

MARCH 2020

# PPC98

PLUS

2020 vision:  
future of insecticides

Ask the technical team

Guess whose poo

Rat Detection  
on the streets  
of New York

11 MARCH 2020

YORKSHIRE EVENT CENTRE  
HARROGATE

#PPCLIVE2020



# showguide special

## SPRING QUEENING

On the trail of Asian hornets in Guernsey

22



30

### SIGNED, SEALED AND DELIVERED!

Written contracts for pest management work



33

**NEW FORMAT**  
**BPCA ANNUAL REPORT 2019**

Image: Didier Descouens

# LIVE

# PPC



Professional Pest Controller  
the journal of the UK pest management industry



ISSN 2046-5025



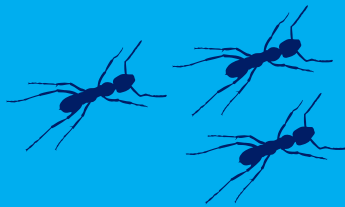
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**NEW**

# DIGRAIN C40 WP

**40% Cypermethrin  
Wettable Powder**

A new and highly effective wettable powder with proven 100% long term efficacy on crawling insects such as cockroaches and bedbugs.



\*2g soluble sachet



Available in 3 pack sizes:

Pot containing 20 x 2g soluble sachets to make 20 x 1 litre dilutions

Carton containing 15 x 10g soluble sachets to make 15 x 5 litre dilutions – **50% more applications to comparable products**

500g container of wettable powder

**NOW ALSO  
AVAILABLE**

\*2g soluble sachet,  
to make a 1 litre mix!

**For just  
over £1**



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# PPC LIVE

## Technical excellence in practice

11 MARCH 2020 / YORKSHIRE EVENT CENTRE, HARROGATE

PPC LIVE SHOWGUIDE

CONNECT

#PPCLIVE2020



[bpca.org.uk/ppclive](http://bpca.org.uk/ppclive)



FREE!  
PRE-REGISTERED  
GUESTS GET A  
BACON ROLL  
+ HOT DRINK

### QUICKVIEW

Welcome to the PPC Live show guide: your definitive look at what's happening at the biggest pest event of the year.

On 11 March, we'll be in beautiful Harrogate for our one-day trade exhibition designed for pest control technicians, surveyors, support staff, specialists, or anyone who wants to learn more about the sector.

With free visitor entry, a packed seminar schedule and 50+ exhibitors, PPC Live is a chance to keep up-to-date with the latest industry products and changes, and earn vital CPD points.

#### THE STORY SO FAR

PPC Live first began as a result of wanting to make the pest management industry accessible for everyone – not just those who are able to attend PestEx in its home at ExCel, London. We designed a show that moves around the UK, based on the requests of our members.

In 2014, the first PPC Live was held at the AJ Bell Stadium in Salford, Manchester.

It was off to a great start with 351 visitors and feedback showing that it was definitely a success. The first PPC Live gave us loads of ideas, so we set about building on its success for the next one.

In 2016, the show moved to the East of England Showground in Peterborough, following the same principles. Both exhibitors and visitors grew again!

In 2018, after feedback from the pest management community, we were in the South West of England at the Three Counties Showground in Malvern, Worcestershire.

Now, in 2020, we're taking PPC Live to Harrogate in Yorkshire and it promises to be the biggest yet – with 500+ guests pre-registered already. Just make sure you're on the list!

#### Outdoor demonstrations

10.00-10.45

##### I WISH I COULD FLY! WHAT IT TAKES TO BE A DRONE PILOT

Clark Smith-Stanley, Profile Studios

11.00-11.45

##### VANS FOR THE PEST PROFESSIONAL

Matt Cahill, Cheshire Fleet Solutions

12.00-12.45

##### BALLISTIC PEST MANAGEMENT

Dave Mills, Airgun Training and Education Organisation

13.00-13.45

##### CAUGHT OUT IN THE COUNTRYSIDE: PRACTICAL RURAL PEST MANAGEMENT

Dave Archer, DKA Pest Control

14.00-15.00

##### LASERS LIVE! NEW AVIX AUTONOMIC GEN II

Dan England, PestFix, with Fergus McArdle and Matthew Sarling, Height for Hire

#### Technical seminars

9.30-10.30

##### ANTICIPATING THE ANT SEASON: SPECIES, SIGNIFICANCE AND CONTROL

Dr Matthew Davies, Killgerm Chemicals

10.45-11.45

##### REDUCING RISKS FROM FLYING INSECTS IN FOOD SITES

John Lloyd, Independent Pest Management & Insect Consultancy

12.00-12.45

##### CONSIDERING BATS DURING THE PEST CONTROL PROCESS

Jo Ferguson and Becky Wilson, Bat Conservation Trust

13.15-14.15

##### PRACTICAL IMPACTS OF RESISTANCE

Alex Wade, PelGar

14.30-15.30

##### INTEGRATED RODENT CONTROL

Sharon Hughes, BASF

#### Indoor demonstrations

10.00-10.30

##### CURRENT PROOFING PRODUCTS: APPLICATIONS AND LIMITATIONS

Gulliver Hill, Pestology

11.00-11.30

##### A BETTER FIT: FACE FIT TESTING RESPIRATORY PROTECTIVE EQUIPMENT

Danny Barr, GVS

12.00-13.00

##### INSECT IDENTIFICATION: THE DROP-IN SURGERY

Clive Boase, The Pest Management Consultancy

13.30-14.30

##### FLY CONTROL AND THE IMPORTANCE OF CATCH TRAY ANALYSIS

Sean Parr, John Fish and Debbie Wilson, Pelsis

15.00-15.30

##### SMART PEST CONTROL USING REMOTE MONITORING AND TRAP ALERTS

Louis Bennett, uWatch

CPD

1 CPD point per seminar, 1 per demo  
Bring your BPCA Registered or Basis Prompt card with you.

FULL SCHEDULE  
ON PAGES 6-8

THERE'S  
MORE!  
SEE OVER!

# Getting around PPC Live

We've packed the Yorkshire Event Centre with exhibitors from across the world of pest management and beyond. Take time to talk to these fantastic exhibitors about their pest control products and services...

## REFRESHMENTS

Tea, coffee and snacks are available at the PPC Live coffee lounge, sponsored by Killgerm. It's a great place to relax and get together!

Pre-registered guests get a free breakfast roll and hot drink voucher, available until 10.30 from the coffee lounge.

## Our exhibitors

### 1ENV SOLUTIONS

### AGRALAN

### AIRGUN TRAINING AND EDUCATION ORGANISATION (ATEO)

### ALEXANDRA

### APS BIOCONTROL

### BARRETTINE ENVIRONMENTAL HEALTH

### BASF

### BASIS REGISTRATION

### BAT CONSERVATION TRUST (BCT)

### BAYER CROPSCIENCE

### BEEGONE LIVE HONEY BEE REMOVAL

### BELL LABORATORIES

### BOWER PRODUCTS

### BRADSHAW BENNETT

### BRITISH PEST CONTROL ASSOCIATION (BPCA)

### CAMPAIGN FOR RESPONSIBLE RODENTICIDE USE (CRRU)

### CHESHIRE FLEET SOLUTIONS

### CLIVERTON INSURANCE BROKERS

### DEADLINE

### GUILD OF BRITISH MOLE CATCHERS

### GVS FILTER TECHNOLOGY

### HARRIS ASSOCIATES

### HEIGHT FOR HIRE

### HOCKLEY INTERNATIONAL

### INSPECTOR PIPES

### KILLGERM CHEMICALS

### KNESS

### LODI UK

### METEX

### NATIONAL ASSOCIATION OF DRAINAGE CONTRACTORS (NADC)

### NATIONAL CARPET CLEANERS ASSOCIATION (NCCA)

### NATIONAL PEST TECHNICIANS ASSOCIATION (NPTA)

### PELGAR INTERNATIONAL

### PELSIS

### PEST MANAGEMENT ALLIANCE (PMA)

### PEST TRADER

### PESTFIX

### PESTWEST ELECTRONICS

### PLASTDIVERSITY

### POLTI (UK)

### RATGATE

### RAT PAK PEST CONTROL PRODUCTS

### RUSSELL IPM

### SENSORAPS

### SERVICEPRO

### SERVICETRACKER

### SUMITOMO CHEMICAL

### SWIFT360

### SYNGENTA PROFESSIONAL SOLUTIONS

### TERMINIX

### TRAPME

### TRÉCÉ INC

### UNIVERSAL SOLUTIONS

### URBAN WILDLIFE

### WASPBANE

### WEARWELL (UK)

### WOODSTREAM EUROPE

See pages 9-11 for full profiles

## #BESTPESTPIC2020 COMPETITION

We have a new competition this year and we've already had an amazing amount of entries so far.

We're looking for the best pest photograph of the year and offering a £500 prize for anyone who captures the perfect image of public health pest control. Just snap your pest and post the photo on Facebook or Twitter with #BestPestPic2020 – it's that simple!

The entries will be shortlisted and the top 10 best pest photographs of the year will be on display around the PPC Live exhibition hall.

The winner will collect the £500 cash prize at the event on the day. Come see all the shortlisted entries – the winner will be announced at 1pm in the #BestPestPic2020 area by the BPCA stand!



## About the venue

For PPC Live 2020 we'll be at the Yorkshire Event Centre (YEC), a not-for-profit enterprise funding the charitable work of the Yorkshire Agricultural Society.

The YEC is located just 15 minutes from the motorway, with plenty of free parking and only a ten-minute walk from the nearest train station.

The 250-acre Event Centre is the perfect location for a northern PPC Live. Hall 2 is 1,950m<sup>2</sup>, which is ideal as we will have amazing exhibitors with a mix of disciplines from across the pest management industry.

PPC Live will have a large exhibition hall, 100-seat seminar theatre, an outdoor demo area with grandstand seating and an all-new indoor practical area. It's the only pest management show in the UK that does all of that!

For more travel information about the town, check out [visitharrogate.co.uk](http://visitharrogate.co.uk)

For information on places to stay in and around Harrogate visit [accommodationharrogate.co.uk](http://accommodationharrogate.co.uk)



# Floorplan

## ENTRANCE AND REGISTRATION



THERE'S MORE!  
SEE OVER!



# Outdoor demonstrations

Back by popular demand! We'll be getting outside (and not just to take in the beautiful countryside). We'll be hosting some practical pest management demonstrations. We've teamed up with some great speakers who know their topics through-and-through, and are happy to share their expertise with visitors.



10.00-10.45

## I WISH I COULD FLY! WHAT IT TAKES TO BE A DRONE PILOT



**Clark Smith-Stanley, Photographer and Aviator, Profile Studios**

Depending on the application and location required, we can manoeuvre a UAV into difficult access areas and give live feedback to the ground station, capturing the imagery for later analysis. Find out how you can save time and money by using a drone, revolutionising your surveys.

12.00-12.45

## BALLISTIC PEST MANAGEMENT



**Dave Mills, Founder, Airgun Training and Education Organisation**

He's back at PPC Live by popular demand. Dave will talk through pellet choices, calibres, velocities, weights and airgun design. His talk has been tailored for pest professionals and will tackle more advanced subjects like the ballistic properties of pellets, internal and external ballistics considerations and pellet construction.

14.00-15.00

## LASERS LIVE! NEW AVIX AUTONOMIC GEN II



**Dan England, PestFix, with Fergus McArdle and Matthew Sarling, Height for Hire**

PestFix will complete a live demonstration, while using Height for Hire's 20m self-drive machine, of the new laser on the block. The Avix Autonomic Gen II is the latest permanent, humane method of bird control, with minimal environmental impact. See first-hand how simple an automated bird dispersal laser system is to install.

11.00-11.45

## VANS FOR THE PEST PROFESSIONALS



**Matt Cahill, Owner, Cheshire Fleet Solutions**

Matt will talk through his most commonly asked questions about van purchasing. What is the best way to purchase a van? What is the best package for me when choosing to finance a van? How is ULEZ or CAZ going to affect my business and when will they be in force? Should I get an electric van?

13.00-13.45

## CAUGHT OUT IN THE COUNTRYSIDE: PRACTICAL RURAL PEST MANAGEMENT



**Dave Archer, Owner, DKA Pest Control**

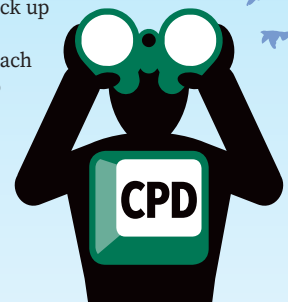
This demonstration will show you how to tackle a wide range of rural pest problems, along with the legal aspects of how to carry out control methods. Dave will demonstrate methods such as fox calling, trapping, and talk about shooting with both rimfire and centrefire rifles.

## CPD SAFARI Grab even more CPD points!

Our CPD Safari kicks off this year, giving you a chance to bump up that CPD point total.

All you have to do is pick up a copy of our CPD Safari question sheet and visit each of the following stands to find the answers:  
**CRRU PMA BPCA Beegone BCT**

Complete the question sheet then pop it into the box on the BPCA stand for a CPD point. Happy trails!



**CPD** 1 CPD point per seminar, 1 per demo  
Bring your BPCA Registered or Basis Prompt card with you.

# Technical seminars

Our silent technical seminar theatre will have seating for 100 people and will use headphones, like PestEx, so you won't miss a single word of the presenters. Get there early to make sure you get a good seat!



**9.30-10.30**

## ANTICIPATING THE ANT SEASON: SPECIES, SIGNIFICANCE AND CONTROL



**Dr Matthew Davies, Head of Technical Department, Killgerm Chemicals**

Matt shares simple tips to help recognise ants expected to cause pest problems in 2020 and beyond. As our industry encounters ever-changing insecticide labels and an evolving portfolio of insecticides, he summarises available control options for 2020.

**12.00-12.45**

## CONSIDERING BATS DURING THE PEST CONTROL PROCESS



**Jo Ferguson, Built Environment Manager and Becky Wilson, Bat Helpline Manager, Bat Conservation Trust**

Jo will outline how bats use buildings, why they are so important in a bats lifecycle and how pest control work may impact bats, including their legal protection. Becky will outline what to do when considering carrying out works where bats are present, including the latest best practice guidance and training course for pest controllers that BCT has developed with the BPCA.

**13.15-14.15**

## PRACTICAL IMPACTS OF RESISTANCE



**Alex Wade, Technical Manager, PelGar**

A look into the mechanisms which cause resistance in rats, how these resistances affect the real-world application of pesticides and, most importantly, how to identify resistance on sites and how to deal with it quickly and effectively.

**10.45-11.45**

## REDUCING RISKS FROM FLYING INSECTS IN FOOD SITES



**John Lloyd, Technical Consultant and Company Entomologist, Independent Pest Management & Insect Consultancy**

With ever-increasing expectations and demands for improvements in food quality and food safety within the food manufacturing sector – are you doing enough to help your clients to manage risks from flying insects? Learn how to improve the quality of your service by increasing the transparency of flying insect activity and highlighting the distribution of flying insects present.

**14.30-15.30**

## INTEGRATED RODENT CONTROL

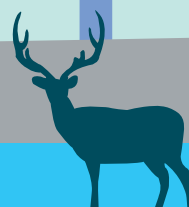


**Sharon Hughes, Global Technical Marketing Manager, BASF**

Best practice rodent control utilises both non-chemical and chemical tools for effective control. For chemical control, the 'risk hierarchy' and the effectiveness against both anticoagulant susceptible and anticoagulant resistant rodents must be considered. Sharon will explore a best practice integrated approach to rat and mouse control.



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



# Indoor demonstrations

**NEW!**

We want to give you the chance to see new ideas and get some hands-on experience while you're at the show. PPC Live is all about how things work and giving you the tools to help you in the field.

10.00-10.30

## CURRENT PROOFING PRODUCTS: APPLICATIONS AND LIMITATIONS



**Gulliver Hill, Managing Director, Pestology**

Pest controllers are expected to consider proofing as one of their first responses so it's important to know the ins and outs of each product, and what might work where. Successful proofing can quickly achieve long-term eradication. Product misuse can also cause serious property damage, so awareness of the pitfalls of each product is key.

12.00-13.00

## INSECT IDENTIFICATION: THE DROP-IN SURGERY



**Clive Boase, Principal Consultant, The Pest Management Consultancy**

Clive is hosting a drop-in session on insect identification. Visitors can bring their own insect samples and get help with identification. Microscopes, books, keys and other resources will be available. In addition, there will be an opportunity to examine and gain experience with various new or tricky pests. Forget the big picture – it's all about the detail!

