

MARCH 2016

PPC **LIVE** 82

BIRD PROOFING: SPREAD YOUR WINGS

Expand your pest management portfolio

PPC **LIVE** showguide special

Get EFK tubes recycled



Winter of discontent



Cake for everyone!



Managing occupational road risk



Professional Pest Controller
the journal of the UK pest management industry



ISSN 2046-5025



Agrilaser®

THE ULTIMATE SOLUTION TO BIRD NUISANCE

Agrilaser® is a silent, effective and easy-to-use bird dispersal system. Patented optical technology is optimized for long distance bird repelling.

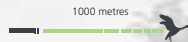
Birds perceive the laser beam as an approaching physical danger and fly away in search of safer grounds. Unlike conventional methods of bird deterrence, there will be no habituation. After consistent use birds will perceive the area as unsafe and will not return.

- Easy to use
- Fast and long-lasting results
- Suitable for repelling most species of birds
- Environmentally friendly and harmless to birds
- Developed in co-operation with farmers and research groups for maximum effect

Agrilaser® Lite

Range: 1000 metres
Battery life: 2.5 hours
Dimensions: 195 x 25mm

Box contents:
Agrilaser® Lite
2 x rechargeable batteries
Battery charger
Lens cap
Storage box



Agrilaser® Handheld

Range: 2000 metres
Battery life: 2.5 hours
Dimensions: 435 x 66mm

Box contents:
Agrilaser® Handheld
Red dot targetting sight
Maintenance tools
Batteries included
Lens cap
Storage box



Agrilaser® Autonomic

The Agrilaser® Autonomic can protect an area of up to 12 square kilometres from just one position

Unlike conventional bird control measures birds will not become accustomed to the laser beam from the Agrilaser®

16-zone timed programming enables 24 hour protection of multiple areas



Agrilaser® products are used to repel geese, ducks, pigeons, crows, gulls, cormorants, raven, herons and more . . .

Used by:

- | | | |
|------------------------|---------------------|---------------------|
| • Pest Controllers | • Estate Managers | • Golf Courses |
| • Farmers | • Local Authorities | • Fisheries |
| • Industrial Buildings | • Car Parks | • Sports Facilities |

Technical Specifications

Laser class: 2M
Laser Beam Colour: Green
Maximum range: During 10,000 lux light conditions 2000m
Service life laser source: 5000 hours*
Power source: Car battery, solar panel or mains power supply

* during normal use

Proud Members of:



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The snowball is rolling...

The first two firms to achieve CEPA Certified® status are now getting lots of company. I've been very pleased to see six of the ten audited so far are small companies, employing fewer than five technicians – so much for this being just for the big boys, eh? Every BPCA servicing member receives a free audit against EN16636, the European Standard for professional pest management services. They will get this one-day audit and the support needed to pass it as part of their membership fee. Speaking to pest controllers, a few have feared the new process. Based on comments from those who have gone through it, it's a useful process that makes you look closely at how you work, and is nothing to be feared. I can assure you that the audit is not designed to catch you out, and if you follow the free advice from your BPCA contact, you shouldn't have any

problems – see my January letter for more details, or meet the auditors in person at PPC Live.

We have worked really hard to produce a model for accreditation that costs your business about the equivalent of a cup of tea a day. One day you will meet a client that insists you have this standard, and if you don't yet, just call us for help. This standard already appears on specifications, and that number will grow exponentially. Let us help you to be ready, just as we did for rodenticide stewardship.

Since the New Year we've been busy on our campaign to ban rodent glue boards for public sale, our work to ensure fumigators' qualifications remain valid, and we've exhibited at agricultural show LAMMA to tell farmers what they need to do under rodenticide stewardship – use a BPCA Member!

I'm attending the Global Food Safety Conference in Berlin alongside over 1,000 food and hospitality companies to hammer the message of professionalism home, and generate more business for BPCA Members.

Our work to promote professionalism can take many forms, such as a recent meeting with DEFRA on trapping (nobody else from pest control was there, make your own conclusions about that), or our ECHA response which called for restriction of rodenticides to trained and certified professionals. The shadow of Brexit is beginning to loom over us, and so we are working on our strategy and position on this topic – more next issue.

Finally in this issue, I hope you can see it's well worth you taking a day to come to Peterborough for PPC Live. I look forward to seeing many of you there.

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

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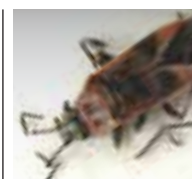
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CPD for 2016: 2 points

BASIS reference: PC/49814/16/g

PROMPT is a registered trademark of BASIS (Registration) Limited. To join PROMPT visit www.basispestcontrol.co.uk

Networking events

PPC LIVE

16 March 2016 / Peterborough Arena, Peterborough, UK

www.bpca.org.uk/ppclive

ISNTD Bites

17 March / Lords Cricket Ground, London, UK

www.isntdbites.com

15th Conference on Rodent Biology

25-29 July / Olomouc, Czech Republic

www.rodensetspatium.upol.cz

27th FAOMPA Conference 2016

14-16 September / Gold Coast, Australia

www.fapoma.com

Pestworld 2016

18-21 October / Washington Convention Centre, Seattle, USA

www.npmapestworld.org/education-events/industry-calendar-of-events/pestworld-2016/

PestTech 2016

2 November / National Motorcycle Museum, Solihull, UK

www.npta.org.uk

Parasitec

16-18 November / Paris Event Centre, Paris, France

france.parasitec.org



PestEx

22-23 March 2017 / Excel, London, UK

www.bpca.org.uk/pestex

Global Summit #2

2-4 April 2017 / New York Hilton Midtown, New York, USA

ICUP 2017

9-12 July / Aston University, Birmingham, UK

www.icup2017.org.uk



BPCA's training courses and examinations are run throughout the year at venues all around the UK. To view BPCA's full training calendar for 2016 visit www.bpca.org.uk/training

Examinations

	2016 dates	Venue	Member cost (exc. VAT)	Non-member (exc. VAT)
RSPH/BPCA Level 2 Award in Pest Management	11 March 29 April 10 May 4 June 1 July 26 August 16 September 21 September	Yarnfield Park, Stafford BPCA offices, Derby Cardiff South BPCA offices, Derby BPCA offices, Derby Yarnfield Park, Stafford Northern Ireland + BPCA offices, Derby	£140	£185
	4 October 19 October 7 November 23 November 6 December 16 December	London Scotland North West South East South East Midlands		
BPCA Accredited Technician in Pest Control	4 March 6 June 19 September 21 November	BPCA offices, Derby	£245	£330
BPCA Certificate in Bird Management	14 April 15 November	BPCA offices, Derby	£100	£120
RSPH Level 2 Award in the Safe Use of Rodenticides	29 April 10 May 4 June 1 July 26 August 21 September	BPCA offices, Derby Cardiff South BPCA offices, Derby BPCA offices, Derby Northern Ireland + BPCA offices, Derby	£40	£50
	4 October 19 October 7 November	London Scotland North West		
BPCA Certificated Field Biologist	18 March 12 April 22 June 3 October 22 November 2 December	BPCA offices, Derby	£305	£415
RSPH Safe Use of Fumigants for Invertebrate Management (unit 1)	6 May 13 October	BPCA offices, Derby	£305	£415
RSPH Safe Use of Fumigants for Invertebrate Management (optional units 2-8)	Contact BPCA	Arranged at your location	Contact BPCA	Contact BPCA

BPCA Regional Training Forums

BPCA Regional Training Forums take place around the UK, and are designed to help your business compete, and keep you and your staff up-to-date with the latest news, legislation, products and changes. Upcoming Regional Training Forums:

- Wednesday 11 May / Cardiff
- Tuesday 24 May / Middlesbrough
- Tuesday 14 June / Stafford
- Thursday 22 September / Northern Ireland
- Wednesday 5 October / London
- Thursday 20 October / Glasgow
- Tuesday 8 November / North West
- Thursday 24 November / South West
- Wednesday 7 December / South East

See the full list of dates/venues, and book your place at www.bpca.org.uk/events

Book by calling 01332 225 113 or via www.bpca.org.uk/training

Courses	PROMPT [®] Register		Venue	Member cost (exc. VAT)	Non- member (exc. VAT)
	CPD	2016 dates			
Modular Pest Control Course *	38	2 June-1 July 20 September- 19 October	BPCA offices, Derby	£755	£955
General Pest Control (residential) *	24	8-13 May 11-16 September 6-11 November 11-16 December	Campanile Hotel, Scotland Yarnfield Park, Stafford Northern Ireland Midlands	£920	£1,195
Pest Awareness	12	10 November	BPCA offices, Derby	£165	£195
Practical Equipment Usage for Insect Control	12	5 April 29 November	BPCA offices, Derby	£165	£195
Practical Vertebrate Trapping for Urban Pest Controllers	12	18 May 16 November	BPCA offices, Derby	£165	£195
Fleas, Forceps and Formalin – an Introduction to Insect ID	12	7 April 30 November	Stafford, Midlands	£165	£195
Bed Bug Control	12	6 April 29 September	BPCA offices, Derby	£165	£195
Urban Bird Control and Management	20	14 April 15 November	BPCA offices, Derby	£185	£215
Using Rodenticides Safely	12	23 March 13 April 25 May 17 June	Leeds Yorkshire South East BPCA offices, Derby	£125	£165
Level 2 Award in Health and Safety in the Workplace	12	22 March	BPCA offices, Derby	£70	£80
Level 2 Food Safety	6	24 October	BPCA offices, Derby	£60	£80
Level 3 Food Safety	20	11-13 May	BPCA offices, Derby	£350	£475
Using Aluminium Phosphide Safely for the Management of Vertebrate Pests	10	19-20 May 17-18 November	BPCA offices, Derby	£300	£365
BPCA Fumigation Theory Course (leading to RSPH Level 3 Unit 1 in Safe Use of Fumigants for Invertebrate Management)		3-6 May 5 October 10-13 October	BPCA offices, Derby	£725	£925
Becoming a Field Biologist	8	15 June 3 November	BPCA offices, Derby	£165	£195
BPCA Training Skills Course (leading to Level 3 Award in Education and Training)	8	8-9 September + 6-7 October (4 days)	BPCA offices, Derby	£450	£650
Starting Out in Pest Control	2	27 April 6 September	BPCA offices, Derby	£165	£195
Profitable Pest Management	2	28 April 7 September	BPCA offices, Derby	£165	£195
How to Sell in the Pest Control Industry	2	25–26 October	BPCA offices, Derby	£300	£365
Exam Techniques		8 May 11 September 11 December	Scotland Stafford Midlands	Free	£20



BPCA provides at least one article in every issue of PPC as an online CPD quiz. Look out for the logo on the relevant page, and in the contents list on page 3. At least three points are given for each quiz, and we even pass your results to BASIS for free within a few days. To access this unique benefit, simply join the BPCA Affiliate Scheme via www.bpca.org.uk/affiliate

Online learning

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

		Member cost (exc. VAT)	Non- member (exc. VAT)
Individual modules	Health, Safety and Legislation	£100 per module per year	£150 per module per year
	Invertebrates		
	Vertebrates		
All modules		£300 per year	£450 per year
Using Rodenticides Safely	Course and online exam	£100	£150

* includes RSPH Level 2 exam fee, British Pest Management Manual and six weeks' access to the BPCA Online Learning programme prior to the course.

Venue details are provisional and may change, please check the BPCA website before booking.

BPCA reserves the right to cancel a course if insufficient bookings have been received. Delegates will be offered an alternative date or a full refund of the course fee. BPCA will not be liable for any costs incurred by the delegates.



NEW CHAIR EYES BRIGHT FUTURE FOR INDUSTRY INITIATIVE

The new chairman of BASIS PROMPT has revealed a plan for significant growth.

Sabra Everett wants to see the professional register play an increasingly influential role and is keen to ensure the future of the organisation is led by members themselves.

Ms Everett, Marketing Director at Killgerm, has taken over the lead role at PROMPT from retiring chairman David Oldbury.

She said, "As the leading vehicle for Continuing Professional Development (CPD), PROMPT is a key initiative which has been growing year on year.

"But I want to see it expand its role and extend its influence within the pest control sector."

Valley Pest Control celebrates 40 years

"Pleasantly surprised and immensely proud!" is how Tim Slator described Valley Pest Control's 40th anniversary celebrations this year. The company, founded by his father, Frank Slator in 1976 has developed gradually over the years. While there have been hard times these have been far outweighed by the successes.

Valley Pest Control Ltd is now 'probably' the largest independent pest control company based in the South West and this could not have been achieved without the hard work and conscientious attitude of all the staff. The personal service with family values which the company supplies to all its customers reflects in the reliable reputation that it has within the industry.

BPCA calls for new sentencing guidelines to be enforced



Takeaways and restaurants have come under scrutiny recently in the press after pest infestations have put the public at risk yet penalties have been very light.

Recent cases have seen takeaways that have been charged and found guilty of poor hygiene management fined as little as £300. New sentencing guidelines that came into force on 1 February 2016 mean business owners found guilty of food safety offences can face tougher punishments. BPCA urges that the stricter penalties are imposed across the board to ensure business owners take their responsibility for pest control more seriously and to act as a deterrent to such practices and keep the public safe.

BPCA Chief Executive, Simon Forrester said, "The laws governing food hygiene make business owners fully responsible for pest control at their premises.

"Those who ignore it and end up with infestations on their premises should be made to pay the price."



NEW UK PESTICIDE GUIDE 2016

The UK Pesticide Guide 2016, jointly published by BCPC and CAB International, is considered by many as the perfect planning tool for responsible pesticide use this coming season. BASIS members can gain two CPD points on purchases of The UK Pesticide Guide 2016. To claim, simply enter your BASIS number at the point of purchase. The guide costs £51+p&p – to obtain a copy visit www.bcpc.org/shop

IPCA for IASIS

BPCA has supported the nomination of IPCA President Bernard Hannon to the Board of IASIS, the Irish Agricultural Supply Industry Standards and the body responsible for pest control 'registration' in Ireland (similar to BASIS PROMPT in the UK). The hope is that the work done with IASIS and the Irish Government will result in a formal registration or licencing scheme in Ireland. BPCA fully supports this initiative which, if effective, would be a potential model for the UK.

www.iasis.ie

Rat Pak launches new website

For nearly 30 years Rat Pak Engineering has been designing and manufacturing products for the pest control market and is pleased to announce a new expansion to the range of products available, to include other manufacturers' brands of biocides.

Products will be distributed from the company's newly-commissioned 6,000ft² dedicated distribution warehouse which will be able to accommodate 1,000 pallets of stock.

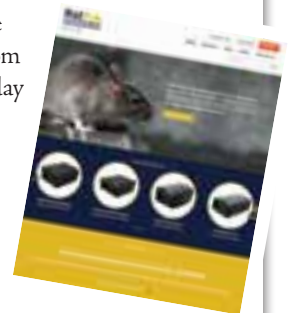
Rat Pak is also pleased to launch its new website: customers will be able to order online and view their actual pricing, arrange click and collect, and view their own bait station printing design.

Constructed with the upcoming UK Rodenticide Stewardship Regime in mind, customers will be able to complete and maintain their declarations online and upload their proof of competence in their account.

Rat Pak will be open all week, from 6am-10pm Monday to Friday and 9am-4pm Saturday and Sundays.

Customers can also click and collect from Rat Pak's warehouse during opening times.

www.ratpak.co.uk





ServicePro, a US-based, enterprise pest control and service industry software company has acquired ownership of UK-based PestFriend Software. The two software companies, with over 20 years of accumulated experience in their respective markets, have now merged for an even better and higher quality service of their mutual customer bases.

ServicePro is known for its software's ability to automate everyday tasks, making managing a business less time-consuming, and allowing company growth in a more structured way. ServSuite software creates a

paperless office, is web-based, and is available on multiple platforms. The software helps with daily functions such as scheduling, invoicing, inventory, routing, barcode scanning and also high end features, such as their mobile solutions.

ServicePro looks forward to continuing to support PestFriend Software customers, while growing its portfolio of solutions to serve the industry and UK market more thoroughly.

To meet the team and discuss your needs, visit stand 23 at PPC Live.

www.servicepro.com/uk



PPC LIVE

There's still time to pre-register for PPC Live 2016. BPCA's premier one-day event is taking place at the Peterborough Arena on Wednesday 16 March 2016. With over 50 exhibitors confirmed and a packed seminar schedule announced, it is definitely a date to put in your diary.

This year sees the new Question Time forum as part of the seminar schedule discussing the CRRU UK Stewardship Regime. Pre-registrants will get the opportunity to pose questions to the panel regarding this new legislation.

To pre-register go to www.bpca.org.uk/ppclive

Record year for Referrals



2015 proved to be an excellent year for BPCA Members after 71,619 referrals were generated from the 'Find a Pest Controller' tool, a 30%

increase on 2014. The tool is a valuable asset which helps produce business leads for members, highlighted by Speedy Pest Control in October where four referrals led to £2,000 worth of business.

