



block treatment access all areas



Winter ants
Fending off the pharaoh ant during the cooler months



Winter draws on
Simple advice to keep you safe on the road



Bed Bug European Code of Practice
Version two is on its way



HSE consultation update
SGARs and allied risks under the spotlight

PestEX

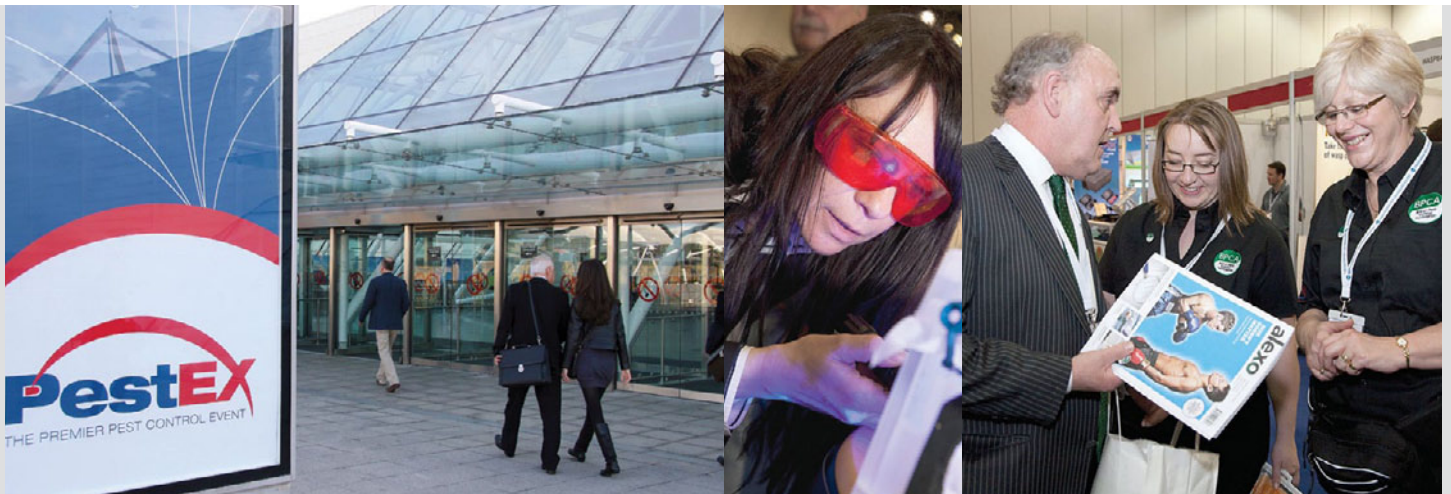
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EXHIBITOR?

Contact Jan Johnson for info:
janj@dewberryredpoint.co.uk
0208 269 7919

Networking events

TSGE Forum – The Regulatory Challenges faced by SME Biocide Producers

5 February / Sheraton Airport Hotel, Brussels, Belgium

www.tsgeforum.com

Disinfestando 2013

6-7 March / Rimini, Italy

www.disinfestazione.org

Bats for Building Professionals

25 March / Clumber Park, Nottinghamshire

www.bats.org.uk



10-11 April 2013 / ExCeL Centre, London

www.pestex.org

Regional forums

BPCA is currently planning the 2013 schedule of Regional Training Forums, which will be released on the website shortly. If you'd like to suggest an area or venue you think we should try, let us know by emailing sofi@bpca.org.uk or calling 01332 225 111.

Online learning

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

www.bpca.skillgate.com

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

Training

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

Full 2013 training calendar
www.bpca.org.uk/training
 ...and in PPC70

Examinations	2012 dates	Venue	Member cost (exc. VAT)	Non-member cost (exc. VAT)
RSPH/BPCA Level 2 Award in Pest Management	18 January	BPCA offices, Derby		
Exams can be arranged to suit other requirements at the discretion of BPCA, minimum of six candidates, there may be an additional cost.	15 February	BPCA offices, Derby	£130	£145
	22 March	Warwick University, Coventry		
	11 April *	ExCel centre, London (PestEx)		
BPCA Accredited Technician in Pest Control	12 February 22 May 17 September	BPCA offices, Derby	£225	£305
BPCA Certificate in Bird Management	On request	BPCA offices, Derby	£90	£105
BPCA Fumigation Diploma	1 March 20 September	BPCA offices, Derby	£125	£145
BPCA Fumigation Certificate of Proficiency	1 March 20 September	BPCA offices, Derby	£285	£390
BPCA Certificated Field Biologist	19 February 20 June 17 October	BPCA offices, Derby	£210	£265

* for full dates please visit www.bpca.org.uk/training

Courses	PROMPT CPD	2012 dates	Venue	Member cost (exc. VAT)	Non-member cost (exc. VAT)
Modular Pest Control Course	24	Starts 17 January	BPCA offices, Derby	£699	£899
General Pest Control (residential) *	24	17-22 March	Warwick University, Coventry	£875	£1045
		12-17 May	TBC, Scotland		
		8-13 September	Warwick University, Coventry		
		8-13 December	Warwick University, Coventry		
Urban Bird Control and Management	20	5-6 March	BPCA offices, Derby	£300	£365
So you want to be a Field Biologist?	8	16 April	BPCA offices, Derby	£165	£195
Heat Treatment Technicians	22	TBC	BPCA offices, Derby	£300	£365
Pest Control Awareness for Administrators	8	12 March	BPCA offices, Derby	£165	£195
Insect Classification and Identification	10	20 March	BPCA offices, Derby	£165	£195
5 Day Fumigation	30	29 April - 3 May	BPCA offices, Derby	£875	£1045
Stored Product Inspection and Control	10	23 April	BPCA offices, Derby	£165	£195

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

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

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



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CPD for 2012: 2 points



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Buy cheap, buy twice

This issue's article on winter driving stemmed from several sources, including RoSPA at BPCA regional meetings, comments in the last PPC100 on distance travelled for work (see PPC 68); but mainly because I nearly crashed last month after low Winter sun (and a dirty windscreen) meant I didn't see a car on the wrong side of the road. After a somewhat tense few seconds (and a lot of swearing), I stopped, cleaned the windscreen, and carried on with just that extra bit of care. This incident made me realise the dangers inherent at this time of year.

There are lots of reasons for being a member of a professional association – we're currently analysing the 350+ responses from our recent survey, and my personal thanks to everyone who responded – but one reason is constantly present: the need for more business. That's why after the Bed Bug Code of Practice is published, BPCA will be launching a new training course on how to profit from bed bug work.

“...your views have been passed on to HSE and will be heard.”

I have been pleased to see that industry seems broadly united over the issue of SGARs, and our feature on this topic sets out our position and response to HSE. These changes potentially have a huge impact on how you will deal with rodents in future, so our thanks to those who responded – your views have been passed on to HSE and will be heard. We've not won the war, but the signs are good, as this has been something of a united front against the somewhat mixed proposals from HSE.

We have also been busy this month dealing with some worrying sales of unauthorised products into the UK market, in terms of both generic and branded products sold via the internet which are both illegal to sell and use here. There's always the temptation to save a bob or two, but surely this must be outweighed by both legal and quality issues. If your main costs are labour and fuel, why risk doing the job wrong or using a product that won't work properly? As someone once

“If your main costs are labour and fuel, why risk doing the job wrong or using a product that won't work properly?”

said, “I'm too poor to buy cheap goods.” My other favourite truism is “Buy cheap, buy twice.”

If you want to save money, why not save it on training and educating your workforce? This is another area where people are cutting back, and sometimes buying training solely on price rather than quality (more on that next issue). BPCA's new Affiliate scheme gives all your staff access to independent, quality training and information, and it's currently free to sign up. BPCA wants an industry that is professionally trained, competent and up to date. Our members demand it, and we intend to supply. What are you waiting for? Read the article on page 17 and spread the message.

It only remains to wish our readers a very Merry Christmas, and a happy, healthy and prosperous New Year to all. Thank you for your support in making our magazine and Association what they are!



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

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Ash dieback – your help needed

Chalara dieback of ash is a serious disease of ash trees caused by a fungus called *Chalara fraxinea*. The disease causes leaf loss and crown dieback in affected trees, and usually leads to tree death.

In October 2012, Fera scientists confirmed a small number of cases in East Anglia at sites in the wider natural environment, including established woodland, which do not appear to

have any association with recently supplied nursery stock. Further similar finds were confirmed in Kent, Essex and other counties in early November 2012.

If you think you have spotted the disease 'in the wild', please check the symptoms at the Forestry Commission website, and contact the relevant authorities.

www.forestry.gov.uk/chalara

URBAN FOX CONFERENCE

On Friday 23 November the first Urban Fox Conference was held in Old Harlow Essex. The conference was organised by Gary William (Urban Wildlife Solutions) with help and input from London based Urban Fox Control Specialist Steve Barron. The aim of the conference was to inform, educate and debate urban fox issues, and what can and cannot be done to discourage or control this species (*Vulpes vulpes*).

The conference was attended by local authorities, central government agencies (Dr. Rodney Calvert, Natural England), pest controllers and veterinary surgeons.

Presentations were given by specialists in their field on humane deterrents, disease management, wildlife crime, and the Laws and Legislation concerning urban foxes.

Most of those involved in conventional pest control at the conference accepted that population control cannot be achieved by killing or removing foxes, and such methods should be restricted to foxes which are a constant nuisance, causing damage or risk to health and safety (usually isolated occurrences).

The next Urban Fox Conference will be held in 2013.

www.urban-wildlife.co.uk



AP leak on NI ship prompts concerns

Following a recent leak of aluminium phosphide gas on board the MV Arklow Meadow in Warrenpoint Harbour (Country Down) 18 people including crew, firefighters and members of the public were treated for inhalation at nearby hospitals.

