

JUNE 2016

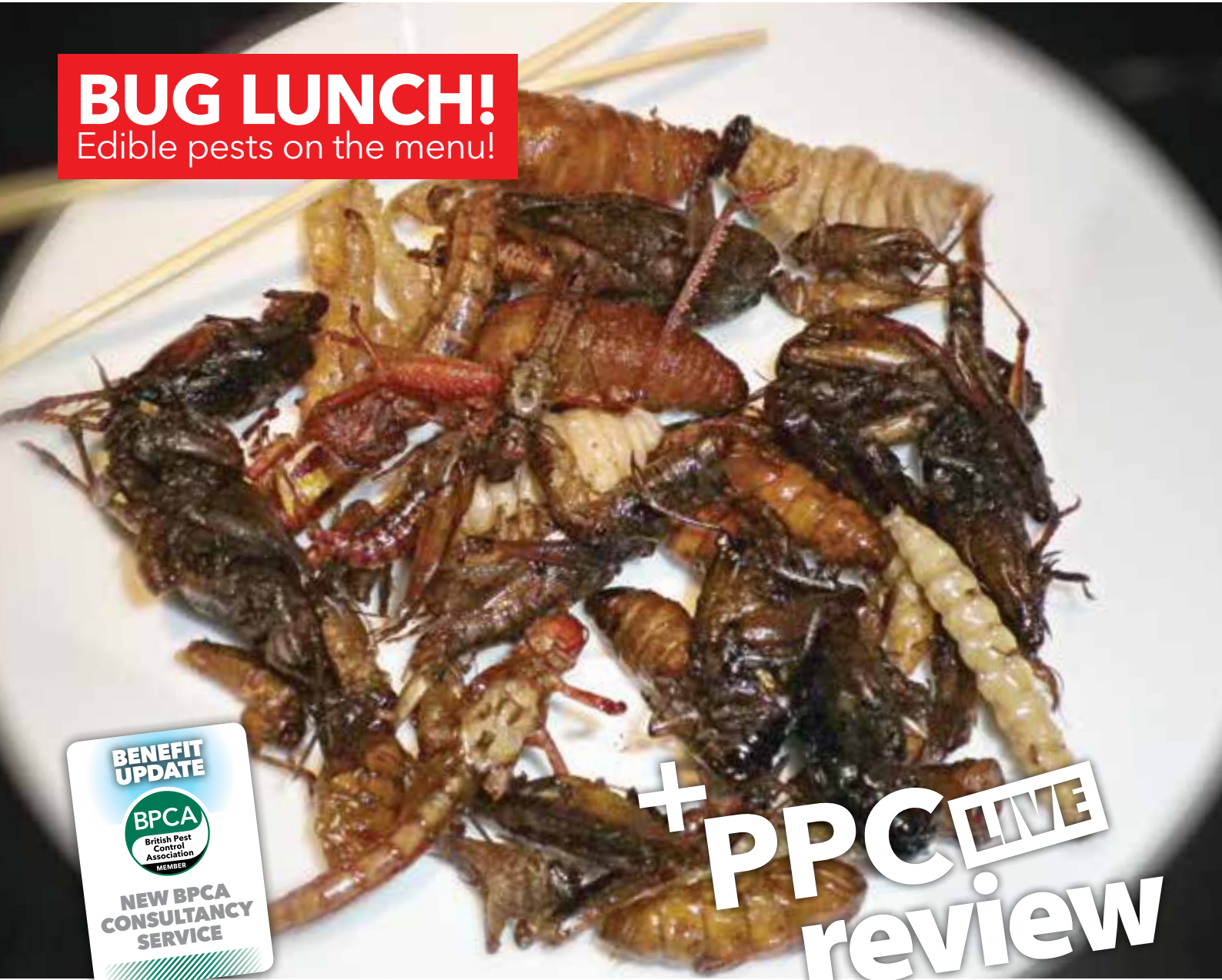
# PPC83

PLUS

- Spring clean your business
- Fumigation qualifications
- Mosquito concerns
- Crisis? What crisis?
- CEPA Certified®
- SGAR update

## BUG LUNCH!

Edible pests on the menu!



# + PPC LIVE review



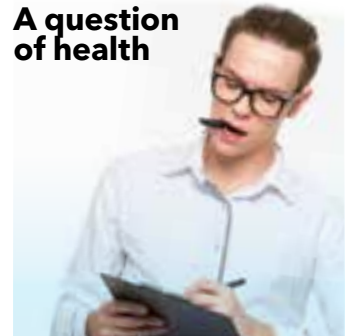
**Bats: your fellow pest controllers**

**Out with the old... in with the new!**



**Electric flykiller servicing**

**A question of health**



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.

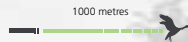
Birds perceive the laser beam as an approaching physical danger and fly away in search of safer grounds. Unlike conventional methods of bird deterrence, there will be no habituation. After consistent use birds will perceive the area as unsafe and will not return.

- 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 . . .

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|------------------------|---------------------|---------------------|
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| • 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

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# Brexit or bust?

I've had a lot of people ask what BPCA's position is on Brexit. The Association takes a neutral stance, allowing members and individuals to express their own views. In the background we are attending seminars and briefings to try and understand better what it might mean for our sector, though it seems likely that in the event of a vote for Brexit, it would take many years to unpick exactly what will happen, and only then could we begin to understand the effect on public health pest management.

Whatever way the Brexit vote goes, it seems we must continue to fight to

maintain our use of products. BPCA is leading the campaign to ban public sale of glue boards while maintaining them for professional pest control use. Similarly, rodenticide stewardship kicks in properly now, and we all have a role to play in policing the supply chain. If you see something dodgy, report it to the relevant authority. It's only by self-policing that we will maintain use of these products.

In a spirit of looking to the future, BPCA has published our strategy for the next three years (see page 27) and the President's article (see page 36) brings together our existing and

incoming Presidents to discuss where they see us heading.

One area for change is the alternatives to the range of biocides and traps we currently have available. Whether it is contraceptives and sterility agents for vertebrate control, Wolbachia bacteria to control Aedes aegypti mosquitoes, or innovative traps like the new 'wheelie bin' from 4 World Designs, the industry is continually seeking new and innovative ways of maintaining control of pests, and ultimately our own destiny. While change is feared by some, it's an opportunity for us all.

**Simon Forrester**  
BPCA chief executive  
[simon@bpca.org.uk](mailto:simon@bpca.org.uk)

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**BPCA**  
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**CPD for 2016: 2 points**

BASIS reference: PC/49814/16/g

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## Networking events

### CEPA Certified® Roadshows

1 June / London E1  
 28 June / Barretine, Bristol  
 21 July / Pelsis, Knaresborough  
[www.bpca.org.uk/CEPARoadshows](http://www.bpca.org.uk/CEPARoadshows)

### 15<sup>th</sup> Conference on Rodent Biology

25-29 July / Olomouc, Czech Republic  
[www.rodensetspatium.upol.cz](http://www.rodensetspatium.upol.cz)

### 27<sup>th</sup> FAOMPA Conference 2016

14-16 September / Gold Coast, Australia  
[www.aepma.com.au/Conference](http://www.aepma.com.au/Conference)

### PestWorld 2016

18-21 October / Washington Convention Centre, Seattle, USA  
[www.pestworld2016.org](http://www.pestworld2016.org)

### PestTech 2016

2 November / National Motorcycle Museum, Solihull, UK  
[www.npta.org.uk](http://www.npta.org.uk)

### Parasitec

16-18 November / Paris Event Centre, Paris, France  
[france.parasitec.org](http://france.parasitec.org)



### PestEx

22-23 March 2017 / Excel, London, UK  
[www.bpca.org.uk/pestex](http://www.bpca.org.uk/pestex)

### Global Summit #2

2-4 April 2017 / New York Hilton Midtown, New York, USA  
[tinyurl.com/summit17](http://tinyurl.com/summit17)

### ICUP 2017

9-12 July 2017 / Aston University, Birmingham, UK  
[www.icup2017.org.uk](http://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](http://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	1 July	BPCA offices, Derby		
	26 August	BPCA offices, Derby		
	16 September	Yarnfield Park, Stafford		
	21 September	Northern Ireland + BPCA offices, Derby		
	4 October	Croydon	£140	£185
BPCA Accredited Technician in Pest Control	19 October	Scotland + BPCA offices, Derby		
	7 November	North West		
	23 November	South West		
	6 December	South East		
	16 December	Yarnfield Park, Stafford		
BPCA Certificate in Bird Management	6 June	BPCA offices, Derby	£245	£330
	19 September			
	21 November			
RSPH Level 2 Award in the Safe Use of Rodenticides	15 November	BPCA offices, Derby	£100	£120
	1 July	BPCA offices, Derby		
	26 August	BPCA offices, Derby		
	21 September	Northern Ireland + BPCA offices, Derby	£40	£50
	4 October	Croydon		
BPCA Certificated Field Biologist	19 October	Scotland		
	7 November	North West		
	22 June	BPCA offices, Derby	£305	£415
	3 October			
RSPH Safe Use of Fumigants for Invertebrate Management (unit 1)	22 November			
	2 December			
	7 July	Peterborough		
	15 July	BPCA offices, Derby		
	18 August	Caerphilly		
	5 October	Knaresborough	£305	£425
	13 October	BPCA offices, Derby		
RSPH Safe Use of Fumigants for Invertebrate Management (optional units 2-8)	2 November	Peterborough		
	8 December	Peterborough		
	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:

- Tuesday 14 June / Midlands
- 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](http://www.bpca.org.uk/events)

# Book by calling 01332 225 113 or via [www.bpca.org.uk/training](http://www.bpca.org.uk/training)

Courses	PROMPT Register	2016 dates	Venue	Member	Non-
	CPD			cost (exc. VAT)	member (exc. VAT)
Modular Pest Control Course*	38	20 September - 19 October	BPCA offices, Derby	£755	£955
General Pest Control Course (Residential)*	24	11-16 September 6-11 November 11-16 December	Yarnfield Park, Stafford Northern Ireland Yarnfield Park, Stafford	£920	£1195
<b>NEW</b> Emergency First Aid	2	23 September 22 October	BPCA offices, Derby	£70	£80
<b>NEW</b> First Aid at Work	6	23-25 November	BPCA offices, Derby	£200	£250
Pest Awareness	12	10 November	BPCA offices, Derby	£165	£195
Practical Insect Control	12	21 July 29 November	Yarnfield Park, Stafford BPCA offices, Derby	£165	£195
Practical Vertebrate Trapping	12	16 November	BPCA offices, Derby	£165	£195
Fleas, Forceps and Formalin – an Introduction to Insect ID	12	30 November	Stafford, Midlands	£165	£195
Bed Bug Control	12	29 September	BPCA offices, Derby	£165	£195
Urban Bird Control and Management	20	15 November	BPCA offices, Derby	£185	£215
Using Rodenticides Safely	12	17 June	BPCA offices, Derby	£125	£165
Level 2 Award in Health and Safety in the Workplace	12	22 September	BPCA offices, Derby	£70	£80
Level 2 Food Safety	6	24 October	BPCA offices, Derby	£60	£80
Level 3 Food Safety	20	14-16 December	BPCA offices, Derby	£350	£475
Using Aluminium Phosphide Safely for the Management of Vertebrate Pests	10	17-18 November	BPCA offices, Derby	£300	£395
BPCA Fumigation Theory Course (leading to RSPH Level 3 Unit 1 in Safe Use of Fumigants for Management of Invertebrate Pests)	30	12-15 July 10-13 October	BPCA offices, Derby	£725	£925
<b>NEW</b> Refresher Course for RSPH Level 3 Unit 1 in Safe Use of Fumigants for Management of Invertebrate Pests inc. unit 1 assessment	20	6-7 July 17-18 August 4-5 October 1-2 November 7-8 December	Peterborough Caerphilly Knaresborough Peterborough Peterborough	£405	£405
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	6 September	BPCA offices, Derby	£165	£195
Profitable Pest Management	2	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		11 September 6 November 11 December	Yarnfield Park, Stafford Northern Ireland Midlands	Free	£20
Becoming a Technical Inspector	4	5 October	BPCA offices, Derby	£165	£195



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](http://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](http://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.

Image: Peter Trimming

## Red squirrel leprosy study

A study to find out how a form of leprosy is affecting UK red squirrels is to be carried out in Dorset. The project on Brownsea Island aims to discover how the disease, first identified in Scotland in 2014, affects and is passed between native red squirrels (*Sciurus vulgaris*).



Researchers from the University of Edinburgh are working with the National Trust, which manages Brownsea Island, where about 200 red squirrels are found, and Dorset Wildlife Trust, which manages a nature reserve on the island, enabling them to examine the impact of leprosy on the squirrels in a contained environment.

Humane traps will be used to capture the squirrels for health checks, blood tests and other clinical samples before they are returned to the wild. Little is known about how the leprosy bacteria, which causes swelling and hair loss to the ears, muzzle and feet, is spread among red squirrels. Leprosy is caused by the bacterium *Mycobacterium lepromatosis*, although the disease is believed to have

been present in the squirrel population for centuries.

Numbers of the animal have fallen drastically to around 140,000 in the UK, with most of the population in Scotland. The main threats to red squirrels are habitat loss and the introduced American grey squirrel, which out-competes their native cousins and spread squirrelpox, a disease fatal to the reds.

The risk to humans from leprosy is negligible and Brownsea Island will remain open to the public while the research is carried out, researchers said, but they advise visitors not to touch any wild animals and birds and exercise good hygiene practices such as hand washing.

[www.research.ed.ac.uk](http://www.research.ed.ac.uk)

## Local authority pest control reintroduced

Two local authorities at opposite ends of the UK have recently reintroduced pest control operations. Residents and businesses in Weymouth and Portland can call BPCA Member SDK Environmental, and for East Lothian Council a dedicated in-house pest control service has been launched, offering concessionary rates for low-income groups.

Councillor Norman Hampshire, East Lothian Council spokesman for housing and the environment, said: "Local authorities are not required to provide pest control treatment but we believe in East Lothian that a professional service to control pests would be welcomed by local residents and businesses."

## The National Living Wage is now law

Since 1 April, all workers aged 25 and over have been legally entitled to at least £7.20 per hour.

As an employer, you now need to ensure correct pay for your staff because the National Living Wage will be enforced by HMRC and failing to comply may result in penalties.

[www.livingwage.gov.uk](http://www.livingwage.gov.uk)

## On the move

### New role for Nic

Nic Blaszkowicz steps up to UK and Eire Business Manager for Pelgar International.



