

BPCA members hold all the cards

Revealing the benefits of your membership



Rodenticide palatability
Implications for professional rat and mouse control



Global standard for food safety
BPCA helps secure revision to BRC standard



Train to gain
Some facts about the main qualification for our industry



BPCA regional forums
Dates you can't afford to miss in late 2011



NO MORE BEDBUGS

Testing proves to Kill 100% of Bedbugs in a single treatment!

2 New Active Ingredients in the UK!

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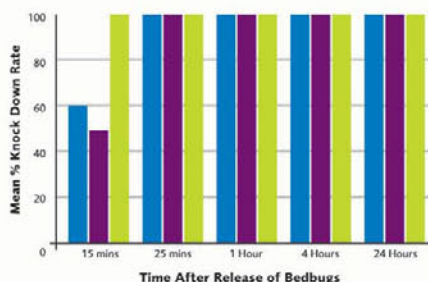
LABORATORY TESTS

The following test results detail the efficacy of Phobi Dose on three types of surfaces. Phobi Dose was sprayed on each surface and left to dry before bedbugs were released. The first graph details results immediately after treatment – the second shows results 14 days after treatment when bedbugs were re released.

■ Textile (ie carpet) ■ Plywood ■ Ceramic Tiles

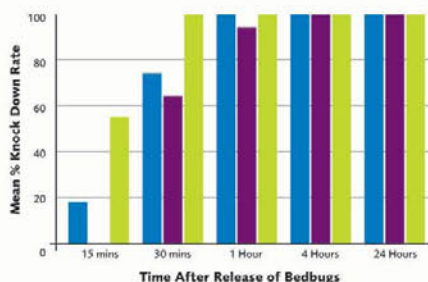
Trial at Day 0

Knock down speed of all bedbugs after treatment.



Trial at Day 14

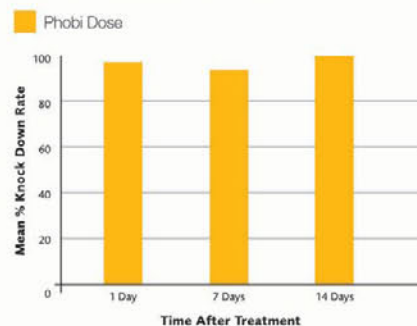
Knock down speed of all bedbugs 14 days after treatment.



FIELD TEST

5 separate apartments were treated independently within a multi storey block of flats. 5 apartments in the same block were untreated to act as a control. Bedbug infestations averaged medium to high in each apartment.

The graph shows the average control in all 5 apartments within 14 days from the initial treatment.



Networking events

6th European Mosquito Control Association Workshop

12-15 September / Budapest, Hungary

www.emca2011.com

FAOPMA Conference and Exhibition

22-24 September / Goa, India

www.faopma2011.ipca.org.in

Benelux Pest Control Exhibition and PCN Dinner

28 September / Voorthuizen, Netherlands

www.beneluxpest.nl

PestWorld

19-22 October / New Orleans, USA

www.npmapestworld.org

Pest Odyssey: Ten Years On

26-28 October / British Museum, London

www.pestodyssey.org

PestTech 2011

2 November / Solihull, West Midlands

www.pesttech.org.uk

PCN Dinner

2 November / Windmill Village Hotel, Coventry

www.pesttech.org.uk

Parasitec

16-17 November / Madrid, Spain

www.parasitec.org

SOFHT Annual Lecture and Lunch

24 November / The Landmark Hotel, London

www.sofht.co.uk

Pest Tech 2012

7 November / Solihull, West Midlands

www.pesttech.org.uk

Training

BPCA's training courses and examinations are run throughout the year at venues all around the UK.

Full 2012 training calendar

www.bpct.org.uk

...and in PPC65!

Examinations	2011 dates	Venue	Member cost (exc. VAT)	Non-member (exc. VAT)
RSPH/BPCA Level 2 Award in Pest Management	21 October	Holiday Inn, Leeds Garforth		
Exams can be arranged to suit other requirements at the discretion of the BPCA, minimum of six candidates, there may be an additional cost.	25 November	Holiday Inn, Brentwood	£130	£145
	16 December	Warwick University, Coventry		
BPCA Accredited Technician in Pest Control	15 September	BPCA offices, Derby	£225	£305
BPCA Certificate in Bird Management	14 October	BPCA offices, Derby	£90	£105
BPCA Fumigation Diploma	14 October	BPCA offices, Derby	£125	£145
BPCA Fumigation Certificate of Proficiency	14 October	BPCA offices, Derby	£210	£265
BPCA Certificated Field Biologist	26 October	BPCA offices, Derby	£285	£390

Courses	PROMPT CPD	2011 dates	Venue	Member cost (exc. VAT)	Non-member (exc. VAT)
Pest Control Awareness for Administrators	8	13 September	Hilton Newbury North, Newbury	£165	£195
So you want to be a Field Biologist?	8	22 September	Hilton Newbury North, Newbury	£165	£195
Stored Product Inspection and Control	10	4 October	Hilton Newbury North, Newbury	£165	£195
Heat Treatment Technicians' Course	22	9-10 November	BPCA offices, Derby	£300	£365
Urban Bird Control and Management	20	16-17 November	Hilton Newbury North, Newbury	£300	£365
NEW How to Sell in the Pest Control Industry	TBC	21-23 November	BPCA offices, Derby	£450	£575
General Pest Control	24	11-16 December	Warwick University, Coventry	£875*	£1045*

* includes full-board accommodation, BPCA/RSPH Level 2 Award in Pest Management exam fee and 6 weeks' access to the BPCA Online Learning programme prior to the course.

Book by calling 01332 225 113 or via www.bpct.org.uk

Every effort is made to ensure all events run to plan, but BPCA reserves the right to cancel events. A full refund will be given for a booking that is removed by the BPCA.

Regional forums

BPCA is running a series of events round the UK designed to help your business compete, and your staff stay safe. Book your place by calling 01332 225 111 or via www.bpca.org.uk

22 September - 3.00pm

The Kia Oval, Kennington, London SE11 5SS

29 September - 2.30pm

Carnegie Stadium, St Michael's Lane, Headingley, Leeds LS6 3BR

6 October - 3.00pm

Milton Golf Club, Milton Ferry, Peterborough PE6 7AG

13 October - 2.30pm

Leatherhead Food Research, Randalls Road, Leatherhead, Surrey KT22 7RY

See page 27 for more information.

Online learning

The flexible approach to pest control training, learn at your own pace at times to suit you

www.bpca.skillgate.com

		Member cost (exc. VAT)	Non-member (exc. VAT)
Individual modules	Principles of pest control	£100 per module per year	£100 per module per year
	Birds		
	Insects		
	Mammals		
	Rodents		
All modules		£300 per year	£500 per year



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The gain in Spain goes mainly to the trained

Since the last issue we've had a very successful PestEx, launched **alexo**, recruited two new Board Members, and a thousand other things. It's been a busy year, and it's clear most members aren't aware of the range of things we're doing for them. So we've written two articles in this issue (pages 12 and 15) and introduced some new benefits you asked for.

Training continues to be a thorny subject, but as businesses we all need to train to retain good staff, and maintain our competitive edge. As an industry we find sharing best practice sometimes difficult – companies are worried they'll effectively train their future competition. But training is not an overhead, it's an investment in profit. More efficient workers mean less waste, and where overheads have been shaved to the bone, the only way to maintain profit margins is to reduce waste – something trained employees deliver. See our article on page 24.

We're working hard to make the new CEN Standard a success for UK Pest Controllers. We are lobbying to make sure it helps small independent companies, who can then demonstrate they are just as good as the big boys. Just think about the mammoth job those huge companies have, trying to get hundreds of technicians and back-office staff to a uniform standard – like trying to stop a supertanker. And then think how easy it will be for a two-man band to sort themselves out. I personally think CEN is a bigger threat to larger companies than independents.

I hear people criticising CEN, saying if we get a standard across Europe, other countries won't follow it. Who cares? When was the last time you competed against a foreign servicing company? Focus on how this standard will help you beat other local (or national) companies to win business. I've just bought a new car seat for my toddler –

I looked for the CE mark. This is our CE mark, which customers will look for in the future.

Every time members get together they complain about cowboys taking work off them. Spain already has their own standard - their pest control industry is strong and they are currently lobbying their government to make the standard statutory, so Spanish cowboys (vaqueros?) can't operate. Isn't that what we all want? The CEN standard is an important step along this route – so the whole industry should get behind it.



Simon Forrester
BPCA chief executive
simon@bpca.org.uk

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British Pest Control Association
4A Mallard Way, Pride Park,
Derby, DE24 8GX

Telephone 01332 294 288 Facsimile 01332 225 101
Email enquiry@bpca.org.uk Website www.bpca.org.uk



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PPC

ppconline.org

Editor Lorraine Norton editor@ppconline.org
Content team Simon Forrester, Richard Moseley,
Kevin Higgins
Advertising Sofi Halliday sofi@ppconline.org

Design and production by Ken Davidson, Davidson IGD
www.davidson-igd.co.uk

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CPD for 2011: 2 points



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Mosquito menace



Mosquitoes are part of the UK's natural insect wildlife, but in recent years exotic mosquitoes such as the Asian Tiger Mosquito, *Aedes albopictans*, have spread by laying drought-resistant eggs in old tyres for export. It's a prolific man-biter, at home in cities and known for its ability to transmit disease.

MOSQUITO WATCH was therefore developed to record incidences of mosquitoes nationally and gain a better understanding of incidences of

mosquitoes biting humans in the UK.

Get involved by sending Killgerm specimens of any mosquitoes you find – just send them with a completed form, in a crushproof, non-metallic container with a securely sealed lid (e.g. 35mm film canister). The mosquitoes will be identified and the information placed on the official website, helping track the spread of this potentially deadly insect.

<http://goo.gl/AHn71>

IN-DEMAND SPRAY NOW BACK IN SUPPLY



Barrettine say they have the ideal answer for long term residual control of insects, especially those such as bed bugs, where resistance is an issue. Diatomaceous Earth (DE) has long been known and proven for controlling pests, and now it has been released in an innovative spray can.

The Oa2ki aerosol allows users to apply DE to areas which are traditionally hard to dust. The product has no known resistance, according to Barrettine, and the residual life lasts for as long as the dust is in place. Unlike traditional insecticides, as its pesticide free, it can be applied as a precautionary barrier in higher risk environments, such as hotels and hostels, and for the food industry it can even be used in Soil Association sites.

Initially launched earlier in the year, huge demand outstripped supply which is why the Oa2ki aerosol is now back in stock and has been re-launched with a free crack and crevice straw and high volume nozzle.

