

MARCH 2017

PPC86

PLUS

MASSIVE FOLD-OUT TIMELINE!
75 years of BPCA history

**BIGGEST
ISSUE EVER!**



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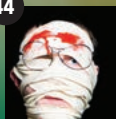
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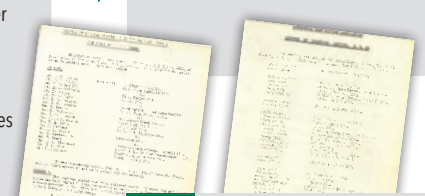
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75 years of BPCA

1942 The birth of BPCA was at an informal meeting on 12 March 1942 in London which was called to consider the formation of the Industrial Pest Control Association. Following this meeting, the group of 38 suppliers and pest control servicing companies met again on 9 June 1942 for the inaugural meeting of the Industrial Pest Control Association.

The Association was established to preserve the nation's food stocks in time of war, and to maintain public health through stewardship of limited stocks of pyrethrum. Their aim was to negotiate with the various government departments and agencies that controlled the allocation of scarce chemicals, labour and enforcement of legislation at that austere time. The first president was K S Gregor of W Edwards & Co Ltd and the annual subscription was five guineas (£5.25).

1963 On 1-3 April the first British Pest Conference took place in London.

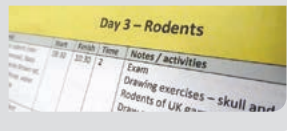


1969 The Industrial Pest Control Association changed its name to British Pest Control Association - the name we know it by today. The new Association faced growing demands for legislation following the demise of the Voluntary Pesticides Safety Precautions Scheme. BPCA responded by developing its own systems of training, codes of best practice, national conference and eventually establishing government-recognised examinations and qualifications.

1974 CEPA launched as a joint initiative between Belgian, British, Dutch, French and Spanish national associations who could not, by themselves, defend the interests of their members at a European level. Based in Brussels, CEPA is the Confederation of European Pest Management Associations. At the European level, it now represents 28 national and regional trade associations and an industry with a turnover of more than €3 billion generated by 10,000+ companies with over 40,000 employees. In addition to associations, CEPA membership also includes manufacturers, distributors and service companies in Europe.



1980 BPCA Training and Certification Scheme for pest control and fumigation operators was established, and the association ran its first five-day course at Aston University, Birmingham taught by Professor Gordon Onions. This course evolved into the General Pest Control Course held at Yarnfield Park, Stafford and elsewhere.



1988 BPCA moved from London to Derby, becoming independent of the Chemical Industries Association. With new independence the logo and company colours changed from blue to green.



1989 Charles Keeble Award launched for excellence in pest control training. Mousetrap magazine launched. Friday 6 October marked the day that BPCA purchased its first property - 3 St. James' Court in Derby - marked by an opening ceremony with Baroness Trumpington, Dave Nubel (President), Tony Harman (Immediate Past President) and Charles Keeble to name just a few!



1990 The NHS lost its Crown immunity from prosecution due to the passing of the NHS Amendment Act 1986, which was a result of the 'hospitals are bad for your health campaign' led by BPCA. This campaign won the Institute for Public Relations 'Sword of Excellence' Award, and helped establish and improve NHS pest control. Further legislation of pest control through The Wildlife and Countryside Act 1981, COSHH 1988 and Food and Environment Protection Act 1985 (including Control of Pesticides Regulation 1986) was generally enacted in consultation with BPCA.



The first winner of the Keith Cleverly Award was Peter Watson from The Welcome Foundation. He won a trip to America for the NPCA / NPMA Conference.

1982 7 June, BPCA became a company incorporated by VAT.

1984 BPCA launched its first qualification - PCO Certificate of Proficiency.

1990-95 BPCA spent many years working with the Health and Safety Executive (HSE) on its Approved Code of Practice (ACoP) on fumigants and taking the lead in the UK's defence of methyl bromide, under threat from the Montreal Protocol on Ozone Depletion.

2007 BPCA released the British Pest Management (BPM) manual which was produced with industry experts to replace the previous joint ADAS/Local Government Management Board (LGMB) publication. The manual continues to be updated and is known as 'the' reference guide for the pest control industry.



2005 The John Bull Award was launched to acknowledge the contribution made by John in establishing the BPCA Fumigation Registration Scheme, training courses and examination structure. It was awarded to the best performance in the Fumigation Diploma exam and the first award went to Gabriel Predescu from Kent & Suffolk Fumigation.

2004 BPCA works with RPSH to write the Level 2 Award / Certificate in Pest Management exam to make the industry qualification verified by an awarding body.



2000 BPCA launched Trade Associations Services (TAS) to create an income by providing administration services for other associations. The office then moved within Derby to Gleneagles House, where meeting room facilities were established.



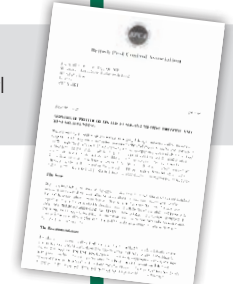
1995 The first PestEx took place at the Novotel in Hammersmith, replacing the conference, becoming an exhibition instead. It has since been held at Olympia (1997), Business Design Centre (1999), NEC (2001, 2003 and 2005) and then moved to ExCel in 2007, where it remains to this day.



1993 In the Summer, BPCA produced its first issue of Professional Pest Controller magazine, which is still going strong! Alongside PPC, there was also a newsletter called Pest-Lines for BPCA members.



1991 In March 1991 BPCA's logo became a registered trademark.



2011 BPCA moves to new home on Pride Park, where we still live today.



BPCA launched alexo (meaning 'I protect' or 'I defend') which is a public-facing publication aimed at anyone with an interest in or responsibility for pest control. The magazine has been produced to take to shows including the Facilities Show, CropTec, LAMMA, Takeaway & Restaurant Show and has recently moved to an online blog keeping the public informed on public health news.

BPCA launches the 'why you need pest control' leaflet free of charge for members to help businesses win more work.

BPCA launches joint guidance with British Hospitality Association - positioning BPCA and its members as experts for hotel or restaurant contracts.

BPCA launches its National Survey giving the general public and researchers alike an important insight into pest control in the UK.



BPCA launches 24/7 hotline to 'find a pest controller' which helped make our member directory more accessible to members of the public, regardless of the time of day.

Extended hours meant more enquiries and leads for our members. In 2011, BPCA received 3,800 calls to the helpline providing almost 11,500 leads for our servicing members.



BPCA helped develop and launch the Irish Pest Control Association (IPCA), for which TAS managed the administration until 2010 when the Association had grown and become well established.



Annual reports and accounts begin to be published on BPCA's website.

1999 BPCA launched the British Pest Control Training (BPCT) brand which broadened the range of training courses offered, including fumigation.

BPCA launched the Probationary Scheme with an aim to help and guide new companies into membership, offering support as they establish themselves. The scheme was priced at £150 per year and remains at this price in 2017 with around 150 companies using this valuable support. The first company to join the scheme in February 1995 was Proklim Ltd.

2012 BPCA launches the Affiliate Scheme, which gives individuals free online access to industry information, technical and educational documentation, CPD and training tools.

CPD Scheme. Existing members were given until the end of 2014 to comply.

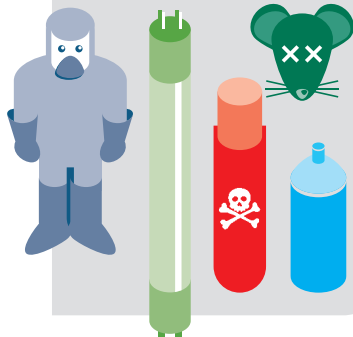


BPCA was invited to join European Committee for Standardisation (CEN) committee - part of driving the European standard for pest control.

BPCA introduces new membership criteria to further strengthen the professionalism of the industry. Now all technicians must hold relevant qualifications and be registered on a

CONTINUED

In June 2012 BPCA celebrated its 70th anniversary with a Past Presidents Lunch, held after the AGM, in which they discussed the past present and future of BPCA. In summary, in order to head off the threats and capitalise on the opportunities, it was agreed that our sector needs work together to professionalise, promote, and be proactive. This formed the basis of BPCA's current 'three Ps' strategic plan.



2014 BPCA worked with its members to produce the Code of Best Practice for Pesticide Waste, which resulted in UK government agreeing to a derogation, saving our industry an estimated £25 million in waste transfer fees.

2015 BPCA, supported by our members, ensured that previous Diploma Part 1 qualifications were accepted as part of the CRRU stewardship scheme, meaning that many pest controllers did not need to re-sit their qualification. BPCA continues to support CRRU and rodenticide stewardship today.



In April, BPCA launched a new online learning programme for Level 2 Award in Pest Management which went on to win 'New Product Development MemCom Award' in 2016.



BPCA launched National Pest Prevention Week (9-14 Nov) working alongside organisations like the Trussell Trust (food banks) to ensure that donated food doesn't go to waste. BPCA members carried out free inspections and controlled pests in food banks throughout the UK.



2016 BPCA establishes its mission and vision

Driving excellence in pest management

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



2017 AND BEYOND...



BPCA celebrates 75 years as an association with a celebratory dinner at the East Wintergarden, on 22 March. The dinner incorporates the inaugural British Pest Management Awards (BPMAs) which aims to bring the whole sector together to celebrate the achievements and professionalism of the wider pest control community.

BPCA has a strategic plan in place to promote professionalism across the sector, raise the profile of the Association and its Members, and improve profit for BPCA and those it represents. Our activity is all centred around these three points.



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22-23 MARCH 2017



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Littlehampton, West Sussex, BN17 5DS. United Kingdom

"...our Association has continued to drive progress..."



Welcome to the first edition of PPC magazine in our 75th anniversary year!

When you reach a milestone it's always worth looking back to where we've come from. The Association was established in a time of need – as you can see from the fold-out timeline to the left, throughout its history our Association has continued to drive progress in making the pest control industry more professional.

We developed industry-standard training courses in fumigation and general pest control, we established approved codes of practice with the government, and we created an audit structure against which companies could then be benchmarked.

As I look through the timeline of achievements over the last 75 years, it's clear to see what an impact BPCA has had for pest controllers, the sector as a whole and the general public alike. But just because we're 75 years down the road, it doesn't mean we've become complacent.

We've changed our membership criteria for Servicing Members, which means new pest control companies will be able to apply for full BPCA Servicing Membership sooner. In essence, this means we can serve more pest controllers, as soon as they're ready to start up.

We've also announced that BPCA will be a key part of an apprenticeship programme for new pest controllers, meaning we'll be able to influence the professionalism of pest controllers throughout their formative education and into their newly-created companies.

We're continuing to develop events and networking opportunities such as PestEx and the Regional Forums which attract so many pest controllers to share best practice, catch up and even swap contacts. We're re-thinking the way our committee structure works by looking into setting up new working groups and forums for specialisms and regions.

What was true in 1942 is still true today. People still need pest control, but do not see its value. The same pressures exist on society – food security, austerity and the deep-seated unwillingness to spend money on public health pest control must still be overcome.

I have no idea what the sector will look like in another 75 years, however I suspect the need for our services will always exist - how much will depend on how smart we are and how we respond to changes in pests, legislation and customer demand. It is only through active involvement with your trade body that this can be achieved. The Association has achieved its success through the hard work of the membership and staff team. We face some key challenges but we are stronger, together.

Enjoy your time at PestEx, and happy 75th anniversary to us all!

PAUL RODMAN

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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. 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

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[www.twitter.com/britpestcontrol](https://twitter.com/britpestcontrol)



<https://uk.linkedin.com/in/british-pest-control-association-7834195a>



BPCA PestEx

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22-23 MARCH 2017 / EXCEL, LONDON



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www.facebook.com/Britishpestcontrol



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Managing the pace of change

The world changed last year at a frantic pace, both within our industry and on the macro scale. This year seems no different. As I write, President Trump is causing chaos in the White House... (there's a sentence I never thought I'd compose!). Closer to home, we now have a better picture of what type of Brexit we'll face. While most of us operate solely in the UK, there are repercussions from these two events on every aspect of our lives. One of the largest overheads for pest control businesses, fuel, now costs an average £10 a tank more than a year ago (AA figures), with further above-inflation price rises forecast. Similarly, the cost of imports is set to increase, which may impact on what you are paying for biocides and other products in the medium term. Whatever the outcome of our negotiations and President Trump's willingness to 'do the deal' with UK plc, the impact will be at a personal level for every UK citizen and business. We know this is a concern for many, so our seminar programme at PestEx features a discussion with experts on this topic and our sector in particular.

Closer to home, in our 75th year BPCA continues to support the UK industry as only it can. We have moved on to phase two of our strategy: developing a training pathway for everyone in pest control. Alongside this, we are developing an apprenticeship for the sector – the first of its kind. On the education front we are also spending a lot of time and resource teaching end users about the value of selecting a BPCA professional. We are exhibiting and speaking at a variety of shows this quarter, from the LAMMA agricultural event through to the Cleaning Show, where yours truly will be banging the drum for professional pest control in one of our largest sister markets. We've also been carrying out research with the food service sector to find out what they want from pest control, how they select a contractor and the main gripes they have with their existing provider. Come along to PestEx to find out more – I look forward to seeing you there.

SIMON FORRESTER
BPCA Chief Executive
simon@bpca.org.uk



...WE MAY FACE THE LOSS OR SEVERE RESTRICTION OF RODENTICIDES

Asked to supply rodenticides? Beware!

Just as in the past you may have been asked to buy cigarettes or alcohol for someone younger who has 'forgotten their ID', some pest controllers are reporting that they are being asked to supply professional use rodenticides to their customers, neighbours and local landowners.

This is usually because less regulated supply routes have disappeared as a consequence of the strict Point of Sale limitations now in place. We remind PPC readers that since 1 October 2016 the supply of rodenticides is regulated under the UK Stewardship Regime, and all professional use rodenticides with stewardship conditions attached to them can only be supplied to professional users that hold certification of compliance with the UK Rodenticide Stewardship Regime.

If you supply products to a third party, you are covered by this regulation and must ensure you are only selling to those authorised to use the products. You must also complete a supply chain compliance declaration. Failure to adhere to the

requirements, and failure to demonstrate compliance when reasonably required, may result in the withdrawal of supply of rodenticide products with stewardship conditions, which will mean you are unable to use rodenticides in your business. Breach of the regulations may also be an offence under the Biocidal Products Regulations.

If you hear of companies or individuals trying to buy rodenticides without meeting the relevant criteria, CRRU has produced a handy one-page 'Point of Sale' flyer which is available from their website. If you hear of people or companies attempting to sell products without carrying out the necessary checks, please notify both CRRU and the authorisation holder of the product(s) concerned with full details of the incident.

One final note: if we allow people to 'get around' stewardship, we may face the loss or severe restriction of rodenticides, impacting on every business.



www.thinkwildlife.org
See us at PestEx Stand 35

Croatia hosts pest seminar

The city of Mošćenička Draga hosts the 70th anniversary conference of the Croatian Pest Control Association on 4-7 April 2017, covering rodent control, stored product protection and much more.

<http://korunic.hr>

Contego expands bird and pest control business



Contego Environmental Services has successfully acquired a rival company with an office in central London from which clients across the south of England will be serviced.

Owner Michael Taylor plans to make the business a "truly national operation" over the coming years.

Contego's customer portfolio already includes contracts for the NHS, Stagecoach, Asda, KFC, DTZ, Harry Ramsdens, Arriva, Gentoo and Durham County Council.

Michael has worked as an animal handler and trainer, looking after birds of prey for several of the highly successful Harry Potter films. He successfully established Contego Environmental Services in the North East back in 2004. Since then his company has expanded into other areas of the UK, employing a workforce of 22 pest controllers and support staff.

Revised glue board code launched



Last month saw the relaunch of the Pest Management Alliance's 'Code of Best Practice for the Humane Use of Rodent Glue Boards'. The code has been revisited by BPCA and its fellow Alliance members, plus Natural England, DEFRA and Government's Animal and Plant Health Agency.

The main changes are:

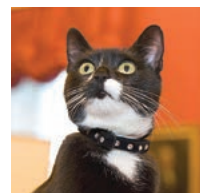
- Definition of rodent glue boards now established
- Greater emphasis on the potential harm to non-target species, and use of appropriate methods to minimise harm or suffering
- Reference to the CRRU Code of Best Practice and the risk hierarchy
- Statement about training and competence of users
- Information regarding use of on-site personnel to check glue boards more frequently to minimise rodents' time on boards (note that it remains the responsibility of the pest controller under the Animal Welfare Act 2006 to deal with trapped animals)
- Removal of guidance on specific measures of despatch is now to be through training.

For further support speak to your trade association.

www.pmalliance.org.uk

New junior pest controller for Downing Street

To help tackle an increase in rodent activity throughout Downing Street, Evie the cat has joined the elite ranks of the Westminster mousers. Evie will join Mouser-in-Chief, Larry, on his regular beat.



Evie is named after Dame Evelyn Sharp, the first ever female civil service permanent secretary. We wish Evie well with her appointment – but hope they aren't relying on cats alone!



BRITISH Pest Management AWARDS

Change of venue for 75th anniversary celebrations and British Pest Management Awards



The location of the BPCA 75th anniversary celebrations has changed and will now be held at the East Wintergarden. The special dinner will still take place on the evening of Wednesday 22 March, after day one of PestEx 2017.

The East Wintergarden is nestled between the iconic towers of Canary Wharf in London and will form a fitting setting to mark both the 75th anniversary celebrations of BPCA and the inaugural British Pest Management Awards (BPMAs). The venue's facilities include an impressive mezzanine level, above the main hall, where the evening will begin with a drinks reception.

The evening was originally set to be at the Brooklyn Bowl – however the venue closed unexpectedly, cancelling all bookings. A Facebook post from the Brooklyn Bowl reads: “Brooklyn Bowl London is closed until further notice. With The O2 Entertainment District undergoing building work, we face significant operational challenges.”

Events Officer Lauren Day has been extremely positive about the change: “Although it’s a shame that

the Brooklyn Bowl has had to close so suddenly, the new venue is truly stunning. East Wintergarden has ample space for networking following the dinner and awards ceremony. As well as bars and lounge areas to keep guests occupied, we’ve arranged for casino tables to be provided for the evening’s entertainment.”

Roger Simpson, Managing Director of Lodi UK which is headline sponsor of the 75th celebratory evening said, “East Wintergarden certainly is a striking venue, and fitting for the evening’s celebrations. We’re delighted to be able to support the event and the LODI team is looking forward to joining other guests on 22 March.”

“May I be one of the first to congratulate BPCA and its wider community on reaching the 75 year milestone. Here’s to another 75!”

Located in Canary Wharf, the venue is convenient and accessible, just two minutes walk from Canary Wharf Station and the Jubilee Line. If you have any questions about the changes to the anniversary dinner in general, contact Lauren events@bpc.org.uk



International Conference on Urban Pests (ICUP) programme announced



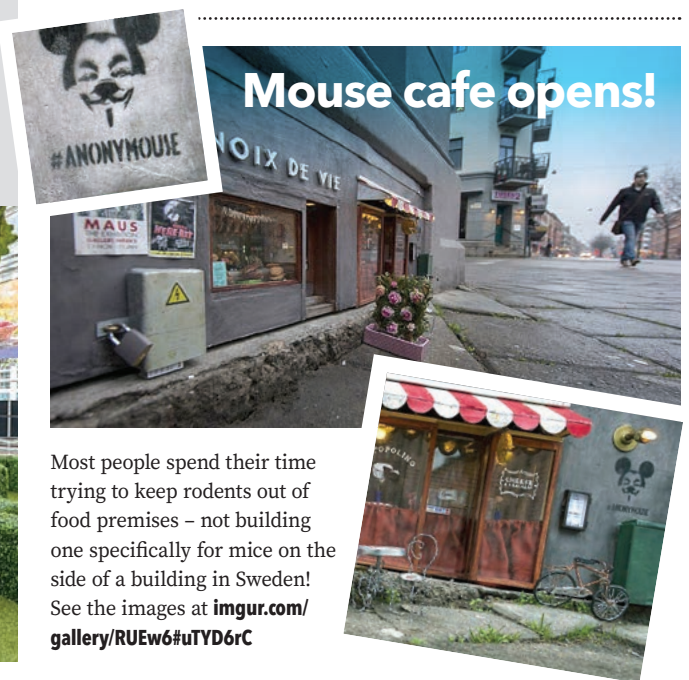
BPCA will be one of the sponsors of the highly popular non-profit conference, designed to share information and ideas on the impact, biology and control of pests in the urban environment.

The ICUP 2017 organising committee has been working hard behind the scenes to put together the programme for the forthcoming event to be held in Birmingham, UK on 9-12 July 2017. Held only every three years, and at locations around the world, this time it’s the turn of the UK to host the event.

In total there will be six presentations in the plenary

session on day one, followed over two days by 60 concurrent sessions that delegates can choose, plus 38 poster papers. The programme covers a great spread of speakers from all over the world – USA, UK plus many countries from continental Europe, Brazil, Colombia, Japan, Malaysia, Taiwan, Philippines, Russia, Iran, Pakistan and Australia. This truly is an international conference on urban pests. It is also exciting to see the continued emergence of a newer generation of researchers alongside the well-established global experts.

Chaired by Dr Matthew Davies, the organising committee has reviewed an extremely large number of abstracts submitted by potential authors and the detailed programme is now available on the conference website.



Mouse cafe opens!

Most people spend their time trying to keep rodents out of food premises – not building one specifically for mice on the side of a building in Sweden! See the images at imgur.com/gallery/RUEw6#uTYD6rC

Images: Peter Frennsson, Cafe for mice, Malmö, Sweden

Rentokil completes purchase of Cannon



One of the UK's largest independently-owned pest control companies, Cannon Pest Control, has been purchased by pest control giant Rentokil, taking over all 19 locations. Both are full BPCA Servicing Members, with a massive client portfolio collectively.

Phil Wood, Area Managing Director of Rentokil Initial, UK, Ireland, Baltics and ROW commented: "We are really excited about this acquisition as Cannon Pest Control complements the existing Rentokil Pest Control business. We look forward to working with our new colleagues and our number one priority remains the customers of the business."

BPCA Chief Executive Simon

Forrester said: "Rentokil's expansion will send ripples across the whole UK pest control sector. When an organisation as large as this buys another major player, it creates opportunities to take on new contracts, for employees to develop their roles, and for others to go out and set up business for themselves."

