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PROFESSIONAL PEST CONTROLLER SEPTEMBER 2022
THE JOURNAL OF THE UK PEST MANAGEMENT COMMUNITY



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UPDATES AND MORE INFO

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This is a pilot programme funded by Ufi VocTech. Development of this assessment has been driven by a working group of the BPCA Professional Standards Committee.

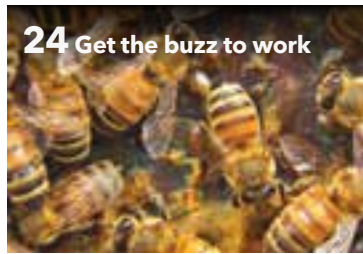
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BPCA
British Pest Control Association
4a Mallard Way, Pride Park, Derby DE24 8GX
bpca.org.uk
01332 294 288
enquiry@bpca.org.uk

 twitter.com/britpestcontrol

 facebook.com/britishpestcontrol

 bpca.org.uk/linkedin

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Editors
Scott Johnstone
Dee Ward-Thompson
hello@bpca.org.uk

Content team

Ian Andrew	Rachel Eyre	Lorraine Norton
Natalie Bungay	Niall Fairbrother	Clare Penn
Karen Dawes	Sarah Holland	Beth Reed
Lauren Day	John Horsley	Kathryn Shaw
Harrison Ditheridge	Katrina Jellyman	

Advertising
sales@bpca.org.uk

Design
Davidson IGD
davidson-igd.co.uk

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Online CPD quiz = 1 point each

Remember to log anything else you've learned in your CPD diary for even more points. bpca.org.uk/add



Basis Prompt point allocation
Reading PPC mag = 2 points
Online CPD quiz = 1 point each
bpca.org.uk/cpd-quiz

EDITORIAL

You can't do a good job - if your job is all that you do!

Between sky-high temperatures and soaring fuel bills, you're not alone if you're feeling a little frazzled at the moment.

With the endless wasp jobs, the hot attic spaces in PPE, and the extra hours spent on the road, 'the busy season' catches up with us all.

It's been a tough summer, so in this issue of PPC, we're slowing down a bit.

We still have our usual technical features, such as the fascinating wasp biology feature (page 26). And Grahame Turner is back to look at what different high specification clients want to see in your site folders (page 30).

However, we're also looking at work/life balance (page 15), your interests out of work (page 16), and ways to unwind after a long day on the tools (page 36).

Michael Coates is back with some beginner ideas for those looking to start a healthier lifestyle (page 22).

We've even popped in a pest crossword (page 42) for those who like a challenging puzzle.

We meet Kelly Farrant from BPCA member company Pest-Tech (page 34), who shares his social media tips and tricks with readers.

We're also celebrating BPCA's Member Support Officer, Rachel Eyre, who has just marked her 30 years working at the Association (page 10). Thank you to all the members that congratulated her.

This issue also gives a sneak peek at the proposed new training pathway for pest management (page 40), unveiled at the latest BPCA Forums. All readers are invited to contribute to the consultation and register for one of our consultation events.

Training and qualifications are the keys to securing our toolkits for generations to come. If we as a sector don't continue to professionalise, we'll have to defend our products repeatedly, just like we're doing with glue boards (see page 13 for the latest updates on glue boards).

In the heat of a busy summer, it's sometimes too easy to focus on 'the day job' rather than yourself (or even your industry). Please use this issue of PPC to take that moment to reflect on your work/life balance.

A happy, healthy pest professional is good for your clients, your company and yourself.

Take care.

Scott + Dee

Scott and Dee

PPC editors
hello@bpca.org.uk



ASIAN HORNET WEEK 2022

The British Beekeepers Association (BBKA) is holding its fourth Asian Hornet Week on 5-11 September and asking the public to download a new version of the free Asian Hornet Watch app on their phones.

The app, designed by the Centre for Ecology and Hydrology, says Asian Hornets are often confused with similar species and it has an expanded gallery of pictures allowing you to compare what you might be seeing.

You can find links to the app for iPhone and Android at bbka.org.uk/asian-hornet-resources

If you find a nest do not approach it, stay at least 20m away and take a picture.

It is crucial you report any possible sightings so experts can take quick and effective action to eradicate Asian hornets. If you haven't downloaded the app then send your photos and videos to alertnonnative@ceh.ac.uk

PESTWORLD 2022 PROGRAMME ANNOUNCED



"PestWorld 2022 brings together individuals from every facet of pest management to share tactical knowledge... and form strong relationships."

DOMINIQUE STUMPF
NPMA CHIEF EXEC

The full programme, details of exhibitors and registration information for PestWorld 2022 is now available.

Where John B Hynes Veterans Memorial Convention Center in Boston, Massachusetts, USA

When 11-14 October 2022.

Organised by the National Pest Management Association (NPMA), the event is going to be a very busy four days, with a whole host of conference sessions to choose from, plus the exhibition to attend.

Full details regarding registration and hotels offering PestWorld discounts are on the PestWorld 2022 website at pestworld2022.org

There is a special discounted rate for international delegates, as well as an early bird registration that runs until 14 September 2022.

ROKILL PEST CONTROL BRAND GROWS FOLLOWING NEW ACQUISITIONS

Following the Nurture Landscapes Group's recent acquisition of BPCA member company Rokill Pest Control last November, the Group has acquired Alpha Pest Control in Stoke-on-Trent and Enserve Corporation Limited in Leeds.

This brings the total number of acquisitions completed this year to five, and 37 since Nurture came into being in 2008.

Alec McQuin, chairman of Rokill, said: "Both of these companies are very successful and are absolutely the perfect match for Rokill.

"We are delighted for many reasons, not least because, together, they not only add extra capacity and skills in the Midlands and Northern region, but each business brings with it tremendously loyal clients in the commercial, domestic and public sectors."

Nurture says the deals total a combined turnover figure worth in excess of £5 million.

QUARTER CENTURY FOR BOUNTY PEST CONTROL



Kent-based Bounty Pest Control are celebrating a whopping 25 years in business this year.

Elaine and Martin Rose-King began the family-run business in 1997, raising two kids along the way who both eventually became fully-qualified technicians themselves!

Alongside residential, commercial and local authority pest control work, the team at Bounty do a lot of great work with emerging invasive species like the Asian hornet and Asian tiger mosquito.

Elaine commented: "I would like to remember those who have supported and contributed to Bounty over the years: Jack, Lee, Vic, Gary, Jim, Chris, Lois, Dad and Mum, Connor, Roy, Andy and Simon P.

"Thank you all past and present."

She continued, "The same can be said for our clients, especially those who have used our services since the very beginning. Your custom and loyalty are very much appreciated, thank you."

All that's left to do is say, 'Happy 25th year, Bounty!' from all at the British Pest Control Association.

To read more about the Bounty Pest Control journey, keep an eye out for our Meet the Member article in PPC109 later this year.

FOOTIE MATCHES SMASH FUNDRAISING GOAL

Beaver Pest Control's charity football tournament raised a whopping £2,789 for the British Red Cross Ukrainian Crisis Appeal.

The seven-a-side football tournament was made up of teams of professionals from within the pest control industry and helped raise

urgent funds for the Ukrainian people.

Beaver entered three teams and other teams were formed by Cleankill, Great Expestations, New Enterprise Pest Control and JG Pest Control.

David Lodge, Director at Beaver Pest Control, said: "Beaver would like to say a massive thank you to all of those companies that sent teams but also to everyone who donated, including Killgerm Chemicals, Pestfix and 1env, plus many, many individuals.

"David Pullinger especially deserves praise for having the idea and seeing this through, and also to Adrian Manolache for doing the BBQ."

The winner of the tournament was JG Pest Control, beating Beaver Blue in the final 2-0.

Well done to all who took part!



NATIONAL PEST AWARDS 2022 FINALISTS ANNOUNCED



The shortlist for this year's National Pest Awards has been announced by organiser Pest magazine. Ten of the 18 companies with nominations are BPCA members, with 17 nominations between them.

Organised in conjunction with the British Pest Control Association, the National Pest Technicians Association and Basis Prompt, the National Pest Awards recognise and reward the best in the industry.

The judges are headed by Simon Lewis, group managing director of Lewis Business Media, the publisher of Pest magazine. The remainder of the panel:

- Ian Andrew, chief executive of BPCA
- Steve Hallam, chief operating officer of NPTA
- Stephen Jacob, chief executive of Basis
- Ross Graham, managing director of Graham Pest Control
- Simon King, editor of Pest magazine.

2022 FINALISTS

Large Company of the Year

- Beaver Pest Control
- Pest Solutions
- Rokill

Local Authority of the Year

- Herefordshire County Pest Control
- Liverpool City Council
- Sunderland City Pest Control

Pest Controller of the Year

- Stefan Polatajko, Pest Solutions
- Matthew Shaw, Terminix UK
- James Wood, Beaver Pest Control

Small Company of the Year

- Hillbans Pest Control
- Integrum Services
- London Network for Pest Solutions

Sole Trader of the Year

- AML Pest Control
- Fast Track Pest Control
- Ripley Pest Management

Sustainability Initiative of the Year

- Buzz Off
- Luton Borough Council
- PGM & Son Pest Control

Unsung Hero of the Year

- Laurence Barnard, Killgerm
- Visuvalingman Patmanathan, Aberkil
- Tom Lindsay, Terminix UK
- Dan White, Terminix UK

Young Pest Controller of the Year

- Chloe Smith, Pest Solutions
- Joe Strong, Beaver Pest Control
- Gemma Sutherland, Pest Solutions

Pest Business of the Year

From the winners of the Local Authority, Sole Trader, Small Company and Large Company of the Year titles, and supported by our principal sponsor, Syngenta.

Lifetime Achievement Award

To be revealed at the ceremony.

ZEENAT TURNER APPOINTED AS MARKETING MANAGER



PelGar International continues to consolidate its team with the recent hire of Zeenat Turner as Marketing Manager.

PelGar International is a British manufacturer of rodenticide and insecticide products for the control of public health and farming pests around the world.

Zeenat has over twenty years' experience of delivering traditional and digital marketing campaigns across several industries, in both agency and client-side roles.

Zeenat will work closely with Pelgar's Regional Sales Managers to further increase global sales and education.

Welcome to the Pelgar team, Zeenat!



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NEW ASIAN HORNET IDENTIFICATION GUIDANCE OUT NOW

A new technical awareness and reporting guidance document, on identifying Asian hornets, has been published by BPCA and Bounty Consultancy Services.



The new four-page document covers:

- The importance of correctly identifying Asian hornets
- Identification guide
- Where to report sightings.

Dee Ward-Thompson, Head of Technical and Membership at BPCA, explained: "Asian hornets (*Vespa velutina*) have been seen in Britain since 2016 and are an invasive predatory species that could have a devastating impact on British wildlife.

"This document is designed to promote awareness, help you identify the species, and detail how you report a sighting."

You can download the document from the Member Document Library (login required).



Got a request?

Is there a topic you think we should have a guidance document for? Do you have ideas for other templates or leaflets that would be useful for BPCA members? Let us know.

hello@bpca.org.uk

EXPANSION INTO WALES WITH EUROPEST ACQUISITION

US-based Rollins Inc, best known for its subsidiary pest control brand, Orkin, finalised the acquisition of Europest Environmental Services Ltd in early July 2022.



Based in Caerphilly, South Wales, Europest Environmental Services was set up by Andrew Housley in 2001 and traded as the Eurogroup of companies consisting primarily of Europest which offered a full range of pest control servicing activities.

Commenting on the sale, Mr Housley said: "We are very proud of all we have achieved and the business continues to grow. But being part of a larger group offers both the staff and the business greater opportunities."

Europest is the latest addition to the growing number of Orkin companies in the UK.

This began with the acquisition of Safeguard Pest Control in 2016. Since then the AMES Group, Kestrel Pest Control, Enviropest, Baroque Pest Services, the Guardian Group, Albany Environmental, Van Vynck Environmental, IPM and NBC Environment have all been added to the Safeguard/Orkin family of businesses.

BRIAN ROBINSON – NEW COMMERCIAL DIRECTOR



Elite Pest Management (EPM) is delighted to announce the appointment

of Brian Robinson as Commercial Director.

Mick Kilburn, Managing Director, commented: "Brian joins EPM having spent many years in a significant role within the industry, and we are positive he will help to develop our business and achieve our growth aspirations.

"We are all looking forward to welcoming Brian to our team and are all excited for the future."



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CRRU ASKS 'COULD DELINQUENT MINORITY RESTRICT OPTIONS FOR RESPONSIBLE MAJORITY'?

Another year of "stubbornly static" and, in some cases, rising rodenticide residues in barn owls has prompted an uncomfortable question about the use of poison baits: could irresponsible practices by a delinquent minority restrict future pest control options for the responsible majority?

Campaign for Responsible Rodenticide Use (CRRU) chairman Dr Alan Buckle says: "There can be little doubt that rodenticide leakage into non-target wildlife arises largely from rural use, whether by gamekeepers, farmers or pest controllers. Equally, there is little doubt that many rodenticide users employ responsible best practice.

"The problem, we believe, is a disinterested or, worse still, unscrupulous minority who either don't care about the harm that can be caused by rodenticides and use them indiscriminately, or deliberately employ them unlawfully to kill, for example, predators like birds of prey, foxes or badgers."

Read the full article at bpca.org.uk/news-and-blog

TEAM UP TO TACKLE FALSE WIDOW INFESTATION FOR BRITISH ARMY VET

Russell Davies, of Southborough, Kent, had an infestation of aggressive false widow spiders so severe that "his back looked like he had been attacked with a razor", according to Pestforce's Phil Shaw.

An unusual situation, Russell had been living with the spiders for more than a year before turning to Pestforce for help.

Phil, who is the Pestforce Group Technical Director, explained: "Our franchisee in the area, Carl Nickson, was contacted by Mr Davies, who was desperate for help.

"After some back and forth, we realised that Mr Davies wouldn't be able to afford the treatment. However, we regularly give to Help for Heroes and this seemed like a great opportunity to do something tangible for an army veteran in need."

On 18 May Pestforce and Thermokil carried out a heat treatment to Russell's flat, free of charge. BBC Radio Kent attended, as did Pest magazine.

Well done to the teams at Pestforce and Thermokil.



Image: Alexis Lours

MIDS PEST CONTROL ACQUIRED

BPCA member company Deale Environmental has acquired the commercial assets of MIDS Pest Control, an established Hertfordshire-based business.

Managing Director Martin Cobbald explains: "Broadening the reach of our environmentally responsible approach continues to be a goal of ours, and we hope to make similar acquisitions to further spread the cause in the very near future."

RICHARD MOSELEY JOINS PEST MANAGEMENT TEAM

Richard Moseley has been appointed to the expanding Syngenta Professional Solutions team as Commercial and Technical Manager.

Richard will support key customers and businesses across the UK and Europe north-west.

A former technical manager with BPCA and at Bayer Environmental Science, Richard has a wealth of experience across the industry.

Richard's appointment will further expand the Syngenta pest management team, including Technical Manager, Sean Loakes, along with Business Manager, Daniel Lightfoot.

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BAYER ES BECOMES ENVU



Bayer's Environmental Science arm has announced it will be called Envu going forward, following the successful close of Cinven's acquisition of the business from the wider Bayer group.

Pronounced 'ehn-VIEW', the name is derived from 'environment' and 'vision', having been developed with input from both employees and customers around the world.

From now until the divestment transaction officially closes, the organisation will remain the Environmental Science Professional business of Bayer.

However, the company looks forward to fully launching its new corporate identity upon the successful close, which is on track for later this year. The business will also continue to proudly collaborate with Bayer as a standalone company.

Tiffany Fremder, head of global marketing for Environmental Science, said: "We have an established track record of bringing effective, safe and sustainable solutions to customers. We will continue this commitment as Envu and expand our focus on innovation to achieve long-standing environmental health and sustainability."

WHO DARES WINS: KILLGERM FRANCE SAS IS GO!

BPCA member company Killgerm is delighted to announce an expansion into France with the creation of a new trading entity, Killgerm France.

Rupert Broome, Group Managing Director of Killgerm Group, said: "We have for some time had our sights set on opening up a Killgerm operation in France, and we are delighted to have now taken the final step forward to make this happen in 2022.

"This is a slightly different growth strategy for Killgerm Group as we are starting a brand-new business, rather than acquiring an existing operation. The financial strength of the entire Group is being deployed to set up a fully functioning Killgerm operation from day one."

Killgerm France will begin trading in the third quarter of 2022.