### Trevor and Richard reunited

Trevor Green has rekindled a longstanding business relationship by joining Richard Lunn at Ienv. Previously with Russell IPM and before that with SX Environmental while Richard was at the helm, Trevor will lead Ienv's pest control training.



## PEST CONTROL BUSINESS FOR SALE

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Association

## BED BUG GENOME MAPPED

A team of more than 80 researchers from across the globe have worked to sequence the genome (the genetic blueprint) of the bed bug. This work, published in Nature, is a crucial step in regaining global control through targeting specific genes for example around insecticide resistance, the bed bug's preference for blood in its diet, and the insect's ability of finding only human hosts. It is hoped that the data will allow scientists to develop chemicals that confuse or confound the bed bug so it is no longer able to home in on its host.

[tinyurl.com/hzqh786](http://tinyurl.com/hzqh786)

## New board members for BPCA

From the forthcoming AGM on 14 June 2016, BPCA's Board will change. Here's a rundown of some of the changes:



### PRESIDENT

Paul Rodman, Monitor Pest Control, London (see Paul's article with Martin Harvey on page 36)

### VICE-PRESIDENT

Tom Holmes, Head of Product Development, Pelsis



### VICE-PRESIDENT

James Ostler, Managing Director, Positive Environmental

To read personal statements by the incoming President and Vice-Presidents, see the BPCA Member Zone at [www.bpca.org.uk/members](http://www.bpca.org.uk/members)

BPCA will also see a fight for the remaining seats on the Board. Participation is your opportunity to have a say on who leads the Association, and the sector. AGM papers have been circulated, so make your voice heard!

## Other changes

Jim England has resigned as BPCA Vice-President, and he and Henry Mott of Conquer Pest Control step down from the Board. Next year Henry is standing as President of CEPA, the European Confederation of which BPCA is a founder member. Henry's spot on BPCA's Board is taken by Martin Harvey as Immediate Past President. Mark Williams from Ecolab was re-appointed as Honorary Treasurer, as were the Chairmen from BPCA's three standing committees.

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

## PEST CONTROL BUSINESS TO SELL?

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"The Professional's Choice for Pest Control"

Healthguard Ltd is a well-established company operating throughout the East Midlands Region. We have grown organically and also with highly successful acquisition.

If you own a contract portfolio-based pest control business in the Lincolnshire, Cambridgeshire, Nottinghamshire or South Yorkshire area, and are considering selling, Healthguard would be interested in discussing options with you in total confidence. Size of suitable business is a contract portfolio for up to a maximum of three technicians.

To find out more, call Paul Furneaux, Healthguard's Managing Director, on **07989 399365**.

## Two new backers brings CRRU UK roster to 17



The Campaign for Responsible Rodenticide Use

(CRRU) has two new members contributing financially and providing expertise to the UK Rodenticide Stewardship Regime. They are Belgagri from Belgium and Impex Europa, Spain. This takes the number of CRRU member companies to 17.

According to CRRU chairman Dr Alan Buckle, "Clearly, additional sources of funding for CRRU UK is most welcome to help cover what is a major and annually recurring investment in stewardship by rodenticide manufacturers and distributors. Furthermore, Belgagri and Impex Europa will provide their own insights to help maximise the regime's impetus, effectiveness and, ultimately, its success."

CRRU has also recently issued guidance on permanent baiting and a Q&A sheet on the stewardship regime. [www.thinkwildlife.org](http://www.thinkwildlife.org)

## TRAPPING UPDATE

The latest update from Defra states that ministers have agreed to delay implementation of changes to traps until July 2018. Defra are currently working out the best route for legislating in light of this delay, and once they know what that will be they will send another communication.

While traps for rats and mice are unaffected, it is still very important to ensure that in all situations where traps are used (either kill or live capture), ensure the site and environment are risk assessed to make sure that we always use the most appropriate trap for the species and that legal and manufacturers guidance are met.

## BPCA on the radio

In April BPCA was given the opportunity to tell the agri sector about rodenticide stewardship via BBC Radio 4's 'Farming Today' programme. Listeners were informed about the options available to them, and extra emphasis was placed on the use of professional pest control as you would expect. However, editing by the producers removed the option of using Farm Assurance Schemes, so farmers were left in the dark about this possibility.

**STOP PRESS!** HSE relaunches searchable database of UK-approved rodenticides [tinyurl.com/RodenticideDB](http://tinyurl.com/RodenticideDB)

April 2016

Update from Phil Christopher, CRRU UK:

# Stewardship surprises still in store and at least one 'known unknown' to be resolved

The transitional introduction of rodenticide stewardship means that hopefully there have been no nasty surprises so far. However, for the unprepared, there may still be some waiting in the wings ready to pounce at an unpredictable time between now and 1 October. If this happens, it will be at the point when remaining stocks of rodenticides with pre-stewardship labels become sold out, making new stocks of stewardship-label products the only option.

Included on those labels will be this text:

**“To be used only by professional users holding certification demonstrating compliance with UK rodenticide stewardship regime requirements.”**

**“Read the label before use. Using this product in a way that is inconsistent with the label may be an offence. Refer to the CRRU UK Code of Best Practice (or equivalent) for guidance.”**

**“When this product is supplied to a user for the control of rodents, it shall only be supplied to a professional user holding certification demonstrating compliance with UK rodenticide stewardship regime requirements.”**

At first glance, the first and third of these appear very similar. On closer inspection, they differ in that the first covers use, the third, supply. Subtle, of course, but also a vitally important distinction.

Still with terminology, on new stewardship labels you may notice that some say “in and around buildings” while others, “outdoors – around buildings”. CRRU UK has correspondence from HSE that these mean the same thing:

“The building itself and area around the building that needs to be treated in order to deal with the infestation of the building. This would cover uses in sewer systems or ships, but not waste dumps or open areas such as farmland, parks or golf courses.”

In this context, the word ‘outdoors’ certainly cannot be taken to mean ‘the great outdoors’. At risk of labouring the point, the infestation to be treated must be associated with a building and not just an outdoor infestation that happens to be in the vicinity of a building.

At the time of writing (mid-April), there remains at least one more ‘known unknown’ about the stewardship way forward. This is the possible removal from product labels of permission to avoid notices in public places where tamper-resistant bait boxes are in use. Once you’ve read the previous sentence at least twice to make sense of it, here is a layperson’s translation: it could become compulsory to display notices in public areas where tamper-resistant bait boxes are in use. When CRRU has confirmation whether or not this comes into play, we will make this known to rodenticide suppliers and users.

Meanwhile, on important practical matters, CRRU has recently published new guidance on permanent baiting, available to download at [www.thinkwildlife.org/downloads/](http://www.thinkwildlife.org/downloads/). In essence, the UK Rodenticide Stewardship Regime rules out permanent rodenticide baiting around the outside of rural buildings except as a justifiable last resort against clear long-term threats to human or animal health.

All good pest controllers will be aware that substantial evidence exists of rodenticide contamination in UK wildlife due to non-target species such as field mice and voles feeding from permanent bait stations. 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 bait 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.

A planned control strategy based on the regime’s Code of Best Practice does allow non-toxic material in permanent bait boxes as an early warning system for new rat activity. To be effective, this demands sufficiently regular inspection, not necessarily profitable under some economy pest control contracts.

If non-toxic bait is being taken and inspection for droppings rules out mice, voles or other non-targets, it can be replaced temporarily with rodenticide bait...assuming, of course, that the pest controller’s certification of competence is up to date.

“...the infestation to be treated must be associated with a building and not just an outdoor infestation that happens to be in the vicinity of a building.”



### ABOUT CRRU

Demands of consumers for high quality and safe food mean that there is a need for ever higher standards in all stages of food production. This has led to strict quality assurance requirements from buyers, such as supermarkets and food processing companies. Among these requirements is the need for highly effective control of rodents, which otherwise contaminate and destroy food at every stage from the farm to the supermarket shelf.

At the same time, government agencies responsible for the regulation of rodenticides have raised concern that many species of wildlife, such as barn owls, kestrels and red kites, are being accidentally exposed to these products. These agencies have called for better stewardship of rodenticides to prevent wildlife exposure.

The Campaign for Responsible Rodenticide Use (CRRU) is a response to that call. Under the banner “Think Wildlife”, CRRU promotes best practice and responsible rodent control, thereby protecting wildlife from rodenticide exposure. [www.thinkwildlife.org](http://www.thinkwildlife.org)



## Farewell to Jeff



At PPC Live BPCA said farewell to longstanding mentor Jeff Callaghan, who has begun a well-earned retirement after over 40 years in the sector.

Jeff began his pest control career in the mid-70s with Insect-O-Cutor and then Terminix, starting as a regional mentor with BPCA back in 2009. Since then, Jeff carried out over 500 assessments on existing and prospective members up and down the UK.

BPCA wishes Jeff a very happy and healthy retirement, and we thank him for his long service to make the industry a better place for all.

## BPCA CALLS FOR CHANGE TO FOOD HYGIENE RATINGS SCHEME

BPCA has called for a greater focus on pest control as the Food Standards Agency (FSA) puts together a case for legislation to make it mandatory for takeaways in England to display their food hygiene ratings in public.

BPCA insists any measure of the cleanliness of food outlets should be more affected by its approach to pest management. Existing regulations require food outlets to have 'adequate procedures' in place to control pests, depending on the nature of the business, and food safety officers will consider those procedures as part of their assessment.

But BPCA insists pest control should be more of an ongoing matter for owners, managers and staff of every outlet. BPCA Chief Executive Simon Forrester said, "The current Food Hygiene Rating System (FHRS) is essentially a very simple method to rate standards. All businesses involved in the commercial preparation, transport or storage of food should understand potential issues and be able to take basic steps to keep pests out and maintain safety standards.

"Staff should be obliged to learn about measures that can be taken to avoid an infestation and how to spot the first signs of one. Problems would then be unlikely to occur and, if they did, could be quickly nipped in the bud.



"Food businesses affected by pest problems can be badly damaged, so the expense of providing basic, low-cost training would be far outweighed by the potential consequences of ignoring the issue. It would also demonstrate that businesses are taking pest management and food hygiene seriously."

The FSA is putting together a case for new legislation which will require every food outlet to display their food hygiene rating following the success of the initiative in Wales. It will present it to the government later this year. In the meantime, BPCA has written to the FSA to request that pest management forms a central part of the ratings scheme.

## Bee removal service now live

A new bumblebee and honeybee removal service has been launched by The Tree Bee Society. Abigail Reade, Communications Officer at The Tree Bee Society said, "Our honeybee removal service is a unique service which has been developed by skilled and experienced beekeepers here at The Tree Bee Society. We use methods that don't cause harm to the honeybees, or the property they

are living in. This means a safe removal for the bees, a clear conscience for your customer and an intact, pesticide free property. Finders' fees are available for individuals and companies who pass work onto us."

If you have a colony that needs removing (either bumblebee nest or honeybee colony) then call 01704 894 018.

[www.treebee.org.uk](http://www.treebee.org.uk)

## Are you a registered BASIS PROMPT professional?

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

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# First aid saves lives, not sausages!



to high-tempo shenanigans in the office, we certainly weren't expecting the life and death situation which confronted technician Mark White on his way into work...

Just down the lane from the office Mark saw a dog-walker on his hands and knees beside the road. Initially Mark thought he had lost something and stopped to ask if he needed help. The man replied that he had had 'a funny turn' and would Mark mind if he could have a lift home. Naturally Mark obliged but when the gentleman and his dog got into Mark's car the man slumped forward and lost consciousness.

Mark quickly ascertained that the chap had stopped breathing and so pulled him out of the car and got him on his back to try to revive him. Mark continued with breaths and chest compressions despite being vomited on. He cleared the vomit from his mouth and continued. The chap continued to vomit during chest compressions and Mark powered through. What a trooper! He carried on for twenty minutes until the air ambulance arrived. The paramedic told Mark that had he not been there the gentleman would not have survived.

Due to Mark's decisive action the man is

now recovering in hospital and looks like he will make a full recovery. The only downside to this story, Mark said, was that the gentleman's dog had been in Mark's car while its owner was being resuscitated and during this time the dog ate Mark's sandwiches, sausages and a whole bowl of pasta. The dog had fun at the office and has now gone to stay with a friend.

Naturally we are all very proud of Mark and his actions have inspired me to enrol the entire workforce (11 people) on a first aid course. It highlighted for me that, while we are only required by law to have one first aider on site at any time, we would greatly benefit in such situations from having thorough first aid knowledge throughout our company. While the outcome of this story was a relatively happy one I doubt we would have been so lucky had Mark not been here. I would urge other company owners to get their own workforce first aid trained because you never know when you will need it.

Martin Cobbald is Managing Director of Dealey & Associates Ltd, a fumigation and pest control service company in Suffolk.

For further advice on first aid training contact the BPCA office on 01332 225 113 or [training@bpca.org.uk](mailto:training@bpca.org.uk)

As described by roving reporter and FaCE Forum Chairman, Martin Cobbald...

The office of BPCA Member Dealey & Associates is in a rural location – a sleepy village in Suffolk. While quite used





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## BPCA at Global Food Safety Conference

BPCA's Simon Forrester attended the Global Food Safety Conference in Berlin to promote professional pest control to the audience of over 1,000 food customers including all the major global brand names. Simon was able to speak to a wide range of your customer base, and discussed the recent changes in the UK market with stewardship and CEPA Certified®. It seems that, while stewardship doesn't interest customers that much, the prospect of a European Standard was extremely well received with, as Simon put it, "Every single client I spoke to asked not if, but when, they could add it to their specifications."

Image: National Geographic

## Super-rat? Super-dodgy!

Amid the clamour of 'super rat' stories in the tabloid press, one in particular got lots of coverage recently. A pest controller claimed to have caught two-foot long rats in Tooting. When BPCA was asked by the media to verify the pictures, we smelled a rat immediately. The image was not only of a completely different species, the swamp rat (*Nutria*) common to the Americas, but the image itself had been lifted from a National Geographic documentary and not, as stated, from a housing estate in South West London.

When asked to comment the pest control company concerned was unavailable, and calls have remained unanswered. We urge any pest controllers looking to get into the news to think twice before taking similar action – the media (and BPCA) are watching!

## New CEO for BASIS



Stephen Jacob has been appointed Chief Executive Officer of BASIS Registration Ltd.

Stephen joined BASIS in 2011 as Business Development Manager and was appointed Acting CEO in November after the resignation of the previous MD, Rob Simpson.