Has your business benefitted from the consumer search facility? If so, let us know about your good fortune by emailing Gareth Cleland gareth@bpca.org.uk

Not a BPCA Member? If you would like to get your share of referrals, you can find out more at www.bpca.org.uk/join

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SX ENVIRONMENTAL BECOMES EDIALUX



On 4 January 2016 SX Environmental rebranded to Edialux. The rebranding effort builds on many developments the business has made in recent years. The continuing evolution of Edialux has created a business that continues to offer more to its customers, including its latest waste scheme and Northern and Southern depots.

A new catalogue is available including information on the pay-as-you-go waste scheme alongside the usual wide range of products and details of the training courses available through Pelsis' state-of-the-art Academy. Call 0800 0851451 or visit www.edialux.co.uk

New CEO for NPMA



The National Pest Management Association (NPMA) announced on 16 February 2016 the appointment of Dominique Stumpf, former Chief Operating Officer to the position of Chief Executive Officer.

Stumpf, in her new role, will be responsible for the financial health and growth of NPMA as well as continuing the strong, personal relationships of the association with members, state associations and affiliated organisations and other key stakeholders.

Meet Dominique at Seattle's PestWorld in October or next April in New York at the Global Pest Management Summit (see page 4).

www.bpca.org.uk/news

Hawk v. drone



Police in the Netherlands have trained tactical birds of prey to take out

illegal drones on command. In a world where consumer drones can penetrate the defences of the White House or be used to deliver contraband to prisoners, governments are scrambling to react. This Dutch idea, silly as it might seem, is rather elegant: take out the new sky danger with the old one. Eagles and hawks are tough, smart, natural hunters and can be trained for all kinds of aerial tasks. One does worry about their feet getting caught up in the drone's spinning blades though. The Dutch police released this video of a hawk taking out a drone and dragging it off to a safe place.

youtu.be/HifO-ebmE1s

New backer brings CRRU UK roster to 15

Babolna Bio Ltd, Hungary has become the newest member company of The Campaign for Responsible Rodenticide Use (CRRU) UK. By joining the roster, financial contribution will be made providing the resources and expertise of its staff to assist in the operation of CRRU and the implementation of the UK Rodenticide Stewardship Regime.

SIX MEMBERS ATTAIN CEPA CERTIFICATION



The introduction of the EN16636 standard has so far seen six BPCA Members get ahead of the market by gaining CEPA Certified® status. Ecolab, Premier Pest Control, Conquer Pest Control, Pestige Ltd, Hinton Pest Control Ltd and Countrywide Environmental Services have shown their commitment to professionalism by attaining this European Standard and ensuring that they stand out from the competition. With BPCA Members now being audited against the Standard, it's expected that many more will become CEPA Certified® and join some of the best pest control companies within the UK and Europe.

To become CEPA Certified® contact the BPCA office 01332 294 288.

New TAS auditors

Trade Associations Services Ltd (TAS) has been contracted to audit BPCA Members against the new EN16636 Standard by Bureau Veritas. Here's your chance to meet the auditors:

Charlie Coldwell

Charlie has nearly a decade of practical experience within the pest control industry. His passion for the industry inspired the transfer into the auditing role with TAS. The inspiration behind this choice was to ensure a professional level of service is conducted in the industry. He has experienced a large amount of diversity in each company in which he was employed. With great determination he hopes to help companies achieve success.

work in pest control' yet, having been in the industry for almost ten years, I wish I had!" Pest control may not have been an aspiration for the young Jane Fearn-Daglish, however it is now her life. She graduated from Nottingham Trent University with a degree in environmental health before becoming a biologist with a national pest control company. "I have a history of training, support and auditing both within and outside of the industry which gives me a sound basis to now audit against EN63166. In my spare time I like to watch ants – does that make me weird?"

Jane Fearn-Daglish

"As a child I never had to sit my parents down and say 'Mum, Dad I think I want to

Bureau Veritas webinar now available



In February CEPA Certifying Body Bureau Veritas UK ran a webinar to inform pest

controllers on the new EN16636 Standard, and how the audit process works. Jessica Morgan, BV's CEPA Certification lead said, "I was really please with the response from pest controllers, and I am looking forward to meeting them in person at PPC Live."

See Bureau Veritas and meet the TAS audit team on stand 51. To access the webinar email jessica.morgan@uk.bureauveritas.com



It's here! New Bayer website launched

More information-packed and user-friendly than ever, the new Bayer website is generating plenty of interest. If it's product details you're after, safety data sheets, downloadable labels, application rates and user guides, or 'where to buy' information then pay a visit to **www.environmentalscience.bayer.co.uk**

There's also industry news and access to the Bayer PestXpert newsletter and PestXpert app.

MX Wholesale withdraws glue traps



Following the Humane Society International/UK's (HSI/UK) Unstuck campaign against glue traps, Southampton-based MX Wholesale has halted the sale of glue traps to the public. The wholesalers are one of the first to agree to stop selling traps and have donated remaining stocks to HSI/UK for destruction.

BPCA has put together a working party of servicing company representatives plus

manufacturers and distributors of glue boards to create a policy and position on rodent glue boards. Our call for an outright ban on public sale and use of glue boards is aligned with HSI/UK, but we wish to maintain our independence on this contentious topic. We have commissioned Oxford University to analyse professional views on glue boards. More information in the next edition of PPC.

IT'S UP TO YOU... NEW YORK, NEW YORK!

Preparations for the CEPA/NPMA Global Summit #2 are already underway. Join pest control colleagues from around the world for the second edition of this Global Summit conference created to address pest management services for the food, food service, retail, hospitality and other service business sectors. CEPA and NPMA welcome you to New York for a host of exciting presentations by representatives from the food industry, the public health sector and pest management professionals.

cepa-europe.org npmapestworld.org

BPCA responds to rodenticide consultation

Last month BPCA called upon the entire industry and clients to respond to the latest consultation regarding rodenticides. BPCA's response (www.bpca.org.uk/pages/newsManager.cfm?page_id=9&news_id=150) was designed to keep eight anticoagulant products available to pest controllers. The Association also contacted around 35,000 pest control clients to encourage them to write. The consultation closed in February – more to follow when we know the result.



New mission and vision for BPCA

BPCA's Executive Board has created a new mission for the Association, to coincide with the new strategy: 'BPCA: driving excellence in pest management.' The Board's vision for

BPCA is, "To become the professional association for the UK public health pest control industry by providing our membership with opportunities to increase their Professionalism, Profile and Profit." BPCA is also 'tweaking' its marketing materials, to draw attention to the wide range of services we offer.

www.bpca.org.uk

There's still time!

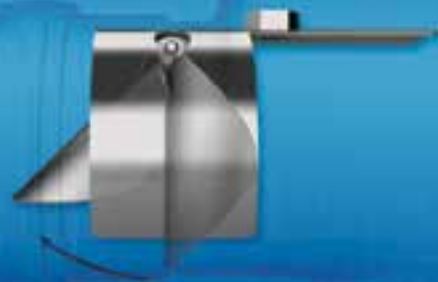
Pre-register for

PPC LIVE

www.bpca.org.uk/ppclive

The Ratflap

stop rats invading your property



To see THE RATFLAP

Visit Hillgerm at stand 19 at the PPC Live Wed 16th March, Peterborough Arena

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Trapping timeline on the table

Dee Ward-Thompson attended a DEFRA meeting held on 31 January regarding trapping. Of the 38 attendees, including farmers, gamekeepers and pest controllers, BPCA was the only pest control association present. EU legislation is in place regarding traps for stoats across 28 member states; and the UK is the only one that doesn't comply. We are compliant in relation to traps for beavers, pine martens and otters. Some stoat traps have been tested and proven compliant with legislation in the EU and it had been hoped that this data would translate across and could be used in the UK. However, 'our' stoats are not killed within

the stipulated time to death of 45 seconds. By comparison the required time to death for rats is 300 seconds. Pest controllers are not regularly asked to actively catch stoats (unlike, say, gamekeepers), but if a stoat is accidentally caught then this may be an offence. We are not sure of the timescale, but as early as June 2016 the UK Government may be at risk of an infraction. Currently no UK traps are approved for despatching stoats, and we have been informed that there will not be any derogation granted. Once a proper timeline is available BPCA will keep members informed. Current advice is that if your risk assessment of the site is of a sufficient standard, then accidental trapping of a stoat will not be prosecuted. Dee Ward-Thompson will be available at PPC Live should you have any specific questions.

THE END OF ROUTINE RURAL BAITING

The UK Rodenticide Stewardship Regime now rules out permanent rodenticide baiting outside rural buildings except as a justifiable last resort against long-term threats to human or animal health. Much evidence exists of rodenticide contamination due to non-target species such as field mice and voles feeding from permanent bait stations, according to chairman of the Campaign for Responsible Rodenticide Use (CRRU), Dr Alan Buckle. He explains, "Some of the most highly contaminated birds of prey – barn owls and kestrels, for example – feed almost exclusively on wild small mammals, not rats. The availability of tamper-resistant bait boxes can give a false impression that it is acceptable for rodenticide baits to be put out permanently. The stations themselves, of course, are not the problem so much as what they contain. Indeed, a good reason for established baiting points is to overcome a natural aversion in rats to new objects in their home territory."

The regime's Code of Best Practice allows non-toxic material in permanent boxes as an early warning system for new rat activity. To be effective this demands regular inspection, not necessarily possible under some economy contracts. If non-toxic bait is being taken, and an inspection for droppings rules out non-targets, it can be replaced temporarily with rodenticide bait, in conjunction with chemical-free methods such as trapping, terriers and nocturnal shooting. The Code specifies using a combination of methods, starting with those at lowest risk of adverse consequence. These include actions to make sites inhospitable to rats: clearing rubbish, denying access to food and water, controlling vegetation, installing concrete or bare ground perimeters, and the client's staff being involved in the control plan.

BPCA's Servicing Committee will discuss the ramifications of this move at a meeting on 1 March 2016.

www.thinkwildlife.org

DO YOU EVER GET ASKED FOR YOUR CIS STATUS?



Once an Inspector of Taxes and Secretary of the Joint Taxation Committee, Liz Bridge gives PPC readers advice on tax related issues.

Some work in the pest control industry can be done for builders and they often think that the Construction Industry Tax Deduction Scheme (CIS) applies. Sometimes they are right, sometimes they aren't, but it may not be worth the agony of arguing if you have a CIS identity.

You can get a CIS identity simply by phoning your tax office and telling them that you occasionally may do construction industry work and asking for them to register you. That is all it takes. You can then be paid by any builder with a deduction of 20%. You would then ask for, and keep, the statement of tax deduction and can use it to pay your tax at the end of the year – or if you are a company you can use it to pay your PAYE liabilities as you go along.

If you often have the problem, and have a good taxpaying record, you may want to apply for gross status. This requires you first to have a Government Gateway and then to apply online. Gross status takes about six weeks to come through so, if you would ever find it useful, apply now.

It can be a useful tool in your financial cupboard.




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Post and wire system brought into the 21st century

Devon-based Jones & Son Pest Control Supplies Ltd has launched a new Defender Bird Post and Wire Holder that halves installation time, requires no drilling and critically positions the wire directly above the leading edge of the ledge.



The company also claims that its new 'patent pending' product means no water ingress, no resulting freeze/thaw stone damage and no more having to measure out spacings and drilling points.

Commenting on the new invention, Jones & Son's owners David and Kursty Jones said, "Our new Post and Wire Holders have so many unique features that we strongly urge you to watch our promotional video. Simply search YouTube for 'Defender Bird Post and Wire' – also call or email us for free samples."

If you need further information please call 01626 835 055 or email sales@jonesandson.co.uk

Romax Rodent Feed

This produce contains a highly effective synthetic peanut butter formulation in a convenient 55ml syringe container to load both live traps and lethal traps. The paste formulation allows easy application and effective grab onto the trigger plate of the trap to enhance catch rate. It's ideal for use in food premises as this product does not contain nuts, and is aimed at use by professionals who have a gel-style syringe gun.

www.barrettine.com/Environmental-Health



REMEMBER:
ALWAYS READ THE LABEL AND INSTRUCTIONS BEFORE USING ANY PEST CONTROL PRODUCT

The amazingly priced Hi-Blue lamp



One of the most widely used lamps in today's marketplace is the 15W 18" T8 and is fitted into approximately 60% of fly killers.

Bower Products has teamed up with one of Europe's major lamp manufacturers to develop its own effective, powerful yet low-cost Hi-Blue 15W 18" T8 lamp. For reliability the key components used in the manufacture of Hi-Blue lamps have been used in the lighting industry for many years.

Hi-Blue's unique phosphor emits a luminescent blue light which, combined with the efficient UV output and amazing budget price, must make the Hi-Blue lamp the most competitive and effective volume lamp in today's market.

Available from Bower from early March, contact the sales desk on 020 8903 0983 for more information.

www.bower.co.uk

Spray on the move and zap flies in style!

This battery powered knapsack sprayer takes the effort out of spraying with this rechargeable sprayer unit, costing only £89.50+VAT.

- Features include:
- Large 16l tank
 - 12v rechargeable battery with five hour life
 - Supplied with three nozzles and two lances.



Neptune 30 glue board fly killer

New to the 1env Eradisect range is this sleek high quality brushed stainless steel fly machine. It provides effective coverage of up to 100m² with its two 18" 15W tubes. Easy to install and easy to service. the machine costs only £76.00+VAT.



Find out more about both products at www.1env.co.uk

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NEW FOR 2016

DEFENDER BIRD POST & WIRE HOLDERS

Now you never have to drill a hole again!

A single moulded strip with carefully measured post holder spacing - 65mm for pigeons and 95mm for seagulls!

Critically posts and wires are positioned directly above the leading edge - fully protecting it and Anti-Topple Stabilisers prevent the posts collapsing under pressure of landing birds!

No drilling, no water Ingress & no stone damage!

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drilling &
measuring!

NO
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ingress!

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stone
damage!

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SAMPLES

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VIDEO

SEARCH FOR:

"Defender Bird Post and Wire"
on YouTube to watch our video!

Patent
Pending

Call us for more information and free samples!

Tel: 01 626 835055 **Email:** trade@jonesandson.co.uk

HOW TO GET WASTE ELECTRIC FLY KILLER TUBES RECYCLED



Electric Fly Killers (EFK) are widely used in pest control. But when the tubes are replaced, they need to be recycled. Nigel Harvey, CEO of Recolight, the lighting industry's leading Waste Electrical and Electronic Equipment (WEEE) compliance scheme explains how.

Like other gas discharge lamps, EFK tubes contain a small amount of mercury. That means it is really important that they are recycled correctly. What is more, it is an offence for any business to discard them with conventional waste.

That is why the lighting industry established Recolight, a compliance scheme under the UK's Waste Electrical and Electronic Equipment (WEEE) Regulations. Most producers of EFK tubes and equipment have joined the scheme, which provides end users with access to free of charge recycling of their waste lamps.

Many distributors will take back used tubes at no charge – consult their websites or speak to your sales rep for details. Recolight has established a network of waste lamp collection points across the UK. Here's how to find and drop off your waste EFK lamps at your nearest collection point:

- 1 Check if the supplier of your EFK tubes is a Recolight member.
- 2 Go to www.recolight.co.uk and click on 'free lamp collection'.
- 3 Enter your postcode in the box to find your local collection point and select the 'Recolight Commercial Collection Point' option.
- 4 Choose your Collection Point.
- 5 It is sensible to call the Collection Point using the number provided before you drive there, particularly if you have a large number of lamps to drop off (eg more than 100). If you are dropping off coated lamps, please let the Collection Point know.
- 6 If you have a backlog of waste lamps, then it may be wise to visit multiple sites in your neighbourhood.
- 7 It is important to remember that the companies acting as Recolight Collection Points are generally electrical wholesalers.

They have kindly agreed to allow any company to drop off waste lamps in their Recolight container, but clearly this is not their main business.

- 8 To comply with the law on transport of hazardous waste, you will need to complete a Hazardous Waste Consignment Note (HWCN) to drop off the lamps. You can do this yourself by following the advice on the Recolight website on the 'Collection Points' tab. Alternatively, the Collection Point may be able to do this for you, but may charge you for this service.
- 9 If you collect exceptionally large quantities of waste lamps (more than 2,000 in three months), then you may be able to benefit from a Recolight waste lamp container placed on your own site. Contact Recolight for more details, and let us know if the waste lamps are coated.
- 10 Collectors of smaller quantities may be able to lease a container from Recolight, which is then emptied free of charge for three years.
- 11 Recolight funds the collection and recycling of all waste lamps placed in Recolight containers. This is undertaken at a number of specialist recyclers at various locations around the UK. Recolight reports the quantities recycled to the Environment Agency, and these are used to compile national lamp recycling data.