As PPC went to press, the vessel was still being cleared. This issue draws attention to the ongoing potential problems associated with ship cargo fumigation.

As the principal fumigation training organisation for the UK, BPCA had written to the HSE just before the incident, expressing our concerns over the poor practices that have been drawn to our attention. In particular, reports of companies declaring fumigated grain cargoes safe to allow rapid unloading of grain when this may actually not be the case, and the number of containers entering the UK that have been fumigated but are not labelled or signed to indicate this.

This will be the topic of our next fumigation conference in 2013, supported by the British Retail Consortium. It is hoped our timely approach will help prevent the loss of the product to pest controllers.



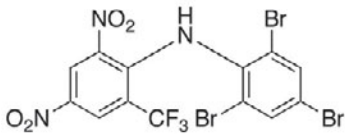
Hall of Fame inductee

Alex Mill of Premier Services in Fife was recently inducted into the Dunfermline Athletic FC 'Hall of Fame'. Alex was

stadium announcer for 20 years, and is only the fifth person in the history of the club to be inducted who was not a player/manager/officer. Alex said "As a lifelong supporter of the club, it was a privilege to be the announcer and a great honour to be inducted into the 'Hall of Fame'.

www.premierservicesfife.co.uk

BPCA STOPS BROMETHALIN SALE



It has been brought to our attention that sellers in the US have been advertising rodent bait products containing Bromethalin for sale to people in the UK via online marketplaces. This is not only an illegal sale, but also illegal to use, as this product is not approved for use anywhere in the UK, and sale or use is a breach of law under the Control of Pesticides Regulations. If you are offered this product, or come across any customers who are using it, please inform Natural England, CRD or BPCA so the appropriate action can be taken.



Del Valle joins Bell

Arnaud Del Valle joined Bell Laboratories in October as Southern European Manager, representing Bell products to the professional pest control and animal agricultural markets in France, Italy, Spain, Portugal, Greece, and Turkey.

www.bell-labs.com

Erratum

In PPC68 we ran a feature on 'Apprenticeships for the pest control industry'. We'd like to apologise to Andrew Wolstencroft of Pestokill for stating he was 21, when he is actually 18 – sorry Andrew!



Tender for the provision of a pest control service

Reference RHUL/CS -194

Estimated value £18k pa
Tender return deadline 25 January 2013
Contract Start 1 March 2013 (estimated)

The purpose of the contract is the provision of a pest control service at the main site of the Royal Holloway and Bedford New College in Egham, Surrey and two properties in central London at Gower Street WC1 E6DP and Bedford Square WC1 B3RA.

Information about the college can be obtained from: <http://www.rhul.ac.uk>

Please go to <https://in-tendhost.co.uk/rhul/> to register on the college tendering site (In-Tend) to receive the tender documents. All the information you require to submit a bid is contained within the documentation.



PPC picture competition

PPC recently received some interesting pictures from Joanne Moore of Enserve in Leeds, of a wasps nest in a boiler. This got us thinking: we should run a picture competition over the next few months, to see if any other PPC readers have any interesting pest or pest-related images.

Send us your images, and the best one, chosen by our judging panel, will receive a free Zarbeco digital microscope.



How to enter

Upload your pictures at www.bpca.org.uk/ppccompetition

The competition will close at the end of March 2013, and the winner will be announced in the June issue of PPC. You can send as many pictures as you like to give yourself a better chance of winning. We'll also be running a slideshow of images submitted at PestEx (10-11 April 2013) so come along and see what the competition is like!

Competition winner

The winner of PPC68's competition to win a copy of Dee Blick's 'The ultimate small business marketing book' was Neil Stranney of Truly Nolen Pest Control – well done to Neil.

Movers and shakers



Charles Philips is set to replace Chris Parmiter in the New Year as Barrettine's Divisional Director. Charles moves across from his role as Senior Product Manager with Suterra (formerly Agrisense), and has extensive experience in product development and regulatory issues. As well as a good understanding of the professional pest market, he also has considerable

experience and knowledge of other key sector issues, including the EU Biocides Directive.

In the same move, Dave Haskins is promoted to Sales Director on the public health side of the business, and Chris Parmiter joins Oliver Madge as co-directors of new BPCA Consultant Member PE.ST, providing training, audit and other services to the pest control industry.

www.suterra.com

www.pe.st

www.barrettine.co.uk



CHAS accreditation with your BPCA membership

CHAS accreditation can be gained through the BPCA assessment programme at no extra charge for all Full Servicing Members. This new benefit gives members an annual saving of up to £210 – another major money saving benefit from BPCA.

www.bpca.org.uk/benefits

MORE WINNERS!

Over the past couple of months BPCA has been busy with the launch of its new website, Affiliate Scheme (see page 17), and a survey of members and non-members (the results of which will be published next year).

As an incentive, anyone that either completed the survey or pre-registered for the Affiliate Scheme were entered into a draw to win one of two Kindle Fire tablets. BPCA is happy to announce the winners of the Kindles were:

Survey draw winner

Shelia Davies, Protectahome

Affiliate scheme draw winner

Osmond Sprosta, SOS Pest Control Services

Merry Christmas, and happy Kindling!

BED BUGS AND BIOPESTICIDES

According to a team of Penn State entomologists, biopesticides – naturally occurring microorganisms – might provide an answer to bed bugs as a persistent pest.

Compounding the problem are concerns about the safety of using traditional chemicals in the domestic environment. According to Nina Jenkins, Senior Research Associate in entomology, preliminary bioassays on the effects of *Beauveria bassiana*, a natural fungus that causes disease in insects, have produced encouraging results, as published in the *Journal of Invertebrate Pathology*.

Jenkins and her colleagues looked at how *B. bassiana* acts through contact with its insect host: “They are natural diseases that exist in the environment. They are relatively easy to produce in a lab and stable, so you can use them much like chemical pesticides.”

In the study, the researchers used an airbrush sprayer to apply spore formulations to paper and cotton jersey, a common bed sheet material. Then control surfaces were sprayed with blank oil only. The surfaces were allowed to dry, and then groups of bed bugs were then exposed to one of the two surfaces for an hour, before being monitored. The researchers found that all of the bedbugs exposed to the biopesticide became infected and died within five days, and there was no significant difference in susceptibility by feeding status, sex, strain or life stage. Most importantly, the infected bedbugs carried the biopesticide back to their hiding places, infecting those that did not go out in



A bed bug with *Beauveria bassiana* sporulating on its cadaver. Picture credit: Nina Jenkins

search of blood. Jenkins said “The fungal spores were transferred from the exposed bug to their unexposed companions, and we observed almost a hundred percent infection. So they don’t even need to be directly exposed, and that’s something chemicals cannot do.”

The biopesticide provides a solution to two issues; the use of chemicals in domestic environments, and the speed of mortality. Next, the researchers will test the effectiveness of brief exposure times and look at entire populations where natural harbourages are established. Then they will begin field work.

“It’s exciting, and it definitely works,” said Jenkins. “We’re working on the next step, and we have more funding to support these studies.”

<http://live.psu.edu>

Talon to give rodents a pasting

In November Syngenta announced the launch of a new highly palatable and easy to use paste bait

version of the company’s world-leading single feed rodenticide, Talon.

TalonSoft is available in a 300g tube, with the paste-like formulation laid using a standard caulking gun, allowing quick, precise application and greatly reduced time spent cleaning out partly-consumed bait from the bait point.

The new TalonSoft is available in addition to the existing wax blocks and pellets, exclusively via Killgerm. Trials have shown Talon requires less than a quarter of the bait consumption to kill rats compared



to Difenacoum, and typically 80% less than bromadiolone.

Crucially, just one feed of Talon is sufficient to kill rats or mice – including rodents resistant to other anti-coagulant rodenticides.

A Syngenta spokesman said “Lower bait consumption reduces the overall costs of rodent control. Benefits for pest controllers include quicker filling of bait stations, extended intervals between bait refilling and less product to transport, along with the reduced product cost to complete control.”

www.syngentapmp.com
www.killgerm.com



Members in the media

Pest control has had a revival in the media during recent months. Not only has BPCA featured prominently in national and local media, but our members have also been keen to get involved in the action. Jenny Humphrey, Director of DRE Pest Control was in the Cambridge News with a piece showing 'a day in the life of female directors of local companies'.

Jenny commented "The article has received good reviews from my current customers, and I've even had several new jobs come from it, from customers asking 'is that the pest lady in the paper?'" Jenny added "The article has increased our name and profile within the area, and will hopefully lead to even more jobs in the future."

Cleankill Director, Paul Bates also got his 15 minutes of fame on the Alan Titchmarsh Show, aired on Friday 2 November. Paul was lucky enough to be on the show with Kim Woodburn (from Kim and Aggie fame) talking about pest control in the house. Paul explains "We often get asked to do short radio pieces on local BBC stations, and last year we were featured on Sarah Beeny's 'Help! My house is infested!' but this time we were asked if we would like to appear on the show as an industry expert." Paul added "On the day of filming I was led out to the studio where there was an audience of about 250 people! The feature was about 10 minutes which went very



quickly and was shown in its entirety, with no editing. Overall I was quite pleased with the item, which certainly got good coverage for Cleankill and the industry in general."

BPCA is contacted on an almost daily basis by the media to either comment, support or advise on pest control features. If you'd like to promote your company and have your '15 minutes of fame' then put your name down for the BPCA media list by contacting BPCA Marketing Officer Laurence Barnard laurence@bpca.org.uk

Aluminium phosphide quality concerns

As you may be aware the BPCA ran a short article in PPC67 regarding concerns that had been raised about aluminium phosphide vertebrate control products. Some members have reported that damaged tablets and dust deposits in the product containers are causing applicators to block, making application and cleaning difficult.