LETTER TO THE EDITOR

Why call them routines?

The regular visits pest technicians make to their contract clients are commonly called 'routines'. How about we switch the terminology to PPM [Proactive Pest Management] visits?

'Routine' presents a mundane image of turning up to see if there is a take on a block or pest insect caught and then reacting to the infestation; whereas proactivity reflects the more dynamic reality of actively checking for potential problems and preventing infestations.

The meaning of a PPM visit is well understood by industry generally, as it is also the abbreviation for Planned Preventative Maintenance, ie servicing equipment regularly to avoid it breaking down.

I have been using the term for several years myself now and I find that most clients understand and appreciate what it signifies without even needing to ask.

Grahame Turner, PestAcuity Ltd



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JOANNE BEASELEY APPOINTED AS NON-EXECUTIVE DIRECTOR



Joanne Beaseley has been appointed as a Non-executive Director (NED) for London Network for Pest Solutions.

As well as being a NED for LNPS Joanne is an Environmental Quality and Resolutions Manager. She manages a team of monitoring officers, answering customer complaints and seeking dispute resolutions.

Before that Joanne was Director and Business Manager of cleansing company Public Realm Services Ltd.

LNPS Managing Director Paul Cooper added: "I am so pleased to have Joanne on board as a NED. Women are underrepresented in what is typically a male-dominated industry and having her onboard, performing a very important role as a NED, will go some way to redressing the balance.

"Joanne has worked in a variety of sectors in the past and will be able to bring her experience to help further improve our already very successful business."

GRAND OPENING OF CHICHESTER STOREFRONT



With local residents, business and the pest control industry in attendance, PestFix are delighted to have officially opened their first of its kind storefront on Terminus Road, Chichester, West Sussex.

Terry Burrows, Managing Director at PestFix, said: "I am delighted at how my team has grown over the past years. Every one of my employees goes out of their way to help our customers. To be able to now offer a face to face experience, it makes me proud to be the MD of such an amazing team."

30 YEARS OF RACHEL!

Rachel Eyre joined BPCA in 1992 when the Association was based in St James' Court, Derby. Rachel has great knowledge of BPCA, gained through a number of different roles within the Association ranging from training, events and general membership advice and support.



Lorraine Norton, BPCA Operations Manager, said: "BPCA just wouldn't be BPCA without Rachel. Her passion for the Association and the pride she takes in the work she does is stronger than ever which I think shows her strength of character, pride and professionalism – even after 30 years.

"The whole team values her as both a respected colleague and friend. Congratulations Rachel, and thank you for supporting members for the last three decades."

SAFE, SECURE SPRAYING TO TACKLE PEST CONTROL DUTIES

Sprayer specialist Laser Industrie has launched its comprehensive range of professional-grade compression units in the UK.

The sprayers are robust and versatile enough to apply aggressive liquids designed to combat viral, bacterial and fungal pathogens while conveniently handling specialist cleaning agents.

A brand within the Hozelock Exel portfolio, ISO 9001 certified Laser Industrie commands a 30-year track record in manufacturing speciality ranges for every sector.

Made in France, the hand-held sprayers provide the perfect partner for pest control operators working inside and out.

The range is colour coded to provide easy access to the most appropriate sprayer for the purpose. Sturdy key components such as cup seals, o-rings and woven Tricoflex hosing match content demands, standing up to punishing spray schedules and environments.

EPDM, Viton and Nitrile seal options ensure safe, secure containment and application of liquids as diverse as acids, solvents, detergents and bases.

The full range of parts and accessories for Laser Industrie's technically advanced, robust hand-held sprayers (some models including hygienic stainless steel lances) are readily available.

Service and support are available on all leading social media platforms, overseen by a national account manager covering the UK and Ireland.

Enquiries and orders should be directed to Spindrift Sprayers by calling 01995 600001 or email sales@spindriftsprayers.co.uk spindriftsprayers.co.uk



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OBITUARY: JOHN CHARLTON



We are sad to report the passing of former Rentokil technical manager, John Charlton.

John worked at Rentokil for 37 years and was hugely respected in the industry. John left Rentokil in 2007 and carried out independent audits for the last 15 years.

He was a BPCA life member, an honour given to those who demonstrate significant, sustained and high-quality service enhancing the reputation of the Association or wider industry.

He was also a member of the Rodenticide Resistance Action Group (RRAG) and in 2015 he was inducted into the Pest Magazine Hall of Fame.

John will be sadly missed by many.

To read the full obituary for John, visit bpca.org.uk/johncharlton



NEW MEMBERS

Full servicing members

- Barnard Pest Control, Maidstone
- Barricade Pest Control, Edinburgh
- Bens Bugs Pest Control Ltd, Westcliff-on-Sea
- Cheltenham Borough Council, Cheltenham
- Crystal Group Leeds, Leeds
- Elite Pest Control Glasgow Ltd, East Kilbride
- Jez Blackburn Bird Trapping, Suffolk
- JFL Services, Dunmor
- London Borough of Lambeth, London
- Macro Pest Control, Kent
- Musca Pest Management Services, Derbyshire
- Platinum Pest Control, Bristol
- RE (Regional Enterprise) Ltd, London
- Tudor Pest Control, Portsmouth

Observer members:

- ball-b GmbH & Co Kg, Germany
- Ermones Hygiene Services Ltd, Cyprus
- Kuwait Hygiene Contracting for Rodent and Pest Control Co, Kuwait
- Pext Ltd, Spain

BPCA STAFF TEAM GROWS

In August BPCA gained two new members of staff.

Originally from the West Midlands, Laura Walford has joined BPCA to replace Niall Fairbrother in the Receptionist and Administrator role, following his move to our Training and CPD team (well done Niall!).

Laura's career began in the travel industry, gaining an NVQ Level 2 in Travel and Tourism, and then working in various customer service and administration industries.

In her spare time Laura loves spending time with family and friends, and enjoying good food. She loves reading and watching films along with singing (very badly!)

"I am very excited about joining BPCA and learning the business," says Laura.

Additionally, Harrison Ditheridge has taken on a newly minted role in the Marketing and Communications team, as Marketing and Communications Officer.

Harrison is a graduate from Sheffield Hallam University, where he studied Digital Media Production. He specialises in all things visual, and will be leading the

team's graphic design, video production and photography work.

In his spare time Harrison enjoys going camping with his dog, Benji, and playing video games.



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PESTS IN THE PRESS: APRIL TO JULY 2022

Engagement with landlords has been a recurring theme through the spring and into summer, as the National Residential Landlords Association (NRLA) featured a hat-trick of BPCA content, with a blog post to mark World Pest Day, as well as a webinar and a podcast featuring our very own Natalie Bungay.

Activity in spring and summer

April started strong, with a double-page spread in Country Smallholding magazine about steps smallholders can take to deter rodents.

This was followed by BBC radio coverage for BPCA across the Midlands, thanks to presenter Caroline Martin.

An April press release explaining why the professionals should be called in if nesting birds pose a problem started to attract attention from regional newspapers across the country.

This was followed by advice on cockroaches, which saw BPCA garner further coverage in the regional press from Glasgow to Dorset.

BPCA was quoted in some of the more unusual pest-related stories in May, including:

Yorkshire Live Huddersfield mole catcher hits back at 'snowflake' critics who say he 'murders' animals

Mail Online Giant rat that savagely attacked a brain-damaged bedbound pensioner, 76, leaving her face bloodied and bruised is caught in a cage trap – before neighbour shoots it dead with a pellet gun.

Further cementing BPCA as a voice of authority in the media when it comes to pest-related issues, the Association's guidance was quoted in an online story in June. A video showed a swarm of wasps causing customers to flee a pub beer garden, and the story was featured on more than 30 national and regional news sites.

And, previously issued press releases relating to false widow spiders, ants, red spider mites and bed bugs have all resurfaced in the first half of the year, as journalists refer back to this information when researching new articles.

Flies and 'things that go buzz' gathered the majority of press coverage for July, with both covered in regional and national press, while the guide to buzzing insects also appeared in sector-specific titles such as Landscaping Matters.

Enquiries from the media in spring and summer included information requests from inews, BBC Radio Coventry and BBC Radio Hereford & Worcester, as well as from trade titles such as Tomorrow's Cleaning, Facilities Management Journal, Listed Heritage, Landlord Focus, Farming Monthly National, Facilitate Magazine, Ecclesiastical and Heritage World and the NRLA. Natalie was also invited to appear on GB News in mid-August, to talk about wasps.

BPCA continues to aim for a mix of regional and national press coverage that raises the profile of the Association among the general public, as



TOP 3 HEADLINES

SQUAWKING HELL! WHY ARE SEAGULLS SO NOISY?
The Sun Online

WASP SWARM INVADES PUB
Daily Record

DANGER MOUSE
Country Smallholding

ARTICLES TO-DATE 2022 **208**

CIRCULATION **124,615,134**

well as tailored articles for specific sectors such as contract cleaning, facilities management, agriculture and hospitality.

Looking ahead to autumn

BPCA will keep the focus on insects, with releases planned for fleas, ticks and woodlice, as well as highlighting the likelihood of rodent issues as the weather turns colder.

EVENTS

Learn, share and connect with your virtual and local pest events.

FREE CPD EVENTS AND WEBINARS

Event type **Webinar** **Local forum** **Virtual forum**

Name	When?	CPD	Sponsor
WEST (CHELTENHAM)	20 September	6	Killgerm
PEST MANAGEMENT QUALIFICATION FRAMEWORK CONSULTATION	29 September	1	
NORTHERN IRELAND (BELFAST)	5 October	6	1env
RODENT BEHAVIOURAL AND PHYSIOLOGICAL RESISTANCE	6 October	1	
PEST MANAGEMENT QUALIFICATION FRAMEWORK CONSULTATION	11 October	1	
SOUTH (READING)	1 November	6	Syngenta

Pssst! NEW

Non-member 'open day'
Special online event for pest management companies that are NOT members of BPCA. Learn about membership, meet Board members and ask questions. Learn more and book at bpca.org.uk/secret

5pm, 24 November

Name	When?	CPD	Sponsor
PROFESSIONAL PEST PROOFING STRATEGIES	3 November	1	
DIGITAL 16	29 November	3	Edialux
ZOOZOSES: PEST-TO-PEOPLE PATHOGENS	1 December	1	
MIDLANDS	6 December	6	Lodi UK



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PESTS IN POLITICS: SUMMER 2022

With pest management under the spotlight, particularly regarding glue boards, BPCA has spent more time than ever monitoring what's happening in the UK parliament and the devolved administrations. PPC helps keep you firmly in the loop.

▶ Glue Traps (Offences) Act - what will glue board licensing look like?



BPCA sat around a (virtual) table with Defra and other stakeholders for an initial discussion about what glue board licensing in England might look like when it's phased in in 2024.

BPCA stated:

- The individual should be licensed, not the employer or not the client
- Licences should be a minimum of one year
- The person should require training to a specific standard
- The person being licensed should require CPD related to rodent control and glue boards, verified by compliance on a CPD scheme.

While Defra is still in the early stages of deciding how to licence glue boards, the organisation was clear that it did not believe general licences would be viable, leaving the option of class licences or individual licences.

Defra also maintains that the licensing scheme should be only available in exceptional cases when there is a significant risk to public health.

Dee Ward-Thompson, BPCA's Head of Technical, commented: "The reason we require the use of glue boards is for the rapid control of infestations on sensitive sites, like hospital wards and care homes. If licences need to be issued on a case-by-case basis, then this could render glue boards useless too".

FAQS

Do I have to stop using glue traps immediately?

No, you can continue to use glue traps during the two-year lead-in period set out by the Government, during which the licensing scheme will be created and rolled out. BPCA will keep professionals updated regarding this.

What will the conditions of a glue traps licence for professionals be?

The details of the licensing scheme have yet to be decided and BPCA will be engaging with stakeholders wherever possible, in order to make sure that the system is workable.

What's happening in the devolved nations?

We are still awaiting the Scottish Government's consultation on glue boards.

BPCA made a submission to the Welsh minister asking for a similar exemption from the ban for pest controllers as we achieved in England and we are still for a response on that. There are currently no plans to ban glue boards in Northern Ireland.

▶ Bird control licences



Northern Ireland Environment Agency

The withdrawn consultation on bird licences in Northern Ireland was relaunched and is now closed. BPCA submitted evidence on behalf of members.

▶ Product registrations



The Health and Safety Executive has previously advised that the registration process would be streamlined post-Brexit and now appear to be taking action to do this.

A survey regarding transition has been sent to registration holders to understand how prepared companies are. BPCA is watching this transition carefully to see how it'll affect users and public health pest control products.

▶ Plant protection products register

If you use professional plant protection products



as part of your work, or if you have professional PPPs applied by a third party as part of your work in agriculture, horticulture, the amenity sector or forestry in Great Britain, then you must now notify Defra.

The Official Controls (Plant Protection Products) Regulations 2020 apply the Official Controls Regulations (OCR) to PPPs in Great Britain (England, Scotland and Wales).

The registration deadline was 22 June 2022, but Defra is currently still accepting registrations.

[gov.uk/government/publications/professional-plant-protection-products-ppps-register-as-a-user](https://www.gov.uk/government/publications/professional-plant-protection-products-ppps-register-as-a-user)

▶ Bait dragging in the Netherlands



The EU has issued restrictions on rodenticides in the Netherlands which may affect the UK.

While rodenticides haven't been banned, further restrictions for outdoor use are expected in January 2023. The concern for the Netherlands is that bait is being drawn out of boxes, meaning there's a risk to non-target species. This is currently under consultation but when the results are known, any restriction applied may also impact the UK.

Remember to secure your bait properly in a box as we're likely to see increased scrutiny in this area.

Remember, if you want to talk to your MP, BPCA can support the conversation.

hello@bpc.org.uk



SEVEN KEY TAKEAWAYS

Held at the Pompeu Fabra University in Barcelona, Spain from 27-29 June 2022, it had been a long time coming for this event. Here Frances McKim gives a rundown of the seven main talking points from the conference.

Delegates from across the globe were excited to be at the tenth International Conference on Urban Pests (ICUP) in Barcelona this year. Originally planned for 2020, the Covid-19 pandemic threw a spanner in the works. That means five years has passed since the last ICUP held in Birmingham, UK.

As a result, over 250 academics, manufacturers, regulators and service professionals representing all sectors of the urban pest management sector flocked to Barcelona for ICUP.

1. THE WORLD IS CHANGING

Dr Bill Robinson, chair of the ICUP Executive Committee, opened the event. Imploring those present to get out of their boxes and start thinking laterally about urban pest control, he told delegates: "Economics are coming into pest control. The world is changing. We are all safe and sound here in Barcelona, but the world is no longer such a friendly place.

"Some of our East European colleagues are absent. And several of us have had to battle with airline and train cancellations as well as lost luggage."

2. FACING CHALLENGES HEAD-ON

Dr Ruben Bueno, chairman of the ICUP Organising Committee, highlighted the challenges and new problems faced within Europe, such as the growing threats posed by the arrival of invasive species, including Asian tiger mosquitoes (*Aedes albopictus*), Asian hornets (*Vespa velutina*), black flies and termites.

With these insects comes an increase in arboviruses such as Dengue fever, West Nile virus and leishmaniasis.

Dr Bueno was joined by Elisenda Reap Campalans, director of Environmental Health in the Public Health Agency of Barcelona, who explained how monitoring of urban pests was an increasing issue, especially with climate change.

She stressed how Barcelona is committed to the health of its residents and the challenge it faces.

3. EMERGING THREATS

Climate change and the related threats emerging from vector-borne diseases was one of the conference themes.

Strategies designed to combat these threats were addressed by several speakers, including three of the four invited plenary speakers. One of these was Dr Rachel Lowe, ICREA

research professor and Global Health Resilience team leader in the Earth Science Department of the Barcelona Supercomputing Centre. She detailed their work creating probabilistic models capable of forecasting disease outbreaks, such as Dengue fever, up to six months in advance.

She also announced the establishment of IDAlert in June. This is an infectious disease decision support and alert system designed to tackle the emergence and transmission of zoonotic pathogens. By developing novel indicators, innovative early warning systems and efficient tools for decision-makers, it aims to make Europe more resilient to emerging health threats.

4. PROACTIVE NOT REACTIVE

By no means overlooked, rodents featured in the fourth plenary presentation given by Dr Jason Munshi-South based at Fordham University in New York City, USA. He outlined his work looking at the ecology and evolution of rat populations species living in Manhattan, New York.

