News  
Email: [editor@pestcontrolnews.com](mailto:editor@pestcontrolnews.com)

## 19-21 November 2008

### Parasitec 2008

Venue: Paris, France  
Organiser: PC Media  
Email: [eparasitec@aol.com](mailto:eparasitec@aol.com)  
Web: [www.parasitec.org](http://www.parasitec.org)

## 20 November 2008



### SOFHT Annual Lecture, Lunch & Awards

Venue: Millennium Mayfair Hotel, London  
Organiser: SOFHT  
Tel: 01827 872500  
Web: [www.sofht.co.uk](http://www.sofht.co.uk)

## 27-28 November 2008

### European Pest Management Day



Venue: Brussels, Belgium  
Organiser: CEPA  
Email: [robfrayatt@cepa-europe.org](mailto:robfrayatt@cepa-europe.org)  
Web: [www.cepa-europe.org](http://www.cepa-europe.org)

## 22-23 April 2009

### PestEX 2009

Venue: Excel, London  
Organiser: BPCA  
Email: [enquiry@bpc.org.uk](mailto:enquiry@bpc.org.uk)  
Web: [www.pestex.org](http://www.pestex.org)



## Expressions of interest Domestic Pest Control Services

We are inviting expressions of interest from professional pest control organisations for the delivery of the usual range of municipal pest control services in West Dorset.

The successful organisation will maintain the high level of satisfaction amongst service users that has been achieved by our in house team. Last year, we treated 803 rat infestations, 290 mouse infestations, and 415 wasps nests, as well as 181 other pests. We presently have 73 commercial contracts that would pass to the new provider. TUPE regulations will apply to the contract.

The contract will commence in December 2008

Interested organisations can obtain a pre-qualification questionnaire from:

Graham Duggan, Environmental Health Team Leader,  
West Dorset District Council, Stratton House,  
58/60 High West Street, Dorchester, Dorset DT1 1UZ  
Email: [g.duggan@westdorset-dc.gov.uk](mailto:g.duggan@westdorset-dc.gov.uk)  
Tel: (01305) 252285

The completed pre-qualification questionnaire must be returned by **4pm Friday 1st August 2008**. Shortly after, successful organisations will be invited to tender for the contract.

Working for West Dorset

[www.dorsetforyou.com](http://www.dorsetforyou.com)



## Business Development Manager

**Negotiable salary + comms + bonus + car**

A leading European manufacturer and supplier of pest control products is looking for an ambitious and dynamic UK business development manager to grow product sales in the pest control sector and grain storage market. The key objective will be to gain a full understanding of these market sectors, targeting future prospects, building relationships and winning business to pre-agreed targets. This is a first class opportunity for a proven 'business developer' who has the ambition, personality and drive to succeed. The role is field based with extensive UK travel.

The correct candidate should have minimum two years sales experience with a proven track record of excelling against sales targets.

**In the first instance, candidates should email their CV with covering letter detailing salary expectations to the editor of *Professional Pest Controller* at [frances@activesolutions.uk.com](mailto:frances@activesolutions.uk.com).**

**Applications will be treated in strict confidence.**

**Applications must be received before 31st July 2008**



## British Pest Control TRAINING



For further information, or to make a booking, contact BPCT in Derby Tel: 01332 294288. Fax: 01332 225101. Web: [www.bpca.org.uk](http://www.bpca.org.uk)

VAT will be charged on all courses and examinations.

### EXAMINATIONS

Course Title	Venue	Dates 2008	Cost £ plus VAT BPCA Members	Cost £ plus VAT Non-members
RSPH/BPCA (Level 2) Certificate in Pest Control	Derby	18 July 2008	£110	£125
<i>(Exam venues other than shown can be arranged at the discretion of the BPCA).</i>	Derby	15 August 2008	£110	£125
	Warwick University	19 September 2008	£110	£125
	Bristol	19 September 2008	£110	£125
	Derby	17 October 2008	£110	£125
	Reaseheath College	14 November 2008	£110	£125
	Warwick University	12 December 2008	£110	£125
BPCA Certificated Field Biologist	Derby	16 October 2008	£250	£350
BPCA Accredited Technician in Pest Control	Derby	25 September 2008	£200	£270
BPCA Certificated Surveyor in Pest Control	Derby	25 September 2008	£200	£270
BPCA Certificated in Bird Management	Derby	26 September 2008	£80	£95
BPCA Fumigation Diploma	Derby	26 September 2008	£110	£125
BPCA Fumigation Certificate of Proficiency	Derby	26 September 2008	£165	£225

### TRAINING COURSES

Course Title	PROMPT CPD Points	Venue	Dates 2008/2009	Cost £ plus VAT BPCA Members	Cost £ plus VAT Non-members
<b>General Pest Control</b> * includes full-board and accommodation and RSPH/BPCA (Level 2) Certificate in Pest Control exam fee					
General Pest Control	24	Warwick University	14 - 19 September 2008 7 - 12 December 2008 <b>15 - 20 March 2009</b>	£750* <b>TBA</b>	£985* <b>TBA</b>
Ten Day Modular Course	27	Reaseheath College	3 - 14 November 2008	£890	£995
Insect Identification	10	Warwick University	10 December 2008	£145	£170
<b>Specialist Situations and Applications</b>					
Urban Bird Control and Management Course	12	Derby	17 - 18 November 2008	£275	£325

## Learn online

The British Pest Control Association has launched a new, alternative training method – Online Learning package.

Online Learning provides the opportunity to study and train from the comfort of your own office, at your own pace and at a time that fits into your daily routine. This means that training and development does not mean days out of the office at far-away places. Prepared by BPCA, in collaboration with industry experts,

the information is bang-up to date. It is broken down into five sections: Principles; Rodents; Insects; Mammals and Birds. Each section is divided into smaller topics and at the end of each of these is a short test. Although not compulsory, by taking the test Continuous Professional Development points can be accrued and a Certificate of Completion printed off.

Contact Oliver Madge on tel: 0777 4200400 for further details or readers of the digital version of this magazine can find out more by clicking here.



Rentokil Pest Control staff are benefiting from the new Online Learning. Left to right: Oliver Madge of BPCA in deep conversation with Kate Turner (Rentokil) and Adrian Meyer.

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