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PPC111

ANT ATTACK!



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+ PPC LIVE
REVIEWED



PROFESSIONAL PEST CONTROLLER JUNE 2023
THE JOURNAL OF THE UK PEST MANAGEMENT COMMUNITY



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PPC has been printed using carbon-balanced papers, showing our commitment to choosing a sustainable supply chain and reducing our carbon footprint with each edition.



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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

Sticky traps and sticky growth? Stick with it!

As we move from spring into summer, the shape of 2023 is becoming clear.

2023 seems to be the year of glue boards, trapping mice and acquisitions.

We've got an entire page following the passage of three separate pieces of legislation regarding rodent glue boards in England, Wales and Scotland. Much of BPCA's time has been spent defending professional use on all three fronts (a special thanks to Northern Ireland, which has wisely decided glue boards aren't on the agenda this year).

The European Chemicals Agency (ECHA) statement, "rodent traps are a suitable alternative to chemicals for controlling house mice infestations", has caused much tutting and eye-rolling across Europe. Post-Brexit, the European Commission's opinion should matter little to UK pest professionals. However, in reality, our own HSE is still roughly aligned with EU legislation. Thank you to everyone who contributed to CEPA's survey on such short notice. Over 600 people clicked on the survey so, assuming you all finished it, you helped provide evidence that might put an end to this madness.

Not a week goes by without news of an acquisition in the sector. Pest management is ripe for acquisition, and this is a normal part of the sector's cycle. Big companies buy established small and medium-sized businesses. Some staff from acquired businesses splinter off and start their own pest companies. They grow steadily over time, and 10-20 years later, they're ripe for acquisition too.

Given the cost of living, it's no surprise that we've not seen the influx of new pest management businesses that we'd normally expect. We can see why people would be reluctant to start a new company. However, our sector is famously resilient, and there's plenty of work to go around.

If you are looking to set up and start a pest control company, BPCA is on hand to help. We offer a range of resources and support, and we are always happy to answer your questions.

New or established, we hope the summer keeps your business busy, and the phone keeps ringing. Take care of yourselves and your teams. The busy season is (hopefully) just beginning!

Scott + Dee

Scott and Dee

PPC editors
hello@bpca.org.uk

SELONTRA® NOW SUITABLE FOR USE ON FIELD MICE, SAYS BASF

BASF has announced that cholecalciferol rodenticide Selontra is now approved for usage on field mice (also known as wood mice).

The label relaunch means that Selontra® is the only professional rodenticide on the market suitable for targeting field mice (*Apodemus sylvaticus*).

“Working with our Selontra distribution partner in Killgerm, we listened to the market and worked on providing a much-needed solution to solve our customers’ problems,” said Laurence Barnard, Country Business Manager for Professional and Specialty Solutions at BASF.

“Pest controllers have been calling out for a suitable product to control these field mice for many years now, and we’re delighted to share the news that Selontra is now approved for use against this species when needed.”

Suitable for usage in and around buildings, field mice have been added to Selontra’s approved list of target species thanks to the proven efficacy against the pests and high palatability of the product.



Until packaging with new labels enter circulation, BASF and Killgerm will provide users with a copy of the new label (also available to download from pestcontrol.basf.co.uk or killgerm.com), meaning pest controllers can begin using the rodenticide to control these field mice immediately, in and around buildings, as long as they have a

copy of the new label.

The shelf life of the popular product has also been extended from three years to five years, providing retailers and pest controllers with an even longer opportunity to safely and effectively use the rodenticide.

This non-anticoagulant bait, which launched in 2020 after ten years of development, offers pest control professionals fast, effective results thanks to its unique formulation.

Featuring the active cholecalciferol, the soft block bait offers a stop-feed effect, on both the bait and any available food on the site, 24 hours after consuming a lethal dose, making complete control possible in as few as seven days.

ASK BASF

You had loads of questions about Selontra® and the new label conditions, so we put them to the team.

PPC Some pest controllers have asked, “how is it legal to poison field mice now?”

BASF Professional pest controllers have always been able to target field mice, as they aren’t a protected species. In many cases, they can be proofed out and trapped internally but, where this fails, isn’t possible or the numbers are too great, then this label change provides another option for pest controllers. Before now there was no product approved for use on field mice and thus it wasn’t legal to use a chemical solution on them.

PPC What makes Selontra suitable for field mice compared to other rodenticides?