He concluded by saying: "Management programmes need to be proactive rather than reactive. Larger scale strategies are required. Neighbourhood level interventions can drastically reduce rat populations."

5. DOING THINGS DIFFERENTLY

Complementing the scientific research papers, there was a series of presentations featuring more practical user experiences. One theme which stood out was that the industry had to do things differently and better.

At least two speakers drew parallels from the agricultural sector. Dr Bill Robinson reminded everyone that the classic sprayer is still based on those developed for agriculture back in the 1940s. "We are applying 21st century pesticides with 70-year-old technology."

Dr Dini Miller from Virginia Tech, USA drew another parallel saying: "We all talk about Integrated Pest Management. This is a term developed for use with crops in agriculture.



"Having to wait five years for this

ICUP event seemed to make delegates more enthusiastic..."

We need to switch this to Assessment Pest Management. We need to assess insect populations, not just spray them."

6. DOING THINGS SMARTER

Looking to the future, several speakers emphasised the growing significance of digital remote monitoring.

With good, experienced technicians hard to attract and retain, remote monitoring offers the advantage of achieving more in less time – technicians are released from simply being 'bait box checkers'.

Byron Reid from the Bayer Digital Pest Management team explained that he estimated there were over 20 million rodent monitors in use in the US alone. Just think how many there must be if you multiply this globally.

Another smarter application on the horizon is a lateral flow test designed for detecting bed bugs. Presented by Alexander Ko from Bayer Environmental Science based in Cary, USA it is a similar set-up to a covid test and detects specific proteins left by bed bugs.

Still in the final development phase, it is hoped the product will be introduced next year.

7. ENJOYED BY ALL

Having to wait five years for this ICUP event seemed to make delegates more enthusiastic, and they were very appreciative that the event finally took place.

The goodwill towards these ICUP events was neatly summed up by one delegate who wrote this feedback: "Long-live ICUP".

In addition, social events added local flair. During the reception on the opening night, a local traditional band provided the entertainment. On the second night there was an organised tour of the Saló del Cent (City Hall) and, on the final night, there was the gala dinner, featuring the ICUP tradition of making and flying of paper aeroplanes!

The next ICUP Conference will be in 2025. Further details will be announced when available.

Want to learn more?

Check out the ICUP website for past events, webinars, papers and more.

icup.org.uk





REJECTING MISERY

HOBBIES AND HAPPINESS

Hobbies and activities have been proven to be extremely beneficial for mental well-being, but why? BPCA member company Bayer Environmental Science has teamed up with the Campaign Against Living Miserably (CALM) to help the pest management sector reject living miserably. Together they talk about the benefits of a healthy work/life balance.

5 STEPS TO MENTAL WELL-BEING ACCORDING TO THE NHS

CONNECT WITH PEOPLE

BE PHYSICALLY ACTIVE

LEARN A NEW SKILL

GIVE TO OTHERS

PRACTISE MINDFULNESS

Ever been so engrossed in an activity that you've completely forgotten what time it is or how long you've been doing it for? Chances are you've also had a reprieve from overthinking and the constant chitter chatter in your mind.

The science

There have been many studies on the benefits of hobbies and exercise on mental health.

Dr Ciara McCabe, an Associate Professor of Neuroscience in the Department of Psychology at the University of Reading, writes, "the reason that finding time for hobbies can work has to do with how they affect the reward system in the brain.

"When we take part in a hobby that we enjoy, chemical messengers in the brain, known as neurotransmitters, are released – such as dopamine, a chemical which helps us feel pleasure. These feel-good chemicals can then make us want to do the hobby again, and feel more motivated to do so."

On the charity Mind's website, they say that taking up something new can even improve your sleep, and help manage stress, anxiety or intrusive and racing thoughts. Physical activity can give the brain something to focus on and can be a positive coping strategy for difficult times.

Physical activity or new hobby?

Social prescribing is common practice in the NHS, where support is given to help people in deprived communities, people with mental health conditions, patients with long-term health conditions, patients at risk of cardiovascular problems or type 2 diabetes, and those at risk of social isolation. The goal is to get people into some form of activity.

According to the Advance Wellbeing Research Centre (AWRC) at Sheffield Hallam University, the types of activity people are being referred to range from anything from walking groups, running networks/groups, gardening, general sport and leisure centre activities such as swimming and gym classes, netball and football, as well as activities in outdoor green spaces.

The positive outcomes of taking part in these activities have unsurprisingly been found to be physical activity levels, overall quality of life and well-being, social connection and mental health.

But it's not just something overly physical that can improve mental health. Dr McCabe continues, "Physical hobbies can, of course, improve your fitness, and others can even improve your brain function. Research suggests that some hobbies – like playing a musical instrument – can improve your memory, while artistic hobbies, such as reading or board games and puzzles are reported to prevent dementia later in life."

Finding a new hobby

Bayer Environmental Science is working with the Campaign Against Living Miserably (CALM) to promote their crucial work to pest professionals. CALM is leading a movement against suicide, the single biggest killer of men under 45 in the UK and the cause of 18 deaths every day.

CALM uses hobbies to help people better connect. Their CALM Clubs are for everyone, whatever background, age or ability. They're a place to share stories, laughs, failures and successes. Whether you've got a football team that all look out for each other or a running club where you sweat it out together.

Maria Kuzak at CALM says: "Our CALM Clubs are more than just football, running or art, they are about being part of something. They give people a reason to get together, do what you love and feel better for it. We know lots of people find it easier to open up when they are shoulder to shoulder, doing something that brings them joy.

"It's not about being the best, the fastest or most creative. It's about doing the thing you love and feeling good. And if you don't find a club that suits your interests, you can always set one up."

You can find out more about CALM Clubs and how to get involved here thecalzone.net/clubs



If you're finding things tough, CALM is available to help, no matter what. Visit thecalzone.net for support

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The Mental Health Foundation says that some physical activities can make you breathless, hot and sweaty, which can feel similar to anxiety or panic attacks. If you find this a trigger they recommend starting slow and building the intensity at a pace that suits you.

We asked PPC readers, "what's your hobby?" and boy did you all deliver! Take a look at what the professional pest control community does for fun. Who knows - you could discover your next out-of-hours passion project.



HOBBIES FOR PEST CONTROLLERS

AIRSOFT PLAYER



COST
★★

COMPLEXITY
★

GIVE IT A GO

Head down to your local airsoft arena on a free rental night. See out in-depth look on page 39 too.

Simon Barraclough from Premier Pest Control Services said: "Airsoft is a team game in which participants eliminate opposing players by tagging them out of play with spherical plastic projectiles shot with mock air weapons called airsoft guns. "I started because my sons are involved with it, and I was soon hooked. For me, it's the perfect hobby. I get to spend time with my sons, meet new people and stay fit."

DISC JOCKEY



COST
★★★★★

COMPLEXITY
★★★★★

GIVE IT A GO

You need to start collecting original records. To DJ at the big weekend venues, all your records must be original! Many big tunes are costly now, so anyone wanting to DJ now will have to spend thousands.

Debbie Wilson from Pestfix said: "My husband and I are Northern Soul and 60s skinhead Jamaican reggae DJs. I've been a big fan for over 38 years. It's not just a hobby; it's a way of life! "We DJ all over the country and abroad in Italy and Spain. We only play originals, so collecting the records is a massive part of our hobby. We love chasing the next record to add to our already huge collection of over 8,000 7" records and 2,000 LPs."

RNLI VOLUNTEER



COST
★★★★

COMPLEXITY
★★★★

GIVE IT A GO

Look up your local scuba diving clubs or visit the local lifeboat station.

Stuart Taylor from AGS One Pest Control said: "I'm part of the volunteer crew of the Littlehampton RNLi lifeboat. It's extremely rewarding. Being an RNLi volunteer helps with your teamwork skills."

FELL RUNNER**COST****COMPLEXITY****GIVE IT A GO**

Head for the hills!

Fell running, also sometimes known as hill running, is the sport of running and racing off-road, over upland country where the gradient ascended is a significant component of the difficulty.

Adrian Gough from AG Pest Management said: "I love getting out into the countryside and the hills of Yorkshire and Lancashire.

"If you're going to give it a go yourself, take care and avoid bad weather. Remember, if it's sunny on the lower ground, it could be snowing in the hills, so be prepared and ensure you stay within your limitations!"

HEAVY METAL CONCERT GOER**COST****COMPLEXITY****GIVE IT A GO**

Download a heavy metal playlist on your Spotify account and get headbanging!

Scot Tresidder from Duchy Pest Control said: "I travel the country (and sometimes Europe) going to heavy metal concerts. I've been into heavy music since my early years. At 49, I still love the atmosphere of the gigs and the 48 hours or so away from the business with the same group of mates I've known for over 30 years.

"I have met some fantastic people and been to some great cities. We went to Newcastle for Iron Maiden and Munich in Germany for Metallica - it's always a great night."

ULTRA MARATHON RUNNER**COST****COMPLEXITY****GIVE IT A GO**

Buy some running shoes (£60), a good pair of running socks (£3), a t-shirt and shorts. If you look the part, you'll feel the part! Go somewhere with woods, a hill or open fields and just set off.

You only need to run/walk across one field, and the journey has started.

Alan Johnson from Terminix said: "I was being medically discharged from the Army and wanted to prove that I had the minerals to do something tough.

"I entered a 250-kilometre race across the Atacama Desert, which was epic and changed my life.

"I participate in events longer than a marathon. I have participated in multi-stage races in Nepal, France and the Amazonian Rainforest.

"Most people look at runners and think it's boring! However, (for me at least) it's a doorway to another world! There is great serenity and peace but also turmoil, conflict and despair. If you have put in the time preparing physically and mentally, there can be an inexplicable reward that even the best narrator in the world would struggle to bring to life."

METAL DETECTORIST**COST****COMPLEXITY****GIVE IT A GO**

You need insurance from the National Council for Metal Detecting (NCMD). Equipment is readily available online.

Gordon from Harvey Environmental Services said: "I'd seen a programme on TV, and it sparked my interest. I enjoy finding history and travelling to other areas of the country with members of my groups."

CHESS PLAYER**COST****COMPLEXITY****GIVE IT A GO**

Join a local chess club, or you can even play online.

Matt Garwood from MG Pest Control said: "I've loved chess since I was a child but have now taken it up more seriously and I'm competing in the Essex and County leagues. It's great for switching off from my pest control business. Plus, it helps me exercise my brain and solve problems."

"If you have put in the time preparing physically and mentally, there can be an inexplicable reward that even the best narrator in the world would struggle to bring to life."

LOCAL HISTORIAN



COST
★★

COMPLEXITY
★★

GIVE IT A GO

Why not start small, by tracing your own family tree? There are plenty of online genealogy and ancestry databases to use.

Andy Denholm from Durham County Council said: "For 30 years, I've been researching family trees and those who served in the Great War from 1914 to 1918. Incredibly, some people aren't aware they had family who served.

"The most exciting part is reuniting World War One medals with family members. Medals are brought to my attention, and then I trace the family. Sometimes, I see a medal for sale, and I think "I wonder if I can trace their relatives", and it goes from there!

"With access to the genealogy sites I subscribe to, I can do this and provide the relatives with all available military documents and records.

"Researching family trees is a challenge; it's just like pest control. Some detective work is needed, and you never stop looking at all the options."

CHARITY FOOTBALLER



COST
★★

COMPLEXITY
★★

GIVE IT A GO

Put on your studs and shin pads, and get playing! You can do a Google search for teams local to you.

Jason Mcfarlane from Beaver Pest Control said: "I run a men's 11-a-side charity football team. We play one game every other month. We started it during the lockdown, as I was feeling a bit down in the dumps and wanted a boost.

"We raise funds for Havering/Barking and Dagenham Mind if we play at home. When we play away games, we raise funds for the other team's charities of choice.

"I love seeing all the lads get along and have a laugh. Plus, getting a win is always a bonus!"

HISTORICAL REENACTOR



COST
★★

COMPLEXITY
★★

GIVE IT A GO

Check out the Historic UK website for details on reenactment groups across the country historic-uk.com/LivingHistory/ReenactorsDirectory

Dianne Godfrey from Godfrey Pest Control said: "I fight as a musketeer in 17th-century reenactments. I find it such a change from modern life that I come home refreshed. Where else can you go about the streets shouting "a pox on parliament" and playing with gunpowder?

"Some people just go for the 'booze and bash' (drink and fight), but I like to research the whole lifestyle of the time. I love cooking old recipes over wood, playing music on my cittern, and dancing the flirty dances of the time."

"Researching family trees is a challenge; it's just like pest control. Some detective work is needed, and you never stop looking at all the options."



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POWERLIFTER**COST****COMPLEXITY****GIVE IT A GO**

Turn up to any gym, start light and remember that technique is more important than weight.

Alex Wade of Wade Environmental said: "Powerlifting is the competition to lift the most weight (for your age and weight) in three different lifting styles: the deadlift, the squat and the bench press.

"Although it might seem trite simply to pick something up just to put it back down again, I find that powerlifting has helped me maintain a healthy mental attitude, develop discipline and build patience."

MODEL MAKER**COST****COMPLEXITY****GIVE IT A GO**

Have a look on YouTube for model makers. Kits can be purchased online, and beginners kits usually have all the necessary components.

Bill Griffin from Pestforce Peterborough said: "I enjoy making mostly military vehicles and aircraft. I served 22 years with the RAF, so I'm interested in military history. I'm a model club member and even had one of my models pictured in the Airfix monthly magazine!

"I started as a kid - everyone was making them in the 70s. I started again about ten years ago. I find it relaxing and challenging, depending on the model."

FOSSIL COLLECTOR**COST****COMPLEXITY****GIVE IT A GO**

Go for a walk in the countryside where there has been glacial activity or take a stroll down Jurassic coasts. Read books or look online so you know what to look for.

Mathew from Ill Shires Pest Control said: "Ever since I was very young, I could be found wandering head down looking for fossils.

"Recently I found a sea urchin in Norfolk. I also have a dinosaur at the end of my garden... it's a plesiosaur from around 203 million years ago, during the Jurassic period when most of Great Britain was underwater and very different to today."

SMALL BORE RIFLE SHOOTER**COST****COMPLEXITY****GIVE IT A GO**

Find your local rifle club online or contact the National Small-bore Rifle Association (NSRA). They usually run open days and taster sessions.

Dan Lake from Precision Pest Management Solutions said: "I started when I went with my Grandad to his club when I was 16. It's a great hobby for sharpening your concentration and discipline. Plus, it's fun!

"Next weekend, I'll compete in a trial to represent Great Britain against the USA, Canada, South Africa and New Zealand."

CLASSIC CAR ENTHUSIAST**COST****COMPLEXITY****GIVE IT A GO**

Look for an owners club. From buying to repairing, you'll find all the help and tips as far as the cars are concerned.

Morris McKinlay from Rentokil said: "I own a 1968 Morris Minor. It's nice to have and drive a car with my name on it! I've always had a passion for classic cars, and when this one came up for sale, I had to buy it.

"There is nothing like the feeling you get when you're out driving a classic car!"

ARTIST**COST****COMPLEXITY****GIVE IT A GO**

Join an art class or just teach yourself. The only thing holding anyone back is their own creativity. Just go for it.

Shaun Owens from Southwark Council said: "I've always had a natural given talent, and I am, like most artists, lazy! Covid forced my hands, and now I realise I must not stop!

"Having a heart bypass made me realise just what I've been missing. I especially like seeing the reaction of the people I create for."

ASK THE STAFF TEAM

"WHAT'S YOUR HOBBY?"

BPCA team members are a devoted bunch, but many of us are passionate about our hobbies. This is what the folk in the BPCA staff team do in their spare time.

"I enjoy problem-solving, and climbing gives you an excellent upper body workout."

CLIMBER



COST
★★★★

COMPLEXITY
★★

Beth, our Sales Executive, said: "I enjoy problem-solving, and climbing gives you an excellent upper body workout. I got into it through Air Cadets, where I met my husband. He was the president of the Maidstone Climbing club and dragged me into the sport. I enjoy it!"

BALLET DANCER



COST
★★

COMPLEXITY
★★★★★

Sarah, our Events Officer, said: "I started ballet when I was three, then never gave up my ballet shoes! As an adult, it keeps me fit and stops me from going to the pub next door on a Friday night!"

GAME PLAYER



COST
★★★★

COMPLEXITY
★★

Kat, our Marketing and Communications Officer, said: "I've played video games since I was very young, after I got my first Sega Master System. I'm currently playing Tiny Tina's Wonderlands on PlayStation, a spin-off from the Borderlands series.

