

SEPTEMBER 2016

PPC84

PLUS

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Power to the consumer



Professional Pest Controller
the journal of the UK pest management industry



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Resist the race to the bottom



New BPCA President Paul Rodman of Monitor Pest Control gives his view on the sector, and what he aims to achieve during his Presidency.

Since I joined this industry 30 years ago, I've been surprised by how little we think of ourselves. What I mean is that other trades put more value on their work than we seem to do. I believe our role is a vital one in public health – without us many more people would get ill, and many homes and offices would be damaged by pest activity. We should shout about this, and it's something I intend to do during my Presidency. I will put together a compelling story on the worth of pest control to public health, and we can all use this to demonstrate our value. Watch future editions of PPC for details.

The industry has changed a lot in the last few years; other sectors are providing pest control as part of their service, my company included. This makes it even more important for us to ensure we aren't selling 'pest control' but 'pest management', i.e. we sell our expertise not simply our labour. After all, anyone can put down bait or service an EFK unit, according to more and more clients who buy direct. But they don't understand pest biology, morphology, behaviour and so on, but we do!

By ensuring clients see the added value of what we bring to the table, we are helping to preserve the industry for us all. The race to the bottom on pricing needs to be resisted,

wherever possible. As with every economic downturn, there is increased pressure to provide quality at the lowest price possible. I have no problem getting leaner – that's good for any business. But sometimes we need to stand our ground when we are told 'the bloke down the road will do it for peanuts'. And when tenders put more and more emphasis on price over quality and service, it becomes difficult to resist the race to the bottom.

Looking forward, Brexit is going to be a real challenge for many of us, but possibly an opportunity (see the article on page 22). Ongoing austerity will create opportunities where councils cut back further on pest control services and bin collections, but will also cause clients to resist using pest control unless absolutely vital – I can see the tabloid 'plague' headlines now!

PAUL RODMAN

BPCA President

Operations Director, Monitor Pest Control

president@bpca.org.uk

* Your Association is focusing on three areas...

PROFESSIONALISM

For you and your business, via CEPA Certified®, apprenticeships, training for every step of your career, providing Codes of Best Practice by which to work.

PROFILE

Ensuring your potential customers always select a BPCA Member. We are working with specifiers such as the Soil Association, BRC and SALSA. We place articles in your customers' trade magazines and exhibit at their shows.

PROFIT

Increasing your profitability by becoming more efficient, winning more work – and keeping it.

“...anyone can put down bait or service an EFK unit, according to more and more clients who buy direct.”



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



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



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www.basispestcontrol.co.uk



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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James Berry, Technical Manager at The Property Care Association discusses the common wood-boring insects.

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The Consumer Rights Act is being strengthened to give more support to the public if services provided are not up to scratch. Kevin Higgins investigates.

BPCA TRAINING NEWS 36**Brexit or bust? Part two...**

Despite the recent turmoil around Brexit, the pest management industry seems to be on an even keel. While other sectors seem worried about what the referendum result means to them, research* among PPC readers shows that most see their business as being stronger in the months ahead, with Brexit having little or no direct effect on their companies, and longer term a minor positive impact. On a personal level most see it as a positive, which we all hope will be borne out.

With that in mind, this week the staff team and Board have been setting budgets for 2017. Looking back to PPC83, we included a chart which showed we'd made a modest profit for the last two years. This has been used to pay for new benefits and services this year, the largest of these being a free independent audit against EN16636 for every Servicing Company member, plus subsidised CEPA Certification - see how that's going on page 15. There are some fantastic plans for the coming year - I'll be writing to every member about these in due course.

Next year is BPCA's 75th anniversary and we have organised a dinner in London to celebrate. Don't worry if you can't make it; we will be maintaining our programme of events around the country: the largest roadshow in the industry, including PestEx which happens again at ExCel, London on 22-23 March.

In the next few weeks we'll be launching our National Survey of Pest Species, which each year gets us and our members thousands of pounds of free PR in the national, regional and local press. For the first time we are marrying up data from the councils with the 79,000+ referrals we received to paint the biggest and best picture of UK pests. We expect this to drive our business referrals to new heights for 2016 - watch this space!

In the meantime, settle back with this issue of PPC and enjoy a quick break between wasps' nests!

SIMON FORRESTER
BPCA chief executive
simon@bpc.org.uk

* PPC 100 survey of 105 UK pest control companies August 2016 (BPCA)

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Our recent article identified driving as the most dangerous task most pest controllers do.

This rang some bells with Richard Bone of Des Bone Ltd, who wrote to PPC to say, "Last month one of our vans got struck by a 40tonne lorry which decided to pull out without looking!"

"When we approached our insurers the cause could have been disputed and therefore we would have been 50% liable for the repair to our vehicle. However, when we mentioned we had dashcams in our vehicles this changed the whole outlook. We gave the footage to Bradshaw Bennett, our insurance broker since 1996."

"They were able to use the footage to demonstrate our driver wasn't at fault to the third party insurer and the wheels turned much quicker to get us back on the road to deliver our business support to clients. Please consider dashcams of good quality, they literally can repay its cost once!"

"This is the second van that has had a non-fault road collision

and the hassle and knock-on costs are not to be taken lightly by those of you who have been fortunate in NOT experiencing this. Sorting it out is a pain and an initial draw on your capital as you may have to stump up some of the costs to start with before your claim is settled."

"My point is that you should make sure your fleet insurance is well supported and gives you back up at your time of need. The Bradshaw Bennett team took over our case, dealt with the third party insurers, brought into play accident management systems we were not aware we had, sorted a hire van and arranged repair of our vehicle."

And Richard's advice to pest controllers: "Driving as part of delivering your pest management system to clients can be easily overlooked and must be risk assessed. I feel strongly that you ask what you get for the insurance premium you pay. Cheap is not always the best – read your policy!"

www.ppconline.org/ppc82/#30

BPCA on the road - to your clients!

BPCA will be exhibiting at the following shows, representing you! We will be there to promote the use of a professional pest controller, the importance of having a pest control contract in place and why they should always be looking for the BPCA member logo.

Takeaway Expo / 27-28 September
ExCel, London
www.takeawayexpo.co.uk

Croptec / 29-30 November
East of England Showground,
Peterborough
www.croptecshow.com

The Cleaning Show / 14-16 March
ExCel, London
www.cleaningshow.co.uk

If there are any other shows you would like to see the Association at please let us know – where would you like to be represented?
events@bpca.org.uk

Fire for Paula!



Paula Johnson
of CDP
Environmental
was the lucky winner of our Amazon Fire Tablet for liking our FaceBook page – Congratulations Paula!

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



ICUP calls for abstracts

The organisers of the 9th International Conference on Urban Pests is pleased to invite abstract submissions for consideration for presentation at ICUP in Birmingham from 9-12 July 2017. The deadline for submissions is 15 September 2016.
www.icup2017.org.uk

SGARs: residues found in Scottish mink

Recent research involving WIIS Scotland shows 79% of adult American mink (Neovision vison) had detectable residues of anticoagulant rodenticides; bromadiolone being the most commonly found. Exposure was 1.7 times higher for mink in areas with a high density of farms. American mink are a potential sentinel species for exposure risks across Europe. BPCA has forwarded this information to CRRU for consideration under their monitoring programme alongside barn owls.

[www.ncbi.nlm.nih.gov/
pubmed/27387798](http://www.ncbi.nlm.nih.gov/pubmed/27387798)

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BPCA Codes of Practice - now with added CPD Points!

BPCA's Codes of Best Practice are available via the front page of our website for you to show to customers and demonstrate you are working to industry-standard practices. But there's a new benefit of using them – CPD points. Simply read and digest the Codes of Best Practice, and then take the relevant free CPD quiz online. If you score high enough, you could get three CPD points for every one of our Codes of Best Practice! Available now for:

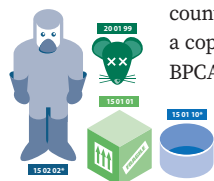
- Air weapons
- CRRU rodent control / rodenticide use
- Glueboards
- Pesticide waste
- Precautionary insecticide treatments
- Wildlife management

With more coming soon!

<http://learning.bpca.org.uk/>

Waste Code of Best Practice amended

BPCA's Waste Code of Best Practice is currently being amended in liaison with industry and the environment agencies of the four home



countries. Once amended, a copy will be available for BPCA members on the website.

If you have any comments please contact dee@bpca.org.uk

Sweetness is the weakness for bed bugs



Researchers at the University of California have discovered the shed skins of bed bugs retain the 'obnoxious sweetness' smell often associated with the pests, a finding that could potentially be used to combat infestations.

Bed bugs shed their skins, known as exuviae, as they grow. Four pheromone compounds known as aldehydes are consistently found in the shed skins. The UC Riverside researchers found exuviae retain those compounds in the glands and gradually disperse them over time. They also found that living bed bugs are likely to settle down in the vicinity of the shed skins by sensing these compounds. The findings could have significant implications for pest management, using some of the chemical and mechanical characteristics of the bed bugs' shed skin to develop monitor traps at an

early stage of infestation. "This could be a key development in the search to find new methods to detect bed bugs," said Dong-Hwan Choe, an assistant professor of entomology and lead author of the paper 'Chemically Mediated Arrestment of the Bed Bug, *Cimex lectularius*, by Volatiles Associated with Exuviae of Conspecifics' published in the journal PLOS ONE.

The work had an interesting wrinkle in that researchers could not use carbon dioxide to temporarily knock out the bed bugs when they were handling them, as CO₂ would cause the bugs to release their aldehyde store, skewing the findings. Instead they handled active bed bugs individually. "That created a level of anxiety," Choe said. "We didn't want to accidentally release any bed bugs in the laboratory. But our students handled it well."

And if they do release bed bugs, at least they know how to attract them!

<http://goo.gl/Hk9YYT>

New Zealand to 'kill off all predators' by 2050



Seeking to safeguard the future of native species such as kiwis, parrots and flightless birds like the takahe, New Zealand has made the decision to eradicate all wild predators by the middle of this century. The multimillion pound plan involves the wholesale removal of rats, possum, stoats, ferrets and other non-native species responsible for the deaths of millions of native birds each year.

As probably one of the world's most ambitious conservation projects, it will require the development of new pest control technologies. Although traditional

methods like predator-proof fences and pesticides will play a role, a stated goal of 'predator-free New Zealand' is a "scientific breakthrough capable of removing at least one small mammalian predator from New Zealand entirely" by 2025 – watch this space.

Before the arrival of humans, New Zealand's terrestrial ecosystems had no significant predation. The introduction of Polynesian rats and dogs by the Māori, followed by the arrival of Europeans with countless non-native mammals in tow, wrought untold havoc on the island's native wildlife, including the extinction of species such as the moa, long-billed wren and laughing owl. According to Conservation Minister Maggie Barry, "New Zealand's unique native creatures and plants are central to our national identity. They evolved for millions of years in a world without mammals and as a result are extremely vulnerable to introduced predators."

While there's no going back to a pre-settlement ecological state, for New Zealand or anywhere else, removing all predators would be a major step in that direction. There are, however, two exceptions to the predator ban: family pets and humans. No word on whether Orcs will also be included in the purge!

www.doc.govt.nz/predator-free-nz-2050



UK's first laser course pass for Matt

PestFix Director Matthew England is proud to be the first in the UK to be qualified by Bird Control Group to conduct Agrilaser Autonomic Installation Courses. This will enable him to train pest control professionals to become qualified installers of the Agrilaser system, allowing them to safely demonstrate, survey and install the Agrilaser Autonomic range.

www.pestfix.co.uk

Orkin buys Safeguard to enter UK market



US pest control giant Rollins Inc, owner of the Orkin brand, has purchased the stock of BPCA member Safeguard Pest Control and Environmental Services Limited, operating since 1991 from Westerham, Kent. The acquisition is the first company-owned operation for Rollins in the UK.

Owners Paul Butterick and Tim Sheehan will stay on to run the company. Gary W. Rollins, Vice Chairman and Chief Executive Officer of Rollins stated, "This acquisition is an important milestone and expands our global presence. Safeguard's outstanding management team has established the company as an industry leader, and we share a culture of continuous improvement and ongoing investment in training and development. Further, we are pleased that Paul and Tim will remain in leadership roles and look forward to sharing best practices between the two organisations."

Orkin has been keen to enter the UK market for many years, exhibiting at PestEx to find the right UK company. It is expected that Safeguard will be the first of a series of acquisitions backed up by Orkin HQ's significant resources. Expect a new big player in the UK market, with deep pockets!

www.orkin.com
www.safeguardpestcontrol.co.uk

Real world product stewardship

This month BPCA staff carried out test purchases on three common pest control products purchased from a variety of online retailers. We were able to buy professional-use-only insecticide with no questions asked nor seeing information on the sites to state that the products are not for amateurs. One of these products was then sent via Royal Mail, and also an ant bait station was sent by standard post; an offence under the Royal Mail's carriage terms under the Postal Services Act 2011 and the Royal Mail inland scheme section 5.3.28.

Also eagle-eyed pestie Martin Rose-King of Bounty Pest Control spotted Ficam W for sale in individual sachets (an offence under COPR). We alerted eBay and the product was removed from sale. We then contacted the manufacturer, urging their own investigation. Thanks to Martin for spotting this.

While we can't police the whole internet, if you spot something 'dodgy' let us know and we will inform the relevant authorities. After all, stewardship of rodenticides is only the start...
enquiry@bpc.org.uk

Bee Code of Best Practice review - plus free client guidance for BPCA Members



The Feral Bee Code of Best Practice is to be updated soon, and BPCA has launched guidance for you to give to clients regarding bees and pest control – see page 34. Copies will be available via the BPCA website for all Members and Affiliates.

MEET THE MEMBERS

Adrian Gough

Adrian is Managing Director and Company Biologist of AG Pest Management Limited, based in Barnsley, South Yorkshire.