BASIS Chairman Chris Clarke said, "We're delighted that Stephen has emerged from an open selection process as our new Chief Executive. The Board unanimously backed his appointment. We recognise the knowledge that he has developed within the industry as well within the charity's roles in training and certification."

Stephen said, "I am delighted to have been appointed to this position. BASIS has developed into an essential organisation serving a range of sectors. In a rapidly changing world, it is vital that BASIS continues to evolve and I look forward to working with the trustees on developing strategies to take BASIS and its membership forward."

[www.basis-reg.co.uk](http://www.basis-reg.co.uk)

## Probird Solar-Guard

Proofing solar panels and other gaps just got easier.

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Spike lengths can be adjusted by hand
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Spike lengths can be cut down to suit roof/void profile.

Supplied ready-to-use in 1m strips and five different spike lengths. Available exclusively from 1env Solutions.

[www.1env.co.uk](http://www.1env.co.uk)



## CSCS cards are changing

If you are a regular on construction sites you may be aware that the CSCS card scheme is changing. Pest controllers on-site are required to show the Construction Related Occupation (CRO) card, which will remain valid until 30 September 2017. BPCA and BASIS PROMPT are in discussion with CSCS to make the PROMPT card a requirement on site after that date. In the meantime, to obtain a CRO card operatives must pass the relevant CITB HS&E test.

[www.cscs.uk.com/test](http://www.cscs.uk.com/test)

## BPCA shortlisted for award



We are very pleased to announce that BPCA has been shortlisted for the MemCom Membership Awards 2016. The nomination is for BPCA's online learning system, in the category of New Product Development. We are up against the Royal Society of Chemistry and the Chartered Institute of Public Relations. The winner will be announced after we go to press with PPC, but look out for a report on our success (or otherwise) in the near future.

[www.memcom.info](http://www.memcom.info)

## The best ant killer on the market?



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

Crawling insect problems? Dethlac insecticidal lacquer (Deltamethrin 0.02%w/w Pyrethrins 0.08% w/w) can be used in or outdoors, and a single rain and wipe-proof application remains active for months. The sprayed lacquer kills ants, woodlice, cockroaches and other crawling insects within hours of application, and can be applied to any non-absorbent surface.

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

## Win a UV tester!

Sentomol has three smartphone UV testers up for grabs! All you have to do is email [david@sentomol.com](mailto:david@sentomol.com) with your name and address.

[www.insect-trap.net/pages/mobile-uv-tester](http://www.insect-trap.net/pages/mobile-uv-tester)

# 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!

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# BPCA referrals go from strength to strength

Last year BPCA's find a pest controller service saw a 30% increase on the 2014 figures, demonstrating even greater value for our members. This year is shaping up to be even better, with a marked increase in referrals already!

## How it works

The BPCA website allows your potential customers to carry out a postcode-based search by commercial or domestic job and pest type. Savvy pest control companies include 'branches' based around their technicians' homes, which increases coverage. Profiles can be amended at any time, for example if you decide to expand into bird management or take on a new employee.

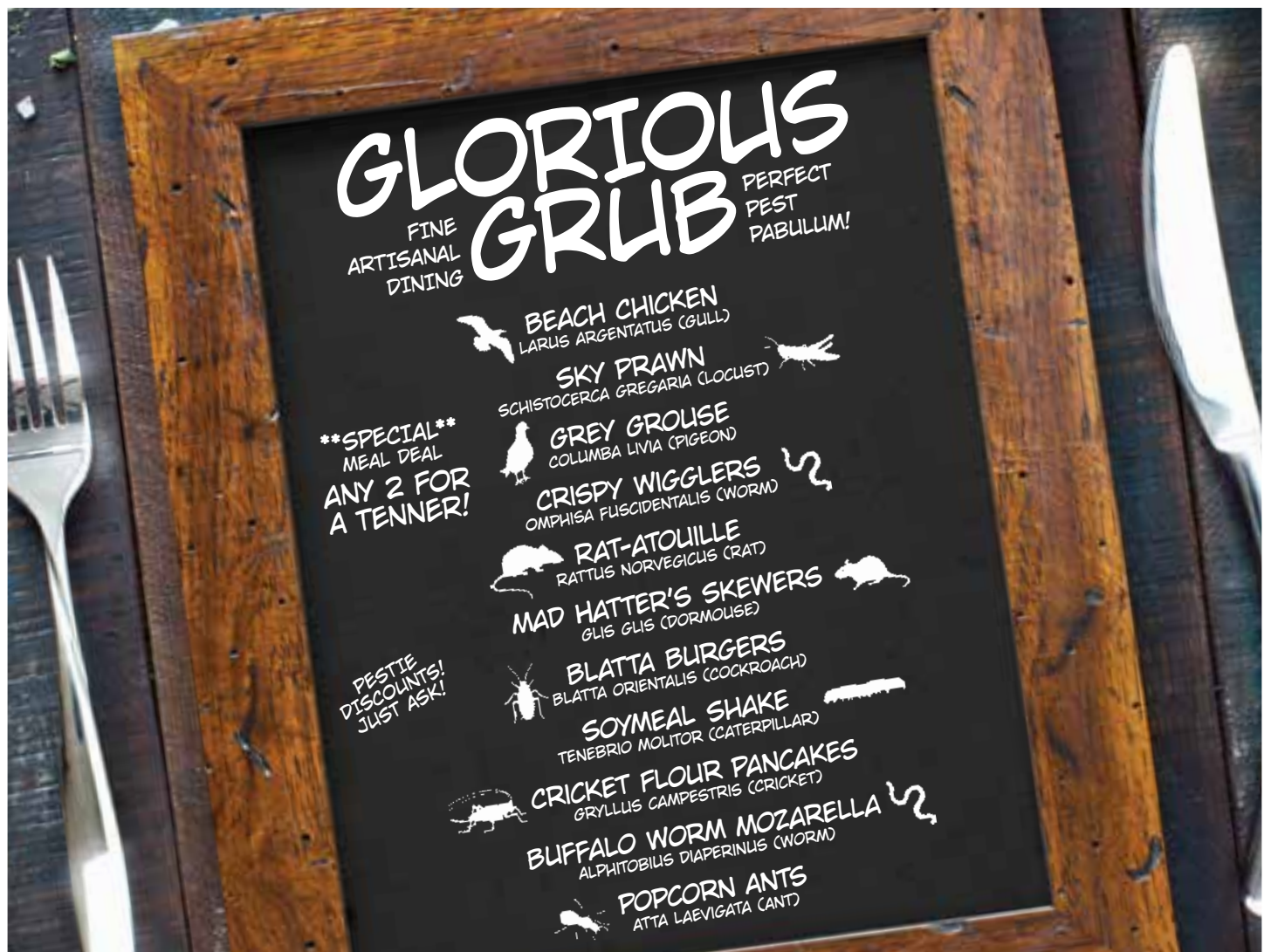
Each business referral is logged on our system, so if you'd like to know how many referrals your company got last year, or tweak your profile contact [marketing@bpca.org.uk](mailto:marketing@bpca.org.uk)

Not a BPCA Member and therefore not receiving any referrals? Find out about this and many other membership benefits at [www.bpca.org.uk/join](http://www.bpca.org.uk/join)

## 72,000 referrals given out to members in 2015

AB	..... 33	GU	.....847	PL	.....227
AL	.....239	GY	..... 3	PO	.....307
B	.... 1,809	HA	... 2,136	PR	... 1,508
BA	....263	HD	..... 78	RG	... 3,585
BB	....177	HG	..... 25	RH	....484
BD	.... 376	HP	....455	RM	....906
BH	....237	HR	.....107	S	.....458
BL	....135	HU	....129	SA	....107
BN	....801	HX	..... 51	SE	... 1,899
BR	....337	IG	...1,126	SG	....407
BS	...1,911	IP	....733	SK	....422
BT	....584	IV	..... 20	SL	....368
CA	.... 63	KA	.... 38	SM	...2,080
CB	.... 912	KT	... 2,961	SN	....238
CF	....495	KW	..... 3	SO	....429
CH	....229	KY	..... 53	SP	....101
CM	....590	L	....3,345	SR	....175
CO	.... 215	LA	....142	SS	...1,200
CR	... 1,785	LD	..... 13	ST	....543
CT	....224	LE	....700	SW	...2,098
CV	... 1,037	LL	...1,183	SY	....160
CW	....340	LN	....113	TA	....169
DA	....482	LS	...1,197	TD	.... 15
DD	.... 58	LU	....215	TF	....107
DE	... 1,849	M	....975	TN	....563
DG	..... 9	ME	....356	TQ	....139
DH	....137	MK	....366	TR	....152
DL	....121	ML	.... 89	TS	....168
DN	....173	N	....1,969	TW	....775
DT	....110	NE	....404	UB	...2,727
DY	....320	NG	....803	W	... 1,471
E	.... 2,132	NN	... 1,459	WA	....352
EC	....159	NP	....308	WC	....117
EH	....267	NR	....249	WD	....248
EN	.... 512	NW	... 1,079	WF	....240
EX	....298	OL	....122	WN	....147
FK	.... 23	OX	....421	WR	....226
FY	....121	PA	.... 64	WS	....271
G	.... 550	PE	....503	WV	....149
GL	....467	PH	.....40	YO	....418





Edible pests are appearing on menus, and the trend is spreading - in part through necessity. Simon Forrester investigates.

One of the greatest food security challenges we face is the sustainable production of animal protein to feed a growing world population.

Animal protein from meat, fish, eggs and dairy products is essential for human life. Almost everywhere in the world animal protein is preferred, and its consumption makes us stronger – a fact of evolution. However, the more typical animal proteins such as meat, eggs, dairy products and fish all have a high resource cost per kilo.

There are currently two billion people who either do not get enough food to eat or lack sufficient nutrition in terms of animal proteins. The world population is estimated to exceed nine billion by 2050, and the production of animal protein needs to increase by 73% to satisfy this demand. But with global warming a distinct threat, and many other demands on our resources, 'meat' as we know it is likely to become more and more of a luxury. Kofi Annan, former

secretary-general of the United Nations said in 2013, "There is no way that we can sustain conventional livestock production environmentally if we want to meet the needs of the growing human population."

Societal changes are also an issue. Rapid expansion of the middle class in countries like China and India, where demand has grown for a more 'western' diet, high in animal protein, puts huge pressure on the meat, fish and poultry industry. As a consequence the price will go up as demand for protein grows.

So where else could this extra protein come from? The consumption of insects (known as 'entomophagy') is common across three-quarters of the world population. As insects make up over 80% of all animal species, and there are an estimated 200 million to two billion insects per human, that's a wide range of potential menu items to go at.

The typical Western diet, high in fatty meat and sugar is not doing us any good, and with much of the less-developed world keen to emulate us, this problem is growing on a global scale. The big advantage of eating insects is that they are generally healthier than meat. A six-ounce serving of crickets has 60% less saturated fat and twice as much vitamin B12 than the same amount of minced beef. You don't have to sell the idea to the people of Madagascar: they already eat about 15 different species of insect. Other countries including Thailand and China consume vast quantities of bugs. 78-99% of insect proteins can be digested by humans – a similar level to lean beef. Insects are packed with essential amino acids e.g. leucine and tryptophan, vitamins (A, B1, B2, B12), minerals (iron and zinc in particular), and can also be a good source of polyunsaturated (good) fatty acids.

So much for the science. Getting people like you and me to eat bugs is the real problem. When ground up and added to foods, insects are unrecognisable, yet provide

a welcome protein boost. Being faced with an actual insect is quite different. While the disgust factor is high (just look at the facial expressions of people when you mention bed bugs), we already eat shrimp and lobster – two very insect-like seafood dishes. Indeed, some vegetarians see eating insects as perfectly acceptable. Social aversion to eating insects may also be overcome in part by international travel, by overfishing and land shortages (scarcity), and by economic drivers such as the sheer cost of red meat. Insects are often locally produced – you can farm them anywhere, so environmentally-aware consumers may wish to switch to something grown just down the road, and eschew Argentinian beef or New Zealand lamb in favour of bugs.

We already have insects in our diet – we just aren't told about it. Apples sent for juicing are often homes for grubs or wasps. The same goes for tomatoes for ketchup or flour for pasta – so much for vegan food!

So if we decide that insects are OK, where will we get them? There are six million insect species on Earth and at least 1,900 are eaten regularly. Insects produced for human consumption must come from reliable sources, as must their feed, and both must pass the same stringent conditions as any other foodstuff.

Eating insects paves the way to eating many other animal species further up or down the food chain such as snails and algae. This could extend to other species that we currently consider to be pests. Given the pressures on protein production, can it be long before this is given serious consideration?

Poultry and game are meat taken from the wild – why not try others? That was the thinking behind Rentokil's Pestaurant, a pop-up restaurant that has been held in 13

different countries including 100 sites across the UK and where over 18,000 edible insects and other pest species such as pigeon were consumed.

Sara Rodrigues-Terres from Rentokil said, "Even those who seem squeamish at first will typically be encouraged to try a tiny buffalo worm when they see others enjoying them."

"In the UK the top choices have been salt and vinegar crickets, Mexican spiced mealworms and chocolate covered bugs."

"The UN has calculated that over two billion people worldwide already supplement their daily diet with insects."

The popularity of TV shows such as 'I'm a Celebrity...' and TV adventurers like Bear Grylls show there is a real appetite from the general public to learn more about entomophagy and a willingness to try insect eating."

Many PPC readers may have tried locusts or mealworms (flour beetle larvae) at a trade show, as many stands now offer them instead of sweets! In preparation for this article I read 'The Insect Cookbook' (Columbia 2014) which sets out the case for switching to insect protein, and includes a range of mouth-watering recipes.

Within my own lifetime some delicacies/luxury goods have become staples e.g. salmon or kiwi fruit. Northern European diets have changed dramatically, incorporating a wide range of delicacies like lobster, oysters or snails, all of which are pretty odd-looking when you think about it.

Nobody is suggesting we grab handfuls of cockroaches from behind the fridge and tuck in – as we of all people know, they are a little too 'free range' to be eaten

without health consequences. However, if sourced from sustainable stocks and organically fed, many insects and other species we currently call pests could become part of our diets in the not-too-distant future. Thailand has over 20,000 registered cricket farms, and insect-breeding facilities are springing up across Europe. Used for animal feed for many years, these farms are starting to move production from 'feed' for animals to 'food' for humans in food-grade premises. The irony here is that if a stray insect flew into the breeding room, the batch would be just as contaminated as if they were a bakery or bottling plant!