<http://goo.gl/nEswq>

Lepto scare for TPS



Andy Burns, director of Edinburgh pest control company TPS had the unenviable job of taking his 15 year old son Cameron to hospital after he noticed the early symptoms of Weils Disease (Leptospirosis). Andy said "He'd been ratting with friends on a chicken

farm over the last three weeks and taken over 600 rats from under the barns. He came down with flu-like symptoms which gave me cause for concern, so we called NHS 24 then went to our GP to get him checked out."

Both the GP and the NHS 24 nurse had to refer to Google to check symptoms. On arrival at the paediatric registrar Andy produced his Leptospirosis card which immediately set about the correct line of diagnosis.

After examining Cameron and carrying out tests the doctors diagnosed Weil's Disease and agreed that any normal person would have missed the signs. Only through explaining the connection with the rats were they able to make the correct diagnosis, the disease being so rare nowadays.

The story has a happy ending, with both Cameron and a friend who was with him,

making a full and quick recovery after a course of

antibiotics. Luckily it didn't impact on his exam results – Cameron is hoping to become a vet once he's completed his higher's. Andy summed up by saying "It's more a heads up to everyone that it doesn't pay to be lax; Cameron has been taught from an early age the dangers, yet he has been caught out. The card can save lives, so always carry one."

www.totalpestsolutions.co.uk

www.nhs.uk/conditions/Leptospirosis

Leptospirosis cards are available from BPCA – call 01332 294288 or email enquiry@bpcan.org.uk



WANTED

INFESTATIONS FOR BED BUG RESEARCH

Researchers at the University of Sheffield are looking for a hotel, hostel, block of flats, or student housing etc, that has a widespread bed bug infestation.

The objective of their work is to use DNA profiling to determine the origin and spread of bed bug infestations within buildings. The work will not interfere with any planned pest control at the site. Their plan is to visit the building immediately before treatment, and collect bed bugs from as many different rooms or flats as possible.

The University is able to respond quickly to a request, will co-operate fully with the site and the pest control organisation, and will observe strict confidentiality. Anyone who may have a suitable infested site and is interested in collaborating in this research should contact Toby Fountain on 0113 222 0113 or email t.fountain@sheffield.ac.uk

BPCA PRESSURE SECURES REVISION TO BRC STANDARD



BRC's Global Standard for Food Safety has been extensively revised in consultation with senior representatives from major retailers and food service companies, ensuring that it continues to meet the requirements of manufacturers and retailers. Behind the scenes, BPCA has been lobbying to ensure professional pest controllers remain acknowledged for their expertise, and able to use as many methods as appropriate to achieve pest control and ultimately prevention.

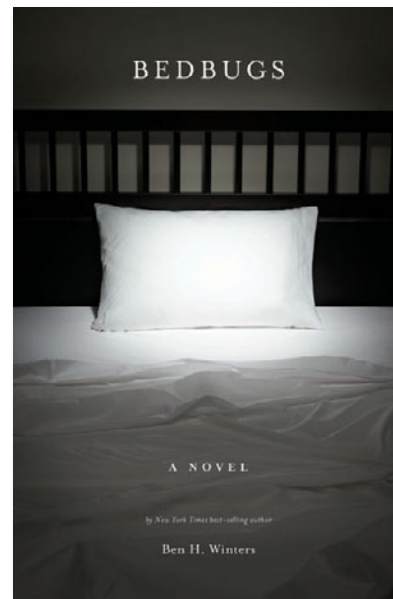
Read more in our article on page 12.

Bedbugs: a novel

The recent obsession with bed bugs hasn't escaped the literary community, and now there's a new horror novel exploring the darkest fears raised by the current bed bug infestation.

Imagine the scene: Alex and Susan Wendt are the perfect couple in search of the perfect Brooklyn Brownstone to live the American dream in. Alex loves their new home, but Susan slowly becomes more and more unsure as chapters pass and unease deepens to dread and paranoia.

Susan awakens to find drops of blood on her pillow, and then her wrists are speckled with bloody marks in the mornings – is this “Rosemary's Bed bugs”,



GIVEAWAY

PPC has two copies of 'Bedbugs' to give away to the first reader to email the answer to this question: What does “haematophagous” mean?

Email editor@ppconline.org

or is she becoming deluded? Despite accusations of delusory parasitosis, and Kaufmann the exterminator unable to find a single trace of cimicidae, she has seen these bed bugs swarming over her body, feasting on her flesh in incredibly vivid nightmares. As reality becomes terror, her fear and paranoia build to fever pitch; can Susan contain the bugs before they destroy her family?

While the book doesn't quite get the technical aspects right (it's a work of fiction, remember) it's a decent if slightly trashy horror, reminiscent of Shaun Hutson or maybe the X-files.

ISBN 9781594745232
£10.99 paperback

BPCA clamps down on ID theft

Identity theft is becoming more common as unscrupulous businesses try to fool consumers. Like many other respected and trusted brands, the BPCA logo is no exception. As a widely recognised symbol of quality, the logo is being misused by more and more companies that have never been BPCA members or have left membership. BPCA Membership Officer Rachel Eyre said: “We have noticed an increase in the illegitimate use of the BPCA logo by those who want the kudos of membership, but don't want to or can't meet the BPCA membership criteria, or of course don't want to pay for it!”

BPCA takes a tough line where companies do not remove the logo upon request. We give them a deadline, and if they don't meet it we automatically contact Trading Standards, and take appropriate legal action to protect our

intellectual copyright and trademarks. BPCA are also working with NPTA and others to exchange information on unscrupulous companies. To report known misuse or passing off by non-members contact rachel@bpca.org.uk or call 01332 225 112. All supplied information will remain confidential.

If you're not yet using the new logo contact the BPCA office for graphics files and usage guidelines.

www.bpca.org.uk



PROMPT CPD scheme reaches 1,000th member



August saw the 1,000th pest controller join the PROMPT Scheme - Sam Garth of BPCA member, Neal Pestforce Ltd.

Sam joined Neal Pestforce in 2008 as a temporary grain store treatment operator and enjoyed the job so much he joined as a full time pest control technician later that year. Having joined PROMPT as its 1,000th member Sam said "I was really pleased when I passed Level 2, but I know being recognised in the industry doesn't stop there. PROMPT is a great way to recognise my ongoing training each year and means Neal Pestforce can demonstrate to customers that I'm trained and up to date. It's important to be able to demonstrate the industry sets high standards and PROMPT provides a means to do that easily, effectively and positively."

This illustrates the progress made by the scheme following renewed efforts by industry leaders to promote the benefits of annual CPD.



"PROMPT is a great way to recognise my ongoing training each year and means Neal Pestforce can demonstrate to customers that I'm trained and up to date."

Rob Simpson, BASIS Managing Director commented "It is significant that the pest control industry has now risen to the challenge to show that it has professional operators who are highly trained and skilled at what they do.

"Future legislation will require independent regulation of training and skills updating, and it is important that the industry supports a credible, independent scheme before it becomes a legal requirement.

"Sam is a fine example of enthusiastic young people coming into the industry, keen to keep their recently acquired knowledge and skills up to date. PROMPT is the way to ensure those skills are recognised by government, customers and industry colleagues alike."

BASIS PROMPT also has a new website, designed to promote the importance of CPD both to the industry and its wide range of consumers: www.basispestcontrol.com

Bayer launches second generation rodenticide



Bayer have launched Rodilon, a new single feed, second generation rodenticide. The range contains the first new active ingredient – difethialone - to be introduced to the UK in over 20 years, according to Bayer, who claim Rodilon will control rodents that are resistant to bromadiolone and difenacoum.

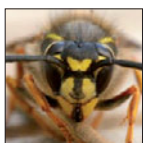
Bayer has created four baiting formulations which it claims are extremely palatable. Two of the products, Rodilon Wheat Tech and Rodilon Trio benefit from a unique 'Turbo Impregnation' manufacturing process that infuses the active ingredient right to the core of the bait, which they say means the operator is subjected to minimal risk from dust.

Rodilon is available now in a range of pack sizes through all major distributors. If you're interested in the product, further information is available at <http://goo.gl/qi8bv> www.pestcontrol-expert.com



Are you a registered BASIS PROMPT professional?

PROMPT is an independent industry-recognised register of suitably qualified people who can genuinely claim to be professionals in public health pest control and related activities.



Members make a commitment to lifelong learning Continuing Professional Development (CPD) which all professionals in leading industries are expected to make.



Show your customers that you're a true professional.

For further information, go to www.basispestcontrol.com



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OLDBURY SECURES LIFE MEMBERSHIP



At the BPCA AGM in June, Dave Oldbury was made a Life Member of the Association.

BPCA President Martina Flynn said "The BPCA Executive Board were unanimous in their support for the nomination, and Dave is a worthy recipient. His devotion to public health is well-known within the industry, and I personally am very pleased to present it to him."

Speaking about the honour, Dave said "I feel extremely honoured to be bestowed with such a prestigious award and would very much like to thank the President and Executive Board of BPCA for awarding me such an accolade." Having recently retired from his role as Group Manager for Pest Control Services at Manchester City Council, Dave is continuing to take an active role in professional pest control in the capacity of an independent consultant.

The AGM also saw a presentation from BPCA chief executive Simon Forrester on the Association's plans, an update on the

Martina Flynn with (from top) Dave Oldbury, Joe Brook and Steve Bell.

PROMPT CPD scheme from BASIS MD Rob Simpson

and two further awards. The Charles Keeble Award was presented to Steve Bell, Cannon Pest Control, who achieved the best result in the BPCA Accredited Technician in Pest Control (ATPC) exam, and the John Bull Award went to Joe Brook, Fuminex Ltd, for the highest mark in BPCA's Fumigation Diploma.

BPCA is currently designing a new website with a members-only area containing a wide range of resources. Until that's ready, if you'd like a copy of the AGM minutes please contact the BPCA office.

Also at the AGM, BPCA welcomed Phil Bowman (PPC Environmental Ltd) and John Forrest (Forrest Environmental Services) onto the BPCA Board. For a full list of BPCA's Board and staff team members visit www.bpca.org.uk/whoswho.html

BPCA mystery shopper

July saw an explosion in wasp numbers, and BPCA's staff team didn't escape. Chief executive Simon Forrester called BPCA member Midland Pest Control to deal with a wasps' nest at his house.

Simon said "The nest was under the soffit of the car port, and while the nest wasn't very mature, I knew I needed an expert to get rid of it properly and safely."

Midland sent Harry Laird who dealt with the nest efficiently, with minimum fuss and mess, and gave advice about preventing the problem next year.

Simon went on to say "I didn't say I worked for BPCA, and I was pleased to see how

professionally Harry dealt with the nest, explaining what he was doing, and supplying full COSHH/risk assessment documentation – a textbook BPCA member response."