**BRING IN YOUR OWN INSECT SAMPLES**

15.00-15.30

## SMART PEST CONTROL USING REMOTE MONITORING AND TRAP ALERTS



**Louis Bennett, Product Manager, uWatch**

This practical demonstration will show how remote monitoring and smart trapping can be achieved through the combination of GSM & Battery powered cameras, Bluetooth trap sensors & your smartphone. This allows you to provide excellent customer service and improve your route efficiency.

11.00-11.30

## A BETTER FIT: FACE FIT TESTING RESPIRATORY PROTECTIVE EQUIPMENT

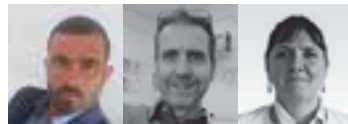


**Danny Barr, Business Development Manager, GVS**

Do you know how well your respiratory protection fits? Do you know if it offers any protection at all or is it worn to just follow procedure? Face fit testing is a legal requirement: a procedure to ensure your mask offers suitable protection. Sure, it could be adequate and have the correct filters, but if the mask is not fitted to you, chances are the hazards are getting past the mask and into your body! We will demonstrate using a portacount machine to show how well a mask fits, and how putting a mask on without this test may not be offering you the necessary protection.

13.30-14.30

## FLY CONTROL AND THE IMPORTANCE OF CATCH TRAY ANALYSIS



**Sean Parr, UK Sales Manager, John Fish, Product Engineer, and Debbie Wilson, Technical Manager, Pelsis**

How can fly catch analysis help with the initial identification of insect infestations? Sean, John and Debbie will cover the importance of adding a fly catch analysis when servicing a fly control contract and how to approach end-users to upsell fly catch analysis as part of the contract. They'll also take a look at sourcing the correct fly killer unit, and compare LED and traditional UV tubes.



## Have your team meeting at PPC Live

With 6+ CPD points per person up for grabs, why not bring your whole team to PPC Live? The coffee area is huge, and we'll even provide the bacon sandwiches and coffees!





# Exhibitor profiles

With more than 50 exhibitors from the world of pest management and beyond, you'll get to spend the day meeting the people designing and distributing the latest pest control technology.



If you're on BPCA Registered you can log CPD points for anything you learn on your way around the exhibitor hall!  
1 learning hour = 1 CPD point.  
[bPCA.org.uk/cpd-area](http://bPCA.org.uk/cpd-area)



**1ENV SOLUTIONS**  
**01702 525 202**  
[1env.co.uk](http://1env.co.uk)

1env Solutions is one of the UK's leading and fastest growing suppliers, manufacturers and distributors of high quality, professional pest control products. 1env is dedicated to providing the very best in customer service, with a friendly and knowledgeable team, always on hand to help.



**APS BIOCONTROL**  
**01382 561 696**  
[apsbiocontrol.com](http://apsbiocontrol.com)

As well as being the developers of one of the UK's most exciting biting-insect repellents (Smidge) APS Biocontrol Ltd offers lab-to-field development and testing services for the pest control and repellent industries. APS Biocontrol also provides professional management services for a range of sectors, including tourism and outdoor sports and recreation.



**BAT CONSERVATION TRUST**  
**0345 1300 228**  
[bats.org.uk](http://bats.org.uk)

We are the leading NGO solely devoted to the conservation of bats and their habitats. Bats are not pests and play a vital role in our environment. We are working to secure the future of bats and are here to help with any questions you have about bats and pest control.



**BRADSHAW BENNETT**  
**01625 505 870**  
[pestcontrolinsurance.co.uk](http://pestcontrolinsurance.co.uk)

Bradshaw Bennett is the insurance partner of BPCA and can arrange tailored cover to protect you against the risks you face. We have developed a thorough understanding of the insurance needs of the pest control industry and provide a comprehensive insurance package. Experts will be on hand to discuss your insurance needs.



**AGRALAN**  
**01285 860 015**  
[agralan.co.uk](http://agralan.co.uk)

Agralan offers a wide range of products to provide pest control without the use of pesticides. Products include pheromone traps, biological controls and protection nettings. Agralan is also the UK distributor of Birchmeier sprayers for professional and private use. Birchmeier products are top quality, functional and durable.



**BARRETTINE ENVIRONMENTAL HEALTH**  
**0117 672 222**  
[barrettineenv.co.uk](http://barrettineenv.co.uk)

Barrettine has established itself as a first-rate major force in the supply of public health and pest control products, through a combination of first-rate service, quality products and close customer liaison. We are proud to work with industry leaders including Bayer, Bell, BASF and Agrisense. Barrettine is a family-run business celebrating 140 years.



**BAYER CROPSCIENCE**  
**01223 226 682**  
[es.bayer.co.uk](http://es.bayer.co.uk)

Every day pest controllers protect public health by managing complex pest challenges. We are proud to support them in their mission. We create integrated pest management solutions to help our professional customers foster healthy environments and ensure public safety everywhere - from expert to expert.



**BRITISH PEST CONTROL ASSOCIATION (BPCA)**  
**01332 294 288**  
[bPCA.org.uk](http://bPCA.org.uk)

We're the trade body representing public health pest control and the hosts of PPC Live. We have over 700 member companies and represent over 7,000 individuals. We're all about promoting the highest standards of professionalism in the industry. Talk to us about joining as a member, the training programmes we offer, our UK-wide events and chat to our BPCA Registered team about your CPD activities. Even if you're already a member, we welcome you to come along to speak to the staff team who'll talk you through what BPCA has planned for this year.



**AIRGUN TRAINING AND EDUCATION ORGANISATION (ATEO)**  
**01543 450 173**  
[ateo.org.uk](http://ateo.org.uk)

The ATEO was set up to educate, train and promote all aspects of airgun shooting. At PPC Live we will be demonstrating some rifles and pistols that are suitable for professional pest control purposes, answering queries on air gun use for the industry and running a workshop for those who have equipment they are struggling with.



**BASF**  
**0161 485 6222**  
[pestcontrol.basf.co.uk](http://pestcontrol.basf.co.uk)

BASF present Storm Ultra Secure, a wax-free, single-feed, 25ppm floccoumafen block. It has the palatability of a soft block and the durability of a hard block. This year also marks the twentieth birthday of Goliath gel. Did you use it in the beginning and still do? Come and tell us!



**BEEGONE LIVE HONEY BEE REMOVAL**  
**0800 9551 999**  
[beegone.co.uk](http://beegone.co.uk)

Not being able to treat honey bees results in lost opportunities. We have successfully carried out the non-lethal removal of honey bees from all types of structures for over 10 years, partnering with pest control companies so you can add an additional service to your portfolio. You earn a commission while we do all aspects of the work.



**CAMPAIGN FOR RESPONSIBLE RODENTICIDE USE (CRRU) UK**  
**07881 656 564**  
[thinkwildlife.org](http://thinkwildlife.org)

CRRU offers advice and guidance to professional users of rodenticides. It represents 14 manufacturers holding product authorisations for professional rodenticides and a wide range of stakeholder organisations representing users. CRRU operates the UK Rodenticide Stewardship Regime and responds to the Government Oversight Group led by the Health and Safety Executive (HSE).



**ALEXANDRA**  
**0333 600 1111**  
[alexandra.co.uk](http://alexandra.co.uk)

Alexandra is the largest single supplier of workwear and accessories to public authorities, the NHS, and many other public and private organisations. We are able to combine unique design and manufacturing capability with robust buying power and economies of scale to offer an end-to-end service that is hard to beat.



**BASIS REGISTRATION**  
**01335 343 945**  
[basis-reg.co.uk](http://basis-reg.co.uk)

The Basis Prompt Register is an industry initiative which provides independent proof that pest controllers have received professional training and are continuing to update their expertise through CPD. This helps members to responsibly comply with current stewardship initiatives and establish a definition of a professional pest controller within the UK.



**BELL LABORATORIES**  
**07883 039 010**  
[belllabs.com](http://belllabs.com)

An exclusive manufacturer of rodent control products, Bell Laboratories produces the highest quality rodenticides and other rodent control products available to the pest control industry.



**BOWER PRODUCTS**  
**020 8903 0983**  
[bower.co.uk](http://bower.co.uk)

Bower, manufacturer of the Insect-a-clear brand of UK-produced fly control machines, will be on hand to answer any questions you have regarding flying insect control, ultra-violet lamps, LED technology and more. Do you buy UV lamps? Then pop by the stand and take advantage of some amazing prices!



**CHESHIRE FLEET SOLUTIONS**  
**07971 865 102**  
[cheshirefleetsolutions.com](http://cheshirefleetsolutions.com)

We have been supplying the pest control industry for the last 20 years, offering a complete package of services including vehicle sourcing, finance packages, contract hire, leasing, hire purchase, personal contract hire and fleet management maintenance packages. We look forward to meeting you all at the show!



**CLIVERTON INSURANCE BROKERS**  
01328 857 921  
cliverton.co.uk

Cliverton only insures those working in animal-related businesses and has over 45 years experience in meeting the specialist needs of its clients. With a genuine understanding of the risks pest controllers are exposed to, we provide specialist, tailor-made policies to meet our clients' requirements and provide peace of mind.



**DEADLINE**  
0151 632 9366  
deadlineproducts.com

The Deadline Product range provides solutions for tracking, proofing and eliminating pests. We are the UK's largest and oldest manufacturer of pest control solutions. Please visit our stand to see our range of rodent and insect control products - we're only too happy to demonstrate our range and answer any questions you may have.



**GVS FILTER TECHNOLOGY**  
01524 847 600  
gvs.com

GVS Filter Technology is a market leader in filtration, with a number of divisions specialising in sectors from automotive, healthcare and commercial and Industrial. GVS Filtration designs and manufactures filters which meet the most stringent controls to ensure that the products conform to the standards required to protect wearers across the whole world.



**GUILD OF BRITISH MOLE CATCHERS**  
guildofbritishmolecatchers.co.uk

We are a non-profit organisation promoting traditional methods in mole catching and a professional working code of practice for our members. Training courses are available from an independent teacher, recognised and endorsed by UK Rural Skills, a leading authority in the rural community. We're committed to traditional methods and mole welfare.



**HARRIS ASSOCIATES**  
07938 623 444  
harrisassociates.biz

A management consultant specialising in tendering, policy and systems management and gaining accreditations. We are experienced in beating the big companies at their own game. Stand visitors will get a one-day health check on your policy and accreditation systems and a free report on strengths and weaknesses.

**Height for Hire**

**HEIGHT FOR HIRE**  
0845 609 9199  
heightforhire.com

Height for Hire's 20m vehicle-mounted cherry picker is available across 40 locations in the UK and can be driven on a standard car licence. Being able to cover multiple jobs on the one hire means planning and pricing your jobs more efficiently, and covering a wider geographical area while staying safe.



**HOCKLEY INTERNATIONAL**  
0161 209 7400  
hockley.co.uk

Hockley International Limited is a privately owned, UK-based company with over 30 years' experience in the manufacture, formulation, packaging and exporting of agricultural, environmental health and animal housing products. We supply our products to over 60 countries worldwide and enjoy an esteemed reputation for supplying competitively-priced products of excellent quality.



**INSPECTOR PIPES**  
07584 798 694  
inspectorpipes.co.uk

Inspector Pipes specialise in the supply of inspection cameras especially for the pest industry. The cameras are low cost and produce high quality pictures, they include such features as on-screen text writing, still JPEG images grab and on-screen meterage. A full range of spares are always in stock!



**KILLGERM CHEMICALS**  
01924 268 400  
killgerm.com

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



**KNESS**  
+1 641 799 8346  
kness.com

Now a third-generation family-owned company, our team's strong midwestern work ethic, family values and commitment to excellence have helped establish Kness as the industry standard. Proven, durable and produced from the highest-grade materials, our products can be trusted to perform, time and time again.



**LODI UK**  
01384 404 242  
lodi-uk.com

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**METEX**  
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Metex offers a huge range of quality rat blockers, from the cost-effective Ratwall to the world class Nordisk range, with sizes up to 400mm. Metex Rat Blockers are the industry benchmark and we are pleased to be supporting our stockists once more at PPC Live 2020.



**NATIONAL ASSOCIATION OF DRAINAGE CONTRACTORS (NADC)**  
08000 933 501  
nadc.org.uk

NADC is the representative body for drainage contractors and the owner of DrainSafe, the quality mark for the drainage industry launching later this year. NADC membership covers a wide range of companies. NADC works with the BPCA to share best practice and provide complementary training for the different specialisms involved in both industries.



**NATIONAL CARPET CLEANERS ASSOCIATION (NCCA)**  
0116 271 9550  
ncca.co.uk

The NCCA is the only recognised trade association dedicated to the cleaning of carpets, hard flooring and soft furnishing. NCCA membership comprises fully insured companies and professionally trained technicians that follow a code of practice and are recommended for a full range of related services.



**NATIONAL PEST TECHNICIANS ASSOCIATION (NPTA)**  
01773 717 716  
npta.org.uk

The NPTA is a professional trade association representing pest control professionals from sole traders to large pest control companies. Our approach is very simple: we are here to help and guide you, keeping you informed of the changing face of our industry. We are tomorrow's association for today's technician.



**PELGAR INTERNATIONAL**  
01420 80744  
pelgar.co.uk

PelGar International is a leading British manufacturer of highly effective rodenticide and insecticide products for the control of public health and farming pests around the world. With an active and dynamic research and development programme, we aim to provide innovative and novel solutions to any global pest problem.



**PELSIS**  
0800 988 5359  
pelsis.com

Pelsis develops and distributes high quality brands for the commercial pest control and facilities management market. Our reputation is built on leading brand heritage, developed with extensive knowledge of our markets. Visit our stand to find out more about our portfolio of market leading brands including, Insect-O-Cutor, Edialux, B&G Equipment, Agrisense and many more.



**THE PEST MANAGEMENT ALLIANCE**  
01773 317 716  
pmalliance.org.uk

The purpose of the Pest Management Alliance is to gather, consolidate and focus the views of the professional pest management industry on specific key issues of concern, and then relay and promote those views to the main centres of influence in government and/or associated agencies.



**PEST TRADER**  
01600 713 396  
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Pest Trader offers innovative products to prevent, monitor and control a wide range of pests. Working in conjunction with Bird Barrier Inc., USA we bring America's leading brand of bird management products to Europe. At PPC Live 2020 we will feature the innovative auto-confusion Tab products from IPS Ltd.



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**PESTWEST ELECTRONICS**  
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PestWest Electronics, a part of the Killgerm Group, manufactures a comprehensive range of award-winning fly killers, developed after considerable practical research among customers and users.



**PLASTDIVERSITY**  
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plastdiversity.com

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**POLTI (UK)**  
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**RUSSELL IPM**  
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russellipm.com

Russell IPM is one of the leading manufacturers of pheromone-based monitoring and control products in the UK, and one of the largest in Europe. Innovation is at the heart of business strategy, with a continuous re-investment in research and development, and an expanding range of digital innovations.



**SENSORA APS**  
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sensora.dk

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pestcontrolsoftware.co.uk

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servicetrackersystems.com

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**SUMITOMO CHEMICAL**  
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**URBAN WILDLIFE**  
0800 910 1897  
urban-wildlife.co.uk

In a society where urban wildlife is cohabiting with man at an ever-increasing rate we, as professionals, have an obligation to provide the best information and advice to the general public, local councils, authorities, wildlife crime officers and the like; this is part of our vision and our aim.



**WASPBANE**  
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WaspBane is a unique high efficiency wasp trap which has been designed exclusively around the user and public protection. Used in conjunction with WaspBane's Integrated Wasp Management (IWM) it has reduced sting rates by over 97% and is the only trap proven to reduce nuisance wasps.



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**WOODSTREAM EUROPE**  
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woodstream.com

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 Derby DE24 8GX  
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**ONLINE CPD**  
**BPCA REGISTERED CPD POINTS**  
 Online CPD quiz = 1 point each  
 bpca.org.uk/cpd-area  
 Remember to log anything else you've learned in your CPD diary for even more points

**BASIS PROMPT**  
 Reading PPC mag = 2 points  
 Online CPD quiz = 3 points each  
 bpca.org.uk/cpd-quiz



**BPCA**  
**PPC LIVE** 2020 SHOWGUIDE

Your definitive look at what's happening at the biggest pest event of the year.