Adrian recently took the company through CEPA certification and in his spare time enjoys competing in endurance sporting events such as triathlons, road running and fell running.

What's your favourite thing about your job?

You never know what you're walking into.

In the years I have worked in the industry, I have learned that no two jobs are the same. Each day I will encounter different scenarios where I have to think on my feet, and I love that about my job.

What frustrates you in the pest control sector?

The pest control profession is still quite small, I think, and is not yet accredited in the way other public services are. A lot of practice is unregulated, including guys who aren't even passing basic courses, never mind navigating CEPA accreditation. We are then trying to compete on a level playing field with these guys who are treating wasp nests, bed bugs and fleas where price is the driving force. With the sale of pesticides and other chemicals to 'Joe Public' online, at hardware stores and out of the back of vans, we are missing out on a lot of business.

Would you like to get more involved with BPCA?

Yes definitely. To make progress for me, my business, and the pest control sector generally we all have to work together. I did put in for the Executive Board this year but didn't quite make it. I would like to make it to Board level one day as I have invaluable industry experience that I would like to share with others.

One tip for SMEs in pest control?

I've been fortunate to carve out a successful business that has grown through difficult financial climates. My one tip to anybody starting their own business is to know who you want to be and where you want to go right from the start. For example, if you want to be known as a green company stick to your guns, however hard things may be initially.

For you, what is the biggest benefit of being a member of BPCA?

I know I don't use membership to its full potential, but the technical forms on BusinessShield are really useful. I also like to be kept up-to-date with sector news and through email as my time is precious, especially this time of year.

AG PEST MANAGEMENT BUSINESS TIMELINE

- 2003** AG Pest Management born
- 2004** Took on one technician and a small business premises
- 2004** First major NHS contract
- 2005** First major bird proofing job
- 2006** First sign-written van
- 2007** Second technician joins along with office manager
- 2008** Second major NHS contract
- 2011** Third technician joins
- 2012** All staff qualified to RSPH level 2 and health and safety qualified
- 2013** Celebrated ten years in business
- 2015** Moved to bigger premises including a small unit
- 2016** CEPA Accreditation

Meeting room hire at BPCA

BPCA's newly-refurbished meeting rooms are an excellent choice if you want to host a meeting or event in the East Midlands.

Our offices are located on the Pride Park Business Park with an excellent choice of hotels and amenities nearby. The air-conditioned rooms are fully equipped and our larger suite is on ground level providing easy access to all. There is limited parking outside but there is a large park and ride nearby, only a short walk from the offices.



We offer a professional setting with natural daylight, use of a projector and screen, whiteboard, flipcharts and free WiFi. We can also supply tea, coffee, mineral water and a cold buffet lunch or bacon rolls on request.

In addition, we have negotiated discounted rates at nearby hotels for attendees.

Meeting Room Capacities

Board room	20
Classroom	24
Theatre	60
Exam room	16
Café/cabaret	16

For more information contact sarah@bpca.org.uk

New Marketing and Communications Manager for BPCA



Third sector marketing expert Ben Massey has been recruited as BPCA's Marketing and Communications Manager.

Ben has previously delivered a successful marketing function for membership, charitable and social enterprise organisations in the Construction and Sport & Leisure sectors, and most recently in the Higher Education sector for the UK Council for Graduate Education. Ben brings many skills to the role including strategic marketing planning, member engagement strategy, brand strategy, digital marketing and communications planning.

The recruitment of a Marketing and Communication Manager follows the recent release of BPCA's 2016-18 strategy towards an increase in professionalism, profile and profit for the organisation and its members. Within the strategy, one of the focus areas is the membership structure and offer, to attract and retain

world-class members, an activity Ben as Marketing and Communications Manager will play a key role.

Commenting on his new position, Ben said, "This is an exciting time to be joining BPCA. The Association's ambition to meet the needs of its membership community has really impressed me. BPCA have a talented staff team who appreciate that great communications and engagement are a vital part of the membership experience, something which has been central to the Association's success in recent years."

"I'm delighted to be working with BPCA to develop its strategic marketing plan and to help drive the brand and its activities forward. The best membership organisations are always underpinned by great people, excellent leadership and the highest standards of customer service and these are values which play a central part in the BPCA story."

ben@bpca.org.uk

Dawn back at AgriSense



Dawn Heptinstall-Bolton rejoined AgriSense in July as Sales Manager. Dawn worked for AgriSense/Suterra from 2007 to 2013 but left to pursue a role with Woodstream

Europe Limited. After successfully growing Woodstream's business Dawn was asked to rejoin the AgriSense by Dave Avery, the newly-appointed General Manager.

Dave said, "I'm delighted Dawn has decided to rejoin AgriSense – having worked with her for several years previously I know she will be an asset to the company. She has a wealth of experience in the industry and obviously knows the products, customers and market very well."

www.agrisenseuk.co.uk

Bye Sofi, hello Sarah!



Long-standing Senior Administrator Sofi Halliday left BPCA in July to join her husband's growing company. Sofi's replacement is Sarah Holland, who has worked as a forensic chemical

analyst and air crew for several airlines. Sarah said, "I'm really pleased to join the BPCA team – everyone is so friendly, and Sofi was able to give me a really good start with a proper handover. I look forward to talking to BPCA members over the coming months."

sarah@bpca.org.uk



Are you a registered BASIS PROMPT professional?

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

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

www.basispestcontrol.co.uk

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CIMETROL SUPER HITS SHELVES



PelGar International's bed bug and flea product Cimetro Super is now available from stockists. With fast flushing and knockdown action, rapid kill and reliable and long-lasting residual control on all surfaces,

Cimetro Super is formulated as an oil-in-water emulsion incorporating a micro-capsule, and is available in 500ml twin-neck bottles.

The product, which replaces Cimetro and Stingray, contains a type I pyrethroid to provide fast-flushing and knockdown, a Type II pyrethroid which offers rapid kill of the insects, the metabolic synergist bypasses insect metabolic resistances and an Insect Growth Regulator (IGR) ensures that any stubborn populations never get to pass their resistant properties on to the next generation.

Cimetro Super contains: 25% w/w cypermethrin, 10% w/w tetramethrin, 20% w/w piperonyl butoxide and 1% w/w pyriproxyfen.

www.pelgar.co.uk

RASCAL BRODIFACOM SINGLE FEED SOFT BAIT



A brand new addition to the Rascal range from Ienv, the ever-popular Rascal pasta bait is now available as a brodifacoum formulation in an easy to apply caulking tube. This cost-effective single feed bait provides a powerful alternative for rat and mouse control.

www.1env.co.uk

RASCAL BRODIFACOM CONTACT GEL

Brand new to Ienv, a new smaller convenient size Rascal Brodifacoum contact gel, now available in 35ml tubes. This ready-to-use contact gel offers effective control of mice indoors and can be easily applied using the popular hand held bait applicators.

www.1env.co.uk



STERI-7 XTRA DISINFECTANT LAUNCHED

Edialux has launched the Steri-7 XTRA range of biocidal disinfectant cleaners. This range helps to prevent further re-infection and destroys up to 99.9999% of harmful pathogens at source, giving customers peace of mind. Steri-7 XTRA comes in two sizes: a ready-to-use 5l and a 1l concentrate that can be applied in the form of a spray, mist or wiped onto infected surfaces.



The Steri-7 XTRA range makes it easy to add disinfection services to your pest control business. For more information on the range call Edialux on 0800 0851 451 or email

info@edialux.co.uk

EDIALUX LAUNCHES RATWALL

Since proofing is a crucial element of Integrated Pest Management, Edialux has expanded its range by adding Ratwall. Ratwall is a robust, stainless steel, and highly effective unit that stops rodents from entering a property via pipes. It includes an external hinge and curved flap, which means there is no restriction of flow within the pipe, and is easy to fit with no silicone or securing cable required. Ratwall is available in two sizes, 100mm and 150mm.

Call the team for more information on 0800 0851 451 or email

info@edialux.co.uk



REDTOP FLY TRAP

A safe and effective way to trap and deal with flies. From South Africa, the trap is low-cost, simple-to-use and chemical-free. It uses a non-toxic protein-based bait which lures flies through a turret into an inescapable 3l trap.

Around 85% of the flies caught in the trap are female. By controlling the female, the entire fly population in the area can be brought under control.

Once caught the flies cannot escape and the flies cannot build immunity to the bait.

www.pestfix.co.uk

TRAPPIT WASP LURE LIQUID

A wasp lure designed for use with wasp traps and wasp bag, Trappit Liquid Wasp Bait has a pheromone attractant to lure scout wasps into the trap.

The liquid is an Agrisense-formulated, non-toxic, liquid wasp bait, attractive to most common wasp types and nuisance flies. It contains bee deterrent, so bees will not be trapped by accident. Ideal for recharging all kinds of wasp dome trap and wasp bags.

Available in 1l and 5l bottles.

www.pestfix.co.uk

Oa2KI IMPROVED!

Following several years of R&D with the task of improving the knockdown efficiency of Oa2Ki, the Barrettine technical team has developed an improved polymer formulation due to be released in Autumn 2016, and available as both a concentrate and a ready-to-use trigger spray. Efficacy of the product with small insects such as fleas, bed bugs, flies, ants, and small insects has been shown to be excellent in both lab and field trials. A video can be viewed here https://youtu.be/s56gP5C9_0o



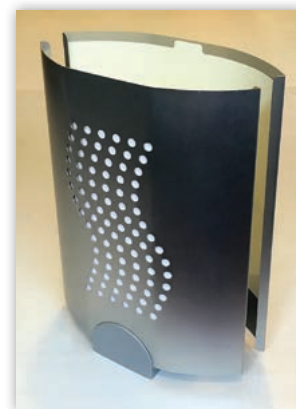
www.barrettine.co.uk

FLY SHIELD SOLO PLUS NOW EVEN MORE STYLISH

Top selling flykiller from Bower Products, the stylish and effective Fly Shield Solo now incorporates a new model option – the Solo Plus.

Specifically designed for discreet insect control and ideally suited for both domestic and commercial use where good looks matter, Fly Shield Solo Plus with two Glu Boards looks identical back and front. Being reversible means it can be placed centrally in the premises, providing a greater catch area.

www.bower.co.uk



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

Persons of Significant Control

A new regulation came into force in April 2016 requiring all limited companies to maintain a register of Persons of Significant Control (PSC).

* WHO ARE PERSONS WITH SIGNIFICANT CONTROL?

Those with one or more of the following traits:

- 1 **Directly or indirectly holds more than 25% of a company's shares**
- 2 **Directly or indirectly holds more than 25% of the voting rights of a company**
- 3 **Directly or indirectly holds the right to appoint or remove majority directors**
- 4 **Has the right to exercise or actually exercising significant influence or control over the company**
- 5 **Has the right to exercise or actually exercising significant influence or control over a trust or firm which is not a legal entity but would itself satisfy any of the four conditions if they were an individual.**



The register is simply a document, maintained on your own system. Where a PSC is identified the following details about the PSC should be included:

- Name
- Date of birth
- Nationality
- Country, state or part of the UK where the PSC usually lives
- Service address
- Usual residential address if different from the service address
- The date when the individual became a PSC in relation to your company
- Which of the five PSC conditions the individual meets, with quantification of the interest where relevant
 - For a PSC who meets one or more of conditions (1) to (3) the company is not required to identify if they also meet condition (4)
 - You must use the official wording
- Any restrictions on disclosing the PSC's information that are in place
- Each entry must be dated.

The register must be maintained even if there are no PSCs, in which case the following statement should be recorded and dated:

“The company knows or has reasonable cause to believe that there is no registrable person or registrable relevant legal entity in relation to the company.”

The Company Annual Statement submitted to Companies House will be updated to include a section for recording PSCs as part of your company record from June 2016.

MORE INFO

The Statutory Regulations are quite long and cover every eventuality. They can be downloaded from www.gov.uk/search?q=PSC

Bait Hive captures swarms - and prizes!

BA Product Design student Joshua Akhtar has been recognised at the recent New Designers Awards for his innovative 'Bait Hive' – a sustainable, low-cost design solution for a foldable bee hive dedicated to swarm capture.



The hive can be hung, or strapped in a variety of orientations to fit any location.

Speaking about his winning design, Joshua said: “My father has kept bees for years and used to get me to muck in. He'd make wooden boxes for use as lures to collect feral swarms of bees – either to add to his apiaries or as a preventative method if colonies try to relocate. I was working in packaging at the time alongside my studies and decided to make up some of

these boxes on the sample table. The swarm boxes then became the focus of my studies, and I designed the Bait Hive as my final year project”.

The Bait Hive utilises a pheromone to aid in attracting a swarm, and once it enters the hive, a rotating door is used to trap the

queen whilst allowing the colony to continue to forage, ensuring the swarm stays in its new location.

It flat packs and can be locked and legally be posted containing a colony of live bees. It can be used by apiarists to reclaim otherwise lost colonies that swarm, by pest controllers to collect

feral swarms, and as a standard nuc box to house colonies of bees. Enterprising pest controllers could even sell the boxes to the public, and forward them to commercial beekeepers, for whom the swarms hold a value of around £100.



Joshua's long term plan is called the 'Bait Hive

mission' which aims to boost the numbers of bees globally. He told PPC he hopes that the hive will eventually be offered as a free swarm prevention service for businesses and public places as an alternative to chemical pest control.

In our view, anything that will cut down the number of wasted journeys for pesties, and improve bee survivability must be a good idea!

MORE INFO

Joshua is currently looking for investment (hint hint) to develop the idea further – see his website in late September for details. www.baithive.co.uk

SERVICING COMMITTEE ROUNDUP

The Servicing Committee has representatives from a wide range of companies, covering both servicing companies and industry consultants. The committee meets four times year to discuss issues affecting servicing members.