"I enjoy board games with my friends and partner! There's nothing better than the chance to destroy my friends and reign supreme. (Note: I rarely win, I'm not very good)."

RAMBLER



COST
★

COMPLEXITY
★

Ian, our Chief Exec, said: "I've done a few long-distance walks, including Hadrian's Wall and St Cuthbert's Way. Living in East Yorkshire, I have a great choice of coast and country walks and will typically do two-three hour walks on a Saturday and Sunday.

"I remember going on regular walks around the North East of Scotland with my Granny. I've always enjoyed getting into the hills or down a beach (preferably seeing as few people as possible)!"

CHALK SIGN WRITER



COST
★

COMPLEXITY
★★

Lauren, our Events Manager, said: "I initially started by making signs for my own wedding back in 2016. Then friends asked for signs for their own weddings and house decorations. In 2021 I set up my own Instagram page @laurendoeschalksigns, and began to make them for other people too!

"I enjoy switching off and sitting doodling away in an evening, designing each piece from scratch and seeing them in people's houses, at weddings and promoting other businesses."



HOLIDAY MAKER



COST



COMPLEXITY



Clare, our Training Administrator, said: "As a child, a holiday was always a Morris Minor pulling a trailer to go camping. Now the world has opened back up post-Covid, holidays are more important to me than ever!"

FOOTBALL SUPPORTER



COST



COMPLEXITY



Niall, our Training and CPD Administrator, said: "I enjoy going to football games and travelling around the country to visit new places. I'm currently attempting to go to all the 92 English Premier League and football league grounds. I'm now at 64!"

RUNNER



COST



COMPLEXITY



Lorraine, our Operations Manager, said: "Running has been a complete life changer. I joined a running club and made a cracking group of amazing new friends! We supported each other through our running highs (hills, which appear in running terms as 'pay the bills') and lows (being the final finisher in a race is character building, to say the least).

"I've done things I never thought possible when I set out on being able to run for 30 minutes! Now I've done two London Marathons, the Manchester Marathon, the Ashby 20-mile road race, been a Leicestershire Road Race League participant, and won the running club's President's Award!"

Rachel, our Member Support Officer, also enjoys running. She said: "My husband did some work for our neighbour who runs regularly and mentioned if I'd like to try it, and invited me to join her. My fitness levels have improved, and running before work sets me up for the day!"

ROUNDERS PLAYER



COST



COMPLEXITY



Natalie, our Technical Compliance Manager, said: "I started playing in a women's team in 2018. I've always been into sports and wanted to make some new friends in an area I was new to. Team sports are a fantastic way of not only keeping fit but also a great way to form some good lasting friendships.

"Rounders is quite a dangerous sport. The ball is small but hard. We've had broken fingers, split heads, detached retinas and even some knocked-out teeth! Apart from the exciting fear of injury, I find the game really fun. We have a lot of banter, and I've made some great friends."

SAILOR



COST



COMPLEXITY



John, our Technical Support Officer, said: "It all started with my parents being very active scuba divers. From age two, they started taking me on dive trips, mainly around the east coast of England and the west coast of Scotland.

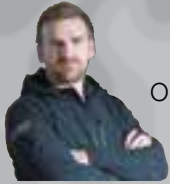
"As I grew older, this sparked my passion for exploring the sea. I joined a local sailing club where we raced locally every Wednesday and Sunday with several offshore races each year up and down the east coast and around Europe.

"In recent years me and my partner Katie have raced smaller keelboats and enjoy encouraging our children to come sailing."

"Running has been a complete life changer. I joined a running club and made a cracking group of amazing new friends!"

HEALTHY HABITS

PHYSICAL FITNESS FOR PEST PROFESSIONALS



Our industry is one of talent, passion and dedication, yet we're not celebrated for our physical prowess. Regular contributor Michael Coates from Combat Pest Control shares his simple tips for prioritising our health at work and in our spare time.

Long days, lone working, lots of driving and office-based work can all conspire to make physical fitness a low priority in our lives.

Being left alone for prolonged periods can see a downward spiral in our fitness level, physical appearance and ability to conduct our job (especially if you're off work with a health-related injury).

But how do we combat this? This article is about keeping it simple and focusing on those just starting their fitness journey.

If you regularly partake in sport, go running or compete in triathlons, great – keep doing what you are doing and skip this article! However, you can also recommend this article to a friend who might get something out of it.

Tiny healthy habits

If we start doing small things enough times, we create positive habits. Don't wait for the big grand rebranding of yourself. Start small and incorporate some or all of these things into your life.

While many pest technicians and field operatives rack up the steps daily, others might struggle to get them in. These tips are designed to add some extra movement to your daily routine.

Once the tips become a habit, you'll probably stop even noticing the extra effort – leaving you with just a happier, healthier body.

Before work

Stretch off and start moving in the morning before work. This can be anything from a ten-minute stroll with the dog or a five-minute YouTube yoga class. Starting the day like this gets things moving and helps prevent injury.

Out and about

Add some extra steps to your daily routine. Take the stairs instead of the lift. Park five minutes' walk away from a job to give yourself some exercise between appointments.

Got a scheduled work call? Take it while you're walking. If the call with a team member will take twenty minutes, walk ten minutes away and ten minutes back.

After work

Once again, keep it simple but consistent: pencil in thrice weekly (Monday to Friday) walks of around 20-30 minutes. Walking is good as it's low impact and can be usually repeated the next day. Running can sometimes cause soreness preventing activity for 24 hours, so walking is a more consistent form of exercise.

At the weekend

Commit to sixty minutes of light exercise on a Saturday or Sunday. Walk, swim, ride a bike – find something low impact that you enjoy doing and then keep at it!

On holiday

Of course you want to let your hair down when you go on holiday, which should include returning refreshed and better than when you went away.

Holidays away can be the perfect opportunity to ensure you return physically and psychologically fitter.

Choose a destination with easy access to nature walks, sea swims, gym classes, etc.

Start your day with a little walk, swim or stretch. I'd recommend factoring in 45-60 minutes per day to start developing your physical fitness.

Try something new – that's what holidays are for! Maybe it's sailing, rock climbing or diving. Signing yourself up for an activity (especially when others are doing it) provides a clear goal and supports your other fitness habits.

These tips might seem pretty straightforward, but physical fitness is meant to be simple. We overcomplicate things, especially in the era of endless online fitness influencers, gyms and classes.

Keep moving, stay consistent and enjoy feeling your mind and body get fitter every day.

TOP TIPS

Get your workout gear ready the night before you intend to do it. It's much easier to motivate yourself when your trainers are looking at you when you wake up or get in from work.

Start a WhatsApp group with colleagues or friends who are also starting the fitness journey. Post what you have done and what you are planning on doing, like "I've just walked 5km with the dog before work".

Stay hydrated. Drink at least two litres of water throughout the day. Moving is a lot easier when you're properly hydrated.

Give yourself at least eight hours in bed. Sleep underpins everything.

Start small and build up. Don't start doing ten sessions a week if you've gone to zero by week three. Three sessions every single week is much more worthwhile.

Know when you need help. Consult a personal trainer for bespoke assistance. Contact your doctor if you're worried about other factors of your health.





INVEST IN HEALTH AND WELL-BEING

In 2020 and 2021, 822,000 workers in the UK experienced work-related stress, depression or anxiety, according to a report by The Health and Safety Executive. With that in mind, how can employers and companies look out for signs and help their most valuable asset, their employees? Raj Kakar Clayton, Managing Director at Which? Trusted Traders explains.

With the pandemic having caused drastic changes to many of our working patterns – for example, increased workloads, being furloughed or even being made redundant – it's no wonder workers in the UK suffered increased levels of anxiety and depression.

With 822,000 workers in the UK having gone through work-related stress, data from the Labour Force Survey (conducted by the Office for National Statistics), showed that the rate of self-reported work stress increased as a result of the pandemic.

Respondents in the survey cited tight deadlines, too much responsibility and a lack of managerial support as the main trigger points causing stress.

As the work environment and landscape continue to evolve and change, we have spoken to our Trusted Traders and our wellness helpline, which we provide to all endorsed Trusted Traders, to compile and provide some advice for both employers and employees on dealing with stress in the workplace.

Tell-tale signs of stress in the workplace

When it comes to stress in the workplace, it's prudent you know the tell-tale signs so these worries can be alleviated before they get worse. So managers and other co-workers should always look out for the below signs, as advised by the not-for-profit organisation The Stress Management Society:

- Colleagues who are usually extroverts becoming withdrawn over time
- Colleagues becoming more accident prone
- Colleagues becoming short-tempered (however, everyone has bad days, so you would look to see if these negative changes are displayed over a period of time).

There can also be signs that indicate if your whole workplace is stressed. These include:

- A high staff turnover
- Increased absenteeism and sickness levels
- A long hours work culture
- Employees not taking their full holiday entitlement
- Low productivity and efficiency levels.

Witnessing these signs will of course help identify stressed colleagues in the workplace but, as an employer, you must go further in investing in your employees' health and wellbeing and effectively make the working environment a safe psychological space. Here are some suggestions that may help...

Get moving

Even a little regular exercise can help ease stress, boost your mood and improve your self-esteem.

Aim for 30 minutes on most days, broken up into short 10-minute bursts if that's easier.

If you work on your feet all day, exercise may be the last thing on your mind. You may assume that, because your job is so demanding, you take regular physical activity for granted. But it's still important to take measures to avoid chronic problems and injuries. Try to do 10 minutes of stretching before or after work, and consider working on strength training at the gym or at home with online tutorials.

An easy way for employers to promote exercise in the workplace is to introduce active travel policies promoting walking, cycling, flexible working and incentive schemes.

According to the government, interventions to increase stair use are effective. Simple signs near any lifts can point out that two minutes of stair climbing each day could burn enough calories to eliminate the weight an average adult gains each year.

Practice a relaxation technique

If you're an employee, try to take time to relax each day and give your mind a break from worry.

Meditation, breathing exercises, or other relaxation techniques are excellent ways to relieve stress and restore some balance to your life.

If you're an employer, could you set up subscriptions for your employees to mindfulness apps such as Headspace and CALM? You could also let your staff know about any free resources they can access. Mental health charity Mind has some free resources for both employers and employees.

Don't lose out on sleep

If you're an employee, you may not have much say on your hours and you may be required to work unsocial hours and night shifts.

If you're an employer, you can reduce fatigue and tiredness in your workplace: if the organisation has shift patterns, let employees have a say if you can, and consider sharing night shifts around more personnel.

Encourage an open door policy

Most of the time employees want to feel psychologically safe in the workplace; to feel that no questions are too minor and feedback, both ways, is constructive and not uncomfortable to either employer or employee.

Adopting an open door policy will indicate to employees that a supervisor or manager is open to an employee's questions, complaints, suggestions and challenges. It should, as a result, go on to encourage open communication, feedback and discussions about any concerns.

Although some methods will work for a business or individual employee, others may not be so helpful. Take these as a starting point to make the workplace enjoyable and a safe emotional space. The success of your organisation is dependent on your employees and ensuring that the most important asset in your company is happy and stress-free is in everyone's interest.



About Which? Trusted Traders

Which? Trusted Traders is an endorsement scheme that recognises trustworthy traders. Which? has helped consumers for over 60 years, and assesses and endorses traders who meet the high standards set up by assessment experts.

BPCA has partnered up with Which? to give members a 50% discount for 6 months on the monthly recurring membership fee.

bpca.org.uk/member-benefits





SO, YOU WANT TO KEEP BEES?



Could you be a beekeeper? You should have a better idea once you've read this article. Andy Lee, from BPCA member company AML Pest Control shares his experience of starting this exciting hobby.

I started keeping bees about eight years ago, a hobby I've always wanted to get involved in. The love of honey helps! You'd be surprised at the versatility honey brings; the food, the making of mead, and the use of the extracted wax.

But being a hobby beekeeper isn't something for the faint-hearted, especially if you have the work commitments of a pest controller! But more on that shortly.

Bee realistic

Keeping bees is enjoyable, fascinating and can be rewarding. However, in my experience, it is not financially rewarding! You'd need many hives to make money back from your bees, and the more hives you have, the more intensive and expensive the hobby becomes.

You will get stung. No matter how well you suit and glove up, somehow they find a way of getting you!

I remember one inspection where everything was going to plan. The bees were calm and showed no sign of aggression. Then I saw one bee and thought to myself, "you're a bit close".

Trying to swat at bees that are inside your veil, without knocking yourself out, is virtually impossible. Three stings to the face later, and they had the last laugh. All I'd done was left an inch gap between the zips (you can't tell me that all beekeepers haven't done it).

Busy as a beekeeper

Remember, a beekeeper's work is never done! Initially, you need a twelve-month commitment, starting in March. Throughout the summer, you'll need to inspect the hives. Once your bees are prepared for winter, you must periodically check them. Beyond the inspections, there's the cleaning and making new items for the next season. You'll be busy as a...

Don't fall into the trap of reading a few books and rushing out to buy a hive, thinking you know what you're doing. Most people who start beekeeping give it up within the first twelve months.

Hive mind

Your priority should be to join a local group. Most, if not all, counties have an association. I'm a member of the Nottinghamshire Beekeepers Association (NBKA) and have been since I started keeping bees.

NBKA also has monthly meetings, which are free to attend, where different topics on beekeeping are discussed. It's an invaluable chance to meet other beekeepers in your area.

These associations usually run 'beekeeping for beginners' courses around January/February. They're not expensive and give you a good insight into what the hobby is all about, and some hands-on hive-building experience.

"Don't fall into the trap of reading a few books and rushing out to buy a hive, thinking you know what you're doing. Most people who start beekeeping give it up within the first twelve months."

Once you have a course under your belt, the next stage is to put your new skills to work at the association's apiary. Typically run over six weeks around May/June, they involve handling bee frames and inspection techniques. It's a perfect chance to ask questions to experienced beekeepers.

To bee or not to bee?

At this point, you'll generally know whether you're ready to commit to beekeeping and your own hives. The course I attended started with approximately twenty people on week one, and by week six, I think there were five of us left. Several were stung while inspecting, swaying their minds that beekeeping wasn't for them!

TOP TIP

After being a member of your local association for a while, you might be allowed on the swarm collectors list. Many new beekeepers do this to enlarge your apiary size.

A word of caution – you ideally want a second apiary site to isolate any swarms collected and have the colony checked by a bee inspector before moving to your main apiary.

Some diseases require colonies and hives to be destroyed. Just imagine how heartbreaking that'd be after all the time and expense you put into setting up your apiary.

If you decide you'd like to take it further, speak with the association and see if there's a beekeeper close who would be willing to mentor you. This way, you could spend a whole season with an experienced beekeeper asking questions and seeing first-hand the problems that arise within hives. Weather conditions can dictate whether you open up or not.

If you're lucky enough, you could end up with a mentor who creates their own colonies and would be willing to start one for you once you're up and running.

"It's a fantastic and rewarding hobby if you're passionate and hardworking."

COSTS

Honey, I'm home

Now you're ready to find your own apiary site. I strongly advise not to have it in your garden unless you have a large garden situated well away from neighbours. Bees close to people and properties bring a myriad of problems.

Ideally, you want the apiary within a few minutes' drive from your property. You'll always forget something and want to nip back. Pick somewhere you can park your vehicle close by. Believe me, it's no fun trying to move a 14kg box of honey over a great distance. Your apiary needs to be out of site as hive theft and vandalism are common.

Get to know some local farmers as they usually have an area of land that's ideal for you but of no use to them.

After reading all this, do you still want to be a beekeeper? Good luck to you! It's a fantastic and rewarding hobby if you're passionate and hardworking.

Remember, join your local beekeeping association. Someone is always on the end of a phone to answer questions. Avoid going it alone so you don't lose your colony in the first twelve months.

Hive

You'll want a British Standard National Hive – the most common type used in the UK. One flatpack from a reputable company with a stand will set you back around £365.

Plus, you'll also require the tools (and ability) to assemble one correctly.



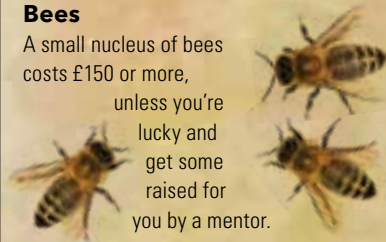
PPE

An all-in-one bee suit is recommended, plus gauntlets, a smoker, and hive tools. The list is endless. This can be well over £400 worth of kit.