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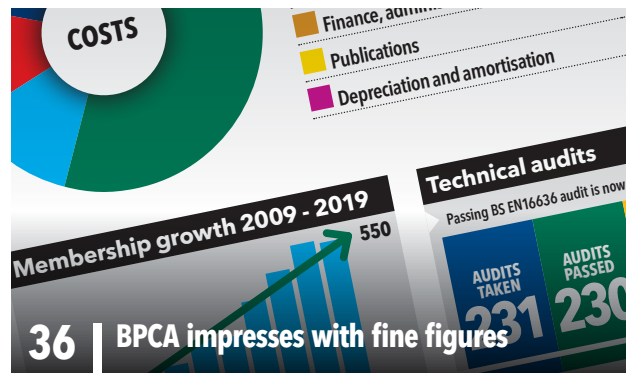
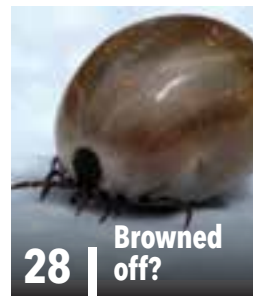
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Protect your business with proper legal contracts, written in plain English, on your terms.





facebook.com/Britishpestcontrol



youtube.com/BPCAvideo

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# Doesn't time fly when you're having fun?

“ We have continued to engage with major users of pest control services: food retailers, pub and restaurant chains, hospitals and so on. Our aim here is to help them procure pest management services more effectively. ”

That's me, now, two years as CEO at BPCA and it's been an exciting two years. Much done and much still to do.

It's been a pleasure to meet many of our members at our Board and committees, at events around the country and popping in to visit members when I am in their area. I've also spent time speaking with former members and pest control companies that have never been in membership. It's great to get that 360-degree insight.

Internally, we've done a lot of work on strategy and culture. We've been developing a new set of values and learning how to embed our values. We recently embarked on some leadership development and spent some time out together as a Staff team doing some valuable team development days.

Working with the Executive Board, we have looked at what competencies we have on the Board and what gaps we may have as we recruit new Board members. At Committee level, some great work has been done and we're slowly engaging the Committees with the strategy and their role in supporting delivery of that.

Meanwhile, the sector doesn't stand still with some significant changes within our membership community, due to companies being bought and sold.

Our toolbox is continually under challenge and review: we have the ongoing challenges with bird licences, there are significant changes in the products we can use, ongoing challenges to the use of glue boards

and some early discussions on ensuring rodent traps are tested.

We have continued to engage with major users of pest control services: food retailers, pub and restaurant chains, hospitals and so on. Our aim here is to help them procure pest management services more effectively.

For our members, we are always looking at how we can best serve them as a trade association. Much of this work has been about driving professionalism and being the voice of our members.

We held our first parliamentary event last year and aim to do more of this type of event to raise awareness of the impact of professional pest management.

We also continue to ensure we provide the highest level of support for our members through our events, our publications, our direct support and the member benefits we provide.

The last two years have certainly flown by and there's never been a dull moment. One thing I am sure about is that the future will be just as exciting.

Thanks to everyone for their support over the last two years and I look forward to working with you in the months and years ahead.

**IAN ANDREW**  
BPCA Chief Executive  
ian@bpca.org.uk

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## Natural England releases details of new bird control licensing arrangements



**YOU SHOULD APPLY BEFORE 15 MARCH 2020, IN PREPARATION FOR BIRD BREEDING SEASON.**

Natural England has set out changes to licences for the lethal control of herring gulls and lesser black-backed gulls in England.

Owing to their poor conservation status, herring gulls and lesser black-backed gulls were not included in Defra's general licences issued last year.

Natural England has issued a class licence to permit any wild bird control necessary to preserve air safety which covers herring gulls and lesser black-backed gulls.

Beyond this, Natural England will license gull control through individual licences.

To control the lesser black-backed gull or herring gull to prevent disease, damage or risk to public health and

safety, you should apply for licence A08.

You should apply before 15 March 2020, in preparation for bird breeding season.

Natural England will continue to accept licence applications outside this period and will issue licences where there is an imperative need.

Applications that have already been made will still be considered by Natural England.

You should read all the information made available as thoroughly as possible before submitting applications.

Further guidance regarding licences to control lesser black-backed gulls or herring gulls is available at [bpc.org.uk/News-and-Blog/natural-england-releases-details-of-new-bird-control-licences](http://bpc.org.uk/News-and-Blog/natural-england-releases-details-of-new-bird-control-licences)

## Ficam W withdrawal dates



Back in December 2019, BPCA member Bayer announced that Ficam W is to be removed from the market, following a vote from the EU Biocide Commission.

Bayer has announced working timescales for the UK, in terms of sell-out and usage periods:

- **8 June 2020:** sales of Ficam W will cease and the six month use-up period will commence.
- **10 December 2020:** this is the last date for storage, disposal, and use of Ficam W.

For further information on the withdrawal or alternative solutions, contact the Pest Solutions Team on 00800 1214 9451 or [pestsolutions@bayer.com](mailto:pestsolutions@bayer.com)

## Scandinavian acquisition



BPCA member company Killgerm Group recently announced the completion of its acquisition of Millluck AB.

Founded in 2007 and based in Malmö, Sweden, Millluck supplies the professional pest control service market both in Sweden and elsewhere in Scandinavia.

Commenting on the acquisition, Rupert Broome, Killgerm Group Managing Director, said: "Our Killgerm and PestWest operations have had a longstanding relationship with Millluck since the business was founded by Per Nilsson in 2007.

"In that time Per has built an excellent operation which is very similar in many ways to our operations within the Killgerm Division. As such, there is a natural fit between our businesses."

## The importance of giving something back



The team at Contego celebrating 'going pink' for Breast Cancer Now.

Contego's CEO, Michael Taylor, talks about the value of paying it forward and giving back to your communities.

Back in April 2004, I was an 18 year-old lad with a vision of building a specialist bird control business here in the North East of England.

The Prince's Trust, through its generosity, gave me a £500 grant and a £1,500 business loan which allowed me to kick start what is known today as Contego.

We haven't forgotten the help, support and mentoring given by The Prince's Trust over 15 years ago, a charity that relies on fundraising and volunteers.

For me giving back is so important: it's been embedded in our company culture at Contego from day one, through the generosity of a charity organisation and we strive to pay that forward in as many ways as we can. I completed two sleep outs in 2019, in different parts of the UK, raising money and awareness for local homelessness charities.

Our head office team took part in 'Wear It Pink Day' on 18 October, raising a fantastic £300+ for Breast Cancer Now.

And some of our team members strapped on their trainers for the Great North Run in September for Cancer Research UK.

It's not all about just raising money though: you can get involved in more ways than one, with local and national charities.

I recently offered my support to The Prince's Trust as a mentor, where I'll be supporting people like me with a passion to be self-employed and grow a business.

At the same time, Kirsty Taylor is a campaign ambassador for Cancer Research UK.

At the end of last year, BPCA held a poll on social media and later announced its chosen charity for 2020 is Prostate Cancer UK, and has already begun fundraising efforts.

As a group of companies within BPCA, wouldn't it be amazing if we all just did a little bit more?

GUEST BLOG

## BPCA delivers SPI expertise at a trading standards event



At the end of last year, BPCA's Technical team was invited to give a series of presentations to the Association of Chief Trading Standards Officers (ACTSO). The presentations took place in York, Manchester, Birmingham and London, to audiences of local authority enforcement officers working on hygiene in feed businesses, such as farms, stores or feed mills.

BPCA sent along its crack team of technical experts to deliver the presentations: Dee Ward-Thompson, Technical Manager; Kevin Higgins, Membership Manager; and Natalie Bungay, Technical and Compliance Officer.

They covered how a business can practically identify pest management risks and the measures that can be taken to control these.

They also touched on how this might

affect businesses of different sizes, and what level of formalised plans and records are useful to any affected businesses.

Nat said: "I had the pleasure of visiting historic York for the one-day event that ACTSO was holding.

"The team at ACTSO was very welcoming and appreciative of the involvement of BPCA, as we had a lot of relevant and interesting insight into an area that the trading standards auditors experienced."

Gwyneth Rogers, writing on behalf of ACTSO, commented: "BPCA kindly supported ACTSO at each of the four training sessions, and the presentation about pest control in feed-related premises has been widely appreciated.

"Each of the speakers was extremely personable and knowledgeable. They responded to the interests of the audience and happily tweaked the presentation based on experiences at each event."

## Pest mag sold to Lewis Business Media



Pest and Pest+ enews have been sold by owners Foxhill Publishing.

The sale of the pest management magazine, launched in 2008, has "secured an exciting, long-term future for Pest", say founders Frances McKim and Helen Ribby.

The new owners are Sussex-based Lewis Business Media (LBM).

Helen Ribby comments: "We are very proud of what we've achieved with Pest over 11 years, but there is a limit to how much two people can do!

"Finding a new owner to take the publication on to its next stage hasn't been easy. Our most important consideration was to ensure the publication retains its independence."

### SEND US YOUR STORY

Heard anything juicy? Let us know!

[hello@bPCA.org.uk](mailto:hello@bPCA.org.uk)

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[cieh.org/events](http://cieh.org/events)

**CHAS evidence tightens up**

BPCA members that take advantage of the CHAS accreditation member benefit need to be aware that from January 2020, the requirements for producing evidence in their application submission will be far greater.



All applications will be scrutinised in a more formal and evidence-based manner, so expect requests for more information.

For more information about CHAS accreditation or the new requirements, get in touch [technical@bpca.org.uk](mailto:technical@bpca.org.uk)



## CRRU calls for 'no-excuses' professional rodenticide practice

Detectable anticoagulant rodenticide residues in 87% of barn owls are highlighted by a new report to the UK Rodenticide Stewardship Regime, co-ordinated by the Campaign for Responsible Rodenticide Use (CRRU) UK.

CRRU chairman Dr Alan Buckle says this is clearly unacceptable and demands consistent professionalism among all pest controllers, farmers and gamekeepers.

"Best practice by a responsible majority will not be enough," he urges, "it's a must for everyone, without exceptions or excuses."

Overall, Dr Buckle says the report demonstrates very clearly why continued vigilance and commitment to rodenticide stewardship is essential from everyone involved.

Contact Dr Alan Buckle, CRRU UK chairman, [alan@alanbuckleconsulting.com](mailto:alan@alanbuckleconsulting.com) for more information, or visit [thinkwildlife.org](http://thinkwildlife.org)

## Remembering Peter Bateman

It's with sadness that we learned of the passing of former BPCA President, Peter Bateman.



Peter passed away peacefully on New Year's

Day with his wife, Joan, by his side.

Peter spent 33 years with Rentokil, the last 20 of those as Director of Public Relations.

He was an honorary Life Member and Past President of BPCA. His connection with BPCA started from our days as The Industrial Pest Control Association.

Kevin Higgins, BPCA Membership Manager, worked alongside Peter for many years. He said: "It's not an exaggeration to say that, in his time, Peter was the voice of pest control – he practically invented pest control PR. You would often hear him on BBC

Radio 4, promoting the professionalism of pest control workers. He spoke on behalf of the industry, not solely for his company.

"Peter was held in uncommonly high

regard by people across the industry and here at BPCA, and will be sorely missed."

Peter wrote about his life and his career in the pest control industry in PPC61 after his retirement. He briefly touched on some of the highlights of his public relations career, stating: "Sometimes we can make headlines; sometimes they are made for us."

Nicholas Donnithorne FLS FRES, UK Technical Services Manager of Rentokil Property Care, said: "As news of his passing has emerged, Peter has been remembered with fondness and respect by all who worked with him.

"For over 40 years, Peter and I shared a mutual interest in gardening and natural history, particularly birds and insects. I was honoured to work with him and call him a friend."



## Rentokil tops popular employers list

BPCA member Rentokil Initial has knocked global tech giant Apple off the top spot in a league table of UK's most popular employers.



Rentokil was reviewed by its staff as the best company to work for in the UK, according to data released by the world's biggest job site, Indeed.

Rentokil came top for its job security and advancement, with staff praising how it promotes from within, the good work-life balance and the company's positive culture.

Andy Ransom, CEO of Rentokil Initial, comments: "Being Indeed's top-rated workplace for the private sector is a tribute to the hard work and commitment of our colleagues. We focus on getting it right for our people and in turn they provide a great service to our customers."

**NEW!**

## Free BPCA webinars for 2020 CPD

BPCA webinars are free to attend and, if you miss them, you can catch up on our YouTube channel or the BPCA website. A webinar is just an online seminar: you can ask questions or chat with other attendees before the talk, but all from the comfort of your own phone, tablet or PC.

CPD: 1 BPCA Registered; 1 Basis Prompt	12.30 start unless stated
<b>What is the CEPA Memorandum of Understanding and should I sign it?</b>	5 Mar 2020 13.00 start
<b>Ant control for pest professionals</b>	13 May 2020
<b>Professional wasps, hornets and bees: biology, behaviour and control</b>	16 Jun 2020
<b>Rats and drains for pest professionals</b>	15 Jul 2020
<b>Social media and blogging for pest management companies</b>	13 Aug 2020
<b>Identify and understand delusional parasitosis</b>	17 Sep 2020
<b>Squirrel control for pest professionals</b>	21 Oct 2020
<b>Cockroach control for pest professionals</b>	18 Nov 2020
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## We are BPCA campaign launched

After the success of the 'Be Protected. Professionally.' campaign, BPCA has launched a new pest awareness message and is asking members to get involved.

All BPCA Servicing members will be receiving a USB stick packed full of useful tools to help promote their companies with their BPCA membership.

As a membership organisation, BPCA exists for the benefit of its members. Chief Exec, Ian Andrew, said: "We're determined to help you get as much out of your membership as possible.

"The pack is designed to help you spread the word about your expertise and drive home the message that you're a professional business that's part of the UK's trade association for pest management."

The compact We are BPCA USB stick is full of bursting with promotional material, including:

- A video that can be embedded directly into your website

- Customisable copy for your website
- Social media post ideas and images
- 'Be Protected. Professionally.' posters, flyers, email signatures and templates
- A toolbox talk for your team on how to 'sell your services' with BPCA membership
- A guide on getting your business into the news, press release templates, and a list of news and business media contacts in your region
- Tips on how to write an award entry that stands out from the crowd
- Membership logos and much more!

If you're a full BPCA Servicing member, you'll receive the pack with your membership certificate, after you've paid your membership fee and criteria is met.

If you lose your USB stick, we have a download version of the pack in the BPCA member area now (login required).

If you'd like to be part of BPCA, find out more about membership or contact us today about joining. Call 01332 225 112 or contact [membership@bpca.org.uk](mailto:membership@bpca.org.uk)



# 14<sup>th</sup> Fumigants & Pheromones Conference

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## Human hair found to be cause of pigeon deformity

Pigeons with missing toes is a fairly common phenomenon in European cities like Paris and London. But what's the cause?

A team of scientists from France's National Museum of Natural History (MNHN) and the University of Lyon decided to look into it and discovered that human hair is the culprit.

While studying numerous sites around Paris, the team recorded the instances of 'stringfeet', which occurs when pigeons get human hair wrapped around their toes as they walk around.

They noticed a pattern that in neighbourhoods where there are hair salons, there are more instances of stringfeet.

...WHERE THERE ARE HAIR SALONS, THERE ARE MORE INSTANCES OF STRINGFEET.

MNHN's Frédéric Jiguet told CNN International:

"The string might just fall, but

sometimes it forms a knot

around a toe, and in the end the toe dies and falls off."

This came as a surprise to the scientists who had originally hypothesised that "mutilations would be predicted by local overall environmental conditions, potentially related to local organic, noise or air pollution, so gathered such environmental predictors of urban pollution".

## Employment law changes for 2020

There are some changes to employment law coming this year in the UK, which you might not be aware of.



### PARENTAL BEREAVEMENT LEAVE

The Parental Bereavement (Leave and Pay) Act 2018 is expected to come into force in April 2020. Employees will be entitled to leave following the death of a child under the age of 18 or a stillbirth after 24 weeks of pregnancy.



### THE RIGHT TO A WRITTEN STATEMENT

From 6 April 2020, employers must give all workers (not just employees) a written statement of particulars from their first day of employment. The current position is that the statement is issued in the first two months.

### HOLIDAY PAY REFERENCE PERIOD



From 6 April 2020, the reference period for calculating holiday pay for workers with irregular hours will change from 12 to 52 weeks, discarding any weeks that a worker did not earn pay, to calculate their average weekly pay.



### BREXIT

Following the UK's withdrawal from the EU on 31 January 2020, employers should continue to keep up-to-date with developments.

While there is still much uncertainty about Brexit, there are practical steps that HR can take.

These include writing to employees who are European Economic Area (EEA) nationals to urge them to apply for settled or pre-settled status, so that they can remain living and working in the UK indefinitely.