THE COMMITTEE'S ROLE

* Discuss, represent and present the views of BPCA servicing members (not the wider industry) to the Board

* To own and lead on: Servicing standards including Codes of Best Practice

Benefits for servicing members

Assessment standards and process

Membership criteria and application process including appeals and disciplinary action

Continuing Professional Development (CPD) for servicing members

Keeping abreast of implications of legislation, best practice, industry developments, new products and processes

* Create annual plans for consideration by the Executive Board

* Report back to the Executive Board on a regular basis, including an annual summary of delivery against targets

* Act within the boundaries set by the Executive Board



FAREWELL

We say goodbye to Mike Fowler of Manchester City Council, who leaves us to take up a new life and career in Hungary. Our best wishes for the future Mike – Sok szerencsét kívánok! (good luck!)

SEPTEMBER AGENDA - KEY ITEMS:

- Rodenticide stewardship: AVK harmonised classification
- Membership issues: new benefits and potential changes to servicing membership criteria
- How to use CEPA Certified® to promote your business
- CEPA Certified®: dealing with critical non-conformities
- Helping the next generation: shadowing pest controllers
- Folder contents: what should actually be included in the details left on site?
- Contract sharing network project



BPCA Servicing Committee Chairman Philip Halpin of Countrywide Pest Management writes...

At a recent meeting, the Servicing Committee discussed a wide range of issues affecting members. We invited Tom Holmes, BPCA Vice-President and Chairman of the Manufacturers and Distributors Committee to attend to take back our views on some topics that cross the boundaries between standing committees, such as point of sale checking for correct qualifications and information on classification of AVK rodenticides. To summarise:

RODENTICIDE STEWARDSHIP



Agreement to continue our support to the CRRU stewardship regime. To request contracting out of checking certificates would weaken the scheme. This will be revisited at a later date.

Requested further development of a document to explain the forthcoming changes to rodenticide 'strength' following the decision at EU level to mark them as 'reprotoxic'.

BEEES



Expand and review the Feral Bee Code of Best Practice via the Pest Management Alliance.

Develop a document for members to hand to customers explaining actions when bees are found on a property (see page 34).

DRONES



Concern over knowledge levels around commercial use of drones. Produce an article (see page 26).

CONCERN OVER APPROPRIATE USE OF LIMITED MARKETING BUDGETS.



Produce an article on SEO optimisation (see page 32).

CONTRACT SHARING NETWORK



Create a structure by which smaller companies from across the UK can work together to win contracts with larger regional/national clients – watch this space

for more details!

OVER TO YOU

If you'd like to get more involved in the Association, and feel you have something meaningful to contribute, then contact Simon Forrester at the BPCA office.

simon@bpc.org.uk

BPCA TO CELEBRATE 75TH ANNIVERSARY

Next year we will celebrate our 75th anniversary with a special dinner held on the evening of Wednesday 22 March, after day one of PestEx 2017.



**SPEED
VIEW**



- **WHAT?** BPCA 75th anniversary
- **WHEN?** Wednesday 22 March 2017
- **WHERE?** Brooklyn Bowl, O2 Arena, London

CELEBRATING 75 YEARS
BPCA
British Pest
Control
Association
1942-2017

Since its very first meeting at London's Great Eastern Hotel in 1942, BPCA has continued to showcase pest control as a specialised and valuable product, demonstrating the importance of trained and competent practitioners.

Originally established to preserve the nation's food stocks in time of war, and to maintain public health through stewardship of the limited stocks of pyrethrum, the UK's leading pest control association today boasts 650+ members, representing over 3,500 professionals operating within the industry.

Taking place on Wednesday 22 March at the O2 Arena's Brooklyn Bowl, the largely informal dinner will give attendees the chance to celebrate the last 75 years of BPCA, as well as reflect on challenges facing the sector now and in the future. The 75th anniversary dinner will bring together the pest control sector's key stakeholders to champion the activities of the association, its membership and supporters in a fun and exciting environment.

BPCA President Paul Rodman said, "BPCA has come a long way since 1942, but we still hold the same virtues today in maintenance and preservation as we did then.

The dinner will be a chance for a number of people involved within the industry to come together in an enjoyable atmosphere, and perhaps talk about what things might be like in the next 75 years."

"It is important to us that we make this celebration accessible to all members of the pest control community, so we have tried to take this into account when sourcing venues and activities in and around the London area. I encourage all readers of PPC to make an effort to attend, especially colleagues who will be at PestEx 2017."

The celebratory 75th anniversary dinner has a maximum capacity of 200 guests, based on round tables of ten. After a semi-formal dinner (including awards), the venue also benefits from being able to facilitate further networking with bowling lanes, bars and lounges all open to dinner attendees to mark the memorable occasion.

BOOK NOW

Those looking to register interest should contact BPCA Events Officer Lauren Day. Call 01332 225111 or email lauren@bpca.org.uk

THANK YOU!

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We are compiling a BPCA 'memory wall' and timeline for PestEx...

1942

First meeting of the Industrial Pest Control Association at the Great Eastern Hotel, London.

2017

BPCA to celebrate 75th anniversary during industry flagship event PestEx.

We want to include your pictures, comments, memories and facts about the development of BPCA.

* Contact marketing@bpca.org.uk
We'd love to hear from you!



NEW VENUE
PARIS EVENT CENTER
PORTE DE LA VILLETTE

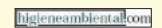
Pest control & public health international exhibition



PARASITEC PARIS 2016

November 16-17-18 Novembre

In association with



In partnership with



Innovative solutions to more than 4.000 sqm exhibition

All conferences will be French/English (simultaneous translation)



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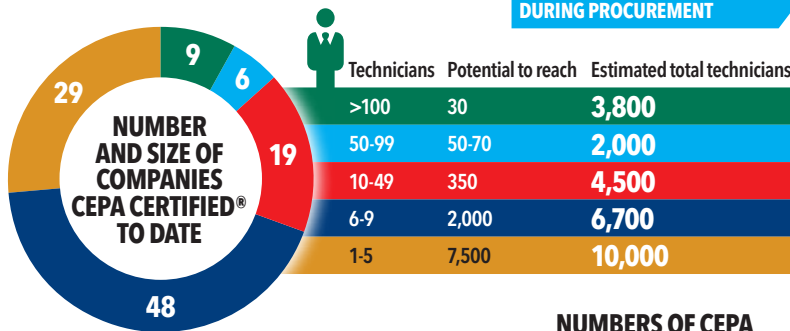


“Ideally I would like to see this become part of, or replace, ISO 9001. I had to change the audit date which was actioned smoothly and without fuss. I was pleased to note that the two auditors understood the pest control industry.”
David Lodge, Beaver Pest Control

Less than a year after its launch more than 110 pest management companies in 21 European countries have already been certified with a third party audit against EN 16636 (Pest Management Services - Requirements and Competences), the pest management industry's European standard and CEPA Certified®, its accompanying certification scheme. We are on course to meet the challenge set by the EU Commission to achieve critical mass of CEPA Certified® pest management operators in Europe, at which point they have agreed to make CEPA Certification mandatory for the use of public health biocides.

“I cannot fault this process from start to finish. I met Jessica at the BPCA Servicing Committee in March and again at PPC Live. On both occasions she was knowledgeable and informative. Charlie from TAS was excellent. From initial contact through to the sending of our certificate he was polite and courteous, and showed depth of knowledge in the pest control industry. He ensured we were updated with the pre and post audit process, and took time out of a very busy day to email our certificate and report when I'm sure any other person would have been recovering from a long road journey! A really huge thank you to all involved.”
Martin Rose-King, Bounty Pest Control

MEETINGS WITH CLIENTS AND SPECIFIERS TO URGE CEPA CERTIFICATION DURING PROCUREMENT



“The auditor was very professional and understood the industry. The audit was easy to understand and not bogged down in red tape.”
Andrew Hunn, East Coast Pest Control

AVERAGE SERVICE RATING FOR BV LIAISON AND AUDITORS



CRITICAL MASS TARGETS

Priority	Percentage of companies	Balance
1	90% of 30 or 27	27-8 = 19
2	80% of 60 or 48	48-5 = 43
3	60% of 350 or 210	210-19 = 191
4	30% of 2,000 or 600	600-45 = 555
5	10% of 7,500 or 750	750-27 = 723

At the present rate of certification we think we can achieve priorities 1 to 4 within the next 24 to 36 months. Priority 5 will be a longer term objective.

Meeting targets for priorities 1 to 4 will secure certification of 50% of the core companies and cover 65% of the technicians employed in Europe.

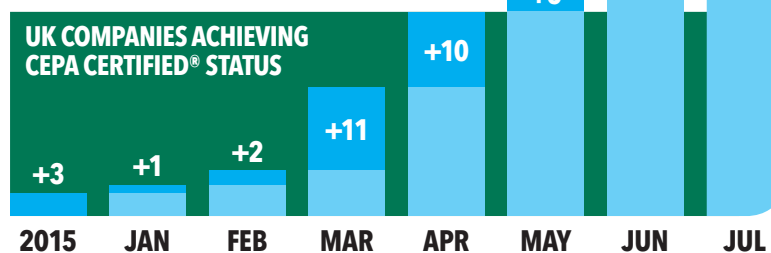
Core companies are the 20% of pest management companies achieving 80% of the turnover in Europe.



NUMBERS OF CEPA CERTIFIED COMPANIES IN EACH COUNTRY



“Service received from both TAS auditors and the Bureau Veritas auditor was excellent. Responses to emails and queries were timely, there was a clear audit plan prior to the audit, and all three auditors showed a good understanding of the standard. I cannot fault the service that we received. All auditors were very knowledgeable concerning BS EN 16636:2015 and had strong pest control knowledge – meaning that the audit provided a thorough test of our systems.”
David Cross, Rentokil



“We found the experience of applying for and being audited relatively stress free due to the auditor being personable.”
Brian Duffin, Rokill

SOCIAL WASPS NO ASBO REQUIRED



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

INTRODUCTION

Few things ruin a Summer picnic faster than the common yellow-jacket wasp. Their persistent nature and painful sting has earned them status as the 'gangsters' of the insect world, causing panic and revulsion in the public's eyes. It is of no surprise then that they are a regular source of callouts, and income, for pest controllers.

What might surprise you though, is that these insect-hooligans represent a mere 0.1% of all UK wasp species. The reason they make their presence so obvious is because they are social creatures; a nest comprises a single queen, and thousands of her daughter workers. Contrary to popular opinion, a single nest of these wasps offers significant benefits to us all. They are top predators, removing vast quantities of insect pests from gardens and agricultural land every Summer, and have been called Mother Nature's ultimate pest-controller. A deeper appreciation of social wasps, with their amazing social lives and their indispensable ecological role, can help turn their image from gangster to a necessary nuisance, and may change the way you carry out wasp control.

THE COLONY CYCLE

Social wasp colonies in the UK are usually annual. The colony cycle begins with the solitary phase when newly emerged virgin queens (gynes) seek out males in the early Autumn for matings. As with all Hymenoptera (the insect group to which wasps belong, along with bees and ants), males serve a sole purpose as flying sperm, dying shortly after mating and leaving the remainder of the life-cycle to be carried out by the females. Gynes may mate with several males, storing their sperm in a special sack in their abdomen, called the spermatheca. There will be enough sperm to fertilise hundreds of thousands of eggs – everything she needs for her entire life.

Once mated, the fertilised queens set to feeding on nectar and other carbohydrate sources in order to build large fat reserves, which will assure their survival through winter. After sufficient feeding queens will then begin their search for a suitable place to hibernate for the Winter, often utilising pre-existing crevices in trees or building hibernation cells under bark. Urban environments also offer plenty of prime real-estate for hibernation, such as sheds, cavity walls, conservatories and lofts, bringing wasps and humans into contact for the first of many times throughout the coming year.

Queens emerge in the Spring and are now in a race against the seasonal clock to found their colony. Once a suitable nest site is located, queens will begin stripping wood and pulping it into a paper-like substance with which they build their nest. Alongside nest construction, queens must also forage for nectar, which provides them with the energy needed to activate their ovaries and begin laying eggs. After about a week, the eggs hatch into larvae which now require a supply of protein in order to complete development.

Accordingly, a queen's foraging strategy now changes, hunting for insect prey instead of visiting

- Wasps are valuable pollinators and predators, consuming 8.1kg of insects per hectare
- The work of wasps is almost all done by the females
- Once established, wasp larvae feed their queen via trophallaxis
- Sweet-feeding wasps in search of carbohydrates are the main public health nuisance in late Summer
- Decline in wasp populations is a major ecological concern – don't eradicate unless a public health risk exists

nectar sources. Queens supply their larvae with insect prey and, in return, the larvae provide their mother with a regurgitated sugar syrup through a process known as trophallaxis. After a further three weeks, the larvae complete development and emerge as adult workers, initiating the social stage of the colony cycle. Until late Summer all emerging adults are female – it's the females that do all the hard work in a colony of social wasps.