I wonder which UK pest controller will be the first to get a contract on a farm producing insects for human consumption? (If you already have, get in touch!)

So where does this leave the professional pest controller? Pests are by definition something that's in the wrong place, but could that change to 'something which can't be utilised'? If, as is predicted, insects form a significant part of our future diets, there may be a sea change in public attitudes to insects and other pests.

Entomophagy can change perspectives on what is 'food' and certainly it will result in a greater awareness of insects and therefore pests, possibly changing tolerance to pest activity.

Eating insects makes us more conscious of our own place in the food chain, restrictive traditions and new possibilities. It may be that in 20 years we look back and wonder why insects were not a wider part of our diet, just as we marvel now at the choice of foodstuffs we have access to on a year-round basis compared to a few decades ago. This in turn may alter public perceptions of pests and by extension the role of pests and pest controllers in society. Food for thought!

**FISH ON FRIDAY,  
ROAST DINNER  
SUNDAY – INSECTS  
ON TUESDAY?**

**"WHAT IS A  
WEED? A PLANT  
WHOSE VIRTUES  
HAVE NOT YET BEEN  
DISCOVERED."**

**RALPH  
WALDO EMERSON**

**INVASIVE SPECIES  
ON THE MENU**

A restaurant in Washington DC has a menu filled solely with an invasive species: the Snakehead (*Channa argus*). These fish are very predatory and could alter the balance of local ecosystems in Chesapeake Bay. As air-breathers they are capable of overland migration, and they are very aggressive in their efforts to protect their young.

When these factors are combined, snakeheads pose a significant threat to native fish and wildlife, and local restaurants are doing their bit by turning them into a delicacy. All they need to do is work on the name – perhaps a re-brand is needed? Like the Patagonian Toothfish, which was renamed to sound appetising; ever eaten Chilean Sea Bass?

# A QUESTION OF HEALTH

Lee Ainsley of Stallard Kane Associates (providers of BPCA's BusinessShield service) speaks to PPC readers about the importance of a medical questionnaire for a company's recruitment strategy; giving advice and tips on how to develop and use them.



## Health questionnaires - what not to do

As part of any effective recruitment process, a company needs to ensure that it has the relevant procedures in place for the wellbeing of staff. Businesses often feel this can be a minefield when requesting sensitive information from employees. As long as you communicate with your new and existing staff you are well within your rights to ask about their health, if it has an impact on their working environment.

## Recruitment

As part of any robust recruitment process you should have a detailed job description in place so that both sides know exactly what is expected of them as part of the role. You wouldn't want an individual with a major phobia of insects applying for a role as a technician, so you need to ensure that all aspects of what the role involves are outlined.

Once you have been through the interview process and found the right person, you are now in the position of compiling a formal offer letter to the individual. It is at this point you would make your offer of employment conditional on the following items:

- They can prove their right to work in the UK
- Suitable references can be obtained from their current and previous employers
- Satisfactory completion of a medical questionnaire.

This does not mean they have to be 100% fit on the questionnaire, but simply that they

complete one at, or prior to, the commencement of their employment with you. Do not send a questionnaire to an individual along with the application form; this could leave you open to a potential claim of discrimination should the individual not even make it to the interview stage. At the point of application forms being sent to people there is no requirement for the company to have any medical information, as this information does not have any bearing on an individual's ability to fulfil the position.

The sole reason behind this questionnaire is to see what reasonable adjustments may be required to allow the individual to carry out the offered role, or if you need additional provisions to be put in place for first aid or fire evacuation if there are mobility issues. A reasonable adjustment could be something as simple as a different chair due to a previous back operation the individual has had. If an employee notes something on a form that you aren't sure about you should always have it assessed by a qualified occupational health specialist so that they can advise which reasonable adjustments should be put in place.

## Existing employees health surveillance

If your staff aren't subject to 'over and above' medical surveillance under legislation such as the Control of Noise at Work Regulations 2005 or COSHH Regulations, then a medical questionnaire could be utilised as a good way of tracking the health of your staff. You have a

duty of care to ensure that staff are safe when they are at work and identify if there are any reasonable adjustments required. This is just as true when a member of staff has been with you for ten years as when they initially join your company.

## The questionnaire

The one thing to remember when asking a new or existing member of staff to complete a medical questionnaire is to ensure that it is relevant to their position. Don't ask individuals about skin conditions if it is never going to be relevant to the work they are carrying out – for example, if they are working in an office ten hours a week with no contact at all with any substances.

## FIND OUT MORE!

BPCA has produced a sample health surveillance document for members to use – find it in the Member Area of the website. BPCA's BusinessShield is here to help with the dedicated helpline and online service to offer advice on health and safety and employment law as part of your BPCA membership. Contact us on **0345 0766 491**.



# BPCA offers new consultancy service

Do you need an independent verification audit for HACCP? Want assistance in establishing the root cause analysis of longstanding or reoccurring pest problems, or just need an independent evaluation of a new site contract? Then you need look no further...

Due to popular demand from our members, we are pleased to announce that BPCA is now offering a wide range of consultancy services, including reviews of current contracts, independent audits, or site support days, all of which can be tailored to meet your needs. The highly qualified team can even provide support for environmental health officer visits.

The Association is available to offer a consultancy service in a number of circumstances. If you have a site with an ongoing issue, a second pair of eyes are always helpful. Your client may have already asked for a verification audit; this may be used to either demonstrate their due

diligence requirement in the case of food industry sites, or to show that compliance is being met to particular specifications. We have a highly experienced team that are not only qualified to the highest level in pest management but in addition have various qualifications including health and safety and environmental health. We will also bring in external expertise where required on specific tasks, using our network of consultant members.

When you have a problem contract, site visits can be either arranged independently at the request of the client, or by joining you on site it may then be possible to use root cause analysis to get on top of either longstanding or intermittent pest related issues and thus enable you to change your pest control strategy in order to control or eliminate the problem. The same service is available should you have a site where reoccurring issues are being recorded, some supermarket specifications have this as a KPI measure and it sometimes takes someone that has not had any involvement with the site to recognise the pattern.

The tender process can seem daunting, and in some cases this can put companies off applying for contracts that involve the completion and submission of tender documents. The new consultancy service will enable you to get one of our team to assist you at the point of tender. It maybe that you just need some phone support or a

day or two helping you complete the process, we can even help with the site survey and advice on pricing structures.

Another area where this service may benefit your business is the navigation through the numerous specifications and legal requirements that different contracts have. The members of our consultancy team have an extensive knowledge of different standard requirements including BRC, Soil Association, AIB and some of the major supermarkets. If you require any support in ensuring your contracts are audit-ready then we can attend site and go through all the appropriate paperwork and complete a site inspection if required. We can provide advice and guidance for almost any situation and what's more, this service comes at a highly reduced rate for BPCA members.



## FIND OUT MORE!

To take advantage of this service contact Dee Ward-Thompson  
BPCA Technical Manager at  
[dee@bpca.org.uk](mailto:dee@bpca.org.uk)

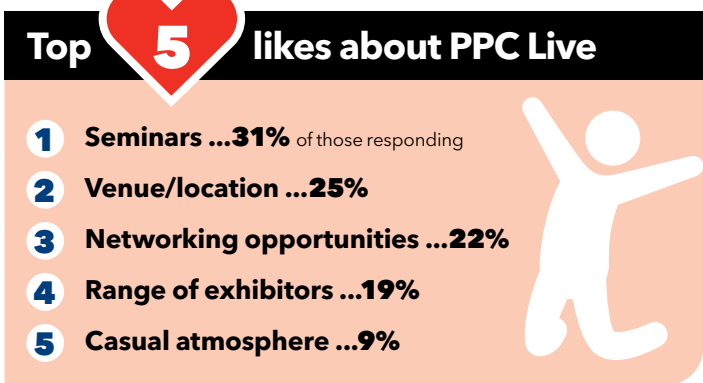
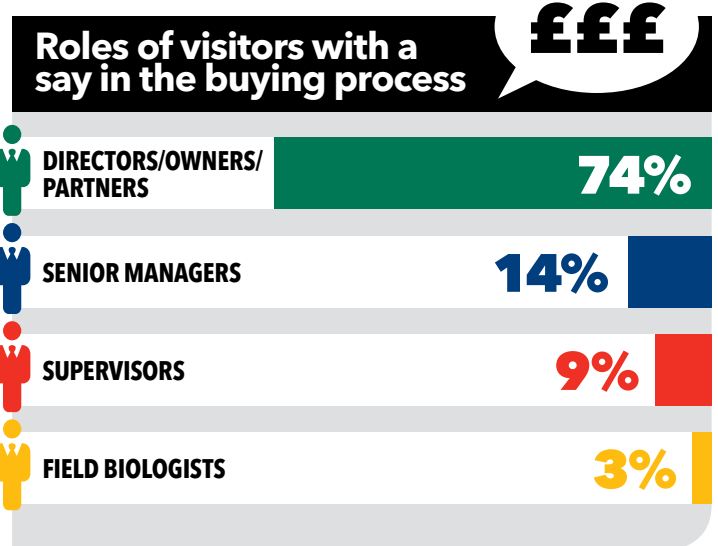
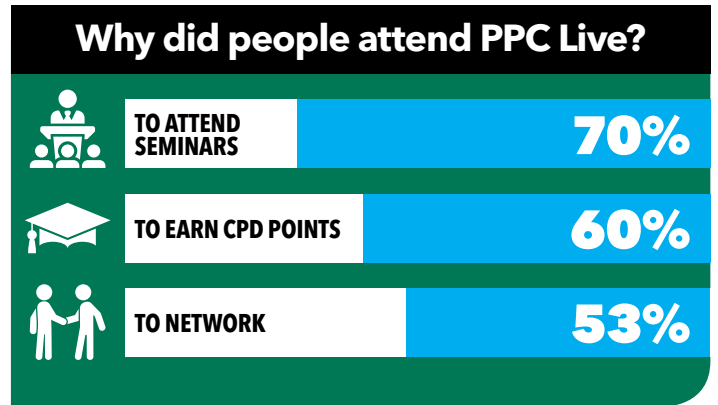
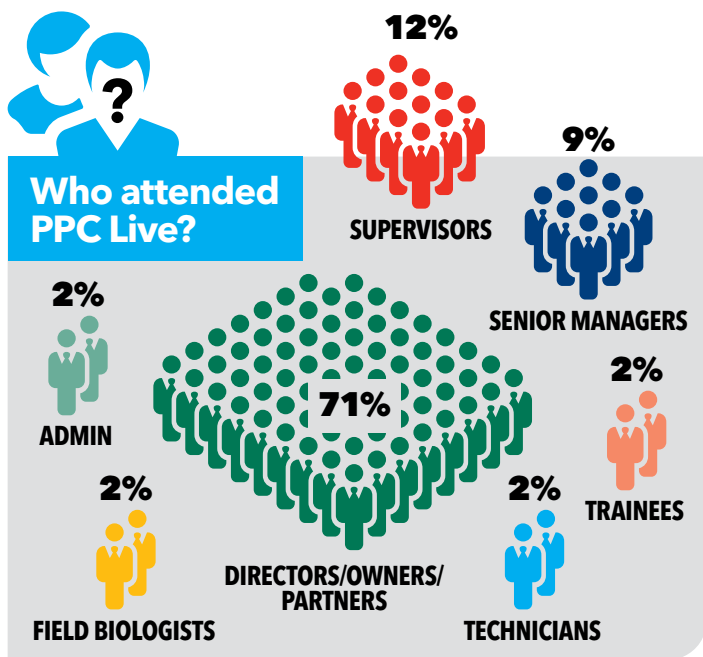
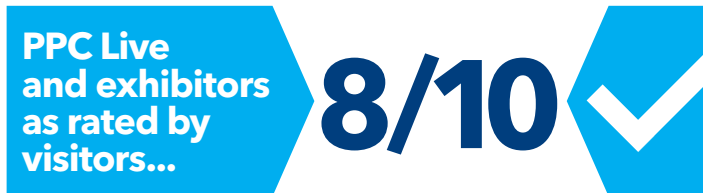
[www.bpca.org.uk/advice](http://www.bpca.org.uk/advice)

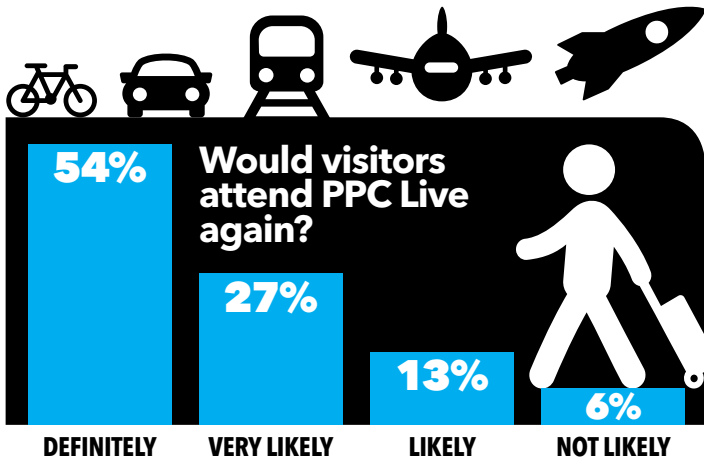




# PPC LIVE **16 MAR** PETERBOROUGH 2016

BPCA's second PPC Live event was a hit with visitors and exhibitors alike. Here are some key facts about the show...

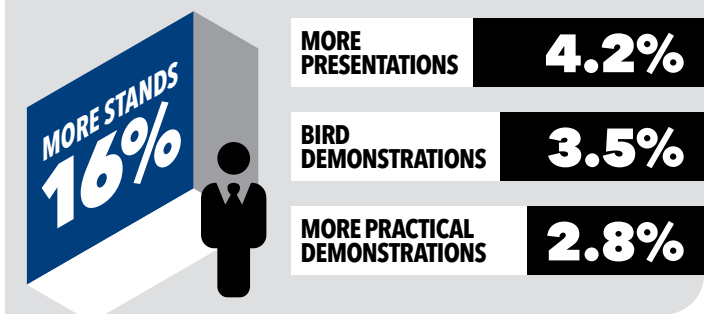




**Top 6 ways to hear about PPC Live**

- BPCA ebulletin**  
www.bpca.org.uk/affiliate
- BPCA website**  
www.bpca.org.uk
- PPC magazine**  
www.bpca.org.uk/ppc
- Pest Control News**
- Word of mouth**
- Pest Magazine**

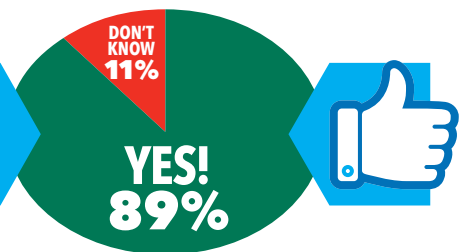
**What would visitors like to see at PPC Live next time?**



Mean number of visitors per PPC Live stand...