Visit [xperthr.co.uk](http://xperthr.co.uk)

## Stakeholders urged to sign CEPA Memorandum

**CEPA** Professional pest management companies, and any business using the services of one, are urged to put pen to paper and sign the CEPA Memorandum of Understanding.

As Co-chair of the CEPA Professionalisation Working Group, BPCA Chief Executive Ian Andrew has been working hard behind the scenes to help produce a Memorandum of Understanding (MoU). The aim is to get as many pest control

companies and their clients to sign the MoU to say that professional pest management is vital.

"Currently, people or businesses procuring pest control services don't always know what to look for and can end up with a 'trader with a ladder', unqualified and without the proper insurances if something goes wrong," says Ian.

"We need as many signatures as we can, to build a consensus on what a professional pest

management company or technician looks like."

A copy of the MoU will be sent to BPCA members in coming weeks. It would be great to get members and their clients to sign up to this. Tesco already has!

Ian added: "BPCA has been instrumental in getting the sector better trained and better qualified but we cannot stand still.

"Professional recognition is a journey not a destination."

A very special webinar session

has been set up to explain what the MoU is all about, hosted by BPCA Chief Exec Ian Andrew.

Useful for all pest management business owners/senior executives, this online webinar is completely free and open to anyone on the BPCA Affiliate Scheme.

Questions can be asked using the Q&A function and will be answered by the host throughout the live webinar.

Register for free [bPCA.org.uk/webinars](http://bPCA.org.uk/webinars)

BPCA EMAIL

enquiry@bpca.org.uk

• □ ×

# Ask the technical team

When you're a BPCA member you can get technical support whenever you need it via our experienced technical team. Here are just a few of the latest questions posed...

INBOX

SENT

ARCHIVE

BIN

SPAM

**SUBJECT: INSECT CONTROL**

Are we going to keep losing insecticides?

**DEE REPLIES:** As with rodenticides, all insecticides are in the process of going through registration for use in the UK. Just like with rodenticides, this is a complex process which involves many factors.

All products are assessed based on risk, and manufacturers will be spending lots of money and time to retain the products that we have.

Ultimately, it is the regulators that will decide what products pass registration. We can assure you that the manufacturers are doing everything they can.

In conclusion, yes we might lose more insecticides. However, we know manufacturers are working hard to bring new products to the market.

**SUBJECT: GENERAL LICENCES**

What's happening with the bird licences?

**DEE REPLIES:** England, Scotland, Wales and Northern Ireland all have different general licences for the control of birds.

Species and reasons for control differ slightly from country to country, so you must be familiar with all the countries in which you operate and their licence conditions.

Your governing authority for these licences will have full copies for you to download and read - it is important that you do this, as it is a legal requirement. England, Wales and Scotland have already made changes or have announced intended changes for 2020.

Any changes to these licences will be widely advertised and we will do our best to keep you updated.

**ENGLAND**

[gov.uk/government/collections/general-licences-for-wildlife-management](http://gov.uk/government/collections/general-licences-for-wildlife-management)

**SCOTLAND**

[nature.scot/professional-advice/safeguarding-protected-areas-and-species/licensing/species-licensing-z-guide/birds-and-licensing/general-licences-birds](http://nature.scot/professional-advice/safeguarding-protected-areas-and-species/licensing/species-licensing-z-guide/birds-and-licensing/general-licences-birds)

**WALES**

[cyfoethnaturiolcymru.gov.uk/permits-and-permissions/species-licensing/uk-protected-species-licensing/general-licences-for-birds-2020](http://cyfoethnaturiolcymru.gov.uk/permits-and-permissions/species-licensing/uk-protected-species-licensing/general-licences-for-birds-2020)

**NORTHERN IRELAND**

[daera-ni.gov.uk/articles/wildlife-licensing](http://daera-ni.gov.uk/articles/wildlife-licensing)

**SUBJECT: DEVELOPMENT**

How can I best manage my CPD?

**NATALIE REPLIES:** Whether you're with BPCA Registered or Basis Prompt, CPD is an essential part of your year. How about taking some time at the start of 2020 to plan it out?

You need to record 20 CPD points over 12 months. Why not schedule one day a month to do some CPD? As long as you aim to get one to two points each time, you will be hitting the target by the end of the year.

It really is that simple! Reading magazines, talking to the BPCA technical team, doing online quizzes, learning something from colleagues, watching webinars and attending training events or exhibitions (such as PPC Live in March) will all help you achieve the standard and remain up-to-date.

If you are on BPCA Registered, don't forget to log your unstructured CPD points. If you're unsure how to do this contact Katrina at BPCA HQ [registered@bpca.org.uk](mailto:registered@bpca.org.uk)

**SUBJECT: BED BUGS**

Are bed bugs really resistant to insecticides?

**NATALIE REPLIES:** Some of them, yes.

The industry does need to acknowledge that bed bug infestations are getting harder to deal with and, in some of these circumstances, it may be due to resistance.

There are three known defences that bed bugs have against insecticides:

**Penetration** - modified cuticle preventing the active ingredient from penetrating the insect

**Detoxification** - the insect evolves elevated levels of particular enzymes, which break down the insecticide very quickly before it can kill the insect

**Mutant site of action** - in simple terms, the active ingredient does not have the effect intended due to a modified target zone in the insect.

I explain this in more detail in a webinar I did last year. Watch it again at [bpca.org.uk/cpd-videos](http://bpca.org.uk/cpd-videos)



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

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**Manufacturers are working hard to mitigate loss of insecticides**

**Building up a year's worth of CPD is easy when broken into bite-sized chunks**

**General licences are in a period of flux, but information is easy to obtain**

**Bed bug infestations are becoming more tricky to deal with - watch our webinar to get clued up**

And now, YOUR answers to OUR questions...

# Ask the members



Technical and Compliance Officer, Natalie Bungay spent 2019 travelling all over the country talking to BPCA members. As well as answering hundreds of technical questions, she decided to turn the table and ask members what they thought about the sector. She summarises the common answers here.



“My goal was to ask members what they REALLY think of the pest management industry. Opinions were given anonymously – I wanted to the truth!”

## SUBJECT: MEMBERSHIP

Why did you join BPCA?

Membership of an association seems to be a high priority of many pest professionals.

One member said, “Because that’s what a professional company should do to stay up-to-date, get support and be seen by our customers to be professional and trustworthy.”

I think this statement captures the general overview of what everyone said. Membership of a professional association should not be seen as simply a logo to pass pre-qualification tenders.

Speaking for BPCA, we offer so many different benefits from technical support (email, phone and onsite) to free CHAS accreditation.

We guide you and help you to achieve CPD, which is an absolute necessity when it comes to being professional. If we want to be called ‘professional’ then why on earth would we not want to be expected to do CPD?

Just remember to use all of the membership benefits you have!  
[bpca.org.uk/member-benefits](http://bpca.org.uk/member-benefits)

## FINAL THOUGHTS

It’s the start of a new decade, and we can all expect to see changes in products, legislation and generally, how we function as a professional in the 21<sup>st</sup> century. Being prepared, prioritising your learning and networking can help you deal with any changes in the way you do pest management.

## SUBJECT: BUSINESS

What challenges do you face as a small or medium-sized company?

There was no quick answer to this question, as you can imagine.

For some CPD was a worry. If a company had employees, then that employer struggles to ensure they were all staying up-to-date.

Another challenge mentioned a lot was from sole traders who were looking to employ their first staff member. One member said, “Expanding in terms of staff is not only a challenge but also a worry. It keeps me awake at night. It’s profitable when I am on my own, but I can’t take on any more work, and I want to – employing zaps my bottom line, and then I am paddling against the tide again, almost like I am at the very beginning again! But I accept that that is part of business owners regardless of trade and it is a challenge every business has when starting up and intending to grow!”

Other everyday worries and challenges were:

- Little time to unwind with the family
- A lack of holidays
- Finding the right staff
- Keeping up-to-date with legislation
- Customer satisfaction.

My advice is: ask, seek and find answers to your questions. Get involved and keep giving your customers the best you can give!

What do you think the next decade will look like? Let us know.

[hello@bpca.org.uk](mailto:hello@bpca.org.uk)

## SUBJECT: LOOKING FORWARD

What are your thoughts on where the industry is today?

Many felt that, in the last ten years, the industry has gone from seeing very little change to being bombarded with legislation change, professional standards increasing, products being withdrawn and practises being redefined.

This has caused some anxiety amongst the longer serving pest professionals, but the final opinion seemed always to be positive. I heard statements like, “These changes do help to draw a clearer line between the professionals and the cowboys.”

It seems that, with the pros of getting onboard with qualifications and CPD, customers finally have higher expectations of us. These things help to widen the gap. Cowboys shouldn’t cut it in the 21<sup>st</sup> century.

One member said, “it is sad to see deceitful and bad pest control as customers suffer, which is hard to see and you feel empathy for them. This bad practice also gives us all a bad name.”

Some other common thoughts were:

- Licensing would be the next big step towards a better, more professional industry
- Guidance for different pest management practices can be contradictory
- Would we be ready as a sector if we potentially lost rodenticides?



# SPRING QUEENING

## On the trail of Asian hornets in Guernsey

Elliott Rose-King, from BPCA Consultant Member Bounty Consultancy Services, talks to PPC about a recent fact-finding visit to The Agriculture, Countryside and Landscape Management Services (ACLMS) team at the States of Guernsey Government.

**SPEED VIEW**

Asian hornets were first confirmed in Guernsey and Sark in July 2017

Predation of honey bees is at its peak around mid to late summer, and continues until the very end of an Asian hornet nest's life cycle

'Spring Queening' saw traps distributed to volunteers across Guernsey, Sark and Jethou, aiming to catch queens before they start building nests

The programme has improved understanding of how Asian hornets behave, and how best to track and treat them

Pest technicians should consider how, or if, these approaches could be applied to areas across mainland UK where Asian hornets have already established



An online CPD quiz based on this feature is now available on the BPCA website. BPCA affiliates can take a CPD quiz at any time [bpca.org.uk/cpd-quiz](https://www.bpca.org.uk/cpd-quiz) or sign up at [bpca.org.uk/affiliate](https://www.bpca.org.uk/affiliate)

Image: Charles J Sharp

Since the first sightings in 2017, Guernsey has been front and centre in facing the threat of *Vespa velutina* (the Asian hornet).

After the Asian hornet's arrival in Europe in 2004, when it was accidentally imported to France on some pottery, Asian hornets have spread rapidly.

In just 10 years they've reached as far as Spain, Portugal, Italy and Germany!

The presence of Asian hornets poses a threat to both humans and wildlife, but the most notable threat is to pollinating insects, especially Europe's honey bees (*Apis mellifera*).

Unlike their Asian counterparts (such as *Apis cerana*), they have not adapted to defend themselves from predation by 'hawking' from Asian hornets and can make up most of an Asian hornet's diet in our local ecosystems.

Following sightings in Alderney and Jersey in 2016, Asian hornets were confirmed in Guernsey and Sark soon after, in July 2017. Due to the small and relatively isolated nature of Guernsey, they have the potential to cause significant damage to the island's wildlife and sensitive ecosystem.

Some of this damage could even become irreversible and cause local extinctions of insects they prey upon, as there is no way for these species to naturally spread back to and repopulate the island.

The States of Guernsey Agriculture, Countryside and Land Management Services' (ACLMS) implementation of a three-year Asian Hornet Strategy (2019-2021) led to the establishment of an Asian Hornet Team (AHT), to mitigate these impacts.

Their work has included tracking and treating Asian hornet nests and spreading awareness of the situation across the island. Most of this work is experimental, based on research, information sharing and past experience with Asian hornets across Europe.

This means that the AHT is still in the process of learning what methods work best in Guernsey, and is always evaluating the team's relative merits and adapting methods as projects continue.

On our visit to Guernsey we met the AHT and other ACLMS staff, to share information, find out about Asian hornets, and the current state of their population in Guernsey. We discovered what is being done to control their numbers and how this can be adapted for the (highly likely) arrival of Asian hornets to the UK mainland in the near future.

## WHAT ARE ASIAN HORNETS?

Asian hornets (*Vespa velutina*) are actually smaller than our native European hornets (*Vespa crabro*). There is a common misconception that they are larger (mostly due to confusion with the 45mm Asian giant hornet, *Vespa mandarinia*). However they actually measure between 20-32mm, compared with the European hornet's 25-35mm.

As seen in the sample pictured, the Asian hornet is characterised by yellow-tipped legs and predominantly black body, with the notable exception of the orange band on the fourth section of the abdomen.



Studies since their arrival in France have shown that Asian hornets prefer to predate social Hymenoptera (such as wasps and bees) when looking for protein to feed their larvae. In all environments studied in France (urban, agricultural and woodland) this mainly consisted of honey bees.

Honey bees make up an average of 37% of their diet, closely followed by flies at 34% and then wasps at 18%. However, in urban environments honey bees were found to make up to 66% of their diet!

This presents a danger to honey bees in Europe, especially as they have not adapted to defend themselves from Asian hornets.

The Asian hornet life cycle, in our climate, tends to begin as early as March (in temperatures above 10°C), when the queen emerges from hibernation and will find a site for the primary nest.

Towards the middle or end of spring the first workers will start to emerge and the rate at which the nest is expanded (and further workers are produced) starts to increase.

It is at this point that gathering of protein to feed the larvae (which heavily relies on the predation of honey bees) increases and will continue to do so as the nest grows.

Predation increases until the peak of protein feeding, around mid to late summer, and continues until the very end of a nest's life cycle, when males are produced and up to several hundred queens are created to hibernate over winter.

This can be as late as mid-November.

Usually around the middle of the summer a larger, secondary nest will be created, to accommodate for the growing number of hornets. This can be made from the queen's smaller primary nest or in a new location, if the primary nest was too exposed or space was limited.

Some populations have even been found to establish satellite nests, that continue to work together with the original nest! At this peak an established nest can contain thousands of hornets, which presents a clear threat to our native honey bees and other insect species.

Asian hornets can also pose a threat to humans through characteristics such as their alarm pheromone, which is contained within their venom. This means once a perceived intruder near the nest has been stung, other workers are immediately drawn to the alarm pheromone to join the attack on the intruder.

The reaction to the alarm pheromone from hornets in the nest can be very severe, and as nests have been found underground, in low brambles, on buildings and in the tops of tall trees they can be very dangerous to anyone unprepared, or unaware, nearby.

This has posed a notable risk to hedge cutters and other landscapers recently, as their activities have the potential to unintentionally disturb nests in areas where Asian hornets have established.

In addition to this, the sting of an Asian hornet can be up to 6mm long! This means they are likely to be able to sting through a normal bee suit, especially if the wearer does not have layers on underneath.

As a result, the AHT has had to take extra safety measures, such as the use of specialised Asian hornet protective suits.

## GUERNSEY'S 'SPRING QUEENING' TRAPPING PROGRAMME

Guernsey's efforts to manage the spread of Asian hornets in 2019 began at the very start of the season with the 'Spring Queening' programme.

For this process, traps were distributed to approved volunteers (these were mostly householders or farmers) across Guernsey and to the neighbouring islands of Sark and Jethou. This stage of the programme aims to catch queens while foraging, before they start building nests.



CONTINUED >

# SPRING QUEENING

As stated on the Guernsey Government Asian hornet website [gov.gg/asianhornet](http://gov.gg/asianhornet) the logic behind this is that each queen caught prevents a nest being built, that could potentially contain thousands of hornets later in the season.



The traps used (pictured left) were distributed with a harmless liquid bait, based on natural sugars, with an added component to deter honey bees.

The traps were also modified to contain sponges to reduce insects drowning in the trap and 6mm holes (specifically sized to prevent the escape of Asian hornet workers and queens) to allow wasps and other non-target insects to escape.

After research into the known foraging ranges of newly emerged queens, it was decided by the AHT to try and distribute traps every 500m across the islands, which resulted in 260 traps in total being set up.

As literature states foraging queens emerge from the end of March until the end of May (when workers start to be found and the queens are no longer actively foraging) at which time the volunteers were to take their traps down for collection by the AHT.

Once the volunteers have set up the traps, they are asked to monitor them daily, topping up the bait and releasing non-target insects as necessary. If a suspected hornet is caught the AHT is contacted to make an identification.

20 of the 260 traps were monitored directly by the AHT project coordinator as part of a pilot study to determine the impact the trapping has on non-target insects.

This will enable the AHT to evaluate what else the traps are catching, as it is important that the trapping programme does not cause significant harm to beneficial pollinating insects.