Bees

A small nucleus of bees costs £150 or more, unless you're lucky and get some raised for you by a mentor.



Honey extraction

You have to factor in the honey extraction from the comb; extractors are not cheap! This is another reason why being a local association member helps, as most have a communal extractor that you can borrow.

Extractor in hand, you need to jar and label everything before selling it.

All-in-all, beekeeping is not a cheap hobby. I found it cost around £1,000 for the first hive, and then it got slightly cheaper for any additional hives.



What's the queen up to in her down time?
How are wasp nests built? And what happens
if the queen dies?

The wasp life cycle is a fascinating process.
Read all about it in this article from Manaaki
Whenua - Landcare Research, New Zealand's
Crown Research Institute (CRI).



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 or sign up at
bpca.org.uk/affiliate

LIFECYCLES

WASPS

“After working on nest-building for a while, the worker wasps then switch to food gathering. They get energy from nectar or honeydew, and protein from insects or dead animals.”

Social wasps are one of the most complex animal societies known where all members of the nest cooperate. Workers help raise the offspring of the reproductive queen, but also collect food and defend the nest.

German and common wasps build nests of honeycomb-like cells, which start out about the size of a golf ball but they can become large enough to hold around 5,000 wasps during the peak of summer.

There are general components of the wasp life cycle:

- In spring, queens emerge from overwintering and make a new nest
- Over late spring, the nest expansion and the number of workers increases
- In summer, the nest produces males (drones) and new queens which can reproduce
- In autumn, new and fertilised queens fly away from the nest to hibernate and the nest dies.

A nest begins

The queen wasp wakes from overwintering in the spring. After a short period of feeding and exploring, she begins to build a nest in a dark and dry place.

She usually chooses a warm spot, often in trees and bushes, but also in attics, house roofs, eaves, or walls, and can fly more than 40 miles in search of the perfect nest site.

She builds a honeycomb-like cell structure out of wood fibre. The wood fibre is chewed and glued together with wasp saliva to form a sort of paper mâché material.

In each cell of the new nest, the queen then lays a single egg, which hatches into a larva in five to eight days. The queen gathers sugary substances and catches other insects (for protein) to feed the larvae.

After five moults over about 25 days each larva spins a silken cap over the cell and pupates.

Pupation takes 8-18 days before an adult worker wasp emerges. In total it takes approximately 28-48 days from egg to adult, although the length of time spent in each stage is determined by environmental conditions.

Sometimes another queen tries to steal the nest instead of working to make her own. There are many prolonged fights between queens for the ownership of nests. This is one of the reasons why a large proportion of founding nests (where the queen is still working alone) fail to become established.

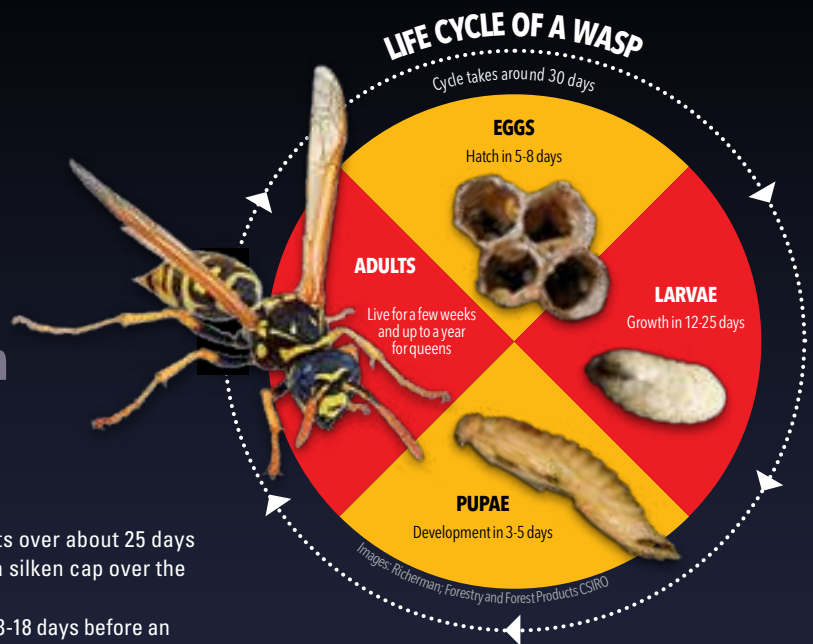
Also, cold, wet springs reduce the number of nests which establish. Once the queen has five to seven worker wasps to help her, she stays in the nest and lays eggs for the rest of her life. The nest then grows rapidly, and the nest is likely to survive for several months.

Nest expansion and the workers

Successive layers of comb are added underneath the existing layers, so that the nest grows downwards. Sometimes as many as 20 layers of cells are formed, held apart by pillars just high enough to allow the workers to get in between to feed the growing larvae.

The nest envelope is extended to enclose a new comb, and pockets formed within it trap air to insulate the nest and keep it warm. Wasp nests function at a temperature of 31°C.

For the first three or four days after they emerge, new worker wasps stay in the nest and help to feed the developing larvae. As they get older they perform different tasks, for example, leaving the nest to collect water and wood fibre to expand the nest. The water is used to carve out and enlarge the nest entrance. Wasps spit the water onto the area to be enlarged and mix it with the material to be disposed of to form pellets. The pellets are then carried from the nest.



After working on nest-building for a while, the worker wasps then switch to food gathering. They get energy from nectar or honeydew, and protein from insects or dead animals.

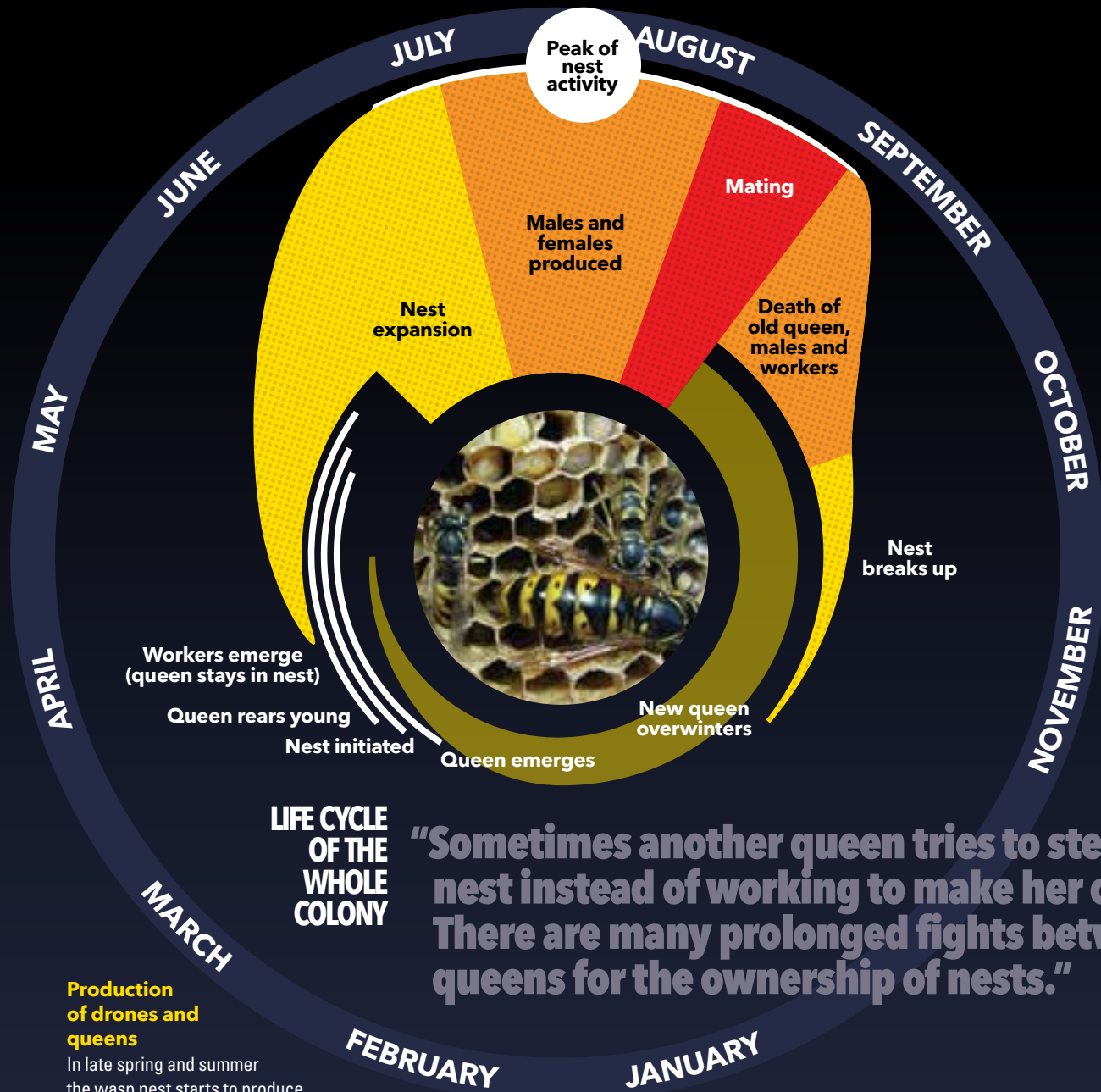
Worker wasps have very few enzymes in their guts, so they cannot digest much of the food they gather. They bring the raw food into the nest and pass it to other workers who feed the hungry larvae. In return, the larvae release a creamy blob of predigested ‘soup’ which contains all the sustenance the worker needs. This type of food exchange is called ‘trophallaxis feeding’, and is a key part of the social contact between workers and the developing young.

On most foraging trips the workers gather food within a few hundred metres of the nest entrance, but they can make occasional journeys up to a half a mile away. Wasps may follow one another to good food sources, but they cannot tell one another about the location of foods, as bees do. They are also forced to feed in cold or rainy weather because they do not store honey or pollen like bees.

After a period of foraging for food, the worker wasps again turn to spending most of their time in the nest, this time as guard wasps by the nest entrance. Nearly all worker wasps die before they are three weeks old.

The workers are sterile female wasps. The queen releases a pheromone that blocks the reproductive development of the workers. If the queen dies, the workers start to develop ovaries within a couple of weeks, and can eventually lay eggs. The wasps that hatch from these eggs, however, are always males.

/continued...



Production of drones and queens

In late spring and summer the wasp nest starts to produce fertile wasps, called 'gynes'. The males (drones) usually hatch from worker cells, and they appear about two weeks before the queens. Drones are fertile males that are only present in late spring or summer.

The queens are produced in specially enlarged cells, in comb near the bottom of the nest and an average wasp nest produces between 1,000 and 2,000 queens per season. The queens may remain in the nest while they build up fat for winter. The drones remain in the nest until the queens force them out. From then on they stay away from the nest and feed while they wait for an opportunity to mate with the queens.

Drones that have left the nest tend to gather around trees or prominent objects on high ground. They fly continuously back and forth around such objects, and rush in

to mate with any queen that flies into the mating swarm. The male's sperm is stored by the queen within a small sac (called a spermatheca) in her reproductive tract until she needs it to fertilise eggs for a new nest in the spring.

Long winter's nap

Once the queen has mated, she goes to find a dark, dry place to overwinter. When the queens overwinter, they tuck their antennae neatly between their legs, and bite the substrate in order to hang on. Overwintering uses up very little of their stored fat, and most queens survive this resting period.

Most wasp nests die off in autumn after the queens and drones have been produced.

The largest German wasp nest ever found was about 3.7m (12ft 2in) long, and was 1.75m (5.25ft) in diameter and approximately 5.5m (18ft) in circumference. It contained about four million cells. In nests like these the original queen is replaced by several new queens to lay eggs in the second season.

This article first appeared on Manaaki Whenua - Landcare Research website and is kindly reproduced here with permission from the publication and author. Note this article was published in New Zealand so there is may be differences in approach to wasp control between countries.

KNOW YOUR FORMULATIONS



How well do you know your insecticide formulations?
Regular contributor Alex Wade helped us put together
this handy little formulations guide.

EC

EMULSIFIABLE CONCENTRATES

Active ingredients are dissolved in a hydrocarbon solvent. This allows for high loading of active ingredients and creates a milky white emulsion when mixed with water.

PROS

Easy to produce
Easy to handle
and mix

Low melting point allows for thermal applications

CONS

Expensive to transport
Have been known to cause phytotoxicity in plants
Can be corrosive to metals and plastics



SC

SUSPENSION CONCENTRATES

A solid phase active ingredient is then dispersed into an aqueous solvent. This reduces the risks presented with other solid phase formulations and increases dosing accuracy as well as suspension time.

PROS

Very low absorption into surfaces
Can be highly residual
Absence of dust or flammable components

CONS

Requires a solid active material, increased nozzle wear
Long term stability issues
Can leave visible residues



WP

WETTABLE POWDERS

A solid active ingredient is usually milled into a fine powder and then mixed with dispersal and wetting agents. Although they struggle to remain in suspension they have extremely high active ingredient loads.

PROS

High loading of active ingredient
Very low absorption into surfaces
Can be highly residual

CONS

Can leave visible residues
Powder formulations risk increased operator exposure
Can be unstable in suspension



EW

OIL-IN-WATER EMULSION

Active ingredients are dissolved into an oil and then dispersed into the water using surfactants and emulsifiers. This produces a stable water-based product with predictable droplet size.

PROS

Safer and easier to use
and handle than other formulations

Lower solvent load, mostly water-based
Produce a reliable droplet spectrum

CONS

Limited flexibility with active materials
Susceptible to 'cracking', separation or inversion
Poor residuality on porous surfaces



ME

MICRO EMULSIONS

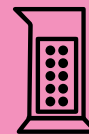
Similar to the EW formulations however utilising a much higher level of surfactant to reduce droplet size to below 0.1µm reducing the active ingredient loading yet dramatically increasing the bioavailability of that active ingredient.

PROS

Highly stable in suspension and concentrate
High bioavailability
Perfect droplet spectrum

CONS

High surfactant load
Very absorbent when used on porous surfaces
Low capacity for active ingredient



CS

MICRO ENCAPSULATES

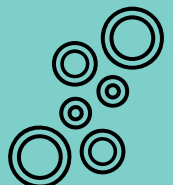
Active ingredients are contained within a polymer shell or within a time-released wax. This allows a delayed release of the active ingredient therefore reducing the levels of environmental degradation.

PROS

Controlled or delayed release of active ingredient
Reduced degradation of active ingredient

CONS

Low active ingredient content
Complex to formulate and produce



ACCREDITATION STANDARDS IN FOCUS

PEST CONTROL FOLDER CONTENTS FOR FOOD CLIENTS



Regular contributor Grahame Turner from BPCA Consultant member company PestAcuity is back! This time he's turning his attention to your pest control folders. What should be in your folder? What do different standards require? Where do you even start?

High specification clients, such as food manufacturers, often work to one or more independent accreditation or customer standards that include a series of requirements for pest control. These requirements are not limited to practical aspects of pest control, they can also be quite specific regarding documentation.

Your usual set of documents and forms might not satisfy all of the stringent demands of all of the standards. In fact, you might need to design some alternative or additional ones.

Creating documents to cover all the standards can be a challenge, as they all differ greatly in their wording and their specific requirements. In preparing this article, I've drawn from 14 of the common standards (listed at the end of the article)

and produced a list of documents to help ensure compliance with all of these.

The first 14 are commonly specified documents that could be used as stock sections for all folders. Any of the additional 13 can be inserted for particular clients as required. I have suggested who might be responsible for each document, but this is not prescriptive.

This table is not definitive: if you prefer to be more specific to your own client portfolio, you could adjust the list or content to suit. Note that you might also use other stock documents that are not required by the standards, such as environmental policy, risk assessments and method statements (RAMS), etc.

I have focused on documents for physical folders, but the same criteria can be applied to online records.

"Your usual set of documents and forms might not satisfy all of the stringent demands of all of the standards."