The team at Recolight are very helpful, and work hard to make sure that the whole process is as simple as possible, and always welcome suggestions, comments and questions.

Recolight member companies in the EFK sector include Bower Products, Brandenburg, Control Zone Products, Killgerm and Pelsis.

FIND OUT MORE!

Need to dispose of your EFK tubes? These BPCA

Members use the Recolight waste disposal scheme:

1 ENVIRONMENTAL SOLUTIONS

BARRETTINE

BOWER PRODUCTS

PELSIS

Find your nearest lamp recycling centre via the [recolight website](http://www.recolight.co.uk) at www.recolight.co.uk

“ Many distributors will take back used tubes at no charge – consult their websites or speak to your sales rep for details. ”

ABOUT RECOLIGHT

- Has funded the recycling of over 200 million lamps, LEDs, and luminaires since 2007. That is more than all other UK WEEE schemes put together.
- Actively work to get the WEEE Regulations right for the lighting industry.
- Over 165 lighting producers are members of the Recolight scheme.
- All major lighting manufacturers are represented on the Recolight Board.
- Not for profit – any excess revenues go towards future recycling costs.

Recolight can be contacted on 0845 6017749 or by emailing info@recolight.co.uk

2015 A YEAR OF CHANGE

BPCA's Marketing and Communications Officer Gareth Cleland reflects on a busy 2015, highlighting the changes not only within BPCA but also within the industry.

2015 has proved to be a busy year for BPCA and the pest management sector. The Association has seen a lot of change with a number of employees leaving for pastures new; while some new faces have joined (including myself) bringing new perspectives and fresh ideas.

The drive and vision of Training Manager Mandy McCarthy-Ward has seen an increase and improved quality in courses offered to the pest control sector. This highlights the Association's commitment to improve the professionalism and service levels within the industry; exemplified by the development of the new Online Learning portal launched in June 2015.

A number of partnerships have been created to drive professionalism, increasing sector and organisation profile with fellow associations such as British Cleaning Council (BCC) and Which? Trusted Trader.

Despite local authorities having to take tough decisions, with many reducing or cutting pest control services entirely, this has

proved beneficial for BPCA members. 2015 saw members receive a record 71,619 referrals, a 30% increase from 2014. Where councils haven't been able to provide such a service they have referred the public to us, showing the value of using a BPCA Member.

BPCA continues to provide the sector with quality events. The Regional Training Forums have proved to be popular providing the industry with interesting and insightful speakers from a broad range of sectors. PestEx once again was a huge success, and well supported by the industry with over 1,500 visitors (a 21% increase from 2013), 25 seminars and 95 exhibiting companies. All this contributed to make the industry's leading event even better.

Changes within the sector have been embraced and supported by BPCA with the aim being to make pest management safer, sustainable and professional. The key change within the industry is the CRRU UK Rodenticide Regime which starts coming into effect in 2016 with the transition period being completed in 2017.



Past President elected
Henry Mott of the BPCA is elected as Vice-President of CEPA.

JANUARY



New additions to BPCA
BPCA recruits Danni Bromley into the Administrator's role, bringing a wealth of customer service and people skills.

FEBRUARY

PestEx continues to impress
BPCA continues to deliver and improve the industry's biggest event. 1,527 visitors attended the event, a 21% increase from 2013. 95 companies exhibited, 10,000 CPD points were accrued and 25 seminars delivered.

Laurence Barnard leaves for pastures new
After three successful years Laurence decides to trade BPCA for Killgerm after having played an integral role in delivering successful projects for BPCA.

MARCH

JULY

New partnerships created
BPCA becomes a member of the British Cleaning Council, opening new opportunities for our members.

Stewardship is go!
Conditions of the CRRU UK Stewardship Regime are announced.

First global summit held
July saw the first Global Summit of Pest Management Services by NPMA and CEPA held in the South of France. The event saw over 200 delegates from over 30 countries attend two days of presentations and debates covering requirements and practices across Europe and the USA.

BPCA Members become CEPA Certified® Promoters
Bayer Cropscience, Russell IPM and Pestfix all demonstrate their commitment to professionalising the sector by becoming CEPA Certified® Promoters.



AUGUST

BPCA and Which? Trusted Trader partner up
Bringing new benefits to members and those who sign up pay half price fees for the first year.



BPCA Member Barrettine moves to new unit
Barrettine Environmental Health (BEH) moves to a new purpose-built distribution unit, just around the corner from Barrettine Group HQ in Warmley, Bristol.

SEPTEMBER



Mozambique announces it's free of landmines
Apopo trained hundreds of rats to sniff out landmines before a team removed or destroyed them. 2.3million square metres of land is cleared of over 10,000 landmines with more than 50 bombs successfully destroyed.

Phostoxin label changes
From 30 September 2015 an additional authorisation number (MAPP17001) is required to be added to the label of all aluminium phosphide products (Mapp number 15974) together with some supplementary information relating to the use of this product.

Image: Taylor Weidman / Getty

BPCA, along with its members, has played an integral part in creating the parameters for implementation of the Stewardship, working in partnership with HSE, CRRU and bodies such as Natural England.

A new standard by CEPA has been created for pest control management – EN16636 – and is fully supported by BPCA. The development of EN16636 will promote a level of professionalism that the sector aspires to achieve while creating a tangible standard our clients can measure pest control companies against. CEPA Certified® is the measurement system for this standard, and late 2015 saw the first companies achieve it, and the first specifications require it.

At the time of writing six companies have achieved CEPA Certified® status, and more members have booked to be among the first.

It's not only Servicing Members who are showing their support of CEPA Certified® with manufacturing and distributing members Bayer Cropscience, Russell IPM and Pestfix all becoming official CEPA Certified® Promoters.

Summing up the year just gone, BPCA Chief Executive Simon Forrester said, "2015 was an excellent year for the Association. I was particularly pleased with the way PestEx increased in both size of the event and numbers through the door, and the growth in our referral numbers was also a major plus. Our hard work in previous years meant that the Servicing Member criteria change went off with minimal disruption or loss of members, and the majority of those who didn't make the grade subsequently re-joined. This raising of the bar was well justified when, later in the year, we found out that rodenticide stewardship required certification. The next stage in this has been our work to create a new audit structure. All the hard work of the team last year meant we began 2016 ready to have all our members externally audited at no charge to them – this will pay real dividends in the future.

"To summarise, we have built a very strong foundation and can only grow upwards from this."

LOOKING FORWARD TO 2016

PPC LIVE

PPC Live 2016 at the East of England Showground, Peterborough

Programme of Regional Training Forums throughout the UK

Launch of BPCA's latest National Survey of Pest Species

New course programmes launching mid-2016

Fumicon Q4 2016

Pest Prevention Week

New Online Learning Portal launched

BPCA's new Online Learning Portal is launched providing members, affiliates and learners an improved platform to study. Courses, bite-size learning and CPD quizzes are offered providing a better service.

New event launched

An extension to existing events, BPCA launches a more specialist event in the form of Fumicon. Held in Felixstowe, the event proved to be an excellent inaugural event with a broad range of speakers delivering insightful content to a packed house.

Executive Board

Martin Harvey is re-elected to a second term as BPCA President. James Ostler resigns as Chairman of the Servicing Committee while remaining on the Executive Board, and Philip Halpin steps into his shoes.

National Survey report released

BPCA's annual National Survey of Pest Species is released and a successful PR campaign generated £348,544.27 worth of national coverage.

Changes at BPCA

Dee Ward-Thompson joins as Technical Manager bringing experience as both a pest controller and former client.



FUMICON

BPCA Fumigation Conference

One in and one out at BPCA

Gareth Cleland joins BPCA as Marketing and Communications Officer while Technical Manager Richard Moseley leaves for Bayer Cropscience.



APRIL

MAY

JUNE

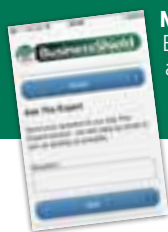
OCTOBER

NOVEMBER

DECEMBER

New app launched

BusinessShield launches new app for BPCA members providing mobile HR and health and safety support.



BPCA launches Pest Prevention Week

BPCA and its members provided valuable services to Trussell Trust foodbanks. 12 members visited foodbanks around the UK providing a pest control service by either surveys or treatments ensuring food safety for their donations.



PEST PREVENTION WEEK

Record referral numbers for BPCA Members

Since the 'Find a Pest Controller' tool was launched, 2015 saw a record of 71,619 member referrals, a 30% increase from 2014. Despite cutbacks, councils are recommending BPCA to refer our members for pest services, highlighting the level of professionalism they hold.

Record levels of CPD points accrued

BPCA technicians accrued a record 45,453 CPD points.

Successful PR campaigns raise BPCA's profile

2015 saw BPCA employ Shepherd PR to raise the profile of the Association. A number of successful campaigns saw total circulation of 24,097,134 or press releases distributed generating £629,829.13 worth of national coverage.



Want to join BPCA?
Call 01332 225 112 or visit
www.bpca.org.uk/join

BPCA challenges controversial communication



National Pest Technicians Association

FAO Senior Environmental Health Officer
Gravesham Borough Council
Civic Centre
Windmill Street
Gravesend
Kent
DA12 1AU

15th July 2015

Dear Sir/Madam

Re: Pest Control – Gravesham Borough Council

I am writing to you on a matter of serious concern as it has been brought to our attention that you are displaying on your website, under Pest Control, that Gravesham Borough Council recommend that a contractor is a member of the BPCA. This is also stated on numerous occasions on the page.

I am therefore writing to firstly introduce ourselves, the National Pest Technicians Association (NPTA), to you and to also bring to your attention the Competition Act 1988.

The NPTA was formed in the United Kingdom in 1993 to provide a nationally known organisation that would speak for the Pest Control industry. Whilst the group who formed the NPTA were aware that there already existed another old established organisation (the BPCA), the group were also well aware that this same organisation did not speak for anyone working on pest control duties within the area of local government nor did they represent the smaller pest control servicing businesses.

The NPTA has both a professional code of practice and also a disciplinary code and to ensure that members were working to the highest standards, introduced an Accredited Membership category.

Accredited members are subject to a thorough audit of their paperwork, stores, vehicles and working practices as well as having to be suitably trained and hold public liability insurance.

The NPTA is recognised throughout the industry and is consulted with on relevant industry matters by Natural England, HSE, Trading Standards and Government, to name but a few. We are also members on various committees, for instance RRAG (Rodenticide Resistance Action Group), Pest Management Alliance (NPTA, BPCA and CIEH), BASIS Prompt Registration and CEN (European Committee for Standardisation). We are also asked to speak at seminars through the UK on pest issues and every year publish the NPTA National Rodent Survey Report and put on the largest one day pest control exhibition in Europe, PestTech.

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12 Rarrington Way
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t: 01773 717716
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www.npta.org.uk



Earlier this year BPCA's attention was drawn to a letter being circulated to local authorities. The letter, shown on this page, was an attempt to pressure local authorities to extend their tenders beyond BPCA membership, and it contained several major inaccuracies. BPCA's Board considered the content of the letter and took legal advice. BPCA's considered response is shown on the opposite page.

BPCA will continue to maintain its integrity in the face of any challenges of this type. We have no intention of drawing clients' attention to any actual or perceived failings in other bodies. We stand for professionalism, and we will fight to maintain the reputation of our Association and its members.

We would like to bring to your attention the current thinking of the Office of Fair Trading (OFT) and Fair Trade legislation through the Competition Act 1988 that clearly states "it prohibits agreements which prevent, restrict or distort competition and may affect trade within the UK". Clearly by recommending a particular trade association is a breach of the Competition Act 1988 and we would therefore like you to consider altering your website to include both trade associations and to also include a link to our website – www.npta.org.uk.

If you wish to discuss this matter further, either in person or by telephone, we would be happy to do so.

I look forward to hearing from you and thank you for your time in this matter.

With best regards

Julie Gillies
Administration Manager
National Pest Technicians Association



bPCA.org.uk

22 February 2016

John Davison
 Chief Executive
 National Pest Technicians Association
 NPTA House
 12 Farrington Way
 Eastwood
 Nottingham
 NG16 3BF

Dear Mr Davison

NPTA Letter to Local Authorities

The Executive Board of the British Pest Control Association wish to register our concern regarding the content of a letter from NPTA to certain Local Authorities (example copy attached). We have taken legal advice on the content of this letter. In our belief it is inaccurate, misleading, and brings our industry into disrepute.

The Competition Act 1998 contains a prohibition within Chapter I which prohibits in certain circumstances, agreements between undertakings which prevent, restrict or distort competition.

NPTA, by threatening a Local Authority with breach of Chapter I prohibition, appears to be attempting to put pressure on Local Authorities to include NPTA as a criteria for bidders within Local Authority procurement processes in the future. In order to prove your assertion, NPTA would have to traverse significant hurdles to prove that the omission caused a loss of trade to it (which, in light of the fact that you are a trade association and not a supplier of pest control services, you may struggle to demonstrate), and that this constituted anti-competitive behaviour. The criteria to apply to the circumstances are whether there is an agreement between undertakings (in this case BPCA and the Local Authority or Authorities concerned) and if there is, whether such an agreement prevents, restricts or distorts competition. No such agreement exists.

Local Authorities and any other organisations are free to choose who they wish to select as service providers, and to set whatever fair criteria they wish in order to obtain the right company for the job. If at the behest of the Local Authority concerned but not in consequence of any agreement between BPCA and such Local Authority, a tender specifies BPCA Membership, any company is welcome to join BPCA as long as they meet our strict membership criteria.

British Pest Control Association, 1 Gleneagles House, Vernon Gate, South Street, Derby DE1 1UP
 Telephone 01332 294 288 Facsimile 01332 225 101 Email enquiry@bPCA.org.uk
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**ORGANISATIONS
 ARE FREE TO CHOOSE
 WHO THEY WISH TO
 SELECT
 AS SERVICE
 PROVIDERS**

BPCA and NPTA Membership criteria are by no means equal, and to equate the two as being so is, in our belief, misleading to clients. The assessment of NPTA's 40+ Accredited Membership is of a very different standard to that of BPCA's 400+ Servicing Members, and our use of an external certification to EN16636 and CEPA Certified® demonstrates the clear difference of approach to membership and standards accreditation between our two organisations. The letter leads readers to believe all NPTA Members are assessed to the standard of your Accredited Members, which is clearly misleading.

The letter also implies that BPCA does not represent Local Authorities or smaller pest control servicing companies, and does not speak for the Pest Control industry. These assertions are baseless and should not be repeated.

On the letter itself, it contains spelling and grammatical errors which reflect poorly on our sector to clients. Having discussed the letter with several Local Authorities that received it, their opinion is that our industry is unprofessional and at odds with itself, which is regrettable given the work BPCA in particular has put into reversing that view.

I would ask you to cease with immediate effect any further use of this letter as it does no credit to either organisations' memberships.

If as you assert NPTA is the equal of BPCA, then let clients decide for themselves - coercing them through threats of legal action simply undermines the professionalism of the companies we represent, and reflects poorly on the National Pest Technicians Association and its Members.

Finally, you mention in the letter the range of activities in which NPTA is involved. While we both know NPTA's involvement in many of these is extremely limited (and in some cases has ceased well before the date of the letter), it is also a much shorter list than one which BPCA could create. BPCA is leading this industry in virtually every respect, a fact acknowledged by your own Board Members in conversations with BPCA staff.

Any Members of NPTA that wish to join the leading nationally-recognised professional association for public health pest control are invited to come to PPC Live and talk to me or the BPCA staff about switching their membership across.

In the meantime, I would urge you to reconsider the use of provocative and inappropriate letters to our Members' client base.

Yours sincerely

Martin Harvey
 BPCA President

Enc: NPTA Letter dated 15 July 2015

**...LET CLIENTS
 DECIDE FOR
 THEMSELVES...**

**Are you a registered
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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.

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Offers cannot be used in conjunction with other offers and discounts, prices exclude VAT *offer excludes Rotech steel boxes. Offers valid on orders placed on or before 31st march 2016.



PPC LIVE ^{16 MAR} PETERBOROUGH 2016

PPC Live, PestEx's sister event, will be held on Wednesday 16 March 2016 in Peterborough at the East of England Showground.

After the success of 2014's launch event in Salford, PPC Live is back providing technicians, surveyors, company owners and anyone with a practical interest in pest control with the latest industry updates and products.

This free event will showcase over 50 exhibitors while providing a variety of seminars and practical demonstrations, most notably our Question Time forum. The CRRU UK Rodenticide Stewardship Regime will be this year's topic for discussion where pre-registrants are able to submit any questions they may have to our expert panel. PPC Live offers visitors a one-stop shop for contacts, knowledge and new products.