BPCA received some feedback from readers and members about these reported quality issues. However, we are aware that vertebrate control fumigation products may be used more at this time of year. If you have had any recent issues with aluminium phosphide vertebrate control products, please feel free to pass the evidence on to BPCA's Technical Manager Richard Moseley, who will collate the reports and pass the findings on to the product manufacturers.

richard@bpca.org.uk

BPCA MODULAR TRAINING COURSE

Due to popular demand BPCA has released dates for the Level 2 Modular Training Course for 2013. The first training days will begin on Thursday 17 January, continuing on a weekly basis until 15 February. BPCA Technical Manager, Richard Moseley explains "The modular course offers candidate a chance to absorb information given during the training days and go away and learn at their own speed. He adds "It's unique within the pest industry as candidates benefit from the online training portal, supporting them between classroom training days – giving the best possible chance of success."

Organisations also benefit as this as a more flexible and lower-cost alternative to the traditional five day residential.

www.bpca.org.uk/modular

Luminos sales confirmed

Following concerns from BPCA members, the Association has obtained confirmation from Rentokil that consumables for its Luminos range of fly killers remain available for purchase. A spokesman said "[Rentokil's] products department withdrew Luminos rolls from their range about two years ago due to poor demand. However, we are continuing to sell consumables through our local pest control teams. Please be assured that there is no stance being taken to prevent sales of Luminos consumables to other pest control companies and end users."

To purchase Rentokil products contact the commercial enquiries line on 0800 917 1989.

Tribute to Fred Hawkes

We are sad to report that BPCA Life Member and Past President (1981-82), Fred Hawkes passed away on Sunday 28 October 2012, aged 97. Although his health in recent years was not as he would have wished, he kept happy and engaged with life until the end. He retained his interests and values and was always keen to catch up with new ideas and events. Fred was always proud of his work in the pest control industry and of his activities on behalf of the Association. Fred was a much loved personality within the pest control industry, and our condolences go out to his family.



Tests suggest not all animal traps are equal



“Tests also found that more expensive traps did not necessarily perform any better than cheaper designs.”

Large differences in the performance of spring traps used to kill mice, rats and moles indicate considerable scope for improving the humaneness of such traps, and suggest that incentives are needed for manufacturers to ‘build a better mousetrap’.

A recent study by Oxford University and Imperial College London, and funded by the RSPCA, tested the mechanical performance of break-back traps for mice and rats, and mole traps. The tests found that some traps snap with an impact momentum eight times weaker than others designed for the same species, and grip with a clamping force over five times weaker than the strongest. Tests also found that more expensive traps did not necessarily perform any better than cheaper designs.

Surprisingly, there was an overlap in the performance of the 23 mouse and 18 rat break-back trap designs tested, with some rat traps rated ‘weaker’ than the strongest mouse traps, even though rats are more than 20 times heavier than mice.

Dr Sandra Baker of Oxford University’s Wildlife Conservation Research Unit (WildCRU, Zoology) comments “While we were looking purely at the mechanical performance of these traps, and there were no animals involved in our tests, some of the rat traps are weak enough not to damage accidentally-caught fingers whilst others, intended to kill the same species, would most likely break them.” Dr Baker added “Most people would probably assume that traps on sale in this country had to meet certain welfare standards, however, without government regulation, there are no rules to make sure that any of these traps are up to the job of humanely killing the species they are intended for.”

Dr Andrew Kelly, Head of the RSPCA’s Wildlife Department, which funded the study said “This research clearly suggests a wide variation in the effectiveness of rodent and mole traps. Many traps may cause unnecessary suffering and may not be humane if animals do not die quickly. We hope that this research will

lead to regulation of the manufacture and use of break-back rodent traps and mole traps used for controlling these species in the future. This is an excellent example of the collaborative working relationship between WildCRU and the RSPCA.”

A recent report by the UK’s Food and Environment Research Agency (independent of the Oxford research) advised that trapping legislation should cover all trapped species and encourage the improvement of traps. They suggested that a minimum standard be introduced where a trap must kill within five minutes and that, if traps that killed significantly quicker were available, less effective traps would be banned – giving an incentive for manufacturers to work towards traps that killed in seconds. Dr Baker said “New welfare categories might improve trap standards further. Our results could also help improve rodent trap design and assist consumers in selecting more powerful traps.”

<http://goo.gl/3jb4A>

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WINTER DRAWS ON

Driving in winter is a necessity, luckily BPCA in collaboration with RoSPA have put together some simple tips to keep you safe.



Driving in Winter is very different to other times of the year. Adverse weather conditions and longer periods of darkness makes driving more hazardous. Sometimes conditions can be extreme, as we have found out over the last few years in particular, with prolonged periods of heavy snow and floods. This means that we need to adapt the way we drive.

Different weather conditions create different hazards throughout the winter. A single journey may take us into very different weather, road and traffic conditions, so we need to be prepared for each one.

The following tips may help you cope better with the various seasonal weather hazards:

Prepare your vehicle

It's a good idea to have your vehicle fully serviced before winter starts and have the anti-freeze tested. If you can't have it serviced, then do your own checks. In particular, check your vehicle is fit for the conditions.

When extreme weather is possible, keep an emergency kit in your car, especially if you're going on a long journey. If this seems unnecessary, take a moment to imagine yourself stranded in your car overnight, due to a snow storm or floods. How would you stay warm? What would you eat and drink? Our factsheet has a list of essentials.

Prepare your journey

Listen to local/national weather broadcasts and travel bulletins – especially for the areas you will be driving through. As conditions can change rapidly, check them regularly and be prepared to change your plans if conditions on your route worsen.

If conditions are very bad, and the emergency services are recommending that people don't travel, then avoid making your journey unless it is absolutely necessary. Can you postpone your trip? Of course, what's 'essential' to one person may not be to another; we each have to make our own decisions according to circumstances. But, try to be realistic about which journeys are essential and which ones could be postponed.

If you decide you really must travel:

- Let someone know where you are going and what time you hope to arrive, so that they can raise the alarm if you get into difficulties
- Plan alternative routes in case your main choice becomes impassable
- Keep your fuel tank near to full to ensure that you do not run out
- Clear your windows and mirrors completely of snow and ice, and make sure the heater is blowing warm air before setting off – it will keep your windscreen clear.)

Prepare yourself

Most of us have very little experience of driving in extreme conditions, such as snow, so take some time to consider how it affects your driving. Don't just drive as normal.

When was the last time you had any driver assessment or training? This is an ideal time for a refresher. If your employer provides driver training, take advantage of it, or contact an advanced drivers group in your area.

A lot of us will catch colds or other illnesses during the Winter. If you have taken medicine or are feeling so ill that your driving might be affected, don't take the chance.

WEATHER REPORT

Some common winter driving conditions...

RAIN

Rain reduces your ability to see and greatly increases the distance required to slow down and stop. Remember that you will need about **TWICE** your normal braking distance. Use windscreen wipers, washers and dipped headlights; drive smoothly and plan your moves in plenty of time.

Aquaplaning in rainy conditions is caused by driving too fast into surface water. When the tyre tread cannot channel away enough water, the tyre(s) lose contact with the road and your car will float on a wedge of water. Avoid it by reducing speed, having the correct tyre pressure and tyre tread depth. If it happens, ease off the accelerator and brakes until your speed drops sufficiently for the car tyres to make contact with the road again.

On flooded roads:

- Avoid the deepest water – which is usually near the kerb
- Don't attempt to cross if the water seems too deep
- If you are not sure of the water's depth, look for an alternative route
- If you decide to risk it, drive slowly in first gear but keep the engine speed high by slipping the clutch – this will stop you from stalling
- Be aware of the bow wave from oncoming vehicles – operate an informal 'give way' with approaching vehicles
- Remember to test your brakes when you are through the flood.

FOG

Avoid driving in fog unless your journey is absolutely necessary. Fog is one of the most dangerous weather conditions. An accident involving one vehicle can quickly involve many others, especially if they are driving too close to one another.

If you must drive:

- Follow weather forecasts and general advice to drivers in the local and national media
- Allow extra time for your journey
- Check your car before you set off – make sure everything is in good working order, especially the lights
- Reduce your speed and keep it down
- Switch on headlights and fog lamps if visibility is reduced
- If you can see the vehicles to your rear, the drivers behind can see you – switch off your rear fog lamps to avoid dazzling them
- Use the demister and windscreen wipers
- Do not 'hang on' to the rear lights of the car in front as you will be too close to be able to brake safely
- Switch off distracting noises and open the window slightly so that you can listen for other traffic, especially at crossroads and junctions
- Beware of speeding up immediately visibility improves slightly. In patchy fog you could find yourself 'driving blind' again only moments later
- If you break down, inform the police and get the vehicle off the road as soon as possible. Never park on the road in fog and never leave it without warning lights of some kind if it is on the wrong side of the road.

LOW SUNSHINE

Ironically, having talked about all these poor winter weather conditions, winter suns can also cause difficulties. In Winter, the angle of the sun in the sky will frequently be too low for your visor to help. If blinded by glare:

- Reduce your speed
- Reduce the effect of glare by keeping both the inside and outside of your windscreen clean and grease free
- If you wear sunglasses (with prescription lenses if necessary) take them off whenever the sun goes in, they should not be worn in duller weather or at night as they seriously reduce the ability to see.



BPCA has written a handy factsheet on winter driving, which is also being turned into an online CPD. Members and Affiliates can download it from the BPCA website.

www.bpca.org.uk/members



Are you a registered BASIS PROMPT professional?