"There are also opportunities for other members to pick up contracts, as some customers will look to change provider. For all involved, BPCA continues to offer the same strong support and guidance it always has. Congratulations to Rentokil for their acquisition, and our best wishes to the Cannon team for whatever the future may bring."

www.rentokil.com

Endangered bees: pesticides blamed



The American rusty patched bumble bee (*Bombus affinis*) has made its way onto the endangered species list. US Fish and Wildlife Services has suggested a number of reasons for the sharp decline in rusty patched bumble bee numbers, including, for the first time, a specific mention of vulnerability to pesticides.

Pesticides can have a lethal toxic effect on rusty patched bumble bees, which may be one factor for the 90% population decline in the US since the 1970s. These bees are susceptible because not only are they ground nesters, but also because toxins can be directly absorbed through the exoskeleton and via contaminated nectar or

pollen. Other factors listed include habitat loss and degradation, intensive farming, disease and climate change.

Bumble bees, as distinguished from domesticated honey bees, are essential pollinators of wildflowers and about a third of all US crops, from blueberries to tomatoes, according to the Xerces Society for Invertebrate Conservation, which petitioned the Government for protection of the insect.

Pollination services furnished by various insects in the United States, mostly by bees, have been valued at an estimated \$3bn each year.

BPCA Servicing Membership criteria has changed!

The 12-months trading prerequisite for servicing membership has officially been scrapped as of 1 January 2017. We caught up with BPCA Membership Officer Rachel Eyre to find out what these changes mean for future and current Servicing Members.

First of all, can you explain exactly what the change in criteria is?

It used to be that you couldn't be considered for full BPCA Servicing Membership if your company hadn't been trading in pest control for at least 12 months. However, as of January 2017, even a brand new company can apply for full Servicing Membership – assuming they meet all other criteria.

Why have we dropped the criteria?

We believe by allowing newer businesses to join quicker, we'll be able to provide more support to more pest controllers – as well as drive the quality of service provided by the UK pest control sector as a whole. It used to be that we could help to train you as a pest controller, and then we could help you once your company was established, but we were limited to what we could do for those in the middle who were just starting their businesses. Now we can offer our support throughout a pest controller's whole career.

Does that mean that the standards for membership have gone down?

Not at all. All other membership criteria still stand, so companies will still need to have the correct insurances in place, officers of the business must not be undischarged bankrupts, all technicians must be on a recognised CPD scheme and qualified to Level 2 Award in Pest Management standard, and abide by all our Codes of Best Practice. The independent EN16636 audit will also help ensure that even new companies are completely up to scratch.

What will happen to the Probationary Scheme?

We will be keeping the limited BPCA Probationary Scheme to help companies meet the other criteria for full membership. We're in the process of contacting companies on the Probationary Scheme that were unable to apply for full membership because of the 12 month criteria, and advising them on how best to upgrade from a probationer to a full Servicing Member.

MORE INFO

For more about the criteria change, or membership in general, contact...

membership@bpca.org.uk

Things you might not know about BPCA's Membership Officer



Rachel is the longest serving member of the BPCA staff team, having been here for 25 years in July.

Rachel is the designated BPCA first aider, although the only mouth-to-mouth she's given was at 1998's staff Christmas party.

Her hobbies include swimming and wine tasting – although never at the same time.

In her role as 'the BPCA enforcer', she regularly investigates fraudulent usage of BPCA's logo. Despite regular requests, a SWAT team still has not been provided to support her work.

Unbelievably, Rachel is possibly the only person in the UK who has never seen an episode of Friends. She says it's because she's too busy typing up committee minutes – we think it has something to do with the wine tasting.





BASIS PROMPT Chief Executive Stephen Jacob is keen to see the future of PROMPT led by members themselves and says survey will be key.



BASIS survey launched for PestEx

Members of BASIS PROMPT are to be canvassed for their views in the first survey of its kind.

The professional register is out to expand its role and increase its influence within the pest control sector as part of a move to deliver maximum value.

Chief Executive Stephen Jacob is keen to see the future of PROMPT led by members themselves and says the survey will be key. He said: "We're always thinking of ways to improve and deliver added benefits, but strong feedback from members will ensure we move forward in the right direction. We exist for their benefit, so we should do all we can to deliver a powerful and practical service that's very

much focused on the needs of its customers. The survey will give them the chance to tell us what we're doing well, where we can improve and what more they'd like to see happening. By giving members and stakeholders a strong voice, and then listening to it, we can ensure we deliver precisely what they want."

The survey will be launched at PestEx in March but will remain available both digitally and in print for several months.

Being part of a recognised CPD scheme such as BASIS PROMPT is a membership criteria for BPCA Servicing Members. Let us know what you think about Continuing Professional Development via membership@bpc.org.uk

2017 extension: fumigation qualifications can be still be updated

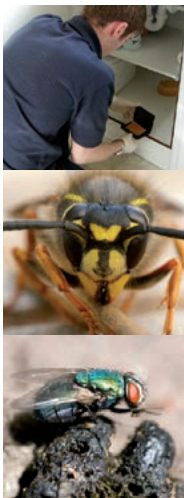
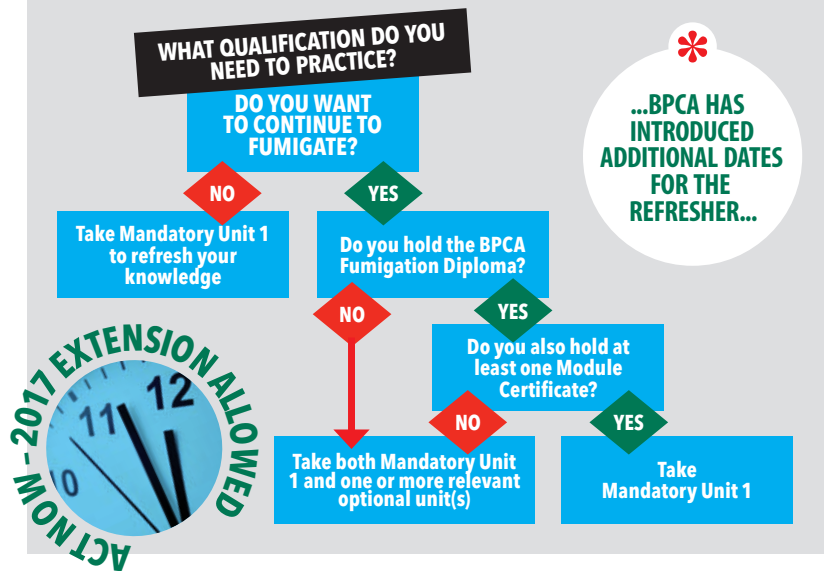
In 2016 CRD advised that, to remain in line with the November 2015 changes to the Plant Protection Directive, anyone who carries out invertebrate fumigation activities would need to update their existing BPCA Diploma and Module Certificates to the newly-launched RSPH Level 3 Award/Certificate in Safe Use of Fumigants for the Management of Invertebrate Pests Unit 1. CRD wanted all existing fumigators to be up-to-date by the end of 2016. BPCA advised member and non-member fumigators on our books and worked to these deadlines.

In December 2016, CRD confirmed to BPCA that there would be an extension until mid-2018 to allow

existing fumigators to get the updated qualification. BPCA has therefore introduced additional dates for the refresher course, both at BPCA's offices in Derby:

- 9-10 March 2017
- 5-6 October 2017

For anyone who has passed Unit 1 of the RSPH qualification, and is seeking to achieve any of the optional units, these can now be arranged at BPCA's offices or a venue of your choice. You will need to have collated a portfolio to demonstrate an understanding of the relevant unit learning outcomes before booking your assessment. To find out more visit www.bpc.org.uk/training



Are you a registered BASIS PROMPT professional?

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

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

www.basispestcontrol.co.uk

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18inch rat hits headlines - take note media savvy pest controllers!

Once again the media has taken an interest in a big rodent. The rat in question is by no means the largest on record, or indeed particularly newsworthy. Yet, we've still spotted headlines such as "Giant rats as big as CATS found raiding bins in Devon car park by horrified pensioner", and that got us thinking...

If you've ever been out on a job and thought to yourself, "this would make a good news headline", then you're already starting to think about how to drum up a bit of good PR and get your company's name into the papers. If you're looking for some free PR, make sure you're the one to tip off local papers about interesting infestations, or public health concerns. Even the smallest interview in a local paper can help get your business's name out there and, in the process, you're helping to raise the profile of public health pest control everywhere. It's a win-win.

Have you had good exposure in local papers through a story you've shared with a news source? Let us know about your successes. Do you want some help getting your story out there? Contact media@bpca.org.uk



Targeted at commercial clients, the editable document demonstrates due diligence to customer safety and features the contact details of the servicing pest control company you've chosen, with reference to their BPCA membership.

26 years ago, Alistair's Café in Crystal Palace, London became one of BPCA Servicing Member Beaver Pest Control's first customers. We think it's very fitting that they're the first café in the country to be presented with the BPCA's Certificate of Pest Control Compliance.

Ahmet and Gulen Rashit have been running the café for the last 29 years and are now joined by their son. They were presented with

their certificate by Colin Sexton, who has serviced their café for over 15 years and is 'one of the family'.

BPCA Servicing Committee Chairman, Phil Halpin said: "It is anticipated that the certificate will not only be a tool for pest controllers to demonstrate their membership of BPCA, but, more importantly, will also demonstrate to the wider community that pest control is an integral part of managing facilities effectively."

You can start giving out these certificates to clients today. Download an editable copy of the form through the Useful Documents section of the member's area at www.bpca.org.uk/members

Two Neils are better than one

Lancashire-based Harvey Environmental Services has made two new appointments as the company continues to grow and take on new clients.

Neil Melling joins the company with fantastic industry experience and will be a great asset to the firm and its customers in 2017, while Neil Sharp joined Harvey Environmental from a career in the automotive repair trade. Despite never having worked in the pest control sector, he showed a real commitment to joining the team by completing his RSPH Level 2 Award in Pest Management whilst in his previous employment.



Pictured from left, Neil Melling and Neil Sharp

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Morgan Spurlock's documentary 'Rats'



those 'hard truths' in a typically American fashion.

What makes this film completely baffling though isn't the subject matter – it's the shock-cut inserts and skittery sound effects. The whole experience is more 'Blair Witch' than Attenborough. It's graphic, gory and verges on sensationalist. The idea that urban rats



are real disease vectors, and the population must be closely controlled, is explored. However, that key message is lost somewhere in the shockumentary style and severe lack of intelligent discussion.

My absolute favourite thing about the film was going through the Netflix reviews section. It's packed with vaguely horrified and outraged viewers,

who must have stumbled onto the documentary while in search for Disney's Ratatouille.

In conclusion, if you like bad horror films and you've got a professional interest in rats, give it a watch. Or at least give the trailer a go on YouTube.

I'm giving it a whole two stars.

Movie review by Scott Johnstone, BPCA's very own Barry Norman

It's very rare to be able to combine a love for pest control and cinema, but when a 1:28 horror documentary makes its way onto Netflix, it's time to get out the popcorn.

Okay, this might not present as one of those occasions you get the whole family sitting around on a Saturday night – the feature-length documentary follows rats in urban environments

around the world, exploring their resilience and talent for causing public health catastrophes throughout history.

The stand-out sections of the film are when we jump to cigar-smoking, Brooklyn-based pest controller, Ed Sheehan. Sheehan is a magnetic interviewee with 49 years' experience in tackling urban rats. He spares no details and dishes out

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New marketing manager at BASIS



Lucy Cottingham joins BASIS PROMPT – the non-profit organisation responsible for training,

certification, auditing and standard-setting across a range of agricultural and related land-based industries including pest control.

The 29-year-old joins BASIS from Frontier Agriculture, where she worked as an agronomist. Already a member of the BASIS Register, she's a qualified advisor for FACTS – the body responsible for setting standards, training and accrediting the Continuing Professional Development of those providing nutrient management advice – and has gained the BASIS Diploma in Agronomy.

Lucy said: "BASIS has been an important part of my career to date so I'm very much

looking forward to being a part of the organisation. A key part of my job will be to help raise awareness of the register and its importance as a vehicle for professional competence within the pest control industry."

We asked Lucy about her appointment and what it means for those on the BASIS Register and BPCA members.

How will you enhance the PROMPT service for pest controllers?

Our plans to improve the service will be led by members themselves. We're very keen to maintain our recent growth by listening to what they want from us and we'll do that via a collaborative approach. First, we are launching a survey which will offer members the chance to provide comments and feedback – this will be available at PestEx and PestTech, where members can come and see us.

In the short term, what is your focus to ensure that PROMPT continues to meet the needs of BPCA's membership?

BPCA members are able to demonstrate they are current and up-to-date with industry standards by collecting PROMPT CPD points. The register acts as independent proof of credentials. We will continue to raise the profile of the register and work closely with CRRU to ensure that we promote that too.

Are there any initiatives BPCA members should watch for?

We're keen to update the CPD points system to include invertebrates and vertebrates, which will mean a better handle on those dealing specifically with rodents.

We're looking at developing BASIS PROMPT as a stand-alone product with its own website, and improving services to PROMPT members such as the phone app.

Restaurant pest warning goes viral

We had a good giggle when someone shared this picture of a sign in China about their rat problem. Top tip – when dealing with a rodent infestation, the first step should always be to demoralise the rodents by hurling insults at them.



FOUND SOMETHING INTERESTING?

If you find something interesting, and pest control related on your travels through cyberspace, be sure to share it with us!

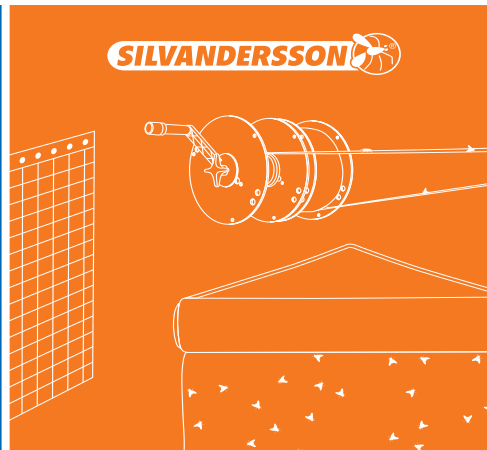


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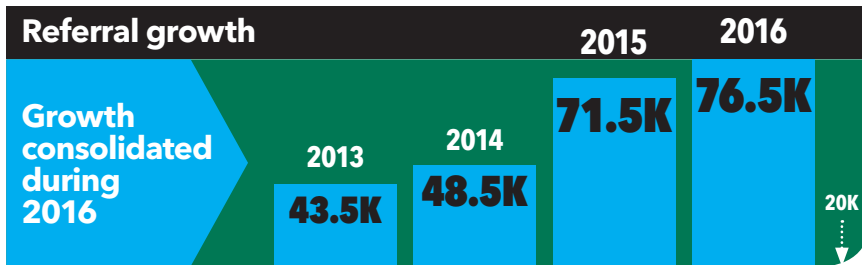
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A look at 2016

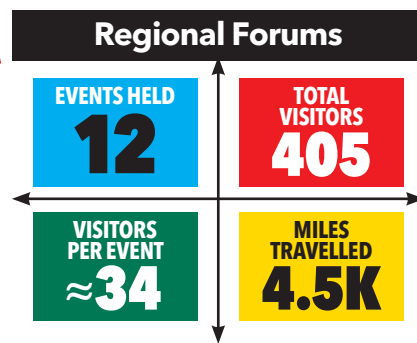
Last year saw strong growth for BPCA, with consolidation of previous gains across all activities. Here's a brief overview of the key data.



Revenue earned by referrals >£16m!

Average job value is taken from a recent poll of BPCA members £

Category	Count	Total amount earned £
Bed bugs	516	5,400,491
Birds	1,101	3,798,976
Rats and mice	142	2,291,849
Wasps	57	934,387
Foxes	500	762,000
Ants	90	721,188
Bees	72	516,672
Fleas	134	426,236
Other insects	84	407,400
Other mammals	450	375,750
Cockroaches	252	243,180
Squirrels	154	189,200
Moths	196	188,356
Flies	118	139,594
Rats and drains	186	15,660
Consultancy	399	9,580
Wildlife management	220	5,720
TOTAL		£16,426,239



Comms during 2016

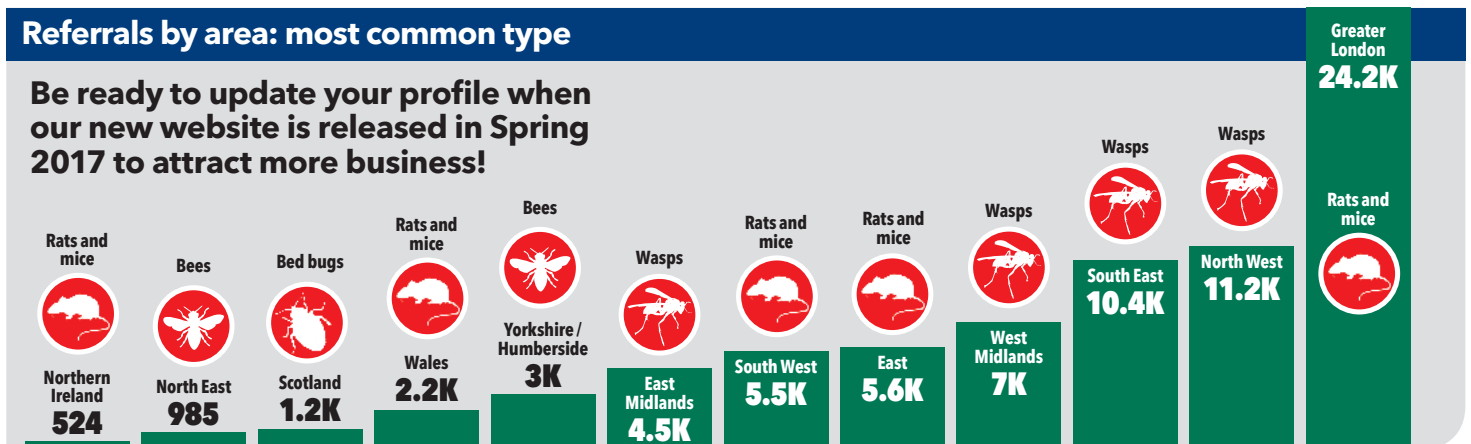
- PPC magazine hit nearly **3,000 desks** each issue, up by **17%**
- BPCA's eBulletin circulation list hit nearly **5,000**, an increase of **100%**
- The website was accessed around **728,000 times**, up from **492,000** in 2015
- Twitter followers increased by around **15%**
- Facebook 'likes' nearly **doubled**

2017: so far so good...

Just because we had an incredibly successful 2016 doesn't mean that we've been resting on our laurels...

- We've given out nearly 4,415 member referrals to the general public through our 'Find a pest controller' tool
- 20 companies or organisations submitted applications for membership
- 10 members were helped to get CEPA Certified® (that's over 80 member companies that stand out from the crowd so far)
- We've travelled 1,437 miles going to events to spread the word about using BPCA members
- 63 people were helped to be better pest controllers, through the BPCA Training Pathway
- Over 150 bacon rolls were given to Members and Affiliates at our Regional Forum events
- Over 35,000 impressions (views) across our social media channels (Twitter, Facebook and LinkedIn)
- We've typed up over 2,500 words of committee and board meeting minutes and written over 65,000 words for PPC magazine
- Our technical team has driven 1,200 miles to support members.

Statistics correct as of 6 February 2017



**Volunteer your team's time
to something worthwhile...**



PEST AWARENESS WEEK

This year's Pest Awareness Week starts on 5 June 2017.

Pest Awareness Week enables BPCA and its members to give something back to local communities while promoting public health pest control.

Add your time and expertise to a cause that matters to you. We can help you get going!



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INVASIVE SPECIES... COST THE UK A TOTAL OF AROUND £1.7BILLION PER YEAR.

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

SPEED VIEW

- Invasive species are estimated to cost the UK a total of around £1.7billion per year.
- Legislation is in place to reduce the risk of new species being introduced
- Many species do not flourish, but those that do establish themselves quickly

TOOLING UP FOR INVASIVE PESTS



What are the key pest species of the next 30 years? What choice of pest management specialism should you (or your children) be selecting to safeguard your pension in the years ahead? Clive Boase of The Pest Management Consultancy investigates.

IS THE INVASION OVER YET?

Centuries ago, the job of a UK pest controller would have been much simpler. At that time, the majority of the pests that we now depend on for a living such as rats, house mice, grey squirrels, rabbits, cockroaches, storage insects, tropical ants, etc. had not yet arrived in the UK. However, over the centuries, one by one, all these pests have gradually been introduced. As a result UK pest control is now largely an ongoing campaign waged against invasive pest species.

These invasive species have a very wide range of impacts. Some damage buildings or infrastructure, some impact food production, some spread disease, while others attack or displace native wildlife. Across the UK, looking at agriculture and forestry as well as pest control, invasive species are estimated to cost the UK a total of around £1.7billion per year.

With an impact this serious, it is not surprising that there is legislation in place to reduce the risk of new species being introduced. One of the best known among pest controllers is Section 14 of The Wildlife and Countryside Act (1981). This prohibits the release or escape of non-native species such as grey squirrels. However, despite the legislation, some non-native species do slip through the net and get into the country. Many introduced species do not flourish here, but a few find the UK suits them very well and they quickly become established. For example, the harlequin ladybird was first reported here in 2004 but in only five years had spread across most of England and continues to threaten the other home countries.

With that rate of spread it is important to try to predict which species might arrive here

so plans can be drawn up before they hit the beach. Based on information prepared by the GB Non-Native Species Secretariat, an article on invasive species in PPC in Spring 2015 listed three species that were considered likely to arrive in the UK in the near future. Less than two years later, two of those species, the tiger mosquito and the yellow-footed hornet (aka Asian hornet), have now both been found here.

With such a rapidly growing pest spectrum, the forward-thinking pest controller will be wondering how they can get ahead of the curve. What new expertise do they need to acquire and develop to deal successfully with the pests of the 2020s or even the 2030s? PPC has singled out two very damaging pests that could become established in the UK in the near future. Apart from the impact of the pests themselves, both these pests would create major new business opportunities for pest managers, but would also require them to develop new ways of working.

CONTINUED >

...WITH CLIMATE CHANGE MAKING THE UK EVER MORE SUITABLE...



“... the forward-thinking pest controller will be wondering how they can get ahead of the curve”

Image: US CDC

Hands-on with the tiger mosquito

John Hope of Cannon Pest Control led the programme to eliminate the tiger mosquito from the motorway service station in Kent.