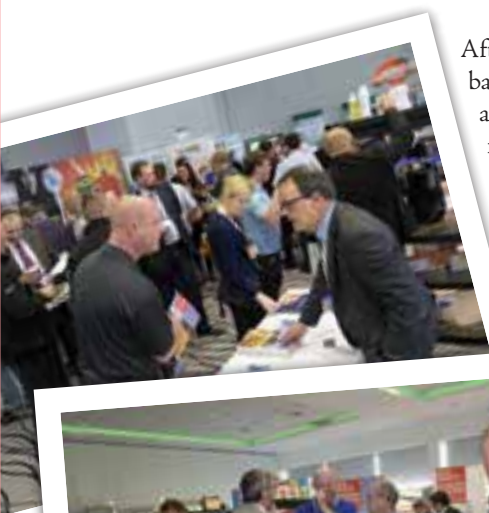
Visitors will get the opportunity to gain valuable points by visiting the show and attending seminars with a maximum of six CPD points available.

Building on the success of previous shows, PPC Live 2016 promises to be the best one-day event of the year.

BPCA Chief Executive, Simon Forrester explains: "For manufacturers PPC Live will be the place to launch

new products, and servicing companies will be

able to keep up with the latest industry changes, products and innovations, while earning CPD points."



THE VENUE: The East of England Showground

The showground is ideally situated adjacent to the A1. The arena has parking for 2,000 cars on hard standing and is easily accessible by public transport from Peterborough town centre, about 10 minute's drive away. If you're driving to PPC Live use postcode PE2 6HE.

www.peterborougharena.com

TOP TIPS TO MAKE PPC LIVE A DAY TO REMEMBER

1 Pre-register via www.bpca.org.uk/ppclive

Not only will you beat the queues on arrival, but you may also be in for a nice surprise! You'll also get regular updates and special offers before the show.

2 Save the date

Unless you commit to the day in advance, it's quite likely something will pop up to prevent your visit. Get it in the diary NOW (16 March 2016), and make sure you don't plan any jobs on the day – you won't want to miss out on anything.

3 Plan your visit!

Time away from your 'day job' is precious (even more so in the current climate), so make sure you get the most out of your day. Our seminars and practical demonstrations are expected to be extremely popular so make sure you plan in advance which sessions you want to attend. Creating a timetable beforehand will give you enough time to get the most out of the show.

4 Take some business cards

You never know you may get some work out of it!

5 Cover, note and follow-up

Make sure you cover every stand at the show and remember to write notes and make follow-up contact with suppliers you talked to as soon as possible while your memory of their products and services is still fresh in your mind. It's no use leaving it three months then wondering which company had that brilliant gadget you need for a specific job.



**LOOK FOR THE PPC LIVE
WHEEL OF FORTUNE!
GUARANTEED
PRIZE EVERY TIME!**

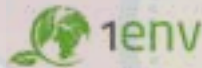
PRE-REGISTER...

- To avoid the queues
- To gain priority access to seminars
- To spin the Wheel of Fortune (there's a prize every time)
- For an opportunity to ask a question at Question Time
- For a chance to win a BPCA cool bag.

Visit www.bpca.org.uk/ppclive



Rodent control kits



Vanguard rat bait stations, RoTech mouse bait stations, 1 litre Deltasect concentrate, Eradirect fly killer, foldable loft crawl boards



Branded Maglites



50m box of Avipoint P20 (Network), Insect-O-Cutor Halo 30w glue board flykiller, box of SX Multiguard rat bait stations (Edialux), box of SX One rat baitstations (Edialux)

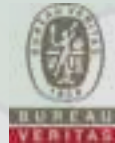


Defender Solar Spikes (20m pack), Defender Post and Wire system



The Experts in Pest Control

Cheese board and knife set



Tablet



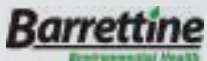
Aerosol 3 – 3m lance for aerosols, Mini-flex attachments for DR 5 (compression duster)



Mousestop



Exoroach cockroach traps, service kits



Oa2ki triggers, Alpha SCT 500ml, Romax Bromalblock 5kg, Romak Muskil whole sachets 5kg, Romax Muskil blocks 7kg, Romax Difencoum rat and mouse blocks 5kg, Romax Muskil wheat 18kg



Bird Control Group

Agrilaser Lite



Vortex contact gel

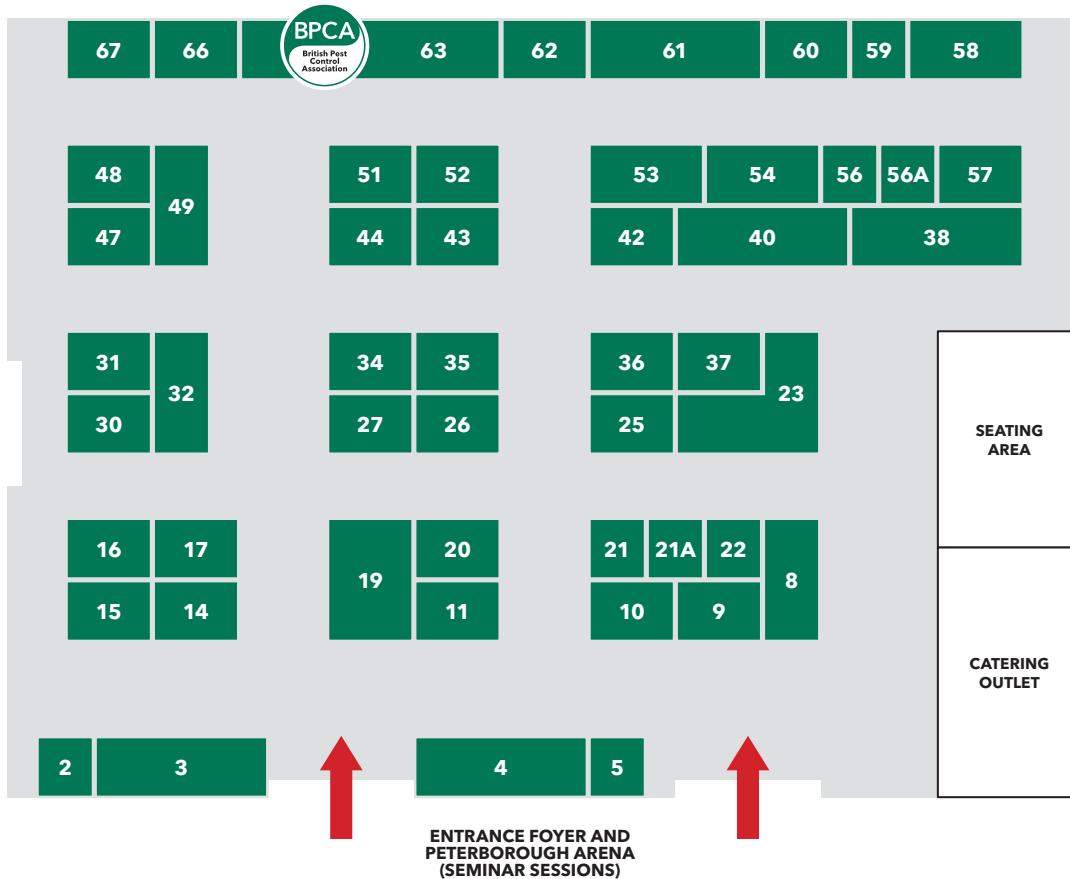


Agrilaser Handheld Lite



Tool pens, Kindle

Floorplan



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SEMINAR PROGRAMME

This free event will include a packed seminar programme that will be unrivalled by any other event in the UK.

The event will feature speakers on drain flies, making sense of mammalian scents, successful pest control for food manufacturing, and Question Time about the CRRU UK Rodenticide Stewardship Regime. The outdoor demonstrations will show the use of drones (UAVs), the art of falconry and rural pest control simplified.

Thinking of exhibiting?
Contact Jan Johnson,
Dewberry Redpoint on
0208 269 7910
janj@dewberryredpoint.co.uk

SEMINAR ROOM

- 9:30am** The digital landscape – right audience, right message, right channel
- 10:15am** Risk mitigation measures, reproductive toxicity – where do we stand?
- 11:15am** Drain flies – their biology and reasons for control
- 12:15pm** Question Time – The UK Rodenticide Stewardship Regime
- 1:15pm** Successful pest control for food manufacturing – practical tips for achieving better compliance
- 2:15pm** Making sense of mammalian scents – implications for their use in rodent pest control

OUTSIDE DEMONSTRATION AREA

- 9:30am** Is the RPE you're wearing protecting your health?
- 10:15am** The art of falconry in the urban and industrial environment
- 11:15am** Rural pest control simplified
- 12:15pm** Drones and their use in pest control
- 1:15pm** Air rifles – safe cleaning and transportation
- 2:15pm** World's first discriminating smart trap

Seminar programme: seminar room

9:30am - 10:00am

THE DIGITAL LANDSCAPE - RIGHT AUDIENCE, RIGHT MESSAGE, RIGHT CHANNEL

Jane Shepherd, Shepherd PR

This presentation will help you maximise the most from traditional media as well as the digital world.

From your website, the press and social media channels too, we look at how to navigate the best route to promote your business and make wise choices to achieve far-reaching positive coverage in clear, methodical steps.

10:15am - 11:00am

RISK MITIGATION MEASURES, REPRODUCTIVE TOXICITY - WHERE DO WE STAND?

Professor Philippe Berny

Anticoagulant rodenticides (ARs) used as biocidal products were placed on the market, starting in 2009. Marketing authorisation renewals were supposed to start in 2014. The EU commission requested, however, a review of the risk mitigation measures (RMMs) applied across the EU for these compounds in order to evaluate their safety and efficacy.

As a group of scientists working on these compounds, we provided a detailed review report on the potential for new and different rodenticides, and other strategies (including Integrated Pest Management). We consulted with chemical companies, ARs producers, and PCOs in order to obtain information on uses, limitations, and risks associated with ARs.

In November 2014 we provided a final report listing some of the issues on efficacy and safety of ARs. A thorough list of the actual and potential RMMs was provided with discussion on the potential advantages, and limitations of these RMMs. The major suggestions will be highlighted in the presentation.

During the course of our expertise, ECHA made a recommendation suggesting to classify ARs as reproductive toxicants: category 1B. Unfortunately, this information came out late in our review process and we had no chance to discuss with ECHA this proposal. This presentation will also discuss this issue.

11:15am - 12:00pm

DRAIN FLIES - THEIR BIOLOGY AND REASONS FOR CONTROL

Professor Moray Anderson, Killgerm Chemicals

Domestic and peri-domestic species of flies that interact with human habitats are known to be responsible for disease transmission and food contamination by acting as mechanical vectors and/or hosts of microbial pathogens. Most of the studies investigating the spread of pathogens by pest flies are limited to houseflies.

'Drain flies' comprise an overlooked group of small flies including species frequently encountered by those involved in public health pest control. 'Drain flies' are made up of species from a number of different families of flies including F. Phoridae, F. Psychodidae, F. Sepsidae, and F. Sphaeroceridae. Despite the fact that these flies are extremely common in domestic and commercial kitchens there is very limited research on their potential to spread disease. In this presentation the biology of these flies will be described and discussed and their potential as vectors of pathogenic bacteria illustrated by results from some experiments.

12:15pm - 1:00pm

THE UK RODENTICIDE STEWARDSHIP REGIME 'QUESTION TIME'

Chair: Martin Harvey, BPCA President

From early 2016, those buying and using professional anticoagulant rodenticides need to comply with the UK Rodenticide Stewardship Regime. The future of anticoagulants remains under threat from regulators in the UK and EU. All professional users, whether farmers, gamekeepers or professional pest controllers, must adapt or risk us losing these vital tools. This 'Question Time' session offers the chance to quiz a panel of experts including:

- CRRU UK Point of Sale Work Group
Chairman Rupert Broome
- CRRU UK Best Practice Work Group
Chairman Dee Ward-Thompson
- Chair of CRRU UK Dr Alan Buckle
- Henry Mott, Conquer Pest Control
(servicing company)
- Tom Wornham, National Poultry
Board Member
- Steve Bailey, Barrettine Environmental
Health

If you want to understand more about the changes happening within rat and mouse control, and the impact on your business of these changes, this session is vital.

▶ **Only visitors who pre-register will be given an opportunity to submit questions.**

1:15pm - 2:00pm

SUCCESSFUL PEST CONTROL FOR FOOD MANUFACTURING - PRACTICAL TIPS FOR ACHIEVING BETTER COMPLIANCE

Paul Westgate, Westgate Pest Control

Working in the food and allied industries present Pest Controllers with two distinct and different challenges. Providing safe and effective control of a full range of insect, mammal and avian pests in high risk and often large and complex structures is hard enough. The second, and more challenging comes from achieving this whilst working within the guidelines set down by third party audit specifications.

This session will outline some practical tips on how to ensure a smoother path towards compliance and an enhanced reputation within this demanding sector.

2:15pm - 3:15pm

MAKING SENSE OF MAMMALIAN SCENTS - IMPLICATIONS FOR THEIR USE IN RODENT PEST CONTROL

Professor Jane L Hurst, University of Liverpool

Rodents are critically dependent on scent cues for social communication, reproduction, finding their way around and avoiding potential dangers in their habitat. Manipulating such cues for control purposes can significantly increase the effectiveness, sustainability and humaneness of rodent control. However, while pheromones and other chemosignals have been applied very effectively, scent communication among mammals is much more complex. 'Scents in Mouse and Rat Control' (ScentMaRC) is a collaborative programme to see if specific scent cues can be exploited to improve rodent control, with a focus on house mice and brown rats. I will discuss some of the issues involved and the potential of these approaches.

Seminar programme: outside demonstration area

9:30am - 10:00am

IS THE RPE YOU'RE WEARING PROTECTING YOUR HEALTH?

Lee Ainsley, Stallard Kane Associates

Where Respiratory Protective Equipment (RPE) is used, it must be able to provide adequate protection. RPE can't protect the wearer if it leaks; a major cause of leaks is poor fitting face pieces or incorrect RPE being worn.

Guidance will be given on when qualitative face fit testing should be undertaken, what it involves and how those being tested should prepare. A practical demonstration of a test will be given during the session.

10:15am - 11:00am

THE ART OF FALCONRY IN THE URBAN AND INDUSTRIAL ENVIRONMENT

Imogen Davis, Avian Environmental

Avian Environmental specialises in the commercial use of birds of prey, with over 35 years of experience in the field. The deployment of falcons and hawks in the urban environment is tackling one of the most challenging avian hazards in the modern day.

The rise of problem species, such as feral pigeons and gulls that have adapted to the urban environment where food source is plentiful and tall buildings mimic the cliffs as a nest site, results in manifold problems with health and safety, and maintenance at huge costs.

The use of hawk and falcons as a deterrent is one of the most effective green methods of disrupting the habitual nature of these avian problem species; with each of our highly trained specialised birds to combat the problem specific to each individual case. We pride ourselves on our environmental values and conscientious approach and are fully compliant with the Wildlife and Countryside Act 1981.

11:15am - 12:00pm

RURAL PEST CONTROL SIMPLIFIED

Steve Gould, Enviro Professional Management Services

Going back to basic pest control can deliver positive results which benefit both the client and PCO. An open mind and a clean sheet will help achieve success in gaining control. If you have the knowledge, but just need a reminder then this talk will interest you.

12:15pm - 1:00pm

DRONES AND THEIR USE IN PEST CONTROL

James Rawlings, Wide Horizons

Wide Horizons carries out aerial surveying, auditing and inspection services using multirotor platforms and Unmanned Air Vehicles (UAVs), covering all commercial sectors including building surveys, maintenance projects and pest control survey work.

During our live demonstration at PPC Live, the team from Wide Horizons will showcase aerial platforms, explain the laws, regulations and licensing regarding their use and then demonstrate the platform in the air and how they can benefit companies operating within the pest control industry.

Wide Horizons is a market leader in aerial surveying services and has been internationally recognised after being one of the first UAV companies to gain ISO 9001:2008 Certification.

1:15pm - 2:00pm

AIR RIFLES - SAFE CLEANING AND TRANSPORTATION

Geri Buckley and Nick Lane, BASC

Practical demonstration of the safe and correct way to clean a modern air rifle both in the field environment and at base location will be given. This includes: safe unloading/discharging of the air rifle prior to use; appropriate tools, equipment and cleaning fluids; important areas to avoid getting dirt and other substances into valves, air cylinders etc.; and basic checks of the air rifle during cleaning.

Information on the safe transportation of both the air rifle and the diving bottle, covering the requirements to carry both the air rifle and compressed gas cylinders.

2:15pm - 3:00pm

WORLD'S FIRST DISCRIMINATING SMART TRAP

Adrian Robinson, 4World Designs Ltd

4World Designs Ltd is working on ways to control the brown rat population within the world using non-toxic methods. This has led to the development of the SmartTrap, a trap that discriminates rats from other animals.

A practical demonstration will showcase how it's possible to implement rat control without the use of rodenticides.

Non-toxic methods are increasing in use and providing a real alternative in rat control. Popular with customers, they reduce the risk to the environment. SmartTrap safeguards non-target species whilst providing effective control time and time again.