CONTINUED >

TYPICAL ANNUAL COLONY CYCLE OF A SOCIAL WASP OF THE GENUS VESPULA

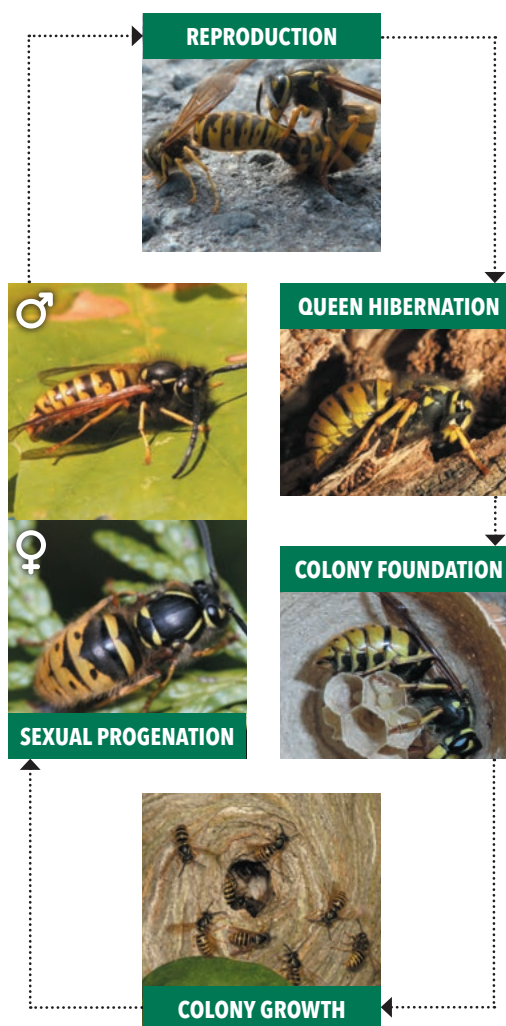


Image: Common yellowjacket wasp (Vespula vulgaris). Flickr(CC): Jaime González

Image: Common yellowjacket wasp (Vespula vulgaris). Flickr(CC): Jaime González

Images from top clockwise: Purple Centipede; Katia Schulz; Frank Hornig; Donald Hobern; Sandy Rae; OrangeAurochs. All used under CC.

The emergence of the first generation of workers signals a change in behaviour for queens. From now on, they remain in the nest and become egg-laying machines, pumping out more worker-destined eggs while the remaining colony chores (i.e. hunting, brood care and nest construction) are delegated to her adult offspring workers. The nest continues to grow in this manner until mid to late Summer, after which queens begin to lay sexual brood (males and queen-destined brood, or gynes). Once fully developed, the sexual progeny leave the nest in search of mates, beginning the colony cycle all over again. The release of the sexuals spells the end of the current colony cycle, with queens no longer producing any more offspring. As a result, the remaining workers no longer have any responsibilities and will leave the nest in search of carbohydrate sources to prolong their own life, often bringing them into contact with humans and leading to their pestiferous nature during the late Summer.



European hornet (*Vespa crabro*) worker with masticated prey.
Image: (CC) Richard Brantz.

WASPS AS PREDATORS

The nine species of social wasps found in the UK belong to the Vespinae subfamily. Eight of these species are truly social, with nests containing one queen and thousands of workers. The ninth species, the cuckoo wasp (*Vespula austriaca*) does not produce workers and is instead a social parasite of the red wasp (*Vespula rufa*), overthrowing the queen of a mature nest and forcing the remaining host workers to rear the parasite's sexual offspring.

For larvae in a social wasp nest to successfully complete development, the workers responsible for their care must provide them with roughly their equivalent adult weight in protein, the vast majority of which is sourced through predation on other insects and arachnids. Given that a common wasp (*Vespula vulgaris*) queen may produce over 10,000 offspring during the colony cycle, this roughly equates to at least 0.23kg of prey biomass collected for just one nest each season.

Actual qualitative data for social wasp prey biomass are rare. However, in New Zealand, *Vespula vulgaris* is reported to capture up to 4.8 million prey loads per hectare, per season and is thus estimated to

“...pest species such as caterpillars, aphids and whiteflies are thought to make up a large proportion of social wasp diets, implicating the economic value of wasps as biocontrol agents.”

be responsible for the consumption of 8.1kg of prey per hectare per season. That is just for one species of wasp – imagine what this figure would look like if the other social wasp species were taken into account!

Wasps are not picky when it comes to hunting; they are generalists, catching those insects and arachnids which are in highest abundance within the foraging range of the nest. Surprisingly we know relatively little about what wasps prey on. One of the reasons for this is that it is difficult to identify their prey when they arrive at the nest, as it is often semi-digested into a masticated ball. New molecular techniques offer the opportunity to identify prey, and quantify relative abundances of different prey species, by sequencing the guts of larvae, where the prey food are stored and digested. But what is clear is that pest species such as caterpillars, aphids and whiteflies are thought to make up a large proportion of social wasp diets, implicating the economic value of wasps as biocontrol agents and thus highlighting their importance in assuring food security for our own growing populations. Suggestive declines in wasp populations are therefore something of a concern; without wasps we would most almost certainly see a huge rise in various species of insect pests. However, as yet we lack the data to make a quantitative assessment of this.

WASPS AS POLLINATORS

While the larval diet of wasps is reliant on protein, adult diets are mostly composed of carbohydrates, the majority of which are obtained by foraging for nectar from flowers. Much like their hunting strategy, wasps are also unfussy when it comes to which flowers they collect nectar from. However, their short-tongued nature means they are mostly restricted to flowers with exposed nectar glands or shallow corollas.

Although far less hairy than their bee cousins, pollen still manages to get caught up in the hair, antennae and exoskeletal joints of wasps upon visits to flowers. As a result, wasps often end up transporting pollen between the plants they visit, pollinating various species commonly encountered in the countryside such as figworts, ivy and thistles. In fact, wasps are so important in the pollination of figworts that the plants themselves are sometimes referred to as 'wasp flowers'.

Perhaps more importantly, the generalist predatory nature of wasps means they are more abundant than bees in degraded or fragmented habitats (such as agriculture, commercial development, urban environments or water diversion) and, as a result, play important roles as 'backup' pollinators in such areas.



A pollen covered male wasp (*Vespula vulgaris*) foraging for nectar from a common ivy (*Hedera helix*) flower. Image: (CC) Dean Morley

DEALING WITH WASPS

While wasps play roles as both predators and pollinators, their potential threat to human health makes it entirely understandable that they be controlled. However, it is worth noting that during the worker and sexual production stages of the colony cycle, wasps will generally only sting in defence of the nest. Thus, by tolerating a wasp nest on a property, the garden and surrounding areas are likely to benefit from natural pest control.

Later in the Summer, when there is no brood left to feed, the workers become a little unruly as they no longer need to forage for prey and instead turn their attention to sugar, thus their interaction with humans. Nest eradication may not always be necessary. By isolating any wasps that approach food sources, this stops them recruiting their fellow nestmates. But be sure not to make them angry enough to sting; the act of stinging can trigger the release of an alarm pheromone which can attract other wasps to come to the rescue. This is an evolved strategy to help combat vertebrate predators at the nest; ineffective treatment may elicit the same innate collective behaviour required to protect their relatives and pass on their genes.

The decline of wasp populations across the UK is a major ecological concern. Therefore we would urge that, in cases where wasp nests must be removed from properties, they are not completely destroyed unless absolutely necessary. Instead, it would be of environmental benefit if pest controllers could relocate wasp nests away from human residences, a practice that is already largely carried out in Germany, where the European hornet (*Vespa crabro*) is protected by law. Such an approach would allow colony cycle completion, ensuring that fertile queens will be able to found new nests the next year and allowing the fantastic work of wasps to continue.

WE WANT YOUR WASPS

If you are routinely called in to exterminate these stripy treasures, then the team at Bristol University would love to hear from you. Wasp colonies (brood and adults) are a valuable resource for taking the next steps in determining the ecological and economic value of wasps. Contact Dr Sumner (see below), and you will be sent instructions and a wasp collecting kit to ensure your samples go to good use.

CONTACT US

Ryan E. Brock and Seirian Sumner
School of Biological Sciences, Life Sciences Building,
University of Bristol, 24 Tyndall Avenue, Bristol BS8 1TQ



Email: Seirian.Sumner@gmail.com

Twitter: @WaspWoman

www.sumnerlab.org

MORE INFO

BPCA Guidance Document on Wasp Treatments
www.bpca.org.uk

STOP PRESS!

CEPA Certified® client leaflet available for free!

Just got your CEPA Certification?

Want to show the world exactly what it means? Do your clients want to know more about CEPA Certified® and the European Standard for Pest Management Services (BS EN 16636)?

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- How to check if your pest control contractor has the standard
- What it means to be CEPA Certified®



Available now! Download this short, snappy, eye-catching leaflet from www.bpca.org.uk/cepa



Wood-destroying insects in buildings

James Berry, Technical Manager at The Property Care Association discusses the identification of two common wood-boring species and their control.

There are a number of wood-destroying insects in the UK, but typically only a handful are found within buildings. Their appearance is likely to cause the homeowner a great deal of concern. This article highlights the tell-tale signs of two of the more common beetles, their identification, and where to go upon their discovery.

COMMON FURNITURE BEETLE

The common furniture beetle is the most abundant of the wood destroying insects found in buildings in the UK. It naturally inhabits dead stumps and fallen branches in woods and hedgerows, but is more abundant in building timbers and furniture.



Common furniture beetle damage to timber

The adult beetles are 2.5-5mm in length and are reddish to blackish brown. The upper parts of the body are clothed with a fine covering of short yellow hairs, and rows of small pits or punctures on the wing cases are well defined.

Adult beetles emerge from timber in the Spring and Summer. The female beetle lays eggs, often into cracks and crevices in the timber. Usually within a month the eggs hatch and the young grubs begin burrowing into the timber. Here they remain for two to four years slowly eating and burrowing beneath the surface of the wood. Eventually the mature larva excavates a pupation chamber just beneath the surface of the wood. As the larvae feed on the wood they bore galleries which become partly filled with granular wood bore dust.

Following the pupation process the adult beetle cuts a hole in the surface of the timber and emerges to start the process once more. It is the appearance of new emergence holes

typically 1-2mm in diameter, and the dust (frass) that falls from them that often indicates the presence of an active infestation of woodworm. The frass is similar to fine sand. Other indicators include the presence of adult beetles, and larvae in the timber. Most damage is found in timber which has been in use for 10 years or more.

The adult beetles are capable of flight and this enables them to travel and infest other timbers. In the period from March to September, adults can be found on the window ledges of houses containing infested timber.

The beetle is significant because of its abundance and given the right conditions it can infest a wide variety of timber products including structural building timbers, furniture and wooden ornaments. If left unchecked infestations can lead to severe structural weakening and eventually total collapse.

DEATHWATCH BEETLE

Due to its preference for certain partially decayed hardwoods, principally oak, deathwatch beetle is most commonly found in historic buildings. The best indicator of an active infestation by deathwatch beetle is the presence of adult beetles, which are typically found on surrounding floors.

Timber which is free from decay is rarely, if ever, attacked, the eggs being laid almost invariably in decayed parts of the timber. The larval period is influenced by the extent of decomposition resulting from fungal activity. Although the average length of the life cycle is four to five years it can extend to ten years.



Deathwatch damage to a section of timber

The condition of the wood appears to be important both to the common furniture beetle and the deathwatch beetle, sometimes infested wood will become deserted due to changes in its condition or the action of predatory insects. In comparison to common furniture beetle, the larger larval size and the longer larval period results in more serious infestations which can lead to breakdown in structural timbers that may then require replacement.

In churches and other older buildings damage by both deathwatch and common furniture beetles may be present in the same timber component.

The beetle measures 5-8mm in length. Its colour is dark chocolate brown with patches of short yellowish hairs, which give the insect a variegated appearance. In old specimens these hairs may have been rubbed off, in which case the mottled appearance is less obvious.

The phases of the life cycle are the same as for the common furniture beetle, but the beetles commonly emerge in April, May or June, leaving a round exit hole about 3mm in diameter, and typically larger than those caused by common furniture beetle.

Furthermore, infestations by deathwatch beetles can easily be distinguished from that of other wood boring insects by the presence of small bun-shaped pellets in the frass produced by the larvae.

Timber infested by the deathwatch beetle should be very carefully inspected before any treatment is undertaken. Such inspection should, if possible, take place during the period April to June whilst the beetles are emerging. The source of moisture that encourages fungal decay and continuation of the infestation should be removed and the timber dried out.

Treatment of infestation by deathwatch beetle can be particularly troublesome. Treatment with an insecticide by brush or spray during the emergence period of the beetle is useful in destroying eggs and young larvae before they enter the wood, but it is doubtful whether such treatment will kill older larvae working below the surface at any appreciable depth.

When infestations by the deathwatch beetle are discovered, treatments will always be dictated by site conditions and should be formulated by an experienced specialist.

SPEED
VIEW

- Common furniture beetle is most abundant in the UK
- If left untreated, infestations can cause structural collapse
- Deathwatch beetle is most commonly found in historic buildings
- Ascertain if evidence points to an active or inactive infestation
- Treatment is complex and best left to a specialist

“
Treatment of infestation by deathwatch beetle
can be particularly troublesome. ”



Deathwatch beetle (*Xestobium rufillosum*)

WHO CAN HELP?

Prior to undertaking any form of treatment it is essential to establish if the infestation is active or historic. All timber should be investigated by a suitably qualified professional to determine evidence of current activity to justify any form of treatment. The insect may have already died out due to unsuitability of the timber, decreased moisture content or due to previous treatments. In these instances treatment will not be justified.

Members of the Property Care Association (PCA) that specialise in timber preservation are the recommended first port of call for practical advice on infestations by wood destroying insects. The ability to implement the correct and appropriate remedial treatments can save huge sums of money that would have otherwise been spent on expensive structural repairs. PCA members who specialise in timber preservation are proficient in a number of techniques that can be utilised to control beetle infestations.

The PCA's nationwide list of contractor members are carefully vetted before being awarded membership and are then subjected to rigorous ongoing auditing procedures once admitted to the Association. Members of the PCA can offer insurance backed guarantees for much of the work they undertake.

www.property-care.org

Brexit and you

Simon Forrester investigates what Brexit might mean to the UK pest control sector.

After a narrow victory of 52:48, the campaign to have the UK leave the European Union has set in train one of the most significant changes in recent political history. On a personal level, I can't remember ever experiencing such a condensed period of news; papers seemed to be out of date before they hit the doormat, political upheaval dominates the news. The danger is that by the time you read this, everything will have changed.