Midland's MD Steve Hurley said "2011 has been a bumper year for wasps, almost rivalling 2002. We've had a large number of calls coming through the BPCA, easily justifying our membership. We're so busy we've been able to bring forward our expansion plans, and are taking on new staff to deal with contracts and job work arising from some large contracts we've secured." Though pleased to have been picked by BPCA, rumours of a 'by appointment to BPCA' badge appearing on Harry's van are sadly untrue.

www.midlandpestcontrol.co.uk





Apprenticeships in pest control: is the bait attractive?

The Royal Society for Public Health (RSPH) is currently discussing with the Pest Control Education and Training Forum* the possibility of developing an apprenticeship in pest control.

An apprenticeship has to include the following:

- A competency qualification (e.g. the Level 2 Certificate in Local Environmental Services – to include compulsory units on health and safety, communication skills and working with others)
- A knowledge qualification (the RSPH/BPCA Level 2 Award in Pest Management, plus a small extra course)
- Employment rights and responsibilities (via completion of a checklist or workbook during the apprenticeship, 'signed-off' by the employer or provider)
- Personal, learning and thinking skills (also achieved by completion of a workbook)
- Key or functional skills (Maths and

English. Apprentices with appropriate GCSEs may be exempt from this).

The apprenticeship would normally take a year to complete, but can be longer if employers wish. Apprentices must have off-the-job learning of 100 hours - this could be at a college or at the place of work if appropriate.

The bait which might make an apprenticeship attractive to employers is that the government will pay for the training. All training is paid for if the apprentice is aged 16-19, and 50% of the cost is paid if the apprentice is 20 or over. The employer will have to pay wages, but for 16-18 year olds this is currently £2.55 an hour as a minimum, increasing to £2.60 an hour on 1 October 2011 (you can pay more though).

What do you think? Let us know. Email tammy@bpca.org.uk with your views.

*The Education and Training Forum includes representatives from BPCA, NPTA and some national pest control companies.

IT'S NOW EASY BEING GREEN

Sustainability is now becoming more common, with clients starting to ask potential suppliers about their environmental compliance. Also, many pest controllers are unsure what their responsibilities are when disposing of animal carcasses or waste pesticides. Are licences needed? And how can you avoid this requirement?

Some handy free tools have been developed by NetRegs to assist your business and help you to:

- Comply with environmental legislation

and assist in avoiding prosecution and fines

- Save money by using your resources more efficiently
- Improve your business' competitive edge.

Each tool will take you through a series of questions about your business, which in turn generates a report containing environmental guidance including the legislation that you must comply with and the permits, licences and exemptions that you may need.

www.netregs.gov.uk



Free ladders for all!

HSE has taken a step towards helping reduce ladder accidents by re-launching The Ladder

Exchange for the fifth year running. The initiative provides businesses with an easy and simple way to replace broken, damaged or bent ladders and trade them in for safe new ones. This year's programme will run for three months from 1 September.

HSE has made material available to download from their website, including the three main resource documents: Safe use of Ladder and Stepladders, the Work at Height Regulations and Top Tips for Ladder and Stepladder Safety. Companies can get PROMPT CPD points for running training using these HSE resources, and ladder training features in the remaining 2011 BPCA regional forums – see page 27.

To swap your ladder for free, visit a participating store.

<http://goo.gl/5iFL6>

Manslaughter on BPCA Committee

The next Servicing Committee meeting will be one with a difference – a guest speaker slot on The Corporate Manslaughter and Corporate Homicide Act 2007, and its importance for pest control companies. The talk will be delivered by Stephen Woolley of Robinsons Solicitors, who are legal advisors to BPCA.

Servicing Committee Chairman Iain Whatley of EnviroGuard (UK) Ltd said "We have changed the format of the meeting to include a speaker on a topic of interest to servicing companies. Any suggestions for future speakers would be welcomed."

The meeting takes place at BPCA's offices in Derby on Tuesday 27 September from 10.00am (servicing members only). To book your place contact Rachel Eyre at the BPCA office.

www.robinsons-solicitors.co.uk



Badger cull planned for 2012

The Government has announced that it will sanction a pilot badger cull starting in England the spring of 2012, which may be implemented more widely from 2013. The European badger (*Meles meles*) is a protected species under European and UK law but ministers can sanction killing in certain circumstances, including tackling disease.

It is thought a cull could reduce the local incidence of Bovine TB disease by as much as 16% (based on data from the Randomised Badger Culling Trial (RBCT), AKA the Krebs Trial). In the RBCT, badgers were trapped in cages and shot. However, the government – and farmers – are keen to see badgers shot as they roam at night, which is much cheaper, under licences issued by Natural England. Natural England have said they will work to ensure any proposed cull will not mean local extinction of badger

populations, and their conservation status will not be compromised.

The government envisages pilot culls going ahead in two areas (likely Devon and Gloucestershire) of at least 150 sq km, providing the consultation throws up no major obstacles.

The RBCT found that killing some badgers made others scatter – ‘perturbation’, as it is known – carrying the TB bacterium to other farms and increasing disease incidence in herds on the edge of the target zones. Some experts believe controlled shooting could be even more disruptive; but under government plans, there will be no monitoring of perturbation. If the pilots are judged successful, a maximum of 10 licences could be issued per year for four years.

www.naturalengland.org.uk

NATIONAL MINIMUM WAGE TO INCREASE

The government has recently confirmed that the National Minimum Wage will increase with effect from 1 October 2011. The changes are as follows:

- The adult rate of the minimum wage for workers aged 21 and over will increase to £6.08 per hour
- The rate for workers aged 18 to 20 will increase to £4.98 per hour
- The rate for workers aged 16 and 17 will increase to £3.68 per hour
- The rate for apprentices will increase to £2.60 per hour
- The living accommodation offset will increase to £4.73 per day.

For further information on the National Minimum Wage visit

www.direct.gov.uk

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TERMS AND CONDITIONS APPLY

BPCA members hold all the cards



While it's easy for BPCA members to see the benefit of alexo or PPC magazine, what about the behind-the-scenes work we're doing – the stuff that you can't get elsewhere, and which adds real value to your membership?

Richard Moseley, BPCA's Technical Manager sets out some recent activity to show you the hidden benefits of BPCA membership.

BPCA HELPS LEAD CEPA

BPCA is a founder member and one of the driving forces behind the Confederation of European Pest Management Associations (CEPA), the umbrella body for the European pest management industry. Of the 19 national associations, BPCA is the only UK pest control association in full membership, representing the needs and interests of the UK's pest controllers.

We are working through CEPA to enhance our profile in Brussels in order to be

recognised as a strong voice for Public Health Pest Management in Europe.

We also learn from our colleagues in other European pest management associations, exchanging ideas and best practice to deliver targeted services that mean something real to our members.

? Ask yourself: what is this worth to my company in the longer term?

TRAINING AUDITORS

BRC has indicated it wishes to partner with BPCA to provide pest control awareness training to auditors, as this has been flagged up by BPCA members as a major cause for concern. The training would form part of BRC's compulsory CPD for auditors, and begin in 2012.

? Ask yourself: If auditors don't understand pest control, how does that impact on my business?

PRODUCT STEWARDSHIP

BPCA has been working to address members' concerns about over-the-counter sales of professional use products to the general public. We have secured a landmark agreement with eBay, the world's largest online marketplace. This agreement allows BPCA to identify any items that are in breach of UK legislation, and have them removed immediately. eBay will then monitor those users, and ban them if they re-offend. Recent successes include the removal of metallic phosphides and pesticides no longer licensed for UK use.

If you spot any items you think are being sold illegally, contact Richard Moseley on richardm@bpca.org.uk

? Ask yourself: Who else can protect our market like this?

BPCA ON EUROPEAN STANDARD FOR PEST CONTROL

The CEN standard can be seen as both a threat and an opportunity for UK pest controllers. BPCA is working at the heart of the process to deliver the right result for our membership. We want the standard to succeed, because this is a major step to demonstrating pest control is a professional industry.

Speaking in International Pest Control magazine, Roland Higgins the Director General of CEPA said "The development of a European professional standard for our industry in collaboration with CEN will be the cornerstone of our communication programme with the European Institutions. This public commitment to self-regulation will form



the basis for most of our interaction with Europe for some time to come. It will serve to defend our rights with regards to the Biocides Directives. It will help us steer clear of issues with the Service Directive and will constitute a first contribution to Europe's efforts to initiate and promote sustainability policies through the Sustainable Use Directive."

? Ask yourself: If this standard doesn't have BPCA's input, who will represent us properly?

BPCA LOBBIES GOVERNMENT AND EUROPE



One of BPCA's strategic aims is to focus on building a relationship with the decision makers and legislators in Westminster and the EU Commission and Parliament. That centres on the delivery of timely information, the exchange of ideas and constructive discussion.

Later this year BPCA will send a delegation to the European Parliament in Brussels to lobby a number of Ministers, MEPs, senior civil servants and members of the EU Committee on the Environment, Public Health and Food Safety. We will focus on three key messages to these EU decision makers:

- 1 Professional pest controllers (such as BPCA members) can make a major contribution to dialogue between industry and regulators regarding biocides regulation
- 2 The CEN standard is important, and we must get it right to ensure public health is protected. We will be asking for support to ensure this standard is delivered properly
- 3 Professionals can help reduce the environmental impact of biocides, for example by using IPM. Amateurs and 'cowboys' will never do this, and so the environment is safe in our hands.

We have also recently given a detailed response to the HSE consultation on rodenticides, securing an extension to their deadline to allow for a considered, lengthy response designed to represent the needs of our membership.

? Ask yourself: Where else will I get this type of professional representation?

“BPCA has been lobbying to ensure professional pest controllers remain acknowledged for their expertise, and able to use as many methods as appropriate to achieve pest control and ultimately prevention.”

BPCA SECURES REVISION TO BRC STANDARD

This year sees the latest review (Issue 6) of the BRC's Global Standard for Food Safety, used in 14,000 certificated sites across 100 countries. The BRC Standard has been revised in consultation with senior representatives from major retailers and food service companies, ensuring that it continues to meet the requirements of manufacturers and retailers. Behind the scenes, BPCA has been lobbying to ensure professional pest controllers remain acknowledged for their expertise, and able to use as many methods as appropriate to achieve pest control and ultimately prevention.

One major concern that BPCA flagged to BRC was the proposed requirement for no toxic baits to be used anywhere within food manufacturing premises. We secured a review of this requirement. BRC Technical Director David Brackston said "Now that I fully understand your concerns and have had the chance to discuss the issue, I have contacted the steering committee members to make them aware of the implications of this and consider allowing the use of toxic baits in Warehouse areas. Irrespective of the final decision it is clear that this needs some explanation in the guideline document which we are now writing to accompany the standard."