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1430
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Shows roundup

The last few months have been 'show season', with a range of events taking place across Europe and beyond. PPC sent our man with a passport to attend and feed back.



	PESTWORLD	PESTTECH	PARASITEC	PEST-INFO
Dates	17-20 October	7 November	14-16 November	16 November
Location	Boston USA	Solihull, West Midlands	Paris, France	Colchester, Essex
Organisers	National Pest Management Association	National Pest Technicians Association	Pest Control Media	NBC Bird & Pest Solutions
Visitors	3,100	No data available	2,108	80, mainly clients/end users
Exhibitors	163	48	67	3
Education Programme	Motivational and political keynote speakers; Rodent, Termite, and Ant Pest Academies; Technicians' Days; Small Business Saturday, Thought Leader Programme; and the Bed Bug Symposium.	PCN workshop on rodenticide consultation, practical demos (ferreting, hawks, long netting, trapping), technical seminars (bed bug dogs, gull control, record keeping, rodenticide resistance, scent research, apprenticeships).	Seminars plus practical demos. Rodenticide resistance, food industry specifications, bed bugs and non-native species control (i.e. tiger mosquitoes) proved popular, though being in French it was a little difficult to follow!	FERA spoke about bird control, John Charlton on the recent consultation and changes to rodenticide legislation, and our own Simon Forrester spoke about the role of BPCA in professionalising the sector.
New Products	On display was SX's BaitSafe and the new Exocutor and Avishock from P+L, a 'green' bed bug treatment from Australia's Terramerra, a cost-saving tweak to Silvanderson's Cryonite system, and the Verifi bed bug detection system from FMC (that really should be taken up by the UK market). Our man was very impressed with the quality of images from the Zarbeco Digital microscope – so much so he brought one back for PPC readers (see competition, page 6).	Launch of TalonSoft paste bait from Syngenta (see news article, page 7). Also demonstrated was Northumberland County Council's new GPA app for minimising wasted journeys. The PestFriend stand was popular, with lots of people interested in their system for managing a PCO business.	Plastdiversity launched two new bait stations (Neptuno and Coral), and Suterra's bed bug trap and Unichem's Ratimor rodent monitoring bait went down well with the audience. One supplier doing some market research was BASF, whose tablet insecticide provides perfect 'portion control'.	New trade distributor PestFix and BPCA member Killgerm demonstrated their bird management and rodent control product ranges, but nothing new specifically.
BPCA Comments	Both seminars and exhibitors were very focused on bed bugs. Interesting to hear about NPMA's plans for international activity, and the results of their membership survey which showed the value of a professional association to pest controllers. BPCA's own Simon Forrester spoke at the bed bug symposium on the UK experience of bed bugs – thanks to Clive Boase and Jim England for putting the words together.	Numbers down slightly but still a very popular and hectic event, particularly with technicians. Excellent show for the launch of the BPCA Affiliate scheme. Some confusion about timings of seminars, but otherwise a very good event. The PCN dinner proved to be very much the same jolly, with another six inductees to the Hall of Fame, including BPCA members Diana Al Zaidi from Russell IPM, Nigel Batten of Killgerm, Past Presidents Tony Harman and Martina Flynn, along with Rob Simpson from BASIS and RSPH's Dr Richard Burton.	Interesting to see the seminars covered pretty much the same issues affecting others around the world. BPCA's opposite numbers in France (CS3D) had an excellent event, and managed to sign up over 15 new members – something to aim at for BPCA at PestEx! A great show and a lively crowd. Long days for the exhibitors, but good crowds almost all day throughout. Parasitec is a very 'boozy do' – the overlap with Beaujolais Nouveau day may not have been a coincidence...	Aimed specifically at clients/end users. Lots of FMs, supermarkets, etc. in attendance. A great development for our sector. So few pest controllers put clients in a room to demonstrate the industry's expertise. The more of this type of event that occur, the better for us all.
Next Event	23-26 October, Phoenix, Arizona	6 November, same venue	November, Turkey or Morocco	Other venues across UK

THE CODE



18 months ago the first version of the European Code was released. Summer 2012 provided opportunities to comment on the amended version, with positive feedback being received.

BED BUG FOUNDATION

First and foremost, the Bed Bug Foundation would like to thank all who took the time to have an influence on the direction and content of version two. BPCA has seen a final draft version of the updated code, and reports it will be a very useful reference guide for professionals to benchmark existing services and for consumers to use when considering hiring a professional.

As PPC 69 went to press, version two of the code is at the final design stage. The aim is to release the code in January 2013, initially on the Bed Bug Foundation and BPCA websites as a PDF download.

The content is very much aimed at the professional user and it is hoped it will become a standard under which those who control and eliminate bed bugs can operate, safe in the knowledge that they are satisfying legislation and following the very latest best practice.

Within the final document, flow diagrams have been added to try and assist the control process. As with most pests, there is more than one way to control the pest, but the code will highlight many ill-informed practices, such as using a fogging system (ULV or smoke) for standard treatments. The code also has an enlarged section dealing with misidentification and commonly confused household pests.

The second version of the code also includes a section on medical significance, such as psychological and sociological consequences, which is possibly the biggest risk with bed bugs. If anyone questions the implications of bed bugs, simply ask them this: would they sleep in a bed that they knew contained insects that could suck on their blood while they slept?

Oliver Madge, COO Bed Bug Foundation explains "The second version of the European Code will enhance the expectations and delivery of professional who eradicate bed bug infestations. For the first time a benchmark will exist whereby the consumer can identify who are professional companies and who may intend to pull the wool over their eyes."

In times of cutbacks and budget reviews, it is important to build on the level of professional and independent representation that the Bed Bug Foundation can deliver. The Foundation also hopes that members of the public will continue to become more aware of the importance of proper bed bug infestation management.

The new code spells out that bed bugs are not just another pest, but possibly should be put as a classification all of their own – certainly in terms of the impact they have on people, business and the economy – but most importantly how they are controlled and managed.

BPCA assisted in the revision of the European Code. BPCA Chief Executive, Simon Forrester said "A joint approach to spread the word is always a beneficial process, as the wider the awareness net can be spread the better it is for everyone." Forrester added "It's not difficult to write a Code of Practice – the challenge is to bring about a change in practice. BPCA has therefore developed a course designed to pick out the key aspects of bed bug control from the code, and provides training on how to make bed bug treatments profitable."

The link with Europe continues to grow and CEPA has already agreed through its National Associations to take the code and ensure that the 'generic to all countries' elements are translated into individual languages, and that local legislation requirements or differing control options are listed for each territory.

www.bedbugfoundation.org

New BPCA training course PROFITABLE BED BUG CONTROL

To include:

- Key sections of the code
- Practical use of treatment methods: onsite visit and demo
- The key to profit: getting it right first time
- Case studies and bad experiences: learning from others
- Urban myths about bed bugs
- Monitoring and management: tools to make life easier
- Avoiding snake oil: what works – and what doesn't
- Troubleshooting and how to add in extra services
- Dogs, heat, cold and more: how to use these at least cost to you
- From phone call to money in the bank: how to market your services.

The course is run by Clive Boase (The Pest Management Consultancy) and Richard Moseley (BPCA Technical Manager).

Before attending the course, delegates will be expected to have read the code, and to have treated or at least seen a bed bug infestation at first hand. Courses start from £250+VAT for BPCA Members and Affiliates.

To register your interest visit www.bpca.org.uk/training



With the results of this consultation having the potential to influence the way that we control our rodent infestations in the future, Richard Moseley explains what BPCA has done to ensure the impacts aren't too disastrous for the industry.

The Health and Safety Executive (HSE) recently circulated a consultation document to organisations within the pest industry concerning the environmental risk mitigation measures for our most commonly used second generation anticoagulant rodenticides. BPCA was keen to gather the opinions of the membership so we could respond on their behalf as accurately as possible. The relevant documents were circulated to all members, who were free to respond independently to the HSE, or to the Association. BPCA didn't simply email the information to its members. We were keen to speak to as many of our members in person about this consultation. With the help of Paul Butt from Natural England, the consultation has been comprehensively discussed with members at a series of BPCA Regional Training Forums. This was also discussed by the Association's standing committees, and the final response was approved by the BPCA Executive Board prior to submission to HSE.

Our members highlighted a number of concerns with the consultation document that appear to have been mirrored by a number of other organisations that responded. The HSE requested responses to six key questions, which can be found here with the key concerns of the BPCA membership...

1 User type

The document proposes that SGARs should continue to be authorised for use in the UK by both professional and non-professional users.

BPCA accepted the need for an amateur market in the pest industry, and supported the HSE conclusion that 'it is not appropriate for the UK to prohibit all non-professional use of SGARs'. However, our members were keen to highlight that they have experienced poor practice by amateur users, and restrictions on pack size were welcomed. As suggested in previous consultations, many members feel that a warning advising amateurs to contact a professional if unsure would be welcome.

As always, the mention of 'user type' and 'amateur users' prompts the question what is a professional user, and what should the clear definition be? By clarifying who or what compromises a 'professional user', the sale of professional use products to an unsuitable user could become an offence at the point of sale, not at the point of use as is the current situation. This proposed change would protect professional use products for the professional user, and limit the potential damage by an amateur.

2 Restrictions on outdoor situation of use.

Respondents to the consultation were given five options for restricting the outdoor use of SGARs, varying from maintaining the current status quo to a complete ban on external SGAR use. The HSE

preferred option two, (All SGARs in and around buildings for professionals, all SGARs in and around buildings for amateurs). BPCA members supported the HSE preferred option, but there was also strong support for option three, which would not allow amateurs to use SGARs externally.