So, assuming that Teresa May hasn't resigned by now and we are still Brexiting, let's continue. I've looked at the potential effects of the vote through an audit of the environmental influences on our sector, using the 'PESTLE' model. I haven't ordered the points in any particular way. Some of these will be of more relevance to your business than others.

POLITICAL

The new Conservative government has established a 'Ministry of Brexit' to deal with the fallout from the vote. While lacking in trade policy negotiation expertise, this body has been tasked with creating an exit plan for the UK. It seems the majority of spare resources will be going into this body, slowing down activity elsewhere; for example, the planned review of animal welfare legislation may be put on hold.

There have been other government department changes, though sadly public health pest control is still governed by a mish-mash of three departments: Health, Work & Pensions (HSE), and Defra.

On a more local note councils will continue to have challenging cost reduction targets set, which is likely to make more pest control services 'self-sustaining' (i.e. offer commercial pest control) or outsource to professional pest control companies – both a threat and an opportunity. Other cutbacks, like less frequent bin collections, may also impact on pest numbers thereby increasing demand for our services.

ECONOMIC

Companies using British products and services look likely to have an advantage over those more reliant on imported products, based on a weak pound's relative cost of imports. Increased quantitative easing may also affect interest rates, making it easier to borrow money.

There may be further austerity measures leading to reduced investment in new services and cuts in maintenance. On a global scale we may see businesses move investment elsewhere in Europe or further afield – not so good if you have a contract for their warehouse or office block.

Interest rate cuts may force house prices down, which in turn could make consumers less likely to spend. Food prices are likely to rise, which may have an impact on food waste and consumer activity. More than a quarter of food eaten in the UK in 2015 was imported from the EU, according to a report by food policy expert Tim Lang. That figure rises to 40% for fresh produce. The National Farmers Union expects prices to rise, at least in the short term. And if we lose subsidies on these imports and they become subject to tariffs then they'll inevitably become more expensive.

Diversification by companies already on-site for other reasons may impact pest control. With low barriers to entry and almost zero regulation, pest control might seem an attractive opportunity for companies looking to expand their portfolio, such as FM and cleaning firms.

SOCIAL

Uncertainty breeds conservatism but also brings opportunity. It's early days to predict the social effect of Brexit – who knows, it may even affect the public's tolerance of pests.

TECHNOLOGICAL

Disruptive technologies (think Uber, Wikipedia or high speed rail) often arise in periods of economic uncertainty. While many aspects of pest control haven't changed for many years, it may take an innovative company to shake up the model. We are already seeing inroads by US companies such as Orkin buying into the UK market with a markedly different approach, and others such as Superproof selling a service based on zero biocides and traps – very attractive to householders concerned at the use of chemicals or 'cruelty' to pests. UK construction law is one area that's unlikely to change. We are seeing increased pressure on architects and contractors to pest-proof buildings at the design and construction stage. By using Building Information Modelling (BIM), gaps can be removed in the building envelope.

LEGISLATIVE / ENVIRONMENTAL

Despite the desire in some pest controllers to see strychnine, methyl bromide and DDT reintroduced to the UK market, no one could claim the 'leave' result as a mandate to remove hard-fought protections – or for the UK to again become the 'dirty man of Europe'. But, with the majority of legislation affecting the environment emanating from the EU, what will happen?

Some of the early indications are positive and it seems unlikely that we would move far away from the collective position on most topics.

The UK has often been the lone voice demanding better science-based regulation in the EU. Brussels, on the other hand, has tended to take a politically-expedient route of defaulting to the 'precautionary principle' when difficult risk-benefit decisions are required. This stifles innovation. As Dr Colin Roscoe, President of the British Crop Production Council said, "New agrochemical approvals involve simplistic hazard-based 'cut-off' limits based for example on intrinsic toxicity, ignoring exposure and risk-assessment. This approach was reinforced in June this year when the EU Commission advocated hazard-assessment rather than risk-assessment to identify endocrine disruptors. The consequence of this will be the removal of many important, and safe-in-use, chemicals."

The Vote Leave campaign promised that by achieving Brexit we can reduce regulation, save or re-appportion current EU contributions and 'take back control'. If these are



“
The biocides we currently have available
should remain on the market – assuming we
keep up with stewardship requirements.”

to be achieved in our lifetime the herculean task of agreeing our exit plan and the associated mountain of legislative changes must be prioritised. This makes it more likely that in the short term it will be easier for government departments to cut-and-paste existing EU regulations and directives into UK law and policy.

Brexit gives the UK a unique opportunity to base its regulatory approaches to public health protection chemicals on robust risk assessment, like the US EPA and FDA. This can provide win-wins for food production, human health and the environment – and economic benefit.

Take, for example, the 1980 EU Drinking Water Directive. This requires a maximum individual pesticide concentration of 0.1µg/l – but this has no toxicological basis; it was simply the limit of detection back in 1980. As a result millions of pounds are spent each year in removing innocuous chemicals from drinking water, and the use of important agrochemicals – such as metaldehyde – of negligible human or aquatic ecosystem risk, are restricted. There have been huge advances in toxicological assessment since 1980 that make risk-assessment approaches, e.g. WHO Guideline Value methodology, entirely appropriate for safeguarding our drinking water.

“We must maintain the highest standards of water quality but we need to do this intelligently,” advises Dr. Ruscoe. “Many involved in food production – the UK’s biggest manufacturing industry – see more downsides than upsides in Brexit. Taking immediate opportunities to develop new food and farming legislation and directives, based on science not political expediency, would be a sign that the Government will deliver benefits from Brexit.”

Scrapping the Common Agricultural Policy could lead to more UK land supporting wildlife-rich habitats as there will be no incentive to leave land bare. And on the subject of the land, the recent EU decision to re-license the herbicide glyphosate for 18 months rather than the usual 15 years demonstrates the underlying suspicion of its safety to human health. That leaves the UK government with the chance to change that policy and others affecting pest control products in the coming months.

However, don’t hold your breath for quick changes. The expected legislative log-jam as we try to sort out almost every piece of legislation affecting every aspect of UK life will mean things may move slowly.

It seems apparent that things will change but we cannot reasonably expect any government to throw out existing legislation in the short-to-medium term without an extremely good reason. With no political will to change any public health pest control laws it seems unlikely that this would change immediately following the formal Article 50 notification. Indeed, it seems more likely that the limited resources of government will be tied up in negotiating a new deal with Europe rather than focusing attention on laws affecting our sector.

The UK Rodenticide Stewardship programme, the CEPA Certified® standard, the rules for use of aluminium phosphide – all are still valid. The UK has one of the best regulatory and standards frameworks in the world and we expect the regulators to ask for our help to plot a course for the future.

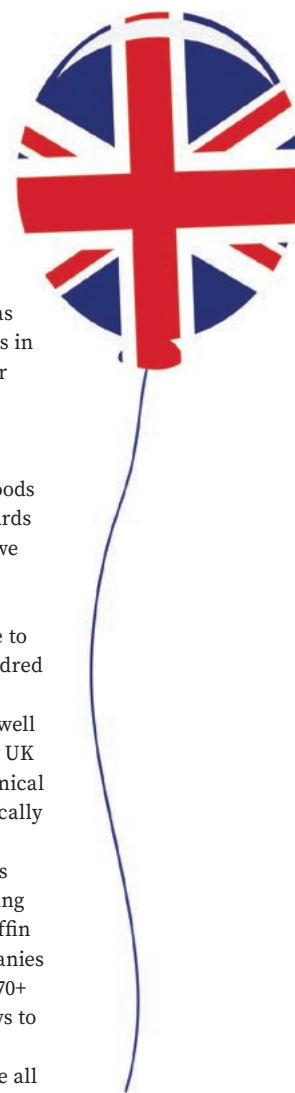
The biocides we currently have available should remain on the market – assuming we keep up with stewardship requirements. The laws on quality of goods (CE mark etc.) are unlikely to change and UK standards will remain in parallel with their EU equivalents if we wish to sell products to our neighbours.

But with pest control becoming less reliance on pesticides the smaller market will be less attractive to chemical companies. Would you spend several hundred thousand Euros (or pounds) to have a product registered when the market is shrinking, and may well be removed from under you by EU law? Also, if the UK moves away from EU framework, we may find chemical companies do not want to produce products specifically for our tiny market.

CEPA Certified® has generated significant rumours and scaremongering. It seems those who are unwilling to support this initiative see Brexit as a nail in its coffin – but far from it. At the time of writing 40 UK companies have achieved CEPA Certified® status, with another 70+ companies so far attending our free CEPA Roadshows to find out how their business can benefit from this standard. Before we embarked on the project to have all BPCA members audited against EN16636 by Bureau Veritas, BPCA’s Executive Board had already considered what a Brexit vote would mean to CEPA Certified®, and to the EN standard itself. CEPA Certified® is based on EN16636, a European standard that is also a British standard. The companies who already have CEPA Certified® can confirm their certificate states the standard to be BS EN16636:2015.

UK plc makes a huge amount of money from British standards both at home and globally – around £8.2billion (figures from Centre for Economics and Business Research) – and no government of any hue is going to throw that away, so British standards are here to stay. Also, many clients with a presence in the UK and across Europe are already building CEPA Certified® into their specifications, knowing that this is a unique benchmark of quality for our sector. By the time the dust settles on what Brexit actually means on a day-to-day basis for pest controllers and their clients, the CEPA Certified® standard will be fully established. Whether in or out of Europe, the UK is leading the way in terms of certification to the standard (see page 15), and with our members’ help we will continue to lead the league table. CEPA Certified® gives BPCA an opportunity to show all of Europe and legislators in both Westminster and Brussels that UK businesses work to the highest standards.

CONTINUED >



As for CEPA membership itself, BPCA was proud to be one of the founding organisations back in 1974 and we will continue to be a central part in its ongoing success. CEPA is the Confederation of European Pest Management Associations, not EU or even EEA. Whatever the UK position is in relation to the EU, we are a part of geographical Europe and, just like our colleagues from the Norwegian, Ukrainian and Swiss pest control associations, we will be members of CEPA going forward.

CONCLUSION

The UK is coming to terms with a referendum result which will have massive implications for our future. It is too early to predict the political landscape, and the levels of upheaval we are currently experiencing were (to put it mildly) unexpected. We live in a time where we expect immediate answers but none are forthcoming. Life will go on. Pests will not disappear. In the short term it is 'business as usual' and in the future BPCA will

work closely with those involved in the process of change. For the professional public health pest control sector UK legislation still applies, and any European directives or laws will remain in place until we are advised otherwise. While the actual process of leaving will take some time, the impact will be felt long before then as different aspects of our relationship with Europe are negotiated. BPCA's advice to our members is to continue to work in a professional manner, and advise clients that all existing rules still apply.



We need swift, clear and effective leadership from government as well as skilful negotiation to stabilise the economy and address the concerns of the public in general, and BPCA members in particular. The impact for us as a key stakeholder in public health protection could be considerable.

It is our responsibility as the professional body for the UK pest management sector to ensure that the issues that affect us are urgently addressed and the transition between now and leaving the EU to be as smooth as possible.



OVER TO YOU

If your business has specific concerns, please let us know so that they can be included in our negotiations.

simon@bpca.org.uk



NEW ONLINE COURSE

Foundation Certificate in Pest Management

Got a new starter? Do admin staff need basic pest management training? Want to make a client 'pest aware'?

BPCA has launched an online learning pack for those new to our industry, or those who do not and will not be doing pest control but need an overview (e.g. office, stores and sales personnel or clients).

Each person taking the course will be issued with a certificate.

Potentially, it's the first experience of BPCA learning a person may have.

Discounts for bulk purchases - contact training@bpca.org.uk to discuss details.



Costs for 2016
 £50 if ordered by a BPCA member
 £75 for non-members

PPC special!

£25 OFF each booking
 If purchased with either the Online Introduction to Pest Management course or the classroom General Pest Control course.

FIND OUT MORE

Visit www.bpca.org.uk/training or call our training team on **01332 225113**



ALIEN V. PESTIE

New EU legislation will change how certain Invasive Alien Species (IAS also known as invasive non-native species) are managed across the EU.

Image: Dick Daniels <http://carolinabirds.org/>

The decision by the British public to leave the European Union does not mean there will be immediate changes to the laws that govern us. Until the UK formally leaves the EU it still has a legal obligation to comply with EU law. One such law is the one governing invasive species. Whether in or out of Europe, pest controllers must remain vigilant as the country's 'first line of defence' against alien plants and animals.



We have all seen the devastation non-native species such as Japanese knotweed or grey squirrels have brought. The EU has brought in a new regulation to prevent the spread of such species.

In July the European Commission published Commission Implementing Regulation 2016/1141 which sets out an initial list of 37 species to which EU IAS Regulation 1143/2014 will apply. The associated restrictions and obligations came into force on 3 August. All of these species have been accepted as meeting agreed criteria concerning their invasiveness and ability to establish in several member states.

The aim of this new regime is to prevent or manage the introduction, or spread, of invasive non-native species across the European Union. In order to achieve this aim the EU regulation requires member states to put in place surveillance and rapid response mechanisms and to develop management action plans.