BASF The key is that Selontra is not bio-accumulative and is non-persistent in the environment, significantly reducing the risk of secondary poisoning into non-target species. Of course, chemical control methods should only be used when absolutely necessary as there is always a degree of risk, but Selontra offers some environmental benefits that other rodenticides simply do not.

PPC Does the label change mean that we should be moving toward permanent baiting around buildings again?

BASF Not at all – a professional pest controller should be evaluating each site individually and undertaking a thorough environmental risk assessment to determine the most appropriate control methods to employ. Selontra® is indeed labelled for permanent baiting, but in many instances this approach to rodent control isn’t the most appropriate.


PPC How does the label change affect a pest controllers environmental risk assessment?

BASF For us, cholecalciferol fits within the risk hierarchy around where FGARs were (as there is only one FGAR left and it is for use indoors only), prior to the use of second-generation anticoagulants but after the various other considerations such as environmental management, trapping etc. So no, this shouldn’t change anything a pest controller does. Professionals should be considering the full risk hierarchy and determine the most appropriate method to employ considering the site assessment.

PPC Some pest controllers are concerned that cholecalciferol has no antidote...

BASF It is correct that there is no antidote, which does concern some users, but again every pest controller should assess the risk appropriately and choose the most appropriate control and application methods, to mitigate any risk. However, unfortunately sometimes accidents do happen and to mitigate this we have carried out extensive work on treatment advice with veterinarians in case of incident.

CRRU RAISES ALARM FOR PROFESSIONAL RODENTICIDES USERS

 The latest surveillance in barn owls, together with recent intelligence from the government-run Wildlife Incident Investigation Scheme, ring alarm bells for professional-grade rodenticide users, according to the Campaign for Responsible Rodenticide Use.

Chairman Dr Alan Buckle emphasises that this alert is being issued to pest control technicians in parallel with farmers and gamekeepers on a ‘no blame’ basis.

“Clearly, everyone using rodenticides in rural locations shares responsibility to prevent access by non-target wildlife, for which barn owls are the government-designated benchmark,” he says.

Of particular concern in the CRRU surveillance is that two-thirds of the latest sample of barn owls had residues from products containing brodifacoum, an active ingredient in many brands, though in none was it confirmed as the cause of death.

“Yet no such products are licensed for use in ‘open areas’ where the main food sources for barn owls, field mice and voles, are often found,” says Dr Buckle.



“So it’s highly likely that brodifacoum-contaminated field mice and voles eaten by owls have acquired residues from rodenticide products placed illegally in open areas.

“Equally concerning is a sudden and marked increase in the numbers of wildlife incidents involving brodifacoum. At least some of these involve either negligent misuse or intentional abuse to harm wildlife.”

CRRU is reminding gamekeepers and farmers as well as pest control technicians of the legally binding ‘Directions For Use’ printed on every rodenticide product label.

They cover allowed outdoor uses, either around buildings, in open countryside or in rodent burrows. In all cases, product label instructions about protecting bait placements from non-target species must be followed.

Read the full story at ppconline.org/PPC-News

Find out more about the rodenticide stewardship scheme at thinkwildlife.org

BPCA MEMBER AWARDS SHORTLIST ANNOUNCED

The shortlist of finalists has been announced for the BPCA Member Awards 2023.

The awards celebrate positive contributions made by members to the Association and the wider pest management sector.

The awards were open to all BPCA Members, free of charge, regardless of the size of the company or how long a business has been in BPCA membership.

Shortlist

The following have all been shortlisted in their respective categories. Winners will be announced at the BPCA Digital Forum on World Pest Day, Tuesday 6 June.

BPCA Leadership Award

- John Knight (Vergo Pest Management)
- Gabrielle Hogg (Pest Solutions)
- Julia Pittman (Beaver Pest Control)
- Greg Sherwood (Vergo Pest Management).

BPCA Spotlight Award

- Melanie Kemp (Beaver Pest Control)
- Paula Kearns (Deadline Products)
- Shaun Jonathan (Vergo Pest Management)
- Gary Morris (Vergo Pest Management).

BPCA Business Growth Award

- Vergo Pest Management
- Pest Solutions
- John O'Conner.

BPCA Outstanding Continuing Professional Development Award

- Iain Rodgers (Pest Solutions)
- Louise Grant (NBC).