Abbreviations

- PPM Proactive Pest Management visit (otherwise known as 'routine visits')
- vpa visits per annum
- SPI stored product insects
- FB field biologist
- FBI field biologist inspection




DOCUMENT	CONTENTS AND COMMENTS	UPDATE FREQUENCY	RESPONSIBILITY	SITES
1 Contact details – site and contractor	Contact positions and name (site contact and deputy; pest control admin/technician/biologist/ service manager/account manager). Phone and/or email address (whichever contact method is relevant). Include a 24/7 emergency number.	Whenever changes	Account Manager	All sites
2 Schedule of visits	Include as relevant: PPMs, FBIs, EFK service, SPI trap pheromone replacement, wasp trap installation and removal, review meetings. Use week commencing dates, with the proviso that the actual date can vary up to one week before or after. Ensure intervals are regular and that tech and FB visits do not coincide. Differentiate full and interim EFK services. Full EFK service to be sometime January to April inclusive. Could include a column for the actual date attended.	Annually	Account Manager	All sites
3 Pest Risk Assessment (PRA)	Take into account: location, environs, building design, raw materials, products, any current infestation, at least one year pest history and controls, different site areas, seasonal variations, operational periods. This is required at least yearly, but brought forward if there has been significant infestation or changes to the site. But for simplicity an assessment could be completed at every biologist visit. PPM and FBI frequency for the next period are adjusted based on the outcome. (For suggestions on PRA format, see article in PPC 107.)	Each biologist visit, up to four times per annum	FB	All sites

DOCUMENT	CONTENTS AND COMMENTS	UPDATE FREQUENCY	RESPONSIBILITY	SITES
4 Monitor survey	Use to determine number and locations of monitoring devices. Breakdown by room/area. Incorporate any previous catch analysis information. Can be illustrated on a site plan. (Only actually specified by AIB, but useful for all sites.)	Annually	FB	All sites
5 Service specification	Incorporate IPM (Integrated Pest Management) strategy. List site and contractor responsibilities. Allow for the number of VPA to vary depending on the outcome of PRA. (These comments are not comprehensive – the content of the contract specification will be the subject of a future article.)	Signed annually	Account Manager	All sites
6 Visit record	Summary list of all actual site visits showing date, visit type, who attended and visit report number.	Every visit	Technician	All sites
7 Pest activity log	Summary list of all sightings and reports of pests or evidence. Include species, location, evidence seen/reported, a summary of actions, and technician name. To be completed by the pest control company, not site staff.	Every visit when relevant	Technician	All sites
8 Pesticide usage log	Include date, time, pest, location, trade name, active ingredient(s), concentration, rate, quantity, application method, name and signature of the applicator, client signature, (registration number, batch). If you have an approved product list in place, then some of this can be omitted.	Every visit when relevant	Technician	All sites
9 Monitor location plan	Include all areas of the site including lofts, mezzanine floors, service rooms etc. Clearly differentiate monitor types and bait types. Include seasonal devices such as wasp traps (can be separate plan). All monitors are uniquely numbered.	Checked and signed (or redrawn) annually	FB to check	All sites
10 Temporary monitor/control location plan	Drawn date and sign when controls installed. Date and sign off when controls removed. Archive in the pest folder when complete.	Whenever additional controls installed	Technician	All sites
11 Monitor/activity checklist	List of all monitors showing monitor type/bait type/inspection only, with a column for each service date. Include rodents, crawling insects, SPI as required. Differentiate between toxic and non-toxic bait, and between rats and mice etc. EFks and wasp traps would not usually be included on this form as the reporting of their catches is more complex and needs separate documentation. Service record to include: bait replacement, missing boxes, damaged boxes, no access, bait take, all in good order etc. Full list to be checked by a technician each visit. For M&S sites, a reasonable number need also to be checked and recorded on each FBI. Sign by technician and client. (Only actually specified by BRC, AIB and M&S, but recommended for all sites.)	Every PPM visit (and every M&S FBI)	Technician (and FB)	All sites
12 Visit reports	All reports to be sequentially numbered and to show visit type. Differentiate between an observation, a recommendation and a completed action (with date of completion and who completed it). Include detail (where possible) of species, density and extent of infestation. Include follow-up plan when infestation detected. Include key site recommendations, with space for the client to outline actions taken. Include priority rating and responsibility for recommendations. Use scientific names (in parentheses) for all SPI. Include a report of the investigation into any lost boxes. Include root cause analysis for all infestations. Recommendations to be agreed by site and technician at the end of the visit. Reports to be signed by both parties. If control is carried out on organic sites, then records of any treatments should include the precautions taken to prevent contamination of organic products.	Every technician visit	Technician	All sites



/continued...

DOCUMENT	CONTENTS AND COMMENTS	UPDATE FREQUENCY	RESPONSIBILITY	SITES
13 Biologist inspection reports	<p>Scientific names to be used (in parentheses) for all pests.</p> <p>Include a list of all factory areas checked or not checked. For report clarity, I suggest this list is placed in a separate section of the report, with a summary of observations for each area. I find that when comments about areas with no problems are dispersed throughout the recommendations section of the report, it can hamper focus.</p> <p>Include priority rating and responsibility for recommendations.</p> <p>Recommendations to have space for customers to outline actions taken.</p> <p>Note any outstanding recommendations from previous reports.</p> <p>Include advice on any items stored for prolonged periods.</p> <p>For M&S, if the report is not produced immediately at the end of the visit, then a hand-written condensed report to be written to leave on-site at end of the visit, and a typed report is to be supplied within five working days.</p>	Every FB visit	FB	All sites
14 Trade association membership certificate	Your BPCA membership certificate.	Annually	Account manager	All sites
15 Pest sighting log	<p>This can be kept in the folder or on a noticeboard, as long as it is available to all staff.</p> <p>Include date, time, pest type, location, actions taken, and name of staff reporting it.</p> <p>Technician to sign to confirm he/she has read and understood any new entries.</p> <p>(This requirement is only actually specified by the AIB, but I suggest it would be useful for most sites. I include it as a document in this list, as while the best place for the active document might be the staff noticeboard, the archived pages can be filed in the pest folder.)</p>	Every technician visit	Technician	AIB (but could be useful for many clients)
16 Review meeting minutes	<p>Doesn't need to be kept in the folder, but could be useful to keep a copy in the folder with the rest of the records.</p> <p>Review meetings are only actually specified by M&S and Waitrose, but could be useful for all clients.</p>	Waitrose annually; M&S six-monthly	Account manager	M&S; Waitrose
17 Statement of compliance with specification	<p>Can be a standard format letter with tick boxes.</p> <p>I recommend this is signed by the technician as well as the account manager.</p>	Annually	Account manager	M&S (and recommended for SA and OFFP)
18 List of approved pesticides	Include: trade name, registration number, active ingredient, formulation, appearance, and pest type.	Annually	Account manager	M&S, AIB
19 Fly killer catch record	<p>Estimated approximate number of flying insects of various categories. Actual numbers give more information, but for AIB just low/medium/high is acceptable.</p> <p>I recommend the following categories: small flies (<=5mm), large flies (>5mm), night fliers, stored product insects (and specify what type in the notes), wasps, and other (and specify what in the notes).</p>	Every EFK service	Technician	BRC, SALSA, AIB, BRCP, M&S, Waitrose, Morrisons
20 SPI catch record	Where products are susceptible to SPI, separate forms to record catches of these could be useful in order to be able to analyse catches, determine trends and design control strategies.	Every PPM	Technician	Sites susceptible to SPI and where trending reports are required
21 Trending reports	<p>With insects, show on the graphs the tolerance levels. These are determined for each trap depending on the risk level of the insects being in that location. These can be adjusted with experience.</p> <p>Include year-on-year trends.</p> <p>Include an action plan when any tolerance levels are exceeded.</p> <p>Ideally the catch data and trends will be analysed and interpreted by a biologist or senior technician.</p> <p>(Trending and analysis will be the subject of a future article.)</p>	Minimum four times per year (with ongoing infestations then every visit can be useful).	FB (if four vpa) otherwise technician or manager	BRC, SALSA, AIB, BRCP, M&S, Waitrose, Tesco

DOCUMENT	CONTENTS AND COMMENTS	UPDATE FREQUENCY	RESPONSIBILITY	SITES
22 Labels of products used	Include non-toxic baits. Each document can be in the folder, but might be better in a website library or Sharepoint site accessible by both pest control company and client. In this way, they are more easily kept up-to-date and are not cluttering up the pest control folder or using up unnecessary paper resources. If they are not supplied in the folder, then include information in the folder on how to access these documents.	When used	Technician	BRC, AIB, BRCP, Waitrose
23 COSHH sheets of products used	With M&S, include the products that might be used on-site, not just those actually used.			SALSA, OFFP, Red Tractor, M&S
24 MSDSs of products used				AIB, M&S, Tesco, SALSA
25 Liability Insurance Certificate		Annually	Account manager	AIB, SALSA
26 Copies of technician and FB certificates	Can be in password-protected website library or Sharepoint site. For M&S, the minimum qualification is the RSPH Level 2 Certificate in Pest Management (as opposed to the RSPH Level 2 Award in Pest Management).	Every time somebody new visits site	Account Manager	BRC, AIB, OFFP, UFAS, M&S, Tesco, Waitrose
27 Online reports access info	Information on how to access digital reports if applicable.	One off	Account Manager	All sites if you use digital reporting



“...this could be used to record: bait mouldy (and replaced), bait take with percentage (and replaced), SPI activity, slug activity, rodent droppings etc.”

Obviously, the detailed design of each of these documents is important, as there are numerous different data that could be recorded. The basic form needs to allow for collecting all the required information for multiple Standards efficiently.

But can it then be made more useful, without compromising efficiency? Perhaps by collecting some additional information that could be used to analyse or demonstrate pest management success? Or could the layout be smarter so that the form doubles up as a trending ‘graph’?

As an example, let’s consider the number 11 ‘monitor checklist’ – a form that is used by the technician on PPM visits to record activity, or lack of activity, on each monitor throughout the site. Though only actually specified in three of the standards, this document can be very useful for all sites. Besides the service records suggested in the table, this could be used to record: bait mouldy (and replaced), bait take with percentage (and replaced), SPI activity, slug activity, rodent droppings etc.

It could also show trends over time of which locations show repeated or regular activity. ‘Trending’ is required by some of the other standards, so this could form part of that requirement for those sites. And the trends aren’t necessarily just pests caught. It could show a pattern of particular boxes repeatedly being damaged, in which case you would know to relocate these boxes; or certain baits always being mouldy, in which case you could protect the bait (or move the boxes).

As new versions of standards are published, the requirements can change. Check to make sure you are complying with the latest version.

Need help?

Grahame Turner of PestAcuity Ltd is available for advice on pest risk assessments and food industry pest control.

grahame.turner@pestacuity.co.uk

STANDARDS REFERENCED

- British Retail Consortium Global Standard (BRC) - Issue 9 August 2022
- Safe and Local Supplier Approval Audit Standard (SALSA) - Issue 6, June 2022
- Soil Association Standards Food & Drink (SA) - Version 18.7, 12/10/21
- Marks & Spencer Food Manufacturing Standards (M&S) - Version 1.0, Jan 2019
- Tesco Food Standard – Version 2, 2022
- Organic Food Federation Processing Standards (OFFP) Dec 2021
- BRC Global Standard Storage & Distribution (BRC S&D) Issue 4, Nov 2020
- British Retail Consortium Global Standard Packaging and Packaging Materials (BRCP) Issue 5, July 2015
- Morrisons Standard V3
- Universal Feed Assurance Scheme (UFAS) 2020 Standard, Version 2
- Waitrose and Partners Supplier Technical Standard Version 2, August 2021
- The AIB International Consolidated Standards for Inspection, January 2017
- Red Tractor Standards Manual 2022
- UFAS (Universal Feed Assurance Scheme) 2020 Standard, Version 2

MEET THE MEMBER

SOCIAL MEDIA SUCCESS



Kelly Farrant is the owner of Pest-Tech Ltd in Maidstone, Kent. From a career in the military to starting Pest-Tech eight years ago, Kelly's business is going from strength-to-strength. Here he tells PPC how social media has helped his business get bigger and busier.

PPC Pest-Tech has a really strong social media presence that we wanted to talk to you about. Which platforms do you use?

KF Instagram, LinkedIn, Facebook and Twitter (a little).

We go through phases of using Twitter but I don't feel we get a lot back from it, mostly it feels like shouting into the void.

I use LinkedIn here and there, it's great for getting to the decision makers. You have to make sure you're more professionally put together on LinkedIn, but you can get big contracts that way. I just won a big guano clearance job there.

But mainly we use Facebook and Instagram.

PPC Which of your social media channels do you think is most useful for bringing in customers?

KF With Facebook you can target groups in your area, so we do get more work coming from there than the other channels.

I get notified on posts where someone has asked, "can anyone recommend a pest controller in the area?" and there are multiple comments suggesting Pest-Tech. Those kinds of recommendations are really valuable, these are basically free salespeople for you because you've helped them before and now they're passing your details to other potential customers. It takes time to build that, but it's really worth it.

There's a passive element to it too. Most consumers now, when they're researching a business, they'll go on Facebook and see what other people are saying about them. And if they don't see a presence, it could make them disregard your business altogether.

I think it's worth mentioning that we don't do any conventional advertising. We get a lot of repeat work and referral work, and our social media presence is enough to show people what we can do.

PPC What would you say is the key to making social media generate leads for your business?

KF All my social media channels are about helping people.

When I post I try to pass on information. My theory is that if you can give people as much information as possible, they'll think 'this guy knows what he's on about' and they'll pick up the phone to you when they have an issue.

Too many businesses think they can just post a picture of a rat and "we're here for all your pest control needs" and that'll do the trick, but people want something more comprehensive.

They want you to show that you're an expert, you know the subject matter and you're the go-to person when they have questions. You have the knowledge, so show it off!

And honestly, yes – people often want to know if they can sort something out themselves. But if you give them enough information, they often realise they can't and will come to you.

"Too many businesses think they can just post a picture of a rat and 'we're here for all your pest control needs' and that'll do the trick, but people want something more comprehensive."

I get told all the time that we're crazy because we offer help and basic advice. But at the end of the day, if you help someone solve their problem without them having to spend a penny, you've just hired yourself that free sales person we talked about earlier.

KELLY'S TOP TIPS

Try to sell your point - what are you doing and why are you doing it?

Don't just post things like "Pest-Tech here to solve your pest problems" and a phone number – you have to interest people and show what you can do

Show people things they wouldn't normally see, people are sponges and they want to soak up information

Don't be disheartened if you don't get traction on every post - social media is unpredictable and sometimes the posts you think will do brilliantly get no reactions at all and the throwaway posts generate lots of interest

Don't post dead pests! There's a time and place for it, and social media when you're doing brand awareness isn't it. What we do is emotive, and even the people who need pest control will still find it distasteful. Don't create problems for yourself.

They will always champion you to people, so for the price of being helpful to one person, you could get multiple jobs. It breeds loyalty and trust, and that's really important when it comes to customer relations. Instil that confidence in people, that you aren't there to rip them off.

PPC Do you think people should use multiple social media accounts or find one that works best for them?

KF I think it comes down to the confidence of the user. I would suggest Facebook and Instagram to most people.

It's debatable as to whether having one that you don't use often is worse than not having one at all, but I'd say why have it and not use it?

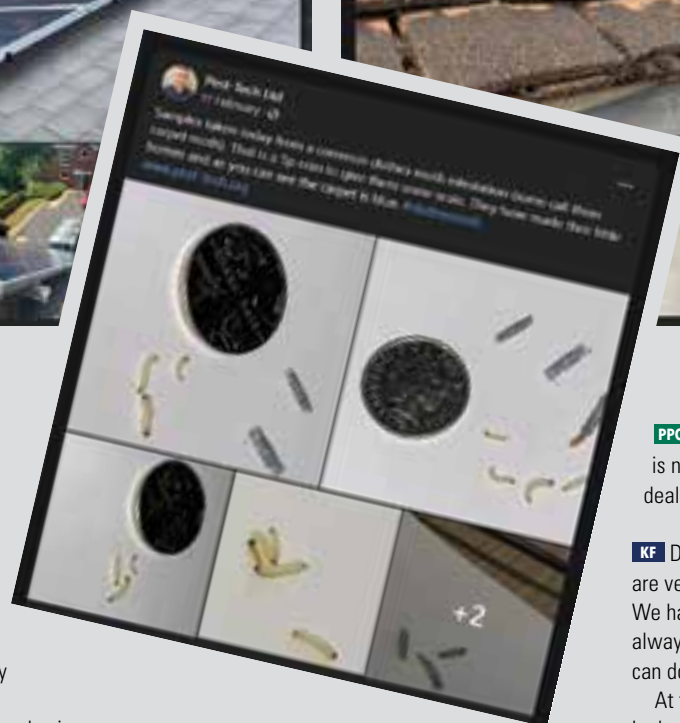
I post on Facebook at least every other day and on Instagram I try to post the same amount, but I'll admit it occasionally falls behind. Building that presence does take work and time, you might have to sit on your lunch and craft some posts, but that's what running a business is all about.