Listing imposes restrictions on the commercial keeping, sale, and transporting of the listed plants and animals, and their intentional breeding or release. A permit scheme will be in operation to allow derogations from some of these restrictions (other than their release) but only in very limited circumstances. While some of the listed species are already present in the UK, sightings of any of the others will assist in the control of these destructive plants and animals. To find out more visit the GB Non-Native Species Secretariat website.

www.nonnativespecies.org

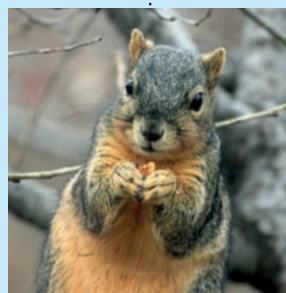
INVASIVE ALIEN SPECIES OF UNION CONCERN

Animals

- Amur sleeper
- Asian hornet (*Vespa velutina*)
- Small Indian mongoose
- Bryant's fox squirrel (*Sciurus niger*) [pic below]
- Chinese mitten crab
- Coypu (*Myocaster coypus*)
- Eastern crayfish
- Grey squirrel (*Sciurus carolinensis*)
- Indian house crow (*Corvus splendens*)
- Marbled crayfish
- Muntjac deer (*Muntiacus reevesi*)
- North American bullfrog
- Pallas's squirrel (*Callosciurus erythraeus*)
- Raccoon (*Procyon lotor*)
- Red eared slider
- Red swamp crayfish
- Ruddy duck (*Oxyura jamaicensis*) [pic above]
- Sacred ibis (*Threskiornis aethiopicus*)
- Siberian chipmunk (*Eutamias sibiricus*)
- Signal crayfish
- South American coati (*Nasua nasua*)
- Topmouth gudgeon
- Virile (northern) crayfish

Plants

- American skunk cabbage
- Asiatic tearthumb
- Curly waterweed
- Eastern baccharis
- Floating pennywort
- Floating primrose
- Green cambomba
- Kudzu vine
- Parrot's feather
- Persian hogweed
- Water hyacinth
- Water primrose (two species)
- Whiteton weed



Asian hornet spotted in Channel Islands



According to Killgerm's Matt Davies, the Asian hornet (*Vespa velutina*) has been identified in Alderney, the most northerly Channel Island.

Matt told Pest Control News, "Thanks to the extensive awareness campaign from the non-native species secretariat and the National Bee Unit, I was able to recognise *Vespa velutina* immediately and I proceeded to advise according to the established alerting procedure. My initial identification has now been confirmed and I understand that the relevant non-native species members of staff in Guernsey government have been alerted."

Jamie Laband from the States Works Department and Technical Services said, "The nest was round, with about a dozen 'wasps' in it and one large queen. It was in Braye Hill in a storage shed and was fragile, brown in colour, about the size of a grapefruit. The nearest honey bee colony was approximately half a kilometre away, so I have since alerted beekeepers."

OVER TO YOU

Think you have a sighting? Email a photograph and location details to alertnonnative@ceh.ac.uk

For more on this topic see the article in PPC65 www.ppconline.org/ppc65/#22

flight of fancy

Craig Lippett, Chairman of ARPAS-UK, the trade body for remotely piloted aircraft (drones) explains the regulations involved in commercial use of drones.



*** THIS NUMBER OF ORGANISATIONS IS INCREASING WITH 250 MORE BEING APPROVED EACH MONTH...**

SPEED VIEW

- **Commercial use of drones requires a PFAW certificate**
- **Operators must be trained and competent and pass a practical test**
- **Insurances may need amending**
- **Lodge an operations manual with the CAA**
- **An operational safety case may be required**

The exponential expansion of the use of Unmanned Aerial Vehicles (UAVs), commonly referred to as drones, is transforming the way a wide range of industry sectors conduct their day-to-day business, including the pest control community. However, the pace of technological advancement has outstripped the evolution of regulations for drone usage, an issue that continues to provide challenges to drone operators who wish to fly in more complex environments to meet the needs of their customer base.

Across Europe drone regulation is moving forward and each country has broadly similar regulations, although the transfer of qualifications and operating permissions between states is not yet harmonised. The UK Civil Aviation Authority (CAA) has adopted a 'light touch' approach to drone regulation, the aim of which is to find the line between the management of risk to the public while enabling the industry to grow in line with expectation. The UK currently has 1,800 companies certified to operate drones and with often more than one pilot in the organisation, this means that the UK has approximately 2,600-2,800 qualified remote pilots. The number of organisations is increasing with 250 more being approved each month, a considerable growth rate when you consider that only two years ago that number was only 260. At this rate of growth the number will be 3,500-4,000 within the next two years.

To become certified a company must work to obtain a CAA Permission for Aerial Work (PFAW) which allows the holder to conduct work for commercial gain while outlining the operational limitations it must comply with. The key document in the PFAW submission is the company operations manual which outlines key information on how flying activity will take place, what drones will be used and the safety principles employed. An organisation also needs to be appropriately insured for drone operations. Each pilot who will operate under the PFAW must have undergone theoretical training, or demonstrated an acceptable means of compliance such as a Professional Pilot Licence (PPL), and a pilot competency assessment from a practical flying test.

This full certification process is offered by one of the National Qualified Entities (NQE) that have emerged in recent years to deliver these activities on behalf of the CAA. The theory element is normally classroom based, two to three days long (although can be as little as one day) and focuses on subjects such as regulation, airspace considerations, how a drone works, how to set up a flying site, how to conduct pre-site surveys and risk assessments. The culmination of the process is a flying test in which the candidate is given a representative flying task and

demonstrates their ability to plan, set out a flying site, perform basic flying skills and show how they react to emergency situations. If successful, that pilot is then certified to fly the configuration and weight category of the drone tested. So, for example, if it was a Phantom 3 UAV then the pilot would be certified to fly all rotorcraft (whether four, six or eight engines) up to a weight of 7kg. If the rotorcraft tested is between 7kg and 20kg then the remote pilot is automatically qualified for the below 7kg category.

The next step is completion of the operations manual which is submitted to the CAA together with evidence of pilot competency and insurance and approximately two months later the organisation can expect to be issued its PFAW.



The vast majority of companies that hold a PFAW are concerned with basic aerial imagery for marketing, inspection and high-end production video. Although initially slow to recognise the benefits, the pest control community has begun to see how drone technology can be employed as an additional, essential tool in its business armoury. Sophisticated drone technology means that a pest control professional can now find it easier and cheaper to inspect infrastructure that has traditionally only been accessible using difficult and expensive means.

Drones come in all shapes and sizes but the class below 20kg make up almost all of the current certified organisations. They can be rotorcraft (a helicopter with multiple rotors, usually in even number configurations of four, six or eight engines) or fixed wing drones. These fly just like conventional aircraft with forward motion generating lift to keep the platform in the air. They can be hand, bungee or rail launched and often employ features such as parachutes to ensure a safe landing.

CONTINUED >

“Sophisticated drone technology means that a pest control professional can now find it easier and cheaper to inspect infrastructure that has traditionally only been accessible using difficult and expensive means.”



MORE INFO

Originally a military air traffic controller with an instructor and examiner background, Craig established Resource Group Unmanned Aviation Services in 2011. After project managing the award of National Qualified Entity (NQE) status and introduction of the hugely successful RPO-s Remote Pilot training programme in 2013 he moved into services becoming Operations Director for Skycap, a leading UK UAS service delivery company. A qualified remote pilot with experience on many types, he has considerable experience in UAS training, operations, safety management and regulations, is passionate about the promotion of drone safety and is currently an independent consultant to the UK and International UAS sector.



“THE MAJORITY OF INDIVIDUALS ENTERING THIS NEW SECTOR HAVE LITTLE OR NO EXPERIENCE OF HOW TO OPERATE A DRONE...”

With the safety of the general public and other air users in mind all drones must have (and be able to demonstrate) failsafe features which automatically bring the drone back to its launch point in the event that the radio link between the remote pilot and the platform is lost.



The majority of individuals entering this new sector have little or no experience of how to operate a drone, many simply being established professionals such as surveyors, inspection engineers, asset managers, agronomists and archaeologists. The principles of operating a drone are an entirely new discipline to take on board so each organisation must learn the lessons quickly to exploit the opportunities that drone operation brings.

The proliferation of drone usage means that members of the general public now come into contact with these operations much more than before, and news pieces about near misses with airliners keep drone use or, as is often the case, misuse, in the forefront of public consciousness.

The rules in place enable a remote pilot to operate out to 500m radius from the launch position and up to 120m (400ft) above the ground, while ensuring that the drone is in sight at all times. People, cars and buildings must be avoided by 50m unless they have been briefed, and pilots cannot fly over large groups of people or congested areas.

As drone usage increases so does encroachment on congested areas – by definition, villages, towns and cities. The UK has a high population density (second only to the Netherlands and Belgium in Europe) and a lot of the available work, especially related to bird netting, can be found in these areas.

To meet the needs of PFAW holders looking to work in these areas the CAA has recently released the Operational Safety Case (OSC) concept, an enhanced permission, which requires the applicant to

demonstrate a greater level of safety but could mean a reduction in the limitations that normally apply.

For instance, the standard lateral distance of 50m might be reduced to as little as 10-15m if the applicant can show the correct level of risk mitigation. This can be demonstrated by a combination of more comprehensive pilot training, greater safety features on the drone and more safety elements built in to the operational procedures. In general, the more safety features submitted, the greater the reduction in operational limits and, therefore, the wider the choice of more lucrative work for the operator.

The number of enhanced permissions of this nature is currently only 15-20 but puts the holders in a select club that can perform work that the vast majority of certified drone companies cannot. In this sector, as in most, it pays to stand out from the crowd.

There is an important thing to remember about drones: they are not a panacea, and for pest control professionals they are not the answer to every problem. They are simply another tool in the box but employed in the right way they fulfil a useful function in putting the required sensor in the right space at the right time.

As sensors develop the utility of drones for pest controllers widens and the future holds some exciting visions of what might be. Miniature drones that you can keep in your pocket, take out and throw in the air and that will survey a 50 storey building in 20 minutes in all weathers and then upload the data to the cloud where it will be processed and delivered to the client a few hours after capture – all with no direct human interaction. Years away you might think? Perhaps not as far away as you might imagine.



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At Bayer our experienced UK team of Pest Experts combine the expert scientific knowledge of Bayer with a practical understanding of how our products can be integrated into your pest control programme.



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Bayer PestXpert app, you
also have access to:

- Product information
- Photo identification
- Pest identification
& treatment

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5 simple motoring tips for pest controllers



- Switch on your satnav
- Check insurance covers every journey
- Stay off the drink and drugs
- Stop and report every accident
- Keep vehicle paperwork up-to-date

Owning, running and insuring vehicles are amongst the greatest costs that pest control companies face. The simple steps in this article will cost you next to nothing but could save money in the future.

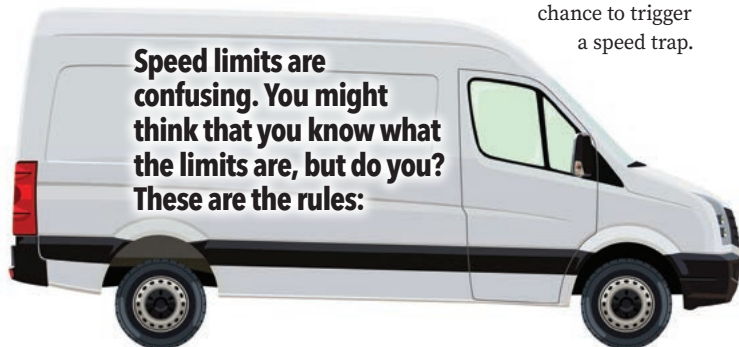
If you work for yourself or if you work for a company then protecting your driving licence is vital. Of course, losing your licence often means that you can't work at all. But avoiding penalty points will keep your insurance bill down and might even reduce the amount of stress at work. Companies need to help employees to hold on to their licence. Losing a valued employee because they have been disqualified from driving costs a fortune. Recruitment is expensive and it can take a while to make a new staff member as productive as someone with more experience.



SWITCH ON YOUR SATNAV

When you are driving on unfamiliar roads there is always the risk that you don't know the speed limit. It's a constant risk when driving to appointments in new locations. Getting caught for speeding is almost an occupational hazard for professional drivers. If you go twice as many miles as the average driver

there is twice the chance to trigger a speed trap.



- 70 MPH** Motorways unless there is a sign changing the limit
- 70 MPH** Dual carriageways with no street lights
- 60 MPH** Single carriageways with no street lights
- 60 MPH** Single carriageways with street lights but with a national speed limit sign
- 30 MPH** Non-motorways with street lights
- 50 MPH 40 MPH 20 MPH** Only when an appropriate sign shows speed limit

Confused? You should be! Fortunately help is at hand as most new satnav devices know speed limits. There will be a setting that enables an annoying alarm every time you break the limit. It will infuriate you, but it might save your licence. However, satnavs don't know about temporary speed limits and you need to ensure maps are up-to-date. You still need to pay attention.



CHECK YOUR INSURANCE

This tip is for you if you are self-employed or if you use your own vehicle for work. Regular insurance policies do not cover you for business use. If you are using your own car at work on a policy that is limited to social use, domestic use and commuting you will not be covered. Upgrade your policy to include business use and you will be OK. Even trips round the corner to B&Q for a spare bucket during work hours need business cover. Be warned.

There are two negative consequences to driving without insurance. Firstly, if you are seen by the police driving for work you will be given six to eight penalty points on your licence and a fine of up to £2,500. Secondly, if you have an accident the insurance policy will not pay out for you or for the third party. You could be liable to pay out for the whole accident yourself. That might even mean losing your home to pay the bill.

“The police take a zero tolerance approach; so should you. Of course, taking cannabis, cocaine or any other controlled drug is illegal but it is particularly dangerous when combined with driving.”



JUST SAY NO

Laws on drug driving are harsh. Since the law changed in 2015 thousands of recreational drug users have been prosecuted. There is a zero tolerance approach to illegal drugs which means that drivers can still be guilty even if the physical effects of drugs have worn off. Many drugs stay around in the body for hours or even days.

The drug driving limits are set at just above zero for practical purposes. Anyone found with drugs in their blood or urine above the limit will be prosecuted in the magistrates' court. They face a minimum driving ban of 12 months, unlimited fines and even prison.