Those of you that have seen Issue 6 will know that we were successful in securing a revision and 4.13.4 permits the use of toxic baits in storage and production areas unless open product is present.

? Ask yourself: Would I be able to work for BRC members without BPCA's involvement?



GLOBAL STANDARD
FOR FOOD SAFETY

Key changes for Issue 6 include:

- Expanded sections on foreign body control, hygiene and housekeeping, and allergens
- Introduction of a new voluntary 2 stage unannounced audit scheme
- A reduced number of clauses to ensure each expresses a significant idea, this will contribute to consistency of grading as requirements are now of similar significance
- There is no attempt to specify inspection frequency, but leave this as based on risk assessment (influenced by the type of products handled, local environment and condition of building). There is also recognition that in different parts of the world there are likely to be different pest risks, and different seasonal cycles of activity
- The new requirement 4.13.8 is for the equivalent of Field Biologist inspections to be carried out, usually quarterly
- If a company is carrying out only eight Field Biologist visits and visits at this frequency are appropriate for the site, then this is likely to meet BRC requirements.

Issue 6 will come into effect in January 2012. Issue 5 is still in use for audits until then.

To pre-order a copy of Issue 6 visit <http://goo.gl/pizQD>

“BPCA is working with major organisations such as BBC and NHS Choices to deliver information to end users and the public on common pest species.”

DELIVERING NEW BUSINESS

The current BPCA website, which includes a members directory of full servicing companies, had over 112,000 unique hits from January to July, and we received almost 3,000 calls requesting pest controllers since the start of 2011. Figures have been growing month-on-month, with a

Referral calls

January	112
February	99
March	140
April	239
May	312
June	528
July	692
August	720

significant increase from areas where Local Authorities have stepped back from pest control. We've also seen a peak since the publication of **alexo** magazine to over 5,000 potential customers.

The office team is currently working flat out to develop a new database for BPCA. This will allow the public to search for members in a much more detailed manner, and will also let you update the information clients see about you.

? Ask yourself: Where else will so many potential customers learn about my company?

TECHNICAL ADVICE AND GUIDANCE

BPCA works with external organisations to deliver best practice guidance on public health pest prevention and control, and to ensure the Association, and our members, are visible and embedded with reference to best practice. A recent example is a new comprehensive guide for gamekeepers, trappers, foresters etc on controlling grey squirrels produced by the European Squirrel Initiative (ESI), with BPCA involvement. Download the guide from www.europeansquirrelinitiative.org

? Ask yourself: Where should other organisations turn for technical expertise on pests?

INDUSTRY DATA

BPCA is collecting data on our sector to build a detailed picture of the pest control industry. We're working with external partners, and have recruited a full-time researcher to analyse both the recent membership survey and some industry data we have purchased. Members of BPCA will also be able to get a detailed summary of the data. We'll be releasing more information in the next issue of PPC.

? Ask yourself: What value is this data to my company?

PUBLIC AWARENESS

BPCA is working with major organisations such as BBC and NHS Choices to deliver information to end users and the public on common pest species. By doing so, we strengthen the importance of using professionals to solve public health pest issues.

<http://goo.gl/scjtT>
<http://goo.gl/RrnCp>

And this year alone, articles about pest management and the need to appoint a professional have been placed in a number of public and end-user sector magazines, reaching a combined circulation of over 250,000 - actual readership will be significantly higher due to online access. Remember: every article placed not only raises public awareness, but directs the reader to BPCA members.

? Ask yourself: How important is the public image of pest control, and who can deliver this?



IF YOU'D LIKE TO RECEIVE THE BENEFITS OF BPCA MEMBERSHIP, CONTACT US ON 01332 225 112



**EXCLUSIVE
BENEFITS
PACKAGE**

Championing our industry and making your business more profitable

By taking up what's on offer in BPCA's extensive and exclusive benefits package, the average BPCA member can now save thousands of pounds, offering a remarkable return on membership.

BPCA's portfolio of benefits is designed to add commercial value to membership of the pest control industry's leading trade association. From free advice and expert guidance, to exclusive service offers and product discounts, our benefits help make your business more profitable and professional, as well as compliant with legislation.

The following three pages outline new benefits introduced in direct response to what you asked us to deliver. And there's more to follow in our next PPC edition. In the meantime, here's a reminder of our current membership benefits...

“You’ve spoken and we’ve listened! Our new portfolio of member benefits adds even more value to your BPCA membership – making you smarter, richer and keeping you out of trouble.”

Get smarter

NEWS AND INFORMATION

Keeping you up to date

PPC (Professional Pest Controller) is available in hard copy or electronically www.ppconline.org, giving you the latest on your industry. Ensure your staff subscribe to further develop their knowledge and understanding. We're also on FaceBook, Twitter and LinkedIn!



Get richer

CONSUMER SEARCH FACILITIES

Putting revenue back in your business

Thousands of consumers looking for professional pest management services are referred to our database of servicing companies either by phone at our Derby office, through *alexo* magazine www.alexo.org.uk, or via the BPCA website www.bpca.org.uk

Stay out of trouble

TECHNICAL SUPPORT

Whenever you need it

We have full-time industry experienced technical and business mentors, available in person, by email or on the phone to help you day-to-day with all aspects of service delivery.

ASSESSMENTS

Completed for the benefit of your business

All full members get free accreditation by detailed on-site assessment as part of your fees, both on joining and at regular intervals – and we tell customers about this! A requirement of membership, assessments ensure you can demonstrate continuing professionalism and standards to clients.



CONTRACTORS HEALTH & SAFETY ASSESSMENT SCHEME (CHAS)

Health & Safety Standards - with no cost

CHAS assessments available for free through BPCA's assessment programme – a unique benefit. Many contracts now make safety schemes compulsory, and CHAS has mutual recognition www.ssiip.org.uk, so no need to spend hundreds on multiple schemes!

BUSINESS SUPPORT

Sometimes you need a little extra help

Whether it's assistance with finance, sales, marketing or legislation, our team are here to help you. Our team has over 200 years' experience, and includes two former servicing company managers, a qualified accountant and an MBA.

LEARN FROM YOUR PEERS: NETWORKING OPPORTUNITIES

Attend exhibitions and regional forums

Regional events are organised across the UK, and include industry related talks and business development. We have committees dedicated to discussing issues affecting your business – any full members can attend. BPCA also runs PestEx, the biggest UK pest control show.



MEMBERSHIP COLLECTIVE PURCHASING

Negotiating on your behalf

Discounts on products, services and enhanced benefits arranged for you, including vehicle purchase / finance (Ford), corporate advertising (Yellow Pages and Thomson Local), call handling (Answer-4U), insurances (Bradshaw Bennett), and credit/debit card terminals and fees (PayYours).

RESEARCH

Every company needs research

Whether it's a simple benchmarking comparison or a detailed analysis of firms ripe for purchase, BPCA can help. BPCA Members can get a detailed pest control industry report at discount; we also offer free credit checking, so you can ensure your clients and suppliers are low risk.

ASSOCIATION LOGO

The mark of a professional

It's not just thinking smarter – it's looking smarter too. Display the BPCA Member logo on your website, marketing literature, uniforms and vehicles. Consumers will have confidence to use your services, and we actively promote the logo to improve recognition.

RECRUIT AND RETAIN KEY STAFF

Gain and keep employees

Need a new employee? Advertise on the BPCA website job page, free of charge. Need help retaining key staff and the biggest earners? B&CE Benefit Schemes can deliver a tailored package for you, and our networking opportunities support employee development.

LOBBYING SUPPORT

At national and European level

We lobby on your behalf, but we can also lobby with you on issues specific to your region. We also work to ensure the specifications your clients use insist on BPCA membership.

STAFF TRAINING, DEVELOPMENT AND CERTIFICATION

Discounts for members

Discounted rates on all BPCA exams and courses, including Online Learning. We also offer discounts on BASIS PROMPT membership - and no joining fee!



MARKETING MATERIAL

Graphics to suit you

You can order our popular 'Why you need pest control' leaflet – with your logo and contact details included, free of charge. We can also help you design ads or websites, all at a very low cost.

DOCUMENT SUPPORT

Compliance for your business

We can also offer assistance with document construction for health and safety, business matters, service delivery and white document templates, including policy statements and method statements.



**EXCLUSIVE
BENEFITS
PACKAGE**

DON'T LET MISSED OPPORTUNITIES BECOME A PEST!

We know just how important every enquiry is to you and how, sometimes, the day-to-day pressures of the industry and delivery expectations mean business opportunities slip away far too easily. Whether someone contacting your business is a new or existing client, using a call handling service provider means never missing an opportunity for business again.

As a UK premier professional telephone answering service, Answer-4U is in the business of making sure a BPCA member never misses a call.

The outstanding service offered begins the moment you contact them because they listen carefully to your needs, and then use their wealth of experience, technology and talent to produce exactly the results you require.

As Answer-4u is already working and experienced in the industry they can guarantee your customers the experience they deserve when they call – which means you build lasting, productive and profitable relationships with them.



Acting as an extension of your business, the attention to detail and dedication to delivering results is what has given Answer-4u and its customers their success.

For BPCA members, costs start from 88p per call for Message Taking and for more complex accounts a bespoke quotation based on your individual requirements will be prepared after your exact specification has been carefully understood.

Answer-4u co-founder Glenn Harrison was formerly a District Surveyor within Rentokil's Pest Control division and so has the huge advantage of understanding our industry through 6 years of hands on experience. Here he talks about an existing client, who required a bespoke solution, after signing up to the Message Taking service...

"In 2009 a new client needed urgent help with incoming calls during the peak season for wasps.

This particular account went so well we developed

the account further by introducing specific expertise to handle other pest calls.

On all accounts we take relevant details from the callers following the bespoke script we've developed with the client. We also advise on prices and provide relevant information relating to the query. We use postcode

technology to ensure that you can attend the jobs we're logging – which is vital, and our service not only includes automated instant email and SMS you but also confirmation of the booking to your client!"

Eliminate the pest of missed calls and be live within a few hours by calling Answer-4u right now...



Answer-4U services

- Message taking
- Call handling
- Diary management
- Call out co-ordination
- Response handling

How Answer-4U can help you grow

- 24/7 365 UK live advisors with absolutely no outsourcing
- No long term contracts
- Fully managed service
- A seamless extension of your business
- Bespoke solutions

If you're a BPCA member and you'd like to hear more on this subject, Answer-4u will be speaking at the following BPCA regional forums:

Thursday 22 September
Kennington, London

Thursday 29 September
Headingley, Leeds

See page 27 for further information.

Not a member yet?