BPCA Commitment To Training Award

- CSS
- Pest Solutions
- John O'Conner
- Albany Pest Control.

BPCA Innovation Award

- Contego
- London Network for Pest Solutions (LNPS)
- National Pest Control Network (Pest Solutions, Beaver Pest Control, Harvey Environmental, Bounty Pest Control).

BPCA Sustainability Award

To be announced on the day.

BPCA Special Contribution Award

To be announced on the day.

Charles Keeble Award

To be announced on the day.

Join us at the BPCA Digital Forum on World Pest Day to find out who the winners are.

bpca.org.uk/events



THREE NEW BEST PRACTICE CODES RELEASED BY BPCA

BPCA has released three new Codes of Best Practice: 'Drainage inspections for rat activity', 'Fogging and ULV treatments for insect control' and 'Control of Wood Boring Insects'.

A BPCA Code is a set of written rules which explains how people working in our industry should behave in a particular situation. Members must abide by Codes of Best Practice in their day-to-day work.



BPCA

Technical and Compliance Manager, Natalie Bungay, said: "Drainage inspections, fogging and ULV treatments and treating structural wood boring insects are all specialist technical activities.

"Members have been requesting best practice codes for these subjects, so we worked closely with a group of member volunteers to produce documents which will help them stay on the right side of the law, be the best professionals they can be and keep customers safe."

BPCA Codes of Best Practice are freely available to download bpca.org.uk/codes

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WARNING AS ASIAN HORNETS SPOTTED IN KENT AND DORSET

"...report any possible sightings of Asian hornets, so experts can take quick and effective action to eradicate them."



A warning has been issued for the public to remain vigilant after sightings of invasive Asian hornets in Kent and Dorset. The sightings come after an Asian hornet was spotted in a cauliflower delivery in Northumberland.

The invasive species was spotted in Folkestone on 13 April, but flew off before it could be captured. Monitoring traps have been deployed in the area.

The British Beekeepers Association said: "The details from the report suggest this was a single hornet incursion.

"Beekeepers in the area and volunteer Asian hornet teams will be asked to maintain vigilance and monitor for Asian hornets."

An Asian hornet was also spotted on the deck of a ferry from Poole to Cherbourg on 10 April 2023.

The British Beekeepers Association says it has set traps in Poole and Hamworthy in order to capture any that may be in the area.

The Asian hornet (*Vespa velutina*) is an invasive species in Britain and is a predator of bees.

You should report any possible sightings of Asian hornets, so experts can take quick and effective action to eradicate them.

Use the Asian Hornet Watch app for iPhone and Android to record and report any sightings.

Alternatively, email your photos and videos to alertnonnative@ceh.ac.uk
BPCA has produced a guide outlining the differences between hornets, wasps, bees and hoverflies.

Download it at bpca.org.uk/buzz

SHIELD PEST CONTROL DONATES TO HELP BROMLEY FOOD BANK

BPCA member Shield Pest Control and the Royal Warrant Holders Association Charity Fund have donated a generous cheque sum of £4,000 to Bromley Borough Foodbank.

The cheque was presented to the charity on Thursday 16 February by Shield Pest Control's Managing Director, Daniel Steward and Shield team members, Alison Bennett and Emily Boorman, along with Charity Fund and Plowden Medal Manager of the Royal Warrant Holders Association Charity Fund, Claire Anderson.

The donation will be going towards providing nutritionally-balanced emergency food and supermarket vouchers to support local individuals within the Bromley borough.



Amanda Stone, Chief Operating Officer of Bromley Borough Foodbank, commented: "The support from Shield Pest Control and the Royal Warrant Holders Association Charity Fund has been invaluable.

"The amount donated will provide immediate support for those in need and we couldn't be more thankful for their generosity."

Shield Pest Control's Managing Director, Daniel Steward, said: "The cost-of-living crisis has been extremely tough for many people who are struggling to afford daily necessities such as food items. We were keen to support the local community and provide help for those who are in need, in the aim to reduce hunger in the area."

Use the Trussell Trust's find-a-foodbank tool to help out in your area: trusselltrust.org/get-help/find-a-foodbank

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ICUP 2025 CONFERENCE



29 June to 2 July 2025
AF-Borgen, the
Academic Society
(Akademiska
Föreningen), Lund,
Sweden

Held once every three years, the dates and location of the next

International Conference on Urban Pests (ICUP) have now been announced by the organisers.