## TRACK! DON'T TRAMPLE!

Later in the season the AHT asks the volunteers to take the traps down to avoid trapping increased numbers of non-target insects. Although, some traps have been kept up and are monitored regularly by beekeepers.

If a suspected or confirmed Asian hornet sighting occurs the AHT will track



the worker hornets back to the nest, which can involve traps being placed again to catch the hornets so they can be tracked.

Initially the tracking of hornets is done visually, to find the nest. This can be challenging especially as the Guernsey AHT's experience so far has shown that, unlike European hornets, Asian hornets seem to fly via markers in the landscape, rather than in a direct line. If necessary, additional traps will be added and additional volunteers sometimes join the tracking process to narrow down the nest location.

In some difficult circumstances a tracker and radio tracking antennae are used to manually track a hornet back to the nest. The small tracker has to be manually attached to a captured hornet, so this is a difficult and delicate process!

To increase awareness of the importance of alerting the appropriate authorities and preventing people from just squashing any Asian hornets they spot, the AHT had a campaign with the slogan 'Track! Don't Trample!' for this season.



**The Hornet mimic hoverfly, the non-target insect most commonly confused with Asian hornets in reports to the AHT.**

This campaign was initially introduced in 2018 and remains an important way for the AHT to engage with the public. The AHT aims for this campaign to reduce the number of non-target insects that are killed and to get the public to send photos of suspected hornets, their location and (if possible) note the direction they are flying in.

By doing this the AHT can then track more hornets back to their nests.

The 'Track! Don't Trample!' literature includes illustrations to help people reduce

the likelihood of them misidentifying a non-target insect as an Asian hornet (most commonly this happens to the 'Hornet mimic hoverfly', *Volucella zonaria*).

Once the hornet has been tracked to the nest, the nest is treated by a competent, qualified, pest controller. Not only is it important that the pest controller is competent to ensure the treatment is correctly carried out, it is also important that they are aware of the dangers Asian hornets pose.

Once the treatment is complete and the pesticide has had time to work the nest is observed to make sure no worker hornets are visiting from a satellite nest.

If this is the case, the satellite nest is then tracked down and also treated. Treated nests are removed as soon as possible after this full treatment process is complete.



**One of the largest combs in the sample nest, at about 300mm across! The nest has been deconstructed so this would not normally be exposed like this.**

Removed nests are then frozen for 24 hours to ensure all of the hornets, including sealed pupae, are killed. The nests can then be safely and carefully examined as they can reveal important information, such as when the new queens are being reared, before they are destroyed.

If a satellite nest exists and is not treated the queen can continue to produce more workers and cause harm to the environment.

They can even create another nest or recolonise the treated nest if it is not removed!

Even a nest that only contains workers (if the queen has died from the treatment) can continue to create or recolonise nests and survive for the rest of the season. While this means they will not be able to produce eggs, they will still pose a threat to humans





The AHT uses protective suits (above right – [Vespavelutinacontrol.com](http://Vespavelutinacontrol.com) Asian Hornet Protective Suit); an alternative suit (left) is the BBWear Ultra Ventilated Beesuit.

and wildlife if they are not removed.

## RESULTS SO FAR

The AHT has already been able to evaluate the success of other methods they've attempted and have used this to eliminate some less successful methods, such as thermal imaging or using protein baits.

Data on the sizes of hornets they have collected has allowed the AHT to create specifically sized holes in the traps that allow non-targets to escape, while keeping the hornets trapped.

The experience with tracking hornets and treating hornet nests has also allowed the team to improve our understanding of how Asian hornets behave in our native environments, and how we can best track and treat their nests.

It remains to be seen how successful Guernsey's approach to containing invasive Asian hornets through spring queening and tracking programme is, although previous results from Alderney (where spring queening was attempted last year) and early signs from this year have been promising!

Since the most recent update, 10 queens had been captured (or found) during spring queening on Guernsey, 11 on Sark, one on Jethou and seven on Alderney.

Outside of spring queening, only 26 confirmed Asian hornets have been sighted in Guernsey (this is out of 237 total reports of potential sightings and includes the islands of Sark and Jethou).

In comparison, 55 confirmed sightings occurred in 2018. Similarly, in 2018 eight secondary nests were found (and treated) in Guernsey, but so far this year there has only been one report of a secondary nest (one primary nest was also found and treated).

We spoke to many different people while we were on the island (from the staff at our accommodation to shopkeepers) and they were all aware of the situation as well as the non-alarmist and factual nature of the media campaign put out by the AHT.

We could see from the press releases and newspaper articles we were shown on our visit that responsible coverage, especially from the local press and on social media, has been integral to spreading the right messages.

It's also clear from the experience in Guernsey that we really need to increase awareness of Asian hornets and their danger in the UK, as well as increasing our preparedness for their arrival.

If we do not do this we can easily be caught off guard, unaware of how to treat them safely, leading to incorrect treatments. This could not only spread the hornets out more to satellite nests but could also endanger pest controllers and the general public.

## THE FUTURE

It will not be possible to gauge the success of Guernsey's Spring Queening programme until the autumn.

AHT reported that they were actively tracking worker Asian hornets to locate the first secondary nest of the season.

However, this follows a 10-week absence of any confirmed Asian hornet sightings during June, July and August! The indications are that spring queening may have been successful in controlling the spread of hornets so far this year.

It would be really interesting to consider how, or if, these approaches could be applied to areas where Asian hornets have already established or if they could be scaled up and adapted to work for somewhere the size of mainland UK.

Whatever the outcome, we have returned to the UK with a much greater awareness of what we will have to face and how much the UK needs to prepare.

The entire experience has really highlighted how much we could all benefit from working together on this issue as we all go forward into the future, and how this sort of information sharing UK-wide could really help us understand Asian hornets and how to deal with them, when they almost inevitably arrive here in the near future.



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The Asian Hornet Handbook2  
Sarah Bunker (2019)

The Asian Hornet  
Professor Stephen Martin (2017)

Monitoring and control modalities of a honey bee predator, the yellow-legged hornet *Vespa velutina nigrithorax* (Hymenoptera: Vespidae)  
Quentin Rome, Adrien Perrard, Franck Muller and Claire Villemant (2011)

## Thanks

Francis Russell for the sample Asian hornet.

Guernsey AHT for providing pictures from their local expert photographer; taking the time to take us to a site with a trap and showing us the onsite trap checking process.

Linda Archard (Principal Analyst and Crop Biologist at ACLMS) for demonstrating and explaining the sample nest.

Guernsey ACLMS for being so welcoming and providing us with so much information and experience on our visit.

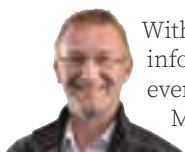
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SPREADING THE  
RIGHT MESSAGES.



From left: Lisa Duggan (Environment Services Officer, ACLMS), Marco Tersigni (Environmental Services Assistant, ACLMS), Francis Russell (Project Coordinator, ACLMS Asian Hornet Strategy), Elliott Rose-King (Environmental Management Consultant, Bounty Consultancy Services), Martin Rose-King (Director, Bounty Consultancy Services) and Damian Harris (Field Research Officer, ACLMS Asian Hornet Strategy and States of Guernsey Bee Inspector).

# 2020 VISION

New era presents challenges and opportunities for insecticides



With fewer insecticides available than in the past, keeping informed about insecticide product options is more important than ever for all parts of the pest management industry. Richard Moseley, Bayer technical manager, gives us an insight into the future of insecticides and some tips on how best to use them.

**SPEED VIEW**

**Fewer insecticides are available largely due to changes in the registration process and implementation of BPR**

**Existing formulations are designed for a different registration system and are not necessarily suitable for new requirements**

**Product rotation maximises efficiency and reduces resistance but, with fewer products, it is harder to implement**

**Manufacturer-led research is developing new formulation technologies for proven, existing active ingredients**

**Registration can be tedious, with products taking 10+ years to come to market**

**Registration is designed to protect consumers by ensuring products are effective and consumer-friendly from a health and safety perspective**

**Despite Brexit, it is likely that rules and regulations will remain similar for years**

Manufacturers are continually investing in research to find new insecticide solutions, and there are some invaluable new formulations coming through the registration pipeline. But these are relatively few and far between. This is why it has to be an industry-wide priority to build and share knowledge on which products and practices work best in different situations. We also need to share how to protect against resistance.

There is a common trend of fewer insecticides being available to the pest control industry, primarily due to the changes in the registration process and the implementation of the Biocidal Products Regulation (BPR).

When you look at some of the existing formulations on the market, they're designed for a different registration system, the Control of Pesticides Regulation (COPR). They are not necessarily suitable for the requirements of newer registration processes. New products can be better designed to fit into the current Biocidal Products Regulation registration framework.

It's essential to design a new product or technology with the future in mind.

Product rotation is vital to maximise efficiency and reduce the risk of resistance, but one of the issues with losing insecticides from the market is that it can be harder to implement this. An essential part of Integrated Pest Management (IPM) is switching between product families with different types of active ingredients.

If you lose an option, it's crucial alternatives are available, whether it

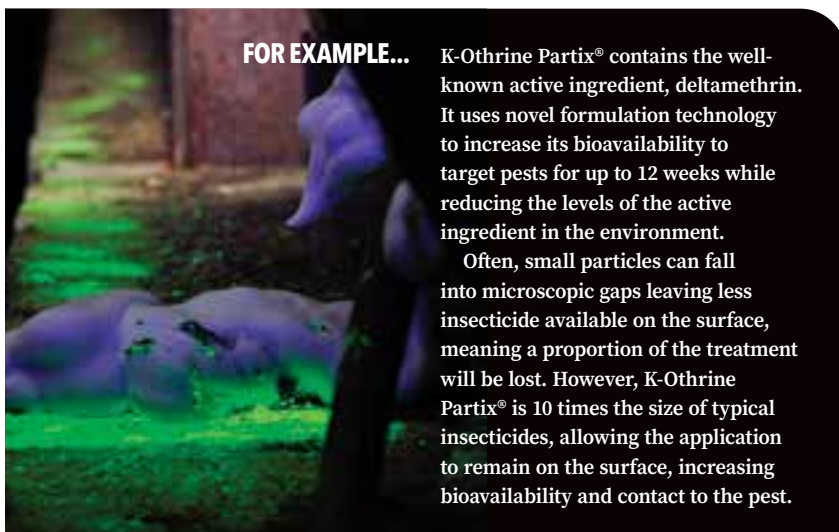
be a new formulation or a growth regulator for instance. So major manufacturers are highly committed to investment in new formulations.

**ENHANCING PROVEN ACTIVES**

Much manufacturer-led research is now invested in developing new formulation technologies for proven, existing active ingredients. It is focused on finding the best route or method to apply the active, looking at how to introduce the product to the insect in the most effective way.

For example, Bayer is investing in advanced formulation technology that will make the active perform at it's very best. If the formulation is performing well, a smaller amount of active ingredient goes a lot further.



**FOR EXAMPLE...**

K-Othrine Partix® contains the well-known active ingredient, deltamethrin. It uses novel formulation technology to increase its bioavailability to target pests for up to 12 weeks while reducing the levels of the active ingredient in the environment.

Often, small particles can fall into microscopic gaps leaving less insecticide available on the surface, meaning a proportion of the treatment will be lost. However, K-Othrine Partix® is 10 times the size of typical insecticides, allowing the application to remain on the surface, increasing bioavailability and contact to the pest.

Using less product is important from an environmental point of view. Likewise, the fewer treatments carried out, the lower the chance of pests developing resistance.

There can often be very specific situations that need an effective ingredient in a particular format. For example, Ficam D® delivers bendiocarb via a dustable powder, which is well-suited to controlling wasps and ants in hard-to-access cavities and voids. Bendiocarb is also a useful option in a rotation where applicable to manage resistance risk.

It is well known that registration and regulation can be a tedious process. But many are unaware to what extent. Often products can take in excess of 10 years to come to the market with millions of pounds invested.

Ultimately, it's designed to protect consumers by making sure products are both effective enough and consumer-friendly from a health and safety point of view.

Sometimes it can be difficult to get older products through the new registration system, as the data doesn't necessarily exist to show whether they meet new requirements or not.

**CHALLENGE AND OPPORTUNITY**

The pest management market will remain a challenging environment. The next few years will be difficult for manufacturers who still have products requiring reregistration. That's regardless of Brexit, as it is highly likely the rules and regulations will remain similar for a number of years.

But it's not all doom and gloom there are opportunities for those willing to adapt. For example, there's a gap in the market to build an effective business around new technologies and formulation.

Another key area for the industry to address is sprayer and nozzle technology, especially as some nozzle designs remain unchanged for years.

Understanding nozzles and sprayer rates will become increasingly essential, and manufacturers should potentially look to work more closely with the businesses that design nozzles and application equipment.

Novel formulation technology is becoming more critical, and we need to ensure we've got the right application methods to keep up. If nozzles were a slightly different design, certainly for the likes of bed bug control, and enabled more direct application into cracks and crevices, then a high-performing new insecticide would be more likely to work to its full potential.

**SUPPORT FOR INDUSTRY**

Along with new product development, manufacturers must provide a wide range of information and guidance to distributors, pest controllers and their customers frequently.

We have a fundamental role in communicating and delivering support whenever it's needed in the industry.

The support covers all aspects of IPM, including appropriate product choice, rotation and use. More and more pest controllers understand

why an integrated approach is required and how to put it in place, particularly those working with some of the most challenging pests such as bed bugs.

And this isn't just for insecticides, but other non-insecticidal products that provide physical control measures too.

Another key point is to be aware of the usage cycles of different products. If you've got a product with 12-week residuality, you don't need to go back after only two weeks to treat the insects again. We need to work together as an industry to make everyone aware of the product's capabilities, so they feel confident in its ability.

**KEEPING UP-TO-DATE**

Pest controllers can keep up-to-date with the latest product and pest management information and advice, or find answers to specific concerns, via several organisations, including the BPCA, distributors and product manufacturers.

The HSE website also hosts the approved biocidal product database, which shows which products are registered and which are not. Distributors tend to check the database regularly and provide updates to pest controllers.

# PESTWATCH: What's ticking off your dog?

**Brown dog tick (*Rhipicephalus sanguineus*)**



Dee Ward-Thompson investigates a type of tick you might not have come across yet but is slowly becoming more prevalent in the UK.



**TICKS ON PETS MUST BE REMOVED AS SOON AS POSSIBLE, HOWEVER THIS CAN BE QUITE TRICKY. REFER YOUR CLIENT TO A VET FOR THIS, RATHER THAN TRYING TO DO IT YOURSELF.**

At the end of last year, I went along to the Level 2 Award in Pest Management – General Pest Control training course in Staffordshire as an observer.

We were having discussions about ticks, the diseases that they carry and the recent report of ehrlichiosis being detected for the first time in the UK.

While some of the attendees had heard of the brown dog tick, those new to the industry were not aware of its significance.

The brown dog tick (*Rhipicephalus sanguineus*) is a non-native species and one that is on the increase in the UK.

## HABITAT

Unlike our native species of tick, which does not survive indoors, the brown dog tick can survive in people's

homes and thrive, completing an entire lifecycle indoors.

This may mean that a pest management technician has to become involved in the control of these pests and any potential infestation.

## IDENTIFICATION

The brown dog tick can be recognised by its reddish-brown colour, elongated body shape, and hexagonal basis capituli (flat surface where mouthparts are attached).

Adults are 2.28-3.18mm long by 1.11-1.68mm wide. They do not have ornamentation on their backs.

## SPOT THE SIGNS

What do we need to look out for if we are called to investigate a suspected tick infestation?

While our native species can sometimes be found in a pet's bedding they will not be found in other areas of the home. If you are finding ticks crawling around on walls, floors, curtains or in items of furniture then this could be the brown dog tick.

In this case correct identification needs to be carried out. You can do this by contacting Public Health England [gov.uk/tick-recording-scheme](http://gov.uk/tick-recording-scheme) or contact [tick@phe.gov.uk](mailto:tick@phe.gov.uk)

## TREATMENT

Only approved insecticides must be used. Treatment will normally involve the application of residual insecticides (acaricides) approved for tick control both indoors and around buildings. These products can be sprayed directly on to

ticks or to surfaces. Certain desiccant powders and ultra low volume (ULV) cold fog products are also approved for tick control.

Be sure to get all cracks and crevices where ticks may

be harbouring; you may also need to apply an appropriate treatment around the perimeter of the house.

This tick species is capable of living on the walls outside the affected properties so these areas may also require treatment.

The female can lay up to 4,000 eggs and can survive for up to 18 months without a blood meal. Repeat treatments are often needed.