“The major concern over the restrictions was the proposal for the use of the phrase ‘For use in areas that are inaccessible to infants, children, companion animals and non-target animals.’ ”

3 Definition of ‘around buildings’

Options two and three involve restricting use to in and around buildings. The document therefore proposes the following definition of ‘around buildings’...

The HSE definition of ‘in and around buildings’ raised many concerns for the BPCA membership and the wider industry as it placed a limit on the use of SGARs to five meters from a building. Every pest controller has dealt with rat infestations that originate from further than 5m from the building and because of this BPCA opposed the 5m restriction. The EU definition of ‘in and around buildings’ as ‘the building itself, and the area around the building that needs to be treated in order to deal with the infestation of the building’ was viewed as more appropriate. The BPCA also felt that the sentence ‘baiting should not take place along hedgerows or in woodlands’ should be removed as these are often harborage points for brown rats and it is essential that infestations are treated at the source.

4 Restrictions on methods of bait placement and composition

The major concern over the restrictions was the proposal for the use of the phrase ‘For use in areas that are inaccessible to infants, children, companion animals and non-target animals.’ It was felt that the inclusion of this phrase on the label would make the application of SGARs in a number of essential areas practically impossible. Professional pest controllers are governed by risk assessment, and will always place rodenticide in inaccessible areas where possible using secure, tamper proof monitoring points. Because of this it was felt the proposed sentence was not required.

5 Restriction of maximum duration of baiting

The industry has been awash with talk of ‘35 day rules’ for the external use of SGARs, causing many members to become concerned that they may no longer be able to control external rat infestations. However, the HSE document clearly states that ‘Should activity continue beyond this time, the likely cause should be determined and documented’. The 35 day guidance has been advocated in BPCA guidance documents for many years, but it is essential that where required, a professional pest controller should be able to bait beyond 35 days. Our members constantly encounter infestations that take longer than 35 days to control, and they should have the ability to treat such rat infestations effectively and protect human and animal health where required.

However, it is essential that treatments are recorded and justified with suitable records and assessments

BPCA also drew the attention of the HSE to the fact that no clear differentiation was drawn between internal house mouse treatment and external brown rat treatment. BPCA and its members see no reason to make internal house mouse control subject to a 35 day guide or review, as rodenticide in tamper proof mouse monitors in such locations poses no environmental risk.

6 Frequency of revisiting bait points

As with all aspects of pest control, we expect professional pest controllers to be able to assess their treatments and carry out follow up visits as required. Pest controllers should carry out suitable assessments and use their training, knowledge, qualifications and experience to determine a suitable follow up regime.

The consultation has now closed and the BPCA membership responses are safely in the hands of the HSE. We do not yet know the results of this consultation, and when information is made available we will inform the membership at the earliest possible opportunity. The full BPCA response can be found in the members area of the BPCA website www.bpca.org.uk

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Wildlife Incident Investigation Scheme (WIIS)

PPC looks at the suspected poisoning of animals and other related pesticide incidents.

The Pest Control News workshop at PestTech this year considered the recent consultation concerning environmental risk mitigation measures for Second Generation Anticoagulant Rodenticides (SGARs). This consultation considered the access and practices carried out by both professional and amateur users, which raised the familiar issue of how to truly define an amateur and a professional. The meeting also highlighted the issue of what professional pest control companies can do where poor practice, misuse or abuse of pesticides, is discovered.

“The scheme has an important role as a monitoring tool to help inform the pesticide approval process.”

There is no doubt that some professional pest controllers have experienced misuse and possibly abuse by amateur users with products approved for non-professional use. The fact that professional products are only illegal at the point of use potentially means that amateurs may have access to professional products that could cause even more damage to the environment and non-target species. It is accepted that there are potential problems with amateurs possibly not reading the label or misinterpreting instructions, and there are proposals to review the pack size of rodenticides that are currently available for amateur use.

The discussion regarding amateur and professional use will probably go on for some time, and we are not going to solve this issue in one article. However, what we can do is offer the professional pest controller information and guidance on what can be done if they encounter incidents involving the misuse and abuse of rodenticides. Where a rodenticide or other pesticide has been used incorrectly, it may be appropriate for the case to be referred to the authorities.

In the first instance, professional pest controllers should keep themselves abreast of best practice and legislation to ensure that if they are questioned by a customer they are up to speed with legal requirements. BPCA takes the view that it would be beneficial if amateur products had a warning sticker on them advising amateurs to contact a professional if they are in any way uncertain regarding what they are doing. We also feel that pest controllers should ensure that they are suitably trained and use Continuous Professional Development to help them recognise and deal with potential issues. Pest controllers, as well as suppliers, should be in a position to advise householders and others on complying with product label requirements and reducing risks to non-target species.

However, when we come across a potentially serious issue that may require action, what should we do? Well, if we refer to the regulator's website, the Chemicals Regulation Directorate (CRD), we can read about the Wildlife Incident Investigations Scheme (WIIS) which makes enquiries into the death or illness of wildlife, pets and beneficial invertebrates that may have resulted from pesticide poisoning. It also clarifies that WIIS not only refers to finding dead animals (wild or domestic) where you suspect poisoning but “Also included in the scheme are suspect baits, where it is thought that pesticides have been

inappropriately applied or used, and spillages of pesticides where this poses a risk to wildlife or companion animals.” It goes on, “The scheme is essentially a monitoring tool to inform the pesticide approval process. However, where there is clear evidence of a breach of pesticide law enforcement action may be taken.” So if you have this evidence, you should contact the Wildlife Incident Investigation Scheme.

WIIS deals with potential pesticide poisoning incidents of animals in the United Kingdom. A telephone call to WIIS (0800 321600) will put you in touch with a wildlife adviser who can discuss the circumstances and concerns, and if the incident meets WIIS criteria the adviser will normally arrange for a site inspection. This will enable any casualties, pesticide samples or other material to be collected as evidence. Further action may then be required, depending on the findings of the investigation.

WIIS is not simply about prosecuting misuse and abuse. The scheme has an important role as a monitoring tool to help inform the pesticide approval process. The Scheme website collates information and since 2008 all reports in the UK have been published quarterly on the internet. An inspection of these results is interesting. The results for 2011 show that, of all cases investigated by WIIS, 191 had pesticides detected on analysis, and of these only 12 were categorised as the result of misuse of a pesticide. However, 55 cases throughout the UK were the result of abuse, where say a non-target species was a casualty of illegal and reckless use of a product not approved for its control. Incidents involving approved use of rodenticides by professional pest controllers and others are incredibly rare, with none reported in 2011 and 1 reported so far in 2012. This suggests that where products are used correctly the applications are not producing non target casualties.

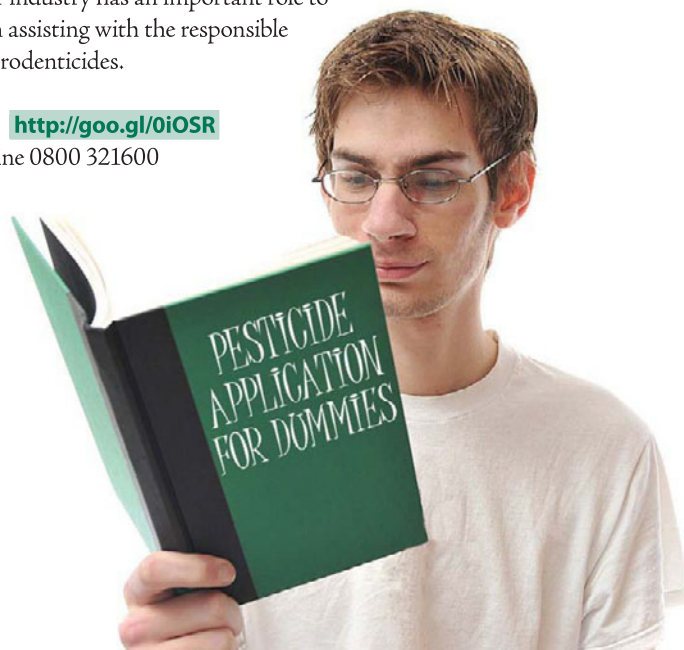
<http://goo.gl/luPHM>

Of the 12 cases of misuse investigated in 2011, seven involved rodenticides. Although most WIIS cases arise from the discovery of dead animals this is not always the case and there are recorded cases where only a pesticide or other suspicious material is found. The fact that only 12 cases of misuse were investigated in 2011 suggests either that pest controllers are mistaken about the extent of misuse that they are experiencing, or that they are not aware that a scheme exists for investigating these incidents. So, if you come across such cases report them using the WIIS freephone number 0800 321600.

Our industry has an important role to play in assisting with the responsible use of rodenticides.

WIIS <http://goo.gl/OiOSR>

Helpline 0800 321600





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Website

In November 2012 BPCA launched its brand new and much improved website in response to member and customer demand. The new look website gives the public improved access to the 'find a pest controller' service, general pest advice and publications of interest.

BPCA Marketing and Communications Officer, Laurence Barnard explains "We're delighted to have finally launched the site, however there is still lots more to come. In December we will be launching our members-only area of the site, giving members and affiliates access to a whole host of new benefits."



BPCA Chief Executive, Simon Forrester said "We've listened and acted on feedback from members to develop the site, and invested a significant 5-figure sum to support our members and help them develop and grow, making bpc.org.uk the ultimate resource for our sector."

What's still to come over the next few months...