As at previous ICUP conferences, the 2025 programme will address the science and management of a wide variety of urban pests and vectors, including those of hygiene, structural and medical importance.

Particular focus will be on pests that have an increasing impact as a result of our changing world. The impact of regulatory and stewardship challenges will also be included.

Details regarding delegate registration and how to offer a paper for consideration by the organising committee will be announced in the near future when the ICUP 2025 website goes live.

PRAISE FOR LASER INDUSTRIE SPRAYER RANGE

"The show was a fact-finding mission for me to gauge the impact of Laser Industrie sprayers in the pest control sector."

PPC Live first-timers Laser Industrie enjoyed warm feedback from pest controllers, who praised the professional quality of the sprayer range.

Launched into the sector at the one-day event on 22 March, Laser Industrie (sister range to the popular Cooper Pegler and Berthoud knapsack sprayers under the Hozelock-Exel umbrella) offers a spread of robust, hand-held pressure units in various liquid capacities, and seal materials to handle insecticides and rodenticides safely and reliably.

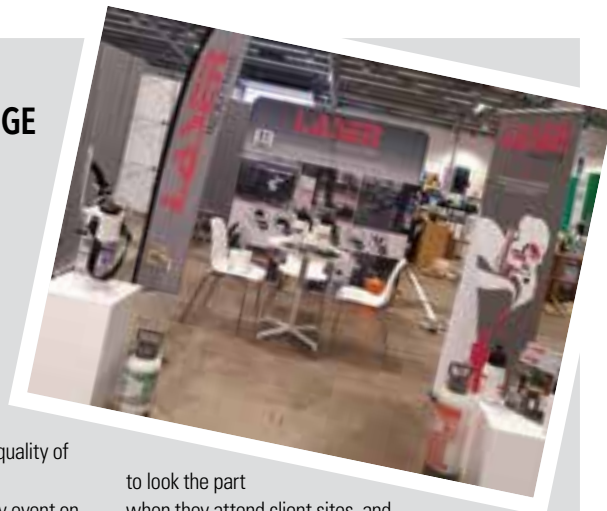
The Expert 8, with brass fittings, including lance, pressure relief valve and tube, drew plenty of interest, reports Allan Wainwright, Hozelock-Exel Sales Manager (Professional Sprayers).

"Visiting pest controllers told me that they have

to look the part when they attend client sites, and that means kitted up with professional equipment.

"After putting the Expert 8 through its paces, testing and inspecting it thoroughly, they agreed that it was the kind of sprayer that would do the job for them, at an affordable price.

"The show was a fact-finding mission for me to gauge the impact of Laser Industrie sprayers in the pest control sector," Allan explains. "On this showing, I believe we can have a firm presence in it. The range is not overly-complicated, a benefit many visitors pointed out to me."



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NEW GENERAL LICENCE TEMPLATES



BPCA has developed template checklists to evidence your justification for using lethal control when carrying out bird management work.

Created with the support of BPCA BirdWise, our special interest group for bird management, these templates are

available for members to download and customise.

BPCA Technical and Compliance Manager, Natalie Bungay, said: "Conditions set out in general licences have to be followed by law when dealing with any of the birds listed on them.

"Every user has to be aware of the content and then only take action when they know they are within the set conditions.

"These forms help record all the things you may need to consider. They also make a good record of actions taken and how you consider your legal obligations."

Whenever lethal control or removal work is required for a species listed on a general licence, the user can complete a form before the work commences.

Keep a copy of the document safe for your records. This will help protect you if you're ever challenged, as you'll be able to prove you considered non-lethal measures and abided by the licence conditions.

Three versions of the document are available for pest professionals in England, Scotland and Wales. Licences differ slightly depending on where you are in the UK, so ensure you use the correct document.

Members can download this document and plenty of other useful templates from bpca.org.uk/library

BPCA
REGISTERED

BPCA REGISTERED LAUNCHES APP FOR IPHONE AND ANDROID

BPCA has released an app for its continuing professional development scheme, BPCA Registered.

A beta version of the app is now available in the Apple App Store for iPhones and the Google Play Store for Android users.

The apps allow members on the BPCA Registered scheme to record CPD wherever they are and view their CPD diary.

You can also use the app to scan into pest control events and see the latest BPCA news and events.