**97.5**  
RANGE: 20-410

Would visitors recommend PPC Live?

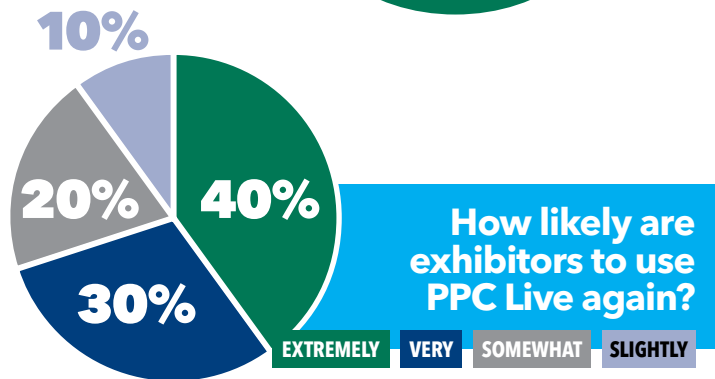


**How did visitors to PPC Live rate...**

**...the presenters?**



**...the exhibitors?**



**How likely would it be for visitors to recommend PPC Live?**



**PestEX**  
THE PREMIER PEST CONTROL EVENT

We look forward to welcoming you to PestEx 22-23 March 2017 or at one of BPCA's many Regional Training Forums across the UK.



Keep an eye out for news of where the next PPC Live event will be held!

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

# PPC LIVE

## 2016 PICTURE GALLERY



BPCA President Martin Harvey opened the event



Delegates came from far and wide - even Iceland!



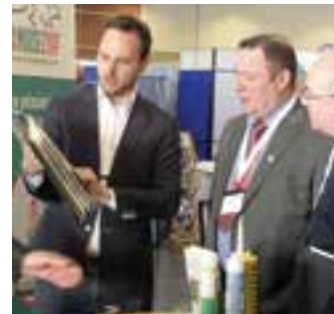
The BPCA stand was ever-popular with visitors



Hardy souls braved Cambridgeshire winds for outdoor seminars



The Killgerm stand drew huge crowds





Wide Horizons gave the lowdown on drones in pest control



A new discriminating trap was demonstrated by 4 World Designs

Most delegates walked away with armfuls of goodies from the generous exhibitors



Staff from Bureau Veritas were on hand to tell pest controllers about the CEPA Certified® standard

A chance for a breather at the coffee area, sponsored by Killgerm!



The seminars drew massive crowds

**MISSED THE SEMINARS?**

**DON'T PANIC!**

Several of the indoor seminars were recorded and are available to BPCA Members and Affiliates. Individuals can join the affiliate scheme at [www.bpca.org.uk/affiliate](http://www.bpca.org.uk/affiliate). BPCA thanks Bayer for recording the Question Time debate.

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MAY	London Euston	JUNE	Edinburgh	JULY	N. Ireland
25		15		TBC	

\*The price comparison is based on the cost of a small iPest system spread over 24 months.



# Electric flykiller servicing



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](http://www.bPCA.org.uk/affiliate)

**BY SERVICING THE FLYKILLER YOU ENSURE THAT IT REMAINS EFFECTIVE AT ATTRACTING AND CATCHING FLYING INSECTS.**

Tom Holmes, Head of Product Development at Pelsis explains why flykiller servicing is such an important part of a pest controller's service package.

It is accepted practice that flykillers should be serviced on a regular basis, and with leading audit bodies increasingly specifying the use of flykillers, particularly glueboard units for sensitive environments, there is more focus than ever before on the role of servicing of flykillers.

But what does best practice service really include and why is servicing so important? Regular servicing is essential to ensure that the flykiller continues to work effectively, hygienically and safely. By servicing the flykiller you ensure that it remains effective at attracting and catching flying insects. This guarantees that the unit is always fully functional, as well as ensuring that your customer knows that protecting their business from flying insects is high on your agenda, giving them confidence in your pest service. Typically service cycles can complement those of a wider routine pest service programme. By choosing a high quality glueboard brand, glueboards can be used effectively for three months, making use of UV-stable glue to ensure consistent catch throughout this time.

The benefits to the end customer are wide reaching. Firstly, flykillers form part of an

integrated pest management system, acting as an early warning system for flying insects which have accessed or infested the site. Catch analysis should form part of your service reports, showing the customer the activity carried out when a technician is on-site and confirming any flying insect activity. Trends, changes and unusual activity levels give a clear indication of a wider problem and should all be reported and fully investigated.

So how often should you service a flykiller? The service cycle is dependent on the environment the flykiller is in, but generally we'd recommend that minor services are carried out in line with the requirements of that site – most often quarterly, or in some cases even monthly – with a more detailed service which incorporates a tube change once a year.

The annual tube change is designed to ensure that the phosphors in the tubes remain at a highly effective level, generating significant levels of ultraviolet (UV) light to attract flying insects. Pelsis has carried out extensive laboratory testing to monitor the rate of deterioration in UV tubes and the differences across products in the market are



staggering. It's vital to use tried and tested brands which offer great quality, plus reliable UV output levels.

The level of UV produced by UV tubes deteriorates after approximately 8,000 hours, which is why it's advisable to change them annually. It's best to plan tube changes for March or April where possible to ensure peak efficacy from the very start of the flying insect season.

“ Many environments which require flykillers can be particularly dirty e.g. greasy kitchens, so it’s important to clean the unit thoroughly to prevent build-up. ”



It’s crucial to get servicing right first time to avoid unnecessary call-out costs. On arrival at your customer’s facility, report to your site contact and ensure that the quantity and model of the flykillers matches your service records, and then carry out a risk assessment prior to starting the service.

Make an initial observation of the flykillers by firstly checking that all the tubes are lit and then, in the case of killing grid units, check that the killing grid has power and arcs using a grid tester. If any fault is found at this stage report it to your contact at the site to make them aware of the issue before any further work is carried out. Then unplug the power supply before you start any work on the unit. If the flykiller is hard wired into a fixed spur ensure that the power has been switched off and the flykiller is isolated from the power supply. Once the power is off, double check by using a voltage tester!

A regular service is quick and simple to carry out. During a routine service empty the catch tray (for killing grid units) or remove the glueboard, making sure that you analyse the catch for inclusion on your service report.

Within your service report it’s useful to include an overview of the number and type

## FLYKILLER SERVICING

### QUICK REFERENCE GUIDE

- 1 Perform a two part inspection before starting work:
  - Check the tubes are lit
  - If a killing grid flykiller check for arcs
- 2 Switch off and isolate the unit
- 3 Disassemble the unit
- 4 Clean the unit
- 5 Fit new tube(s), starters and glueboard (if applicable)
- 6 Visually check the wiring and parts
- 7 Reassemble the unit
- 8 Switch on the power
- 9 Check the flykiller is working correctly by performing the two part inspection for a second time
- 10 Complete and affix a new service sticker
- 11 Complete your service records and notify the customer if any changes to their pest management programme are required.

of insects caught so that this can be compared to other flykillers on the site and to previous visits, allowing you to pick up on changes quickly and pinpoint problem areas.

Glueboards with grids make catch count simple, allowing quick and simple analysis. Depending on the needs of your customer, photographic reporting of the catch can also be included in your report.

Finally, clean the flykiller using a brush for the killing grid and cleaning wipes or a spray solution and cloth to remove dirt from the unit. Many environments which require flykillers can be particularly dirty e.g. greasy kitchens, so it’s important to clean the unit thoroughly to prevent build-up.

Once the unit is clean, replace the catch tray or add a new glueboard and reconnect to the power supply. Don’t forget to complete a new service sticker and replace this on the unit.

During the annual service replace the tubes and starters prior to reconnecting the flykiller to the power supply. Starters are an important part of the annual service and should be replaced at the same time as the tubes. It’s also important to ensure that you’re using the correct specification starter so check your flykiller’s instruction sheet or speak to the manufacturer if you’re not sure.

As well as reducing the risk of call-outs between planned service cycles, thorough servicing can also ensure that your flykiller remains operational for many years, giving you great value for money.

We frequently see Insect-O-Cutor flykillers which have been in service for over 20 years! It’s testament to the care that has gone into maintaining the unit over the years, so it really does pay to take care of your flykiller!

## YOUR FLYKILLER SERVICING TOOLKIT

### GRID TESTER

To undertake the initial inspection.

### VOLTAGE DETECTOR

To safely check if the mains cable is live.

### WIPES OR SPRAY CLEANING SOLUTION AND CLOTHS / PAPER TOWELS

For removing dirt and grease from the flykiller.

### BLACK PLASTIC BAG

For hygienic collection and disposal of caught insects and used glueboards.

### BRUSH

For the removal of insect bodies from the killing grid.

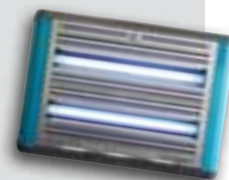
### SERVICE STICKERS

To record the time and date of the last service undertaken.

## WIN A FLYKILLER SERVICING TOOLKIT!

### INSECT-O-CUTOR®

Tell us what your most challenging service was and why (including photos if you have them) and you’ll be entered into a draw to win one of twenty Insect-O-Cutor servicing kits! Just email your entry to [info@pelsis.com](mailto:info@pelsis.com)



# Spring clean your business



BPCA Operations Manager Lorraine Norton offers a few tips on spring cleaning to improve business efficiency.

Every business should, once in a while, take stock and review what is happening within it. It's easier said than done, especially when you're busy, but as a chartered accountant with 20 years' experience before joining BPCA, I've often found the procrastinator's list of shame can be very long indeed! It's worth spending time to look at the following areas and 'spring clean' to improve your efficiency.

## 1 REVIEW YOUR EXISTING CONTRACTS

Contracts come in many forms but none of them will manage themselves. You need to find time to be proactive and put checks and balances in place to make sure they're delivering what they were meant to. They're also part of your risk management and should set out what happens if something goes wrong on either side for whatever reason – whether accidental, deliberate, caused by something outside your control and so on, and the consequences in each case.

Too many of us only realise the failings of a contract, or lack of them, when something goes wrong by which time it's too late. We also forget they are a specific asset of the business that not only potentially affect operations, but could have an adverse effect on the value of the business if not put in place.

## 2 REVIEW YOUR SUPPLIERS

Look at your largest expenses and carry out an annual review. It's likely your business will be spending on vehicles, fuel, premises and pest control products, though yours may vary. Ask yourself if your suppliers are performing as well as they should be. Fuel card rates seem to get worse over time – just like insurance renewals that are not as attractive as the 'teaser' rates you received when you first signed up. And lots of suppliers are guilty of this – does your bank keep introducing new service charges? I bet you've seen them, but just haven't got round to dealing with them!

## 3 REVIEW YOUR CUSTOMERS

Bad payers are a nuisance and will simply waste valuable time and money. The good thing about late payments is it's a pretty reliable guide to who is a bad customer – if they constantly pay bills late, then you don't need them in your business life and it's time to get rid of them. More insidious is the good client gone bad – a previously good payer who suddenly starts making excuses may be in financial trouble. If so, it's worthwhile making sure your business isn't too exposed if that client suddenly goes under.

Not every late payer is a bad guy though – even good customers can hit a bad patch, so making arrangements with them can be a good long term strategy.

## 4 THINK ABOUT YOUR SUCCESSION PLAN

Succession planning is an essential part of doing business, no matter how certain your future appears. It's easy to put off planning when everything seems to be going so well, right? Wrong.

No matter how good you are you can't plan for disaster, but you can put into place a series of actions that will help your business survive if a catastrophe occurs.

Have you thought about what will happen when you want to let go of the business, or find yourself unable to continue? Have you considered the tax consequences of any sale (of contracts, customer lists, the business, its assets) and could you take action now to minimise this? Any decent accountant you are using will be talking to you about this on a regular basis. If not, go back to point 2!

## SELLING YOUR BUSINESS?

**If you are considering selling your business, a spring clean is even more vital to ensure any valuation is the best it can be.**



## 5 DON'T FORGET YOUR STAFF

Even in this age of technology, your staff are still more than likely going to be the first impression anyone has of your business. Share your business goals, engage with them (if they're part of your succession plan this will give them a voice) and ensure they are fully equipped with knowledge and skills. In the right people it will be an investment you rarely regret.

Also take time to ensure your health and safety documentation and your employment contracts and policies are up to date, to ensure your business is protected. This is essential but is often daunting so make the most of BPCA BusinessShield – access comes free with your BPCA subscription.

**BPCA BusinessShield**  
 BPCA BusinessShield offers a mobile app as well as advice for members and downloadable templates via the Members Area of BPCA's website.

GET IT ON Google Play  
 Available on the App Store





# GLOBAL SUMMIT of PEST MANAGEMENT SERVICES FOR PUBLIC HEALTH AND FOOD SAFETY

APRIL 2-4, 2017

NEW YORK HILTON MIDTOWN  
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Learn more:

[www.npmapestworld.org](http://www.npmapestworld.org)

[www.cepa-europe.org](http://www.cepa-europe.org)

PRESENTED BY



# Bats: your fellow pest controllers



Hannah Van Hesteren is a helpline officer for the National Bat Helpline, run by the Bat Conservation Trust. The helpline answers enquiries regarding bats in the UK. Hannah discusses how to identify signs of bats roosting and issues that affect a pest controller's job.

Bats are important natural insect pest controllers – a single bat can eat thousands of insects each night. Bats are social animals and often share their roost space with common pests. However, unlike rodents, wasps and cluster flies, bats are not pests and are in need of your help. Bats are often found using buildings for roosting, particularly as their natural roosting places in tree holes and caves become scarcer as they are destroyed or disturbed. Bats can use all areas of a building, however they are most commonly found in the walls, eaves and roofs. Anyone working regularly in these areas, including yourselves as pest technicians, should be aware of what signs to look out for as indicators of bats roosting in a building.