“Based on our experience in Kent, if this mosquito became widely established in the UK, and particularly if there was some human disease transmission, there would need to be some big changes to our industry. To give you a couple of examples, because outbreaks of this mosquito could be very extensive and affect many properties, we would need to develop more joined-up ways of working, involving both the private and public sectors. The problems could be too complex for any one organisation to handle. In addition, technicians would definitely need to develop their insect surveying and identification skills, both for larvae and adults. The ‘small fly’ category would no longer be good enough. Yes, tiger mosquitoes would definitely change UK pest control on many levels, and quite suddenly.”

TACKLING TIGER MOSQUITOES

What is the tiger mosquito, and why are we concerned about it?

The tiger mosquito (*Aedes albopictus*) is a small black-and-white, day-time biting insect. It is native to the Far East but was accidentally introduced to Europe in the used tyre trade in the 1970s. It has now spread through much of southern Europe, and has been gradually pushing northwards. Modelling has shown that southern England is suitable for this species, so for several years Public Health England has been running a network of mosquito detection points at UK ports and other locations.

These mosquitoes are largely urban and actively bite during the day. Where abundant they can be a significant nuisance to people in their garden or sitting outside bars, cafes, parks etc. More seriously they can also carry human diseases, and they have been responsible for outbreaks of Chikungunya disease in, for example, France and Italy in recent years, with several human deaths.

In September 2016, Public Health England found tiger mosquitoes for the first time in the

UK at motorway services in Kent. Larvicide treatments were applied but it won't be clear if they were eradicated until Summer 2017. The likelihood is that sooner or later this mosquito will gain a toe-hold in the UK and gradually spread, probably across urban or sub-urban areas, assisted by climate change.

Who would deal with these mosquitoes?

In the UK the potential requirement to gain access to private properties for inspection and treatment means that local authorities with powers of entry would be ideal. However, with cutbacks in central government's funding of local authorities, in practice it is likely that treatments of invasive mosquitoes would be contracted out to private companies.

Will my existing pest control knowledge be sufficient to control tiger mosquitoes?

The short answer is no. You will almost certainly need additional training on key topics such as:

- Identification of mosquitoes. Tiger mosquitoes will need to be separated

from the many other mosquito species that are present in the UK, and which do not need to be controlled.

- Understanding the biology and habitats of tiger mosquitoes. Tiger mosquito larvae are usually found in small informal water bodies such as small drain sumps and water butts, not in larger ponds, lakes or marshes.
- Mosquito surveying. Technicians will need to survey areas for mosquito breeding, and separate mosquito larvae from other aquatic wildlife, in order to decide which areas need treating.
- Use of larvicides (e.g. *Bacillus thuringiensis israelensis* and silicone products). The dosage and application of these products is very different from conventional residual sprays so needs to be fully understood.
- Use of ULV insecticides. Again, ULV dosing and application is very different from conventional insecticide treatment. There is a lot of technology behind droplet sizes and mosquitoes, and choosing the best time to treat.



Termites: an opportunity to specialise

Jennifer Leggett of Lindsey Pest Services in Jacksonville, Florida, explains the relationship between termite control, and the pest industry as a whole.

"In Florida, termite work is a specialised part of pest control requiring additional training and certification. As a result many pest control companies have staff dedicated to termite work. We also have dedicated termite control trucks equipped with pumps, reels, tanks and drills. However, newer termite baiting systems are less specialised and require less investment in equipment. In addition to customer call-outs, many companies carry out surveys for termites, timber beetles and fungal attack, which are required by financial institutions before they will provide a loan for property purchase or extension. Strategic inspections usually require the pest controller to be comprehensively insured against claims that might be brought against them. Overall, yes, termite control is a really specialised but worthwhile part of pest control."

TACKLING TERMITES

What are termites and could they be a problem in the UK?

Termites are social insects, usually living in large underground nests containing thousands of insects, and feeding almost entirely on dead wood. Several species occur in France and other European countries, with infestations spreading northwards in recent years. Termites are now widespread in Paris, and infestations are even being found close to the Channel coast.

The main impact is the potential for severe damage to structural timber in buildings. They are a greater problem than timber beetles, because the individual beetles at least leave exit holes which can be easily spotted, and remedial treatments then applied. Termites by contrast hollow out the timber from the inside, leaving an intact but thin layer of timber and paint on the surface. It's not until the door frame suddenly crumbles away in the customer's hand, that they realise they have a problem. UK buildings typically contain a lot of structural timber, so are very vulnerable to attack.

In the UK, termites are not native but some were accidentally introduced from the Canary Islands to Devon in the 1990s, where they damaged timber in two houses. Despite an extensive and very expensive eradication programme, it is still not clear whether they have been eliminated. There is a continual risk of new introductions from southern Europe and beyond, with climate change making the UK ever more suitable for them. *

Will my experience of treating ants and wood boring beetles, be enough to carry out termite treatments?

Sadly, no. Termite control will be very different from any other form of UK pest control. Detailed training will be required:

- Termite surveys are an important part of termite control. Visual inspections, audio detection devices, and even detector dogs can be used. A detailed understanding of building construction is required.
- Soil drenches – high volume insecticide treatments, typically injected around the footings of building. Powerful drills and large capacity pumps are typically required.

- Termite baiting, which has replaced some soil treatment. Perforated plastic cylinders are inserted into ground around the building. They initially contain a non-toxic monitoring bait. If termites are detected this is replaced with slow-acting toxic bait. Termites take this back to the nest where it eliminates the whole colony.

PREPARING FOR THE NEXT WAVE

It's not a question of 'if' invasive pests will arrive – they already form the core of UK pest control. However, there are also new invasive species on the horizon which will require us to develop new strategies and techniques. Ambitious pest managers wanting to stay out in front would be wise to keep a close eye on developments both in the UK and abroad, make their plans, and invest in broadening and developing their expertise.

For more information visit Clive's seminar on Thursday 23 March at PestEx.

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Pig-out time for feral pigeons?

Charles Phillips, Commercial Director for Barrettine Environmental Health, examines the best strategies for managing feral pigeons where food is served.

It is now common to provide food concourses in busy public buildings and spaces, where people can snack, have a break, and socialise. However where these concourses are partly open, then they can also become very attractive to feral pigeons.

In these areas, the continuous food supply, together with the shelter and the abundant perching, roosting and nesting locations on internal ledges and structures, creates an ideal pigeon habitat. The pigeons quickly become a threat to public safety, as they foul furniture, create slip hazards, and contaminate food products. Where birds are present for extended periods, there is also the potential for other pests such as the lesser house fly and mealworm to proliferate in the build-up of faecal contamination.

To maintain hygiene and safety standards within these semi-enclosed areas, the removal of the pigeon population is a priority. Depending on the situation, there is fortunately a wide range of products available to pest controllers, all intended to keep birds away from such areas. These include netting, installation of spikes, falconry tactics, live trapping and the use of bird repellent optical gels. In practice, bird control specialists often face significant challenges when dealing with multi-storey structures, busy public locations, and above all the need for an unobtrusive installation.

However repellent bird gel has become a key component of integrated bird management programmes as it is



“Monitoring the effectiveness of the installation should always be part of the follow-up, as birds learn and adapt their behaviour to their immediate environments.”

inconspicuous, can be fixed to girders, struts and beams inside and outside the building, is compatible both with traditional anti-perching devices, and with improved cleaning and housekeeping measures. Although birds that have been nesting and foraging in the area for a long time (the average lifespan of a pigeon is three to five years, but it can extend to over a decade) are not easily persuaded to leave, so may need to be removed by trapping or despatch techniques.

Monitoring the effectiveness of the installation should always be part of the follow-up, as birds learn and adapt their behaviour to their immediate environments. Often additional intervention is necessary to ensure that an installation remains effective in reducing bird numbers. Nevertheless, a well-planned installation of effective bird control measures reduces nuisance and fouling, and helps maintain safe, hygienic and pleasant public amenity areas.



...repellent bird gel has become a key component of integrated bird management programmes as it is inconspicuous, can be fixed to girders, struts and beams inside and outside the building..

MORE INFO

 beh@barrettine.co.uk

 0117 967 2222

 www.barrettine.co.uk

bpca.org.uk 2.0



If March 2017 wasn't busy enough with PestEx and the 75th anniversary celebrations, we're planning to go live with a brand new website too. BPCA Communications Officer Scott Johnstone takes a sneak peek at what we've been up to before the launch...

CLEANER LOOK, SIMPLER NAVIGATION

It's fair to say that bpca.org.uk is a big site that has to cater to a whole host of different audiences, all requiring specific information. The average internet user will spend less than a minute on any website and will bounce off to another site if they don't find what they're expecting to see, usually within the first ten seconds. This means whether you're a pest controller or a member of the general public, it's important that you can navigate to exactly the information you need, really quickly!

We went back to the drawing board and spent lots of time making sure everything lives in the right place. The new style of the site means that the navigation is always to hand, and responds better when using mobile devices like tablets and phones – the main way people visit our site now. We've tried to put the right links in the right places, so moving around should feel more intuitive. The new colour scheme is more vibrant, the pages are less cluttered, and overall we believe the look and feel is a lot more welcoming.

FIND A MEMBER TOOL REVAMP

We already have the number one 'Find a pest controller' tool in the UK. This is definitely one of the most popular membership benefits for Servicing Members, but that hasn't stopped us trying to make it bigger and better than ever!

Last year we gave out nearly 77,000 member referrals to the general public – which is a whole 10% more than previous years (see our 2016 report feature on page 15). We're hoping that this new tool will mean even more members of the public will find your information and contact you for work. More than this, we want the public to understand they're in safe hands when they choose a BPCA member, so we're going to be displaying client testimonials and some of the membership criteria right next to the search box.

MEMBER PROFILE PAGES

Now when a member of the public clicks on a pest controller in the search results, they'll be directed to a profile page, where member companies can write about their company, display their services, and even display their technicians and other staff, if you want to. Members of the public will be able to contact you by email through a form on the profile, as well as find your office phone number and opening times easier than ever.

And profile pages won't just be for Servicing Members – Manufacturing and Distributing Members, and Consultant Members will also be able to access a similar profile page that they can customise and administer themselves.



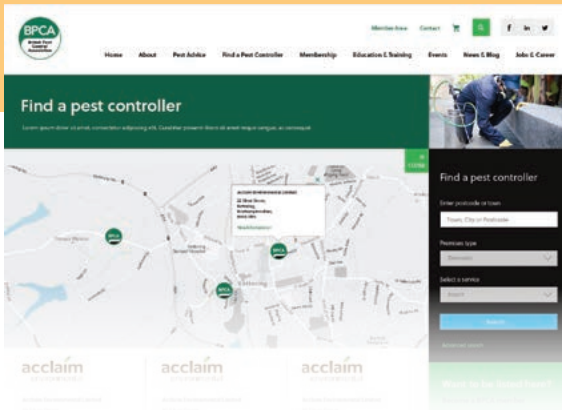
The profile page will be completely customisable by you, the member, meaning you can add photos and the company branding, change the services and pests you cover and update your company blurb without needing to contact the staff team.

Marketing and Communications Manager, Ben Massey, said, "That doesn't mean that if you need support setting up your profile, we won't be on hand to help. We can walk you through the process over the phone, you can get support at many of the events we're running this year, and we'll be writing some tutorials for the blog and help section of the website and again in PPC87. We'll be helping you get the most of this new sales tool."

REFRESHED NEWS AND BLOG SECTION

We've completely redesigned the way in which we're going to be sharing industry news across our website, and we're adding some of the feature and blog articles that you're used to seeing in PPC magazine to the site. Richer, more useful content for pest controllers and the general public will really help raise the profile of our members and show a bit more of our personality.





We already have the number one 'Find a pest controller' tool in the UK... but that hasn't stopped us trying to make it bigger and better than ever!

For you, that means you won't have to wait for PPC magazine to come out to get the latest news and pest control stories. We're sure the new format will drive more of your potential customers to the website, which will, in turn, lead to even more use of the 'Find a pest controller' tool – which means more referrals for you!

IMPROVED MEMBERS' AREA

The members' area is the hub of your membership benefits. Packed full of useful links, documents to download, CPD quizzes and technical support. A key aim of the new site is to make sure all of our members are getting the most they can out of being a part of BPCA. As well as a directory of benefits, you'll be able to check how many referrals and profile views you've had so far in the year.

With personalised content depending on your location preference, as well as pages to view training and events you're booked onto, your members' area really is your members' area on the new website.

DESIGNED TO REPRESENT YOU

We know that the BPCA site is used by hundreds of thousands of members of the public every year. So, when we were redesigning the site, we wanted to make sure that our industry (and particularly our members) are portrayed as professionals. We know BPCA membership is a fantastic marketing tool for you as members, and soon we'll have a website that really shows that off.

Dan Gaskin of Acclaim Environmental, BPCA's Executive Board sponsor on the project said, "We want our new site to be the public's window into the pest control sector, and through that window, the public will see our sector for the professionals that our members are."

The new site will still have all the public pest advice the current site has, however in the new format, these help pages will gently nudge people to get the professional help they need by using the 'Find a pest controller' search. Dan said, "We want to educate the public about pest control and stress the message – use a professional, use a BPCA member."

AND THAT'S NOT NEARLY ALL OF IT...

Clearer training and education programmes, improved jobs board, event bookings, useful links, and centralised documents store – honestly, our new website is packed with too many new features to explain here. We plan to continue to develop the new website with features and content for years to come, so if you have strong feelings about what should be on our site – let us know!



Hannah Vitall,
Studio Production
Manager at Senior,

looks back at the work we've done so far on the new BPCA website.

"Senior has worked closely with BPCA over the past couple of months, spending time discussing how the new website can best serve members while hitting goals and objectives. Our aim is to equip BPCA with a new future-proof site that remains fresh and up-to-date in design and content.

The site also needs to be highly functional, as it needs to engage BPCA's membership community, encourage a steady flow of enquiries, and help grow the organisation.

We also want to help BPCA improve its line of communication with members and provide useful, time-saving features like the 'Find a pest controller' tool. We're looking to streamline back-end processes for BPCA administration, strengthen BPCA's brand and ultimately make the BPCA website the go-to place for pest control industry information. We know that these goals can only be achieved through a close relationship where communication and the sharing of ideas are encouraged and we're looking forward to putting it together."

LAUNCH

We'll be rolling out the website as soon it's ready to go and properly tested. We're aiming to go live around PestEx but we all know projects this size can be delayed, so all we can say for now is... watch this space!

www.bpca.org.uk



Quick web wins

You don't need to commission a new website to improve your web presence. With a little help from web experts Senior, we've put some tips together that you can do with little-to-no-expenditure...

GIVE EVERY PAGE A CALL TO ACTION

Every page of your website has a purpose – make sure you tell visitors what it is! For most people we suggest two types of call to action on every page: the general and the targeted.

The general call to action should be the same across the whole site. Put something in the header bar, such as a 'contact for a quote' button. This is a great way of converting anonymous lurkers to qualified leads.

The targeted call to action is specific to each page of your site and normally found at the bottom of the page. The targeted call to action is like a summary of what your reader has just learned, with a prompt for what to do next. For example, "Now you know how much of a health risk a bed bug infestation can be, click here to contact us for help identifying an infestation."

HOUSEKEEPING AND REFRESHING COPY

Read everything on your site out loud. You may feel a bit mad, but ultimately it's the best way of checking your copy reads well. There's nothing worse than reading dull, robotic, corporate-sounding copy. Write naturally – you can sound professional without sounding boring. Check your grammar and spelling (twice). Use plain English and avoid clichés.

Use clear headings and sub-headings on pages with lots of text. This will help people scan your pages to find relevant information. Use bullet points and numbered lists to display lots of information without having huge blocks of text. Check all links are going where they should, and give each page Google-friendly meta-descriptions (140ish characters).

Check which pages are doing poorly by using Google Analytics (there are lots of step-by-step guides online). You'll be able to see which parts of your site work best, and those that need work. Focus on pages that are receiving fewest hits, low session durations, or have high bounce rates.

USE GREAT STOCK IMAGES

Nothing makes or breaks a site like the imagery

you choose to show. Good stock helps customers know they've come to the right place and, if done properly, can show your professionalism and personality. Stock images can be bought online, and professional photographers can be hired, however in a world of 12-megapixel phone cameras, why not try your hand at taking some bespoke images? You may be surprised by what you get.

Spend an afternoon out and about, camera in hand, with a view to freshen up your website. In the digital age, why take 50 photos when you can take 500? Yes, you will spend another afternoon reviewing them and discarding blurry pictures of people's elbows – but it's worth it for that one perfect shot. Try varying the height you take the images – get on the ground or stand on tiptoes.

Whether you're buying stock images or trying to take your own, there are a couple of things you should keep in mind:

- If you'll be adding text to the images, ensure you have enough room in the shot for edits. You can always crop in, but you can't zoom out.
- Remember your audience – just because you think something is funny or interesting, it doesn't mean Joe Public will. Avoid alienating your audience with a picture they might find unprofessional or gross. Animal carcasses will attract negative attention.
- Forced smiles, cheesy corporate poses and people pretending to do things makes for naff photos. Get real people doing real things. The more authentic your images look, the better.

MAKE A BLOG

Nothing will improve the hit rate of your website, for little-to-no cost, better than starting a little blog. Ever heard the expression 'content is king'? It's a marketing cliché, but it's true. If you do a good job on your blog, you'll see site traffic steadily increase and probably a spike in conversion. Blogs help present you as an industry expert and give your company a human voice.

Just by writing qualitatively, you'll naturally hit keywords and search terms. Search engine optimisation is a bit of a dark art – but the

simplest way to get a website ranking organically is to write organically.

But what to write about? Get the team together and write down the ten most frequently asked questions by clients. Voilà! You have your first ten blog posts. Concerned you're not a good writer? Give it a go. You don't have to be Dickens to write a worthwhile blog. Get someone else to grammar and spell check before you go live. As with anything, practice makes perfect.

SENIOR'S TOP TIP: LET YOUR HOMEPAGE EVOLVE OVER TIME

While building the new BPCA website, we asked award-winning web-developers Senior what advice they'd give our readers for sprucing up their sites...

With a couple of decades' experience making websites, we've seen literally hundreds of websites evolve, and sometimes the transformation is vast. When looking to make a change on your site, we often find that the most important place to start is the homepage. It's becoming increasingly important to find new, innovative ways to engage audiences and encourage a user journey so that the website becomes a vital tool for achieving an organisation's goals.

The best way to do this is to keep up-to-date with the latest design and content trends, so take inspiration from other websites you like and make small changes often. Remember, something that worked six months ago may not work today!

GOOD HOMEPAGES

- Clear user journey
- Consistent, easy to read copy - just the right amount to hold attention
- Clean, crisp photography and graphics
- Fast, smooth loading times

BAD HOMEPAGES

- Busy backgrounds
- Inconsistent writing style
- Outdated photography and graphics
- Slow load times and outdated technology

We've got more website tips in the news section of our website, so if you're looking for a bit of inspiration – check us out!

www.senior.co.uk





Technical Field Officer Natalie Bungay MBPR takes us through the most common trapping methods and their associated legislation, to help you keep on the right side of the law.

caught in the trap

SPEED VIEW

- Traps can be used to gain full and lasting control of an environment
- Always do a full site survey and risk assessment before using a trap
- Traps must be used in a way to ensure humane and effective capture
- Use traps in accordance with local laws as variations exist

With an ever-increasing rate of change surrounding existing legislation, the use of trapping within pest control may be on the rise to satisfy environmental concerns.

Due to an increased emphasis on non-biocidal control methods, it's important that traps, whether they be cage, spring or glue-based, are used correctly. This isn't just

about successfully trapping a pest – but also meeting the stringent safety and legal requirements across the board.

Traps have been used extensively for centuries for the control of pests and to capture animals either for food or for their fur. Within pest control there are now only a few common traps used commercially and

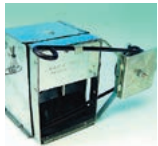
these can greatly contribute to an integrated approach to controlling pest activity (IPM). This integrated measure is often necessary to gain full and lasting control of pests within any given environment.

CONTINUED >

WHEN SHOULD WE USE THE TRAPPING METHOD?

Simple answer; after completing a site survey, risk assessment and an environmental assessment. This method will encourage you to assess whether the method of trapping is suitable and safe in terms of human risk and non-target risk. You should then make sure the placement of the trap is done in a way that ensures humane and effective capture.

For example, over the last 100 years or so, changes in various pieces of legislation have given rise to the banning of certain traps. In England and Wales, the use of gin traps was banned on 31 July 1958. It's important to ensure you are using traps in line with local legislation for the relevant home country as some variations exist.



Cage traps attract specific legislation when used against birds

CAGE TRAPS

Rectangular wire-mesh structures, with a treadle arm activating a free-falling or spring-loaded mesh or metal sheet door. Dimensions vary depending on the size of the target animal.

LEGISLATION An animal caught in a cage trap is protected under the Animal Welfare Act 2006, making it an offence to cause unnecessary suffering. Cage traps should, therefore, be inspected at periods which take account of stress and suffering levels of the target pest.

LEGISLATION (BIRDS) Schedule 2 of the Wildlife and Countryside Act 1981 (as amended) – Birds which may be killed or taken (Part II) listed those species of birds considered pests. These are now covered by a series of licences. The law requires that cage traps set for birds should be checked at least once every 24 hours. As target bird species likely to be caught in cage traps (feral pigeons, collared doves, corvids) can be considered to be active during the daytime, traps should be checked at dusk.

Non-target animals should be released unharmed in the area of capture.



LET'S HAVE A BRIEF LOOK AT THE MAIN TRAP TYPES AND ASSOCIATED LEGISLATION. REMEMBER THAT THIS IS JUST A GUIDE AND NOT AN ALL-ENCOMPASSING LIST OF LEGISLATION!



Approved spring traps are also required in law to be used in an approved manner

SPRING TRAPS

Spring traps are designed to be lethal to the target animal by either delivering a sharp blow to the head, neck or spinal column or by constriction of the thorax.

LEGISLATION In England and Wales under the Pest Act 1954, section 8, in Scotland under the Agriculture (Scotland) Act 1948, section 50, and in Northern Ireland under the Wildlife and Natural Environment Act (Northern Ireland) 2011, section 11, it is an offence, in respect of any animal:

- To use or permit the use of a spring trap not approved by the government agencies under the spring trap approval orders
- To use or permit the use of an approved spring trap in unapproved circumstances (e.g. a Fenn trap placed on a pole)
- To sell, offer for sale or possess any spring trap for such an unlawful purpose.