- **Member mini-site**
All full servicing members will have the ability to build a mini-website, which will link to the 'find a pest controller search' and give consumers more information about their company. It will also help with search engine optimisation.
- **View and edit membership profiles**
Member organisations will be able to amend their company profile at any time, updating contact details and what they cover under our 'find a pest controller' search.
- **Access to CPD materials and quizzes**
Helping everyone reach their CPD points target.

- **Documents library**
Members will be able to read and download the plethora of BPCA Guidance Notes, Codes of Practices and FAQs.
- **Jobs posting**
Members will be able to post vacancies on the BPCA jobs board.
- **BPCA shop**
Everyone will be able to pay for training courses, exams, products and events online.
- **CV matching**
Anyone on the Affiliate Scheme (see below) will be able to upload their CV to our database, making it easier to find work, and for BPCA members to fill vacancies.



BPCA members will soon receive information by email about how they can access the members' area in the new website – so keep an eye on your inbox!

www.bpc.org.uk

Affiliate scheme

With the new website comes a brand new benefit to the whole industry – the BPCA Affiliate Scheme.

This web-based scheme has been designed for everyone working in the industry to help them keep up to date with the latest legislation, products and methods of working.

The Affiliate Scheme is based on the new web site and provides Affiliates with online advice and support, CPD materials and quizzes, individual discounts on BPCA events etc, personal copies of PPC magazine, the job site and much more.

BPCA Chief Executive Simon Forrester explains "BPCA members tell us that their main key to success is a workforce of trained, competent employees who are up to date with the latest legislation, products and working methods. Sometimes it's difficult to do this properly within a company, and

BPCA as the lead trade association is here to help."

The Affiliate Scheme will be a benefit for the whole industry and is available to anyone within the sector, whether managers, technicians, administrators, business development or others. The scheme is not BPCA membership – that is only granted to those companies and individuals who meet our strict criteria.

The Affiliate Scheme demonstrates BPCA's strong commitment to Continuing Professional Development – we believe this will be a cornerstone of future legislation, and we want the sector to be ready for this challenge.

The Affiliate Scheme is currently offered at no cost, all you have to do is register for the scheme online.

www.bpc.org.uk/affiliate



"I've already pre-registered – what happens next?"

Anyone who has pre-registered for the Affiliate Scheme will soon receive communication on how they can access the secure area of the website and the associated benefits.

Not a member yet?

Join now - we can save your business much more than the cost of membership.

To find out more about how to access these benefits or to join BPCA contact Rachel Eyre on 01332 225 112

rachel@bpc.org.uk

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Join our free Affiliate Scheme, created for everyone working in the pest control industry.



What you'll get...

Access to CPD materials

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Individual discounts on BPCA training courses, events, resources and exams

Access to BPCA jobs board

Online advice and support

Regular communications with articles of interest, latest industry information and news – all tailored to you



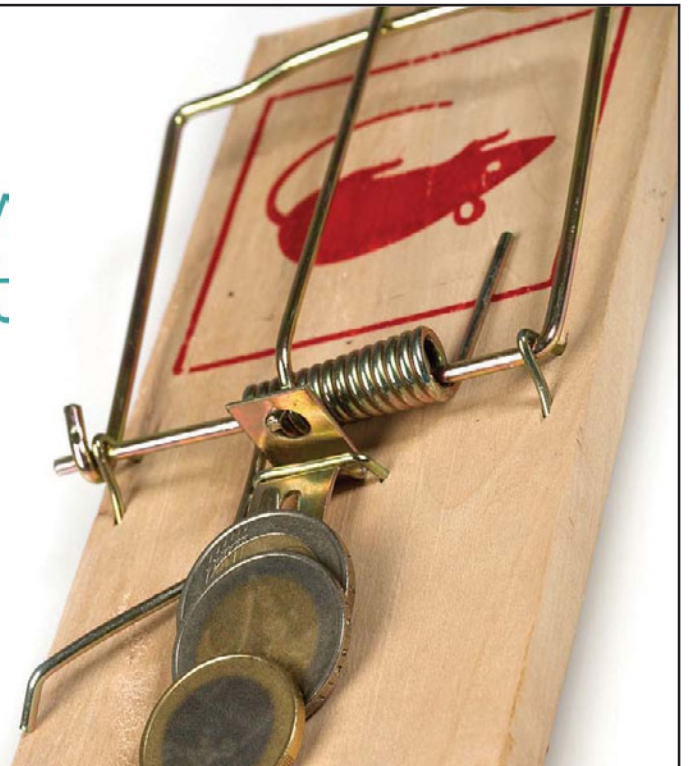
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new member PROFILE

Manchester City Council Pest Control Services

Staff

13 technicians, 3 senior technicians, 2 support staff

Services provided

The council's domestic and housing pest control service, public health approach work as well as offering a commercial service to local businesses. The team also delivers the city's sewer baiting in partnership with United Utilities.

This issue we interview Michael Fowler, Manager of Manchester City Council Pest Control Services.



MANCHESTER
CITY COUNCIL

What made you decide to join BPCA?

For us, membership of the BPCA is about demonstrating professionalism within the industry and demonstrating those professional standards required as part of BPCA membership to all our customers. It also focuses all the staff to maintain current up-to-date professional and treatment knowledge. As a service we actively encourage and support our staff with their professional development resulting in professional service provision to all our customers.

How easy did you find it to meet the membership criteria?

With the support and clear criteria set out by BPCA we found that not only did we achieve the required standards for membership, that in

some areas we actually exceeded the requirements. This had a very positive affect on the service, recognising that we do have high standards of service delivery, procedures and processes. All service team are members of BASIS PROMPT and have been since the start of 2012.

How do you think BPCA membership will help your business?

A lot of people within the city want to use the local authority service as we are trusted, professional and have a proactive approach in the interest of public health. However, membership of BPCA demonstrates our commitment to provide excellent service delivered with high professional standards.

<http://goo.gl/itq4X>

CEN AND THE ART OF COMPANY MAINTENANCE



The cross-European push to create a common standard for professional pest control companies had a huge boost in late November when the CEN project committee met in Milan, Italy.

The committee is made up from national delegations working through the various standards bodies (e.g. BSI), plus attendance from observers like me. The standard has a proper structure now, and has taken on board over 320 comments from across Europe. The main areas for discussion at the meeting were definitions of terms, and the appendices which include one on integrated pest management and another on legislation. Not very exciting stuff to wade through, but crucial to getting everyone on board, and delivering a document everyone can buy into.

Environmental issues are seen as very important, so the standard now includes a sample audit document on disposal of waste, rodent bodies and packaging. All these extra

words helps differentiate the professionals i.e. the people who do it properly. This section is being pulled together by a small group including David Oldbury from CIEH.

The key competences for individuals in professional companies have been split into three main types of employee:

- Professional user (those able to use pesticides)
- Inspection / supervisory / audit / management / sales / (those who know what they are doing but don't carry it out)
- Other staff (e.g. administrators).

Does the person need to know pest biology and behaviour? Clearly the first two types do, but probably not other staff. These are the details that another working group is addressing, alongside the tricky part – summing up in a sentence what each term covers.

Independent chairman Rob Fryatt

Simon Forrester reports on recent developments.

said "Since the Malta meeting the project has moved forward significantly. We have a magnificent consensus document to build on."

Around 75% of pest control companies have four or fewer employees. This standard is clearly designed for these companies and sole traders. Despite some differences of opinion (which isn't unusual given the mix of people, nationalities and organisations represented), the committee reached broad agreement on all points. It is hoped that the working groups will pull together the final sections ready for the next meeting (possibly to be held around PestEx), with a view then to going to public consultation.

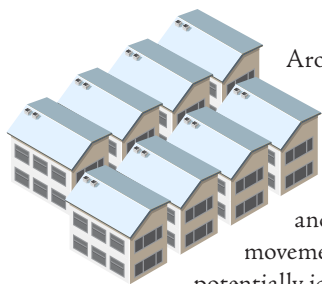
From what I have seen of the project, this is a great opportunity for all professional pest control companies to put some clear water between themselves and the cowboys – and for us to establish a professional and self-regulated industry.

block treatments

Clive Boase from the Pest Management Consultancy examines the effectiveness, strategies and communication in block control treatments.

access all areas

“...when faced with a widespread infestation in a housing block, block control is the only approach that has any chance of achieving a positive outcome.”



Around 50% of all pest control treatments in the UK are carried out in domestic premises. This figure should not be a surprise. The presence of food, water, harbourage and warmth, together with the frequent movement of people and property, create a potentially ideal environment for infestation. In

many cases, pest control in domestic properties is carried out on a reactive basis. The occupant sees signs of pests, and calls a pest control organisation for some advice and treatment. The pest control organisation visits, resolves the problem, and is paid by the customer. The infestation is addressed as a local, isolated issue.

However in some parts of the UK, a very different strategy has had to be developed. In urban areas in particular, much housing is in the form of flats within blocks, and in some urban boroughs, over 90% of the domestic properties are flats. For pests, housing blocks are especially attractive. The key elements such as food, harbourage and heating, are repeated many times throughout the block, and interconnected via heating ducts, service risers, lift shafts and waste chutes. Although most household pests can occur in this environment, the ones that are of special concern are those that can readily spread through the building, such as pharaoh and ghost ants, German and Oriental cockroaches, bed bugs, the house mouse, and to a lesser extent the common rat.

Dave Coleman Pest Control Supervisor at the London Borough of Camden explains, “Many years ago infestations in individual flats were tackled with reactive spot treatments. However it became obvious over time that there were repeated call-backs, and a new approach was needed.” Surveys revealed that infestation often extended through adjacent flats, and often to other floors too. In addition, it was found that not all residents reported their pests, so resident feedback could not be relied on as an indicator of infestation levels. A new proactive approach to pest control was clearly required, and the breakthrough came with the realisation that in multi-unit dwellings, the whole block had to be considered as the unit of treatment. The beauty of block treatment, and its greatest weakness, is the need to access all flats within the block, in order to tackle the infestation effectively. “In brief,” explains Coleman, “when faced with a widespread infestation in a housing block, block control is the only approach that has any chance of achieving a positive outcome.”