Move quickly if you don't want to stand!

Our seminars and practical demonstrations are expected to be extremely popular so make sure you plan in advance which sessions you want to attend. Pre-registered delegates will get priority, Register at www.bpca.org.uk/ppclive

Exhibitor profiles



STAND 36

1ENV SOLUTIONS LTD

Unit 4, Airborne Ind Est, Arterial Road, Leigh-on-Sea, Essex SS9 4EX
01702 525202
www.1env.co.uk

Represented by Richard Lunn, Managing Director; Darran Lebeter, UK Sales Manager

1env is the UK's fastest growing pest control distributor. Our aim is to stock everything you need ready for next day delivery. Bringing to you new and exciting products from around the world. We strive to provide the kind of service you need to run your business smoothly.

STAND 34

4WORLD DESIGNS LTD

111 Shaftesbury Drive, Hoyland, Barnsley, South Yorkshire S74 0HS
01296 958299

STAND 2

ASSOCIATION OF URBAN WILDLIFE PROFESSIONALS

PO Box 8193, Derby DE1 9NG
0330 0100550
www.theauwp.org.uk

Represented by Gary Williams, Director; Jason Stockham, Director

"To educate and promote effectiveness and consistency in the management and control of all urban wildlife species". Setting standards of excellence for the professional control of urban wildlife species and encouraging an informed approach to urban wildlife management through training and education.

STAND 59

B&CE

Manor Royal, Crawley, West Sussex RH10 9QP
01293 586637
www.thepeoplespension.co.uk

Represented by Bob Taylor, Federation and Union Relationship Manager; Andrew Percy, Federation and Union Relationship Manager

The People's Pension is one of the UK's largest and most successful automatic enrolment solutions and is open to any employer, from any business sector. B&CE, provider of The People's Pension, has over 30 years of pension scheme experience, with unrivalled expertise in delivering pensions to transient workers.



STAND 38

BARRETTINE ENVIRONMENTAL HEALTH

Caxton Business Park, Crown Way, Warmley, Bristol BS30 8TY
0117 967 2222
www.barrettine.co.uk

We offer a full range of products including insecticides, rodenticides, bird products, rodent proofing, herbicides, formal and bespoke training courses, consultancy, biologist audits, free insect ID. The main product lines are supplied from Bayer, BASF, Bell, Bower, Pelgar, Rentokil, Syngenta, Suterra as well as our diverse in-house manufactured Romax brand.

STAND 15

BASF PROFESSIONAL & SPECIALITY SOLUTIONS

BASF PLC, PO Box 4, Earl Road, Cheadle Hulme, Cheadle SK8 6QG
0161 4885337
www.pestcontrol.basf.co.uk

Represented by Gavin Wood, Country Sales Manager UK

We provide a unique portfolio of research-based products, systems and support to help pest controllers around the world achieve the most effective solutions to their pest problems. We will be featuring your favourite brands, Goliath® gel, Fendona®, Formidor®, Neosorexa®, Sorexa® and Storm®. We look forward to seeing you there.



STAND 66

BASIS REGISTRATION LTD

St Monicas House, 39 Windmill Lane, Ashbourne DE6 1EY
01335 301209
www.basis-reg.co.uk

Represented by Stephen Jacob, Acting CEO; Michele Williams, Professional Register Manager
BASIS PROMPT is an independent but government-recognised register of professional pest controllers that have achieved the required level of competence and have invested time in keeping their knowledge and skills up to date.

STAND 3

BAYER CROPS SCIENCE LTD

230 Cambridge Science Park, Milton Road, Cambridge CB4 0WB
08000 1214 9451
www.environmentalscience.bayer.co.uk

Represented by Alan Morris, Head of Sales; Steve Bishop, Product Manager

Bayer operates in the sectors of professional pest control, rural hygiene and the protection of stored grain. Our key brands include K-Obiol® EC25 and ULV, Rodilon® and Racumin® Foam, the latest innovative rodenticide from Bayer.



STAND 11

BELL LABORATORIES

Chaucer House, Chaucer Road, Sudbury, Suffolk CO10 1LN
01787 379295
www.belllabs.com

Represented by Brady Hudson, Market Manager

Bell Laboratories is the world leader in rodent control technology, manufacturing a range of highly palatable bait items and bait stations, together with adhesives and a full range of non-toxic rodent control items.



Bird Control Group

STAND 37

BIRD CONTROL GROUP

Molengraeffsingel 12, Delft, The Netherlands 262g JD
+31 23 230 2030
www.birdcontrolgroup.com

Represented by Corne Sweep, Commercial Director; Gijs Groen, Sales Representative

Bird Control Group develops innovative laser technology to keep birds at a safe distance, ensuring a safer working environment and a highly effective way to prevent damage. Thorough testing and independent research institutes proved the long term advantages of the Agrilaser mobile and automated systems.

STAND 22

BOOKPESTCONTROL.COM

71-75 Shelton Street, Covent Garden, London WC2H 9JQ
07423 295595

www.bookpestcontrol.com

Represented by Gemma Scorer, Director; Luke Angel, Director
Bookpestcontrol.com is the UK's first and only price comparison website exclusively for the pest control industry. We are currently recruiting Pest Controllers across the UK to feature on our website.

STAND 5

BOWER PRODUCTS

Unit 31 Abbey Industrial Estate, Woodside End, Wembley, Middlesex HA0 1ZD

0208 9030983

www.bower.co.uk

Represented by Phil Huggins, Director; David Bowerman, Director

Bower Products design and manufacture the Magnum Insect-a-Clear range in the UK, electronic insect control is the core to Bower's business and the Insect-a-Clear range confirms this. Bower also are probably the largest supplier of UVA lamps in the UK and extremely competitive.

STAND 62

BPCA BUSINESS SHIELD

First Floor Offices, 11-23 Market Street, Gainsborough, Lincolnshire DN21 2BL

0345 0766491

www.bpcabusinessshield.co.uk

Represented by Barry Nicol, Business Development

Health and Safety and Employment Law consultancy service for BPCA members including 24-hour access to BPCA Business Shield website and unlimited telephone support.



STAND 25

BRADSHAW BENNETT LTD

Catherine House, Catherine Street, Macclesfield SK11 6BB
01625 505870

www.pestcontrolinsurance.co.uk

Represented by Andrew Bennett, Director; Stephen Hughes, General Manager

Bradshaw Bennett have managed the British Pest Control Association Insurance Scheme for over thirty years. We have developed a thorough understanding of the insurance needs of the Pest Control Industry and provide a comprehensive insurance package. Experts will be on hand to discuss your insurance needs.



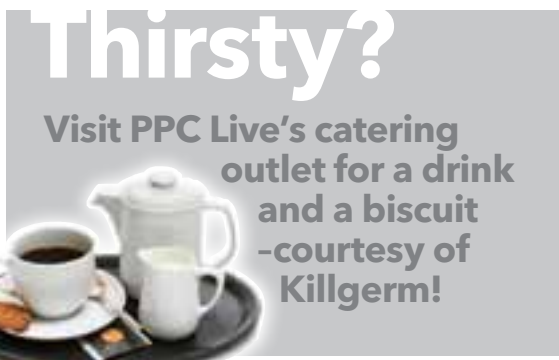
STAND 63

BRITISH PEST CONTROL ASSOCIATION (BPCA)

4a Mallard Way, Pride Park, Derby DE24 8GX
01332 294288

www.bpca.org.uk

The British Pest Control Association is the leading UK trade body representing the public health pest control sector. We're not for profit organisation with 650+ members representing 7,000 individuals. We place great importance on promoting the highest standards of professionalism within the industry and play a major role in enhancing these standards by way of creating guidelines and codes of practice, developing specialist training courses, producing publications and research, and running exhibitions and conferences.



Exhibitor profiles



STAND 51

BUREAU VERITAS CERTIFICATION UK LIMITED
5th Floor, 66 Prescot Street, London E1 8HG

0345 600 1828
www.bureauveritas.co.uk

Represented by Peter Davison, Business Development Manager, Food; Jessica Morgan, CEPA Product Manager

Bureau Veritas, a global leader in the certification industry, is approved by CEPA to conduct EN16636 audits for the pest management sector. These independent audits introduce new levels of professionalism and help protect against vulnerabilities in the food chain.

STAND 16

CAMPAIGN FOR RESPONSIBLE RODENTICIDE USE (CRRU)

Crown House, 85-89 St George's Road, Leeds West Yorkshire LS1 3BR

01730 826715
www.thinkwildlife.org.uk

Represented by Dr Alan Buckle, Chairman

CRRU is established by 14 major European manufacturers of rodenticide products. The purpose of CRRU is to support safe and effective rodent pest management and to minimise accidental exposure of non-target animals.

STAND 44

CLIVERTON
15-17 Norwich road, Fakenham, Norfolk NR21 8AU

01328 857921
www.cliverton.co.uk

Represented by Peter Knowles, Director; Robin Stebbings, Renewals

With over 40 years in the industry, we are able to offer cover for nearly all aspects of pest control from bed bug detection right through to deer management/culling. Our friendly, helpful and knowledgeable staff ensure that the process of buying insurance is as pain-free as possible.

STAND 32

CONTROL ZONE PRODUCTS
Units 108-206, Pannal Business Park, Station Road, Pannal HG3 1JL
01423 855600

www.controlzoneproducts.co.uk

Represented by Neil Styryn, Director; Luca Delrio, Marketing Manager

Control Zone Products is a specialist manufacturer of high quality fly and odour control solutions, providing companies across the world with products they can trust to effectively tackle their hygiene and fly control issues.

Rentokil

The Experts in Pest Control

STAND 54

DEADLINE PRODUCTS
Block E, Ground Floor, East Grinstead House, Wood Street, East Grinstead RG19 1UZ

01342 332585
www.rentokil.co.uk

Represented by Kevin Brown, National Sales Manager; Paula Kearns, Sales Co-Ordinator

One of the most successful brands in pest control, the Deadline range offers a comprehensive approach to pest control with time proven results. Top quality grains, high protein blocks and very palatable pastes make the Deadline range an essential and dependable addition to your toolbox.



STAND 53

DETIA DEGESCH GMBH
Dr Werner Freyberg Str 11, 69514 Laudenbach, Germany

+49 6201 708421
www.detia-degesch.de

Represented by Zafitsiory Rasoloheritsimba, Area Sales Manager; Norbert Wieder, Area Sales Manager

Detia Degesch is specialised in the development, production and distribution of pest control products (fumigants, rodenticides, insecticides). Our fumigants are used by PCOs for fumigation in containers, warehouses, silos and ships. Rodenticides and insecticides are used in hygiene and plant protection areas.

STAND 31

HOCKLEY INTERNATIONAL
Hockley House, 3 Longstone Road, Ashbrook Office Park, Manchester M22 5LB

0161 209 7400
www.hockley.co.uk

Hockley International is a UK company manufacturing and marketing a range of insecticides for use in pest control. Hockley products are available through a number of UK distributors including SX Environmental, Barretine and 1Env Solutions.

STAND 43

HUCK NETS (UK) LTD
Gore Cross Business Park, Corbin Way, Bridport DT6 3UX
01308 425100

www.huck-net.co.uk

Represented by Andrew Coates, Sales Director; Matt Thomas, Bird Control Sales Manager

Huck Nets offer a comprehensive selection of high quality bird control products at great prices. Drop in to see our new range, including our new ProPoint Bird Spike and Flex-track system!

STAND 40

JONES AND SON
Unit 4, Sabre Buildings, Sabre Close, Cavalier Road, Heathfield, Newton Abbot TQ12 6TW

01626 835055
www.jonesandson.co.uk

STAND 19

KILLGERM CHEMICALS
Wakefield Road, Ossett, West Yorkshire WF5 9AJ

01924 268431
www.killgerm.com

Killgerm Chemicals is the UK's leading pest control product supplier and provider of training and technical support. We are dedicated to bringing you the largest range of innovative products first, providing you with the tools you need that make a difference.

LANCE LAB

STAND 67

LANCE LAB LTD
C2 Strangford Park, Ards Business Centre, Jubilee Road, Newtownards BT23 4YH

02891 818313
www.lancelab.com

Represented by Philip Bowman, Director; Glenn Pickering, Director

We are manufacturers of specialist spraying and power application lances and equipment, and are launching our new CO₂ 8m wasp lance at PPC Live. We are also launching a new aerosol lance for wasp treatments.

STAND 9

LODI UK LTD
Building 69-70, Pensnett Trading Estate, Kingswinford, West Midlands DY6 7FD

01384 404242
www.lodi-uk.com

Represented by Tony Knight, Business Development Manager - South

Lodi UK supports British pest control with unique products, active ingredients and highly effective formulations, ensuring British pest controllers have innovative formulations for the toughest pest infestations.



STAND 8

MERLIN ENVIRONMENTAL SOLUTIONS LTD
Suite 2, Kemp House, 152 City Road, London EC1V 2NX

0800 0377332
www.merlinbedbugs.co.uk

Grow your business with bed bug detection dogs. We are Europe's largest and longest established canine bed bug detection company and operator and have Europe's only dedicated bed bug dog training centre. Our white-labelled detection service allows companies to offer bed bug dogs without the financial outlay. BPCA, CHAS, ECPDA certified dogs and training centre.



STAND 14

MOUSESTOP BY IPEST CONTROL BV
Mondriaanlaan 6, 1701 TD Heehugowaard, Netherlands

+31 72 534 7324
www.mousestop.com

MouseStop is an animal-friendly pest control and sealing paste used to prevent ingress from rodents and other pests. MouseStop has been used by the international pest control industry since 1990 and is completely free from any biocides or pesticides. Choosing prevention over extermination, MouseStop is in line with the IMP approach.

STAND 27

MULTIMAILLES/ALPHATEX
Route du Gite, 76490 St Wandrille, Ranjon

02 35 563356
www.alphatex.eu

Represented by Perronnet Olivier, Representative; Brossillon Jean-Emile, Representative
We specialise in the fabrication and manufacturing of polyethylene netting, trade of polyamide and polyester netting, extruded products and accessories.

STAND 26

PELGAR INTERNATIONAL LTD
Unit 13, Newman Lane, Alton, Hampshire GU34 2QR

01420 807444
www.pelgar.co.uk

Represented by Nic Blaszkowicz, Global Marketing Manager; Tim Bridge, UK Sales Manager
PelGar International is the leading British manufacturer of highly effective rodenticide and insecticide products. With an active and dynamic R&D programme, which draws on a wide range of market intelligence and technical feed-back, PelGar develops and supplies innovative and novel products to provide a solution to any pest problem.

Remember!
Plan your visit beforehand to maximise your time on site!

Exhibitor profiles



STAND 61

PELSIS
Sterling House, Grimbald Crag Close, Knaresborough HG5 8PJ
01423 796630
www.pelsis.com



STAND 58

PEST TRADER
Unit 5, Shiprods Farm, Bashurst Hill, Itchingford, West Sussex RH13 0PD
01403 791593
www.pesttrader.com
Represented by Rob Fryatt, Company Director; Hugo Simon, Hugo Simon

Pest Trader supplies professional distributors with a range of products focused on prevention, monitoring and placement. These include the PT Exoroach™ Cockroach Station, PT Pro Mini Duster and Exosex SP and CL pheromone tablets for clothes and warehouse moth control. Pest Trader is the European distributor for urban bird control products from Bird Barrier, the leading supplier of bird control products to the US market.



STAND 4

PESTFIX
Unit 1D Littlehampton Marina, Ferry Road, Littlehampton, West Sussex BN17 5DS
01903 538488
www.pestfix.co.uk
Represented by Matthew England, Director; Daniel England, Director
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STAND 56a

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www.rsph.org.uk
Represented by Amber Speed, Examinations Officer; Richard Burton, Head of Qualifications
RSPH is an independent multi-disciplinary organisation, dedicated to the promotion and protection of the public's health and wellbeing. It is the leading provider of regulated qualifications for the public health pest control industry. The RSPH Level 2 Award in Pest Management is regarded as the industry standard qualification.

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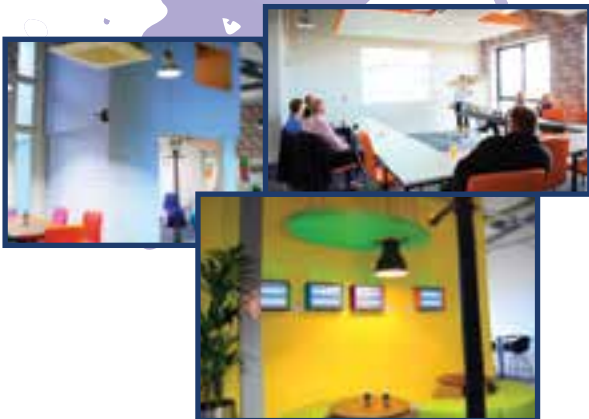
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Cake for everyone!