Join now - we can save your business much more than the cost of membership. To find out more about how to access these benefits or to join BPCA contact Rachel Eyre on 01332 225 112

rachel@bpca.org.uk

0800 822 33 44
BPCA@answer-4u.com



**EXCLUSIVE
BENEFITS
PACKAGE**

TAKING CHARGE OF THE WORKPLACE PENSION

As busy professionals the amount of regulation, and resultant paperwork, can sometimes be overwhelming. There often aren't enough hours in the day and it's only too easy to overlook an important piece of regulation or legislation. That's why BPCA has partnered with B&CE to ensure you have access to a solution for your business and the implications of the 2012 government pension reforms.

As October 2012 nears, so does compulsory implementation of the reforms, which requires all employers to automatically enrol eligible employees into a qualifying pension arrangement (companies can start contributing in July 2012).

Whilst initially these reforms can appear intimidating and time-consuming, they actually offer the perfect opportunity to review your existing pension arrangements, ensuring you are receiving the best service and providing your employees with a flexible solution to encourage them to save effectively for retirement. According to Pensions Minister, Steve Webb: "These reforms will mean that 5-8 million people will be saving more, or saving for the very first time, and will have a more secure income in retirement as a result."

What can you expect from B&CE?

As a BPCA member, B&CE will partner with your business to offer a cost-effective, easily administered and hassle-free service, helping with the administrative obligations you'll face when the reforms kick in from October 2012. In turn your employees get access to a flexible and easy-to-understand stakeholder pension. B&CE is currently investing for the future of over 500,000 operatives on behalf of over 6,300 employers, so you're in good hands, and provides a simple, low cost offering that is truly portable for individuals who regularly change companies and employment status.

B&CE offers employers benefits it believes other stakeholder pension

providers can't compete with, based on simplicity in three key areas:

- 1 Service
- 2 Simple fund choices
- 3 A fair charging structure.

And all employees, whether working for the largest multinational company to the smallest local business can benefit from low annual management charges assisting them to build a meaningful income in retirement. B&CE does not levy any other charges, such as add-on fees to employers for the services provided.

Although the reforms might seem some way off, BPCA and B&CE are urging all employers in the pest management industry to prepare themselves and their employees for this unprecedented change in the way everyone saves for retirement. You need to allow yourself enough time to have a provider in place that can offer a scheme right for your business, which means understanding the complexities of your workforce.

Making sure you are legal

The changes are being implemented over a period known as staging (based on the size of your workforce) and by September 2016 all employers will be legally required to:

- 1 Enrol their eligible employees automatically into a qualifying workplace pension scheme
- 2 Pay a minimum contribution of 1% of band earnings into this scheme from their staging date, rising to 3% from September 2017



- 3 Keep records relating to pension arrangements, the enrolment of members, salary and contribution histories and members' opt out and opt in notices
- 4 Every three years automatically re-enrol employees who choose to opt out.

If you're a BPCA member and you'd like to hear more on this subject, B&CE will be speaking at the following BPCA regional forums:

Thursday 22 September
Kennington, London

Thursday 29 September
Headingley, Leeds

Thursday 6 October
Milton Ferry, Peterborough

Thursday 13 October
Leatherhead, Surrey

See page 27 for further information.

Not a member yet?

Join now - we can save your business much more than the cost of membership. To find out more about how to access these benefits or to join BPCA contact Rachel Eyre on 01332 225 112

rachel@bpca.org.uk

Information on how B&CE can help support you through the reform and beyond...

0800 612 8080
www.easybuildpension.co.uk



**EXCLUSIVE
BENEFITS
PACKAGE**

GUARANTEED PAYMENT BY CHIP AND PIN WHEREVER YOU ARE WORKING, AS SOON AS THE JOB IS DONE!

Whatever size of pest management business you operate, if you're taking payments at premises using a card terminal makes great business sense.

With the Cheque Guarantee Card Scheme now withdrawn, any cheque has the potential to bounce and with more and more people reluctant to pay by cash, secure Chip and PIN is seen as the real way forward. You get paid securely, the minute the job's finished, guaranteeing payment and speeding up your cash flow.

BPCA has worked with PayYours® to provide an ideal mobile payment solution for you and your mobile field staff.

The PayYours® Card Terminal is an easy-to-use GPRS handset that allows BPCA members to take guaranteed payment by Credit or Debit Card using secure Chip and PIN, wherever you're working*, as soon as the job's done!



**Now
that's
Andy!**



And there's more good news:

- There is no contract to tie you in
- There are no monthly rentals
- Payment is guaranteed and in your account in just 3 days
- You own the terminal with just three easy staged payments of £99
- BPCA has negotiated especially low transaction rates for BPCA members along with a waiver of the normal £29.50 administration fee.

Setting-up as a PayYours® Trader is fast and easy so you could be taking card payments within days of registering. And because you own your PayYours® Card Terminal outright, there's no monthly rental cost or long term contract. You just pay a small transaction charge each time you process a card payment and £2.95 per month for connection to the GPRS mobile network. It's that simple.

If take-up by members is successful, the benefit continues to improve. PayYours® assesses the group turnover rather than that of the individual member and as a result offer lower transaction rates. So, as the usage within the membership grows so the negotiated transaction rates will come down even further.

As a reassurance of quality and security for you and your customers PayYours® payments are dealt with by Streamline® which processes nearly 1 in 2** of all card transactions in the UK – and best of all, the money's in your bank account in just three days; no hassle, no expense or time lost in chasing payments and paying in cheques, which means PayYours® should be at least cost neutral and should actually save you money!



PayYours®

THE SMART WAY TO GET PAID

* Mobile network coverage is dependent on several factors such as upon the traffic on the mobile network and whether the PayYours® card terminal is within reach and switched on and cannot therefore be guaranteed by PayYours®. PayYours® is not a mobile network operator and cannot be held responsible for network coverage.

** 3.9 billion transactions in 2010. Streamline® is a service provided by WorldPay (UK) Limited on behalf of National Westminster Bank Plc.

If you're a BPCA member and you'd like to hear more on this subject, PayYours® will be speaking at the following BPCA regional forums:

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Thursday 13 October
Leatherhead, Surrey

See page 27 for further information.

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rachel@bpca.org.uk

Join up now with the special BPCA promotional code ABPC615753 and the join up fee of £29.50 is waived.

0161 855 3979
www.payyours.co.uk

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Haven't you HEARD? Resistance is futile with Rodilon®.



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- Pioneering new active ingredient; the first for over 20 years



Bayer CropScience

- For indoor use only with four convenient baiting options; Wheat Tech, Trio, Soft Blocks and Blocks
- Highly palatable and effective single feed solution to rodent problems



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For further information call 00800 1214 9451

Bayer CropScience Ltd, 230 Cambridge Science Park,
Milton Road, Cambridge CB4 0WB
Tel: 00800 1214 9451 www.pestcontrol-expert.com

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Assessing rodenticide potency and palatability

“We’ve recorded equally large palatability differences between other bait types, underlining the importance of taking differences in formulation quality as well as rodenticide potency adequately into account in modern control.”



Wide differences in potency between today’s advanced second generation anticoagulant rodenticides, and palatability between apparently similar bait types have serious implications for professional rat and mouse control. In our first article Sharon Hughes, BASF rodenticide development manager, helps PPC readers interpret the registration and research data available.

Official figures, indeed, show some single feed baits have more than seven times the potency of others. What’s more, one is even notably less powerful against mice than the most popular multi-feed rodenticide, difenacoum (figure 1).

At the same time, specialist testing shows the palatability of commercially available baits to rats and mice can vary very widely with the quality of formulation. To such an extent that many of the pasta formulations increasingly popular in professional use for their greater appeal to urban rats and mice are, in reality, far less attractive to rodents than the traditional wheat-based baits they have replaced.

All second generation anticoagulant rodenticides are very much more potent than first generation products like warfarin. The most powerful – flocoumafen, brodifacoum and difethialone – are classed as single-feed rodenticides which confines them to indoor use under UK law. In contrast, generally lower potency multi-feed anticoagulants like difenacoum can be used around the outside as well as within buildings.

However, at their approved concentrations it only takes 0.7g/head of the most powerful single feed product, flocoumafen to kill half the rats in a population compared to fully 5.5g/head of difethialone.

Flocoumafen is over twelve times more powerful against rats than multi-feed standard, difenacoum. In contrast, difethialone is far more similar in its potency to the multi-feed.

Interestingly too, difenacoum’s particular potency against mice puts multi-feed Neosorex baits and single-feed Storm Secure (flocoumafen) on very much of a par when it comes to mouse

control, with difethialone at a clear disadvantage to both.

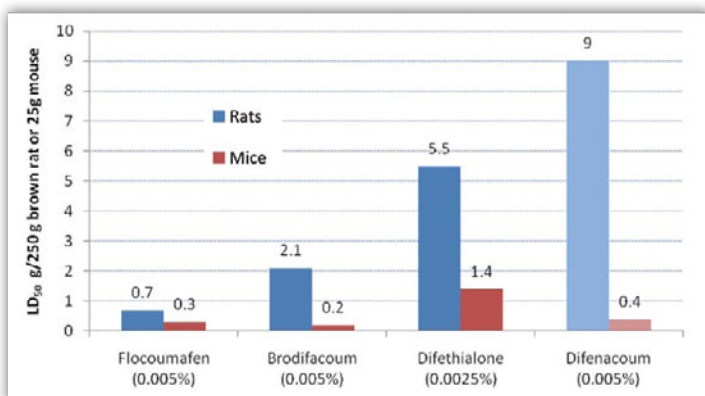
These differences are especially important to take into account when choosing a rodenticide to deliver the most rapid and complete rat or mouse control in the most cost-effective way possible.

Equally important too, of course, is a quality formulation which is highly palatable to encourage the greatest consumption against other attractive food sources.

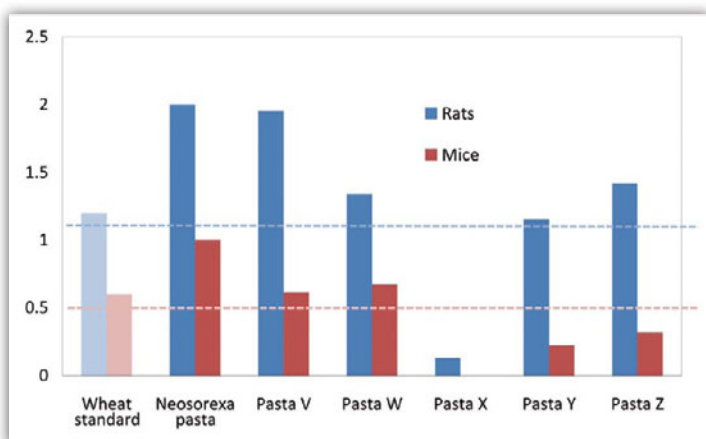
At BASF Pest Control Solutions’ European research and testing centre we measure the palatability of baits by comparing their take against that of a standard laboratory diet in both rats and mice to strict EU protocols. This is expressed as a ratio – palatabilities of less than 1.0 indicating baits that are taken-up proportionately less than the standard diet and values of more than 1.0 consumption to a proportionately greater extent.