You might want to contact your product distributor to discuss appropriate treatment options and remember to advise the homeowner to take their pet to the vets for treatment too.

Ticks on pets must be removed as soon as possible, however this can be quite tricky. Refer your client to a vet for this, rather than trying to do it yourself. It's a good idea to advise them to discuss preventative measures.

## PREVENTION IS KEY

Ticks are a major concern for dog owners, especially if routine walks take place in long grass, woodlands or areas where sheep or deer roam around.

Ticks can be found all year round but are at their most active between spring and autumn. Pet owners should be advised to begin a routine of checking their dogs after walks.

### Habitat

Indoors or outdoors = no problem!

### Identification

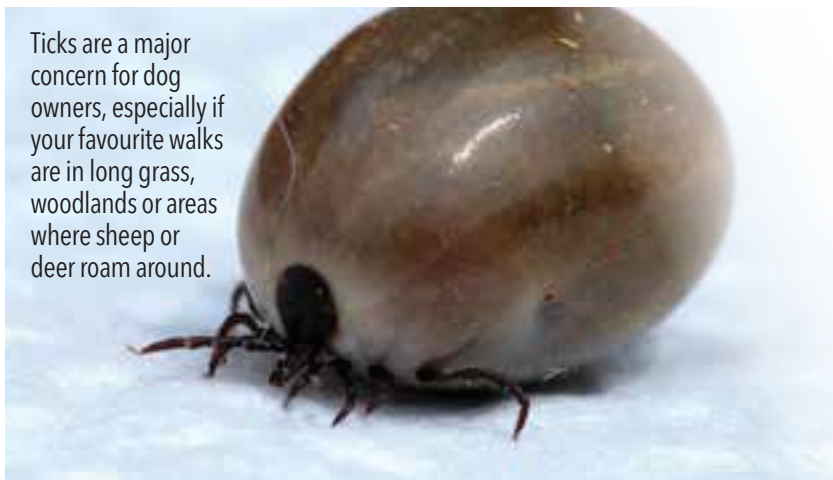
Reddish-brown	No back ornamentation
Hexagonal basis capituli	Elongated body

### Spot the signs

Can be found away from pet's bedding

### Treatment

Approved residual insecticides indoors and outdoors	Repeat treatments
Recommended desiccants and ULV cold fog products	Seek vet's assistance to remove ticks from host



Ticks are a major concern for dog owners, especially if your favourite walks are in long grass, woodlands or areas where sheep or deer roam around.

Carrying out routine checks, paying particular attention to the ears, hind legs and paws should be performed after every walk. Not an easy task, I might add, if you own two Jack Russell terriers like I do (I have the scars to prove it!). But it's one that is important to ensure a pet has not picked up any ticks.

**RISK TO HUMANS**

Ticks can transmit diseases and are 'vectors', which means they can carry micro-organisms that can cause diseases in both animals and people.

The most common disease spread by ticks in the UK is Lyme disease.

Cases of ehrlichiosis have now been confirmed in the UK. Ehrlichiosis is a tick-borne bacterial infection, which infects and kills white blood cells.

The average reported annual incidence is around 2.3 cases per million people. No human vaccine is currently available and so effective tick control is key.

**MORE INFORMATION**

The Tick Surveillance Scheme [gov.uk/guidance/tick-surveillance-scheme](http://gov.uk/guidance/tick-surveillance-scheme) operated by Public Health England [gov.uk/government/organisations/public-health-england](http://gov.uk/government/organisations/public-health-england) has reported an increase in tick distribution in the UK, and as our climate continues to change without harsh winters this is likely to continue.

The National Pest Advisory Panel (NPAP) of the Chartered Institute of Environmental Health (CIEH) has produced a really good leaflet which can be downloaded at [urbanpestsbook.com/download/brown-dog-tick-control-prevention-domestic-situations/](http://urbanpestsbook.com/download/brown-dog-tick-control-prevention-domestic-situations/)

You should also go to [gov.uk/guidance/tick-surveillance-scheme](http://gov.uk/guidance/tick-surveillance-scheme) for additional information and see which areas ticks are being found.

If you need any further advice contact us here at BPCA, however I cannot promise to give advice on how best to check a Jack Russell for ticks!

**PESTWATCH: Calendar**

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

\* Beetles emerge



An online CPD quiz based on this feature is now available on the BPCA website. BPCA affiliates can take a CPD quiz at any time [bpca.org.uk/cpd-quiz](http://bpca.org.uk/cpd-quiz) or sign up at [bpca.org.uk/affiliate](http://bpca.org.uk/affiliate)

**ASK THE TEAM**

Is there a specific pest species you'd like us to do an in-depth write up on? Let us know.

[hello@bpca.org.uk](mailto:hello@bpca.org.uk)

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A ServicePro software.

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NEW MEMBER BENEFITS

# SIGNED, SEALED AND DELIVERED! **Written contracts for pest management work**



Do you have a written contract for every bit of pest work you do? What needs to be in a contract anyway? We asked specialist contracts and legal services expert BEB Consultancy to explain how you can protect your business with proper legal contracts, written in plain English, on your terms.

### WHAT IS A CONTRACT?

Put simply, it is a promise for a promise. Your customer promises to pay you and you promise to complete the services. A common misconception is that a contract has to be in writing – in fact, we enter into contracts every day. Even when you fill your car with fuel or buy something online, you’re entering into a contract. Clearly though, it’s easier to know what you agreed with your customer if you have it in writing.

### IS A ‘GENTLEMAN’S AGREEMENT’ ENOUGH?

It could be, and a verbal agreement is still legally binding. If something does go wrong though,

you need a way to prove that what you said was agreed – this is impossible when it’s not written down. We hear companies say all too often that their customers have dealt with them for years and they’re like friends – but when money is involved, that relationship can quickly sour.

Putting a contract in place protects both sides, as everyone knows what was agreed from the outset, so a dispute is far less likely.

### DO YOU NEED A CONTRACT FOR ONE-OFF/JOB WORK?

Absolutely – it doesn’t matter if the contract value is a few pounds or a few thousands.

A contract not only ensures you get paid but protects the works you have completed and limits your liability – something that could end up much more costly than the job itself.



## Want some expert help?

**NEW MEMBER BENEFIT** DISCOUNTED BESPOKE CONTRACTS, TERMS AND CONDITIONS

At BEB, we’re passionate about protecting businesses with robust contracts and support. In our experience, trades such as pest controllers are often the least well protected in this area - either because “it’s how they’ve always done things”, or because they think legal advice will be too expensive, so they often find themselves writing off debts unnecessarily.

Having a bespoke set of terms and conditions drafted is the best way to fully protect your business. The benefits of bespoke contracts are:

### PROTECTION

Terms and conditions set out exactly what has been agreed between the business and their customer - they should sit alongside,

and tie in with, the quotation. This is what you will need to fall back on, in the event of a dispute. With bespoke terms, we help our clients identify weak areas in their business when we are drafting T&Cs - kind of like a gap-analysis. We’ll discuss how you work, how you want to work and any problems you’ve encountered in the past. We will then do our best to plug the gaps.

### LEGALITY

Terms and conditions don’t only protect the business, they also protect the customer. As an example, if you work with consumers and you’re not aware of consumer rights and how these may affect the service you offer, then this could see you in a lot of trouble. Either you’ll start work without

Our friends at BEB Consultancy are offering document support to BPCA members at a discounted rate.

obtaining a waiver of these rights, in which case the consumer could legally pay you nothing, or you could find yourselves under investigation by Trading Standards - both could be avoided with a bespoke, properly written set of T&Cs. We’ll explain in practical terms how these laws apply to you and your business.

### PROMOTION

A bespoke set of terms and conditions make a company look bigger and more professional. We will work with you to make sure your terms perfectly match your business processes. If you want to work with larger companies, you will often need some T&Cs to even get a foot in the door.

“

We hear horror stories every day about companies which didn't agree a contract at the beginning and then either don't get paid, get asked to carry out extra work or even get sued... ”



### WHAT COULD GO WRONG?

Unfortunately, a whole heap of things!

We hear horror stories every day about companies that didn't agree a contract at the beginning and then either don't get paid, get asked to carry out extra work or even get sued for tens of thousands of pounds in lost profit where their work wasn't finished on time. It's a risk not many businesses can afford to take.

#### NEW MEMBER BENEFIT

## Free job-work contract template



BPCA has teamed up with BEB Consultancy to put together a template contract for one-off contracts or job-work. You can download the contract from the BPCA member area and customise it for your need. Download it now [bpca.org.uk/member-area](http://bpca.org.uk/member-area)

We are offering all BPCA members an exclusive 10% discount on our Bronze, Silver and Gold packages. A fully bespoke set of terms and conditions, under our Bronze package, costs £399+VAT – discounted to just £359.10+VAT.

We also offer support for those bigger businesses entering into commercial and other contracts. We can help negotiate fairer terms for you from the outset under our support package for just £99+VAT per month. BPCA members get an exclusive 15 hours of support over a 12-month period – that's a full three hours for free on top of our usual offering.

### NEXT STEP

Invest in your business's future by getting in touch with us.

[info@bebconsultancy.co.uk](mailto:info@bebconsultancy.co.uk)

### MEMBER BENEFIT IN FOCUS

# Keep your contracts watertight

On most of your jobs, you provide a quote, do the work to the best of your ability, the customer is happy and they pay you. But, as we all know, not every job goes that smoothly. Which? Trusted Traders gives us some top tips for making sure you don't lose money because of a contract.

At Which? Trusted Traders, we often hear complaints from customers and traders because a problem has cropped up and there hasn't been a quote or contract in writing. Even with a contract, sometimes problems can crop up during the job which can lead to disputes with the customer.

We asked Which? Trusted Traders complaint handlers for their advice to make sure your contract is as watertight as possible. Here are their top three tips:

## 1 GET JOB CHANGES AGREED IN WRITING

Sometimes, you'll have a contract in place and start work, but then a new issue crops up which needs additional work and expense.

It's then essential to re-quote and get approval in writing, even if that means a delay in getting work done.

The danger of not re-quoting is that the customer often doesn't realise that the job is going to be more expensive, and gets a shock when presented with the final bill.

## 2 ENSURE THE CUSTOMER READS T&Cs

If you use terms and conditions, make sure the customer reads them before you start work.

Before they sign the contract, ask your customer to confirm in an email that:

- They fully understand your T&Cs
- They agree to them.

In this way, the customer shouldn't get any surprises during or after the job that could lead to a dispute.

## 3 TAKE BEFORE AND AFTER PHOTOS

Take a few moments before and after the job to get some snaps of the work on your mobile phone.

Email the pictures to the customer at the start and end of the job and get a confirmation in writing that they're happy with the results.

This ensures that you can prove the contract was fulfilled to the customer's satisfaction.

As a bonus, you might also be able to use the pictures to show off your skills on your website and social media channels.

### PROTECT YOURSELF BY ALWAYS FOLLOWING PROCEDURE

As our complaints handlers know, the best protection for you and your customers is to have everything clearly laid out in writing, and stick to it.

Always make sure that you:

- Have a signed contract in place before starting work
- Re-quote if anything changes during the job, and get written agreement from the customer before continuing work
- Get the customer to read and agree to your terms and conditions before the job starts
- Use photographs to record that the contract was fulfilled
- Keep a record of all these communications with your customer.



### MEMBERS ONLY: JOIN WHICH? TRUSTED TRADERS AND SAVE

If you're a BPCA member, you'll receive 50% off your first six months' membership with Which? Trusted Traders.



All Trusted Traders have a dedicated account manager to advise them on avoiding and handling customer complaints, as well as access to our alternative dispute-resolution service if needed.

### MORE INFORMATION

[www.trustedtraders.which.co.uk](http://www.trustedtraders.which.co.uk)

0117 456 6061

# GUESS WHOSE POO

## Know your pest droppings



Here at BPCA, we like to bring you the hard-hitting articles. That's why we're publishing this guide about poop! One of the most common signs of a pest infestation is the presence of droppings. Being able to identify those droppings is crucial to identifying the pest you're dealing with, to then determine the control methods you're going to use. In this article, we're going to take a look at the droppings of a variety of mammals and how they compare.

**YOUR ACTUAL LIFE-SIZED POOP CHART... YOU'RE WELCOME**

- RAT 
- MOUSE 
- BAT 
- SQUIRREL 
- RABBIT 
- FOX 



**RAT**

**APPEARANCE**

Brown/black colour  
 Pill-shaped  
 Size varies but never smaller than a rice grain  
 35-50 droppings in clusters

**MISTAKEN FOR**

Squirrel, bat, cockroach ootheca



**MOUSE**

**APPEARANCE**

Brown colour  
 Rice-shaped  
 Tiny size  
 70-150 scattered randomly

**MISTAKEN FOR**

Cockroach ootheca

**TO THE UNTRAINED EYE, COCKROACH OOTHECA CAN BE EASILY MISTAKEN FOR RODENT DROPPINGS.**



**BAT**

**APPEARANCE**

**PROTECTED SPECIES**

Black colour  
 Rice-shaped  
 Long  
 Large quantities underneath roost

**MISTAKEN FOR**

Mouse

**CRUMBLY!**



**SQUIRREL**

**APPEARANCE**

Brown/red colour  
 Barrel-shaped  
 Smaller in size than rat droppings, around 10mm  
 Large quantities in clusters

**MISTAKEN FOR**

Rat



**FOX**

**APPEARANCE**

Dark  
 Full of fur/feathers/berries  
 Long, pointy at one end  
 Roughly same size as dog scat

**MISTAKEN FOR**

Dog

**USED TO MARK TERRITORY**



**RABBIT**

**APPEARANCE**

Yellowy-brown or greenish (from grass diet)  
 Spherical  
 Pea-sized  
 Left in clusters, 200-300 per day

**MISTAKEN FOR**

Hare

**FRIABLE, STABLE SHAPE, FALLS APART UNDER PRESSURE**



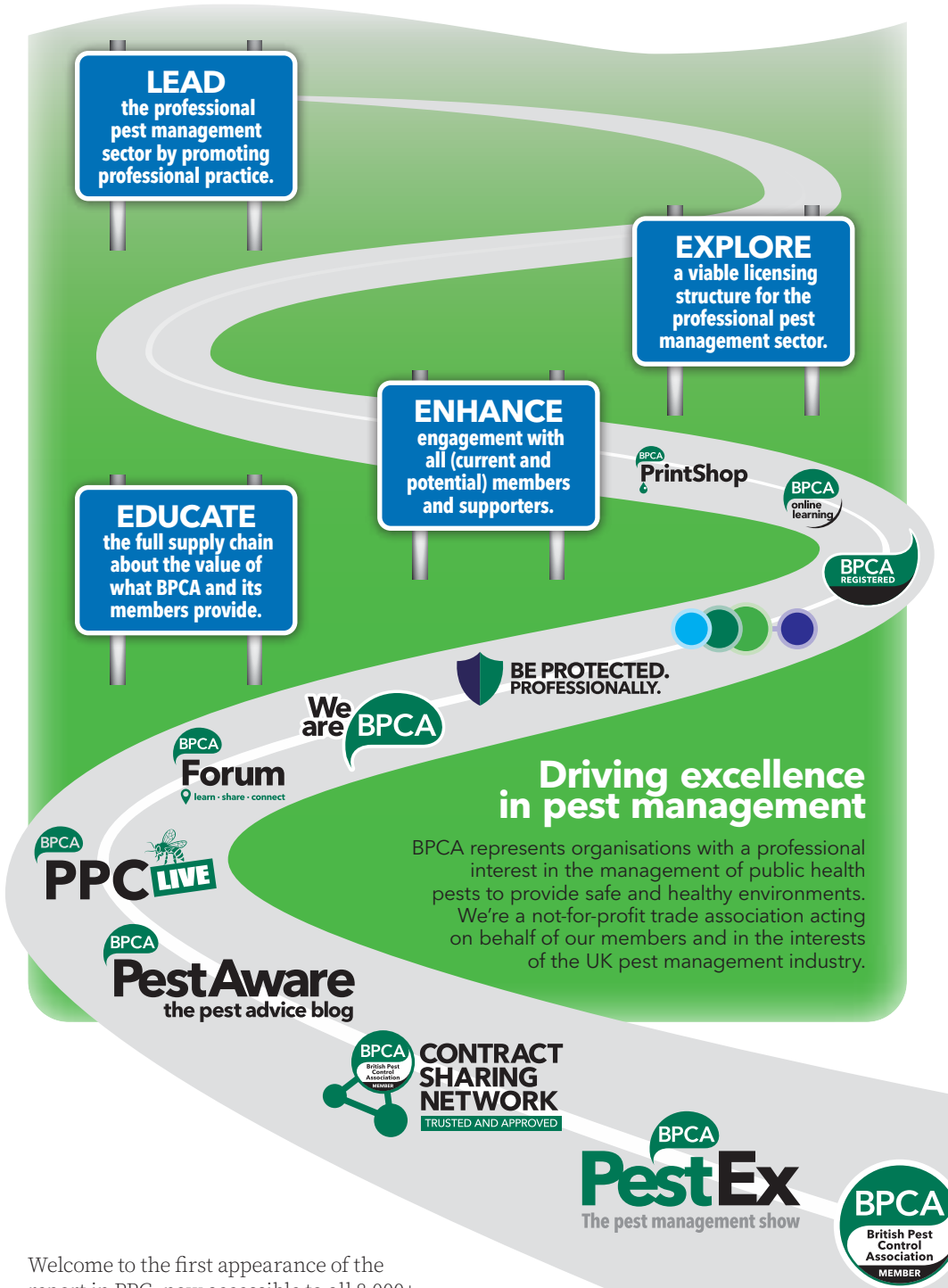
# Strategic objectives

## OUR VALUES

We are guided by values that we perceive to be the critical ingredients to professionalism: integrity, value, care and cooperation.