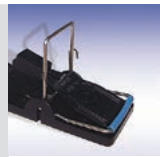
Spring trap approval order lists all spring traps that have been authorised for use within the UK. You can find the document at legislation.gov.uk

BREAK-BACK TRAPS (RATS AND MICE)

Commonly used for rats, mice and other small ground vermin, these spring-loaded traps use unpoisoned bait. A pressure-sensitive flat treadle or a bait pan releases a metal loop or plastic jaws which close on the target.

LEGISLATION There is no evidence that unnecessary suffering is caused by break-back traps for controlling rats and mice, nor by traps to control moles. It remains that there are no welfare standards for break-back traps and mole traps. However, BPCA always recommends checking traps at a frequency defined by risk.

Although there is no legal requirement for trap users to be qualified, competence and knowledge on relative legislation will be expected and prosecution can be brought in an instance of misuse (such as causing unnecessary suffering to an animal). Despite there being no legal requirement to deploy a trap, all BPCA members must be qualified to the minimum equivalent standard of RSPH Level 2 Award in Pest Management to work unsupervised with these traps.



There are currently no welfare standards for break-back traps

GLUE BOARDS (RATS AND MICE)

To protect public health in high-risk environments, the use of rodent glue boards remains an important last option when all other control methods have been considered ineffective. Although glue boards are not designed to physically harm rodents, their use raises valid concerns and they should only be used by technicians who have been given adequate training and are competent in the effective and humane use of this technique.

LEGISLATION The Animal Welfare Act 2006 again plays a big part in the lawful use of glueboards. The Code of Best Practice for the Humane Use of Rodent Glue Boards produced by the Pest Management Alliance provides clear guidelines on the use of glue or 'sticky' boards. The guidelines were revised in January so give yourself a quick refresher – see the Code of Best Practice page at bPCA.org.uk



A glue board is a worthy last option but best advice calls for use by trained personnel

Images: Barrettime

GIN TRAPS

The banning of gin traps in the UK is one of the first examples of legislative changes affecting trapping in the UK. A 'gin trap' refers to a spring-loaded mechanical device with the aim of catching a target species by clamping the leg or head with metal jaws.

These traps were used widely around Europe with the first references to them being in the 17th century. Back then, all traps were referred to as 'engines' - the word "engine" in this context somehow came to sound like 'gin' (either through illiteracy or laziness). Hence the name 'gin trap' sticking.

PROPER USE OF TRAPS AND RISK ASSESSING - RATS AND MICE

Each site is different and will require a different set of measures, either to prevent rodent infestation or to remove an infestation when it has become established. Any measure you may consider could present a lower risk at one site and a higher risk at another. An important procedure in the determination of risk is an environmental risk assessment. Check out the CRRU website for more details thinkwildlife.org

The use of break-back traps and sticky (glue) boards are not regulated with respect to efficacy - let the buyer beware. Similarly, their efficiency is uncertain and dependent on the competence, perseverance and (often) the ingenuity of those employing them. Anyone can buy a trap - not everyone can use them properly.

Trapping has several advantages; any animals taken can be removed from the site and obviously there are no chemical residues. However, if not done properly trapping may have a detrimental impact on non-target animals when these are accidentally taken as 'by-catch'. An environmental risk assessment will permit the likely extent of this risk to be determined. Several statutory instruments apply to the process of trapping vertebrates. It is essential before setting rodent traps, especially those used outdoors for rats, to

consider both the target animals and any other animals that may be present and may enter traps accidentally.

Only spring traps approved under the Spring Traps Approval Order (England) 1995 (and associated legislation in Wales, Scotland and Northern Ireland) may be used, although as mentioned before, break back traps commonly used against rats and mice are currently exempt from this requirement. To minimise the risk to non-target animals, where possible livestock and pets should be excluded from the trapping area and the traps must be set in natural or artificial tunnels. Purpose-made boxes designed to accept both traps for rats and mice are available.

OTHER PEST TRAPPING METHODS

RABBITS

Spring traps and box traps may be used, depending on the situation. The Protection of Animals Act 1911 requires that all spring traps set for the purpose of catching rabbits (or hares) be inspected at reasonable intervals and at least once every day between sunrise and sunset. Special considerations should be made for the possibility of non-target animals.

FOXES

Baited cage traps can be used successfully in urban areas where foxes are less wary and have become accustomed to human habitation and disturbance. Captured foxes should be humanely killed by shooting or dealt with by a vet.

If shooting is the chosen method of dispatch then a firearms licence will be required, by law. It may be considered unlawful under animal welfare legislation to release a fox into unfamiliar surroundings i.e. outside of its home range, where distress is caused.

There's going to be a seminar all about snaring foxes on the second day of PestEx (Thursday 23 March), so if you're interested in learning more, that's a great place to start.

SUMMARY

If you use traps as part of the services you provide, you do need to keep

REVISED GLUEBOARD CODE OF BEST PRACTICE - JANUARY 2017



The Pest Management Alliance has released a revised version of their 'Humane Use of Rodent Glue Boards' Code of Practice.

The purpose of the Pest Management Alliance is to gather, consolidate and focus the views of the professional pest control industry on specific key issues of concern, and is made up of members of British Pest Control Association (BPCA), Chartered Institute of Environmental Health (CIEH) and the National Pest Technicians Association (NPTA).

The Codes of Best Practice issued by the Alliance are general guidance for the whole pest control sector, and may be referred to in the event of legal action - you are advised that members of trade associations are required to follow them to maintain membership.

You can download a copy of all the PMA documents and Codes of Best Practice at pmalliance.org.uk

up-to-date with the latest legislation and Codes of Best Practice.

Failure to use a trap in a humane and correct manner can result in prosecution. Stay well versed in the tools of your trade and make it a part of your professional practice to check out the latest guidance notes on vertebrate trapping. Whatever you do - don't get caught in the trap!

More information on trapping can be found on the BPCA website under the "Codes of Best Practice". There are documents available on the Humane Use of Glueboards, Spring Trapping and Live Capture. The Chartered Institute of Environmental Health (CIEH) also has a Code of Practice for Using Vertebrate Traps.

Trap legislation through the ages

1827

Man traps and spring guns are banned in the UK making it illegal to use this type of trap to protect your property or land from human intruders.

1904

It becomes illegal to set traps in elevated positions to catch birds, significantly affecting the manufacture of pole traps in the UK.

1958

Probably the biggest change in trapping law. Now it's illegal to use any kind of trap designed to restrain an animal's leg using steel jaws. The only spring trap allowed to be used are those specifically designated as humane, i.e. killing the animal instantly.

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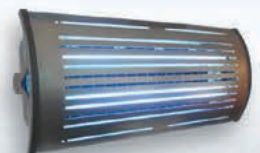
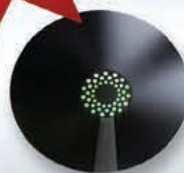
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PestEx is back, and it's bigger than ever before! We've had to extend the exhibition hall twice already, our seminar schedule is packed with knowledgeable professionals and industry experts, and if that wasn't enough we're also combining our 75th anniversary celebrations with the show.

We've already nearly 1,000 guests pre-registered, so if you're a part of the pest control sector, you can't afford to miss PestEx 2017.

PestEx is a completely free two-day event that focuses on professionalism, profile and profit for the pest control sector across the UK. People travel from all over the UK and around the world to make worthwhile and lasting connections with potential clients, suppliers and partners, as well as learn about the sector's latest products, innovations and developments.

The exhibition is designed so pest controllers like you can improve technical and business knowledge through a series of talks and demonstrations, as well as network with like-minded professionals. You'll also get valuable CPD points with BASIS PROMPT for attending.

And just because the event is free, don't expect to leave empty-handed. There are tonnes of giveaways and competitions that you could win for just turning up. Many of

our exhibitors have put forward prizes for the Wheel of Fortune (pre-registered delegates only), the Top Gear style hot-lap and free prize draw which all attendees can enter on the day (star prize is a drone!)

As you might expect, the BPCA team (including some committee members) will be on hand to answer your questions, whether they're about the Association, best practice, technical queries, ways to grow your business or even how you can get more involved with your trade organisation.

We all know how challenging and ever-changing the pest management industry can be, so staying in the know with all the emerging species, latest practice and legislation changes is incredibly important for keeping your professional edge. Never have we been faced with more scrutiny when it comes to product use, best practice or even pricing than we are right now. Getting it right can mean the difference between profit and poverty!

We've packed in more seminars and help sessions than ever before. If you can attend both days, we recommend stopping at the expert-led seminars that'll be taking place. If you can only make it for one day, choose wisely and pick the one that has the most sessions of relevance to your business – our exhibitors are there on both days.

Shows like PestEx are designed for pest controllers like you to stay up-to-date with what's happening in your industry, so you can make an informed decision about your business or individual development. With significant chunks of the sector descending on PestEx in March, attending the event is a surefire way to get yourself noticed, save time in your diary by arranging meetings at the event, and most importantly, stay ahead of the competition!

If you've already got yourself registered for PestEx 2017, then we hope you thoroughly enjoy your visit (we're sure you will). If you've not signed up yet, it's not too late to skip the queues and get a free spin on the Wheel of Fortune. Just head over to www.bpca.org.uk/PestEx and fill in the pre-registration form. Alternatively, you're more than welcome to just turn up on the day and find out what we're up to. We hope to see you there!

**THERE'S MORE!
SEE OVER!**

PESTEX IS THE UK'S LARGEST EVENT FOR THE PEST CONTROL SECTOR, RUNNING FOR TWO FULL DAYS!



Top tips to make your PestEx experience the best ever!

FREE! **2 DAY EVENT**

BEFORE

* PRE-REGISTER

This is the largest pest control event in the UK – there will be queues for admission. Take the fast track and pre-register online. It takes two minutes, and you'll get loads of extra stuff beforehand and at the show.

www.bpca.org.uk/PestEx

* SAVE THE DATE

If it's not in the diary, there's a chance that something else is going to steal the dates. Pop it in your phone's calendar, make an Outlook event for it, or get out the good old fashioned paper diary. Make sure 22-23 March reads 'PestEx'.

* TELL PEOPLE YOU'RE GOING

Going to PestEx shows your clients that you're serious about your profession. Make sure regular and potential clients know that you'll be visiting PestEx with a social media update, a news item on your website, and in your out-of-office email auto-response.

* HAVE A PLAN

We've had to extend the exhibition space twice because demand is so high this year. It's not going to be easy to see everyone, even if you're visiting for two days. See page 34 for the seminar schedule and page 32 for the exhibitor list and floorplan, and put a star next to any presentations or stands you really want to visit. With a little planning, you'll avoid wandering round the hall, and thus maximising time to make meaningful connections.

Factor in enough time for networking opportunities and the in-depth chats PestEx is known for. Keep an open mind as you walk through the exhibition – opportunity often strikes when it's least expected!

* GET YOUR HOTEL BOOKED

Planning on coming on both days? Given the technical and seminar programmes this year, it makes sense. Hotels around the ExCel fill up fast, and reserving well in advance can save you money. Alternatively, look at a hotel a short tube ride away or an AirBnB locally (from £19 per night) so you can reduce the costs further.

DURING

* TAKE BUSINESS CARDS

PestEx is as much about networking as it is about learning more about the industry. Have a pocketful of business cards ready to hand out. You never know – you might get some work out of it.

* MAKE NOTES

Take some time out to make notes about what you've learned or any good ideas you've seen as you wander round stalls, or after a particularly interesting seminar. Take notes while you grab a drink at our central coffee lounge – you might even meet a useful contact over your brew! When the BPCA team goes to trade shows, our show guides are always covered in important scrawls and new ideas. After all the purpose of PestEx is to help you be even better pest controllers.

* ASK QUESTIONS

We can't think of a better place to have all your pest-related queries answered than at PestEx. As the largest pest control event in the UK it's attended by all the biggest names in pest management from around the world – whatever the question, no matter how obscure, we're sure you'll find someone to answer it for you at PestEx. Come armed with all the questions you and your team can think of, whether they be technical, product or business-related.

At the BPCA stand our own technical, membership, training, events and marketing teams will be available to field any questions you might have about the BPCA or give advice about how to grow your business. Even if you're not a member you can expect a warm welcome!

* USE SOCIAL MEDIA

A bit of self-promotion is a fantastic way to show your clients you're an active pest controller, part of a professional and diverse sector. Send a couple of tweets, update your company Facebook and be sure to take a load of pictures of what you're doing at PestEx. Clients love to see companies that take pride in being a part of their professional community!

AFTER

* READ ALL THE THINGS

Print materials and handouts are expensive, so when a company goes to the effort of producing something for you to take home, there's probably something worthwhile on it! Don't get us wrong, plenty of stuff will be on the recycling pile by Friday lunchtime – just make sure that you've at least scanned all the literature for anything important or interesting. You probably wouldn't have picked it up if you didn't find it at least vaguely interesting at the time.

* FEEDBACK TO THE TEAM

Take some time to tell your colleagues about what you learned or share any ideas you might have had while you were at PestEx. The entire point of the trade show is to help you grow as a professional, so make sure you spread the knowledge and capitalise on any good ideas while the information's still fresh in your mind. You can even get additional CPD points for this activity!

* FOLLOW UP WITH CONTACTS

Follow up with the contacts you've made while your memory of the products and services are still firmly in mind. The longer you leave it, the more likely you are to forget who was offering what, and pricing might even change. Capitalise on the human connection and you might just end up with a bit of discount for your troubles.


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- You will win a prize
- Skip the queues to the UK's largest pest control event
- It only takes two minutes
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REGISTERING FOR PESTEX 2017

If you've already registered, you're already entered.
If you've not registered, why not? It's easy!

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Prizes generously donated by our exhibitors include:

MANY MORE PRIZES TO BE ANNOUNCED!



ROTECH NG MOUSE BOXES, ROTECH BULLET RAT BOXES, ROTECH VANGUARD RAT BOXES, DELTASECT INSECTICIDE, ROTECH RANGER MOUSETRAP BOXES, ROTECH RESCENT, ERADISECT FLY KILLER



XCLUDER 1.2M COMMERCIAL DOOR SWEEPS



LED MAGLIGHTS, 100 ROOM CANINE BED BUG SEARCHES



PRISM, HALO SHADES GREEN



VERTOX CONTACT GEL 300G

'GOODY BAG' SUITCASES WITH DANISH SPECIALTIES AND A GTO SENSOR



FOOD HAMPER



GIFT VOUCHER FOR RATPAK.CO.UK



BIOPREN® 6 EC BED BUG AND FLEA KILLER CONCENTRATE 500ML, BIOPREN® BMS PHARAOH'S ANT COLONY ELIMINATOR (BOX OF 12)



FLASHLIGHTS



12 MASTERBOX PLUS BAIT STATIONS



BAIT GUN



LANCE LAB FLEXIBLE AEROSOL STRAW PACKS, AR BULB HAND DUSTERS



M260 VICTOR® MULTI-KILL ELECTRONIC MOUSETRAP



A DRONE PLUS OTHER BPCA GOODIES!



TRIO LIGHT TRAPS WITH GLUE BOARDS



£25 AMAZON GIFT VOUCHER



£250 TRAINING VOUCHER



RAKIL G / NARA LURES, BLOCKS, SPRAY, SXONE

THERE'S MORE! SEE OVER!

Exhibitors and floor plan confirmed as of February 2017

BPCA rear of hall, to left	Earth Care Products 28	Pest Go 98
Wheel of Fortune between 113 and 114	Ecolab 11	Pest Trader 17
BPCA surgery 13	Ecotrampa 108	Pest West 26
lenv Solutions Ltd 5	EuroTrap Ltd 80	PestFix 92
Agrisense 72	Gea Srl 32	PestScan 49
Airofog Machinery 78	Green Trap Online 37	Pestsystems 74
Alcochem Hygiene 55	GSG Urban Guard GmbH 30	Plastdiversity 83
Alphatex 51	Hawk 81	PMA 96
AP+G Catchmaster 82	HeatWork 77	Pomel SP 95
Astrid K Schulz GmbH + Co 109	Hockley 15	Quimunsa 45
Bábolna Bio Ltd 52	Huck Nets (UK) Ltd 113	Rat Pak 34
Barretine Environmental Health 87	Igeba 66	RSPH 93
BASF 65	Inspector Pipes 75	Russell IPM 114
BASIS 8	IPC 6	Sentomol 7
Bayer CropScience 88	Irto Trio 101	Servesuite 31
Belgagri 99	Ital Tiger LLC 110	ServiceTracker Ltd 1
Bell Laboratories 43	Jones and Son Pest Control 67	Shanghai Hanyang Bio-technology 22
Berson 79	Kaeltia Compliance Services 18	Shenzhen Longray Technology 90
BioGenius 4	Killgerm Chemicals 24	Silvandersson Sweden AB 72
Biotrap 76	Kness 105	Sitno Ltd 85
Bleu Line 53	Lance Lab Ltd 94	SPM Global 21
Bower Products 86	Lantra 3	Syngenta 23
Bradshaw Bennett 42	LAPA Canine Search Limited 38	Tedan 48
Brandenburg 112	Liphatech 40	Telex (Hong Kong) Industry Co Ltd 39
BRC sas 2	Lodi UK Ltd 91	The Black Cat Company 50
Bureau Veritas 9	Merlin Environmental Solutions 69	Tsing Hua Environmental 104
CEPA 10	Mesto Spritzenfabrik 89	Unichem 107
Chabanne 33	MouseStop 70	Vebi Istituto Biochimico srl 56
Cliverton 115	National Pest Technicians Association 106	Vectornate 71a
Contego 16	Octavius Hunt 54	Vermend 27
CRUU 35	Orkin 20	Woodstream Europe Ltd 25
Deadline Products 14	ORMA Srl 68	Xcluder 111
Detia Degesch 46	Panko 12	Xignal.com 36
Dexa Sp. Z o.o. 29	PelGar International 41	Yanco Ltd 30
	Pelsis 44	Yongxin 19

Will you be the #PestEx hot-lap champion?

BPCA is challenging all attendees at the show to pit their wits against each other in a battle of skill to take the PestEx 2017 hot-lap crown.

At the BPCA stand there will be one of the UK's most popular driving video games ready for you to settle in, strap up, and race around a designated circuit in a Top Gear style fastest lap competition.

Can you make it on the leaderboard? Or even go one better and make it onto the podium?

Just like attendance at the event, the hot-lap competition is totally free and

whoever is sitting pretty at the top of the leaderboard at the end of day two on 23 March will walk away with a great prize.

Marketing and Communications Manager Ben Massey said, "Our mission as an association is to drive excellence in pest management, and despite representing a tenuous link and, well... a bit of fun, we're sure a number of attendees at the event will take the PestEx hot-lap pretty seriously!"

If you're practicing at home, tweet @britpestcontrol using #PestEx2017



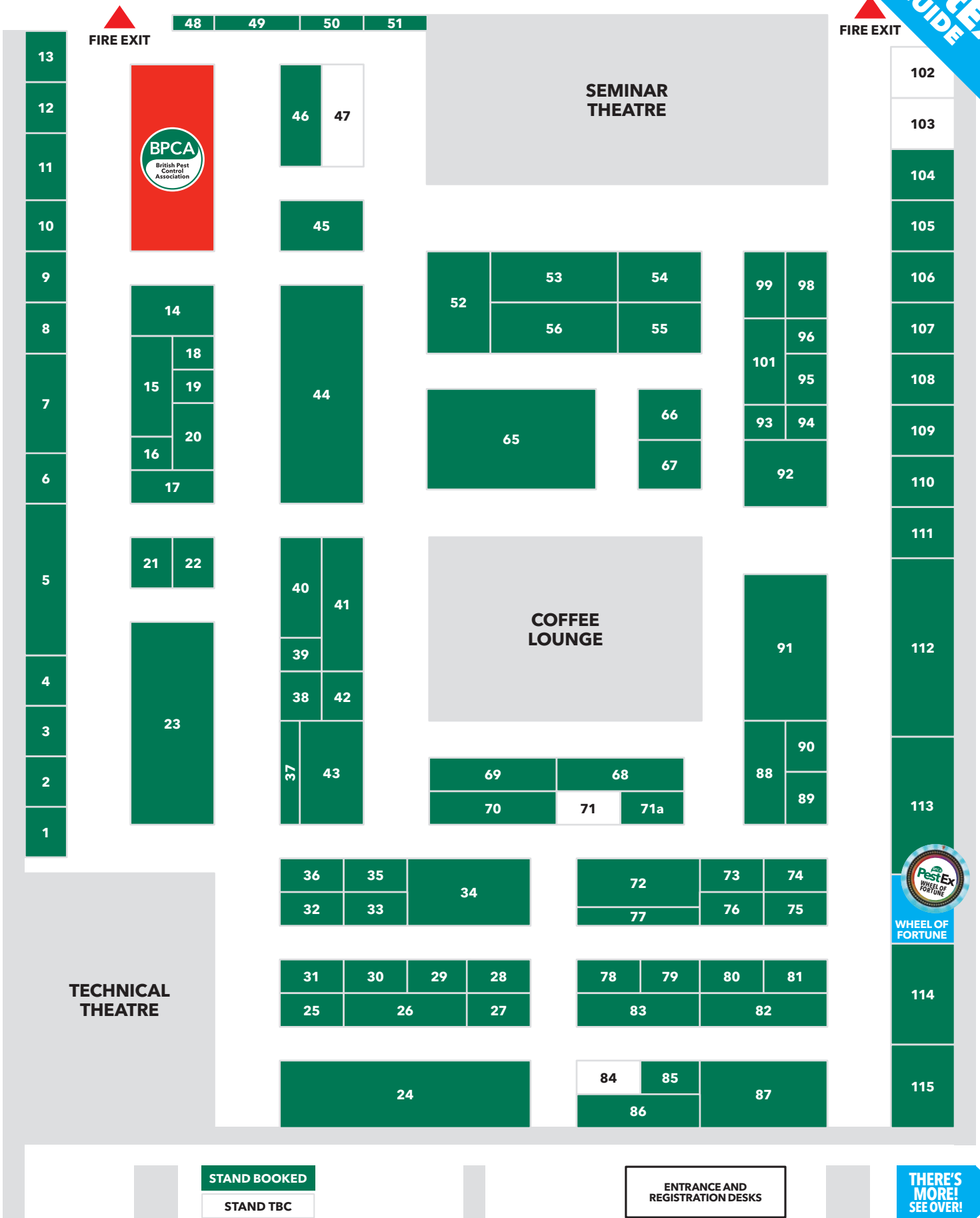
WIN A GREAT PRIZE!