## Why look out for signs of bats?

There are 18 species of bat in the UK and all bats and their roosts are protected by law, whether the roost is occupied or not. All bats and their roosts are protected under The Wildlife and Countryside Act 1981 (as amended) and The Conservation of Habitats and Species Regulations 2010 (as amended). Bats should be considered during pest control activities, as it is illegal to damage, destroy or disturb any bats or their roosts without having taken the necessary precautions. The law does not prevent pest control occurring within a property where a bat roost is present, and free advice can be

sought via the Statutory Nature Conservation Organisation (SNCO) for your country:

**ENGLAND** Natural England (via BCT) 0345 1300 228

**NORTHERN IRELAND** Northern Ireland Environment Agency 028 9039 5264

**SCOTLAND** Scottish Natural Heritage 01463 725 165

**batsinhouses@snh.gov.uk**

**WALES** Natural Resources Wales 0300 065 3000 (ask for the species team).

## How do I know if a building has a bat roost?

You must take great care when seeking to identify a potential bat roost and it is very important not to disturb any bats. There are a few simple signs to look for:

- Are there any bat droppings?
- Similar in appearance to rodent droppings, bat droppings will be very dry and will crumble to dust under very little pressure. If you notice droppings, a quick crumble test (with gloves or a tissue) is a good way to get an indication of bat presence. You may see these on or around the property, particularly around possible access points or in the loft.
- Is there a known history of bats at the property? Ask the client.
- Look around before beginning your work. Have you or the client seen bats in the loft space or elsewhere on the property?



## HOW DO BATS AFFECT PEST CONTROL?

The Bat Conservation Trust (BCT) will often encourage homeowners to explore non-chemical pest control measures where a bat roost is present, e.g. when managing cluster flies. However, chemical pest control is often possible after the client has sought advice from their SNCO. It is usually a case of timing the works to take place when bats are absent, and using approved chemicals and methods. In some cases, for example when controlling rodents, it may be possible to get advice without the need for a visit so contact BCT for further advice.

## WHAT SHOULD I DO IF A BUILDING HAS A BAT ROOST?

If you think your client has a bat roost, you should follow these simple steps:

- 1** Stop work or do not commence any work.
- 2** Inform the property owner that you cannot proceed with treatment because you think there may be bats and to damage/disturb the bat(s) or the roost is an offence.
- 3** If the property in question is a dwelling house or church ask the homeowner or churchwarden to phone the SNCO for their country for further advice on how you should both proceed. If the property is not a dwelling house or church, the owner should seek advice from a qualified ecological consultant.

**FIND OUT MORE!**

National Bat Helpline  
**0345 1300 228** (Mon-Fri 9.00am-5.30pm)  
**enquiries@bats.org.uk**  
**www.bats.org.uk**



Images: Hugh Clark, Bat Conservation Trust



# BPCA DRIVEN BY YOU!

Your Association is driven by the needs of the membership. The Executive Board, made up of volunteer members, has created this Strategic Plan. This is what we intend to do for our membership, and will focus our efforts in the coming years...

## BPCA STRATEGY 2016-18

### VISION

**Driving excellence in pest management**

### MISSION

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.**

Our focus is:

- 1 Ensure our Members are ready to face the challenges of a regulated industry in whatever form that takes
- 2 Establish a broad suite of training for our sector, enabling everyone to continuously develop and carry out their work professionally
- 3 Create and maintain a governance structure capable of delivering the strategy for the benefit of the membership
- 4 Executing a proactive campaign to raise the profile of BPCA globally, maintaining our position as the leading voice in pest management
- 5 Engage the whole supply chain, increasing the number of specifiers insisting on BPCA membership
- 6 Educate key influencers on the value of the pest management sector
- 7 Enhance financial security for the future by driving growth across a diverse range of sustainable income streams
- 8 Develop BPCA's membership structure and offer, to attract and retain world-class members.

We will give our members regular updates on progress against these eight points via PPC magazine.

If you'd like to help us to move this agenda forward, or get involved with BPCA activities in general, please get in touch to register your interest.

BPCA MEMBERS

Contact [president@bpca.org.uk](mailto:president@bpca.org.uk)

NON-MEMBERS

Contact [enquiry@bpca.org.uk](mailto:enquiry@bpca.org.uk)

## BPCA at Takeaway Expo - with you?

Your Association will be exhibiting at the Takeaway Innovation Expo and we are seeking stand partners. These should be servicing companies who wish to promote themselves to takeaway and restaurant businesses and their supply chain. The next event is on 27-28 September 2016 at ExCeL London, and plays host to:

- 85 free seminars
- 200 exhibiting suppliers
- Free masterclasses
- National scale networking features
- Expert advice areas
- Interactive features.

BPCA has stand 734, where we promote professional pest control, CEPA Certified®, and the support we and our members can give the hospitality and catering sector.

**FIND OUT MORE**

Lauren Day 01332 225 111  
[lauren@bpca.org.uk](mailto:lauren@bpca.org.uk)

**TAKEAWAY EXPO**  
**INNOVATION 2016**  
BUSINESS GROWTH & ENTREPRENEURSHIP  
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# How well is that cake being swallowed?



Following on from 'cake for everyone' in PPC82, BPCA Technical Manager Dee Ward-Thompson talks about CEPA Certified® and BPCA's new audit process.



We are just five months into what is the biggest change to how we assess our members in the 74 years since BPCA was founded. To start with the most amazing statistic is that we in the UK have hit not one, but three key milestones...

- First in Europe to get ten companies CEPA Certified® – an amazing achievement especially considering we started later than some other member states.
- First in Europe to get twenty companies CEPA Certified®, the closest to us was Italy with 14 CEPA Certified® at this time.
- Finally we are in pole position, having the most companies CEPA Certified® across Europe; as I write this we are sitting at 30 CEPA Certified® companies with a total of 81 certified companies across Europe – we make up over a third of the total. All the certified UK companies are BPCA members, which says a lot.

Now, in just four months, I think that is something we can all be very proud of. This shows the rest of Europe how committed the UK professional pest management companies are in not only supporting the standard but in leading the way in demonstrating the high level of service

BPCA members give to their customers.

The support process that is available free of charge for all BPCA members is proving successful, with all members audited so far passing first time, and with 90% not even having any minor non-conformities. It also gives you the opportunity to look at the processes you have in place and to discuss and implement changes that can benefit your business – in other words a free MoT test for your company.

A small minority of our members (around 4%) have had the EN16636 audit but decided not to take up CEPA certification at this time, but they can now say that they have been audited against the British (or European, for you Europhiles out there) standard and meet the requirements. All of our members need to have had an audit by June 2017 as part of membership criteria, so the sooner you get your audit booked in the more choice you will have in the date. If you have not already had your audit or got it booked in, you will be getting a call soon from our friendly (but firm) Alex, whose job is to help you find a date to be audited.

So that's my update, but what do others think? BPCA Chief Executive Simon Forrester commented, "CEPA Certified® is designed to win businesses more work, and

more profitable work at that. With this accreditation your company can say to existing and new clients 'I have more to deliver' – you will be able to set a new price point for your business, thus increasing profitability."

One unseen benefit for us all is that CEPA Certified® allows the pest control industry an opportunity to move up the value chain towards food safety – and that's where the money and time are spent.

I asked Martin Rose-King from Bounty Pest Control how he thought being CEPA Certified® benefited his company and his response was, "It's of immeasurable benefit – to have the opportunity to demonstrate our commitment to our customers is wonderful. In an industry where we need someone to take the lead and set a real standard for all to work to CEPA, BPCA, TAS and Bureau Veritas should really congratulate themselves for giving everyone working in the industry an opportunity to show what we can do."

The auditors are in full swing and I asked them to say a few words on how they thought the process was going, and their opinion of the audits completed so far.

Jane Fearn-Daglish commented that she thought auditing against the

“...a free MoT test for your company.”

# “ CEPA Certified® is designed to win businesses more work, and more profitable work at that.”

EN16636:2015 standard has so far been an exciting experience. She said, “Meeting a wide range of pest control companies from large nationals through to single pest controllers makes every day a different story. Pest control can be a lonely existence for small companies and I have found they relish the opportunity to showcase their abilities and professionalism. Though there is a great variety in the approaches and documentation, the one thing that has come across in every single completed audit is the passion and drive that these companies have to achieve a high quality standard of work, and get the recognition they deserve for it.”

When asked for his observations, TAS’s other auditor Charlie Coldwell stated, “I generally get good vibes from the people I meet and talk with during the audit. When they know about my pest control

experience they feel more at ease. I try to make it more interesting than just getting the necessary proof. If I make them feel more at ease they are more willing to help provide the required information. Sometimes I speak with people about previous pest control situations, which always goes down well.” Furthermore he added, “Many member companies take to this standard with open arms, believing it will help improve the whole industry. BPCA gives the companies the necessary support, so they know what to expect. This in turn creates a very smooth process when conducting the audit, and helps minimise non-conformance.”

So, as you can see, the new process is going very well. To help even more BPCA is running EN16636 breakfast roadshows across the country to help your business get

**STOP PRESS!**

## **BPCA ANNOUNCES TWO NEW ROADSHOW DATES**

**28 June  
Barrettine, Bristol**

**21 July  
Pelsis, Knaresborough**

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

CEPA Certified®. On the day you will receive:

- Guidance on the CEPA Certified® process
- Documentation to help you achieve the standard
- Marketing advice from a top PR company to maximise the benefit of accreditation to your business.

You will also have a chance to speak to BPCA staff, senior members of the team, Jessica Morgan from the UK certification body Bureau Veritas (see page 30 over) and, most importantly, colleagues from a pest control company in your area that already has certification. They will be able to share with you their experience of the audit and how they are already benefiting from being CEPA Certified®. Places are limited so book early to avoid disappointment.

Find out more at [www.bpca.org.uk/CEPAroadshows](http://www.bpca.org.uk/CEPAroadshows)



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## UPDATE

## CEPA Certified®



Jessica Morgan, CEPA Product Manager (UK and Ireland) from Bureau Veritas explains how CEPA Certified® status came about, and how it is already improving food safety and pest control companies' business.

The CEPA Certified® scheme, based on the standard EN16636:2015, has been developed by the European pest control industry to demonstrate its members' professionalism, to advance the recognition of good practice and to defend the industry from further government regulation.

For four years Bureau Veritas has worked with the Confederation of European Pest Associations (CEPA) to create this standard but it was only in October 2015 that the audit scheme was officially launched. In the UK we were able to quickly undertake the first two audits as part of our trials with BPCA. Both audits went well and we were able to make ready the scheme for UK deployment. This involved the training of auditors and staff within the head office of Bureau Veritas UK, and included my appointment as the CEPA Product Manager for the UK and Ireland in December 2015. I have been given end-to-end responsibility for this scheme, so if you have any questions, please call, email or come and talk to me at one of the BPCA CEPA roadshows running across the UK – see [www.bpca.org.uk/CEPAroadshows](http://www.bpca.org.uk/CEPAroadshows)

Looking back on the first quarter of 2016, we have had a fantastic start to the year. We initially started to market CEPA Certified®, there being an immediate response from pest control operators and also a great reception at the PPC Live event in Peterborough. The audit team has been busy undertaking a pleasing number of audits and we estimate the scheme now covers a third of UK pest management companies, a level that is now triggering the attention of major food groups, standard and specification owners, and legislators. Each group having a slightly different set of drivers but can be summarised as: a recognition that food security is becoming the major concern of this decade; a growing awareness of environmental hazards; and also an increased

adversity to 'risk' now that the internet and 24/7 news have both come of age. Who can forget the stories of rats allegedly causing bodily harm to elderly ladies caught short in the middle of the night, falsified stories about two-foot long rats and the regular toll of restaurants and businesses fined and/or closed due to poor pest management practices? The point is that if there is a story, it will be repeatedly told whether true or not. Businesses recognise they could be the victims of this and they increasingly need to ensure they are only working with professionals.

The CEPA Certified® scheme is a vital part of the pest control industry taking back control of its own destiny – being at the forefront of change rather than being the whipping boy of the media, retailers, government and manufacturers. EN16636:2015 sets a clear and practical benchmark for the competences of a pest control operator and basic processes required to ensure a quality service can be consistently delivered.

John Figgins, BRC Global Standards Food Safety Technical Specialist, said, "Food manufacturers need to be confident of the competency of their pest control contractors. BRC Global Standards therefore welcomes the development of the independent certification scheme and the benefits CEPA Certified® can bring to the industry."

That said, it was understood that implementing the standard into the industry would be beneficial, but it was the introduction we wanted to get right. Bureau Veritas understood from an early time that for CEPA's work to be successful it had to be accessible to all pest control operators, not just the 'usual suspects'. To achieve this we needed two things: firstly to be able to offer a pricing structure that was not prohibitive and secondly to ensure that the implementation of this standard was 'hands on' – a practical solution

for a very practical industry. Therefore, from the outset, we sought guidance from BPCA, a like minded organisation. We quickly realised that this scheme needed to be driven from a grass roots level and that auditors needed to be 'pest smart' rather than just 'book smart'. Likewise, BPCA recognised that due to having an established membership base it could create savings and in one efficient step create tangible advantages for its members.

The model that we created has no precedent within Bureau Veritas, so with BPCA and Trade Associations Services (the company providing the auditors) we were on a shared learning curve. It has meant that we are now confident that we have a standard that is a credit to the UK pest control industry and that we have the right pool of auditors.

David Lodge, Beaver Pest Control LLP, who was the seventh UK company to achieve EN16636 certification, said, "Our ability to meet this standard and achieve certification verifies that we can provide a service equal to that of any pest control company throughout Europe. Unfortunately SMEs like ours do constantly need to prove themselves to be as good as, or indeed better, than the more established branded companies and this certification should do just that. I believe CEPA certification should now create a more creditable and credible position for us when tendering for contracts within specialist industries such as for BRC Global Standard Members."

Our auditors have been at the core of our success with this scheme in the UK. Between them, Jane Fearn-Daglish and Charlie Coldwell have over 18 years' of industry knowledge and offer the hands-on experience and skills so crucial in establishing confidence in the scheme and value to the organisations they visit. Jane and Charlie deliver their assessments with their working knowledge of

## “...auditors needed to be ‘pest smart’ rather than just ‘book smart’.”

the relevant legislation, techniques and environment, and the feedback from the organisations that have undergone the audit has been positive in reflection of this.