The police take a zero tolerance approach; so should you. Of course, taking cannabis, cocaine or any other controlled drug is illegal but it is particularly dangerous when combined with driving. Your organisation should have a strict written policy, you could even consider random drug testing.



STOP AND REPORT EVERY ACCIDENT

If you dent a car in the supermarket car park; knock over a road sign or street furniture; or scratch another parked car then stop and give your details to anyone who might need them. If you can't find anyone, then report it to the police in person.

The law says that if you are involved in an accident which causes damage or injury you must stop and provide your details, even if the accident is not your fault. Sometimes you can't find someone to give your details to. In that case you need to report the accident to a police officer or at a police station in person.

Leaving a note in another vehicle's windscreen after a knock isn't really enough if the other driver isn't there. Technically you should go to the police, although prosecutions where the driver has left a note are almost unheard of.

Not following the law is a serious business. The law for 'hit and run' accidents covers everything from scratches and bumps to serious life-threatening injury. The least serious case means five to ten penalty points and a fine; the most serious can result in a driving ban and prison.

The consequences of a conviction can have a knock on effect on insurance too. Penalty points cause a hike in premiums. Some fleet insurers will not even cover drivers with more than six points.



UPDATE VEHICLE LOGS

This tip is for organisations that run work vehicles or fleet vehicles. You must keep records of who is driving your vehicles all the time. If the vehicle is seen by a speed camera the Notice of Intended Prosecution (NIP) and request to provide driver details will come out to the registered keeper. Failing to name the driver is a criminal offence worth six penalty points and a fine of up to £1,000. Of course, a company cannot be given penalty points but the fines can soon mount up.

There is no point in a company saying that they don't know who the driver was. The company is expected to keep proper records and know who is responsible for its vehicles.

Even worse, if the police suspect that an individual company director, manager or employee is failing to provide driver details on purpose that person can be prosecuted and could get the full six points even if they weren't the driver.

ABOUT THE AUTHOR



This article was written by Stephen Oldham, a solicitor specialising in helping drivers accused of motoring offences.
thedrivingsolicitor.co.uk

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For better search visibility, get local!

Customers who want to find your business will look for you online – usually via Google Search. And unless they've hired you before, they'll be searching for any business that falls under the general pest control banner.

Google Trends statistics show that, on average, 91,000 people every month search for terms containing the words 'pest control' in the UK, with seasonal spikes up to 135,000 searches.

That's a lot of searches – and a lot of competition for clicks. Until fairly recently your site would compete with sites all over the country for visibility, including large national pest control firms with deep pockets for search marketing budgets.

However, in the last two years, the major search engines have become much better at working out where their users are located and presenting them with local businesses in their search results. For smaller pest control businesses, this is great news: it means you have more opportunity to rank on the front page of results for more users. On the other hand, not many small businesses have made the necessary tweaks to their websites to ensure high local search rankings.

In this article I'll explain why local search is so important, and offer a few changes you can make that can boost your rankings.



Google Trends statistics show that, on average, 91,000 people every month search for terms containing the words 'pest control' in the UK, with seasonal spikes up to 135,000 searches.

LOCAL SEARCH GETS RESULTS, BECOMES MORE IMPORTANT

The rising importance of local search is tied directly to the rise of smartphones and tablets. As these devices have become more popular, search engine queries have grown. Last year, Google announced that while search volume grew across all devices, for the first time, the majority of searches worldwide were performed from mobile devices, not desktop computers*.



Mobile phones and tablets are location-targeted machines: they can pinpoint a user's physical location in a way desktops can't. This means that search engines now have the capability to serve up local business listings with an accuracy that wasn't possible just a few years ago. And research shows that local search users on mobile devices take action almost immediately: Google data from 2014 indicated that 50% of people who perform local searches from smartphones act within a day, either by calling or visiting a business**.

By failing to optimise your site for local search, you're missing out on some of the most motivated consumers out there.

ON-PAGE FIXES FOR LOCAL SEARCH

There are a few quick fixes you can make to your website that will help boost your local search results. If you maintain your own site and have a few hours free of an evening, they won't cost you anything.

Put a footer with address information on every page

First, get your company's name and address on a 'footer' that appears at the bottom of every page on your website. (This is similar to the address and contact information that appears on a company letterhead.) Make sure your address, telephone number, and other contact information (such as email) appear in the same format on each page's footer (and anywhere else on the site, for that matter).

Sprinkle some local search terms in your copy

It always helps to make sure your page contains keywords that search users will use to find you. Make sure your pages contain variations of terms such as these for your area (we'll use a company based in Stoke as an example):

- Stoke-on-Trent pest control service
- Pest control in Stoke
- Staffordshire pest control services
- Exterminators in Stoke.

You don't have to pack these into every sentence – you'll risk sounding like a robot to users, and looking like a spammer to the search engines. Aim to use local terms twice on each page: once in a heading, and once in body copy.

Put local terms in your metadata

Updating metadata – your page's title, description, and keyterms – used to be tricky. But most website platforms make it simple to do nowadays. How to do it varies depending on which platform you're using to manage your site (e.g. WordPress) – a quick Google search should help you find a step-by-step tutorial.

Once you know how to update your metadata, here's what to put in it:

Title

Titles should be unique to each page while including your company's name and location. For example, your home page title might say 'Jones Pest Control | A Stoke-on-Trent Pest Control Company', while your contact page title might be 'Contact Us | Jones Pest Control, Stoke-On-Trent'.

MOBILE PHONES AND TABLETS ARE LOCATION-TARGETED MACHINES: THEY CAN PINPOINT A USER'S PHYSICAL LOCATION IN A WAY DESKTOPS CAN'T.



Description

Each page should have a description of about two sentences. Visitors to your site won't see it, but the search engines do, and may even use them as part of your listing in search results. Make sure each page has a relevant description of what users can find there—and work in your company's name.

Meta keywords

Pick three to five short phrases people might use when searching for your business, and make them unique to each page. Our hypothetical company might pick 'Stoke pest control', 'pest control in Stoke', 'flea control Stoke' or other similar terms. Make sure to use these terms in the copy on your page, too.

Alt tags on images

You probably know you can add captions to images on your pages. You can also add labels that only appear when a user passes their mouse pointer over the image. These are known as 'alt tags' or 'alt titles', and they're a great place to put in local search terms. Again, you'll need to run a search to learn how to edit these for your website platform. Once you have, pick one term per image. You can use the same terms you put in the meta keywords or add others.

UPDATE FREE DIRECTORY LISTINGS

Is your business listed on review sites such as Yelp, HotFrog, and Google for Business? It should be. It may require another evening's work, but taking the time to put in your company's information on these sites is incredibly helpful for your local search

“ Is your business listed on review sites such as Yelp, HotFrog, and Google for Business? It should be. ”

rankings (one of my clients compared it to 'putting business cards in phone booths'). Most of these sites allow you to create a basic listing for your business for free. This usually includes information such as:

- Your business name, address, and contact number
- A description of your services
- A link to your website (links play a key role in your search rankings, local or otherwise!)
- The ability to categorise your listing or add keywords that describe what you do.

Google "local business directories" to find potential sites. Make sure the address and contact information you add to any of these listings exactly matches the information you put on your website footer. Although the search engines are much more intelligent than they used to be about your location, they can still be a bit flummoxed by the difference between, say, 'Birmingham' or 'B'ham'.

ABOUT THE AUTHOR

Rose Judson is an independent SEO and copywriting professional with more than ten years' experience.



She works for UK and US clients in higher education, publishing, fitness, retail and health care.
rose.judson@gmail.com

* <http://searchengineland.com/half-of-google-search-is-mobile-232994>
** <https://searchenginewatch.com/sew/study/2343577/google-local-searches-lead-50-of-mobile-users-to-visit-stores-study>

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GUIDANCE DOCUMENT

Bee treatments

events
training
support
influence



Image: National Pest Management Association www.npmapestworld.org

SPEED
VIEW

- **Do not apply bee treatment except in cases of a serious threat to human health**
- **25% of all bee types are endangered**
- **Bees will not sting unless they have to, and even then serious physical provocation would be required**
- **Congregations of bees usually do not indicate nests**
- **Best advice is to wait for bees to 'go on their way'**

ENSURE
YOUR PEST
CONTROLLER
IS A BPCA
MEMBER!

Due to the decline in bees and the low risk to human health, BPCA members do not condone the treatment of bees of any species unless absolutely necessary, and only when they are posing a serious threat to human health. Wherever possible, treatments should take place from ground level using application equipment. If working at height is required then ensure a working at height risk assessment is completed prior to any treatment.

This guidance document is designed to aid BPCA members demonstrate to clients that the treatment of bees is not recommended as standard practice.

There are around 250 different types of bee in England, of those 25% are on the endangered species list.

In the Spring bees come out of hibernation and start working. There are a number of bees, which are individuals, all looking for a home. This can create the impression of a bee's nest, especially if all of the individuals congregate together either on a wall, or in the case of burrowing bees, in the ground. These bees will not sting unless they have to.

Bumble bees and some wild bees do create small nests, generally in the ground, and sometimes within small holes in the wall, they do not do any harm to the ground or walls.

The white-tailed bumble bee can sometimes be seen around the eaves of buildings causing alarm to the home owners, however they are all individuals who congregate in the same place.

These bees will often hang around for three to four weeks to look after their young, and then disappear. Again they will not sting, even if you get close to their nest. They may dive bomb which can be frightening for some. For a bee to sting, you would have to crush it in your fist, and even then it may not. The best advice that can be given is to wait for a month and they will then be gone.

Honey bees are the only insect that actually swarms. This can happen any time during the months of May and June and can be quite a frightening experience. Once the queen and her followers have landed and settled, it is best to wait for 48 hours because if the queen does not like her new home she will move on, perhaps just leaving a few stragglers who will soon die without her. If the swarm is accessible a bee keeper can be called to remove the swarm to put into their own hives.

If you have a nest of honey bees in your chimney then this will need to be treated as the wax is a fire hazard. Please complete a risk assessment prior to treatment and contact the British Beekeepers Association and local chimney sweeps for guidance if appropriate.

www.bbka.org.uk

Power to the consumer

The Consumer Rights Act is being strengthened to give more support to the public if services provided are not up to scratch. Kevin Higgins investigates...

“...every contract where a trader supplies a service to a consumer includes a term that the service must be performed with reasonable care and skill, and if the trader does not meet the test of “reasonable care and skill”, the trader will be in breach of contract.”

Government believes that there is a lack of flexibility in the ways that public enforcers, such as Trading Standards, can achieve the best outcomes for consumers. Currently, enforcers can prosecute traders in the criminal courts, possibly leading to a fine or even imprisonment, or bring an action in the civil courts under the Enterprise Act 2002, to stop the infringing conduct. However neither option tends to lead to positive outcomes for consumers. Many do not get their money back and law breaking businesses do not have to take positive steps to rectify the damage caused.

Enhanced Consumer Measures (ECMs) are therefore being introduced to allow a wider range of innovative and positive measures in civil courts. The intention is that the enforcer should consult with the law-breaking business to find suitable ways to deal with the breach. If the trader refuses to co-operate or disagrees with measures the enforcer will have to present their case to the court. The court will decide if the measures being proposed by the enforcer are just, reasonable and proportionate.

ECMs can only be used where the consumer has suffered loss. In extreme cases, they can also be used in addition to a criminal prosecution.

WHAT COULD THEY BE?



The new law specifically leaves out a list of possible measures. This enables the enforcer to choose the most appropriate measure to deal with a breach. It also gives the business flexibility to suggest their own measures to put right the damage they have caused. Examples of ECMs are:

- Ordering a defaulting business to reimburse customers for any financial loss they have suffered as a result of the breach
- Where individual customers cannot be identified, ordering a defaulting business to pay an appropriate sum to a consumer charity
- Ordering a defaulting business to advertise their breach in the press, on their websites, and in their stores
- Publicising a defaulting businesses breach on Trading Standards website

- Ordering a defaulting business to overhaul its internal practices to ensure there is no repeat of the breach. For instance, appointing a compliance officer, updating internal processes and giving training to employees.

Any ECMs must be just, reasonable and proportionate to the behaviour of the lawbreaking business. Enforcers are also under an obligation to act transparently, proportionately and consistently in dealing with a breach.

Chapter 4 concerns contracts where a trader supplies a service to a consumer. It sets out:

- The rights a consumer has when a trader provides a service to them under contract; these are, in effect, contractual rights and if they are breached it is therefore a breach of contract
- What the consumer is entitled to request (and the trader must offer) if these rights are breached: that the trader re-performs the service or where that is not possible or feasible, provides a reduction in the price paid for the service (we refer to these as ‘statutory remedies’).

‘IT AIN’T WHAT YOU DO IT’S THE WAY THAT YOU DO IT’



It says that every contract where a trader supplies a service to a consumer includes a term that the service must be performed with reasonable care and skill, and if the trader does not meet the test of “reasonable care and skill”, the trader will be in breach of contract.

“Reasonable care and skill” focuses on the way a service has been carried out, rather than the end result of the service. This means that, if a trader has not provided a service with reasonable care and skill, they will be in breach of this right, whatever the end result. An example might be allowing bendiocarb powder to fall into a pond while treating a wasp nest.

It is generally accepted that relevant to whether a person has met the standard of reasonable care and skill are industry standards or codes of practice. The price paid for the



service can also be a factor in determining the level of care and skill that needs to be exercised in order to be reasonable. For example, a consumer might expect a lower standard of care and skill from a quick and cheap repair service than from a more expensive and thorough one.

For example, if an individual engages a high-cost, specialised gardener to landscape a garden, that gardening service must be provided with reasonable care and skill. If the gardener does not cut and treat the grass to the industry standard it is likely that a court would find that the gardener did not exercise reasonable care and skill and the consumer would have the right to remedies.

WHAT ABOUT ALTERNATIVE DISPUTE RESOLUTION?