To ensure that a positive outcome is actually achieved, good communication with the residents is critical. The first contact with residents is very important, and may set the tone of the communication thereafter. Michael Fowler, Pest Control Manager at Manchester City Council said “If we consider that a block treatment may be necessary, we sometimes start on an initial ad hoc survey, to gauge the extent of infestation, before commencing formal

arrangements. We find that a friendly, open, and enthusiastic approach on the doorstep, that implies ‘we are here to support and assist you’, and with an offer of a free survey, works very well. We have sometimes accessed 85% of properties with this alone. Of course we will proceed quickly to lettering and involvement of the housing office on the remaining properties.”

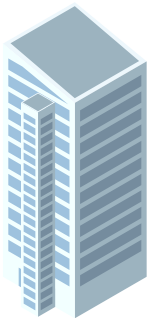
Most pest control organisations will rely on informing each flat by letter, of the reasons for the work, the scheduled date of treatment, and the need for access. Wayne Penrose, Pest Control Supervisor at Gateshead Council comments “In some areas, we make the letter available in several different languages, to ensure that all residents understand the requirement.” The letter is sent out in advance of the planned work, to allow residents time to make arrangements to be in. However, the letter normally provides the pest control team’s telephone number, allowing the resident to phone and book a more convenient date and time if required.

/continued over...

seven steps to effective block treatment

- 1** Agree a clear specification for the block work with the landlord, emphasising the need for access to all areas.
- 2** Inform the residents of the reasons for the pest control work, and the need for access to their flat.
- 3** Conduct a survey of all the flats and common parts, to establish the nature and extent of the infestation, and conditions conducive to infestation. Take measures to gain access, if required.
- 4** Advise the landlord and residents on any relevant remedial measures, e.g. hygiene improvements or proofing.
- 5** Apply appropriate pesticide treatments where required, but typically to the whole block, including common parts.
- 6** Evaluate the effectiveness of the work, establish the reasons for any failure, and improve procedures if required.
- 7** Continue work until the infestation is resolved.

“Even with enthusiasm, preliminary meetings, multilingual letters and a supportive housing office, not all residents will be at home and prepared to open the door at the appointed time.”



Penrose adds “In addition to offering our residents normal weekday appointments, we find that evening or Saturday morning appointments can greatly improve access.”

The pest control organisation is seldom working alone on block treatment. Where a tenants’ association exists, they can be a big help in spreading the message and persuading residents to cooperate. The housing office or landlord can also be very useful in facilitating access. Where letters have not generated a response, the housing office should be able to telephone individual residents, or may simply provide contact numbers to the pest control team. However the level of support from the housing office to the pest control service appears to vary from one local authority to another.

Even with enthusiasm, preliminary meetings, multilingual letters and a supportive housing office, not all residents will be at home and

prepared to open the door at the appointed time. Access rates may vary widely, as Coleman explains “We aim to develop good relationships with our residents, but we have had blocks where the access has continually been so poor, that we have advised the housing department that until access can be improved, block treatment is a waste of money”.

Freddie Paterson, Pest Control Supervisor at Edinburgh City Council says “In our experience, flats which do not initially grant access for inspection and treatment, are often those that have the more severe infestations. Of course there are also other reasons why residents may initially refuse access, but nonetheless this has heightened our resolve to gain full access when doing block work.”

In some types of premises, such as hostels, the accommodation manager may be able to use a master key to let the pest control technician into each unit, but in rented or leased flats, this is not normally an option.

Where other access options have failed, then legal powers may be used to gain access. The tenancy agreement typically allows the

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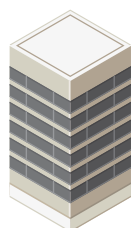
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“These new landlords have more autonomy in running the blocks, and some cases they have opted to use private pest control companies.”

landlord access for essential work, so the housing department may use this option. Alternatively, environmental health legislation may be used to secure access, although this requires inputs from an Environmental Health Officer. However, as Fowler points out, “Use of legal procedures to obtain access is an expensive process, costing in excess of £1,000 in fees and administrative expenses. This is a tool of last resort, but if it is necessary, we would always seek to claim the cost back, if need be by putting a charge on the property. We find that once we have made residents aware of the possible costs and charges to them if they do not cooperate, then they typically become more compliant, and forced access is very seldom actually necessary.” However even when access is obtained through legal action, repeated visits for treatment may still be difficult. Some local authorities consider that use of legal action against individuals is counter-productive, as they may then lose co-operation from residents as a whole.



In addition to local authorities, private pest control companies are also now involved in block work. This has come about partly because housing associations and other kinds of social landlords are now responsible for managing some of the housing that was formerly run by the council. These new landlords have more autonomy in running the blocks, and some cases they have opted to use

private pest control companies. SDK Environmental Ltd / Dial a Pest is one of the companies that carries out such work on behalf of local authorities and other landlords. Diarmid Nairn, Director of SDK, says “The extent of our involvement in block work varies. In some cases we are asked by the council to do a full survey, and then make recommendations for treatment. In others we are given a tight specification for the areas to be treated, that allows us little flexibility. Normally we would prefer to be responsible for the whole end-to-end block treatment programme, as this allows us space to do a thorough job. Before committing to the work, we always ask for the history of pest control in each block, as this allows us to plan for any issues, such as poor access. However, we are unable to become involved in enforcing access to flats – this still remains the responsibility of the landlord. In practice, our experience is that with multiple agencies and departments often involved in a treatment, co-ordinating such actions can be a complex undertaking.”

In Manchester, the city council is particularly interested in the long term sustainability of block control work. Fowler explains “Previously, some large block control programmes, appeared effective initially, but before long the pests returned, and we were faced with repeating the work. We see the local authority’s responsibility as not simply to treat pests, but also to put long-term measures in place to reduce the risk of re-infestation. For example, in areas of the city where there is a high risk of infestation, we visit schools and talk

with the pupils about pest awareness, the problems that infestation brings, and the measures that households can take to reduce the risk. Such programmes are well received, and although they take time, our experience is that we will recover the investment through reduced call-out rates, and easier access, in the future.”

Multi-unit housing is likely to grow, together with those pests that thrive in this environment. Despite the development of highly effective pest control products, the need for access to all units remains. As the structure of urban society changes, so too should the procedures used to work in such environments. There is still plenty of scope for innovation in the development of relationships between pest controllers, and those receiving their pest control services.

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Fending off the pharaoh ant

It is believed that the pharaoh ant originated in North Africa and the Middle East, thus its preference for warm, humid environments and therefore why their distribution tends to be restricted to heated buildings. During the summer, they tend to lay dormant in cool, sheltered ventilation shafts, pipes and heating ducts, only emerging as the central heating is turned on over the Autumn and Winter periods. Pharaoh ants have, however, been known to be a year-round pest threat in hospitals, prisons, and commercial kitchens and food preparation areas due to the constant warmth created by the ovens. Pharaoh ants present a significant health hazard (e.g. transmission of Salmonella, Staphylococcus and Streptococcus), so many customers will require immediate control – and pest professionals must use every tool in the box to achieve it. Apart

Pharaoh's ants (*Monomorium pharaonis*) are a tropical species that might be expected to be a Summer phenomenon, but they are actually most active in the UK's kitchens, apartment blocks, hospitals and commercial premises during the cooler months of the year.

from use of actives, the site must be cleaned thoroughly to remove alternative food sources, and careful investigations made into the scope of the colony. Pharaoh ant colonies can survive most conventional amateur use treatments, and split when agitated, thus early adoption of professional control strategies is essential.

Workers of the pharaoh ant can usually be observed on their feeding trails, often using wiring or hot water pipes to travel through walls and between floors. Once a worker has located a food source, it lays a chemical trail from the food to the nest. These ants are attracted to sweet and fatty foods, which may be used to determine their presence. Pharaoh ants will nest in the oddest places, such as between sheets of stationary, layers of bed linen and clothes, in appliances, or even piles of litter. Residual sprays offer illusory control.

“Pharaoh ants present a significant health hazard (e.g. transmission of Salmonella, Staphylococcus and Streptococcus), so many customers will require immediate control – and pest professionals must use every tool in the box to achieve it.”

Ant toxins: a summary

Ant toxins can be split into different categories, and the onset of mortality is dependent on the toxin used.

	Stomach poisons (aka metabolic inhibitors)	Insect growth regulators (IGRs)
Action	Kills all workers and queens it comes into contact with	Disrupts development of the queen's ovarian tissues, effectively sterilising the colony
Time for control	One week	Several weeks
Best use	Quick knockdown of small, localised colonies	Gradual long term control, especially for larger / multiple colonies
Active (brand names)	Imidacloprid (Maxforce)	S-methoprene (Biopren)

CASE STUDY

Paul Tumatly from Pestforce had first-hand experience of dealing with a Pharaoh ant-infested fast food shop in Bedfordshire that was on the brink of being shut down by Environmental Health. The challenge was to gain control of this severe infestation in just four weeks. Bayer successfully advised on a solution which delivered complete colony control in a short timescale, much to the relief of Paul and the owner.