BPCA Training and Professional Development Manager, Karen Dawes, said: "BPCA Registered has consistently recognised that pest control is a highly practical sector where learning is more likely to occur in the field than in a classroom.

"Building native BPCA Registered apps for members means that it's even easier to record CPD, regardless of whether you're learning from a colleague on a tricky job or checking into a pest control event.

"The app is currently in beta testing so we're looking forward to hearing your feedback so we can continually improve our apps."

bpca.org.uk/registered-app





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ROKILL ACQUIRES PEST PRO ENVIRONMENTAL SERVICES LTD



Royal Warrant holder and BPCA member company Rokill Pest Control, part of the Nurture Landscapes Group, has acquired Durham-based Pest Pro Environmental Services Ltd.

Founded by Dave Graham and Steve Cowie in 2000, Pest Pro, which has its head office in Birtley, provides high quality pest control services throughout the North-East, including Newcastle, Sunderland and Durham.

The company's expanding portfolio of NHS sites, universities, local authorities, ports, retail parks, shopping centres and hospitality venues is to be incorporated into Rokill's client base.

This will strengthen both Rokill's and its parent company, Nurture Group's, presence in the region.

This latest acquisition follows parent company

Nurture Group's purchase of Alpha Pest Control in Stoke-on-Trent and Leeds-headquartered Enserve in 2022, in addition to other recent acquisitions across the North East of England and beyond.

Dave and Steve will continue to work to provide continuity for colleagues and clients, as well as support the full integration of the two companies.

Rokill chairman, Alec McQuin, said: "It is with great pride and excitement that we are welcoming Pest Pro into the Nurture family of companies.

"Dave and Steve have created a top quality organisation, delivering excellent service to their customers, and we're delighted they are staying for the long term to help us all achieve our shared goal of becoming a nationwide leader in pest control."

Peter Fane, Nurture Group founder and executive chairman, added: "Pest Pro is a great addition to our pest control offering and I'm delighted that Dave and Steve will continue to provide their extensive knowledge beyond the transition phase.

"Welcoming Pest Pro into the Nurture Group is an important step on our journey of becoming the UK's premier green services business incorporating integrated offerings."

Got some news to share? Send it to us!

hello@bpca.org.uk

LETTER TO THE EDITOR

PestFix Exec raises funds for cancer campaign

Earlier this year, Anna Mollins, Strategic Business Executive at PestFix, joined a group from aerial fitness hobby groups to perform a 10-hour aerial marathon (aerial-athon!) to raise money for the Solving Kids' Cancer campaign. The campaign means a lot to Anna, whose friend's little boy has high-risk neuroblastoma, a rare and aggressive childhood cancer that has a 40-50% chance of long-term survival at diagnosis.

Anna commented: "It was an epic, exhausting and bruising task but we did it and raised over £1,000. It pushed Teddy's fundraising campaign over the £50,000 mark, which is amazing!

"I organised this aerial jam so that students who take evening aerial fitness classes could make a 10-hour session live streamed. We had viewers challenging us with moves whilst we watched the donations come in.

"Using a static pole, spin pole, lollipop, aerial hoops and silks we busted out move after move. Considering we normally only do 1 hour classes, I can't believe I made it an epic 10 hours.

"I was aching afterwards, but it's nothing compared to what Teddy and his family are going through, so it was all worth it."

Well done, Anna!

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PESTS IN THE PRESS: JANUARY TO MARCH 2023

In 2023, PR priorities for BPCA include continuing to work with journalists in mainstream media and trade-specific titles. The aim is to raise both the awareness of pest issues and the profile of BPCA, while engaging with radio and television broadcasters.

Much of our PR work is centred around getting the public to recognise the importance of hiring a pest professional with BPCA membership, so we continue that work into 2023.

Activity in Q1

Building on press attention of rodenticide resistance and glue boards in Q4 2022, the year started with a press release reminding householders and businesses to check lofts for signs of rodents when putting away festive decorations. Extensive coverage on rodenticide resistance in January included a quote from BPCA's Head of Technical, Dee Ward-Thompson, and was featured across the UK including titles in Wales, Scotland and across England from Hull to Cornwall.

This was followed by a call-to-action warning against cutting corners when dealing with rats, picked up by regional papers across the UK in January and February. There was further coverage in March when BPCA was quoted in articles for the Scottish press, after residents raised concerns about infestations in their street.