Paul Bates, Managing Director for Cleankill (Environmental Services) Limited, said, “The audit was extremely good as it was carried out by somebody that knew the industry therefore there was no hiding place! It made us examine our own company and practices in depth, and ensure that our procedures were effective both for our own staff and for our customers. We were proud to be in the first 20 UK companies

to achieve the certificate and shows that we are now competing on a level playing field.”

We have seen exceptional growth with the UK now being the leading European country for the scheme. So much so that I will be off to Brussels in June to share our route to success with CEPA’s General Assembly.

I am on a steep learning curve and am due to sit my own pest awareness course shortly, so please wish me luck! Fortunately I am being assisted by a whole network of BV specialists across Europe and ably by the TAS auditors and BPCA team.



Jessica Morgan

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07436 836880

### HAWKING OR DETECTION DOGS?

#### NO PROBLEM!

Any organisation involved in pest management activities to protect public health, assets and the environment can be certified. As long as those PCOs involved in hawking and using dogs for identifying bed bug activities are

involved in the assessment, recommendation, execution and prevention procedures, they are definitely in scope to be audited. The only excluded service providers are those undertaking field crop protection and routine cleaning and disinfection associated with regular contract cleaning services.

If your business would benefit from CEPA Certified®, contact Natalie Bungay, BPCA Field Officer, on 07522 390371  
[natalie@bpca.org.uk](mailto:natalie@bpca.org.uk)

## SPECIALIST INSURANCE FOR THE PEST CONTROL INDUSTRY

Bradshaw Bennett have been arranging specialist insurance for the pest control industry for over 30 years.

We are the insurance partner of the British Pest Control Association and can arrange tailored cover to protect you against the risks you face.

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# Crisis? What crisis?

Jane Shepherd, of Shepherd PR, explains how infestations can be awful PR for the site, while still being an opportunity for your business to shine.

All too often pest stories can send journalists into a tailspin. Stories about bed bugs, rats and the like can create a real fear factor among the public, creating the perfect ingredients for a good press story.

If an area where you are working is under the media spotlight it can feel daunting to find yourself in the middle of it.

However, this is not the time to run scared – and some simple steps in planning and preparation can help save the day.

## Hands up

If the situation that's being picked up by the press revolves around the fact that you've made a mistake then admit it quickly, apologise and then say how you are going to put it right.

We all make mistakes. For the media, the more prominent stories tend to centre around situations where mistakes have been made and those involved have not put their hands up, said they are sorry and then explained how they are going to make amends.

“  
If a problem occurs, you need to be as open and honest as possible and make sure you are not going to become the scapegoat.”

WE KNOW THAT  
CLIENTS DON'T  
ALWAYS LISTEN TO  
YOUR ADVICE...

The most important thing to bear in mind in this scenario is getting the message and actions together, setting out what you are going to do to put things right.

People will generally accept mistakes happen and if you go beyond the standard to redress the balance then sometimes your reputation can even be enhanced by taking this action.

## A balancing act

We know that clients don't always listen to your advice, or follow recommendations, and that's often how problems arise in the first place.

If a problem occurs, you need to be as open and honest as possible and make sure you are not going to become the scapegoat.

You'll need to perform a balancing act. You don't want to have the finger of blame move to you and damage your business. If the mistake is yours, as we've already said, admit it and set the record straight.

However, what if you've done everything right? It's highly likely you'll not want to upset your client, but you'll also need to protect your reputation in the marketplace.

Collaboration is always the best step to start off on in these situations. This is where your professionalism and expertise can pay dividends.

## Take a leading role

When a crisis breaks, those affected will often take two routes. They will seek those who can help pull them out of it – or they play the 'blame game'.

## TOP TIPS FOR HANDLING THE MEDIA

Media training is a subject in its own right, but there are some main points to consider which you might find helpful.

One important point is to be open and honest, but don't go 'off the record.' This can be a minefield if you get it wrong and difficult to recover from. On the subject of talking to journalists, never expect to control what they write or broadcast - it won't end well if you think you can. However, if you are misquoted or facts are reported that are not accurate then don't be afraid to raise the point with the editor.

Knowledge is king and it's important you have your own radar. It's free to set up 'Google Alerts' which can be used to





Glue traps at McDonalds hit the news



Image: Facebook/Jeanette Bærgard

In either situation your expertise can be invaluable. For those looking to someone to help them out of the problem, you can play a significant role in communicating a clear message that helps them to regain control. If you can explain why a situation has occurred, how best practice can address an issue, and give some background to the problem, that can be very useful.

If you are the one facing the blame and it's not your fault, then communicate to the organisation that you're not going to be the fall guy, but that you're going to be able to help them deal with the issue.

Again, use your expertise and take the lead. Put together a plan to show you mean business and are there to help. Can you quickly control the problem? Is there a prevalence of this type of infestation reported in your local area or even nationally, which might explain where the problem has occurred at your site?

A good start to get this information across is to look at the situation you are in and write down scenarios answering questions starting with 'who, what, why, when and how'. This will mirror the ways journalists approach the issue too. The information you produce will be very useful for your client in formulating their response.

Larger company clients are likely to have their own press office or communications team who put messages out to the media. They'll be looking for the information and support to defend their organisation's reputation. Ask your contact on site if you can share your expertise with them and make your mark.

monitor the internet using keywords, which could include your company name or those of your major clients.

Finally, don't let a mistake be the first time people hear about you. Start to plan your own PR, so when people come across you in a crisis they see a company or individual whose expertise, professionalism and commitment to high standards is evident. Perhaps some short videos with clients whose problems you have solved, or a few testimonials and reviews from happy customers; every little helps. Your own website and social media channels are a good place to upload this material.

“  
For those looking to someone to help them out of the problem, you can play a significant role in communicating a clear message that helps them to regain control.”

BPCA

British Pest  
Control  
Association

## TAP INTO EXPERTISE

When a PR problem looms, the expertise of BPCA can be invaluable. My advice would be to talk to the BPCA team at the earliest opportunity to get the best outcome for you and your business.

BPCA can offer:

- Expert witness / independent consultancy
- Support to explain your message
- Backing where it's needed
- Help to work with your insurer.

LONG ESTABLISHED BUSINESS  
FOR SALE DUE TO RETIREMENT

An excellent opportunity to purchase a successful family business based in Northern Ireland.

NW Pest Control has been operating since 1975, with an established client base covering many industries including the public, education and housing association sectors.

The sale will include all stock.

**FIND OUT MORE**

Contact Charles Page  
ratwomanpage@gmail.com  
Tel (028) 7137 7082  
Fax (028) 7126 7193



# Fumigation qualifications update

Training Manager Mandy McCarthy-Ward explains how recent legislation could mean a review of your fumigation qualifications.

Everyone knows, man and boy, that since the 1980s BPCA has provided the pest control industry with a fumigation diploma and exam which have stood the test of time. Anyone who has wanted to fumigate has studied the theoretical knowledge to pass the BPCA Fumigation Diploma and then, after building up a portfolio of supervised fumigations, has taken one of the BPCA Certificates of Proficiency to demonstrate practical efficiency. It's testament to the quality of these qualifications that the industry has had so few fumigation incidents.

So, we can be proud as a sector that our qualification is fit for purpose. But sadly the HSE does not agree. Last year legislation changed and put paid to that theory. So listen up if you fumigate!

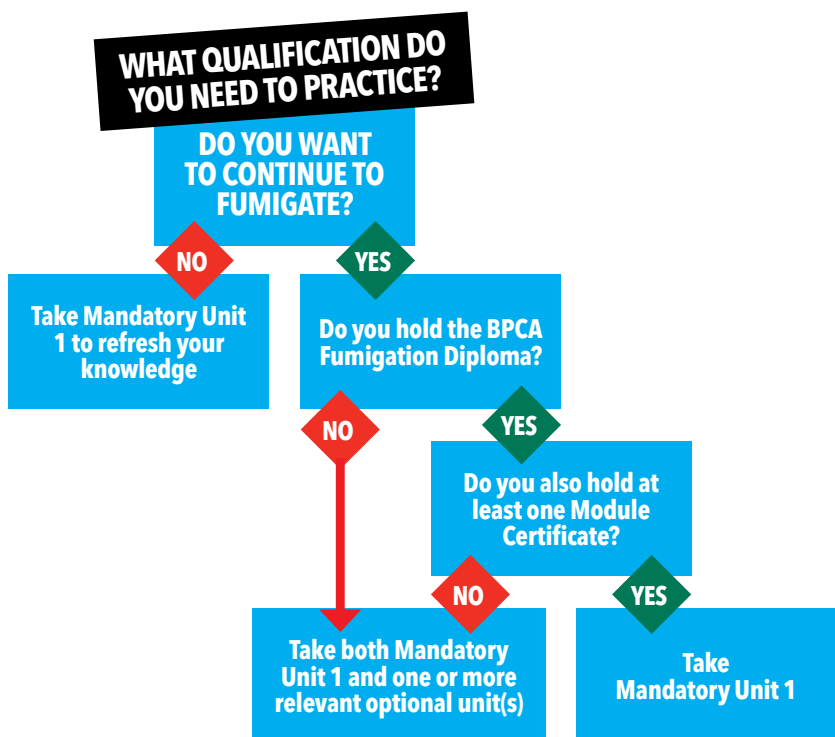
Since November 2015 the changes to the EU Plant Protection Directive have meant that the BPCA Fumigation Diploma and Module Certificates/Certificates of Proficiency have now been replaced with the RSPH Level 3 in Safe Use of Fumigants for the Management of Invertebrate Pests.

Anyone who is currently fumigating will be required by this legislation to ensure they refresh their qualifications to be within this legal requirement. According to HSE this must be completed by the end of 2016, though BPCA is currently fighting this date – more to follow once we know.

“  
Last year legislation changed and put paid to that theory. So listen up if you fumigate!”

## WHAT METHODS OF STUDY ARE AVAILABLE?

- If you are new to fumigation you will need to pass both the RSPH Unit 1 and then the relevant optional unit for your chosen area of fumigation e.g. ships, containers, chambers etc.
- You must pass unit 1 **before** you can take any optional units.
- To achieve RSPH Level 3 in Safe Use of Fumigants for the Management of Invertebrate Pests Mandatory Unit 1 new learners must study the four-day course and take the exam at the end of the course (see page 5).
- If you already hold the BPCA Fumigation Diploma you can achieve the RSPH Level 3 in Safe Use of Fumigants for the Management of Invertebrate Pests Mandatory Unit 1 by taking the refresher course and exam.
- Finally, if you have a computer with a webcam, you may be able to take your assessment from the comfort of your own home.



**FIND OUT MORE!**  
For more details about supervised exams call 01332 225 113 or email [mandy@bpca.org.uk](mailto:mandy@bpca.org.uk)

Image: Muhammad Mahdi Karim

# Mosquito concerns ramp up need for trained controllers



Across the centuries mosquito-borne disease has been one of the world's biggest killers, with mosquitoes regularly topping the polls as the most dangerous animal in the world (circa 700,000 deaths annually, the majority being child/infant deaths). Mosquitoes transmit a whole range of diseases including malaria, west nile virus, dengue and chikungunya.

The mosquito-borne Zika virus has featured heavily in news headlines around the world. Central and South America are the main areas where Zika has been found, but infections are now being reported in Europe, North America and elsewhere. The virus has been proven to cause microcephaly in newborn babies where the mother has been infected, and is linked to a rare nervous system disorder, Guillain-Barre syndrome, that can cause temporary paralysis.

Zika virus was first isolated in monkeys in the late 1940s, in the Zika Forest of Uganda, but it wasn't until the 1950s that the first human cases of Zika were identified. More recently, outbreaks have been seen across the tropics, spreading to Central and South America. The US has confirmed Zika virus disease in 42 states, though none are thought to be from local mosquitoes.

There is no vaccine or drug treatment at present, so the public health risk is significant enough for the World Health Organisation to class Zika as a "public health emergency of international concern" in the same category of importance as Ebola. The principal vector of Zika is the yellow fever mosquito *Aedes aegypti* which, while not currently present in the UK, may be an invasive species. *Aedes*

*aegypti* is the vector for a range of other serious diseases including dengue fever and chikungunya, and is an aggressive daytime biter, preferring to feed on humans over other animals.

While *Aedes aegypti* is generally limited to tropical and subtropical climates, *Aedes albopictus* is better adapted to cooler climates and has a wider distribution. While no Zika outbreaks have been detected in the UK as yet, the most concerning route to the UK is via containers, and so BPCA is lobbying to improve fumigation of cargo brought into the UK.

Both species live in close proximity to humans, mainly due to their breeding site preference for natural and artificial water-holding containers such as tree holes, bird baths, or old tyres. Their life cycle can be completed in as little as 10mm of water, making almost any container a possible breeding site. After feeding, the female lays her eggs in batches across multiple sites. Eggs are black, 0.5mm across, and are 'glued' to the inside of the container just above the water line. As the water rises, the eggs hatch, but dried eggs can survive for many months.

**THERE IS NO VACCINE OR DRUG TREATMENT AT PRESENT, SO THE PUBLIC HEALTH RISK IS SIGNIFICANT**

**JOIN THE FIGHT**

## STAY VIGILANT!

Experts are concerned that mosquitoes may be entering the UK via aircraft, container ships or in used tyres, so every pest controller can help to minimise the risk by remaining alert. If you come across mosquitoes in your day to day work, send in samples to Mosquito Watch in order to add to the understanding of mosquito biting nuisance in the UK.

[www.cieh.org/policy/npap\\_mosquito\\_watch.html](http://www.cieh.org/policy/npap_mosquito_watch.html)

**WHILE NO ZIKA OUTBREAKS HAVE BEEN DETECTED IN THE UK AS YET, THE MOST CONCERNING ROUTE TO THE UK IS VIA CONTAINERS...**

Temperature has an impact on larval development but maturity can be achieved in around a week under ideal conditions.

Control can only be gained by proper inspection, source reduction and chemical control by both larvicides and insecticides. Apart from the more normal temperature-based and biocidal controls, scientists are also trialling the use of genetically modified sterile mosquitoes that appear to reduce mosquito populations by 90%.



**JOIN THE FIGHT**

## GET TRAINED!

If you wish training in mosquito control BPCA may offer a course if there are sufficient enquiries. If you are interested contact Mandy McCarthy-Ward on [mandy@bpca.org.uk](mailto:mandy@bpca.org.uk)



# Out with the old...

BPCA President Martin Harvey goes head-to-head with Paul Rodman, who takes over the role from 14 June. Simon Forrester refereed the contest...