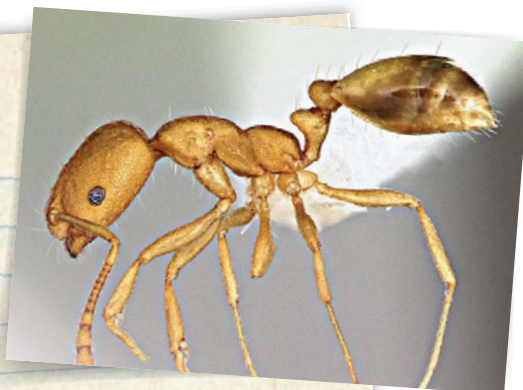
Tumatly explains "It was clear given the severity of the case, that a quick acting solution was required. My problem was that my usual choice of product – an insect growth regulator, was unlikely to act fast enough." He explains that pharaoh ants are not a pest he deals with on a regular basis, and are very challenging to control. "The colonies have one or more queen ants within them, so if you use the wrong methods, you'll agitate the ants and they'll split the colony up even further, resulting in numerous nests to deal with."

In order to achieve control, it was vital the whole colony be destroyed. "Most products operate in a way that allows the ant to take the bait back for the colony to feed on," explains Dorin Pop, Bayer's Technical Manager. "But insect growth regulators, like the ones Paul had used in the past, don't actually kill the ants, they just prevent them growing to the next stage thereby ceasing reproduction. Considering the ant's lifecycle,

using growth regulators can sometimes take three to six months to gain control of an infestation."

Maxforce Quantum was used because of its fast acting and non-drying formulation, which remains effective for up to three months. The skill comes in tracking the ants, finding the nooks and crannies they use and identifying pheromone trails. Once found, the bait must be placed in these locations in order to maximise the chances of uptake – thus relying on the skill and expertise of the professional pest controller.

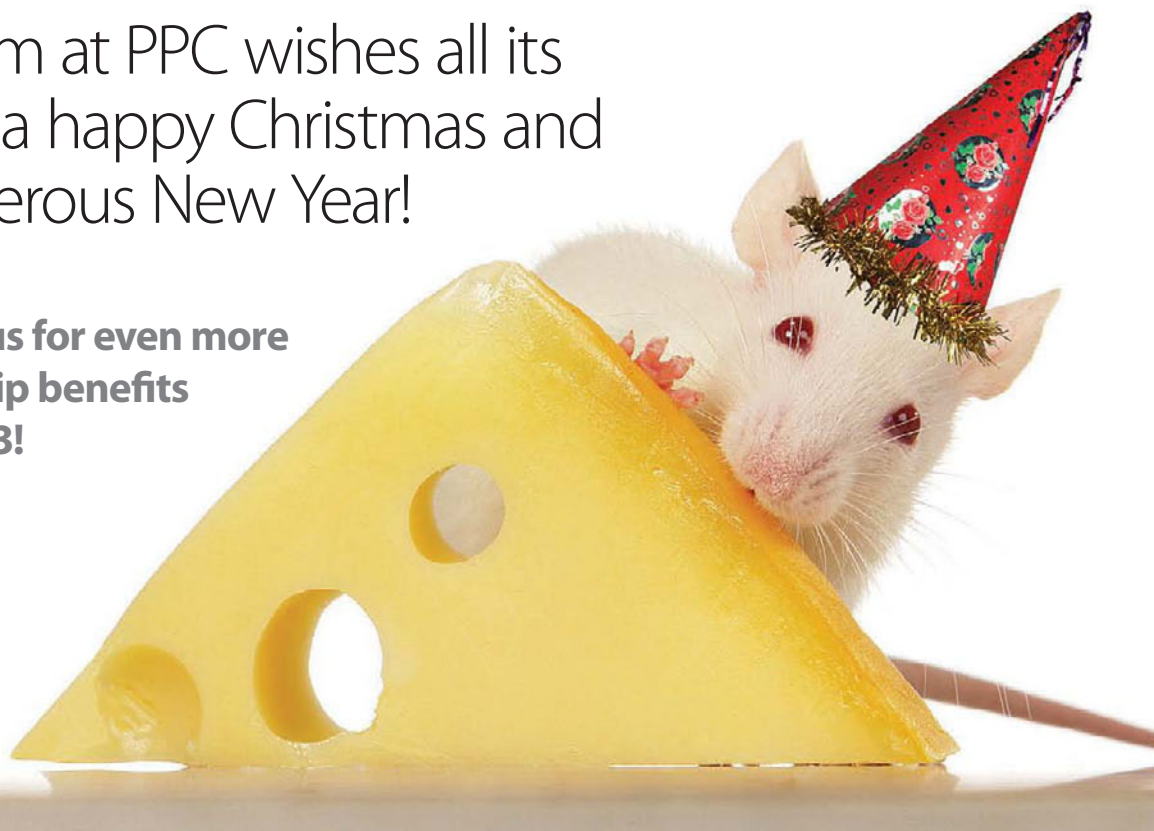
Paul said "I was extremely pleased with the swift results. The bait proved highly palatable and the numbers significantly reduced after the first seven days." He started the treatment at the end of July 2012 and by late August the shop was clear of its severe pharaoh ant infestation. "I've recently been in to see the owner and I'm pleased to say that his establishment is still ant-free," he adds.



Warning: cheesy Christmas message

The team at PPC wishes all its readers a happy Christmas and a prosperous New Year!

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association SPOTLIGHT

BPCA WORKS WITH A RANGE OF ASSOCIATIONS TO FURTHER OUR GOALS AND TO BENEFIT MEMBERS.



This issue PPC interviews Peter Stacey, chairman of the National Association of Drainage Contractors (NADC).

PPC: So what does the NADC do?

PS: The NADC was formed in March 2010, to give a voice to, and raise the concerns of the smaller drainage contractors in the industry, as in the past organisations and associations in the drainage industry had predominately supported larger national companies.

We were key players in the sewage transfer bill which came into effect in October 2011, ensuring smaller drainage contractors weren't badly affected. Having raised our members concerns with the government (Defra) we were able to highlight the fact that some 86% of the drainage industry is made up of what has been termed 'micro companies' and it is these companies which will ultimately feel the full impact of the transfer bill. Our involvement has forged the future of the drainage industry.

The NADC now writes specific training modules for the specialist services carried out. Members and individual operators will now be able to demonstrate their competence through the certification and personalised ID card.

What are your objectives?

The key objectives of the NADC are:

- To be a central representative body to put the views of the drainage industry to government departments and agencies, local authorities and other relevant organisations
- To be a technical centre providing commentary, guidance and advice on legal and other regulatory developments of relevance to members
- To provide a forum for the exchange of non-competitive information
- To promote certified and accredited drainage professionals
- To provide training and business development services.

How do you hope to achieve these?

We are committed to the development of a national network of certified contractors across the UK and Ireland. We deliver training courses, produce guidance notes, codes of practices and organise national exhibitions and conferences. We work closely with our members and government bodies to promote the use of certified drainage contractors.

The drainage industry in general (until now) has never had any form of discipline attached and as a result small companies are spawned on a near weekly basis some of which undoubtedly offering a substandard service.

In the current financial situation, BPCA members are concerned about their customers' focus being solely on price – what has your organisation done about this?

As in all industries it is near impossible to regulate what price is charged for any specific works. So many factors need come into play such as where it is and the type of work. We are committed however to

slowly being able to reel out into the industry what rates of charge ideally should apply perhaps on an hourly basis. We will also be monitoring all and any complaints received and will investigate where possible the nature of the complaint and take all or any necessary steps to resolve any disputes within reason.

So what can BPCA and the NADC do together?

Our industries share a common thread (this being drainage). Far too often a drainage operative will identify rodent activity within drainage systems and will do absolutely nothing about it. I daresay the same can be said of pest control operatives whereby they too identify blocked or slow running drains.

We strongly believe that this alone gives scope to increase one another's business by recommending that the customer seeks to employ the services of either a BPCA operative or those of a NADC certified contractor. The swapping and sharing of such information / clientele can only enhance our reputations and increase our job potentials.

What are the Association's plans for the next few years?

Our main aim and goal is to now fully promote the NADC Certified Contractor Scheme throughout the UK.

How can people find out more about the work of the NADC?

We now have two websites – www.nadc.org.uk and www.nationaldrainageacademy.co.uk

Our main web site (nadc.org.uk) is free for anyone to enter their personal details to receive emails and newsletters from the NADC.

“The swapping and sharing of such information / clientele can only enhance our reputations and increase our job potentials.”

Who are your members?

The members who actively join the NADC can be separated into four categories.

- 1 Drainage contractors
- 2 Suppliers to the industry
- 3 Specialist training providers
- 4 Those who lie on the fringes of the industry such as Architects and surveyors.

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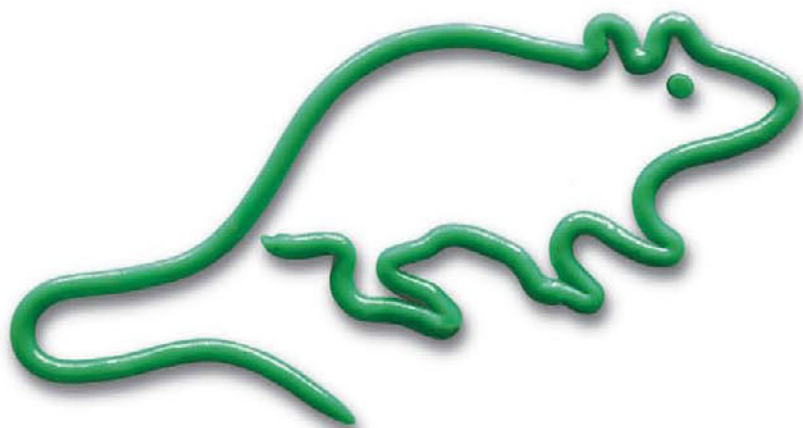
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