Scottish squirrels were also causing problems for residents in the run-up to Easter, with BPCA's Natalie Bungay invited to comment on squirrel infestations on radio and television in early April.

In February and into March, press releases were issued to shine a spotlight on PPC Live, with trade titles and magazines featuring the event, plus regional newspapers across Yorkshire.

Comments from BPCA were included in a number of stories in the press, while previously issued information and press releases from the Association continue to reappear in national and regional news outlets.

Maintaining BPCA's profile is vital to position the Association as a voice for the industry. Journalists at The Sun sought help with identifying an animal captured on video in London. Was it a badger or a skunk? Spoiler: it was a skunk.

Targeted work remains a key element of BPCA activity, with bespoke articles provided for specific relevant titles. In the early part of the year, these have included features provided for Food Processing Magazine, Conservation and Heritage Journal and Tomorrow's Cleaning.

Planned work in Q2 of 2023 includes press releases concerning gulls, SPIs and insects, with a media note in production to showcase the technical expertise BPCA can offer to journalists working in print, radio and television.



TOP 3 HEADLINES

RAT'S RIDICULOUS
The Sun (Scotland)

FEARS A NEW BREED OF 'SUPER RODENTS' COULD BE A 'THREAT TO HUMANS'
Hull Daily Mail

FIGHTING PESTS ON THE FRONTLINE
Tomorrow's Cleaning

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TOTAL CIRCULATION 64,324,584

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PEST SOLUTIONS CHAMPIONS INTERNATIONAL WOMEN'S DAY

Scotland-based BPCA member company Pest Solutions is proud of the amazing women within its team and the wider professional pest control industry.

This is what the company championed on International Women's Day 2023 and the reason it's released an article and video, detailing the efforts made to attract more women to job roles and the positive effect it's had on business.

The pest control industry is still largely a male-dominated industry with an estimated 4.5% of the workforce represented by females. But times are changing, as Pest Solutions works hard to let young professional men and women know about the rewarding career that can be found in the pest control industry.

This focus on a rewarding professional career that is accessible to all has seen Pest Solutions change the dynamic of its workforce,



as business continues to grow with over 36% of their servicing workforce represented by women, way above the industry average.

"At Pest Solutions, the greatest strength is our team. We could not be more proud of all of the men and women in our team who work diligently to look after our customers every day," says Pest Solutions Managing Director, Chris Cagienard. "They are true pest professionals."

You can read the full article, including interviews with women in the industry on what could be done to attract more women to pest control and what opportunities exist for women in the industry, on the Pest Solutions website.

pestsolutions.co.uk

PESTFIX LAUNCHES IN-HOUSE LABEL PRINTING



BPCA member PestFix is excited to launch an in-house label printing service at low prices for all pest management professionals.

PestFix has taken the time to listen to its customers' needs and can now offer high quality labels at low prices for all pest management professionals.

You give PestFix your logo, colour scheme and company fonts and they will adjust any of the template labels to fit your branding. They can even go a step further and work with you to design your own unique label.

Once PestFix have your artwork set up, they can offer same-day dispatch if you order custom labels before 2pm.

Chris Frappel, Commercial Account Manager at PestFix, commented: "As an account manager, I will always go above and beyond for my customers. Rarely will you find me saying 'no'.

"Having a full label printing service now means that I can say 'yes' when my customers need labels! And if they ask me nicely, maybe I'll stick them onto their bait stations for them too."

pestfix.co.uk

"...a full label printing service now means that I can say 'yes' when my customers need labels!"

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BPCA'S 'USING RODENTICIDES SAFELY' ONLINE COURSE UPDATED

Following an update implemented in conjunction with the Campaign for Responsible Rodenticide Use UK (CRRU), training providers offering courses approved for the purchase and use of professional grade rodenticides are required to have the certification of training regulated by Ofqual.

From a BPCA perspective, this means that we had to move away from our previous assessment partnership with Basis and begin a new relationship with an Ofqual regulated awarding organisation.

Our 'Using Rodenticides Safely' training course is now aligned with the syllabus of Lantra's Level 2 Award in Rodent Management.

Moving to Ofqual regulated qualifications means that the process of assessments is more rigorous. All online examinations

for CRRU-approved courses now need to be remotely invigilated, ensuring that the credibility of the assessment process is maintained.

This means that changes in the method of enrolling and preparing to sit the assessment have also changed.