1ST GAMES CONSOLE

2ND DRIVING EXPERIENCE

3RD COMPUTER GAME

#PestEx2017



PestEx seminar programme

SPEED VIEW

WEDNESDAY

BUSINESS THEATRE

- 10.00 - 10.45** Retention vs recruitment - the costs and key factors to an engaged and productive workforce
- 11.00 - 12.00** Making the most of your BPCA membership: a practical workshop
- 12.15 - 13.15** Pest control in the foodservice industry - a necessary evil or an essential service?
- 13.30 - 14.30** Moving to the next step: taking on your first employee
- 14.45 - 15.30** Adding value to your pest control contracts
- 15.45 - 16.45** Customer complaints: a bug in your business?

TECHNICAL THEATRE

- 10.00 - 11.00** Biting the bait
- 11.15 - 12.15** Tailoring your pest control for a farming environment
- 12.30 - 14.00** An overview of bed bug treatment in the US: using science to create progressive protocols
- 14.15 - 15.15** Pest control and food allergy
- 15.30 - 16.30** Insecticides - the future of stewardship

THURSDAY

BUSINESS THEATRE

- 10.00 - 10.45** Attracting spiders - improving your search ranking through SEO
- 11.00 - 11.45** The field biologist: more than a technician in a tie
- 12.00 - 13.15** Brexit - the impact on the UK pest management sector
- 13.30 - 14.15** National Survey 2.0: stay ahead of your competition
- 14.30 - 15.30** The benefits and implementation of British Standard EN16636 - CEPA Certified®

TECHNICAL THEATRE

- 10.00 - 11.00** Urban gulls - keeping within the law
- 11.15 - 12.15** Revolutionising fox snaring
- 12.30 - 13.30** An introduction to laser technology for bird control and case studies
- 13.45 - 14.45** Invasive species - should we run or fight?
- 15.00 - 15.45** The UK Rodenticide Stewardship Regime - a progress report

All the seminar programmes at PestEx 2017 are completely free and open to everyone. We've managed to pack out the full two-day schedule with business and technical programmes, specifically designed to help you be an even better pest controller. With subjects ranging from bed bugs to Brexit, fox snaring to food allergies, you're bound to learn something useful from the PestEx 2017 seminars!

Wednesday 22 March 2017

BUSINESS THEATRE

10.00 - 10.45 Retention vs recruitment - the costs and key factors to an engaged and productive workforce

Many people have heard about how a more engaged workforce leads to higher productivity and how it is so important to recruit the right employees. During this presentation, Barry will look at:

- How to create an effective recruitment process
- Finding the best employees
- The importance of employee engagement
- The barriers to an engaged team
- Five ideas that can be implemented today!

Barry Nicol, Employee Engagement and Business Development Consultant, Stallard Kane

11.00 - 12.00 Making the most of your BPCA membership: a practical workshop

We'll be packing the business theatre with BPCA staff members so you can ask questions and get the practical advice you need to maximise the value of your membership. We'll have staff available from the training, marketing, technical and membership teams, so between them they'll be able to give you practical advice for growing your business and getting the very most out of your membership benefits.

BPCA Staff Team

12.15 - 13.15 Pest control in the foodservice industry - a necessary evil or an essential service?

This session will consist of a piece of research taken from within the foodservice industry looking at perceptions of the pest control sector, what drives purchase decisions for pest control services and how those vary in the different areas of foodservice (profit sector = restaurants, pubs and hotels; cost sector = public sector and contract catering).

The research has been conducted by Dewberry Redpoint Ltd, a leading media and business information company in the foodservice industry. A panel of experts from both the foodservice and pest control industries will then discuss the results of the research and answer questions from visitors.

Chaired by Andrew Archer, Managing Director, Dewberry Redpoint Ltd

ON YOUR FEET... ...LOSE YOUR SEAT!

The seminars and demonstrations are always really popular, so make sure you plan in advance which talks you want to get to and get there early enough to bag a seat - don't get caught out as our seminars are delivered over headsets, so spaces are limited.

13.30-14.30

Moving to the next step: taking on your first employee

As a business grows, it reaches a point when another pair of hands becomes vital. Adding someone to the payroll can be a daunting task, and there are many pitfalls to catch out the first-time boss. "Becoming an employer is not a decision to be taken lightly, and a sound plan of action is essential", says Phil.

Phil explores a number of employment issues and shares what he has learned running his own small business, Countrywide Environmental Management. He also gives an insight as to how being a BPCA Member helped this process.

Why not pose your small business employment questions directly with Phil and BPCA's advisers Stallard Kane at the end of the session?

Phil Halpin, Chairman of the BPCA Servicing Committee; representative from Stallard Kane

14.45-15.30

Adding value to your pest control contracts

It's economic madness NOT to add value to your existing portfolio rather than expend resources constantly searching for new business. We will explore the possibilities for increasing value on contracts while maintaining your cost base.

Interested? Come along and join the discussion - you're bound to leave with some new ideas!

Kevin Higgins, Membership Manager, BPCA

15.45-16.45

Customer complaints: a bug in your business?

In business it's impossible to please all the people all of the time. However, in the age of social media it's more vital than ever to be able to prevent, respond and resolve complaints effectively to avoid damage to the reputation of your business. This session looks at complaints and the need for Alternative Dispute Resolution

(ADR) for B2C businesses.

David Quinton, Head Assessor for Which? Trusted Trader; Alexandra Dobocan, Head of Communications and PR, Dispute Resolutions Ombudsman

TECHNICAL THEATRE

10.00-11.00

Biting the bait

Matt Davies provides a current and topical update on technical matters relevant to the pest control industry, with a European slant. He will deliver a selection of bite-size talks, to reflect the hottest topics in pest control today.

Dr Matthew Davies, Divisional Technical Advisor, Killgerm Chemicals

11.15-12.15

Tailoring your pest control for a farming environment

Animal production, regardless of its type, is constantly challenged by numerous pests impacting not only on the performance of the animals, but even the health of the farm workers. They can also be a huge nuisance to the neighbourhood.

The dominant pests on all kind of farms are normally houseflies and rodents. Both are proven vectors of several diseases. In addition, flies bother the animals directly and rodents have a negative impact on the animal feed.

The presentation will discuss strategies to control these and other common farm pests.

Dr Kai Sievert, Technical Manager, Syngenta Crop Protection

12.30-14.00

An overview of bed bug treatment in the US: using science to create progressive protocols

For the past 15 years, bed bugs have been spreading aggressively across the United States and forced the research community to quickly find answers on how to control them properly. In that time, both academia and the pest control

industry have made ground-breaking findings on how to slow their spread and control them properly.

This session will provide an overview of the important scientific findings in the past 15 years and how those findings have been used to create effective and efficient bed bug treatment protocols that can be applied across the world.

Jeff White, Bed Bug Central (USA)

12.30-13.30

Pest control and food allergy

Allergic reactions to food are on the increase and EU-wide legislation has, since 2004, required food production operations to declare defined allergenic ingredients on their ingredients list. This legislation was extended in 2014 to cover all food businesses. There's not an immediate link to pest control – or is there?

As part of routine activities you will be visiting a variety of customers whether domestic, commercial, industrial or food-related, and your very presence presents a risk of cross-contact between seemingly unconnected businesses presenting a potential risk to consumers.

In this presentation, Peter Littleton will review the area of food allergy, seek to quantify this risk and present management strategies to minimise the risks.

Peter Littleton, Technical Director, Klenzan/Allergy Action

15.30-16.30

Insecticides - the future of stewardship

The registration and re-registration of insecticide products in the future is undoubtedly going to become more challenging, and may require tougher stewardship regimes for public health sector pesticides, much like with rodenticides. Bayer's Richard Moseley talks about where we are now, what the future may hold and discusses how the industry can get prepared.

Richard Moseley, Technical Manager, Bayer CropScience Ltd

Correct as of February 2017. Schedule subject to change. Check bpc.org.uk/PestEx for the latest updates.

PREPARATION IS KEY

Have a plan and stick to it. There's a huge amount of exhibitors at PestEx - make sure you know who you want to see before you get to ExCel.

GET REGISTERED

If you haven't pre-registered yet, now is the time to do so. Jump the queues and get added to our free pre-registration prize draw, just by filling out a quick online form! www.bpc.org.uk/PestEx

**THERE'S MORE!
SEE OVER!**

Thursday 23 March 2017

BUSINESS THEATRE

10.00 - 10.45

Attracting spiders - improving your search ranking through SEO

Pest control customers aren't looking you up in the Yellow Pages any more - they're frantically Googling you from their phone after they find mice in the pantry. And it's the search engine web crawlers (AKA 'spiders') that help them to find you.

In this talk, Rose Judson explains how search engines rank you, why it matters, and a few simple things you can do to boost your visibility. **Rose Judson, Independent SEO and Online Marketing Professional**

11.00 - 11.45

The field biologist: more than a technician in a tie

The depth and detail of auditing within the food and allied industry sectors has significantly increased over recent years. This has placed an ever-increasing demand on pest control service providers, particularly within the field biologist role. These extra demands have made the field biologist role an even more critical component of successful pest control service provision. Despite this, the biologist role is still not fully understood or utilised by many in the industry.

Paul Westgate, an experienced independent field biologist and technical account manager will outline ten core skills that help make a great field biologist, why they are so important for the client and the many benefits they can bring for service businesses. **Paul Westgate, Managing Director, Westgate Pest Control**

12.00 - 13.15

Brexit - the impact on the UK pest management sector

A panel discussion exploring the likely impact on the UK and wider European pest management sector of the decision for the UK to leave the European Union. Taking in the regulatory, legislative and economic

changes this massive policy shift has set in train, our panel will set out their views of what Brexit means for our industry. This session will bring together opinions on Brexit's impact on trade, employment, agriculture, environment, transport, public health, the devolved legislatures and consumer policy.

Featuring Julie Girling MEP

13.30 - 14.15

National Survey 2.0: stay ahead of your competition

For the first time BPCA has integrated its national council survey with data sourced from its popular "find a pest controller" tool.

Ben Massey, Marketing and Communications Manager will present the project's methodologies, headlines and conclusions, as well as delve into how pest controllers can utilise the data to drive their professional and commercial interests.

Attendees to the session will receive a copy of the initial project report, and learn about how the Association plans to engage additional data sets moving forward. **Ben Massey, Marketing and Communications Manager, BPCA**

14.30 - 15.30

The benefits and implementation of British Standard EN16636 - CEPA Certified®

This workshop will enable business owners and those involved in the delivery of pest management services to gather an understanding of the benefits and process of independent auditing and third party certification for the pest management industry.

The interactive workshop will provide an opportunity to discuss the requirements of the standard in practical terms, and provides an opportunity for any questions to be answered by representatives of Bureau Veritas, CEPA and BPCA. **Natalie Bungay, Technical/Field Officer, BPCA; Jessica Morgan, CEPA Product Manager (UK and Ireland), Bureau Veritas**

TECHNICAL THEATRE

10.00 - 11.00

Urban gulls - keeping within the law

The numbers of gulls nesting on roofs in town and cities has been steadily increasing since it was first recorded over 70 years ago. While many people regard them with affection, others are concerned about gulls' increasing presence in urban areas.

This seminar will discuss ways in which we can deal with the conflicts that exist between nesting gulls and humans, including the requirements of the law, and effective deterrent methods for situations where gulls may be causing problems.

Jess Chappell, Nature Policy Officer, RSPB

11.15 - 12.15

Revolutionising fox snaring

Over the last ten years, detailed scientific research by GWCT has revolutionised the use of fox snares. Better hardware, and improved understanding of snare setting techniques have resulted in a target-specific approach that more than meets the Agreement on International Humane Trapping Standards. In turn, this has led to the adoption by Government of industry-sponsored codes of practice throughout the UK.

As a snare user himself, Mike Swan of GWCT will explain the new snares and how to use them.

Dr Mike Swan, Head of Education, The Game and Wildlife Conservation Trust

14.15 - 15.15

An introduction to laser technology for bird control and case studies

Bird Control Group has dedicated years of research to develop the ultimate laser beam for humanely, yet effectively controlling unwanted pest birds. This was accomplished by applying a combination of highly precise optics, filtering and light frequencies. The result is exceptional performance in bird repelling. Meet Steinar Henskes, founder and CEO and hear for yourself how the ultimate laser beam is transforming

bird control practices in urban, agricultural and aerospace applications. Steinar will be talking about the technology behind the products as well as giving detailed case studies.

Steinar Henskes, CEO, Bird Control Group

13.45 - 14.45

Invasive species - should we run or fight?

Invasive species are estimated to cost the UK economy around £1.7billion per year. They are also a very dynamic problem, with the tiger mosquito and the yellow-footed hornet gaining a foothold in the UK in 2016. There is scope for the UK pest control industry to strengthen its links with this sector and provide both expertise and a valuable service, protecting industry, agriculture and public health. This seminar explores the issues and opportunities that invasive species present to pest controllers, and identifies some key species that will likely create the pest problems of tomorrow.

Clive Boase, The Pest Management Consultancy

15.00 - 15.45

The UK Rodenticide Stewardship Regime - a progress report

Work has been done by people from more than thirty organisations and the UK Rodenticide Stewardship Regime is underway. A new framework for the supply of professional rodenticides is in place, requiring proof of competence at point of sale.

Criteria are established for how competence is defined, both through conventional training programmes and by membership of approved farm assurance schemes. CRRU has provided a progress report to the HSE-led Government Oversight Group and received feedback on it.

The talk will explain what has been achieved, what remains to be done in the coming years and how the success or failure of the scheme will be measured.

Dr Alan Buckle, Chairman, CRRU

BRITISH Pest Management AWARDS



SHORTLIST ANNOUNCED!



The shortlist for the first British Pest Management Awards 2017 has been announced – revealing who's in the running to be recognised as the cream of the UK's pest control profession.

In less than a month, BPCA will host the ceremony for the inaugural British Pest Management Awards (BPMAs) as part of our 75th Anniversary celebrations on 22 March, at Canary Wharf's East Wintergarden.

The BPMAs were open to all pest management professionals operating in the UK and received a good number of entries. Following some diligent evaluation against award criteria (any reference to entrants was redacted to avoid any bias), BPCA can now publish the individuals and companies who made it to the inaugural shortlist.

Chair of the judging Panel, Kevin Higgins, said: "We are delighted to have received a number of nominations from such a wide range of representatives for the first ever British Pest Management Awards, so thank you to all those that have submitted entries."

"For those that have made the shortlist, many congratulations! These awards are all about acknowledging people like you who have demonstrated excellence and portrayed a positive image of the pest management industry."

Shortlisted parties can look forward to an awards ceremony with over 200 guests registered at one of East London's premier event venues. As well as the ceremony, the evening will benefit from a stand-up comedian, three-course meal and casino-themed games tables where attendees can unwind after an evening of celebration.

MISSED THE BPMAs?

Why not register your interest for next year?

 awards@bpca.org.uk

WHO'S ON THE JUDGING PANEL?

Clive Boase
Independent
Training Consultant,
The Pest Management
Consultancy

Steve Hallam
Nottingham City Council
representing NPTA

Kevin Higgins
BPMA Chair, BPCA
Membership Manager

Frances McKim
Editor, Pest magazine

David Oldbury
Pest Management
Alliance Chair (formerly
CIEH NPAP Chairman)

2017 British Pest Management Awards shortlist

CHARLES KEEBLE AWARD

Outstanding commitment and performance in training and development

- Chris Davis, Cleankill
- John Parker, Rentokil

UNsung HERO AWARD

Outstanding support to the pest management industry

- Alan Buckle, CRRU
- Matthew Seabrook, III Shires Pest Control
- Steven Strawbridge, MITIE

TECHNICIAN OF THE YEAR AWARD

Outstanding performance as a pest management professional

- Ian Dudley, Ecolab
- Nick Woodroffe, Peak Pest Control
- Wayne Gurney, Good Riddance Pest Control

COMPANY OF THE YEAR AWARD

Outstanding pest management service

- Beaver Pest Control
- Cleankill
- The Bristol Pest Controller
- Rokill

FOLLOW THE
EVENT LIVE ON
TWITTER
#BPMAs2017

Fox control is a particularly controversial and emotive subject for pest professionals and general public alike. From the use of firearms in built-up areas to campaigners concerned about the destruction of living creatures, urban fox control is fraught with tricky management concerns. It's time to tackle this delicate issue head on - we want to talk about fox (baby)...

LET'S TALK ABOUT FOX



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



With a greater availability of food in urban areas, the ever-cunning fox has moved closer and closer to human habitation, bringing with it a host of health concerns.

Foxes will kill small domestic pets and livestock, often killing far more than they actually need to eat and then returning for extra corpses later. They dig and defecate everywhere, which is a particular problem in urban areas. They raid bins, spreading mess and disease, and encourage other pests to take up residence. Even their mating calls (screams) can be very distressing to the average city-dweller.

Like any other mammal, foxes often carry a range of parasites and diseases that can be passed on to humans and domestic pets. Cats and dogs are far more likely than humans to pick up something nasty from a fox, but the risk of exposure to rabies, leptospirosis, salmonella, campylobacter, e.coli or bovine tuberculosis (TB) from direct contact with a fox cannot be discounted. Foxes are one of the most resourceful and adaptive invasive species in the world, so controlling them in urban areas is often a necessity.

So if we know all this about urban foxes, why is controlling them such a contentious issue?

PEOPLE LIKE THEM

Foxes are clearly an emotive subject for the average Brit. An online petition, back in December last year, called for London Mayor, Sadiq Khan, to protect foxes from rumoured control measures, gaining over 16,000 signatures in its first few days. If you take a look at our 'Britain's best looking pests' feature on page 42, you'll see that we're the first to admit that the red fox is a beautiful creature.

Sadly, this has caused the general public and many wildlife organisations to see their presence in urban areas not as a public health concern, but instead as a welcome addition to urban wildlife. Many people have come to enjoy seeing *Vulpes vulpes* skulking around their neighbour's unsecured bins. A midnight meeting with a fox brings the average urbanite a thrill of pleasure, and the 'down-side' of living cheek-by-jowl with foxes is often forgotten.

USING FIREARMS IN BUILT-UP AREAS

Widely considered the most humane way of dispatching nuisance foxes, firearms play a key role in their control. This often results in the use of weapons in an urban environment, which is a controversial idea at the best of times. We spoke to Gary Williams, an urban wildlife specialist who knows a thing or two about the complications firearms can cause when managing pests. He explains, "The use of firearms to control nuisance animals should only be considered as a last resort, after all other control methods have been discussed and presented to the client. A major impediment we encounter when choosing firearms as a method of control is to guarantee a safe and humane kill can always be achieved. Public perception and awareness can produce increased challenges when deciding to despatch animals using firearms. A despatch should always be undertaken as covertly as possible; not everyone is amenable to killing, even if the animal is a nuisance or a pest."

FOX HUNTING MEDIA COVERAGE HAS CLOUDED THE ISSUE

This issue of fox control is further complicated by many emotive campaigns calling for the end to fox hunting. A public opinion poll carried out by Ipsos MORI in 2016 found that 84% of people, including those who live in rural areas, believe fox hunting should remain illegal. Media headlines and stories shared on social media don't help. Classing fox hunting as a barbaric hunting practice only inflames the issue, such as The Independent newspaper article "Pack of dogs caught on video tearing fox apart during alleged hunt".

Obviously, pest professionals see a distinct difference between hunting foxes for sport and the requirement to protect public health. However, high profile media outrage and misinformation firmly places the idea of destroying foxes as needless, barbaric and backwards, regardless of the purpose. The genuine debate about public health is lost somewhere within a hunting debate that has nothing to do with modern pest control.

LEGAL CONTROL MEASURE

The Chartered Institute of Environmental Health (CIEH) has a set of guidelines in place for the management of urban foxes. If you want to know more about any of the control measures or best practice relating to controlling urban foxes, we suggest you download the full document from the CIEH website at cieh.org/policy/urban-foxes.html



CAGE TRAPPING

It is legal to place and set a suitably baited cage trap for the purpose of catching foxes, however section 11 of the Wildlife & Countryside Act 1981 (as amended) prohibits the use of live decoys for the taking or killing of any wild animal.

When captured, foxes become a protected animal under the Animal Welfare Act 2006 as it is "under the control of man". After the fox is trapped, the options available are 'relocate and release' or despatch (you should have decided how to deal with the fox before setting the trap). The CIEH guidance states, "Relocate and release is not recommended due to the stress imposed on the animal through transportation and relocation into an unfamiliar environment. Despatch must be conducted humanely and is best dealt with at the site of capture." Despatch must either be by lethal injection or by use of an appropriate firearm.

CONTINUED >

“ Many people have come to enjoy seeing *Vulpes vulpes* skulking around their neighbour's unsecured bins. ”

“A despatch should always be undertaken as covertly as possible; not everyone is amenable to killing, even if the animal is a nuisance or a pest.”

Although there is no legal requirement for firearms to be a certain specification for fox control, it is the pest controller's responsibility to ensure the destruction is done humanely, and as such should be carried out by specially trained individuals. The use of non-FAC (firearm certificate) rated air rifles are not suitable due to their low muzzle energy.

CONTROLLED SHOOTING

The resourceful fox will make use of a huge range of habitats in an urban environment, meaning you'll have to match the suitability of a particular firearm to any given situation. From tiny back gardens, to housing estates, to expansive parks, your requirements will have to be assessed on a case-by-case basis. Shooting should normally be conducted from a vantage point with the fox being shot at a pre-established bait station.

Only trained and competent people should carry out controlled shooting pest management and extreme caution should be exercised when using FAC-rated rifles within urban settings due to the risk of ricochet.

SNARING

It is legal to snare a fox, however it must be carried out humanely (see 'Caught in the trap' feature on page 25). Snaring should only ever be carried out by pest controllers who are fully trained and competent with the traps.

Snaring foxes is often unwise in urban environments as the risk of catching non-target animals (such as domestic pets and protected wildlife) is very high.

EXCLUSION / RESTRICTION BEFORE DESTRUCTION

The CIEH, wildlife groups and specialist control experts all offer alternative suggestions to controlling foxes without their destruction or even necessarily relocating them.

We asked the Humane Society International (HSI) to comment on its opposition to the destruction and translocation of foxes in rural and urban settings. HSI questions both the moral and ecological implications of fox control and implore pest controllers to think differently as to how we tackle problem foxes in the UK.