BPCA Technical Manager Dee Ward-Thompson explains the new BPCA audit procedure and what it means for your business.

I will start from the beginning for those of you that have not read about EN16636 (I still think calling it 'cake' would be easier). This is the first European standard for pest management and has been a long time in the making. Many well-respected and highly qualified people have been involved in its creation. It has been developed to aid in the professionalism of the pest management sector and to offer protection to clients, public health and the environment.

I'm very excited that finally we, as an industry, have a standard to not only aspire to, but one that also creates an achievable level playing field for all pest management companies, large or small. In fact, the first two UK companies to receive certification to the standard were Ecolab and Premier Pest Control of Bradford, which proves this. This is a standard everyone can reach and if you're a BPCA Member it could not be made simpler to achieve.

December 2015 saw the last of the old-style BPCA assessments, and we are now rolling out the new audit against the EN16636 standard for all BPCA Members. This means that, as of now, you can tell your clients that you are 'working towards the EN16636 European Pest Management Standard'. Once you have had your audit and pass (which I am sure you all will) you can then tell your clients that you have been independently audited against, and meet, the EN16636 European Pest Management Standard.

As a BPCA Member you can then get CEPA Certified®, the official certificate that shows clients you have reached and passed the Standard.

As you have already had your audit it will come at a highly reduced fee. Specifiers are already asking for this certification as, for the first time, the pest management industry has a standard that meets the requirement of competency.

Compliance with the standard will demonstrate that the company:

- Has the competence to deliver a professional pest management programme
- Has adequate management systems in place to provide a consistent level of quality to all clients
- Focuses on risk management and minimises the risk to clients and the public
- Minimise risks to the environment and animal welfare.

So how is it going to work? Well, not only will you get your audit for free if you're a BPCA Member, but you will also get all of the support needed to get you through the process. All of the audits will be done by Bureau Veritas, an independent auditing body. This enables your friendly BPCA field staff to work with you to make the audit process as painless as possible.

So what happens next? You will be contacted shortly by the BPCA field team to prepare your company for an audit. The amount of time needed will be up to you – some companies may only need to send in modest paperwork for a desktop check to be performed and some

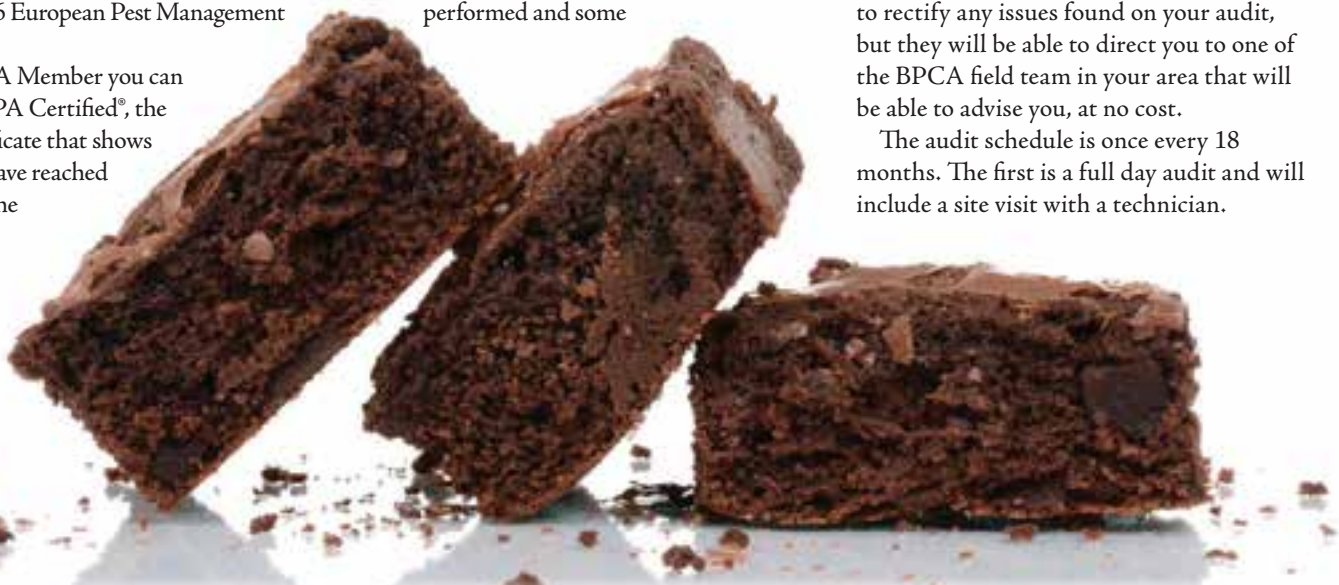
advice given on the phone. Others may want to have a site visit – the choice really is yours. We want to make the audit process as simple as possible and as a BPCA Member you will benefit from all of the support needed to get you through – and all for free.

"Nestlé, in line with several other Food and Drink Manufacturers, welcomed the creation and release of EN 16636, recognising the valuable contribution it makes in promoting adherence to standards of professionalism and enhancing Integrated Pest Management principles within the Pest Management Industry. Although Nestlé does not require certification of its Pest Management Providers to EN 16636 at this time, we have encouraged those of them in CEN member nations to consider the merits and benefits of seeking certification."

Dr Ferenc Varga, Microbiological Safety and Hygiene Expert, Nestlé Quality Assurance Centre (Europe, Middle East and North Africa)

During the next few months you will also be contacted by the audit team. This team is not to be confused with BPCA staff – they work independently of the Association, and are employed by Trade Associations Services Ltd (TAS) and are contracted to carry out audits to the EN16636 Standard and CEPA Certified® (see page 8 for information on them). As they are auditors they will not be able to advise you on how to rectify any issues found on your audit, but they will be able to direct you to one of the BPCA field team in your area that will be able to advise you, at no cost.

The audit schedule is once every 18 months. The first is a full day audit and will include a site visit with a technician.



Audit Timeline



The next audit is what is known as a surveillance audit and this is only for half a day, and is more office-based looking at systems and paper work. All of this is free to BPCA Members.

The food industry and specifiers have been waiting for a defined measure of competency for the pest control industry and, at last, it is here. This will soon be cropping up in specifications right across Europe, so don't wait for someone to request it – get it now and let your clients know that you already have it, and that this is what they should be asking of every pest control contractor.

So, BPCA has a slice of cake waiting just for you. Once the Standard is built into specifications, non-members will be left scrabbling for the crumbs!

FIVE NEXT STEPS

- 1 Change your website to say "As a Servicing Member of the British Pest Control Association, <Company name here> is working towards the EN16636 European Pest Management Standard."
- 2 Read the BPCA article in Produce business UK telling clients about the new standard <http://bit.ly/1UBDWpH>
- 3 See the letter from BPCA Chief Executive Simon Forrester to all Servicing Members (January 2016) about the audit process.
- 4 Expect a call to set your audit date, and arrange the help you need to pass.
- 5 Start checking your systems to ensure you will pass the audit.

"At Tesco, our manufacturing standards are written to ensure they can be applied globally, and proportionately according to risk. Our aim is simply that manufacturers protect our products from pests effectively, responsibly and legally. Pest prevention and management can be handled 'in-house', but the use of pest control services certificated to specific standards like EN16636 can provide manufacturers with further confidence."

Matthew Bandar, Quality and Risk Pest Control Manager, Tesco

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MANAGING OCCUPATIONAL ROAD RISK

BPCA Chief Executive Simon Forrester investigates how to manage the most dangerous activity most pest controllers ever undertake: driving.

THE LAW AND YOU

Employers have duties under health and safety law for on-the-road work activities. The Health and Safety at Work etc Act 1974 states you must ensure, so far as reasonably practicable, the health and safety of all employees while at work. You must also ensure that others are not put at risk by your work-related driving activities. The self-employed have similar responsibilities. 'So far as reasonably practicable' means balancing the level of risk against the measures needed to control the real risk in terms of money, time or trouble. However, you do not need to take action if it

would be grossly disproportionate to the level of risk. Apart from police prosecutions under road traffic law, HSE may take enforcement action where the police identify that serious management failures have been a significant contributory factor to the incident. If one of your employees is killed while driving for work, and there is evidence that serious management failures resulted in a 'gross breach of a relevant duty of care', your company or organisation could be at risk of being prosecuted under the Corporate Manslaughter and Corporate Homicide Act 2007.

Very few organisations operate without using the road, which means that millions of people and vehicles are used for work purposes. Driving or riding is the most dangerous work activity that most people do, and creates a significant risk to other people who use the road. It is estimated that between one quarter and one third of reported road casualties occur in road accidents involving someone using the road for work purposes. One recent example of this was in Rentokil, where last year a technician was involved in a crash at a notorious accident blackspot, and sadly lost his life.

Employers have clear legal duties to assess and manage the risks that their staff face, and create, when they use the road for work. Work-related road accident costs come straight off the organisation's bottom line, reducing its profits or surplus. For most organisations, investing in preventing at-work crashes and casualties will almost always more than pay for itself by reducing the organisation's costs and improving its efficiency and effectiveness. The true costs of road accidents to organisations are nearly always significantly higher than the resulting insurance claims.

While organisations may be able to recover most vehicle and contents damage or replacement costs, welfare and medical fees, and third party costs through their insurance, many other costs are not recoverable. These include lost time in wages and salaries; missed appointments, lost contracts and failed audits; administrative and temporary staffing

costs, legal fees; and costs due to other kinds of business interruption.

Longer term, insurance premiums are higher, and in some cases insurers may refuse to insure a particular driver, causing you HR headaches while you decide what to do about a technician who can no longer get to appointments.

Many of the resources required to manage work related road risks should already be available as part of the organisation's normal occupational health and safety management. While some extra costs may be incurred, (for example, training managers and drivers, setting policies and implementing new standards, higher spec vehicles and their maintenance, or adjusting routes and work schedules for safety purposes), these will be offset by benefits such as reduced accident losses, less lost staff time, lower insurance premiums and improvement in business efficiency generally, as well as better staff morale, productivity, and 'company image' with customers, suppliers and partners. You

might even save on fuel bills too; most pest control businesses second-largest cost centre.

The manner in which a company's staff use the road can significantly enhance or harm the company's public image and reputation. The way staff drive or ride on the road is a reflection of the company's image, and highly visible to members of the public, some of whom may be current or future customers of the company. Road crashes involving company vehicles, especially branded ones, are also very visible, particularly when pictures or company names are reported in the media. Court cases following crashes or prosecutions for driving offences are also reported in the local and national press – not all publicity is good publicity.

Companies which are proud of their road safety performance may want to include details of their management approach, targets and performance in health and safety reports on their websites, demonstrating to clients that they take their responsibilities seriously.

ONLINE
CPD

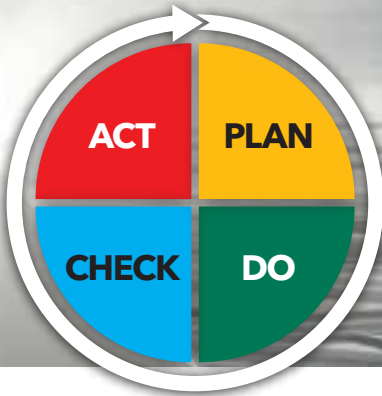
An online CPD quiz based on this feature is now available on the BPCA website. Each quiz is worth three PROMPT CPD points – register to take part at www.bpca.org.uk/affiliate

TECHNOLOGY

Telematics such as in-vehicle monitoring systems, which use a simple GPS and a 'sending device' e.g. a SIM card, can monitor the location, movements, status and behaviour of a vehicle or fleet. Accurate to a few metres, they provide data to a PC or tablet, so management can see at any time where their vehicles are located and their status. They can also show you if vehicles are being driven erratically, too fast or even outside normal working hours – great if one is stolen! Managers can set alerts when a vehicle leaves a particular area (called

'geofencing'), and alert users when vehicles are near accident blackspots. These systems can provide help with your responsibilities to lone workers, providing a simple check of the vehicle (or operator's) location, and can set alarms under certain conditions. Systems don't need to be tied to the company vehicles – systems can be run from smartphones too.

Another technology growing in popularity is the in-vehicle camera, ideal for crashes or witness statements, and for review in the event of a dispute. These devices are inexpensive and easy to fit, but offer no direct management of the fleet.

**Your Responsibilities**

As an employer or self-employed person, you are responsible for assessing the risks to health and safety in your business. Risk assessment for any work-related driving activity should follow the same principles as for any other work activity.

The HSE-recommended method is to:

PLAN Describe how you manage health and safety in your organisation and plan to make it happen in practice.

- Assess the risks from work-related road safety in your organisation.
- Produce a health and safety policy covering, for example, organising journeys, driver training and vehicle maintenance.
- Make sure there is top-level commitment to work-related road safety.
- Clearly set out everyone's roles and responsibilities for work-related road safety. Those responsible should have enough authority to exert influence and be able to communicate effectively to drivers and others.

DO Prioritise and control your risks, consult your employees and provide training and information.

- In larger organisations, make sure departments with different responsibilities for work-related road safety co-operate with each other.
- Make sure you have adequate systems to allow you to manage work-related road safety effectively. For example, do you ensure your vehicles are regularly

inspected and serviced according to manufacturers' recommendations?

- Hold regular meetings where issues can be raised, such as notification of accident blackspots or difficult driving conditions.
- Make sure you involve your workers or their representatives in decisions. This is a good way of communicating with them about health and safety issues.
- You must provide training and instruction where necessary.

CHECK Measure how you are doing.

- Monitor performance to ensure your work-related road safety policy is effective and has been implemented.
 - Encourage your employees to report all work-related road incidents or near misses.
- ACT** Review your performance and learn from your experience.
- Make sure you collect enough information to allow you to make informed decisions about the effectiveness of your existing policy and the need for changes, for example targeting those more exposed to risk.
 - Regularly revisit your health and safety policy to see if it needs updating.

Companies may benchmark their performance against others. Benchmarking is a highly effective way of achieving improvements in a corporate setting. Benefits are gained through a systematic process of identifying good practice by comparing across organisations, including different industries. It encourages innovative solutions to complex problems.

RoadSafe has secured DfT funding to develop a free to use, open to all benchmarking tool to gather both process and output measures (i.e. what processes are in place to manage work related road safety, and what are the outcomes). This is very similar to the leading, lagging indicator measures recommended by the HSE to manage occupation safety risks.

The Benchmarking tool will also link to best practice examples and host a surgery request process where registered participants are able to ask for information/advice from other (anonymous) participants.

The project, which kicks off in February 2016, is being delivered through the Driving For Better Business campaign and in collaboration with Interactive Driving Systems, ORSA, RoSPA and others.

FIND OUT MORE!

Occupational Road Safety Alliance
www.orsa.org.uk

HSE Guideline:
Driving at Work
www.hse.gov.uk/pubns/indg382.pdf

BPCA Winter Driving article and CPD
learning.bpca.org.uk

There's more to pest control than poison ...



BPCA Technical Manager Dee Ward-Thompson discusses how client demand for 'live' bait needs careful handling, and offers an opportunity to demonstrate real value.

“More and more auditing bodies actually insist on non-toxic methods of monitoring and sometimes even stipulate the types that they require...”

When I first joined the industry I was under the impression that it was all about poison and how strong it was. The words LD50 rang in my ears and I always reached for the most potent. However, it did not take me long to realise that poison was a very small tool in the pest management armoury. In fact it was the smallest part, and the easiest to learn and understand. The bit that took the time and effort was to know all the other methods of control and prevention, and understand the complexity of the food industry and other high specification businesses. Now with the changes that are taking place under the UK Rodenticide Stewardship Regime, I am asked questions on a daily basis. These are questions that I once asked of myself such as, “Why would my customers pay if I'm not putting down poison?”

Now that's a very a good question, but one that we should not need to ask. Surely, by now our clients understand that there is so much more to pest management than just putting down a bit of poison, don't they? Not necessarily.

Now, more than ever, is the time to explain to our clients why we have to do the training that we do, and why we have the many years' experience that we have. Pest management (note the use of 'management' rather than 'control') is a complicated process that requires highly trained staff to survey and assess a wide range of businesses, map the process, highlight the risks and decide on appropriate controls. We are protecting their businesses from potential law suits and damage, continually assessing their premises for changes and risks, and recommending measures that could prevent them having future issues.

Does that answer the first question? I think if that was our answer to, “what am I paying for?” we may find that they understand a bit more about the role that we perform. If we tell our clients what we do, how we do it, and the amount of training we need to be able to do our roles as pest management experts then we should not have to answer those types of

questions – they would not be asked.