PPC What would you say to anyone who considers themselves a bit of a technophobe or isn't confident using social media?



INSTAGRAM: A GREAT PLACE TO SHOWCASE PEST CONTROL

A picture paints a thousand words and people are naturally curious. This is a brilliant industry and there's so much you can show people. Every job I go to I take at least one picture, usually more. It's a very visual job, you're going to see lots of unusual and interesting stuff, so show it off!



KF First of all, don't be worried. As a pest controller you can put some fantastic content out there, things that most people would never know about or see without people like us showing them. It naturally generates interest.

Secondly, if you're running a business then you have to understand things are moving on. The days of getting in the local parish magazine or the ad-mag are over. You can waste a lot of money that way, when these tools are out there for free.

I started off by going to a couple of free workshops run by a local lady, to understand things like hashtags and retweets and all that jargon. I didn't have those social media accounts then and I didn't understand much about it. Those workshops helped me massively, to understand what I should be doing and how it could help build our brand.

Face your fears, you have to get onto it. Otherwise everyone else will and you'll fall behind.

PPC What about those people who say they don't have the time?

KF I understand that, because running a successful business is time-consuming. But building your brand is part of that.

PPC Something that might worry people is negative comments, so how do you deal with those?

KF Don't shy away from it, most people are very reasonable as long as you are. We had a couple of negative reviews and I always engage with people, to see how we can do better.

At the end of the day, we want people to be happy with what we do and if they aren't, we want to try and resolve it.

I never get confrontational, that's just bad customer service. Ultimately, 'the customer is king' and you still have to be professional, no matter who is right or wrong. Be honest and polite, and you can't go wrong.

PPC Any plans for future social media stuff?

KF I've got to start looking at TikTok, I'm not sure how that's going to go but it's very popular and we do take some great videos of things like bee removal.

I'm doing my homework on it at the moment. I said to my wife that I need to sort out a TikTok account and she said that our daughter is going to be devastated!

I don't like talking on videos but if that's what I need to do to sell our brand, then I have to overcome that and just get on with it.

I find it exciting too, researching different things that can help my business. Owning a business is a hell of a journey, it blows your mind sometimes.

**"Ultimately,
'the customer is king'
and you still have to be
professional, no matter
who is right or wrong.
Be honest and polite,
and you can't go wrong."**

You do have scheduling tools like Hootsuite that you can use. You can write one post and then make it appear on all your channels at once.

But while I'm doing things like eating my breakfast or waiting for a customer, I'll use that time wisely and post something. If you have time to sit and scroll on your own personal Facebook feed, then you have time to put a post on your business page and potentially bring in jobs worth a few hundred quid.

Maybe that's the workaholic in me talking!



TAKE YOUR WORK HOME WITH YOU!

TV, LITERATURE AND GAMES FOR PEST CONTROLLERS

Do you love pest control so much that you want to carry on in your downtime? We've got you covered. These are our favourite television, books and video games for pest professionals.



SHORT FILM LOVE, DEATH AND ROBOTS: MASON'S RATS

Love, Death and Robots is a series of Netflix shorts looking at different aspects of our near future.

Mason's Rats deals with a pest problem on a farm.

Gruesome and exciting, this short deals with real pest issues like mutations and smart traps. With pest control getting increasingly high-tech, this short film is certainly interesting (albeit not particularly flattering towards pesties).

It's only ten minutes long, and it's pretty fun. Give it a watch.

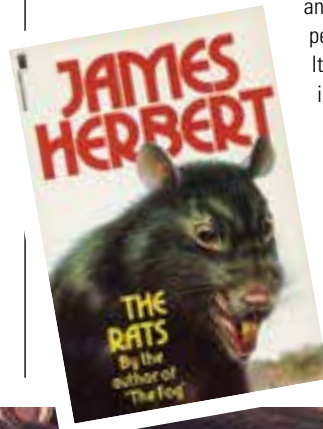
HORROR NOVEL THE RATS, JAMES HERBERT

It's a classic. If you haven't given it a read yet and you're not squeamish about rats eating people, get a cheap ebook version or grab a copy from your local library.



Set in East London, The Rats follows Harris – a young art teacher – who investigates a rat bite one of his students receives on the way to class. And it only gets darker from there.

The book takes many gruesome turns with black rats the size of small dogs, a useless Minister of Health, and an expert pest controller. It also has some interesting sections on rat-based biology – so maybe you can record it as CPD? (Disclaimer: you probably shouldn't).



SITCOM BOB'S BURGERS



Bob's Burgers is an animated television sitcom following the Belcher family and their burger restaurants.

Every title sequence features a pest control van pulling in front of the restaurants featuring a new pest control contractor, such as 'Rats all folks', 'The Pest Pesterer', and 'No more Mr Mice Guy'.

Outside of the title sequences, Bob's constant battles with his local safety inspector make pest control a recurring theme in the show. With fantastic voice acting and wholesome storylines, give this show a watch if you like puns and pests.

VIDEO GAME THE WITCHER 3: WILD HUNT



Your favourite pest control tails tales

What's your favourite pest-related media?

Share anything you spot at hello@bpca.org.uk

Have you ever wondered what a pest controller might look like in a fantasy universe?

The Witcher 3 is an action role-playing video game from 2015. It follows Geralt of Rivia, a monster slayer for hire known as a Witcher.

Witchers are basically pest controllers. However rats, mice and bed bugs are the least of Geralt's worries.

Just like a traditional pest controller, Witchers need to investigate the root cause of a problem, select the correct tools for the job, and work with demanding clients. This isn't your typical hack-and-slash adventure.

It's an eight-year-old game, but it still stands up to the test of time. If you're looking for a long story-based escape from reality where you can test your pest management skills against vampires, dragons, ghouls and even a giant frog, take Witcher 3 for a spin.



MEMBER BENEFITS

Discounted waste service and advice line from Reliance



BPCA member company Reliance Service Solutions is offering fellow members 8% off waste services and a free waste advice service.

Alex Whelan, Operations Manager of Reliance, said: "We recognise the specialist challenges that pest control companies face, so we've put together an exclusive package just for BPCA members."

"Whether you are a local provider or a national corporation, we have a dedicated advice service for BPCA members."

BPCA Head of Membership, Dee Ward-Thompson, said: "On assessments and over the phone, we hear from members across the country that are struggling with their pest-related waste."

"Reliance is in a unique position as they completely understand our sector. We're confident they'll be able to help with your waste queries."

Reliance offers an online portal that contains all your job reports and waste management notes. That means you'll have full visibility of your waste records and can tick a crucial legal requirement with minimal effort.

All BPCA members can access this benefit.

bpca.org.uk/waste

Discounted training directly from Wade Environmental



BPCA consultant member Wade Environmental is now offering a discount on training courses for other members and their employees.

Courses are run by industry expert Alex Wade and cover a variety of pest control-related subjects.

BPCA members get 10% off courses run directly by Wade Environmental for all employees.

The discount includes bespoke courses that can be designed specifically for your employees' requirements.

Alex said: "BPCA is a great force of good in the sector, so we wanted to ensure we support the association wherever we can."

"Offering a discount to fellow members is a great way for us to reach companies passionate about CPD and technicians with a thirst for knowledge."

Courses run on behalf of other organisations are excluded from the discount.

For a full list of all Alex's scheduled courses or to enquire about a bespoke course, visit the Wade Environmental website.

bookme.wadeenvironmental.com

Marketing communications support and consultation service



BPCA employs a team of marketing and communications specialists available to support you in growing your business.

Our in-house team understands the pest management sector and makes bespoke industry-specific recommendations that other marketing agencies won't.

While we can't do the work for you, we can point you in the right direction and provide a sounding board for your ideas. Fair usage applies.

You can ask us about:

- Lead generation strategies
- Website audits
- Blogging and content
- Email marketing
- Social media
- Search Engine Optimisation (SEO)
- Pay-Per-Click (PPC) advertising
- Public and press relations
- Design and branding
- Exhibiting at events.



Contact the team on 01332 225 115 or

marketing@bpca.org.uk

However, to get the most out of this benefit,

book an appointment bpca.org.uk/book

10% off at B&Q with free TradePoint cards



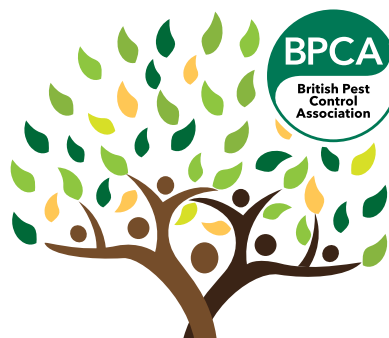
BPCA has teamed up with TradePoint to offer BPCA members 10% off almost everything at B&Q/TradePoint, in-store and online.

All members can claim free TradePoint cards that have no minimum spend. The cards give you access to discounts on over 60,000 products across the entire range.

Members can order free TradePoint cards directly through the BPCA website. It takes five minutes to apply, and there is absolutely no cost for ordering.

bpca.org.uk/tradepoint

Health and safety support and consultation service



The BPCA team can now support you with any health and safety-related questions you have about your pest control businesses.

In addition to BPCA BusinessShield, BPCA has NEBOSH qualified and technical IOSH staff on hand to help members with any pest control-related health and safety questions.

What you can get:

- Telephone and email support for general health and safety questions
- Telephone and email support for applications to SSIP schemes
- Consultation service – one-hour video call (by appointment only)
- Documents review.

Dee Ward-Thompson, BPCA Head of Technical, commented, "As a sector, we can't afford to get health and safety wrong. We need to protect our staff, clients and the environment. That's why we thought it was important to start offering a free consultation service for members seeking pest control-related health and safety. From reviewing a document to getting a second opinion on a tricky H&S matter – we're ready to roll up our sleeves and help members."

Note: BPCA cannot be your competent person. We cannot fully review or write your documentation relating to health and safety. Fair usage applies.

Contact the technical team on 01332 225 104

or technical@bpca.org.uk

Or, book an appointment via bpca.org.uk/book

Benefits for pest businesses

BPCA has a comprehensive list of member benefits for all elements of your pest management business. More benefits are being added all the time, so take a look at the full list of all benefits available today.

bpca.org.uk/benefits

Got an idea for a new benefit? Let us know, and we'll investigate for you!

hello@bpca.org.uk

MEET THE MEMBER

THE FORCE AWAKENS

SUCCESS AND CHALLENGES AS A FRANCHISING BUSINESS



Sean Taylor talks about Pestforce, how the franchise business model works and the ups and downs of running a business.

We've had quite a journey over the years, we're proud to be part of the pest control industry, and we're proud of the part that we play in bringing people into the sector. But let's be clear – I'm not a pest controller; I've been in the facilities management world for over 20 years, and involved with franchising for most of that time.

Back then I always had an itch about the fact that I was number two to the boss, so I wanted to do something on my own. I had the opportunity to buy a franchise about 12 years ago in contract cleaning. It was my chance to buy in and run it my way.

It went really well, we bought a disenfranchised network where the franchisees weren't really being looked after. We built it up and it went really well, and during that journey we asked, 'what other services can we add to contract cleaning?' and pest control came up.

Ripe for improvement

Pestforce's origins go back to Boston in Lincolnshire. Paul Wilkinson, a gamekeeper turned pest controller, was someone who worked his way from the bottom up, and he created Pestforce. He was an unconventional and charismatic businessman, who operated a franchise model and sold a lot of franchises. He was looking to sell it because he realised it needed more investment, so we agreed to buy it.

Now that we've invested heavily, the business looks completely different. New uniforms, new livery, new technology, new ways to help the franchisees grow and develop. And a massive emphasis on giving them the support they need to achieve their goals.

What does success look like?

We have a growing network of 65 franchisees, from many different backgrounds, and it's important to understand that every franchisee wants to achieve something different.

Success for you is different to success for another person, so as long as those individual successes are linked to what we're trying to achieve as a franchise, then we encourage that.

I don't mind if 'Joe' only wants to do a small amount of income a year and 'Fred' wants to put four vans on the road; it's very much down to individuals.

Before anyone joins our journey, we want to understand their thought process. We have something to offer people but we don't try to sell them anything. You tell me why you're making the decision to start your own business in the first place, then we'll look at our business model and, if we think we can help each other, then off we go.

You can have the full spectrum of different working styles in a franchise, so someone may be in an area who just wants to work Monday to Friday, three or four jobs a day and that does them fine. Yet there's other people that have got multiple vans on the road and are still interested in growing.

We're beginning to see our franchisees employing more people and some of them never expected to be doing that. Sometimes, there's an element when people will enter a franchise underestimating not just themselves but also what they can achieve with it.

Don't get me wrong, running a business isn't easy and we try to show people all the good, the bad and the ugly. We say: "Look, this is going to be a challenge. It's probably the hardest job you'll ever do. But these are the benefits that result from it."

The nitty gritty

There are two sides to learning how to run a pest control franchise. You're learning all the technical pest control elements but, more importantly, you're learning how to run a business.

And what tends to happen is that new franchisees focus on learning the pest control side and letting that become second nature, before really taking on the nitty gritty of the business and realising its potential. And that's when things get really exciting for them.

On a personal level, something that I enjoy is working with franchisees to deliver fantastic results, and to me that's what it's all about. Yes, of course we do this to earn money but what gives us a real kick is watching people succeed and getting that positive feedback from them.

WHAT IS FRANCHISING?

Franchising is a way for someone to own and operate their own company, but under the brand and structure of a larger, established business.

A licence is granted by the owner of the brand – known as the franchisor – to the franchisee.

The franchisor is given an initial fee by the franchisee and receives ongoing management fees

The management fees enable the franchisor to support the franchise network with things like training, product development, marketing and advertising.

The day-to-day operation of the business is left to the franchisee.

Let's be honest, it doesn't always go well. Pestforce has a great model to offer, but it's a partnership and we're very clear in the recruitment process that you are not buying a just a job.

While I absolutely encourage people to look into franchising as a pest control business option, it's important to get the message across that franchising is a viable option for some – but not everybody. It's crucial to be honest to yourself about what it is you want from a job and what your goals are.

People power

And after years in the franchising business, you realise it's not all about growth and having as many franchises as possible. It's about finding the right people for us, and that we're the right people for those potential franchisees. It's very important that people buy into our values and culture.

We've also seen an increase in women joining the Pestforce brand at the employee level, which has been exciting, although I'd like to see more joining at a franchisee level. It would make us a richer, more diverse network, having those different worldviews and different experiences.

For me, I know this is an industry that's open to everybody and is just absolutely fascinating, I just wish more people would consider it as a career.

FROM BEES TO BBs

WHY PEST CONTROLLERS SHOULD JOIN THE AIRSOFT COMMUNITY

Adam Shenton is Head Marshall at PTC - Airsoft Warrington, owned by Bomb Up Airsoft. He gives PPC a quick rundown on what airsoft is and how you can get involved in the hobby.

Many of you pest professionals use air guns in their work and, as a rule of thumb, you're fairly crack shots. That probably makes airsoft the perfect hobby for you to get involved with.

Airsoft is a team game similar to paintballing. Participants eliminate opposing players in simulated gun combat but, instead of shooting balls of paint, you shoot plastic projectiles.

The easiest way to describe airsoft is 'real life Call of Duty'; it's like being thrown into a video game. Some game modes are even based on video games and films, and we use these storylines alongside props to make the best game day possible.

SPOT THE DIFFERENCE

We often get asked what the difference is between airsoft and paintball. There are a few ways:

- The equipment used is far more realistic than paintball equipment, from the kit to the guns – everything is based on realism
- Airsoft kit is usually more camouflage and more military-based, whereas paintballers frequently use brightly-coloured clothing (this isn't the case for every player and I would encourage you to wear whatever makes you comfortable and works for you)
- As mentioned, the ammunition - airsoft weapons use 6mm plastic ball bearings rather than paint, so there's a lot of trust and honesty required.

This is a hobby that uses a team-versus-team game play, so you have to be able to work well with others!

Airsoft sites themselves vary; at PTC we use a fully-enclosed outdoor arena in the countryside, with some tricky terrain, which caters for both new and experienced players.

There are woodland areas for the sneaky players, as well as open fields with structures built in, providing cover for the players to use.

Other sites use a similar set up, as well as indoor arenas – if you're not a fan of the rain, this is a great alternative!

Most indoor sites are in derelict buildings and can be well disguised, so some may even surprise you with their location. Special events also take place at some very cool locations such as army bases, old prisons and old shopping centres.