"Foxes are territorial. Killing or trapping and releasing a fox elsewhere are neither humane nor effective actions because the vacated territory will simply be taken over by another fox, sometimes within a matter of days. When the presence of foxes does cause concern or conflict, HSI advocates that problems can typically be remedied or averted using a variety of non-lethal methods drawing on knowledge of the species, its needs and behaviours. These include proofing, habitat management, removing food supplies, and humane deterrence techniques, such as scent-based repellents, which encourage resident foxes to relocate voluntarily and/or desist from problematic behaviours."

"Despite new Defra Secretary of State Andrea Leadsom being a bloodsports enthusiast, Defra has assured me in writing that their policies on fox management remain the same. They state that at a national level, they continue to have no reason to believe that foxes are causing significant losses to the agriculture industry. On urban foxes, they say territories

made vacant by culling resident foxes are rapidly colonised by new individuals. The most effective strategies to resolve fox problems mainly rely on preventative strategies such as removing or proofing food and shelter sources, using fencing or chemical repellents to deter."

"This policy is based on five decades of scientific studies by the Universities of Bristol, Oxford, York, Aberdeen and Brighton. There is no point in killing foxes to create vacancies for other foxes. Despite lurid headlines in tabloid newspapers, in my 45 years of involvement with foxes, I have never encountered an aggressive fox. And by the way, foxes do bounce on trampolines!"

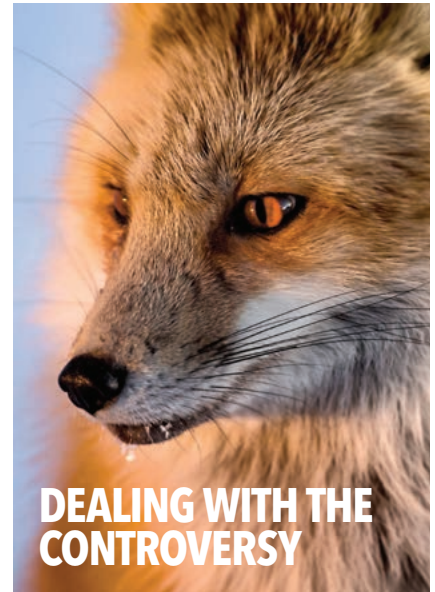
SUMMARY

No subject is too big or too small to be talked about, as long as it's done in a sensible, professional way. Although the debate will go on, as long as the professional pest control community continues to put public health concerns at the top of the agenda, it's a worthwhile conversation to be having.

MORE INFO

What do you think about fox control in the UK? Do you and your organisation conduct fox control activities? Do you want to share your opinions and expertise with fellow readers? Contact us to share your story.

 scott@bpca.org.uk



DEALING WITH THE CONTROVERSY

CLIENTS ARE DESPERATE FOR HELP BUT ARE FORCED TO DEMAND ABSOLUTE DISCRETION

We spoke to BPCA Servicing Member Beaver Pest Control about their experiences dealing with the problems associated with fox control, activists and public relations. Partner, Rafal Brymer, had this advice for pest controllers dealing with potentially upset members of the public, in potentially heated situations: "The best advice I would give is to walk away and not to get involved in any conversation, as activists will often turn up in large groups and can be offensive. They will very often selectively quote or misquote current legislation to raise attention. Once removed from the heat of the moment, it might then be possible to have a meaningful engagement with members of the public about a difficult subject."

Partner, Dave Lodge added: "We try our best to engage in a dialogue with negative posts and reviews we receive across social media. Some people did, in fact, begin to enter into a discussion."

It was certainly not a pleasant experience but careful management resulted in a fairly positive outcome.

Rafal goes further, highlighting a typical 'catch 22' situation: "It affects all of us, professionals and clients. Clients are desperate for help but are forced to demand absolute discretion. It is very disappointing that many businesses do not offer wildlife management solely due to a fear of bad publicity and staff safety. It is also a real shame that those which do must do it undercover."



JOHN FORREST'S TIMELINE

- 1976** Joined Rentokil as service technician
- 1982** Progressed to be a surveyor with Rentokil
- 1991** Promoted to be a field biologist
- 1995** Left Rentokil to be a surveyor for PCT
- 1996** John set up his own company, Pest Free Services
- 2001** Hired his first (and only) service technician at Pest Free Services
- 2002** Joined BPCA Servicing Committee
- 2011** Sold Pest Free Services and took 12 months out
- 2012** Set up Forrest Environmental Services
- 2016** Stepped down from BPCA Servicing Committee
- 2017** Retired from Forrest Environmental Services

MEET THE (FORMER) MEMBER

John Forrest retires

One of BPCA's longest serving Servicing Committee members, later this year John will hang up his torch. As he approaches retirement from the pest control industry, we had a chat with John before he moves onto pastures new, or, should we say campos nuevos...

So John, here it is... the retirement interview. Can you cast your mind back to how you first got into pest control?

Yes [laughs], I can remember it clear as day. In 1975 I left the army and was looking to get my teeth into something, but I wasn't quite sure what it was. My girlfriend at the time showed me an ad for a servicing position with Rentokil and she secretly applied on my behalf. I wasn't sure it was for me until I was halfway through the interview (with Martin Cook), who incidentally was most complimentary about my handwriting. When I found out I got the job it was a great feeling – I felt like I'd won the pools!

You've had a fantastic career in pest control, how has the industry changed?

I've been lucky enough to work with and for some great people, and for a great company in Rentokil. I think back to the early days when it was the norm to wander round food sites with rentamas C, pinhead oatmeal and a big spoon moving from island tray to island tray. Back then there were no reports, just receipts, and 'health and safety'? Well, that was unheard of.

These days, technology and automation have given companies improved capabilities, and given customers a thirst for data. Now I have a laptop in my car, rather than a 33ft ladder on the roof! As an industry, we are so much more professional than when I first started in the seventies, and thanks to the work of the BPCA, particularly recently, our profession is moving from strength to strength.

Why did you choose to get involved with the Servicing Committee?

Back then [2002], BPCA was seen as something of a 'gentlemen's club' and certainly wasn't representative of sole traders like me. It needed to change so I decided to go in and find out what was, or rather wasn't, happening. I

pointed out that all I felt I got for my subscription was a logo, and even then I had it because I needed it. Changes were slow, but by the turn of 2011, the Association started to focus on its membership as a whole, not just a segment. I still think a lot of members don't realise the role BPCA plays in representing them, such as when BPCA led the campaign to retain coagulant usage.

What's your advice to anybody out there looking to emulate your successful career?

One thing I would strongly suggest not to do is get tempted into working two jobs to set up. I tried to do a part-time postman job which meant me working from 4.30 until 11.30 most mornings, and then hitting the calls in the afternoon. Looking back, this was such a mistake and distracted me from making progress with the company, not to mention me looking unwell throughout it! Customers don't like it either, so don't get tempted into thinking short-term.

Speak to other members: learn what works for them, but use your initiative. Have a plan with short-term goals: in five years' time I want to have X, and by the end of the year I want to be able to Y. Never go into partnership as you will soon get annoyed always looking for a second signature, and beware of losing sight of what's important – the bottom line.

So what's next for John Forrest?

Right now I'm learning Spanish. The closer I am to retirement, the more Rick Stein's long weekends have got me thinking a weekend exploring (without the wife) places like Cadiz and Cordoba would be worthwhile. I've also joined Nottingham Sailing Club, but the most important thing is for me to draw a line under my pest control career – I've already been asked by a few clients to do a few jobs but I've had to politely decline.

Britain's best looking pests

Which of the nation's pests win our in-house poll?

The most attractive pests are always the most controversial. After a quick poll around the office, we've put together the definitive list of 'Best Looking Pests' for 2017. It's not as catchy as FHM's 'Best Bums' list, but we thought we'd give it a go all the same. So, in reverse order...

Image: CC Didier Descouvens



Mole (talpa europaea)

Although these pests are incredibly common in the UK, they're rarely seen, spending almost all their lives underground. Covered in thick, soft, silver-black fur that covers their almost useless eyes, and adorned with little pink noses and paws, moles look as hilarious as they do adorable.

It's estimated there are over 31 million British moles burrowing up to 14 metres an hour! With a work ethic like that, you can see why these cute critters quickly cause problems to your property with their incessant tunnelling.

Image: CC Keven Law



Red fox (vulpes vulpes)

Probably the most controversial pest in the UK, the red fox is a handsome creature indeed. The distinctive bushy white-tipped tail, pointed ears and reddish-brown coat has made the fox popular with everyone from children's book authors to tailors for thousands of years.

Found across the entire Northern hemisphere in grasslands, forests, deserts, mountains and urbanised areas, the red fox is probably one of the most resourceful and adaptable pests in the world. The red fox's introduction to Australia quite rightfully earns itself a place on Invasive Species Specialist Group's '100 worst invasive species' list.

Yellow swarming fly (thaumatomyia notata)



Image: CC Martin Cooper

One of the species collectively known as a cluster fly, this tiny yellow fly is the only insect on our list. Growing to only about 3mm, these titchy flies occasionally infest attics or rarely-used rooms to hibernate in Autumn. Look closely and you'll see the thaumatomyia notata sports bright yellow eyes and thorax, brown longitudinal bands and yellow stripes down the mesonotum. The abdomen is a vivid yellow with large brown horizontal brown stripes.

This fly is the snappiest dresser of the insect kingdom – if Dolce & Gabbana made flies, they'd be thaumatomyia notata.

WHAT DO YOU THINK?

Let us know your favourites and we'll take them into account for our article aimed at clients, coming out late Spring.

 [#bestpest](https://twitter.com/britpestcontrol)

 www.facebook.com/Britishpestcontrol

 scott@bpca.org.uk



Image: CC Michael Hanselmann

Edible dormouse (glis glis)

With its squirrel-like features, tiny ears and permanently vacant expression, the glis glis had to make our list (even the name's cute). And we're not the only one's to rate the glis glis – the Romans loved them too – albeit as a nutritious afternoon snack, rather than a pin-up. Fun fact, the edible dormouse is still eaten in Slovenia, where dormouse trapping is an ethnic tradition.

Although they're adorable (and potentially delicious), the edible dormouse is an awful house guest. They're noisy, smelly and leave their droppings everywhere.



Image: CC Kilessan

Black rat (rattus rattus)

Also known as ship-rats, rattus rattus brought the Black Death to British shores in the 1300s, killing up to 200 million people across Eurasia – but since that bit of bad press (ahem), rats have seen a startling rise in popularity.

Despite the fact rats carry disease, urinate in food stores and chew through your electrical cables, they are rapidly becoming one of the UK's favourite family pets. Celebrity rodents like Rizzo, Roland and Mickey probably helped move rodents from disgusting to adorable in the public's eyes. But for us, Mikey's got nothing on rattus rattus. Weighing half as much as its brown cousin, its dark black fur, bright black eyes and majestic tail make the black rat our favourite looking pest on the list.

PESTWATCH

Our technical team shares a few hints and tips to help you deal with some of the problem pests during the year.



FOXES

With January being the mating season, April will be when the cubs are first seen emerging from their dens. For the female fox, April and May consist of hunting food for their cubs – a time when most problems may be reported by concerned members of the public. Foxes present a specialist pest control activity, and so you must have the correct knowledge and skills to safely and humanely control them.

ACTION Many BPCA members are experts in this field and so if you wish to pass work on or, subcontract the work to a fellow member. Search via bpc.org.uk or call us for advice.



WASPS

Wasps are not usually an issue this time of year, however evidence from previous years warns of early emergence due to 'freak' warm periods during March or April. The strange warm spells that we enjoy as a surprise, can induce early waking of hibernating queens. This can result in customers calling you and saying they have wasps in their windows or light sockets. Rest assured, this is likely to be a short-lived experience and the returning cold will most likely send the queens to their doom.

ACTION Simple advice and reassurance to a customer will assist you with these early calls.



BLACK GARDEN ANTS

Black garden ants will start to become a frequent call received by pest controllers. Many nests can survive the Winter periods and re-emerge as Spring starts to approach. As with wasps, anecdotal evidence shows ant calls are becoming an earlier occurrence almost year on year.

ACTION Be prepared and have your preferred treatment at hand! Also, avoid treating ants where there is not a concern to health, as ants are usually only a nuisance pest.

WHY NOT TAG US WITH YOUR TIPS ON FACEBOOK AND TWITTER?

 www.facebook.com/Britishpestcontrol
 [@britpestcontrol](https://twitter.com/britpestcontrol)



GULLS

Egg laying will begin in April or early May. Make sure you identify the gull species correctly and check whether they are listed on the general license for egg destruction before commencing any work.

ACTION Check gov.uk websites for up-to-date licence stipulations.

PROBLEM MAJOR PROBLEM

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ants												
Bed bugs												
Birds												
Bluebottles												
Carpet beetles												
Clothes moths												
Cockroaches												
Death watch beetles*												
Fleas												
Foxes												
Fur beetles												
Harvest mites												
Head lice												
House flies												
May bugs												
Mice												
Mosquitoes												
Moths												
Rats												
Red spider mites												
Spiders												
Squirrels												
Wasps												
Wood rot												
Woodworm												

* Beetles emerge

IS IT WORTH THE RISK?

SPEED VIEW

- Some companies are allowing poor practice to creep in
- Failure to follow the label instructions may invalidate your insurance
- Distributors may require your staff to be retrained before selling to them
- BPCA offers free support to help you remain legal and safe



Dee Ward-Thompson explains that recent audits have flagged up how some companies are allowing poor practice to creep in, and the potential impact of this on their businesses.

Every day we take risks: when we cross the road or pull out onto a roundabout; it's part of our everyday life. But do we ever consider just what we could lose? I sometimes think that we subconsciously evaluate risks so often that it has become too routine. Often it needs something serious to happen to make us stop and think about what we are doing, and the harm it can cause. This happened to me last weekend while up a ladder cleaning the guttering around my roof. I stopped for a second when my partner said they were coming up to help. "Don't come up – it's too risky", I shouted, and I got a very quick reply of, "but YOU are up there!" Now this made me stop and think – why was I worried about them coming up? Was it because I thought it was risky or was it because I thought more of their life than mine? Or was it if we both fell off, who would look after the dogs? Sometimes it takes the thought that someone else might be harmed, or that the consequences are significant, to make us stop and think about what we are doing. This made me consider the issues we have recently experienced with audit failures and the phrase 'familiarity breeds contempt' – or indeed 'complacency'.

Before I get into that, a reminder: as you may know, we are using third party audits to measure all of our 450+ Servicing Members against the EN16636 Standard. Of the 100+ audits that have taken place to-date, the good news is we have only had two major failures. In fact, the audit team has been very encouraged by the high standard that has been seen. However, the two failures were for critical non-conformities regarding health and safety. That alone is a worrying sign, but both were also for not using the correct PPE, not following the label instructions, and thus not taking due care and attention of themselves and others.

This has given us real cause for concern, and not something we should see within a BPCA member company. We spend lots of time training and supporting our members in best practice around health and safety, and all members have access to free support via BusinessShield, which also includes a mobile app. Not to mention all of the hard work that the Servicing Committee does in providing best practice documentation to make sure every member stays safe and on the right side of the law.

So what went wrong? Why did two of our members disregard the health and safety of themselves and others around them? And what are the possible ramifications?

I asked Jane Fearn-Daglish, one of the TAS auditors that have been conducting EN16636 audits, for her views on these failures. "EN16636 covers a wide range of points for which critical failures can be given. I find it worrying that the only two we have had were in relation to pest controllers not safeguarding themselves or the environment. The Health and Safety at Work Act was introduced over forty years ago, yet some people are still of the 'it'll be alright' attitude. Surely, in an age where the world is accused of being 'health and safety mad', protecting ourselves and our clients should be a pest controller's first thought?"

Jane continued: "Considering the number of audits we have completed, this is a very low percentage of audit fails but with such serious non-conformity it has caused concern that some companies are willing to practice like this. It is comforting to know that BPCA is working with its members to steer them in the right direction."

CONTINUED >

“
... by not following the label conditions
your insurance may no longer be valid. ”

For clients that want it all...

We are told that, for many members, managing the expectations of customers is one of, if not the most challenging part of the job, but by following a simple strategy it doesn't have to be.

All good business owners will recognise that quality customer service can be the difference between keeping a contract and losing a contract.

Moving heaven and earth to make a client happy is something that, in the short term can pay off, but in the long term can present a problem. The key to managing clients' expectations is consistency, and to deliver consistency you need a strategy.



The tongue-in-cheek graphic above is actually a useful tool companies can apply to build a strategy that ensures they stay in control. You might already be doing this without realising. Can you segment your client's priorities into each of the three circles: good, fast or cheap?

WITH THE RIGHT STRATEGY IN PLACE, BUSINESSES CAN EXCEED CUSTOMER SERVICE EXPECTATIONS



Jane makes a valid point – our responsibilities to ourselves, our colleagues, our customers and the wider public are central to professional pest control. Without breaking any confidences, one of the failures involved the client being in the room when the pest controller was performing the spray treatment, which not only puts them physically at risk but also means the company is leaving itself wide open to prosecution. I asked BPCA insurance broker Bradshaw Bennett to comment on what could happen if something went wrong. Steve Hughes said, “Insurers will assume that their clients take all the necessary precautions when carrying out their work, including the use of PPE. An employer’s liability and public liability policy is to protect the client against claims made against them arising out of their negligence. If work is carried out without the required PPE being used and this results in a claim being made for injury or damage, insurers will be in a difficult position in seeking to defend any claim made against the client. In addition this could have an impact in the future on the availability of insurance and the premiums charged by insurers.”

Steve highlights just what could go wrong and some worrying facts. Did you know that by not following the label

conditions your insurance may no longer be valid? That if your client sues you, that your liability insurance may not cover you? Scary thoughts, and if we look at how many laws have been broken the list is quite a long one, including the Health and Safety at Work Act (1974), the Control of Pesticides Regulations (1986), and the Personal Protective Equipment at Work Regulations (1992) – all for which you could be prosecuted.

And what of the product manufacturers and suppliers? A spokesperson at Killgerm said, “If a case of this sort was brought to our attention, we would investigate and would most likely recommend that the technicians concerned be retrained before we continued sales to them.”

The good news is we are here to support you – do not let lazy or poor practice creep into your business. If you think that you need a fresh pair of eyes to look over your process and procedures, then pick up the phone today and book in your support visit with one of the BPCA field team. Perhaps you have become a little blasé about things over time? Has your business grown and you’re now managing more people, and want to make sure you and they are complying with the law? Use your membership benefits – contact BPCA’s BusinessShield for free advice! Finally, do not worry – all is not lost. Give us a call and Kevin, Natalie or another member of the field team will arrange a visit with you and run through a refresher programme to suit your circumstances and make sure you are flying right.

So, as the title asks, “is it worth the risk?” I hope your answer now is “No, definitely not!”

“ If you think that you need a fresh pair of eyes to look over your process and procedures, then pick up the phone today and book in your support visit with one of the BPCA field team. ”

Service above and beyond



Companies can maintain happy clients by managing their expectations from start to finish

Good pest control companies will offer different service levels to realise various commercial opportunities, and ensure resources can be structured accordingly. What level of service will make the most sense for your business? Here are some helpful actions to make your strategy a success:

UNDERSTAND THE PRIORITIES

Ask questions to make sure you and the client are on the same page in regards to their needs. Always determine what they expect from you as quickly as possible.

OPENLY DISCUSS SOLUTIONS

By empowering the client to understand the complexity of a particular problem and painting a clear picture of possible results, you ensure they don’t have unrealistic expectations of how simple or difficult the resolution will be.

UNDER-PROMISE AND OVER-DELIVER

Set realistic expectations with clients. Make sure you can consistently achieve and exceed. It’s better to set reasonable goals and exceed a client’s expectations than to promise the world and under-deliver.

BE TRANSPARENT AND HONEST

Transparency is absolutely crucial to managing customer service expectations effectively and will affect a client’s ability to trust a company.

KNOW WHEN TO WALK AWAY

There is no shame in moving away from a client because of far-flung expectations. In fact, it makes excellent business sense. Remember, the strategy ensures you remain in control of your business, not your client base.

BPCA EMAIL

enquiry@bpca.org.uk



Ask the technical team

As the leading trade association for the pest management industry in the UK, we're often the first point of reference for pest professionals, media, government and the general public requiring assistance with pest issues. Technical Manager Dee Ward-Thompson and Technical Officer Natalie Bungay touch on some of the common questions they have received in their inbox.



ARE YOU A BPCA MEMBER WITH A TECHNICAL QUERY? GET IN TOUCH...

-  enquiry@bpca.org.uk
-  01332 294288
-  @britpestcontrol

INBOX

SENT

ARCHIVE

BIN

SPAM

SUBJECT: BIRD LICENCES

Which birds are on the general licence list?

DEE REPLIES: There are various licences available for the control of wild birds, general licences and class licences being the main category for pest controllers. Depending on which bird you need to control, its location and the problems that it is causing will depend upon the licence required. The listed birds on any licence can change and so we recommend you check the relevant website for up-to-date details: gov.uk/government/collections/bird-licences

SUBJECT: REPORTS

Do I need to leave a report on every visit?

NATALIE REPLIES: Yes. Why would you **not** leave a report every visit? A report is a legal requirement and provides important information. It confirms you attended and the actions you took. This helps invoicing just as much as showing your professionalism. It is also your responsibility to tell the customer what treatments you have laid down along with active ingredients, product details and recommendations to ensure their safety, as well as service effectiveness. Without a report, one may open oneself to prosecution. See our article "If it's not written down, it didn't happen" in PPC85 pages 26-27.

SUBJECT: COSHH ASSESSMENT

Do I have to do a COSHH assessment?

DEE REPLIES: Yes. The Control of Substances Hazardous to Health 2002 (COSHH) is the law that requires employers to control substances hazardous to health. A COSHH assessment concentrates on the hazards and risks from substances in your workplace. In pest control these are mainly the pesticides used. Every product must have an associated COSHH assessment recorded highlighting main areas of hazards and precautions, completed using the Material Safety Data Sheet (MSDS). Assessments must be regularly reviewed and updated.

All BPCA servicing members can access a free template COSHH assessment form via the BusinessShield benefit. Further assistance can be gained by contacting the BPCA field team.

SUBJECT: 'JUST IN CASE'

Preventative insecticidal treatments – can we implement these?

NATALIE REPLIES: No. Legislation, such as the Protection of Animals Act 1911 and COSHH, requires the presence of an identified pest before considering an insecticidal treatment. The 'just in case' justification is not sufficient. Explain this to your customer and advise that monitoring should take place and then once the insect pest is identified, chemicals can be considered. Remember, the least toxic should be used first if an insecticide is deemed necessary. See our Code of Best Practice on Precautionary Insecticide Treatments for further support (via the BPCA website).