The second question which is just as popular is, “What can I do if I can't put down poison?” Now this is a more lengthy answer and will depend on so many different factors. The site survey is the most important part of any pest prevention service. It not only gives you the opportunity to start building the critical relationship with the client, but it is where you can evaluate and decide on the best prevention strategy. It allows you to deal with any existing issues, and develop a pest management programme that is bespoke to the client. Without a thorough in-depth survey by someone that has the training to be able to recognise pests that a particular client will be at risk from, how can you decide on the frequency of visits (which must, of course, be based on risk)? This is not something that can be sold 'off the shelf' or carried out by just anyone. (You will note there is no mention of poison yet).

Once the survey has been done you can then decide on the most appropriate monitoring tools for the site. Do not forget that different auditing bodies will also have requirements that need to be taken into consideration. More and more auditing bodies actually insist on non-toxic methods of monitoring and sometimes even stipulate the types that they require, so again this places emphasis on the importance of making sure that all of these requirements and specifications are addressed in the original survey.

The saying 'prevention is better than cure' could not be truer than in the pest control world. In many cases, we can prevent the activity of pests before it even occurs. For example, proofing and hygiene measures, again where the client is often unaware of how to do this properly.

Human beings need access to adequate food and water to survive, and pests are no different. They are opportunists and can use items that we may term as waste as food and harbourage. This means that every client employee has a duty to encourage a pest free environment by

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acting responsibly by working with their pest management company to reduce the risk of pests on their site. The better the controls, such as the secure storage and regular removal of waste, the better the chance that you will discourage pest intrusions without automatically requiring the use of poisons. (OK you got me – I mentioned poison).

Pests will use long-standing items and foliage around the site for harbourage. The closer the foliage and the stored items are to the building, the better the chance is that pests will gain access to client properties. Clients will not make that link, and again this is a chance to show your value without reaching for the bait tub.

Even with the best precautions in the world, we have to accept the fact that pests may still enter sites (yet some clients assume by signing a contract with you, they are pest-proof whatever they do or do not do). Pests can be brought in with stock, with raw materials, with packaging and machinery. They can also walk or fly through open doors and windows. Monitoring for these issues is a key part of your pest management programme, and clients will value the advice you give.

The use of an integrated approach to pest prevention and control is often termed

Integrated Pest Management (IPM), a vital part of which is the maintaining of control. This is achieved by the regular monitoring of sites by a professional pest management company. Routine monitoring in the form of regular planned inspections offer customers an early warning system to protect their sites, products and staff from pest damage and disease.

So, is there more to pest control than poison? Yes? Then let's start believing there is, and telling our clients what we give them for their money. Be proud of the value you bring, the experience you have, and the qualifications you have achieved – and shout about them!



LABEL CHANGES

From March 2016 some rodenticide labels will change...



"The Code of Best Practice, and the advice it contains, will be integrated into existing and new training courses for those who conduct rodent pest management in all user sectors, including professional pest control, local authorities, agriculture and gamekeeping. Those with existing qualifications will be brought up to date with the new concepts and advice. The status quo is not an option. Practitioners must become better acquainted with the risks inherent in the use of anticoagulant rodenticides, especially when they are applied outdoors, and implement all appropriate risk mitigation measures. The strategies and methods described in this document will promote effective rodent pest management and result in reduced risk of accidental exposure of humans and non-target animals."

Dr Alan Buckle, Chairman CRRU

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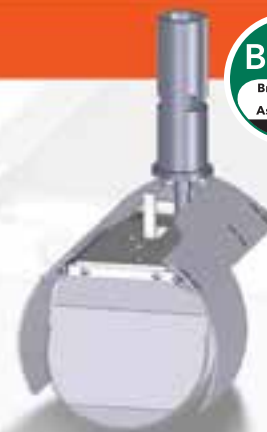
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BIRD PROOFING :

Nigel Batten, Killgerm's Bird Specialist offers some words of wisdom on how to expand your portfolio, based on over 40 years of experience in the industry.



Why get involved in bird control?

Many pest control companies specialise in what they know best. Many operate to solve the various rodent and insect infestations in their area and ignore pest bird enquiries that come their way. There is nothing wrong in this – I understand that working at heights with tools and guano is not everyone's ideal scenario. However, they should consider that bird control will add to the bread and butter of their business, often at a significantly higher margin than other work.

Demand for bird proofing has been steadily increasing over recent years, driven by concerns for health and safety, property damage and public image. Whilst the feral pigeon (*Columba livia*) is seen as the main bird pest species, the lesser black backed gull (*Larus fuscus*) and the herring gull (*Larus argentatus*) currently provide for plenty of proofing opportunities. Furthermore, new species such as the ring neck Parakeet (*Psittacula krameri*) are making their presence felt in West London, Surrey, Sussex and Kent borders, where it is estimated that in twenty years' time we will be talking about these birds as often as we talk about feral pigeons. Already there are reports of activity in Manchester and the Scottish borders. In fact, currently numbers of these birds are upwards of 40,000 in the UK, so it is no surprise to see them becoming more widespread.

Training and advice

So how do you get involved? First and foremost, you need training. There are many training providers that offer bird control training in general and my recommendation is to look for a one-day course that also includes the option of an additional practical day. Now, that said, just attending a course will not make you a bird management expert but it will give you an insight into the business and provide you with a stepping stone to work from. Even if you only intend to sell the concept, both you and your sales staff would benefit from such training. Your next step, if you want to take up the challenge, is to gain more experience. The best way is to work alongside colleagues who can do the work. For sole traders this may be difficult, but try talking with similar companies in the area, as the chance to help each other out can benefit both parties in more ways than one. Alternatively use your trainer – I regularly spend time out on the job mentoring pest controllers and providing both written and verbal support to the extent that it soon becomes obvious that my assistance has helped to develop their business. A further option is to sub-contract the work out. There are many specialist installers around the country who only do this type of work. Many of them are happy to work for or alongside

new starters to either help you gain experience or to leave you just to project manage and keep a happy client. BPCA can assist with a draft agreement to help you manage this process professionally.

Promoting the service

So now you may be interested in including this specialist service. The next step is to go out and find the business. In an age when we all wish to work smarter we might turn first to our own websites. This has to be the easiest and quickest way of telling the world about your service. All online media need regular updates to push your business to the top of the list. Social media such as LinkedIn, Facebook and Twitter all play their part as they probably already do with your current business. Keeping the information fresh with examples of your recent work, blogs, project summaries and amendments will help with this aspect.

The worst thing is to turn down an opportunity. Bird control is a specialist service and an emotive subject to many members of the public. Try leafleting an area known for bird problems – you'd be surprised how many additional customers you can get.

Be aware not all clients use the net unless they know who to ask. It has been said that the general public would have no idea who to ask or where to go if they had a bird issue.



spread your wings

“ **...consider your team, as they are the backbone to your business and deserve the respect for both working at height and working in conditions that many of us would not go near.** ”

You need to keep your eyes and ears open and look for the business in your locality. This isn't easy but it does work. Once the hidden costs of not having bird control are mentioned to a client, such as property damage, risks to health and safety and damage to client image, they will be glad that you knocked on their door.

Once out on the street, the bird control survey has to be the key to your success. It has to be factual and provide a solution to the problem that presents itself. The bird work will be costly but even more so are the hidden costs as mentioned. Take plenty of pictures that can be used later in the quote and detail the species concerned, the level of infestation, such as light, medium or heavy pressure, then offer a proofing solution. There may be more than one to be considered. Remember there is no 'magic bullet' – different tools suit different situations.

Bird proofing system options

When I first installed bird proofing systems back in the 1970s we only had netting, birdwire and bird spikes. Move forward and new systems such as the optical gels and electrical track systems have been added to the range, providing increased opportunities. Do remember that each system has their strengths and weaknesses which need to be considered according to

the situation you are faced with. The client may have an idea as to what he or she may want and sometimes you may need to tactfully explain why a particular system may be ineffective. However, if you can offer a choice you are more likely to win the business. Where once the client would not want a spike or a wire, they are now more receptive to these low profile additions, irrespective of the cost.

In any event the system that is chosen should be fit for purpose and suit the pressure of the infestation. Not all systems will solve every project, indeed a combination of systems are more likely to succeed in moving on habitual species to adjacent properties. Each installation will take time and care to prevent a costly call back. Get it right first time and increase your reputation to lead you onward to future works via this contact. Get it wrong and the reverse can do irreparable damage to your reputation.

The order

So your quote has been accepted, now the organisation of the work needs to be a priority. Diarise a date for the work and inform your client, once you are sure you have your access hire available, your materials and your installers available to suit. The last thing you want now is a mistake, so be confident that you

will have all these elements in place. By far the most common failure is to order the materials at the last minute. Not all bird control systems are readily available for next day delivery. Items such as brackets and stanchions may be available off the shelf, but this is not always the case. Some may need to be manufactured, which can lead to a three week delay at least from the point of your order. Alternatively, materials may arrive in good time but not be checked off as per your order until the first day of installation; this can result in frustration and loss of hours whilst alternative solutions and frantic calls are made. Have systems delivered at least the day before.

Finally, consider your team, as they are the backbone to your business and deserve the respect for both working at height and working in conditions that many of us would not go near. Make sure they are adequately supplied with the right training, tools, safety equipment and PPE along with the correct instructions for the project as per the clients' expectations.

Which probably brings me back to my initial point; many pest controllers refuse to get involved in this aspect of our business – but are they missing an opportunity to spread their wings?



WINTER OF DISCONTENT

Leading entomologist and pest consultant Clive Boase speaks to PPC about winter flying pests, their identification and successful eradication.

The UK Winter is always a difficult time, especially for insects. Low temperatures, limited sunlight and little fresh food – it’s a season they could do without. So how do they cope, and how does that create opportunities for pest controllers?

Winter break options

Different insects have different ways of passing the winter. Those insect pests originating from warmer regions such as houseflies, cockroaches and tropical ants, don’t have the capacity to hibernate at all, so just have to remain active in a warm habitat. By contrast some native species such as the lesser housefly, some mosquitoes, and clothes moths, are able to over-winter as dormant larvae or pupae. When the weather warms in the Spring, these insects complete their development and emerge as adults, ready to start a new generation. There are a few insects such as queen wasps, ladybirds, some mosquitoes, and cluster flies, which opt to over-winter as adults. They seek out dry and sheltered locations in which to spend the Winter, such as under the bark of a dead tree, in thick ivy, or in our buildings.

With all the insects, shown in ‘Who’s been sleeping in our house?’ below, we are

seldom aware of them in the Summer as they are active outdoors in the natural environment. However on warm afternoons in September or October, we start to notice them basking in the sun on South-Western sides of buildings (see figure 1). As the sun starts to set each evening, and the sunlight areas retreat up towards the roof, the insects follow the sun and eventually seek refuge in cracks around the eaves or the upper window frames. This process is repeated day after day until the roof void may contain thousands of flies.

During this Autumn ingress period, not all the flies make their way directly into the roof void. Many will end up in corridors, offices, landings, bathrooms and bedrooms, much to our customers’ concern, so this can be a busy time. As Winter sets in, any insects remaining in the roof void become dormant and usually go unnoticed. However with the arrival of warm weather in the Spring, the remaining flies will wake up and try to find a way out of the building, leading to a second bout of cluster fly phone calls and treatments.

Overall, the impact of cluster flies and related insects can be very diverse, ranging from nuisance to residents, guests and employees, through to contamination of

food or pharmaceutical products, and even to disruption of rail signalling systems.

Facts or pheromones?

The idea that cluster flies use pheromones to find their hibernation sites is well-rooted in pest control literature. Almost all pest control websites that cover cluster flies, will make statements along the lines of ‘hibernating cluster flies leave a pheromone which attracts other flies’, and ‘the pheromone may linger from one year to the next, which explains why particular buildings have annual problems.’ It all sounds plausible, but the problem with this ‘explanation’ is that no cluster fly pheromone has ever been discovered.

The more accurate explanation is that cluster flies and other over-wintering insects do not have hibernation pheromones, but instead use physical cues to find their ideal hibernation sites.

Check-out time

For pest controllers, the question is how to persuade these unwelcome Winter visitors to pack their bags.

At first sight, proofing premises against insect ingress may appear the obvious



WHO'S BEEN SLEEPING IN OUR HOUSE?

The most common insects over-wintering in buildings are shown here...

COMMON CLUSTER FLY

Pollenia rudis

Actually a type of blow fly. Size of a large housefly, dull grey brown with wavy golden hairs on the thorax.

The larvae are parasitic on earthworms, particularly *Allolobophora* spp. Adults very commonly overwinter in buildings (see figure 2).

BLUE CLUSTER FLY

Dasyphora cyanella

The size of a housefly. Metallic blue green colour, but distinguished from blow flies by wing veins.

Breeds in cowpats. In some areas a more serious over-wintering problem than common cluster flies.

YELLOW SWARMING FLY

Thaumatomyia notata

The size of a fruit fly, but with a distinctive black and yellow marked thorax (see figure 4).

The larvae are predatory on underground root aphids. Sometimes occurs in enormous numbers in buildings.

HARLEQUIN LADYBIRD

Harmonia axyridis

At 7-8mm long, this is the largest of the ladybirds found in the UK. A range of colours and patterns.

First found in the UK in 2004, now very widespread. Over-winters in buildings (see figure 3).

PLANE TREE BUG

Arocatus longiceps

Distinctive red and black colouration (see figure 5).

Originates from the eastern Mediterranean area, and was first found in London in 2006. The adult feeds on plane trees, and over-winters in buildings. It is locally common, and causes similar problems to cluster flies and harlequin ladybirds.

WHAT MAKES A BUILDING PRONE TO CLUSTER FLIES?

The buildings are nearly always adjoining or overlooking extensive grassy areas such as pasture, golf courses, parks, large gardens, and cemeteries, where the larvae can develop within earthworms.

Buildings surrounded by urban areas or by arable land are much less likely to be affected.

The buildings must be exposed to the afternoon / evening sun.

By contrast, buildings that are shaded in the late afternoon, perhaps by trees, nearby buildings, or hills, are unlikely to be affected.

Premises that have cluster fly problems also tend to be attractive to other hibernating insects – it is not unusual to find several cluster fly species, ladybirds, and lacewings, all hibernating in the same premises. They are probably all using these same physical cues to find suitable protected places to over-winter.

The buildings are nearly always in an elevated or prominent position.

Multi-storey structures such as hospitals, hotels, water towers, church towers, chemical manufacturing plant, Victorian institutions, or just taller private houses are more likely to be affected. Problems are usually greatest on the upper storeys. Single storey structures are much less likely to be affected, but even then, caravans may be affected if there are no other prominent structures nearby.

There has to be a route for the flies to move from the exterior sunlit surfaces on the south west exterior of the building, into the interior.

With most buildings there will always be ingress points along the eaves or around window frames. Structures such as caravans may be more tightly closed, but nonetheless a poorly fitting door or damaged air vent, may still allow cluster fly ingress.

ONLINE
CPD

An online CPD quiz based on this feature is now available on the BPCA website. Each quiz is worth three PROMPT CPD points – register to take part at www.bpca.org.uk/affiliate



Figure 2: Dead cluster flies in a static caravan. This was the only caravan with a cluster fly problem on this site. Investigation revealed that one of the doors on the south western side did not close properly at the top, allowing the flies in.

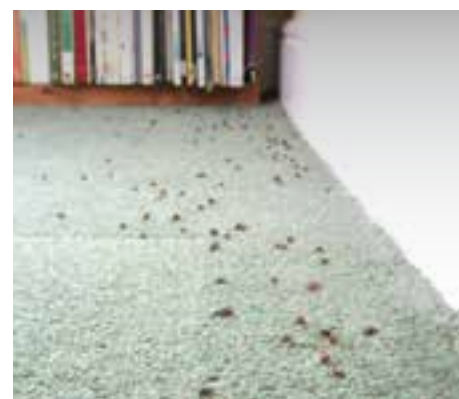


Figure 3: Dead harlequin ladybirds in a first floor bedroom.



Figure 4: Yellow swarming fly - small in size but can be very abundant.



Figure 5: The plane tree bug - a recent arrival to the UK which can over-winter in buildings.



Figure 1: Harlequin ladybirds basking on the sun-lit south-western corner of a building in October.

solution, but finding and proofing entry points high up on the exterior of buildings is rarely practical. More likely we will be looking at ways of dealing with insects that have already checked in. For customers who prefer a non-chemical approach, then it may be possible to install an electronic fly killer in roof spaces or plant rooms. A conventional EFK will not be appropriate, as the catch tray or glue-board will become very rapidly overwhelmed by dead flies, and may even create a fire risk. Fortunately, there are now models which are specifically designed for cluster flies, in which the dead flies fall into a capacious bag. Alternatively, there are situations, such as removal of harlequin ladybird clusters, where a vacuum cleaner may be the best non-chemical technique.

In many situations, insecticides will also be part of the solution. Where the clustering insects are accessible, then residual insecticide treatment of fly resting surfaces will not only control the flies present, but also deal with any subsequent fly ingress. However, where access to fly roosting areas is difficult, then a space treatment may be more appropriate. Smoke generators, total-release aerosols, or a ULV treatment will all provide good coverage and rapid knockdown in enclosed and areas that are hard to reach. All these products typically contain non-residual insecticides, so re-treatment may be necessary during the Autumn fly ingress period.