## OUR APPROACH

Each strategic objective encompasses underlying projects, approaches and activities, sponsored by a member of the Executive Board and led by a member of the BPCA Staff team. Regular updates on progress will be provided to members and supporters through relevant communication channels.



Welcome to the first appearance of the report in PPC, now accessible to all 8,000+ of BPCA's Affiliates, rather than just the heads of member companies.

PRESIDENT'S REPORT  
TREASURER'S REPORT  
THE YEAR IN NUMBERS

**2019**

**annual report**

**BPCA**



## PRESIDENT'S REPORT: Writing the history of pest management

As I write, I like to imagine where you're reading this.

Some of you are no doubt in your vans between jobs. Others will be back at the office or sitting in the comfy chair at home. Some of you will be skimming through the reports before the AGM and BPCA Forum starts (page 41). Others will be taking a breather at PPC Live (this extra special is the PPC Live showguide too, after all – see page 3).

Some of you might be reading this in the far off future. BPCA has been around for 76 years, and there's nothing to say we won't be around for 76 more.

If the pest management historians go pouring through BPCA annual reports, I suspect they'll be paying close attention to 2019. It was an especially significant year!

### BIRDS AND BAITS

When your general licences for bird control in England disappeared overnight, BPCA kept the sector in the loop. We supported members to continue to do critical bird work, protecting public health in the UK.

Our open letter is directly quoted in the Defra report, and BPCA now sits comfortably at the table of stakeholders discussing the future of bird licences. Your voices were heard. Your professional tools were protected.

When CRRU guidance was incorporated to rodenticide labels, causing headaches for many pest companies, BPCA heard your concerns and pulled together a roundtable event. Again, together we changed things. The guidance was updated and clarified. Your voice was heard. Your professionalism protected.

### BPCA REGISTERED

In January 2019, BPCA launched potentially its biggest new initiative ever. BPCA Registered was a monumental achievement for the Association (page 36). Not only did we begin to individually recognise PEOPLE in the pest sector, but we gave them the tools they needed to shout about their professionalism.

While we might have had some boos and hisses from the wings, members stood up and voted with their feet. Year one BPCA Registered numbers smashed

targets and went to show that members are proud and passionate about their people's development, skills and qualifications.

The fact that the scheme is already recognised by the Irish Government as valid proof of CPD for their Pest Management Trained Professional Users (PMU) Register is a testament to the quality and success of the scheme.

Honestly, thank you to everyone who joined us for year one of BPCA Registered. You helped us make history!

### PESTEX 2019

As the biggest event in the pest management calendar, there's always a lot going on behind the scenes in preparation. 2019 was off the charts though, not least because the whole show was managed from start to finish by the BPCA team.

I want to reiterate my congratulations to Ian and the Staff team for pulling off such a great event. And thanks again to exhibitors, speakers and attendees that helped make it a success.

### ALL TO PLAN

Things like BPCA Registered, PestEx and our lobbying are great examples of our strategy in action.

Our strategic aims centre around two principles:

- Drive professionalism
- Make our voice heard.

The actual strategic document might be a bit longer than that. Still, in a bid to demystify what our strategy actually is, everything that we aim to do sits neatly underneath these principles.

BPCA Registered gives technicians and support staff in our organisations a stronger voice by giving them a framework to shout about their professionalism.

PestEx gets us all together under one roof to learn from each other and listen to what we all need to thrive.

We'll stand up for you when the tools of your trade come under attack. Together we have a loud and significant voice to defend our professionalism.

I'm pleased to report that the Executive Board has had some great support from the various BPCA Committees and Special Interest Groups. While the groups have their own distinct identities, their agendas and objectives are very much more aligned

with the Association's longer-term goals.

Thank you to all of the volunteers in whatever capacity for their contribution throughout the year.

Between all this, we also managed to squeeze in:

- The ongoing fight against the potential banning of glue boards in Scotland
- Our first Parliamentary event in Scottish Parliament
- Winning two Association Excellence Awards
- Engaging with the National Association of Drainage Contractors, the Chartered Institute of Environmental Health, The Royal Environmental Health Institute of Scotland, The British Institute Of Cleaning Science, and the Association of Chief Trading Standards Officers
- Holding ten BPCA Forums, publishing four trade magazines and journals, training hundreds of pest professionals, hosting five Special Interest Groups, recruiting new members and developing/ updating seven technical documents.

How will you remember 2019? Better yet, how will you help make 2020 even more impressive?

Why not make 2020 the year you get involved with BPCA? Join a group, an event, a Committee, a Forum, a conversation. Write an article. Pick up a phone. Learn something, train someone, prioritise your team's development. Make your voice heard. Show off your professionalism.

After all, we're all writing the history of pest management.

**PHIL HALPIN**  
BPCA President



## TREASURER'S REPORT: Nine years of membership growth

What a super year 2019 was. It was our first full year under Phil's leadership, and what a successful year has been.

Firstly, we'd have achieved nothing without the hard work, dedication and passion of the Staff team, so a big thank you to them in helping us deliver the premier trade association for pest management professionals in the UK.

It was a PestEx year, and what an event that was and the afterparty event at the Giant Robot was pretty amazing too. PestEx 2019 was the first show where we've taken complete ownership of running the event at the scale it is now.

Stand sales were up, as were attendance numbers. Again, thanks to all who attended the show. The bar has been raised, and I look forward to seeing what the team can do to make the event bigger and better in 2021!

Our finances certainly benefit from the event; with its significant contribution, our budget plan was met for the year. Any profits delivered from activities allow us to not only operate the Association without relying on members' subscriptions to fund everything, but also to invest in our strategic initiatives, such as the lobbying of government, for us to better protect and serve members' interests.

As I look back on our primary income lines, membership revenues, were again healthy – membership numbers for full members have now held or increased for the ninth consecutive year. There is no better indicator that the Association continues to be relevant and offers its members benefits that help them succeed in their businesses.

Income from traditional training courses and related activities continues to decline and to be a worry for the leadership. One of the Association's strategic on-going enablers is to review member benefits, and we continue to discuss with the broader membership just how the Association should operate in this area in the future.

2019 also saw the launch of BPCA Registered. Member surveys had suggested that you were looking for an alternative CPD scheme to that offered in the market; the response has been fantastic, with uptake exceeding expectations by over 40%.

As this industry continues to professionalise, the demands placed on the Association and its finances continue to rise.

The anticoagulant (AVK) rodenticides issue that exploded last year is a case in point. Significant energy was expended by the Association to successfully defend our position over their continued use.

Other countries were not so lucky, and without our successful lobbying, we too could be operating without 'permanent baiting' in our armoury. As part of the strategy, we will continue to consult with members about the benefits sought and how best those should be funded.

To close, I would like to take this opportunity to welcome all our new members that joined this year and would wholeheartedly encourage you to become involved with the Association.

It's your Association, and for it to work for you, it needs your passion and energy too. Please attend the Forums around the UK. Join in with your Contract Sharing Network (CSN). Serve on the Committees or even the Board and find out more about how the Association serves its members and the wider industry.

I wish everyone success with their businesses in 2020.

Thank you.

**MARK WILLIAMS**  
Honorary Treasurer

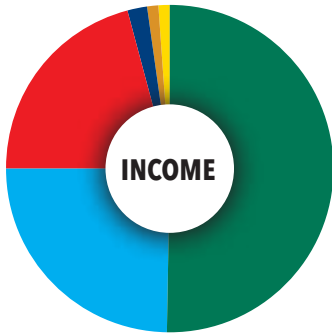
### THEY WORK FOR YOU

The Executive Board is the governing body of the Association and Board Members, as Directors, have a duty of care to both BPCA Members and the BPCA Staff team. The Board's emphasis is on strategy

and performance, stewardship and conformance. The Board also ensures that resources are used appropriately (money, time, staff etc.) and that relevant legislation is adhered to.

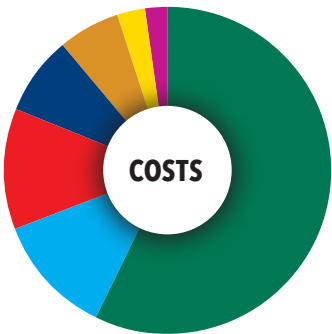
			Meetings attended (maximum 2*)	*Attendance for March meeting to be added
President	<b>PHILIP HALPIN</b>	Countrywide Environmental Services	2	
	<b>MARTIN COBBALD</b>	Dealey & Associates	2	
Vice Presidents	<b>ALAN MORRIS</b>	Bayer Cropscience	1	To 21 Nov 2019
	<b>MARK WILLIAMS</b>	Ecolab	2	From 21 Nov 2019
Honorary Treasurer	<b>MARK WILLIAMS</b>	Ecolab	See above	Replacement to be appointed
Immediate Past President	<b>MARTIN HARVEY</b>	Harvey Environmental Services	2	
Manufacturers and Distributors Committee Chair	<b>JIM KIRK</b>	Rentokil	1	
Servicing Committee Chair	<b>MARTIN ROSE-KING</b>	Bounty Pest Control	2	
	<b>MIKE AYERS</b>	Precision Pest Management	2	
	<b>CHRIS CAGIENARD</b>	Pest Solutions	2	
	<b>CHRIS CORBETT</b>	Aderyn	2	
Board Members	<b>JULIA PITTMAN</b>	Beaver Pest Control	2	
	<b>MALCOLM STOWELL</b>	Safeguard Pest Control & Environmental Services	2	
	<b>LOUISE SUMMERS</b>	Urban Wildlife	0	To 11 Sep 2019
	<b>GRAHAME TURNER</b>	Terminix UK	2	

# The year in numbers



Subscriptions and registrations	£806,517	50%
Events and exhibitions	£405,178	25%
Training and certification	£331,090	21%
Management fees	£25,000	2%
Publications	£11,644	1%
Other	£15,429	1%
Investment	£1,398	0%
<b>Total</b>	<b>£1,596,256</b>	<b>100%</b>

All 2019 results are subject to corporation tax and audit



Membership functions and services (inc. staff costs)	£832,898	57%
Event and exhibitions	£174,521	12%
Training and certification	£169,890	12%
PR, marketing and comms	£120,169	8%
Finance, administration and premises	£80,193	6%
Publications	£41,411	3%
Depreciation and amortisation	£27,417	2%
<b>Total</b>	<b>£1,446,499</b>	<b>100%</b>

## Find a pest controller searches

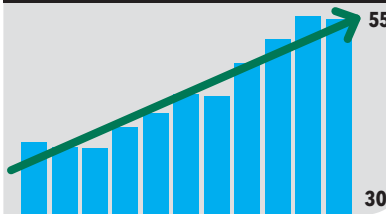
Estimated referrals given to Servicing and Consultancy members

Ants	2,537
Bed bugs	17,662
Bee removal	2,411
Birds	4,595
Cockroaches	1,503
Fleas	4,302
Flies	2,288
Foxes	1,794
Fumigation	224
Moths	2,249
Other insects	12,289
Other mammals	1,118
Rabbits	208
Rats and drains	3,395
Rats and mice	38,163
Squirrels	5,979
Wasps	27,799
Wildlife management	327
Consultancy	1,076
<b>Total</b>	<b>129,919</b>

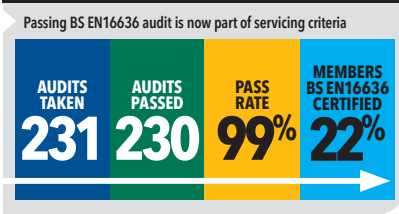
**4,606,400**  
The number of times BPCA S&C members appeared in search results

**92,878**  
The number of times BPCA S&C members had their profiles viewed

## Membership growth 2009 - 2019



## Technical audits



## Spreading the word

**19,027** copies of PPC printed

BPCA Bulletin emailed to over **8,437** subscribers

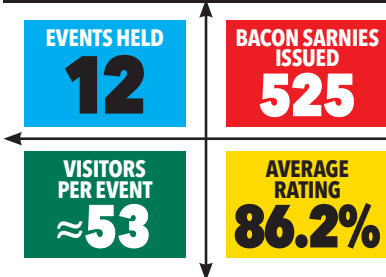
Twitter, Facebook and LinkedIn views: **1.5M+** (up **50%**)

**>60K** Likes, shares, retweets and comments

BPCA seen by around **127M** people (based on circulations of publications we were quoted in)

Website visited **858,197** times: **196,073** Find a pest controller tool hits; **632,328** pest advice hits

## Regional Forums



## Award-winning Association



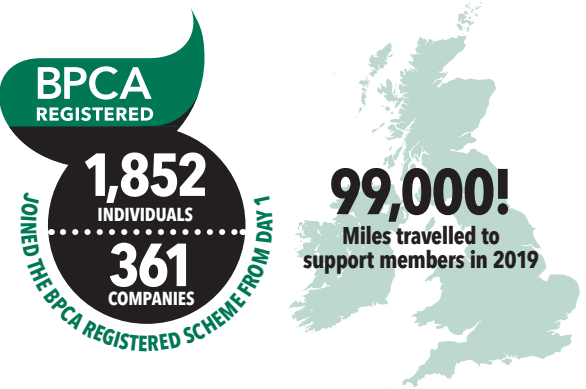
## Total visitors to PestEx



BPCA **PestEx**  
The UK's premier pest control event

Rated good/excellent by visitors and exhibitors:

Quality of seminars	<b>96%</b>	General atmosphere	<b>96%</b>	Helpfulness of staff	<b>97%</b>
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UK vs international visitors	<b>79%</b>	<b>21%</b>
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## MEET THE MEMBER

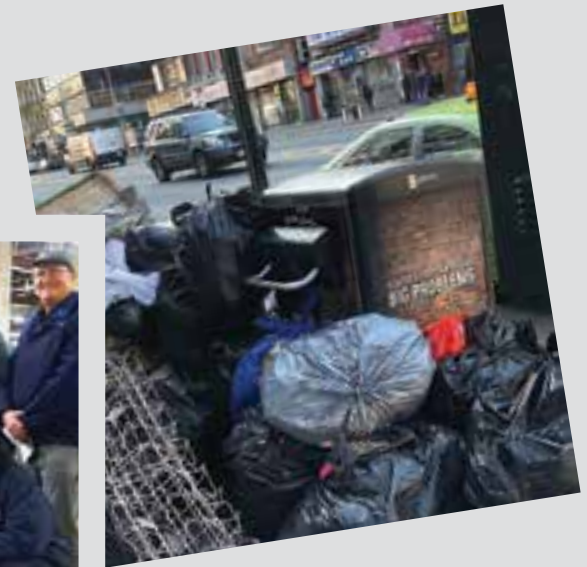
# "If you can make it here..."

## RAT DETECTION ON THE STREETS OF NEW YORK

Davy Brown and Tom Naden run BPCA Associate member company, RatDetection.com, a specialist drain inspection and repair company. Started in 2007, they work solely in the UK pest control industry, finding out how rats use defective pipework and enter properties, and fixing the defects.



Left: Tom Naden (second left, rear) on the field trip to a NYC subway station. Above: The 'Big Belly Bin' is in the pile of garbage somewhere!



New York has a well-documented rodent problem due to several reasons.

With some studies showing there is at least one rat to every four people, New York is the city where not even the pests sleep.