SUBJECT: SPIDER PESTICIDES

Are there any pesticides I can use on spiders?

NATALIE REPLIES

As spiders are arachnids, and not insects, you need to make sure you are selecting a product

that is authorised specifically as such. A 'crawling insect' product will not suffice. Please ensure you check with your suppliers for up-to-date details on the approved products available and, as always, read and follow the label.



- Check online for the latest bird licence list
- COSHH assessments are mandatory
- Leaving visit reports are vital and a legal obligation
- Insects must be present and identified before any treatment
- Spiders require specific treatments; generic 'crawling insect' products are unsuitable



SPEED VIEW

- Field staff are the face of your company, but bad habits can creep in
- Put quality at the heart of your business
- Even informal quality assurance can reduce lost business and improve efficiency
- Check work and offer incentives
- Look at the EN16636 standard to see 'what good looks like' in terms of processes

DELIVER THINGS THAT ARE FIT FOR PURPOSE, RIGHT THE FIRST TIME

Quality Street



For those businesses employing technicians, the age-old problem of maintaining quality remotely is ever-present. Simon Forrester investigates.

Field staff are the 'face' of your business, and in many cases the only part of the organisation people will see and remember. They are often buying into 'Fred' the technician, not 'Bloggs Pest Control', and it is him (or her) with whom they have the day-to-day business relationship. Your company reputation can be lost quickly by the actions of a rogue employee, or by one who is allowed to pick up bad habits. Similarly, one slip in paperwork can be disastrous, particularly for audited sites such as BRC.

Managing any company includes quality alongside the other disciplines of health and safety, financial and environmental issues. Quality in terms of service is delivery of a job to the client's requirements and satisfaction. The quality of the products used, the skills of the individuals doing the work, and the support available through the process all influence the overall quality of the finished job. Quality management should be built into the fundamental processes within any company, from first contact to completion

including risk assessments, service delivery checks and site waste management.

Quality not only helps keep customers, it also improves efficiency and reduces overheads – getting a job right first time can more than double the profit, compared to one where you have to go back to revisit a site. Many companies say they are a quality-led organisation, but is that really true? Have a long hard look at how your business operates, and see what changes you need to make to fulfil this promise to yourself, your colleagues and customers.

The theory of Quality Assurance (QA) is simple: deliver things that are fit for purpose, right the first time. But ensuring this happens every time is difficult for small organisations, particularly where there is no culture of QA. Standards exist for quality, such as ISO9001 or British Standard EN16636 (known as CEPA Certified®). Some businesses may not see the relevance of achieving ISO9001, the quality management standard. But why not learn from it, and help your business grow?

Five ways to improve quality

- 1** Set expectations - everyone must know 'what good looks like' to your company, and what their role is in this.
- 2** Use British Standard EN16636 (CEPA Certified®) to measure your company against the standard for professional pest management services. Support is available - best of all this is free for BPCA members!
- 3** Incentivise staff to do it right - offer a bonus which reduces for every mistake spotted.
- 4** Ensure staff know you will be checking their work.
- 5** Learn from your errors - a problem in one area may pop up elsewhere.

Dee Ward-Thompson, BPCA Technical Manager told me: "I see the statistics on audits, and talk to specifiers such as the supermarket chains. They tell me that demonstrating commitment to quality assurance, and showing evidence of constant evaluation of staff and procedures, is what makes companies stand out from each other."

- Proper quality management can:
- Improve trust: clients know they are getting a consistent and professional service, which makes them less likely to look elsewhere – satisfied customers are much easier to retain, and quality outfits can charge more for their service.
 - Promote continuous improvement: checking and rechecking quality of delivery identifies weak points in your operation, which helps you to streamline processes, thus reducing costs and making your business more profitable
 - Manage risks in your business: by identifying weak points and

dealing with them, you become more resilient and build a sustainable business, more able to ride out difficult times.

- Help you win business in tender situations – quality often accounts for a percentage of the weighting, demonstrating your commitment to quality can give you a major advantage. BPCA can help you set up an internal audit programme.
- Identify training needs for your staff team – if you keep seeing the same issues, you might need to retrain staff. BPCA can help here.

So, how does a company go about quality management? The simple cycle of 'plan-do-check-act' applies. You need to plan activities, carry them out, see where things can be improved, and change them. So far, so good. Next time you're planning your week, build in some time to look at the work of a colleague. Go out with them and see how they do their job.

Do their reports match what you are seeing? Are their customers saying the right things? You'll learn, they'll learn, and hopefully you can both improve as a result. Work alone? Why not ask BPCA for help? On that topic, do use free resources available to you: BPCA has produced a sample QA form for members to use. Also we have a handy summary of the EN16636 Standard available. Download them from the Members Zone area of www.bpca.org.uk for free! You might consider financially incentivising your team to stay sharp. Psychologists say that it's better to give people a sum and then take some away for each mistake spotted. Couple this with some random inspections and chats to clients, and you will quickly see what needs to get better.

It's a combination of getting both the pest control and the processes right – and only by regularly assessing how your company is doing can this be achieved.



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





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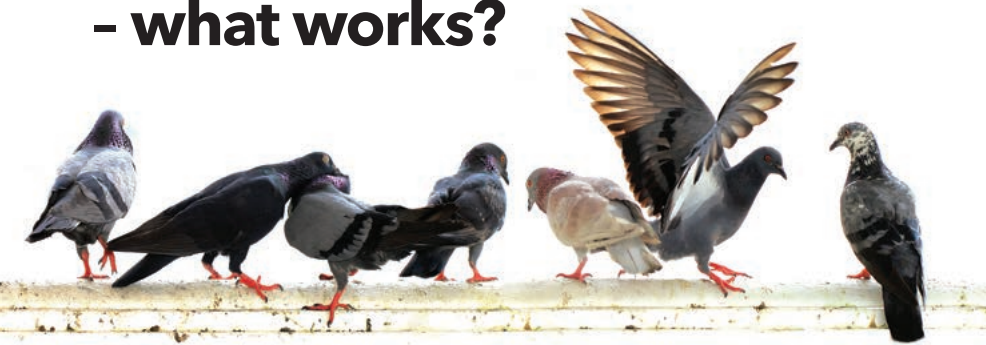
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Effective pigeon control - what works?



Today the feral pigeon (Columba livia) can be seen in virtually every area of the globe other than the two polar icecaps, exploiting man for food and his buildings for the purposes of roosting and breeding.

We have attempted to control the feral pigeon by using a variety of lethal controls, including poisons, narcotics, cage traps and shooting, and yet the pigeon has shrugged off all these attempts at population control and continued to live and breed in close association with man, undeterred. Lethal controls have been complemented by an arsenal of deterrents, provided in an effort to deny or restrict roosting and perching opportunities. Anti-roosting systems such as spikes have proved extremely effective at displacing pigeons from the areas they roost and nest, another option commonly tried is audible and ultrasonic bird control units.

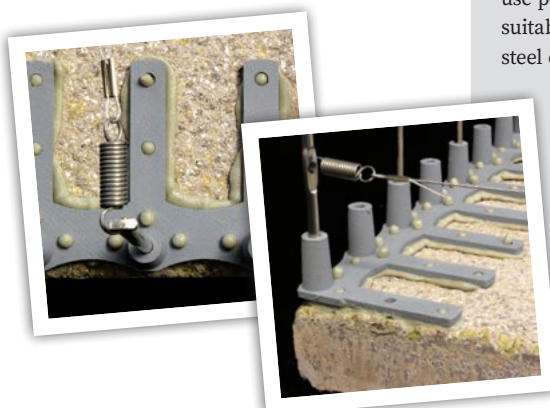
At a bird control seminar in Nebraska USA, various methods of bird control were discussed. One of the most interesting findings, reported by Philip J Spear of the National Pest Control Association, was that audible and ultrasonic bird deterrents are often ineffective. According to a 1963 article in Sound by Frings and Frings, "Regardless of what acoustical method is used to attract or repel birds, it is obvious that mere sounds are not enough." The hearing range of a human is between 20 and 20,000 cycles per second (hertz or Hz). Vibrations above that range are not heard by man and are called ultrasonic. Some limitations of ultrasonic sounds are that not all pest animals cooperate by being able to hear ultrasonic sounds. Rodents and some insects can but birds generally cannot. In a report by Frings and Slocum, 1958, it is noted that a feral pigeon (Columba livia) has a hearing cycle of 200-750Hz meaning that ultrasonic sound is above a pigeon's hearing range – just as it is above ours.

So, if ultrasonic methods lack evidence that they work, and lethal methods can prove ineffective long term – what about physical deterrents like post and wire systems?

Some of the problems related to post and wire systems in the past are discussed at www.pigeoncontrolresourcecentre.org – "One of the problems associated with post-and-wire systems is the potential for damage to the fabric of the building upon which the system is installed. Where a system is provided on masonry, and where posts are installed by drilling and fixing, it is essential that the hole into which the post is seated is filled with silicone once the post has been installed. The reason for this is to stop rainwater building up within the hole. If a contractor fails to backfill holes the results can be extreme. Once water seeps into the post hole and freezes, the ice will expand and can crack the masonry around it with serious implications."

MORE INFO

-  trade@jonesandson.co.uk
-  **01626 835055**
-  www.jonesandson.co.uk
-  www.youtube.com/watch?v=Wl-Mjq-w5nl



CASE STUDY

One example of post and wire failure was in the city of Cambridge, when a famous university listed building had been experiencing minor pigeon-related problems on its frontage. A national pest control contractor was called in for advice and recommended a post and wire pigeon wire system. The system was installed to narrow ledges and architectural features across the frontage of the building. Soon after the system had been installed, crumbling masonry was found on the busy pavement area below the building. It would appear that the masonry had cracked either because the post holes had been drilled too close to the leading edge of the ledge concerned or because the holes had not been backfilled with silicone and water had frozen and expanded within the holes. Whichever the case, the potential for serious injury to those using the pavement below was considerable and the cost of an invisible masonry repair to a listed building cannot be discounted either.

To tackle this problem Dave Jones of Jones and Son Pest Control Supplies has invented a new product – the Defender Post and Wire Holder. Defender Post and Wire Holders can be affixed to the leading edge of the ledge using a neutral cure silicone. This negates the need for drilling into the surface and also allows the post and wire system to protect the leading edge thoroughly, meaning pigeons and gulls cannot get a foothold and then scramble over the wires. The design of the post and wire holders also ensures that any weight from the birds on the wires will not allow the post holder to collapse inwards, which can happen with some individual post holders currently available.

CASE STUDY

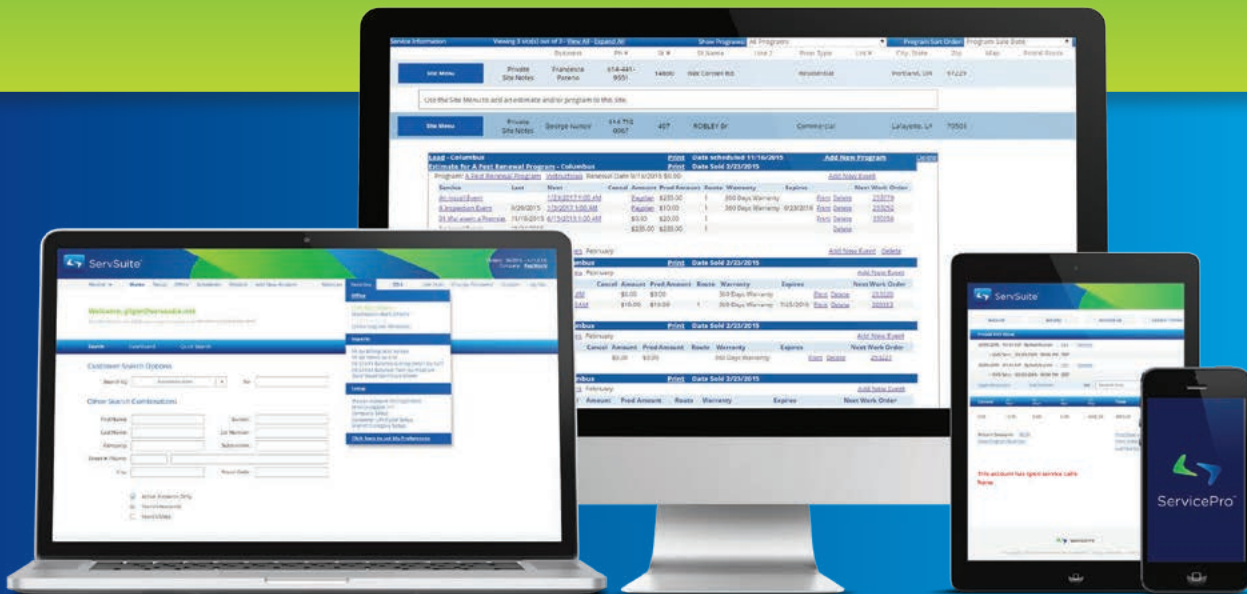
Haydon Cocker of PSEM Ltd talks about his preference of working with the new Defender Post and Wire System, "I've recently been booked to undertake some work on a refurbished concrete office block in Norwich town centre. The contractor has covered the original 1970s coping around the roof with a striking metal cladding. The building has a substantial pigeon infestation and the contractor is concerned about the pigeon excrement down the side of the cladding as they perch on the leading edge. This will look unsightly within a week or two. The contractor has requested I use post and wire system; the old system would not be suitable as I would need to drill into the new stainless steel cladding or use individual post holders. The issue with individual post holders is the wire can bend and create too much tension on the post holder causing it to fall inwards; the wire then collapses. The new Defender Post and Wire System is perfect for this job. I can adhere the Defender Post and Wire Holder strip to the cladding, the anti-topple stabilisers give the base strength and stop them falling inwards, and they will be easy for me to install while working up so high!"



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MEET THE MEMBERS

Behind the scenes at Lodi UK

Lodi UK has generously agreed to sponsor our 75th anniversary celebrations, so we thought we'd pile into the car and thank them for their support in person. Take a look at what the PPC editorial team got up to at Lodi UK HQ.

It was a cold winter morning and the PPC editorial team were on their way to the industrial heart of West Midlands to take a look behind the scenes at one of the UK's fastest growing manufacturers and distributors. Based in Kingswinford, Lodi UK is a fairly short drive from BPCA HQ – thereby minimising the time spent bickering over radio stations. Having been full M&D BPCA Members since February 2005, we already know a fair amount about Lodi UK and its rapid rise in the pest control sector.

Now in its twelfth year of business, Lodi has set its sights firmly on the year 2020 where it will turn 15. The Lodi team kindly granted us access to their 11,500 square foot unit, to find out what happens behind the scenes.

On arrival we were invited to the boardroom where we learnt about Lodi's unapologetic strategy to drive innovation across its product line and focus to consistently meet the needs of its growing customer base across its key market segments.

Sipping his coffee, Managing Director, Roger Simpson shared his rationale for the company's recent progress: "The success of the Lodi business is created by a great team of people who work hard and strive to support our customers in delivering what they want and when they want it."

"Our mission as a business is to continually invest in providing new formulations and solutions for the future, which will support pest controllers as they face ever harder pest control challenges."

En route to the warehouse, Lodi revealed how the company had doubled the size of its

unit through an expansion project that took place in 2015. As we made our way around the unit, the eagle-eyed amongst us identified some of Lodi's most popular products such as Jade Bait, Phobi insecticides and Black Pearl in easy-access locations for a faster response time.

Warehouse manager Wayne Buckley introduced us to his team, who then gave us a demonstration of how products are picked and packed, and spoke about how their logistics partners ensured next day delivery.

All of the Lodi product research, development and testing are carried out by its technical team and laboratories at its production site. Marketing Manager Hayley Fellows guided us to Lodi's training room where we learned about some of Lodi's latest releases.

At PestEx 2017 the company will exhibit its newly-launched Phobi F&F One Shot. In testing, the formulation has proved successful against flies and cockroaches with 100% efficacy within three minutes. Roger commented on some of the new releases: "Phobi F&F One Shot is an ideal product for fogging of small to medium-sized spaces for a whole variety of pests from cluster flies to stored product pests."

"A number of other new insecticides are in their final stages of registration and if all goes to plan we will be proudly launching them at PestEx in March. I am particularly excited about a new cockroach gel containing an active ingredient new to the UK."

"On top of innovative formulations, we are also launching new packs for the Sapphire and Black Pearl paste in 270g tubes. The new packs will ensure that the products are easy to use by pest controllers up and down the country."

Following on, Hayley spoke about how the company supports its customers: "Pest controllers face daily pressures in controlling some of the most difficult infestations and it is up to us as manufacturers to drive investment into new innovations and active ingredients. We do our best to communicate



and support customers

with any queries or issues they have, while offering highly effective products."

Roger highlighted the benefit of being part of a larger network, "In collaboration with our group of sister companies across Europe, we are able to drive our innovation agenda to continually improve our product line."

"As a business, we are very proud of our history of new product launches since we started the UK business 12 years ago, whether it be launches of new active ingredients found in the Phobi and Quartz ranges of insecticides or alphacloralose in the Black Pearl mouse baits."

After an insightful couple of hours with Roger, Hayley, Wayne and the rest of the Lodi staff, the PPC team then duly returned to Derby with a greater understanding of what goes on behind the scenes of one of its M&D members.



WANT THE BPCA EDITORIAL TEAM TO VISIT YOUR COMPANY?

Send us an invite and we'll see what we can do. We're always looking to find interesting stories about our Members to share in PPC.

 marketing@bpc.org.uk



GET INVOLVED IN YOUR ASSOCIATION

There is truth to the statement 'strength in numbers.' BPCA was founded on the principles of collaboration, which is why we constantly strive to increase member participation.

Through this philosophy, we aim to provide unparalleled services that benefit our membership as a whole. Our business model has remained the same from day one – member driven, not profit driven.

With that said, there are many ways you can get involved in cultivating our future endeavours. From joining a committee, forum or simply providing feedback and participation at one of our events, your actions do make a difference and help shape future services – and the future of our sector. It's no surprise that BPCA is seen as the lead body for the industry, and we are driven by our membership and their needs.

Get involved today...

BECOME A PRODUCT TESTER



Join the team of pest controllers who get to try out the latest products for free! Each month we get sent products to test from a variety of manufacturers for review in PPC. We are always in need of professionals who can independently review a tool, spray or trap, ably supported by our team back at BPCA HQ.

SERVE ON THE EXECUTIVE BOARD



Much of BPCA's recent progress has been driven by our esteemed Executive Board, each of whom represents companies in the pest management sector (our current board can be seen at www.bpca.org.uk/executive). By electing to join the Executive Board, you will have the opportunity to enhance and expand your leadership skills, while gaining ideas you could incorporate into your organisation's strategy.

SHOWCASE YOUR COMPANY IN A CASE STUDY



Every company has a unique story to tell. Let us share them with the membership by showcasing your efforts in a case study. Whether you've tackled a rat treatment in a unique fashion or expanding the business into new areas, we would like to hear about it. By sharing your challenges and solutions with others, you are more likely to learn about unique ideas that could help you in the future – and it's always great to show clients and peers that your company is leading the field.

JOIN A COMMITTEE



Why not join an existing committee (Servicing, Manufacturers &

Distributors, or FaCE), or register your interest in setting up a new one? Take the opportunity to make your voice heard! We're looking to change the way we do things at BPCA, so we are looking at our committee structure. If you have a hankering to be part of a 'Bird Management Committee', 'North East Committee' or even the 'Marketing and Communications Committee', it is easier than ever before to get involved in a niche you care about, without having to engage in activities that don't really interest you.

BECOME A GUEST WRITER OR BLOGGER



In order to provide unique content for PPC, alexo magazine for clients, or our website, we're always open to members and trusted partners to share any opinions and experiences relevant to our audience and mission. Why not share your approach to bed bug treatments, or how you efficiently reduce your waste disposal bill?



SIGN UP FOR

PEST AWARENESS WEEK

Give something back to those who need it most. The aim of Pest Awareness Week is for BPCA and its members to give something back to

organisations based in the local community that do not have sufficient funds to resource a pest control contract. The week is a powerful tool for the sector to promote the need for public health pest control, and BPCA always references companies involved in our PR activity before, during and after the event. As part of the week you could offer pest advice and support through a site visit, do a free pest control audit (including a site inspection and report, detailing where pest issues might be found) or offer basic pest awareness training. www.bpca.org.uk/events

INTERACT ON SOCIAL



Take your social connections to the next level and interact with us on Twitter, Facebook or LinkedIn, or even all three! We constantly share the latest information and news we find (or receive), on our social media platforms, and we love to interact with our members to see what they're up to each day. Some of our members are fantastic at this, so shout-outs to just some pest control's social media community: @PrimePestControl @IliShires @MRPestControl @cdp_pestcontrol @pestissues

ATTEND A REGIONAL FORUM



At our events, you should feedback your comments to BPCA representatives. Regional Forums are your chance to have your say in the future of the Association. Learn about what's coming up, how to make the best use of your benefits, or even feedback on how you would like the event to be run in the future! You can see when and where all our Regional Forums take place on our website, or via page 56.

MORE INFO

-  enquiries@bpca.org.uk
-  01332 294288
-  www.bpca.org.uk
-  @britpestcontrol
-  www.facebook.com/Britishpestcontrol
-  <https://uk.linkedin.com/in/british-pest-control-association-7834195a>

MEET YOUR SERVICING COMMITTEE MEMBERS

We interview some of the friendly faces behind BPCA's Servicing Committee...

ROB LONG



Managing Director,
Sabre Kent Ltd
www.sabrekent.co.uk
Years in industry: Over 20
Years on Servicing Committee: 10
Years on Executive Board: 4

What has the Committee done in the past 12 months you feel will have a positive impact on the membership in the future?

CEPA Certified® has been a game-changer for the Committee, especially working with Bureau Veritas. This 'kitemark' is a fantastic way for members to further demonstrate professionalism.

Who is represented on the Committee and how has it evolved since you have been involved?

The Committee has always managed to engage an eclectic mix of people, companies and locations. But there are also parts of the UK that we are short of at the moment, such as the North East and Scotland.

James Ostler of Positive Environmental Ltd transformed this Committee when he was Chairman to what it is today, and I don't think members realise what he had done for the committee. Now, Phil Halpin of Countrywide Environmental Services is Chairman and he's fantastic too. Phil is totally unbiased and allows everybody to have their say.

I still don't think members use us enough – maybe they are still not sure what we do for them?!