Typically, traditional wheat baits have palatabilities averaging 1.2 in brown rats and 0.6 in house mice. Our evaluations of a large number of commercial baits over a decade have shown top quality formulations like Neosorex Pasta have palatabilities of 2.0 or more in rats and 1.0 or more in mice. In contrast, we’ve recorded rat palatabilities as low as 0.13 and mouse palatabilities of just 0.22 in other pastas (figure 2).

Figure 1: Relative potency of single feed anticoagulant rodenticides compared to multifeed standard, difenacoum (amounts of bait required to kill 50% of rats or mice in a population).



Source: Official registration data

Figure 2: Palatabilities of different pasta formulations against typical wheat baits

Source: BASF Pest Control Solutions research centre

This means the best pasta baits are more than twice as palatable as traditional wheat alternatives to both rats and mice. Equally, though, they are nearly 20 times more palatable to rats and around five times more appealing to mice than some other apparently similar pasta formulations.

We've recorded equally large palatability differences between other bait types, underlining the importance of taking differences in formulation quality as well as rodenticide potency adequately into account in modern control. After all, in practice, the power of

a bait depends as much on the extent to which it is consumed as its LD50.

So how should such potency and palatability differences be taken into account in professional practice?

In using single feed rodenticides indoors to complement outdoor baiting with multi-feed baits, it's vital to employ the most powerful products available for maximum speed and effectiveness, not to mention resistance management.

However, multi-feed difenacoum's particular potency against mice makes it an especially attractive indoor as well as outdoor choice here. Not least for the fact that gram for gram it is far less toxic to a wide range of pets and farm animals than any other second generation anticoagulant.

Top quality baits should always be chosen. They generally don't cost a lot more than less well formulated products. And with labour comprising 75-80% of the total cost of most rodent control jobs, getting them right first time in as little time as possible has to be the single most important consideration.

In the next issue of PPC, JO Wade of Pelgar International Ltd continues to look at how such potency and palatability differences should be taken into account, and why rodent operations fail.

RAMPS UK what users need to know

For many years pest controllers, farmers and game keepers have regularly used aluminium phosphide for the gassing of moles, rabbits and rats. Now, as with many products, the controls for stockists and users of these products (Phostoxin and Talunex) are being tightened to ensure responsible distribution and use.

From 1 September 2011 it is intended to reinforce with stockists that they can only sell to suitably trained and competent persons, but what does that mean?

City & Guilds have worked closely with the Register of Accredited Metallic Phosphide Schemes (RAMPS UK) and the Home Office to provide a robust scheme of self regulation. They will provide training and assessment to meet this need, via approved trainers, for the City & Guilds Level 2 Award in the Safe Use of Aluminium Phosphide for Vertebrate Pest Control. Once operatives have gained the qualification they will be encouraged to join RAMPS UK to be issued with an ID card which can be produced to

stockists at the time of purchase.

Whilst the new regulation starts in September current users, with training and qualifications previously accepted by stockists, will have until 2015 to take the new qualification. Anybody looking to use the products from September with no previous training will need to undertake training and assessment before they can use the product.

Working closely with various industry specialists, City & Guilds have produced a work book 'The Application of Aluminium Phosphide for Vertebrate Pest Control' to support the training. This is a practical manual for both trainers and trainees covering the full requirements for the safe use of Aluminium Phosphide.

Details of trainers approved by City & Guilds will shortly be available on the RAMPS UK website. Candidates who want to register directly for the Level 2 Award need to e-mail information@cityandguilds.com for details of their nearest assessment centre, or phone 1st Line Support on 024 7685 7300.

RAMPS UK

"City & Guilds has been pleased to work with RAMPS UK to ensure the sustainable use of metallic phosphide products through training and qualification of users prior to registration with RAMPS UK."

Further information

information@cityandguilds.com

rampsuk@aol.com

www.ramps-uk.org

alexo launch success!

“Looking forward to the next one and some articles on bed bugs.”

Director of London hostels group



“I would read each one to keep up with changes.”

Further education college manager

“Well produced, informative and easily readable!”

Adult care facility manager

July saw the launch of **alexo**, BPCA's magazine aimed at pest control customers. The magazine was mailed to over 5,000 people with a responsibility for placing UK pest control contracts and a further 3,200 people will receive a flyer telling them about **alexo**, inviting them to subscribe for free.

We also have a database of 2,100 email addresses who will be receiving a link to the online version in addition to those receiving a hard copy. That's over 10,000 potential customers with members' contact information in their hands. You can't get this anywhere else - it's an exclusive benefit of BPCA membership.

Readers of alexo have told us the following:

- 20% of readers have no current pest control contract in place, but are looking for a supplier
- Another 15% have a contract up for renewal in the next six months
- Over half (51%) have full or joint shared responsibility for placing contracts
- Their copy of **alexo** will typically be read by the following additional people in their company:

None (only read by me)	23%
1 additional	14%
2 additional	29%
3 additional	24%
4 additional	5%
5 or more additional	5%

In the coming weeks we will also be running articles and advertisements in your customers' trade press including The Retailer; Environmental Health News; SOFHT Focus and FM World.

These will be to tell even more people about **alexo**, BPCA and why they should only use professionals for pest control. We've worked hard to source the right potential customers.

Some pest control companies will also have their quotes and comments in the articles; did yours feature in issue one? If not, make sure you get something into a future issue - it's free publicity. We have included a directory of every servicing company member – one thing to note is that not everyone's got a web site or email address, and we are seeing an increasing number of customers using these contact methods. So if you haven't got a web presence get in touch – we can help you source a cost-effective solution.

To comment on **alexo**, use the survey at www.bpca.org.uk/alexosurvey.html

alexo: where issue one went

- Healthcare** including UK private and NHS hospitals, care homes and independent pharmacies
- Education** including independent schools, FE colleges, and every UK university
- Venues** including English and Scottish league football clubs, golf clubs, caravan parks, museums and theme parks
- Food manufacture and distribution** including bakeries, butchers, manufacturing sites, supermarkets, warehouses and wholesalers
- Accommodation** including major UK hotel chains, UK hostels and independent hotels
- Pubs, restaurants and contract catering** – what it says on the tin!
- Retail** including garage forecourts, cash and carry, department stores and shopping malls
- Transport** including air and seaports, motorway services, rail companies and automotive manufacturers
- Major FM companies** who use pest control on the premises they manage
- Typical job titles** of recipients include: contracts manager, facilities manager, operations manager, business owner, premises manager, purchasing manager, quality control officer, supply chain director



CONSTRUCTION SPECIAL

Features include...

- **Adapting existing buildings: how to pest-proof when you refit your premises**
- **Fire and pests**
- **What makes business premises more or less prone to pest infestation**
- **Insuring against pest damage**

alexo issue two will be on desks in November 2011, focusing on pest problems with buildings. Draft articles will appear on the alexo blog at www.alexo.org.uk/alexoblog for your comments and quotes.

Each issue will be mailed to a circulation relevant to the focus of the magazine, so the next issue will be sent to those involved in construction and re-fit of premises, while issue three will go to more people involved in hospitality such as food manufacture, contract caterers, hotels and restaurants.

www.alexo.org.uk

If you'd like to discuss ideas about future content, email editor@alexo.org.uk or call Lorraine Norton on 01332 225 108.

Remember, alexo is designed to get your name in front of new customers. If you're not in there, you're missing out.



District-wide pest control service tender

Leeds City Council provides a district-wide service for pest control services in domestic properties. The Council is tendering the service and would welcome expressions of interest from companies who have the capability, resources and experience of undertaking similar work.

The service provided will have TUPE implications.

The Council can receive up to 3,500 requests for service per year for all types of pest problems such as:

- Rats, mice and grey squirrels
- Simple insects (flies, beetles, wasps, garden ants, silverfish etc.)
- Complex insects (exotic ants, bedbugs, cockroaches, fleas etc.)

The tender offered will be for a contract of 3 years duration with the option to extend for a further 2 x 12 months.

The prospective tenderer will be expected to deliver a customer responsive service working to specified performance indicators and will work in close partnership with the Council.

It is anticipated that the tender documents will be available during October 2011.

Further information

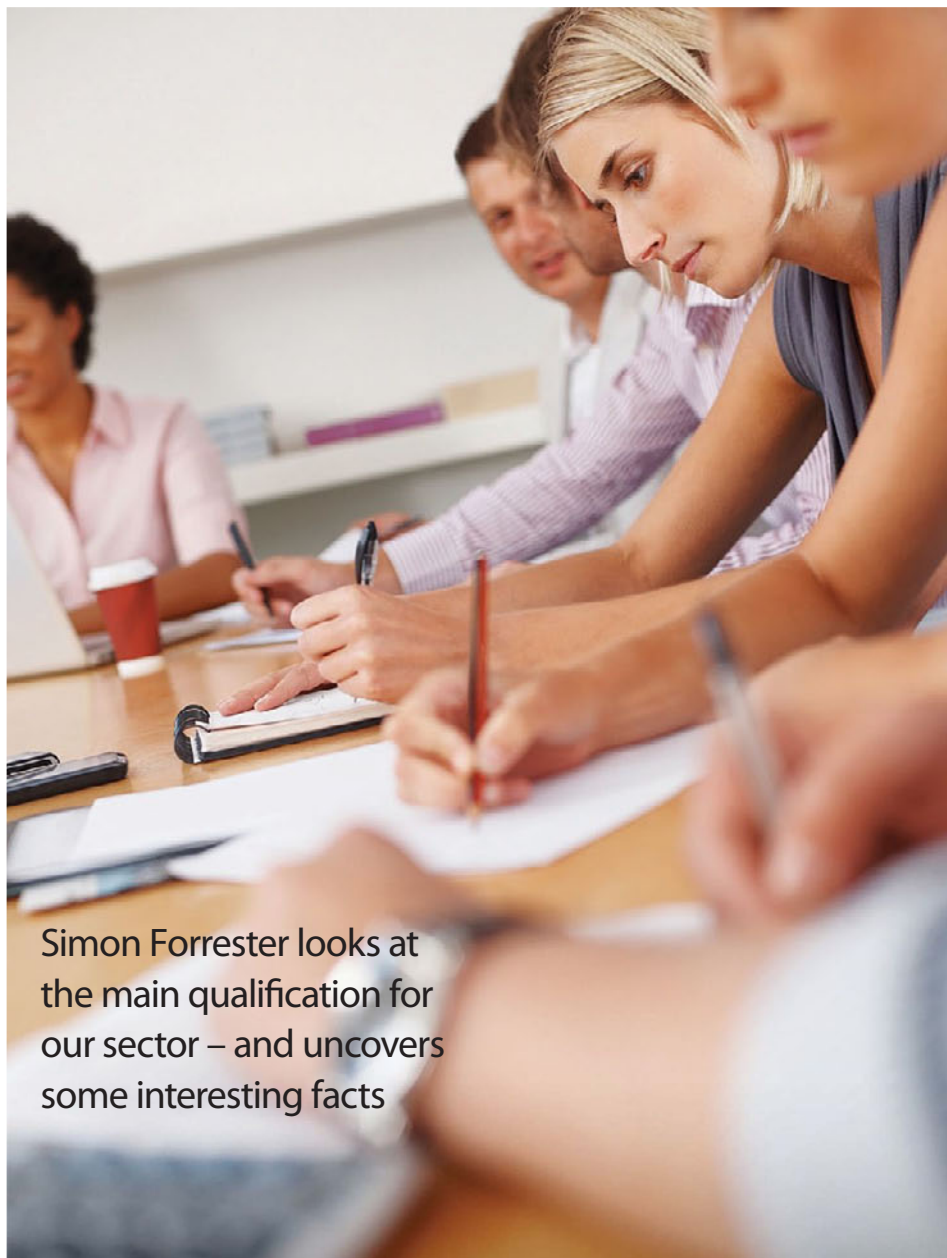
Contact Sau Fung (Procurement Projects Officer) on **0113 2476641**

Online tender documents

Available during October 2011 via <http://scms.alito.co.uk>

Unable to access the website?