Airsoft sites are all geared up towards providing the best possible gameplay experience.

COME TO THE COAST, LET'S GET TOGETHER, HAVE A FEW LAUGHS

Airsoft is a very community-based hobby which encourages people from all walks of life to get involved. It's a great way to get to know new people and use individuals' skills to the team's advantage.

We have known players to turn up on their own, and they leave the site with new friends and even a small squad to play alongside at future games.

The larger community online can also be great for looking for advice or trying to find new sites to try out. Some of our community even hold mental health drop-in sessions, to support each other outside of the games.

SOUNDS GOOD? COME ALONG!

If you want to get involved in playing airsoft at our site or any other site it's really simple to do.

Most sites have hire packages available, which means you could just turn up on your own or with a group of friends and hire the equipment you need for a full game day.



"Did someone ask for camouflage?" "Who said that?"

Hire packages can vary in price but always include full face protection, your gun for the day, and some ammunition.

The beauty of hiring equipment is that you get to try the hobby out before taking the plunge and buying your own equipment.

If you do decide to jump in and buy your own kit, head over to a local airsoft supply shop, see what's available and try stuff out. You may find guns that you didn't even know existed, that you just love!

Additionally, I recommend good footwear to protect yourself from uneven ground.

There are airsoft venues all over the UK, so do a quick Google search to find your local site if you want to give it a go. And, if you fancy a trip to Cheshire, you'll always be welcome at PTC in Warrington!





At Digital Forum 14, BPCA's Training and Development Manager, Karen Dawes, gave a short presentation on a volunteer-led project to review the qualifications and development pathway available to the pest management sector. Here she gives a summary of the presentation and explains the reasoning behind the project.

WHAT'S THE FUTURE FOR PEST QUALIFICATIONS?

Imagine a world where someone who had just passed their theory driving test is then able to immediately drive a car, unsupervised, on any UK road. This is the current situation in pest control where, upon passing a knowledge-based written assessment, pest controllers are legally able to use potentially dangerous chemicals to control pests where people live, work and play.

This was my opening line on a recent funding bid. Such was its impact on an organisation completely without links to pest management, that they immediately saw the value in the bid and ultimately awarded us a significant amount of funds to deliver the project, with help from the Professional Standards Committee.

That project was TechAssure, BPCA's 3D competency-based assessment for rodent control.

Fast forward, and over the last few months I've been attending regional and digital forums to consult on another project overseen by the Professional Standards Committee. This project aims to explore whether the current qualification pathway still meets the needs of a rapidly changing industry.

This presentation at a recent BPCA digital forum caused quite a stir. While there was a lot of positive feedback, there was a sense that some of what we're trying to achieve might have been misunderstood. I think it's important that I clear up some of those misconceptions here.

Why a qualification framework?

This project was borne from feedback given by our members; these are consummate professionals who have all put in the effort and taken the time to become qualified pest controllers and yet find themselves competing in an arena where non-qualified pest controllers are able to operate legally.

These are people who are often undercutting professionals on price, because they don't have to bear the cost of training staff and ensuring their knowledge is kept up-to-date with CPD.

As such, our members want to distance themselves from unqualified pest controllers but it's not that simple.

“A knowledge-based written assessment does not provide that clear water between qualified and non-qualified pest controllers.”

A number of BPCA non-technical staff, including our Chief Executive Ian Andrew, have achieved the RSPH Level 2 Award in Pest Management qualification. However, they will all testify that even though they are qualified to deliver pest control services, none of them have the competency to actually do it.

A knowledge-based written assessment does not provide that clear water between qualified and non-qualified pest controllers.

More and more of a professional pest controller's toolkit of products is coming under threat, in large part because of the consequences of incorrect use. Restrictions on the use of other elements of the toolkit are being added or continually looked at; again because, as an industry, we are unable to demonstrate that we have processes in place to ensure competent use.

These are just a couple of the reasons why the project to look at what a modern, progressive career and qualification pathway for pest control might look like is important.

“BPCA has already put a significant amount of resources into this project, and will continue to do so.”

“If it isn't broken, why fix it?”

A good question, but is it really not broken?

Data from BPCA's individual recognition and CPD Scheme, BPCA Registered, shows that 79%* of those working in a technical role have not achieved any technical qualifications higher than a Level 2 Award in Pest Management.

This would suggest that too many people are doing the minimum and very few are progressing on from, what the BPCA and the wider sector recognises as, entry level. Like it or not, a Level 2 Award is not respected by service users as a professional level qualification.

In terms of assessment of competency at this level, you could argue that we already have the RSPH Certificate in Pest Management which assesses practical skills in vertebrate and invertebrate control.

However, BPCA Registered data shows that of the 79% mentioned, only *14% of those technicians have chosen to do the Certificate modules.

Yes, it's there but it isn't necessarily seen as the entry route into pest control.

Most professional sectors have entry at Level 3 and above. If we want pest control to be defined as a professional sector, and reap the benefits that this brings, I would argue that we need a framework that covers all levels, recognises an increasing move to specialisms, and is able to better assess skills as well as knowledge and understanding.

One of the major issues faced by our sector is recruitment, and having a comprehensive career and qualification framework will not only help retain the staff we have but will also make pest management a credible option for others.

*Sample analysis does not include those working in specialisms such as bird control or fumigation control.

Where are we now?

The professionalism working group within the Professional Standards Committee has done a lot of work putting this draft framework together.

We are now at the stage of consultation. This consultation will be industry wide and involve all interested parties including awarding bodies.

This project is not intended to be disrespectful to what is already in place. Rather, it is intended to look at what is available in terms of current qualifications and explore whether this pathway can be improved for pest technicians.

We will, of course, include awarding bodies in the consultation because the industry needs the benefit of their expertise and the creative, innovative approaches that such expertise brings in order to ensure that any new qualification framework is of the highest standard and as robust as possible.

BPCA

TechAssure

RECRUITMENT TOOL

TechAssure is an excellent tool for employers recruiting technicians. You'll be able to assess a potential employee's practical skills during recruitment.

TechAssure could be a valuable part of your hiring process.

Another misconception was that this project is just a money-making exercise for BPCA to try to sell more training. It's something that we hear often, but let's be clear: any qualification pathway that is supported by an awarding body, ie on a recognised qualification framework (RQF) can be delivered by any training organisation approved to deliver it.

BPCA has already put a significant amount of resources into this project, and will continue to do so.

Our consultation on the qualification framework will continue until at least the end of the year. In a matter of weeks we have reached an audience of over 250 and we will work hard to ensure that we reach as many people as possible, recording all feedback, good and bad.

And importantly, if the industry decides through these consultations, that what we have already is good enough and nothing needs to change, then that is what will happen.

But if the feedback suggests that what we are proposing would be welcomed, we will endeavour to collaborate industry-wide to make it happen.

Consultation dates

These will take place on Zoom and will last up to 45 minutes:

Wednesday 7 September, 8.00am

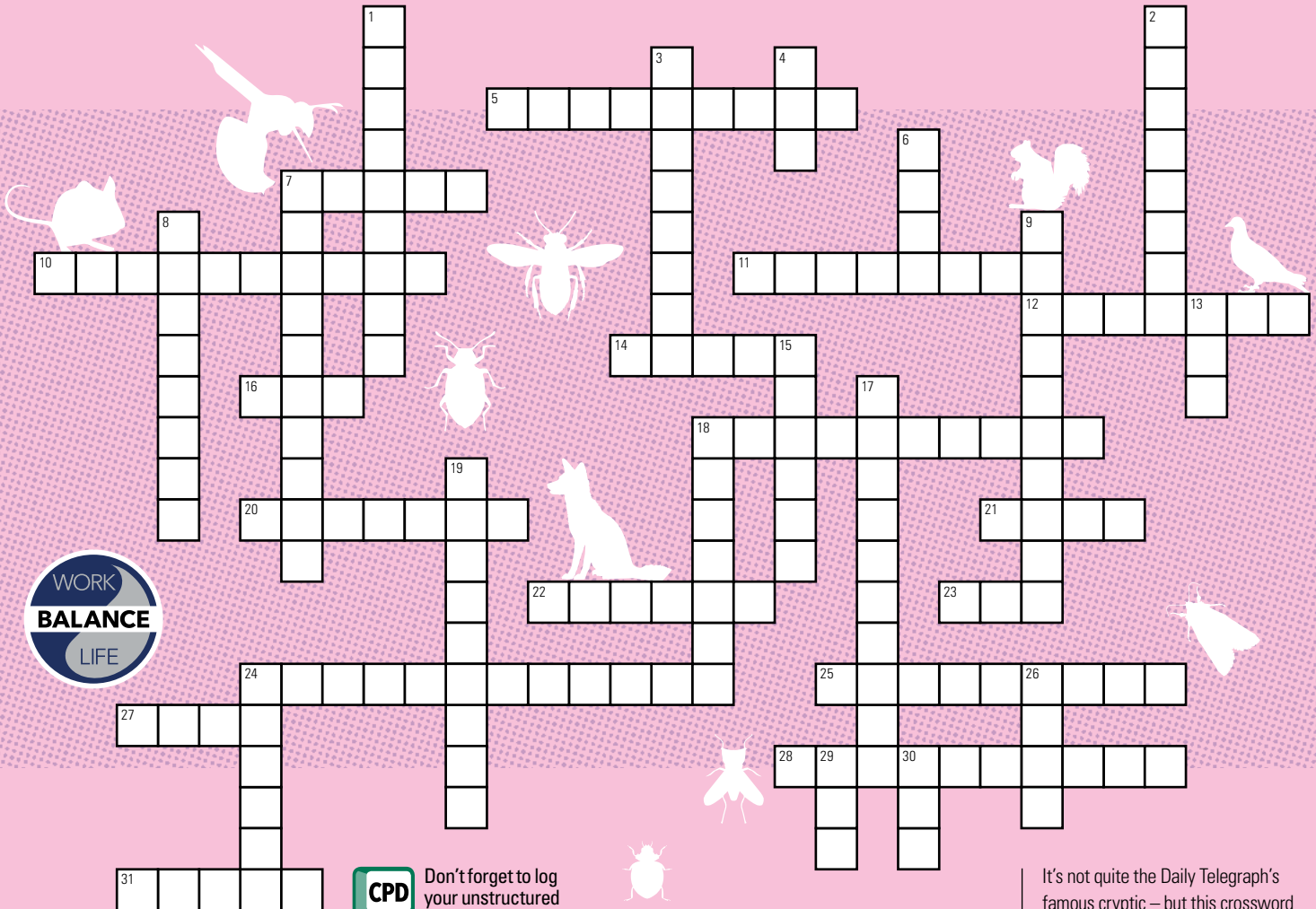
Thursday 29 September, 5.00pm

Tuesday 11 October, 12.30pm.

Register at bpc.org.uk/consult – you will then receive emailed instructions for joining the meetings.

TIME OUT!

Time for a quick break? How about a pest control crossword to distract you from the stresses of everyday life? There's nothing like a puzzle to help you slow down, reset, and flex your geeky pest control knowledge muscles!



CPD Don't forget to log your unstructured CPD points on BPCA Registered.



CLUES ACROSS

- 5 Living in close proximity to humans (9)
- 7 A singer and a wasp attack (5)
- 10 Chrysanthemum flowers aren't just for decoration (10)
- 11 An anticoagulant that can be used for grey squirrels (8)
- 12. You might have one of these talks to learn something new (7)
- 14 Classic spider control method (5)
- 16 Inhibits the life cycle of an insect (abbrev) (1,1,1)
- 18 Why bees are important (10)
- 20 Testing to make sure your RPE is suitable (4,3)
- 21 Small rodents; some are species of conservation concern (4)
- 22 Grain, rice and vine are all this (6)
- 23 Horse, bottle and drain are all types of what? (3)
- 24 Non-scientific name for Dermestes lardarius (6,6)
- 25 Term given to animals we don't want to control (3, 6)
- 27 BPCA's American cousin (abbrev) (1,1,1,1)
- 28 The measured process of application, exposure and dissipation of a toxic chemical in its gaseous state with the purpose of control of target pests in a product or enclosure (10)
- 31 Jerry was one (5)



CLUES DOWN

- 1 Rodenticide and insecticides are both this (9)
- 2 A place where pharaoh ants can cause serious public health concerns (8)
- 3 A type of insecticide that sticks around a while (8)
- 4 If this is in the loft, it owns the house now; or call the BCT (3)
- 6 Ectoparasitic insect blamed for the plague (4)
- 7 Physical control consisting of trigger plate and smooth jaw (6,4)
- 8 Legislation introduced in 1954 (5,3)
- 9 The study of insects (10)
- 13 'Don't ___ me'; PPC104 article by Paul Westgate (3)
- 15 A type of fish you won't have with chips (6)
- 17 A second generation anticoagulant rodenticide (10)
- 18 BPCA event in Harrogate next year (3,4)
- 19 _____ of control (9)
- 24 _____ niger, or black garden ant (6)
- 26 A pest controller's bread and butter (4)
- 29 Insecticide application method (abbrev) (1,1,1)
- 30 A strategy for effective pest control (abbrev) (1,1,1)

It's not quite the Daily Telegraph's famous cryptic – but this crossword is a first for PPC. Let us know if you liked it on our socials.

Twitter @britpestcontrol
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TRAINING CALENDAR

Courses and exams

Course/exam	From (£)	Exam	Date	Location
Level 2 Award in Pest Management (residential)	1010	✓	04-09/12/2022	Stafford
			29/01-03/02/2023	
Hands On Pest Management	150		10/09/2022	Stafford
			03/12/2022 28/01/2023	
Principles of Pest Identification	95		18/11/2022	Online
Bed Bug Control	95		28/09/2022	Online
Advanced Insect Biology	95		22/11/2022	Online
Advanced Rodent Biology	95		27/09/2022	Online
			07/12/2022	
Fundamentals of Rodent Biology	55		24/11/2022 1/2 day	Online
Fundamentals of Insects Biology	55		01/09/2022 1/2 day	Online
			24/11/2022 1/2 day	
Root Cause Analysis for Technicians	55		11/10/2022 1/2 day	Online
Root Cause Analysis for Field Biologists	55		27/10/2022 1/2 day	Online
Certificate in Bird Management	95	✓	06/12/2022	Online
Formulations and Applications	95	✓	13/10/2022	Online
Stored Product Insects (SPIs) in Food Factory Environments	95		08/12/2022	Online
Introduction to Wildlife Management	95		TBC	Online
Aluminum Phosphide	310	✓	12+13/10/2022	Southwick
How to solve resistance	95		01/12/2022	Online
Legislation and Labels	95		20/10/2022	Online
Waste Management for Pest Control Companies	95		06/10/2022	Online
Becoming a Field Biologist or Technical Inspector	95		02/12/2022	Online
Starting and managing your own pest management business	95		16/09/2022	Online
			04/10/2022	
Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests	780		01/11/2022	Stafford
			09/12/2022	
Steps to Leadership Management	190		05+12/10/2022	Online



Enquiries and bookings

training@bpca.org.uk
01332 225 113
bpca.org.uk/training

Bulk booking discounts

We now offer discounts on bulk bookings for our Level 2 Award in Pest Management course, for both members and non-members: 0-2 licences – standard price; 3-9 licences – 20% discount; 10+ licences – 40% discount. Exam costs remain the same. Contact the training team to find out more.

Exams only

Exam	From (£)	Date	Location
RSPH Level 2 Award in Pest Management	155	16/09/2022	Stafford
		09/12/2022	
Technical Inspector Exam	155	16/09/2022	Stafford
		09/12/2022	
RSPH Level 3 Award in the Safe Use of Fumigants for the Management of Invertebrate Pests	305	16/09/2022	Stafford
		09/12/2022	
Certified Field Biologist	305	12/10/2022	Derby
		13/12/2022	
Certificated Advanced Technician (CAT) in Pest Management	294	Book anytime	Online

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	From (£)
Full Level 2 Award in Pest Management – online course	300
Using Rodenticides Safely – online course and exam	75
Foundation Certificate in Pest Management	55
Pest Awareness for Non-technical Staff	
Completing Risk Assessments	
Working at Height	
Asbestos Awareness	20
Manual Handling	
Ladder Safety	
COSHH	



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TAKE THE ONLINE ASSESSMENT AT ANY TIME TO SUIT YOU.

Using 3D technology, you will be assessed on your ability to identify, control and prevent the re-occurrence of a pest issue in a realistic environment.

The first attempt is free from charge, but if a pass result is not achieved, re-sits will be charged as normal.

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.

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

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