A business which is involved in a dispute will now need to make the consumer aware of a relevant certified Alternative Dispute Resolution provider. The business should also let the consumer know whether or not they are prepared to use the Alternative Dispute Resolution provider to deal with the dispute.

WHAT IF A BUSINESS DOES NOT COMPLY WITH THE MEASURES?



If they don’t comply with a court order or undertaking individual traders and directors or officers of a company, who have failed to ensure compliance by the company, can be committed for contempt of court. This is punishable by up to two years’ imprisonment. In addition, individual traders, directors or officers of companies and the company itself can have property sequestered or be given an unlimited fine.

MORE INFO

www.tradingstandards.uk/advice/AlternativeDisputeResolution.cfm



BPCA leads on apprenticeships in pest control

Many BPCA members have asked what they need to do to ensure that new team members are fully inducted, trained and assessed in order to provide an effective pest control service and to be competent to carry out a multitude of tasks. To date there haven't been any specific official or formal induction programmes or apprenticeships for the pest control industry. Our sector recognises that achieving the Level 2 Award or Certificate in Pest Management is the de facto standard. However this can only provide a theoretical grounding in pest control and it does not provide, and was never intended to provide, rounded knowledge and hands-on experience. This might include an underpinning knowledge of an organisation's policies and practices, health and safety, customer service, practical experience and/or personal learning and thinking skills.

Apprenticeships provide full support in the first year or so to enable a new starter to

follow a structured learning programme to produce a competent employee.

Apprenticeships are open to people of all ages.

From 2017 apprenticeships are changing. In England during 2015/16, an Employer Development Group (EDG) was challenged to produce standards for future apprenticeships. BPCA has led the way by bringing together over 15 employers of every size to produce the initial 'expression of interest' for creating the apprenticeship standards for pest control.

Our bid has been accepted and the EDG, supported by BPCA, has 12 months to produce the industry apprenticeship standards for a pest control technician. In the future we will also be looking at the standards for fumigator and field biologist roles too.

So, if you employ pest controllers and would like to be involved with the EDG in creating the standards, or you would like to know more about the future of apprenticeships then email mandy@bpca.org.uk



Attention all BPCA certificated invertebrate fumigators! Time is running out!

The Plant Protection legislation launched in November 2015 meant anyone carrying out invertebrate pest fumigations must be qualified to the RSPH Level 3 Award in the Safe Use of Fumigants for Invertebrate Pest Management.

This affects all existing fumigators, not just new fumigators. This means that if you currently fumigate, wish to continue to fumigate beyond 2016, and you currently hold the existing BPCA Fumigation Diploma and at least one BPCA Fumigation Module Certificate you will need to update your qualification to the

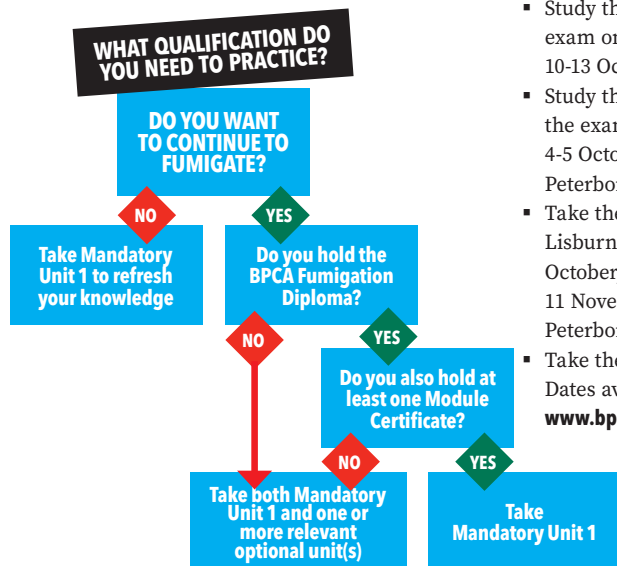
mandatory unit 1 of the RSPH qualification.

We expect the door to this refresher opportunity to close by the end of 2016. It is expected that anyone who hasn't refreshed their qualifications by 2017, will be required to sit the full RSPH qualification to be able to continue to fumigate.

The options you currently have available to you to refresh your qualifications and take the mandatory unit one of the RSPH Level 3 Award in Safe Use of Fumigants for Invertebrate Pest Management are:

- Study the full four day course and take the exam on day four. The next available is 10-13 October, Derby
- Study the two day refresher course and take the exam on the second day. Dates available: 4-5 October, Knaresborough; 1-2 November, Peterborough; 7-8 December, Peterborough
- Take the written exam. Dates: 21 September, Lisburn; 5 October, Knaresborough; 13 October, Derby; 2 November, Peterborough; 11 November, Belfast; 8 December, Peterborough
- Take the supervised online exam. Dates available from 19 September.

www.bpca.org.uk/training



The General Pest Control Course has landed!

We are coming to Belfast on Sunday 6 to Friday 11 November 2016. All pest controllers who wish to take the RSPH Level 2 Award in Pest Management should come and join us at the Park Avenue Hotel, Belfast for a full, fun and informative week.

You have until 26 October to book and pay for your place, at which time you will begin six weeks of our award-winning online learning in preparation for the classroom section of your course – this is included in the price of your booking. You will learn about legislation, health and safety, vertebrate and invertebrate pests. You will then have the underpinning knowledge necessary to make decisions once you are qualified in pest management.

Get the chance to talk to expert tutors and share experiences with like-minded learners who are studying alongside you.

The cost of the course includes six days tuition, all meals from Sunday evening until Friday lunch, accommodation for five nights, the BPM manual and the exam on the Friday.

So what are you waiting for? Complete the booking form (see enclosed) or go online to www.bpca.org.uk/training

NEW

Are you ready to take it to the next level?



BPCA's Advanced Technician in Pest Management assessments start in September

Formerly the Accredited Technician in Pest Control (ATPC), the new Advanced Technician in Pest Management (ATPM) will set a new standard for pest technicians looking to show a higher level of learning.

As well as benefiting from an updated oral exam format the BPCA Advanced Technician in Pest Management (ATPM) boasts new samples, new drawings and new case studies; designed to capture the practical knowledge, skills and experience of current and prospective senior pest technicians.

Mandy McCarthy-Ward, BPCA Training Manager said, "We are all very excited about the release of the new Advanced Technician in Pest Management. It has been designed in collaboration with some of the Association's key stakeholders in order to deliver a relevant and up-to-date assessment of experienced technicians. Those who progress through the exam will be able to demonstrate to employers and clients that they have the knowledge and skills to take control of any pest issue that arises."

The ATPM exam takes just over two hours and comprises of four different units: pest identification, health and safety, case study, and a final oral assessment. In line with the existing ATPC, learners must hold an RSPH Level 2 in Pest Management or equivalent before taking the new ATPM.

Ahead of the ATPM, BPCA training advises exam candidates to consider taking the Association's one-day insect identification and health and safety courses prior to the ATPM in order to underpin knowledge in pest identification, site and situational impacts, and be able to effectively compile risk assessments.

The first series of ATPM assessments are scheduled for 19 September (Derby), 9 November (Ireland) and 21 November (Derby).

“It has been designed in collaboration with some of the Association's key stakeholders in order to deliver a relevant and up to date assessment of experienced technicians.”

MORE INFO

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

BPCA Advanced Technician in Pest Management (ATPM)
www.bpca.org.uk/pages/index.cfm?page_id=74&title=accredited_technician_in_pest_control

ATPM exam information
www.bpca.org.uk/pages/index.cfm?page_id=74&title=accredited_technician_in_pest_control

Insect Identification
www.bpca.org.uk/pages/index.cfm?page_id=393&title=insect_identification

Health and safety
www.bpca.org.uk/pages/index.cfm?page_id=385&title=level_2_award_in_health_and_safety_in_the_workplace

Forthcoming courses
www.bpca.org.uk/pages/index.cfm?page_id=182&courses

TAKEAWAY SHOW

27-28 SEPTEMBER

ExCel, London, UK
www.takeawayexpo.co.uk

PESTWORLD 2016

18-21 OCTOBER

Washington Convention Centre, Seattle, USA
www.npmapestworld.org/education-events/industry-calendar-of-events/

PESTTECH 2016

2 NOVEMBER

National Motorcycle Museum, Solihull, UK
www.npta.org.uk

PARASITEC

16-18 NOVEMBER

Paris Event Centre, France
france.parasitec.org

CROPTEC

29-30 NOVEMBER

East of England Showground, Peterborough, UK
www.croptecshow.com

CLEANING SHOW

14-16 MARCH 2017

Excel, London, UK



PESTEX 22-23 MARCH 2017

Excel, London, UK
www.bpca.org.uk/pestex

GLOBAL SUMMIT #2

2-4 APRIL 2017

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

ICUP 2017

9-12 JULY 2017

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

BPCA REGIONAL TRAINING FORUMS

These take place around the UK, and are designed to help your business compete, and keep you and your staff up-to-date with the latest news, legislation, products and changes.

22 September / Lisburn | 5 October / Croydon
20 October / Glasgow | 8 November / Kirkby
24 November / Bristol | 7 December / Kent

2017 dates have been released
www.bpca.org.uk/events

CEPA ROADSHOWS

23 November / TBC (Essex) | 13 December / Renkil, Kirkby
www.bpca.org.uk/ceparoadshows

TRAINING NOTICEBOARD

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

EXAMINATIONS	2016 dates	Location	Member cost	Non-member
RSPH/BPCA Level 2 Award in Pest Management	16 September	Stafford	£140	£185
	21 September	Lisburn + Derby		
	4 October	Croydon		
	19 October	Glasgow		
	28 October	Stafford		
	7 November	Kirkby		
	11 November	Belfast		
	23 November	Bristol		
BPCA Advanced Technician in Pest Management	6 December	Kent	£245	£330
	16 December	Stafford		
	19 September	Derby		
BPCA Certificate in Bird Management	9 November	Dublin	£100	£120
	21 November	Derby		
RSPH Level 2 Award in the Safe Use of Rodenticides	15 November	Derby	£40	£50
	21 September	Lisburn + Derby		
	4 October	Croydon		
	19 October	Glasgow		
	28 October	Stafford		
	7 November	Kirkby		
	11 November	Belfast		
	6 December	Kent		
BPCA Certificated Field Biologist	16 December	Stafford	£305	£415
	22 November	Derby		
RSPH Safe Use of Fumigants for the Management of Invertebrate Pests (unit 1)	22 November	Derby	£305	£405
	2 December	Derby		
	5 October	Knaresborough		
	13 October	Derby		
	2 November	Peterborough		
11 November	Belfast			
8 December	Peterborough			
Online exam	Contact BPCA			
RSPH Safe Use of Fumigants for the Management of Invertebrate Pests (optional units 2-8)	Contact BPCA	Arranged at your location	Contact BPCA	Contact BPCA



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
All modules	£300 per year	£450 per year
Using Rodenticides Safely Online course and exam	£100	£150

All costs are exclusive of VAT.

* includes RSPH Level 2 exam fee, British Pest Management Manual and six weeks' access to the BPCA Online Learning programme prior to the course. Non-residential available – contact BPCA for details.

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

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

COURSES	CPD	2016 dates	Location	Member cost	Non-member
General Pest Control Course (Residential)*	24	23-28 October	Stafford	£920	£1195
		6-11 November	Belfast		
		11-16 December	Stafford		
Level 2 Emergency First Aid	2	23 September 22 October	Derby	£70	£80
Level 3 First Aid at Work	6	23-25 November	Derby	£200	£250
Pest Awareness	12	10 November	Derby	£165	£195
Practical Insect Control	12	29 November	Derby	£165	£195
Practical Vertebrate Trapping	12	16 November	Derby	£165	£195
Introduction to Insect ID	12	30 November	Stafford	£165	£195
Bed Bug Control	12	29 September	Derby	£165	£195
Urban Bird Control and Management	20	15 November	Derby	£185	£215
Using Rodenticides Safely	12	25 October	Stafford	£125	£165
		8 November 13 December	Belfast Stafford		
Level 2 Award in Health and Safety in the Workplace	6	22 September	Derby	£70	£80
Level 2 Food Safety	6	24 October	Derby	£60	£80
Level 3 Food Safety	20	14-16 December	Derby	£350	£475
Using Aluminium Phosphide Safely for the Management of Vertebrate Pests	10	17-18 November	Derby	£300	£395
Becoming a Field Biologist	8	3 November	Derby	£165	£195
BPCA Training Skills Course (leading to Level 3 Award in Education and Training)	8	8-9 September + 6-7 October (4 days)	Derby	£450	£650
Starting Out in Pest Control	2	6 September	Derby	£165	£195
How to Sell in Pest Control	2	25-26 October	Derby	£300	£365
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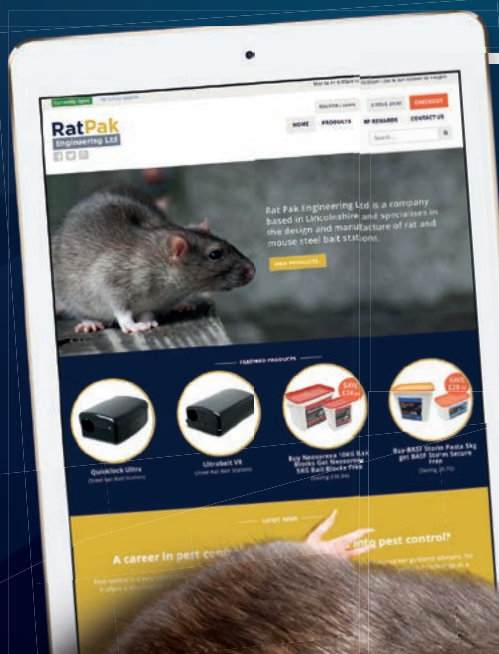
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