Contact the SCMS helpdesk on **0113 2474221** or email SCMS@leeds.gov.uk



Simon Forrester looks at the main qualification for our sector – and uncovers some interesting facts

“Those with Level 2 or equivalent generate almost £260 a week more business, and can net their employer up to £3,000 a week.”

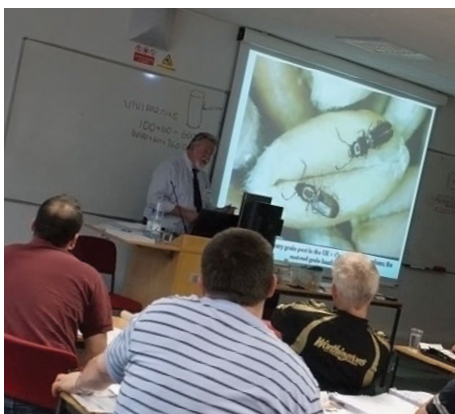
As someone new to the pest control industry, last September I was one of the students on the 5-Day BPCA General Pest Control Course (AKA the ‘Warwick’ course). The course is aimed at the ‘entry level’ candidate and designed to give a broad introduction to pest control, concluding with the RSPH/ BPCA Level 2 Award in Pest Management examination on the Friday afternoon.

Around 900 people sit the Level 2 Award each year. Some have experience in pest control and are being funded by their employers, however many aren't from the industry and the Warwick course is specifically designed to give those new to the sector the basic knowledge needed to start a career in what is a sometimes complicated and potentially dangerous job.

Research by Clive Boase of the Pest Management Consultancy, and a lecturer on the Warwick course, found that 70% of students on five of last years' courses left school at or before age 16, and about half of the students were aged over 40.

TRAIN TO GAIN

“Wages go up on average £4,000 (£15,500 to £19,500) for those with a Level 2 pass and 12-18 months on the job.”



So, for many this will be their first experience in a classroom environment for years. So the course has had to adapt, and BPCA now offer, as part of the course fee, access to the online learning package for 6 weeks prior to the course allowing studying to begin in advance. We're the only training centre to offer online learning to students ahead of a 'Level 2' course, the benefits of which include preparing delegates for an intensive course, allowing them to ease back in to the process of studying and getting a head start on the course itself.

What can you expect on the course?

The course is run at the University of Warwick in Coventry. We always use a single room for the course, which can hold up to 35 delegates. Lectures begin at 8.45am and run through the day, with regular breaks, usually finishing about 6.30pm. It's no holiday, but the different lecturers, all with many years experience in pest control, present their topics in a variety of ways to break up the day and keep attention levels high.

The timetable covers Health & Safety, legislation relating to pest control, biology and behaviour of pest species, and methods of control and prevention.

We're fiercely independent, so the course is run without favour to any one manufacturer or distributor. Nor do we train just to pass the exam – what's the use of that? We use the best lecturers we can find, not rope in non-trainers lacking relevant qualifications and experience, to ensure you receive the most professional training and ensure you learn.

Revision points through the week help students keep up with the pace of the course. But by far the best aspect of the course is the shared learning and that's why the course is residential. Candidates can often get the best by sharing knowledge, testing each other, and

making contacts that may well be useful in the future. Another significant benefit of the course being residential is the opportunity to focus on the course material without distraction, something John Gray of Cestria Community Housing Association found on the course in March: "Being away from home and the distractions of every day life gives you the opportunity to study and concentrate on the course material without disturbance."

On the Friday afternoon we finish with the Level 2 exam, which takes the format of three units over 2.5 hours. Students need to be successful in all three units, each with a pass mark of 50%, to achieve the qualification. Some enterprising candidates have got hold of old exam papers to learn the answers to common questions, but that won't help you in the future, as RSPH have an entirely new set of exam questions and are tightening their procedures on the distribution of past papers.

Occasionally candidates need special assistance, such as those with a learning difficulty like dyslexia. BPCA can provide an experienced reader/scribe to assist during the exam, reading the questions for the delegate and writing the answers they give; additional time is also given (subject to availability and a fee).



THE WARWICK COURSE: FIVE KEY THINGS TO DO BEFORE YOU GO

- 1 Use the online learning resource – it really helps
- 2 Go through a sample paper (see BPCA website) and brush up on note taking if you can
- 3 Ask colleagues who've done the Level 2 for their advice
- 4 Make sure work and family know you shouldn't be bothered – the course is intense and distractions won't help
- 5 Don't panic! It's tough but not impossible, and you have lots of help and support from the tutors and fellow students

CURRENT LEVEL 2 AWARD EXAM CENTRES

Bicton College of Agriculture

British Pest Control Association

DATAS Associates Ltd

Ecolab Ltd

Essex Environmental Ltd

Forrest Environmental Services

Killgerm Group Ltd

National Pest Technicians Association

Pest Management Facilities

Pest Solution Ltd

For further information on the exam centres please go to the following website <http://goo.gl/ZBsXF>

The Warwick course is the industry standard – but what does it mean for employers and employees?

BPCA carried out research among 50 servicing companies from the largest down to three-man companies, and found some startling results. Firstly, the value to the company of a technician qualified to the standard of the Level 2 Award in Pest Management is significantly higher than an unqualified employee. Those with Level 2 or equivalent generate almost £260 a week more business, and can net their employer up to £3,000 a week.

Many companies said in the survey they wouldn't employ a technician without a Level 2 - worth thinking about. Also, many companies expect their new technicians to pass the Level 2 within 12 or even 6 months of their start date, if only to show they are committed to pest control as a career. This clearly demonstrates that employers see the Level 2 as the minimum standard for those working in the field, a point echoed by Dr Richard Burton of RSPH "Qualifications demonstrate that an individual has been

trained and reached a particular standard in the subject, they also show that the individual (and their employer) is committed to a high level of professionalism and service to their clients."

/continued over...

Customer feedback

Gentlemen

Just a quick e-mail to thank you for the superb course that you put on last week. The quality of the lectures was second to none. Yes, I think we all found it very intense, but I for one found it extremely valuable in respect of the amount and extent of knowledge that you all imparted to us, which will hopefully end up making us successful in the examination. The guidance that you also gave regarding potential examination questions and technique was invaluable (especially for someone who last took his A levels some 30+ years ago!!).

Thank you again.
Andrew Wilson, Dealey & Associates

And achieving the Level 2 is good news for employees too – the BPCA survey showed wages go up on average £4,000 (£15,500 to £19,500) for those with a Level 2 pass and 12-18 months on the job, compared to their unqualified colleagues with similar experience. This means that it takes around just 4-5 months for the Level 2 to pay for itself – a no-brainer for both employers and employees.

And clients are demanding this too. Dr John Simmons of Acheta Consulting Ltd commented "From a food manufacturer's due diligence viewpoint it is essential that their pest control technician has an officially recognised qualification. The Level 2 Award/Certificate should be regarded as the absolute minimum which ANYONE working in the food industry MUST have." And clients too are attending the course, with an 85% increase in bookings from client companies wanting to have the person responsible for managing their pest control contract trained to the minimum standard – and for those of you who complain about uninformed clients, that can only be a good thing.

The Level 2 Award continues to be the 'minimum standard' qualification for the industry, but some pest controllers are looking to differentiate themselves. RSPH has seen an increase in the number of candidates registered for the relatively new Level 2 Certificate in Pest Management – a qualification that is now starting to develop some momentum. Killgerm have put a number of groups through and BPCA is also approved as a centre to offer the Level 2 Certificate.

Additionally, take up of the Level 3 Diploma in Pest Management is expected in 2012. At this time only Killgerm are approved to offer the Level 3 Diploma, and as the qualification includes the two techniques units from the Level 2 Certificate in Pest Management, only BPCA and SX Environmental are in a position to apply for approval. If you are interested in the Level 3 Diploma in Pest Management for yourself or your staff, contact BPCA to find out more and prove that there is a demand for the qualification.

For further information on BPCA training and examinations contact Tammy on 01332 225 113 tammy@bpca.org.uk www.bpct.org.uk

Coming in PPC65
BPCA helps you
plan your CPD
calendar for 2012



Are you ready for CPD?

In our drive to deliver a competent, professional membership, BPCA is raising the bar on its servicing membership criteria. Currently, all servicing member companies must have the principal plus 50% of technicians holding a relevant qualification and registered on a recognised CPD scheme, but this requirement is increasing over the next two years.

In detail, the criteria for BPCA membership criteria is:

- ▶ The business must have been actively trading for at least one year.
- ▶ All staff involved in the application of pesticides who are not under direct supervision must be adequately trained. Where staff are involved in the application of pesticides, the BPCA requires that the principal and at least 50% of staff (excluding trainees) hold a relevant qualification, which includes the RSPH/BPCA (Level 2) Award in Pest Management, or its predecessors. This requirement will increase to the principal and 75% of relevant staff during 2012, and the principal and 100% of relevant staff during 2013. In-house qualifications are not accepted – a relevant qualification must be held.
- ▶ The business should carry adequate insurance cover, the type and level of which will depend on the nature of the business. Any business which employs persons should hold a minimum of £10m Employer's Liability Insurance. Pest control servicing companies should carry Public and Products Liability Insurance. A minimum of £2m is recommended. BPCA will expect applicants to hold the above cover. Depending on the nature of the contracts held or the work you carry out, insurance requirements may be greater. Consult your broker for advice.
- ▶ Applicants undertake to abide by the requirements of BPCA Codes of Practice and the BPCA Code of Conduct.