The city is so densely populated that there is nowhere for businesses to store their garbage for collection other than the sidewalk (which they are entitled to do for up to an hour before they close for business). As a result, garbage starts to build up from late afternoon, and sits there until collection the following morning, creating an all-night rat buffet.

New York sewers are a combined foul and stormwater system, so all toilet waste and rainwater go to the same sewer system. The catch basins (what we in the UK would call a road gully) take rainwater off the roads and discharge it into the sewers.

However, the catch basins do not have a water trap in them, which allows rats to leave the sewer system easily at road level, adjacent to the rat buffet left out by local businesses.

There has been a major public awareness programme in Chinatown and Little Italy with regards to dropping litter and encouraging rats to populate the area.

Special rat-proof bins called Big Bellies have been designed and introduced across NYC at around \$7,000 each.

There are solutions available but like any large city, getting all parties to work together and getting the funds to do so is not easy, and this is NYC so there are unions and politics involved.

### TEAMING UP AGAINST RODENTS

Bobby Corrigan PhD advises numerous cities across the US on rodent control and runs seminars for pest control professionals.

Tom and I were thrilled to be asked by Bobby to attend one of the New York events and deliver a presentation about our work.

For context, Bobby has published over 160 technical articles in pest control and has authored or co-authored four textbooks.

His 2001 book 'Rodent Control: A Practical Guide for Pest Management Professionals' is seen as the definitive guide in rodent behaviour in the US and more recently he featured in the 2016 Netflix documentary 'Rats' discussing the New York rodent problem.

We spent a week in New York and the event itself was over three days, mainly classroom-based but included field trips to Columbus Park, Collect Pond Park and subway stations to see how the city operates its rodent control programme at present.

On the second day we gave our presentation at the NYC Department of Sanitation and Mental Hygiene building in Lower Manhattan.

The 30-minute presentation covered our work investigating defects in pipework that allow pests ingress, dealing with around 1,000 domestic rodent infestations a year.

The presentation was incredibly well-received. One attendee told me he made a call to his office immediately after to organise a drain inspection on a site he had been dealing with for four years and I have

since been asked by the head of a sanitation department in California to put together an online version of the presentation for his staff.

We took a lot from the trip: we are not pest controllers ourselves but we like to study rat behaviour, as this helps us in our line of work. In this regard, you could not be in a better city than New York or better company than Bobby Corrigan, who is both generous with his knowledge and enthusiastic in his delivery of it.

In 2019 we delivered our day-long 'Drain and Sewer Pest Awareness Course' for Killgerm Chemicals.

The course is designed to assist pest control technicians in determining when an infestation is down to drainage issues, when to call for a drain survey inspection and what to expect from one.

This will continue in 2020 and after interest from the New York trip, we're looking at doing an online version for the US market.

### YOUR MAGAZINE, YOUR STORIES

How are you and your team spreading a pest awareness message around the world? Share your story in PPC magazine.

 [hello@bpc.org.uk](mailto:hello@bpc.org.uk)

# COME ON BOARD!

An interview with former Vice President, Alan Morris

We're always looking for passionate and dedicated individuals to volunteer their time with us here at BPCA, whether that's on one of our Committees or on the Association's Executive Board.

It's a great opportunity to help influence changes, both within the Association and the wider industry.

But don't take our word for it.

Alan Morris, Country Head at Bayer Environmental Science, has been on the Executive Board since June 2012 and leaves us as Vice President.

He describes his time on the Board, what has changed and why you should consider a place at the table.

## EVOLUTION NOT REVOLUTION

I joined the BPCA Executive Board around seven and a half years ago, looking to get more involved with the wider sector.

One of the things which has always been great about the Board, and one of the reasons I joined, is the dedication from a group of people interested in giving something back to the sector and the Association.

During my tenure on the Executive Board, I've seen a lot of positive changes.

Without trying to sound too cheesy, it's been more of an evolution than a revolution.

The biggest change I have seen is how a lot of the power has shifted to the Staff team, to have more ownership of the strategy and be empowered by it.

The industry has upped its game over the years to adapt to external pressures, so the level of training and knowledge required has expanded.

The Board and Association has had to grow with that and I've seen the Association take a real lead in creating higher standards.

It's resulted in some great steps forward, such as the Association putting in place the criteria for membership over a three-year period, introducing stricter CPD and training goals.

By putting that time and effort in, we've helped make key decisions and make some

real change happen.

It helps shape the pest management industry and it's a hugely positive thing to be a part of.

## BE PART OF SOMETHING BIGGER

My advice to anyone thinking of joining the Board would be to do it. Get involved.

Everyone's point of view is relevant, it's just making sure you have the confidence to know that your opinion matters.

The Association is ultimately run for the members, you don't want lots of big companies sitting on the Board because it takes it in a certain direction.

We need that mix: a one-man-band has the same amount of relevance as a multinational.

Everyone brings something to the party and helps the person next to them see things from a different perspective.

Another thing I would say is: you've made the commitment to be there, so make a difference while you're there and make sure you're heard.

On an individual level, it's a real development opportunity, exposing you to another level of business and expanding your skillset.

Although I'm sad to go, I am looking forward to seeing what diversity, skills and knowledge this natural rotation of people will help bring to the table.

It's been seven and a half years since I joined, and it's been a great experience.

I've really enjoyed my time on the Board and although my work commitments mean I won't be able to continue being involved in that way, I know it's in great hands and in great shape to take the Association forward.

**...YOU DON'T WANT LOTS OF BIG COMPANIES SITTING ON THE BOARD BECAUSE IT TAKES IT IN A CERTAIN DIRECTION. WE NEED THAT MIX: A ONE-MAN-BAND HAS THE SAME AMOUNT OF RELEVANCE AS A MULTINATIONAL.**



## WE NEED YOU

We're looking for a few people from member companies to join the Executive Board and drive the mission of the Association. Our ideal Board candidates will be:

- Passionate about pest management
- Willing to drive positive change
- Business-minded with sound judgment
- A good listener with an open-mind
- Good at challenging and scrutinising BPCA activity
- Courageous and unafraid of sharing their opinions in a board setting.

Responsibilities will include attending at least four Board meetings a year and helping to drive the Association's strategic enablers. You'll need to be fully prepared to do some independent work and scrutinise various papers. You'll need to be able to spare time to dedicate to the Board and Association.

Does this sound like you? All Board members are elected at the AGM, however if you register your interest now we can help answer all your questions and get you ready for the election.

[bpc.org.uk/about/executive-board](http://bpc.org.uk/about/executive-board)

## REGISTER INTEREST

 [president@bpc.org.uk](mailto:president@bpc.org.uk)

# DESIGNED FOR COMMITTEE?

## An interview with former Servicing Committee member, Jenny Humphrey

Leaving the Servicing Committee after almost 13 years, Jenny Humphrey joined after her father, who had been an active member of the BPCA for some years, passed away. She spoke to us about her Committee tenure and why she would recommend taking your place at the table.

### PASSION FOR PEST CONTROL

The meeting after my father passed away, I decided to take his place on the Committee and I had no idea what to expect at that first meeting.

What I did find was that everyone was very friendly and welcomed me with open arms.

I found I was part of a group of people who treated each other as equals, whether they came from a large or medium company or even a one-man-band. I always loved thinking about the amount of years' experience in that room at every meeting.

The Servicing Committee has a passion for the pest control industry and dedication towards improving it.

Being part of the Committee is knowing that your opinions are going to be heard. It doesn't matter what you say, however silly it may have seemed at the time, everyone listens and discusses.

Most of all, they are always looking for ways to help the industry move forward, whatever problems have been thrown at it.

Having been on the Servicing Committee for over a decade, I shall miss being able to put my views forward to a group of like-minded individuals and helping make changes which improve our working lives.

I'll also miss having first-hand knowledge about changes within the industry and why those changes are being made.

Most of all, I shall miss the banter – I

love chatting to other pest controllers about issues they're having and how they're dealing with them.

Being members of the BPCA, we all have an opinion about the Association and how it is run. We also have strong opinions on how and where the industry is going.

By joining the Servicing Committee and giving up four days per year of your time to the Association, you can make your voice heard and change things for the better.

[bPCA.org.uk/committees-and-groups](http://bPCA.org.uk/committees-and-groups)

### REGISTER INTEREST

Think you have something to contribute to the BPCA Servicing Committee? If you're interested in observing a Servicing Committee meeting, get in touch for an invite.



[membership@bPCA.org.uk](mailto:membership@bPCA.org.uk)

We can remove bees from any location - guaranteed!

Offer **LIVE** honeybee removals without the sting of training staff

The 'experts expert', supporting pest control companies

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We will do all the work while you earn commission!

- No need to tie up or train you staff on bee removal work
- We do EVERYTHING from access to building work, insurance and risk cover so you can just sit back and relax

3-15 year guarantee other bees won't return

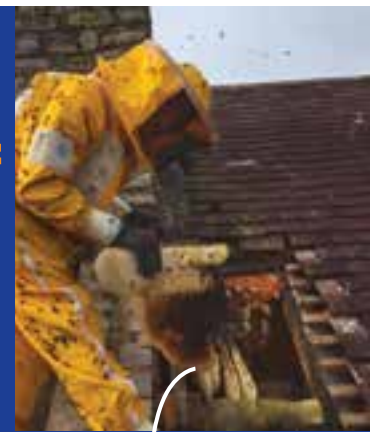
We take all the risk and provide the complete service\*!

\*Services include: Site preparation, access, building fabric removal and reinstatement (even on grade I and II listed properties), honeybee and comb removal and re-homing in line with legislation, site cleaning and clear-up.

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



*"Beegone were efficient and professional in removing a large colony of bees from a roof space. We were delighted live bee removal was possible and the site was made good on completion. Very happy with the service" - Rachel*



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BPCA

NEW AND  
IMPROVED  
FOR 2020!

# Forum YOUR local pest events!

learn · share · connect

When we began organising regional events over ten years ago, Kevin Higgins, our Membership Manager, met with a few members in an evening. Now BPCA Forums regularly see audiences of 80+ with exhibitor tables, a full morning of speakers and a calendar of at least ten events per year across the UK.

Forums have developed a lot over the years. We've added a mini-exhibition so

you can meet product manufacturers and distributors. We provide delegate packs for making notes and following up with speakers. Last year, we even invested in PA equipment so even quietly-spoken guest speakers can be heard through the room.

While these changes all received good feedback, with a new decade on the horizon we felt it was time for another big step.

## New for 2020

### BREAK OUT SESSIONS

Agendas for Forums now have breakout sessions on more practical topics. You can get more involved, and we can engage more with attendees.

### MORE CPD POINTS

A more practical approach means more CPD points, with six BPCA Registered points available per Forum.

### BPCA REGISTERED HELPDESK

There'll be a representative of the CPD team from BPCA Registered at every Forum, to answer any questions, log any points and help you find CPD activities.

### NEW FACES

More of the BPCA team will be involved and Staff team members will be at these events. Meet the people you talk to on the phone! Members of BPCA Committees and Executive Board will also attend and we'll point them out to you too.

### NEW LOOK

We've jazzed up the look and feel of BPCA Forums to make each stop on our UK tour feel a bit unique. Don't worry, there is still a bacon roll on arrival, exhibitor tables and great topics on the agenda – we wouldn't want to fix what isn't broken!

## West Scotland Forum

Our new style Forum went down a treat in Glasgow. With a record-breaking 97 registered guests, the pest event went down well.



Fiona from the Scottish Government discussed challenges with Asian hornets, and Paul Wilson brought Delta the owl to talk about practical trapping.

BOOK  
YOUR  
NEAREST  
FORUM  
NOW!

## Find your Forum

Midlands + AGM	2 Apr
East of England	12 May
South West	4 Jun
North East	22 Sep
Northern Ireland	7 Oct
Wales	21 Oct
South East	19 Nov
North West	2 Dec

## JOIN IN

The Forums are open to anyone with an interest in pest management. You don't have to be a BPCA member and you can send along as many team members as you want. Forums are all about getting involved and meeting people from the industry to learn from each other. Please do come along and tell us what you think of the new format!

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

## YOUR VIEW

In 2019, we conducted a survey of our Members and Affiliates. The events were highly valued, but one key sentiment was that Forums should be more than 'sitting on a chair and watching a presentation'. Just like the pest management sector itself, BPCA Forums should take a practical approach with hands-on learning.

8.4/10

average Forum rating

97%

manufacturers and distributors at the events rated as useful

57%

wanted more practical sessions

47%

wanted more products on show

36%

wanted more talks

## Ratwall.co.uk. No1 in the UK for Rat Blockers

- Un-rivalled range · Unbeatable quality
- Exceptional service

Available from quality product distributors  
Ratwall.co.uk for technical information,  
videos, testimonials and more



Ratwall is great value. Robust, with easy installation and cannot become lost into the drain.



Ratwall  
BY METEX M

The Dogs Dangle! The Nordisk TX11 (aka VERMEND) with sizes up to Ø350mm and 90,000+ installations



NORDISK INNOVATION

# Training calendar



## COURSES AND EXAMS

Level	Course/Exam	From (£)	Exam	Start Date	Location
FOUNDATION	Using Rodenticides Safely	130	✓	03/04/2020	Preston
				13/05/2020	London
				08/09/2020	Derby
				22/10/2020	Cardiff
				14/12/2020	Derby
	Practical Vertebrate Trapping	155		19/03/2020	Glasgow
				12/06/2020	Derby
				24/09/2020	London
	Practical Insect Control	155		18/03/2020	Glasgow
				11/06/2020	Derby
				23/09/2020	London
	Starting and Managing Your Own Pest Management Business	155		02/03/2020	Derby
27/05/2020				Basingstoke	
09/09/2020				Basingstoke	
03/11/2020				Derby	
10/12/2020				TBC	
General Pest Control - Level 2 Award in Pest Management	1010	✓	17-23/05/2020	Stafford	
			12-17/07/2020	Stafford	
			13-18/09/2020	Stafford	
			06-11/12/2020	Stafford	
Modular General Pest Control - Level 2 Award in Pest Management Seven days covering health and safety, vertebrates and invertebrates, with exams throughout.	995	✓	23-26/03/2020 + 30-31/03/2020 + 01/04/2020	Scotland	
			15-16/04/2020 + 22-23/04/2020 + 29-30/04/2020 + 01/05/2020	London	
Bed Bug Control	155		05/03/2020	Derby	
			02/06/2020	Derby	
			13/10/2020	Derby	
Insect Identification	155		25/03/2020	Derby	
			18/06/2020	Derby	
			09/09/2020	London	
			10/11/2020	Preston	
Level 2 Award in the Safe Use of Aluminium Phosphide for the Management of Vertebrate Pests	310	✓	09-10/03/2020	Southwick	
Practical Day	279		07-08/04/2020	Basingstoke	
			23-24/06/2020	Basingstoke	
			27-28/10/2020	Basingstoke	
			16-17/12/2020	Basingstoke	
Becoming a Field Biologist and Technical Inspector	155		28/05/2020	Preston	
			25/09/2020	London	
			03/12/2020	Newcastle	

## EXAMS ONLY

Exam	Start date	Location
	20/03/2020	London
	01/04/2020	Derby
	17/04/2020	Knarsborough
	12/05/2020	Eastern Counties
	22/05/2020	Stafford
<b>RSPH Level 2 Award in Pest Management (£155)</b>	03/06/2020	South West
<b>BPCA Certificate in Bird Management (£100)</b>	17/07/2020	Stafford
<b>BPCA Certificated Technical Inspector (£155)</b>	18/09/2020	Stafford
<b>RSPH Level 2 Award in Safe Use of Rodenticides (£40)</b>	21/09/2020	North East
<b>RSPH Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests (£305)</b>	06/10/2020	Ireland
	20/10/2020	Wales
	18/11/2020	South East
	01/12/2020	North West
	11/12/2020	Stafford
	11/05/2020	Eastern Counties
	03/06/2020	South West
	22/09/2020	North East
<b>Advanced Technician in Pest Management (£330)</b>	06/10/2020	Ireland
	20/10/2020	Wales
	18/11/2020	South East
	01/12/2020	North West
	01/04/2020	Derby
	12/05/2020	Eastern Counties
	03/06/2020	South West
	22/09/2020	North East
<b>BPCA Certificated Field Biologist (£330)</b>	06/10/2020	Ireland
	20/10/2020	Wales
	18/11/2020	South East
	01/12/2020	North West

MULTIPLE EXAM DAYS - take any of these exams, on any of the dates:

### Terms and conditions

All costs are members only and exclude VAT.  
Venue details are provisional and may change - please check the BPCA website before booking.  
BPCA reserves the right to cancel a programme if insufficient bookings have been received.

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