**Simon Forrester** How far do you think the Association has come in the last five years?

**Paul Rodman** I think there has been significant progression. I've personally seen the Servicing Committee and Executive Board have a much greater level of professionalism and focus – they have changed from a talking shop to something that really delivers.

**Martin Harvey** I've been a paid-up member of BPCA since 2001, and joined the Board six years ago. Since I succeeded Henry Mott I suppose it's difficult to judge; you don't see yourself, only others see you. People tell me things are moving on at a good pace. I've tried to carry on the drive to more efficient meetings where we make decisions with a strategic focus. We now have the right people doing the right jobs – which to me is just good management practice. We understand where we are headed. I'm passing the baton on to Paul and no doubt he will change some things, but keeping up the pace is, I believe, the key to our continued success.

**PR** One of the things that attracted me to the Board was the clear vision for BPCA's future. We are looking for the right people to join us

on the Board to help us deliver this vision. The foundation work is done now and people can visualise the strategy (see page 27).

**MH** Yes, it's definitely a vision thing.

**PR** The quality assurance managers I come across on food manufacturing sites say culture is the hardest thing to change in order to deal with issues, and as an organisation BPCA is no different.

**MH** We've modernised the Association in the past few years, bringing in staffing expertise from outside the sector, which has been hugely beneficial. It's interesting that you talk about culture; it's the biggest thing we have started to change – but we are still not there yet. Our industry is being forced to professionalise, and I believe BPCA has to be at the vanguard of that, no matter how many friends or enemies we make.

**PR** External bodies are saying the same thing. Pest control is too important to get wrong, and we can't keep doing what we have always done. If we don't adapt we will be left behind.

**SF** There's a clear lack of focus on regulation from Government; we are being told to self-police. What is BPCA's role?

**PR** We've allowed the manufacturers to take up the mantle of protecting the products we use, and by extension the environment. While these initiatives are great, the servicing companies need to be at the forefront of this, not just leave it to the suppliers.

**MH** Initiatives such as CEPA Certified® and EN16636 are great examples of how we are trying to take back control of our destiny. Auditing bodies are already embracing this standard. They are the ones who are currently setting the agenda, saying you must do 'X' to be considered for contract work. We can use this vehicle to drive quality in our sector. That process has moved rapidly in the last 18 months or so. It was great to be involved with the launch of the standard in Brussels – it was sobering (but fantastic) to see the number of high-profile people on the European stage who take this seriously. We are at the heart of the success of the standard, and that can only bode well for our future profile.

**PR** I can see the expansion of the standard, and we are leading it – we're the top of the European league table of certified companies, and likely to stay there. This will gain momentum as more and more specifications embrace the standard.



**MISSION VISION**

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.**

ONE OF  
THE THINGS THAT  
ATTRACTED ME...  
WAS THE CLEAR  
VISION FOR BPCA'S  
FUTURE.

THE  
FOUNDATION  
WORK IS DONE  
NOW AND PEOPLE  
CAN VISUALISE  
THE STRATEGY.

# Driving excellence in pest management

## ...in with the new!

**SF** But is more red tape what our sector needs?

**PR** Members do like regulation and structure, as long as it's appropriate; they can identify with that. We want certainty and a level playing field for all, and regulation can provide that by excluding the cowboys. Clients want companies with a proper pest management structure, and I believe they will be willing to pay for this.

**MH** CEPA Certified® is a useful vehicle to say 'we are a quality outfit' – it's regulation by another route. I've been encouraged to see some proper debate (though painful) on us as members of the Association acting ethically, professionally, and properly. By that I mean thinking not just about today or the month end, but thinking long term about the impact of what we do and how we do it. The industry has suffered over the last 10-15 years through a culture of poor selling and poor servicing which leads to terminations and unhappy customers. This means that some customers don't value what we do, and sometimes decide to do it themselves.

“  
...we have turned BPCA from a bit of a cosy club into an association, and now it's becoming a proper business. ”

**PR** We all benefit from these issues being tackled and put out in the open.

**SF** So how do we stop the devaluation of what we do?

**PR** I think that stewardship and regulation is key. Other control methods will be under the microscope in the future, rodenticides will not be the end of this. We're seeing it with glue boards, for example. BPCA is leading on this subject to establish a ban on public sale and use, and break-back traps are on our radar. BPCA is leading here and will elsewhere. During my presidency I intend to put BPCA at the heart of professionalism, leading the debate on stewardship of all products. If we can create that definition of 'professional' we can add value.

**SF** What are the 'elephants in the room'?

**PR** Internet sales are a real concern. A free market allows anything to be sold to anyone, but Government isn't interested in policing it. We need to work with the suppliers to

ensure ethical sales. Manufacturers and distributors have an innate responsibility to ensure understanding of who they should sell to and what knowledge should be there before use. Internet sales must include safe use guidance and be policed properly.

**MH** It's morally irresponsible to sell it to just anyone if it says 'for professional use only'. Apart from the risks of misuse, that cheapens the offering of a professional pest controller who has set up a legitimate business, has spent time getting trained, and is trying to do the very best job they can. If Joe Bloggs from a chip shop can buy and use the same products as us, without any checks and balances, where's the value?

**PR** If the customer sees us as just the 'placer of baits and the sprayer of insecticides', and they can buy the same things, we are doomed. We need to demonstrate the value to clients, starting with education of our industry to explain to clients the value of using professionals. The best way is to be properly trained, and the best place for that training is BPCA.

**SF** We're seeing lots of 'super rat' stories – pests are flavour of the month again. What do you think BPCA should be doing to offset the more scandalous stories?

/continued over...

## “ During my presidency I intend to put BPCA at the heart of professionalism, leading the debate on stewardship of all products. ”



**PR** We should all ensure we answer professionally and if possible with science to back us. The media are after a story, and there's clear mileage for them in adding fear. We need to remain distant from that.

**MH** Giant cannibal rat stories get front page news, even if they are fake. While it's difficult to resist, I'd advise members 'don't join the bandwagon – stay clear of it'. BPCA has a role to play by offering guidance on how to answer this type of enquiry. I'd also say that the media always wants to go out and see a bad site, they aren't interested in 'safe' or a site where you have successfully controlled an issue – that's boring for them. No, the media generally seem to want 'car crash TV' or stories – we shouldn't stoop to that level.

**PR** But auditors and food manufacturers are food safety aware, and we've had a lot of success in improving their understanding of pest control, frequencies on service, what

qualifications to seek and standards to achieve. Martin championed our work to change specifications, and we had some real successes. During my presidency I am establishing a directory of specifications for members to access – there's nothing worse than being measured against something you haven't seen or find it really difficult to get hold of.

**MH** One of our goals was to engage with opinion formers (specifiers, journalists, politicians, regulators) in order to raise the importance of public health pest control, and we've done well so far.

**PR** That's one of the key things I want to accomplish. We're looking for a patron to give us some additional leverage in Westminster, we will keep up the momentum to professionalise the sector, and we want to talk to clients about why they should always use a BPCA Member.

If I can accomplish these things and more in the next two years I'll be happy.

**SF** So, Martin, in a few weeks you hand over to Paul. What is your role then?

**MH** From the AGM onwards I see my job as someone that Paul and his Vice-Presidents can call upon, but I have no intention of being a back-seat driver. The reason the Past President stays on is to be accountable for the decisions they've made, and to help see things through in a consultative role. It's now down to Paul and his team to deliver.

**PR** It's really important to have that. I'd like to take the opportunity to thank Martin for his hard work – he's done a sterling job. He's still a key part of the team alongside me, the VPs and the Treasurer. But we also need input from all the membership; we need new ideas and to take collective ownership of them. I suppose I would say I'm the principal shareholder in the 'business' of BPCA, but every member has a stake too, and I want to get more of them engaged and involved with what we do, to everyone's benefit. I have some ideas about how we change our structure to accomplish that.

**MH** I've been a bull at a gate on occasion to drive things through, which I make no apologies for. That has by and large paid off, for example the change to criteria around qualifications and CPD. But I think one of my greatest successes has been to let the staff team get on with it, and I think I've freed them up to do just that. The Board makes sure we go where we need to, the staff do what's needed to get us there.

**PR** In the last few years we have turned BPCA from a bit of a cosy club into an association, and now it's becoming a proper business. In the next two years I intend to strengthen that position.

To see how BPCA actually performed last year, see right for a summary of the key financial and other facts...

# How BPCA spends and achieves!

Here is a summary of BPCA's income and costs for the 2015 financial year. 2015 was an excellent year – more people joined BPCA and we met stretching financial targets. BPCA ended the year ahead of budget and exceeded the previous year's performance; money we can now re-invest in member services.

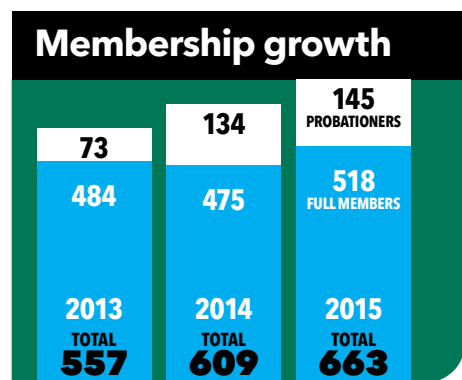
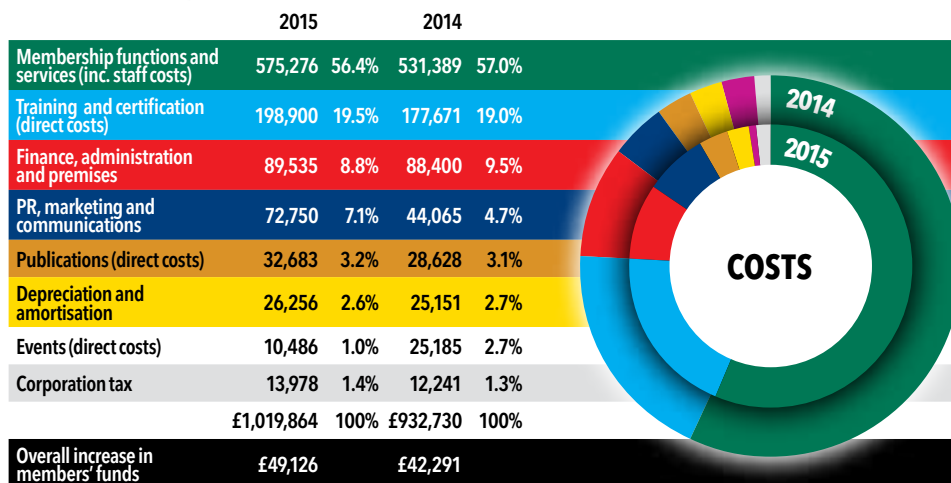
We would like to thank our members, Executive Board, Committees and staff team who helped make 2015 such a success. For more information read the President's and Treasurer's reports in our annual report being circulated with AGM papers.



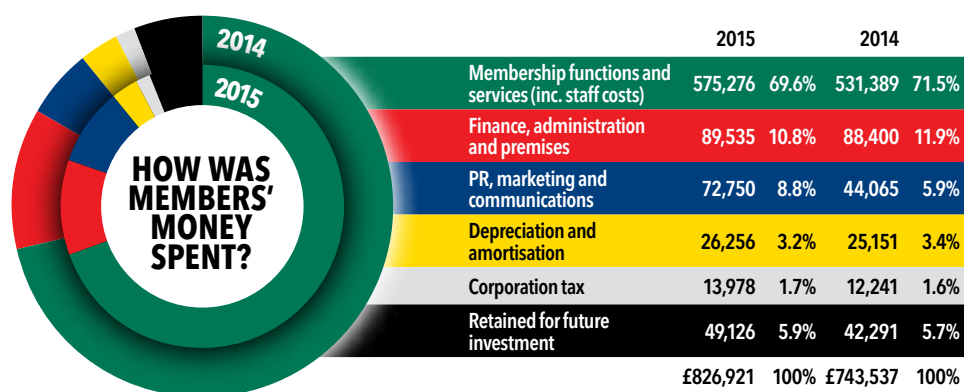
### Publicity during 2015

Press campaigns yielded equivalent to **£630,000** worth of advertising

National Survey was solely worth **£350,000**



More companies want to join BPCA, and we are helping more and more to achieve the standard required through our Probationary Scheme.



### Events in 2015

THE PREMIER PEST CONTROL EVENT

**1,527** VISITORS  
**21% UP** ON 2013

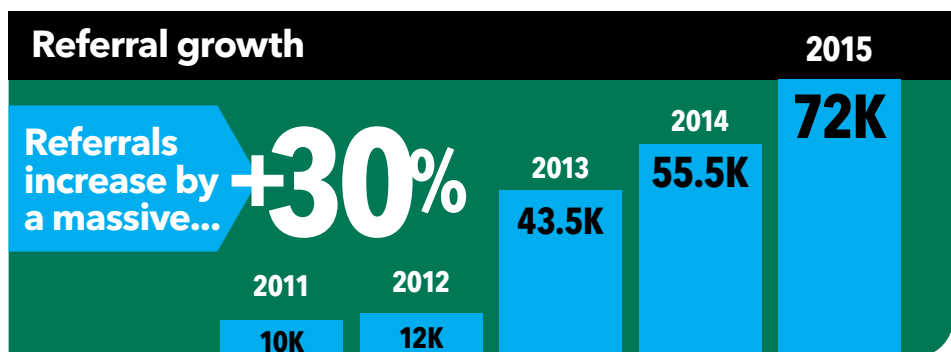
**25** SEMINARS **95** EXHIBITORS  
**10,000** CPD POINTS ACCRUED

### REGIONAL TRAINING FORUMS

**443** ATTENDEES AT  
**14** EVENTS ACROSS THE UK

BPCA Fumigation Conference

FUMIGATION CONFERENCE  
LAUNCHED WITH **50** ATTENDEES



# SOLO<sup>®</sup> BLOX<sup>™</sup>



## SINGLE FEED ACTION FOR POWERFUL RESULTS

- ▶ Single-feeding anticoagulant, especially successful on tough-to-control mouse infestations
- ▶ Contains the powerful active ingredient, Brodifacoum
- ▶ BLOX work well in almost any condition wet or dry, indoors or out (around buildings only)
- ▶ Highly palatable formula contains quality inert ingredients; multiple edges appeal to rodents desire to gnaw



Use rodenticides safely. Always read the label and product information before use. Solo Blox contain Brodifacoum.

\*also available in 200g Super Blox



THE WORLD LEADER IN RODENT CONTROL TECHNOLOGY<sup>®</sup>

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