Can you sum up your experience with the committee in three words?

Yes. Professional, professional and professional!

It's been great to have people listen to your opinion, even if they disagree – and for it to be aired in front of colleagues. For me, my time with the Servicing Committee has also developed my self-confidence. I am dyslexic and have always thought this to be a barrier to things like this, but I guess I'm proof that it doesn't have to be!

If you could change one thing in the industry what would it be?

Paperwork! A system that is not necessarily paper-less but paper-easy would be great.

For you and your company, what's the most useful benefit of BPCA membership?

The badge. The logo opens doors that normally wouldn't open.



In his spare time, Rob is a scout leader for St. Luke's (Maidstone) Jaguar Explorer Unit. As part of his role, Rob takes young people outside to take part in such activities as air rifle shooting, camping and, from time to time, sedan chair racing!

Why did you decide to join the Servicing Committee?

The then Chairman of the Servicing Committee Ian Whatley suggested I join as I was not shy to share my ideas. Back then it was a lot about RSPH and training for the sector, and I found the debate really healthy.

DR MIKE AYERS



Managing Director,
Precision Pest Management
Solutions Ltd
www.precisionpest.co.uk
Years in industry: 33
Years on Servicing Committee: 3

set up with the late Victor Matthews, a former Rentokil Quality Manager.

In his spare time Mike can be found (or not) fell running through the Yorkshire Dales as he is Chairman of the North Leeds Fell Runners.

Why did you decide to join the Servicing Committee?

I strongly believe that if you're not happy with something you need to contribute and have a voice. I have ideas, some of which I feel are worth a judgment from others as to why things could or couldn't work.

The role of the Servicing Committee is governance and ultimately to add value to the membership. I have a vested interest in this so I wanted to be part of the conversation.

What has the Committee done in the past 12 months you feel will have a positive impact on the membership in the future?

CONTINUED >



Mike started his career with Rentokil as a technician in 1983 after graduating with a PhD in insect neurobiology at Leeds University. He progressed through a

number of technical, sales and managerial roles which culminated in him being Project Leader for the Divisional R&D unit.

Now Mike is Managing Director of Precision Pest Management, a company he

COMMITTEE LOWDOWN

Meeting quarterly, BPCA's Servicing Committee represents the interests of the servicing sector of the public health pest control industry.

As the Committee serves as a powerful voice for the organisations largest membership community, it aims to identify and develop benefits for the membership and influence key decision makers in Government on legislative proposals.

All BPCA Servicing Members can attend a committee meeting in an 'observer' position, and also submit comments to the Chair of the Committee, currently Phil Halpin of Countrywide Environmental Services.

GET INVOLVED

Contact us to find out more information on how to get involved with the Servicing Committee

 membership@bpc.org.uk

> CONTINUED

Defining best practice is an important part of what the Committee is about, but so is defining the benefits of membership. BPCA membership is becoming a no-brainer for companies who want to demonstrate professionalism with added benefits such as third-party auditing, BusinessShield and downloadable templates.

Looking forward, what does the BPCA membership need to do?

We need to be as professional as we can make ourselves and as technically competent as we can become. It is only then that we as an industry can impact restrictions by retailers through a strong technical voice. We also need to be capable of presenting the most appropriate solution for each circumstance to our clients and supporters.

Can you sum up your experience with the Committee in three words?

Interesting, enjoyable, positive.

What advice would you give to new people joining the industry?

You aren't just the 'ratman', you are the expert. Let that drive your pursuit of knowledge and skill. Rather than just passing the basic exams and sitting back, be eager to learn and develop. It will pay dividends in the future.

If you could change one thing in the industry what would it be?

I would like to see the minimum requirements moved beyond RSPH Level 2. To me, it is a basic award but I would want the ablest, best-qualified people possible dealing with pesticides and insecticides. This may require a different approach such as licensing, resulting in pest controllers being considered as professional specialists, rather than 'ratmen'. For me, competence and technical credibility are essential for driving BPCA and the industry forward.

MIKE AYERS' TIMELINE

- 1983** Joined Rentokil as a Technician
- 1985** Progressed to Surveyor specialising in rodent, insect and bird control
- 1989** Promoted to Service Manager to run four separate service teams
- 1992** Promoted to Branch Manager (Leeds)
- 1995** Became Rentokil's Research and Development Project Leader – projects included the Mouse Monitoring Box and Radar Gassing Box
- 1996** Left Rentokil to set up Precision Pest Management with colleague Victor Matthews
- 2014** Joined BPCA's Servicing Committee

WEDS 11 OCT 2017
Glasgow

WEDS 22 NOV 2017
Northern Ireland

WEDS 22 FEB 2017
Yorkshire

THURS 28 SEP 2017
Manchester, North West

TUES 20 JUNE 2017
Leicestershire, Midlands

THURS 25 MAY 2017
Swansea, Wales

THURS 2 NOV 2017
South West

WEDS 18 OCT 2017
South East

TUES 5 DEC 2017
Eastern Counties

Get along to a Regional Forum!

BOOK YOUR NEXT NEAREST SOON!

“Just wanted to say thank you from myself and Chris for what was a brilliant BPCA breakfast event. I thought the guest speakers were all relevant and interesting and we look forward to future events held by BPCA.”
Sam Thorpe, Predator Pest Solutions

With an even more ambitious schedule set for 2017, now is a great time to get yourself booked onto your local Regional Forum.

These events are fantastic opportunities to network with like-minded professionals in your area, as well as to learn something new about your trade from some of the most interesting speakers in the sector. This year we have speakers talking about:

- Insects and insecticidal control
- Treating and destroying pathogens
- Rodent control
- Bird netting
- Invasive garden ants
- Bat control
- Delusional parasitosis
- ...and much, much more!

Every Regional Forum is unique and the speakers vary from location to location. You can check out the full agenda on the BPCA website.

There are always BPCA staff members on hand to answer any of the burning questions you might have. Sessions are completely free to attend for all BPCA Members or anyone on our free Affiliate Scheme. All you have to do is book your place as event capacity is strictly limited.

MORE INFO

View the programme and register for your Regional Forum

www.bPCA.org.uk/events

WHY GO TO A REGIONAL TRAINING FORUM?

- Get those all important CPD points
- Have your say on your BPCA membership
- Stay in the loop with the latest news, products and industry changes
- Network with like-minded professionals
- Have a free breakfast on us – refreshments and bacon rolls are available for all attendees!

BPCA on the road - talking to your clients!

We know the importance of using a professional pest controller, but does the rest of the world? We're working on it! This year we'll be exhibiting and presenting at many different shows and exhibitions in order to raise the profile of our member companies.

At the events we'll be talking to key clients about the importance of having a pest control contract in place, as well as why they should choose a pest control company that displays the all important BPCA Member logo.

At industry events we'll also emphasise the benefits of working only with BPCA Members - or even becoming one.

If you think of any shows or exhibitions you think we should be at, let us know and we'll try and squeeze it into our calendar.

events@bpc.org.uk

CLEANING SHOW 14-16 MARCH 2017

Stand A16, ExCel, London, UK
www.cleaningshow.co.uk




GLOBAL SUMMIT FOR PEST MANAGEMENT SERVICES 2-4 APRIL 2017

New York Hilton Midtown, New York, USA
tinyurl.com/summit17

INTERNATIONAL CONFERENCE ON URBAN PESTS (ICUP) 2017 9-12 JULY 2017

Aston University, Birmingham, UK
www.icup2017.org.uk

PESTWORLD 24-27 OCTOBER 2017

Baltimore Convention Centre, Maryland, USA
npmapestworld.org

PESTTECH 2 NOVEMBER 2017

Ricoh Arena, Coventry, UK
pesttech.org.uk



Where we've been

The BPCA staff team has been out and about representing you and your interests at events around the world.



CROPTEC



BPCA exhibited at CropTec 2016, a technical and business event for arable and mixed farmers, their advisers and associated industries, held at East of England Showground, Peterborough.

We spent the day talking to the farming community about their pest control concerns, as well as fielding (ahem) questions about how Rodenticide Stewardship will affect small and larger farms.

BIOCIDES 2016

All the way back in November, we sent Technical Manager, Dee Ward-Thompson off to Vienna for Chemical Watch's Biocides Europe 2016 expert panel. The two-day event focused on the latest information and advice on the application of the EU Biocidal Products Regulation. Dee gave a very well received talk about the new AVK classifications and its impact on the UK pest control market.



PARASITEC



The largest pest related trade show in France, Parasitec 2016 was held at the Paris Event Center at the Porte de la Villette. Technical Manager Dee Ward-Thompson was there taking a look at all the latest developments in the sector, networking with our European neighbours, and squirrelling away tips for our own trade show in March.



ASSOCIATIONS CONGRESS

Marketing and Communications Manager Ben went to the 10th annual Associations Congress, the UK's largest conference for membership organisations. He spent two days sharing best practice and association tips with delegates from around the UK.

It wasn't all work, no play - Ben went to the Association Awards ceremony on the Thursday evening to collect Simon Forrester's Chief Exec of the Year award.



LAMMA'17



We were at LAMMA'17 last month talking to the farming community again. A two-day event, held between 18-19 January, LAMMA is a huge trade show for farm equipment and services. With an estimated 40,000+ farming professionals, we had to take the opportunity to promote our members.

We were spreading the word about how important it is to keep a look out for the BPCA member logo when selecting a pest controller, as well as helping farmers understand the different ways they'll have to deal with rodent control in a post-stewardship Britain.

Think we should be representing you at an event somewhere? Tell us about it, email events@bpc.org.uk

Apprenticeships - ensuring new pest controllers are fully prepared and competent



BPCA Training Manager, Mandy McCarthy-Ward gives us a first glimpse into the not-so-distant future of pest control education and training.

Way back in 2015, the UK government committed to a bold target of getting at least three million people through apprenticeship schemes in England by 2020. To achieve this vision, UK plc identified that existing apprenticeship frameworks didn't always meet employers' needs and weren't always 'job-focused'. From this came the initiative to create a different type of apprenticeship, where the professions themselves had an active hand in choosing what was to be taught to its next generation of professionals. The Trailblazers scheme was introduced.

Trailblazers are 'owned' by employers, and are based on a two-page set of standards and the End Point Assessment (EPA) and assessment plan produced by employer groups. The EPA is the final 'exam' to show an apprentice has reached the standard (though it doesn't need to be an actual examination, you may be pleased to hear).

PEST CONTROL APPRENTICESHIPS

Early last year BPCA got together a group of member employers to produce the Trailblazer standards for pest control apprenticeships, and the group's expression of interest was approved in July 2016.

Last month we reviewed the final draft of the standards and developed the EPA draft ready for a consultation before submission for approval by Q2 2017. We hope that the

standards and EPA will be approved by Q3, meaning BPCA's work will deliver pest control apprenticeships by the end of this year. ✿

WHO WILL BE ABLE TO DO THESE APPRENTICESHIPS?

Apprenticeships will be for all 'new' pest controllers, regardless of background, age or qualifications. They will have a funding cap allocated to them, with a programme of learning based around on-the-job and classroom style training, taking between 12 and 18 months to complete. Competence will be demonstrated by successfully passing an EPA.

...BPCA'S WORK WILL DELIVER PEST CONTROL APPRENTICESHIPS BY THE END OF THIS YEAR.

Our hope is that with BPCA in the driving seat, pest control apprenticeships can be based on the real standards to which all pest controllers should be held accountable. Through rigorous demonstrations of competence and understanding, new pest controllers will join the industry already having a deep-rooted understanding of professional best practice.

MORE INFO

 mandy@bpca.org.uk

 www.bpca.org.uk/training

“Employers working together to design the standards and assessment plans for apprenticeships is a key feature of the new system, as it leads to apprenticeships that are of higher quality and more relevant to your industry.”

HM Government, Guidance for Trailblazers document, December 2015

How it works

Employer group bid to become a Trailblazer / develop a new standard

GATEWAY 1
Green light to develop a standard

Trailblazer develops the standard, working with providers, professional bodies etc.

GATEWAY 2
Approval of the standard and assignment of indicative funding cap

Trailblazer develops assessment plan, working with providers and others on delivery

GATEWAY 3
Approval of the assessment plan and assignment of final funding cap

FINAL PREPARATIONS FOR DELIVERY

WE ARE AT THIS STAGE

Programmes in focus



The BPCA Training Pathway has a variety of education programmes suitable to every level of your development. This edition we look at two of the most popular Technical and Plus programmes offered by BPCA.

INSECT IDENTIFICATION

Level	Pathway	Duration	CPD
Core	Technical	1 day	12

Suitable for Pest technicians, specialists, anyone interested in becoming an Advanced Technician in Pest Management or even a Certificated Field Biologist. Although this programme is open to anyone, we recommend you have your Level 2 Award or Certificate in Pest Management or equivalent.

Overview As part of this programme, you'll be taught identification techniques and work with microscopes to experience identifying different pest insects. Whether you need to differentiate between insects as part of your daily work or you have a natural curiosity to learn more about each insect species and the minute nuances between them, you'll find this course fascinating.

What is covered? Stored product insects such as beetles and moths. Common pests such as flies, ants, bed bugs, silverfish, booklice, cockroaches and fleas.

Assessment and accreditation There is no formal assessment for this course. On completion of this programme you'll receive a BPCA certification of attendance.

Awarding body	Pre-requisites	Study options
BPCA	Level 2 Award in Pest Management or equivalent (recommended)	Classroom

NEXT STEPS

Technical pathway

- This programme is perfect for studying towards the Advanced Technician in Pest Management exam, a widely recognised and admired qualification within the pest control industry
- You could also go on to study to be a Certificated Field Biologist, a vital role within food management.

Plus pathway

- Level 2 First Aid at Work
- Level 2 Award in Health and Safety
- Customer Service Essentials

Dates

12 April 2017 / Dewsbury
 16 May 2017 / Peterborough
 1 Jun 2017 / South
 21 Jun 2017 / Scotland
 15 November 2017 / Derby

Fees From £150 (inc. VAT)

LEVEL 2 AWARD IN EMERGENCY FIRST AID AT WORK (EFAW)

Level	Pathway	Duration	CPD
Core	Plus	1 day	2

Suitable for Everyone over the age of 16. We firmly believe that everyone should be able to carry out simple, but often life-saving first aid in an emergency situation. Whether you're a pest controller or part of an office support team, this programme is for you.

Overview No matter how careful you are, incidents and accidents at work can happen. Having the basic knowledge and skills to support someone in an emergency will not only provide you with confidence, but what you learn could make a positive difference to someone's life. This Plus programme will give you the knowledge, understanding and practical skills to administer basic first aid.

What is covered? The role and responsibilities of a first aider; assessing an accident; managing an unresponsive casualty; managing a casualty who is not breathing normally; managing a choking casualty; managing external bleeding; managing minor injuries.

Assessment and accreditation You will take practical assessments and short oral tests throughout the day. This qualification will have an expiry of three years. An annual refresher is also recommended.

Awarding body	Pre-requisites	Study options
HABC	None	Classroom

NEXT STEPS

Technical pathway

- Practical Trapping
- Level 2 Award in Pest Management
- Using Rodenticides Safely

Plus pathway

- Level 3 First Aid at Work
- Level 2 Award in Health and Safety
- Level 2 Award in Food Safety

Dates

5 April 2017 / Manchester
 22 May 2017 / Scotland
 15 June 2017 / South
 6 July 2017 / North
 23 October 2017 / South

Fees From £84 (inc. VAT)

ENQUIRIES AND BOOKINGS

www.bpca.org.uk/training
training@bpca.org.uk
 01332 225113

Training calendar

BPCA's training courses and examinations are run throughout the year all around the UK. The full training calendar is at www.bpca.org.uk/training

C = course E = exam B = both

PROMPT Register

Date	Programme	Location	Cost	CPD	Duration	Type
03/03/2017	Multi exam day**	Staffordshire	Various	-	Various	E
06/03/2017	Becoming a Field Biologist	Dewsbury	£150	8	1 day	C
07/03/2017	Practical Vertebrate Trapping	Dewsbury	£150	12	1 day	C
08/03/2017	Using Rodenticides Safely	Dewsbury	£125	12	1 day	B
08/03/2017	Certificated Field Biologist	Derby	£305	-	3.5 hours	E
09/03/2017	Practical Insect Control	Dewsbury	£150	12	1 day	C
09/03/2017	Safe Use of Fumigants for the Management of Invertebrate Pests - refresher	Derby	£405	20	2 day	B
10/03/2017	RSPH Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests	Derby	£305	-	3 hrs	E
21/03/2017	Multi exam day**	London	Various	-	Various	E
28/03/2017	Level 3 Award First Aid at Work	Glasgow	£200	6	3 day	B
29/03/2017	Advanced Technician in Pest Management	Derby	£245	-	2 hrs	E
31/03/2017	Multi exam day**	Glasgow	Various	-	Various	E
03/04/2017	Level 2 Food Safety	Reading	£70	6	1 day	B
04/04/2017	Level 2 Health and Safety	Reading	£70	6	1 day	B
05/04/2017	Pest Management without Pesticides	Reading	£150	12	1 day	C
05/04/2017	Level 2 Emergency First Aid at Work	Manchester	£70	2	1 day	B
06/04/2017	Certificate in Bird Management	Reading	£150	20	1 day	B
06/04/2017	Multi exam day**	Manchester	Various	-	Various	E
11/04/2017	Bed Bug Control	Dewsbury	£150	12	1 day	C
11/04/2017	Safe Use of Aluminium Phosphide for Management of Vertebrate Pests	Scotland	£300	10	2 day	B
11/04/2017	Level 3 First Aid at Work	Derby	£200	6	3 day	B
12/04/2017	Insect Identification	Dewsbury	£150	12	1 day	C
13/04/2017	Advanced Technician in Pest Management	Dewsbury	£245	-	2 hours	E
18/04/2017	Practical Vertebrate Trapping	South	£150	12	1 day	C
19/04/2017	Using Rodenticides Safely	South	£125	12	1 day	B
20/04/2017	Practical Insect Control	South	£150	12	1 day	C
19/04/2017	Level 3 Food Safety	Scotland	£200	20	3 days	B
21/04/2017	Multi exam day**	South	Various	-	Various	E
21/04/2017	Multi exam day**	Derby	Various	-	Various	E
27/04/2017	Customer Service Essentials	Derby	£150	2	1 day	C
12/05/2017	RSPH Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests	Derby	£305	-	3 hrs	E
14/05/2017	General Pest Control (Level 2 Award) Bookings close 03/04/2017	Stafford	£980	24	6 days	B
16/05/2017	Insect Identification	Peterborough	£150	12	1 day	C
19/05/2017	Multi exam day**	Stafford	Various	-	Various	E
22/05/2017	Level 2 Emergency First Aid at Work	Scotland	£70	2	1 day	B

PROMPT Register

Date	Programme	Location	Cost	CPD	Duration	Type
23/05/2017	Practical Vertebrate Trapping	Scotland	£150	12	1 day	C
24/05/2017	Using Rodenticides Safely	Scotland	£125	12	1 day	B
24/05/2017	Certificated Field Biologist	Swansea	£305	-	3.5 hrs	E
24/05/2017	Multi exam day**	Swansea	Various	-	Various	E
24/05/2017	Multi exam day**	Derby	Various	-	Various	E
25/05/2017	Practical Insect Control	Scotland	£150	12	1 day	C
26/05/2017	Becoming a Technical Inspector	Scotland	£150	8	1 day	C
31/05/2017	Bed Bug Control	South	£150	12	1 day	C
01/06/2017	Insect Identification	South	£150	12	1 day	C
08/06/2017	Multi exam day**	Derby	Various	-	3.5 hrs	E
09/06/2017	Multi exam day**	Derby	Various	-	3.5 hrs	E
13/06/2017	Sales Skills	South	£150	2	1 day	C
14/06/2017	Multi exam day**	South	Various	-	Various	E
14/06/2017	Pest Management without Pesticides	Derby	£150	12	1 day	C
15/06/2017	Safe Use of Firearms in Pest Management	Ashby-de-la-Zouch	£150	8	1 day	C
15/06/2017	Level 2 Emergency First Aid at Work	South	£70	2	1 day	B
19/06/2017	Certificate in Bird Management	Scotland	£150	20	1 day	B
19/06/2017	Level 2 Food Safety	Derby				B
20/06/2017	Level 2 Health and Safety	Derby	£70	6	1 day	B

** A combination of the following exams can be taken on a multi exam day:

- RSPH Level 2 Award in Pest Management
- Certificate in Bird Management
- Certificated Technical Inspector
- RSPH Level 2 Award in Safe Use of Rodenticides
- RSPH Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests

Full details at bpca.org.uk/training

* Cost dependent on whether candidate is taking a full exam or unit resit.

All prices are exclusive of VAT.

Venue details are provisional and may change, please check the BPCA website before booking. BPCA reserves the right to cancel a programme if insufficient bookings have been received.

Delegates will be offered an alternative date or a full refund of the programme fee. BPCA will not be liable for any costs incurred by the delegates.

ONLINE LEARNING

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



	Member cost	Non-member
Individual modules		
Introduction to Pest Management: Health, Safety and Legislation; Invertebrates; Vertebrates	£100 per module per year	£150 per module per year
Using Rodenticides Safely		
Online course and exam	£100	£150
Foundation Certificate in Pest Management	£50	£75

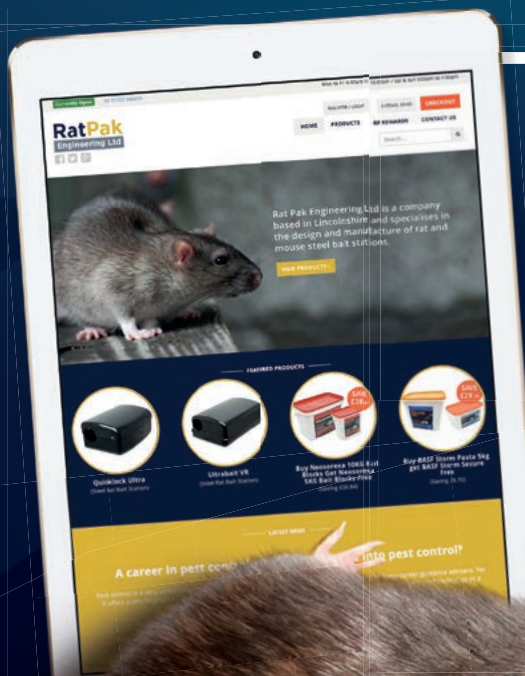
ENQUIRIES AND BOOKINGS

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