Roof spaces are confined and hazardous environments, so a risk assessment must be carried out. In addition to personal safety issues, avoid contamination of water tanks or adjoining premises (especially in terraced houses), avoid triggering smoke detectors, and if the presence of bats is suspected then contact the appropriate Statutory Nature Conservation Organisation (see page 19).

So, the management of hibernating insects has a very different feel from other aspects of pest control: hygiene improvements are not relevant, proofing is seldom practical, infestations are quite predictable, insecticide resistance seems unlikely to be an issue, and new species occur quite regularly. It's an interesting and challenging mix!



Why do you need CPD?

Training Officer Mandy McCarthy-Ward takes a look at what CPD is, and the benefits to your business.

When talking to people about Continuing Professional Development (CPD) there is often a mixture of interpretations around this. Many views of what CPD is, are misinformed. Because of this misinformation, many people wonder why they need CPD. So let's look at what CPD is...

Often people have a belief that by demonstrating that CPD points have been achieved each year through a mixture of meetings, seminars and magazines that this is sufficient learning and negates the need for taking or renewing qualifications. This view is false.

Let's set the record straight. CPD is a mechanism for recording learning of any kind across a period of time, usually 12 months. Learning can come from many sources including short courses, online learning, qualifications, reading journals, attending exhibitions and seminars to name a few. CPD does not negate the need for taking training courses or qualifications, it is purely a method of recording what learning has taken place and how; demonstrating professionalism and commitment to learning.

CPD is widely used in most industries in the UK. Each CPD scheme may be different. Some schemes record points, some record learning time, and some record outcomes (i.e. 'how your practice improved'). Some schemes automatically record your

information upon receipt of attendance registers and some require the individual to record their information and to return this to the scheme.

CPD is designed to ensure pest controllers keep at the top of their game and it remains vital to the future of the industry. It doesn't mean you must stop taking exams; it shows you are continuing to learn using a variety of methods on an ongoing basis.

There are many ways of recording CPD including nationally recognised schemes such as BASIS PROMPT, City and Guilds NROSO and LANTRA Pest Passport and some companies have their own BPCA-approved in-house schemes.

BASIS PROMPT states that CPD "Enables companies and individuals to demonstrate they are experts in the field who will provide a quality, value-for-money service. So it's value to pest controllers and their companies should not be under-estimated."

The importance, relevance and awareness of CPD has increased rapidly in recent years as industry standards, regulations, technological changes and consumer needs have developed. Several thousand technicians now take part in the scheme through BASIS PROMPT – mostly due to BPCA's insistence on this as a criteria for membership.

We all recognise that evolving and learning all the time is vitally important and CPD provides the structured maintenance, improvement and broadening of knowledge required.

The importance of CPD to the pest control industry and the professionals within it should not be overlooked.

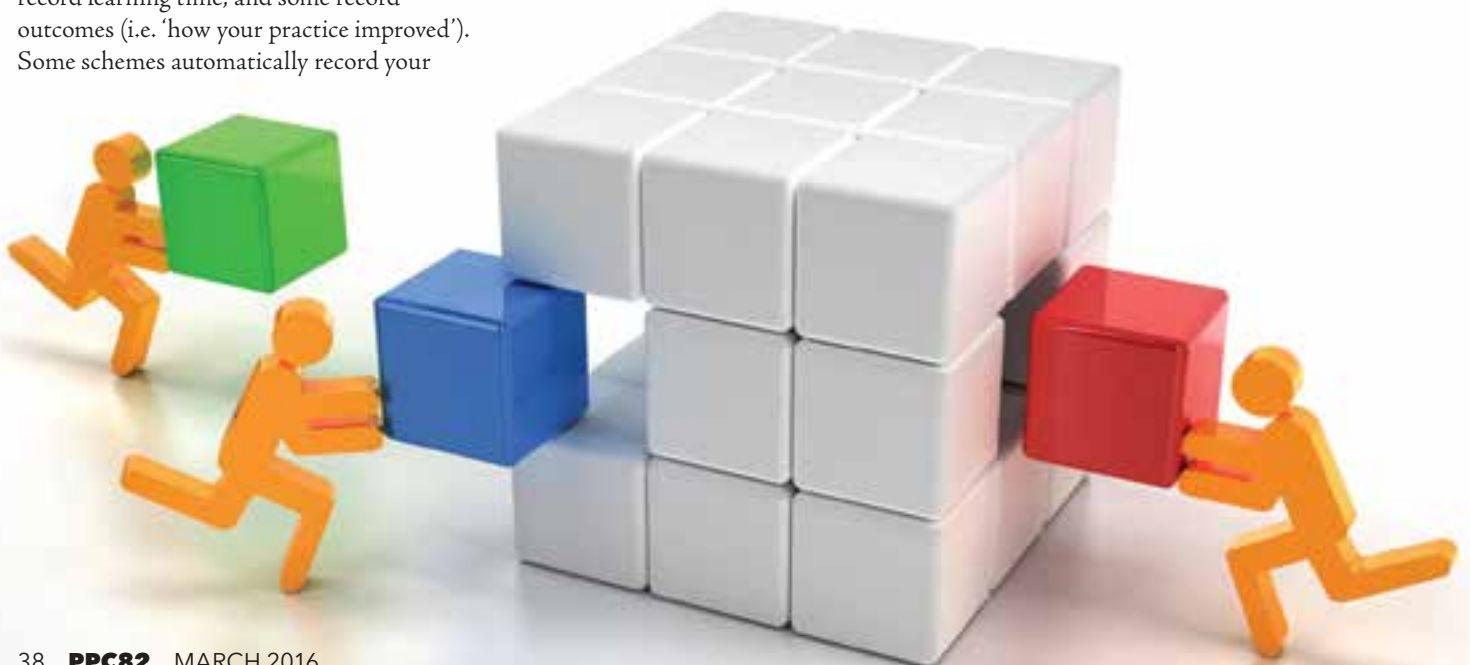
Technicians must have achieved at least a Level Two in Pest Control to become members of BASIS PROMPT and a spokesperson for BASIS PROMPT stated "Because of that criteria, our members have already demonstrated their professional knowledge to a certain level."

Members of BASIS PROMPT are obliged to gain at least 20 CPD points each year which means companies and technicians on the register will always be aware of the most recent developments in what is a fast-changing industry.

So, if you aren't already in a CPD scheme, BPCA would suggest you sign up to one and demonstrate your professionalism.

FIND OUT MORE!

Visit the BASIS PROMPT website at www.basis-reg.co.uk/Schemes/PROMPT



Fumigation

THE INDUSTRY RALLIES TOGETHER

If you carry out invertebrate fumigations using aluminium phosphide you will already know that Plant Protection (Sustainable Use) Regulations 2012 came into effect from November 2015. The effect of this legislation change has meant that not all existing qualifications have satisfied the legislation requirements.

Having spent many hours around meeting tables, CRD is insisting that, to satisfy the legislation change, anyone who currently holds both the BPCA Fumigation Diploma and at least one BPCA Module Certificate must now take the RSPH Safe Use of Fumigants for the Management of Invertebrate Pests – mandatory unit 1. Anyone who doesn't already hold both the BPCA Fumigation Diploma and at least one module certificate, will need to take the RSPH Safe Use of Fumigants for the Management of Invertebrate Pests mandatory unit and the optional units relevant to their area of fumigation.

Even if you have had previous training and you think you are authorised to use aluminium phosphide only the new approved level three qualification will be legally recognised.

BPCA and RAMPS are working hard to put together a programme to satisfy this requirement. It is looking like this will be by offering you the choice of studying either:

- The full four day course and assessment, dates currently available are 3-6 May and 10-13 October in Derby, or
- For those who only require a refresher before taking the assessment, BPCA will be planning a number of short refresher courses across the UK during 2016.

“ Even if you have had previous training and you think you are authorised to use aluminium phosphide only the new approved Level three qualification will be legally recognised. ”

FIND OUT MORE!

As soon as we have more information we will let you know. Please keep an eye on the website or contact training@bpca.org.uk



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Close encounters of the pension kind



With many companies facing pensions auto enrolment, Bob Taylor of B&CE explains what this means for your company and, as an employer, what you should be doing ensuring it's not alien to you.

Automatic enrolment is now affecting smaller employers so it is important to understand what the changes mean and how to comply with the legislation. There's a lot to think about so you shouldn't underestimate how much time you'll need to get ready for automatic enrolment. The Pensions Regulator (TPR) will write to you if they haven't already, and inform you of your 'staging date' – this is when you need to comply with the rules. You can go to www.thepensionsregulator.gov.uk/employers to find out your staging date.

What happens if you don't comply?

If you miss your staging date penalty notices may be applied, with daily fines of between £50 and £10,000, or even imprisonment in extreme persistent cases of non-compliance. So you should ensure your plans are in place to make automatic enrolment run smoothly. In the year to the end of September 2015, TPR used its formal powers to impose compliance notices or penalties on over 3,000 occasions (source: The Pensions Regulator, October 2015).

How The People's Pension can help

Automatic enrolment doesn't have to be daunting – the right pension scheme will be affordable, simple and easy to use.

The People's Pension, provided by B&CE, is a simple, hassle-free solution to automatic enrolment and it now offers a full support solution aimed at small businesses. BPCA has worked with B&CE to offer this simple and effective scheme.

The new solution offers BPCA Members everything they need to meet automatic enrolment duties:

- A fast-track sign up process
- A high level of support throughout the life of the scheme
- Simplified, easy to use online systems
- Flexible administration options, even if they have no payroll software
- A UK based call centre with extended opening hours for one-to-one support.

REDUCED CHARGE FOR YOU

Businesses with a staging date from January 2016 onwards that sign up to The People's Pension will pay a one off set-up charge of £500+vat. It will also apply to those that have a 2015 staging date and sign up from 1 January 2016 onwards. **However, there will be a reduced charge of £300+vat for BPCA Members.**

What this means for you:

- High standards of service and support
- Ongoing support during the life of your scheme
- No ongoing charges for employers
- A low annual management charge of 0.5% for members of The People's Pension – that same as it's always been.

You won't be charged if you've already signed-up to The People's Pension and need to add a new subsidiary company to your scheme, and/or you're an existing customer of any of B&CE's other products – EasyBuild, Employee Accident Cover and Employee Life Cover.

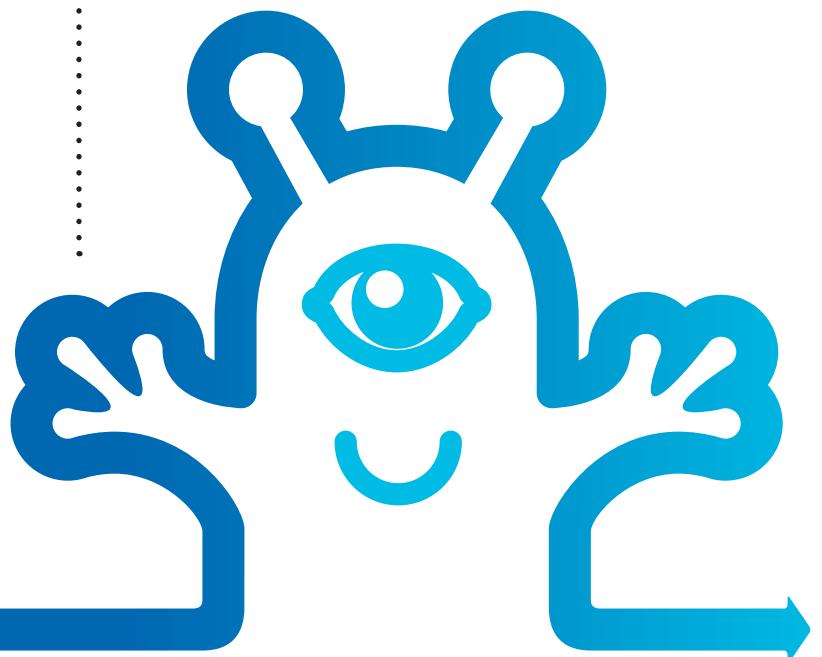
How you get the reduced charge

For more information and to sign up to The People's Pension from their website at www.thepeoplespension.co.uk/moreinfo – you'll be asked for a code to get the reduced charge, which you can obtain from the BPCA office.

COME AND VISIT B&CE AT PPC LIVE

Visit stand 59 at PPC Live, Peterborough Arena on Wednesday 16 March 2016 where you will be able to discuss The People's Pension.

To book a 10 minute meeting please call Bob Taylor on **07775 413789**.



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Masters of our own destiny?



Do you believe that 'in life you get what you deserve?' Do you believe that 'the harder you practice the luckier you get?' Do you believe that 'if it is to be, it's down to me?'

I believe in all of the above and I've been applying these notions to the industry that we all work in and which supports us and our families.

It makes sense that if we are going out there every day to provide for ourselves and our dependents that we should be doing the very best job for our companies to win business and to keep it.

Membership of the UK's leading trade association in the pest control industry is just the start. Complying with the rules and regulations of membership is extremely important, but being professional in our attitudes and actions day in, day out is probably the most important thing we can do.

You may have seen my article 'What is the cost of sales?' in PPC80 discussing the importance of 'selling' professionally to ensure profitability and long-lasting business. In PPC81 I took the opportunity with 'What code do you live by?' to remind our membership about the Codes of Best Practice; how they make up part of membership criteria and the benefits of using these Codes to gain commercial advantage.

Both articles emphasise ways to become more professional – but what's the reality out there? I'm not a 'sit in the office' business manager, I believe in leading by example. That is why I'm out and about a lot seeing customers and doing surveys. I'm sometimes amazed with the quality of work that I see when I'm surveying. Some of this is by non-members but I'm afraid some of it isn't – and if we really do get what we deserve in life then some had better watch out!

Poor work is not big and it's certainly not clever; it *will* lose business and it *will* reflect badly on other members of the Association. We all need to pull together on this type of thing and eliminate it through good management and supervision, good surveys leading to sound treatment and protection programme proposals, good co-operation and

“ We should be brave enough to raise these issues, take action to make things better... ”

teamwork with our customers and making sure there is enough money in the work to facilitate consistent quality – not just at the start of a business arrangement.

Yes, I know I sound like a broken record but all of this needs saying. We should be brave enough to raise these issues, take action to make things better and never let up in the drive for excellence because that is what keeps the business we have and is instrumental in winning more.

What is BPCA doing to help?

The Association works hard to improve the image of the industry and to make it more professional in the internal and external environment.

For months the Executive Board has been developing the Strategic Plan for the next three years which focuses on '3Ps' – Professionalism, Profile and Profit.

This plan involves dynamic focus on what we do as an Association, how we are organised and what 'shape' is most likely to give us the best result when we focus on the '3Ps'. The staff team has played a fantastic part in the strategic planning process and is now tasked (by the Board) to deliver on that plan.

The Executive Board welcomes the introduction of the new EN16636 quality standard and feels that over the long term this will improve the professionalism of both the Association and the wider industry. Whether you're an individual or a company that portrays a quality offering, and can see the marketing opportunity in having a recognised quality standard, then the new CEPA Certified® EN16636 standard is for you. Speak to Dee Ward-Thompson for more information and get on board.

How do I get more involved?

Fancy making a difference or having your voice heard? Then why not get involved in the running of BPCA. This can be done two ways:

1. COMMITTEES There are three standing Committees (Manufacturers and Distributors, Servicing and Fumigation and Controlled

The 3Ps

PROFESSIONALISM because that's what we demonstrate (every single one of us) and this approach always wins.

PROFILE because we believe that we should cement our position as the absolute 'go-to' brand in the marketplace for specifications and tenders, media comment, consumer advice and government influence.

PROFIT because we believe our members should look to make a profit out of their activities and we believe the Association should assist all members in this endeavour.

Environments) – all of these are more than happy to hear your thoughts and concerns, and are always keen for members to join as and when vacancies become available.

2. EXECUTIVE BOARD Would you like to help shape the industry? Seats become available periodically and these are publicised when this happens. To find out more contact Simon Forrester simon@bpca.org.uk

This month BPCA is in Peterborough with PPC Live and I'm really looking forward to the event. It provides an excellent opportunity for the industry to come together and showcase new products, network and more importantly keep up-to-date. The UK Stewardship Regime kicks in from April, so PPC Live's Question Time discussion with a panel of experts is a 'can't miss' seminar.

In closing, I'd like to say that being a member of the BPCA is not just about collecting another badge for your letterhead. The more you put in, the more benefits you will receive – and the better the industry will be for all.

Are we the masters of our own destiny? You bet we are!

Martin Harvey, BPCA President
Managing Director, Harvey Environmental Services Ltd

Do you agree with Martin's views or not? Have your say at blogalex.wordpress.com

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