For further information on membership, criteria or CPD contact BPCA membership manager Kevin Higgins kevin@bpca.org.uk tel 07809 567 765. For further information on the BASIS PROMPT CPD scheme go to www.basispestcontrol.com



BPCA regional forums 2011

Designed to deliver CPD, help your business compete and your staff stay safe.

BPCA regional forums provide a chance to network with like-minded professionals. With both BPCA and expert guest speakers they keep you up-to-date with industry developments, product news and what BPCA is doing for you. Open to all members – don't miss out on these fantastic training and CPD opportunities.

Where we've been

Location	Date	Attendees	CPD
1 Ballymena	24 Feb	20	3
2 Glasgow	12 May	14	3
3 Cardiff	17 Mar	20	4
4 Wigan	25 May	32	4
5 Reading	17 May	14	3
6 Derby	12 May	32	4
7 Dudley	05 May	16	4
8 Washington	10 Mar	17	3
9 Plymouth	31 Mar	15	3
10 Jersey	21 June	6	3
11 Guernsey	22 June	7	3

“The regional meetings were invaluable giving our local service delivery teams short training sessions also added to their existing knowledge base. We will definitely continue to support the initiative in the future.”

Cliff Eccles, operations director, Pestokill

WHAT YOU MISSED: A TASTER...

- Asbestos awareness
- Ladder training
- Animal and bird welfare
- Trapping
- HSE consultation on external baiting
- Bird proofing devices

AND WHAT'S COMING UP...

- Ladder training (legal requirements)
- Risk assessments
- Technical updates, including the Animal Welfare Act
- Product news
- Rodenticides and resistance
- How to achieve CPD

Where we're going

Location	Date	Time	CPD
12 London	22 Sep	3.00pm	4
The Kia Oval, Kennington, London SE11 5SS			
13 Leeds	29 Sep	2.30pm	4
Carnegie Stadium, St Michael's Lane, Headingley, Leeds LS6 3BR			
14 Peterborough	6 Oct	3.00pm	4
Milton Golf Club, Milton Ferry, Peterborough PE6 7AG			
15 Leatherhead	13 Oct	2.30pm	4
Leatherhead Food Research, Randalls Road, Leatherhead, Surrey KT22 7RY			

“These forums are a great opportunity for members – in particular, for saving valuable time by providing assistance in key knowledge areas.”

Kevin Higgins, BPCA membership manager

For more information and to book a place contact Sofi on 01332 225 111
sofi@bpca.org.uk

If you'd like us to hold a forum in your area, please let us know and we'll do our best to get there:

www.bpca.org.uk/contact.html

PESTEX Show of the year!

“There was a good show of high quality visitors. The demand for high quality products is on top.”

Alberto Sabatini, Director, IGEBA Geraetebau GmbH



“Against a backdrop of economic crisis this event was a success beyond all expectations. PestEx is becoming a worldwide meeting point for the pest control industry having year after year more international visitors.”

Ana Francisco, Plastdiversity Lda, Portugal

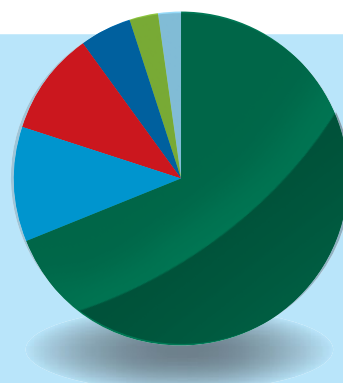
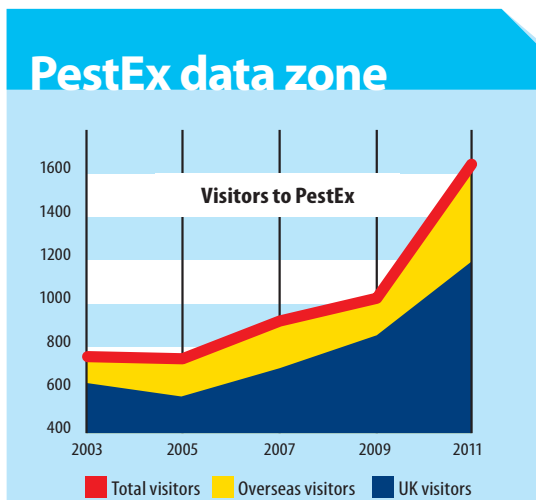
Earlier this year PestEx, BPCA's lead event took place in London's Docklands. Once again the sun shone brightly when the key players from the UK, and increasingly from overseas, gathered to network, share best practice and see the latest products from key manufacturers and distributors. Certainly judged a great success by all those present, its status as the key international European trade show was confirmed.

Without doubt PestEx went well. The doors opened on day one and the visitors flooded in. What was noticeable though was the ever increasing number of visitors from both the UK and abroad – and most of these were from the pest control trade – pest controllers eager to learn from the UK experience, manufacturers meeting distributors, or distributors there to spy out new products to add to their ranges.

Just like the visitors, the exhibitors themselves showed an increasing international representation, with a total of 70 exhibitors and every stand sold in advance. Interestingly 20% of all exhibitors were there for the first time – surely an indication of the state of health and innovation within the industry.

As far as trends go within the exhibition, bed bugs were not as omnipresent as they have been in the past. Indicative, surely, as to the way the industry will finally go, were an increasing number of stands promoting digital recording systems for use by pest technicians.

Analysis of the visitor feedback showed the number one reason to attend was to update



Overseas visitors to PestEx

- Europe (excluding UK) 69%
- Asia 11%
- Middle East 10%
- North America 5%
- South America 3%
- Africa 2%

“We would also like to thank everyone at the BPCA for always being so friendly and helpful, look forward to next time.”

Brian Redpath and Danny Thatcher
B & D Pest Control Ltd, Romford



- Top four reasons to visit PestEx**
- 1 Update industry knowledge
 - 2 Network
 - 3 Meet colleagues
 - 4 Find specific products

THE PREMIER PEST CONTROL EVENT
LONDON - 10 & 11 APRIL 2013
www.pestex.org

industry knowledge (81%) with networking a close second – and with over 80% of delegates finding the BPCA networking café of real value. Visitors were keen to update their technical knowledge, and 85% rated the Technical Seminars good or excellent. We are currently working on our plans for

the future, analysing the detailed feedback from visitors and exhibitors alike. We've been given some great ideas including an annual event, merging PestEx with PestTech, and even running the event overseas. What's for certain is PestEx is happening again in 2013 – on 10 and 11 April in London.

Get the dates in your diary, keep reading PPC, and keep an eye on www.pestex.org and YouTube <http://goo.gl/LO2od> to see what other news we have on exhibitions.

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SHOW ROUND-UP

PPC looks at two of the key industry events for the remainder of 2011. Don't miss out!

PestTech 2011

"Bringing customers and suppliers together"
2 November / National Motorcycle
Museum, Birmingham



This popular event, organised by NPTA, will no doubt be another crowd pleaser in 2011.

Over the years UK delegates have come to see PestTech as both a platform to obtain the latest

information regarding legislation, new products and much more, but also a place where old acquaintances can catch up – if they can find time in such a busy day.

Whilst the exhibition lies at the heart of PestTech, there are plenty of opportunities for delegates to attend the popular, outdoor practical demonstrations, training presentations and Pest Control News workshops. Final details of sessions for 2011



are awaited, but you can guarantee the workshops will bring the latest hot topics to the fore and provide a

chance for delegates to voice their concerns or support for issues that have or will affect the industry. Watch the PestTech website for further information as it becomes available.

No pre-registration is required and there's an added bonus of entry to the Motorcycle Museum Exhibition (just don't tell the boss!). And the event will be followed by the usual Pest Control News dinner.

Make sure you find the BPCA stand on the day, where you'll be able to find out more about our new courses and membership benefits introduced in 2011 – see page 15. We'll also be showcasing the new BPCA database currently in development, and members will be able to see the benefit it will bring to them and the enhanced search facilities available to the public when looking for a servicing member.

Visit www.pesttech.org.uk

PestWorld 2011

"Today's opportunities. Tomorrow's success."
19-22 October / New Orleans, USA

If you haven't yet made it to PestWorld, the event is certainly worth a visit at least once.

Organised by the National Pest Management Association (NPMA), PestWorld showcases the latest products, services, technologies and business applications. It is attended by more than 3,000 pest management professionals, researchers and manufacturers from around the world.

The events packed full of interest for the UK professional: keynote speakers, exhibition with over 150 exhibitors and numerous educational sessions. These cover virtually every technical and commercial topic relating to pest control. New for 2011 there is to be a specialist Bed Bug Forum, running concurrently over the three days, which features renowned industry experts.

A further new addition is the House of Learning. Much like the practical demonstration area at PestEx, this will be a



hands-on demonstration staged to represent a true field environment. You will have the opportunity to see demonstrations on everything from heat treatments for bed bugs, to canine inspections and flea control.

For all international visitors there is a hospitality lounge and delegates attending for the first time are invited to a wine and cheese open house reception, as well as the international delegate's reception which is

Other 2011 events:

6th European Mosquito Control Association Workshop

12-15 September / Budapest, Hungary
www.emca2011.com

FAOPMA Conference and Exhibition

22-24 September / Goa, India
www.faopma2011.ipca.org.in

Benelux Pest Control Exhibition and PCN Dinner

28 September / Voorthuizen, Netherlands
www.beneluxpest.nl

PestWorld

19-22 October / New Orleans, USA
www.npmapestworld.org

Pest Odyssey: Ten Years On

26-28 October / British Museum, London
www.pestodyssey.org

Parasitec

16-17 November / Madrid, Spain
www.parasitec.org

SOFHT Annual Lecture and Lunch

24 November / The Landmark Hotel, London
www.sofht.co.uk

always a highlight of the event.

New Orleans offers a feast of culture, celebrated nightlife and world renowned food and music. The headquarters hotel for PestWorld 2011 is the Hilton New Orleans Riverside where special rates are available for delegates.

For full details on the programme, exhibition, delegate registration and hotel accommodation visit <http://goo.gl/yTTNp>

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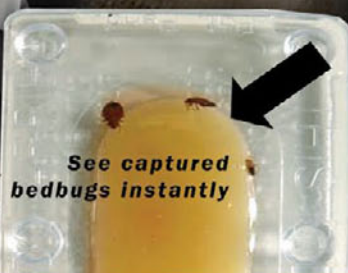
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*Simplifies
identification
of rodent
pathways*

*Helps locate
entry holes
for rodent
proofing*

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