Once you have completed the online learning for 'Using Rodenticides Safely' you will now have to enrol for your assessment. You will then need to take your online assessment within 72 hours of receiving confirmation of the date and time.

Full instructions on the equipment required and processes you need to follow before taking your assessment are sent to you at the time of booking your training.

We're always here to answer any questions you might have. Get in touch training@bpca.org.uk

ALEX WADE ELECTED AS CHAIR OF COMMITTEE

Pest consultant and director of Wade Environmental, Alex Wade, has been elected chair of BPCA's Outreach and Communications Committee.

As chair, Alex will lead the Committee, which sets the direction for how the Association communicates with members, the general public, the press and politicians. Alex will also join the BPCA Executive Board.

Alex said: "I have always believed in giving members a platform to have their voices heard in the industry, as well as elevating the perception of our industry to the general public. With the O&C Committee this is the perfect arena to achieve both of these tasks."

The Outreach and Communications Committee is only a few years old and was created to keep public relations, public affairs and member communications accountable to the members BPCA represents.



Their work today has seen them investigate a BPCA app, help set a public affairs agenda,

and advise on articles for the press.

Alex continued: "We're still a reasonably new Committee actively looking for new voices. If you want to voice your opinion in a forum where there is a real capacity to see change, enquire about observing the O&C Committee to potentially join us."

"If BPCA is going to speak for its members, we need companies of all shapes and sizes supporting the Outreach and Comms Committee."

"If you've ever said to yourself 'BPCA should be telling people about X and Y', then we think you'd be a great fit for the Committee".

BPCA Committees meet around four times a year, generally via video call. Any employee of a BPCA full member company can join a Committee.

Want to learn more?

BPCA members can request to observe an Outreach and Communications Committee meeting before they decide whether to join it as a member.

bpca.org.uk/groups

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UKRI AND DEFRA INVEST £7 MILLION TO FIGHT VECTOR-BORNE DISEASE



UK Research and Innovation (UKRI) and the Department for Environment, Food and Rural Affairs (Defra) invest £7 million to fight the growing risk of vector-borne disease in the UK.

It is hoped that the investment will improve the UK's research capacity to forecast and mitigate animal and human vector-borne disease threats, which may emerge as a result of changing climate and other environmental changes.

Funding totalling £7,538,757 will support eight research projects seeking to tackle vector-borne disease in the UK.

The investment is a collaboration between:

- Department for Environment, Food and Rural Affairs (Defra)
- Biotechnology and Biological Sciences Research Council (BBSRC)
- Medical Research Council
- Natural Environment Research Council
- UK Research and Innovation (UKRI) strategic themes, tackling infections.

We're familiar with the term disease vector in pest control, and common disease vectors include fleas, lice, mosquitoes and ticks.

Vectors are capable of transmitting a whole host of infectious diseases, both in animals and

humans, including blue tongue, Lyme disease, tick-borne fever, yellow fever and zika.

Although the impacts of vector-borne diseases are felt mainly in tropical climates, the risk they pose to the UK is increasing, due to environmental changes.

Mosquitoes and ticks in particular represent a growing threat due to the fact that they are both established and invasive to the UK.

Professor Melanie Welham, Executive Chair of BBSRC, said: "This latest investment by UKRI and Defra epitomises the importance of a 'One Health' approach in tackling infections such as vector-borne disease.

"The eight projects receiving funding offer real potential to build the UK's national defence and response capabilities by tackling infectious diseases that pose a genuine threat to people and animals worldwide."

Defra Chief Scientific Adviser, Professor Gideon Henderson, said: "The funding for this important research, which brings together a wealth of expertise from some of the best scientific institutions in the UK, will continue to build and prepare the UK for the emergence of endemic and exotic tick-borne diseases."

PESTFIX SCOOPS TWO AWARDS

BPCA member PestFix is proud to announce winning in two categories at the BUILD magazine Home and Garden Awards 2023.

After a rigorous judging process, using independently gathered evidence marked on various criteria including client dedication, innovation, business growth, longevity, online reputation, client feedback and business performance, PestFix was awarded:

- Best Pest Management Products Supplier and Manufacturer – UK and Ireland
- Customer Service Excellence Award 2023.

PestFix's managing director Terry Burrows says "Our team works hard to provide exceptional service to all of our customers.

"We receive regular feedback praising staff, our company ethos and the lengths we go to to ensure customers are supported. Customer service is part of our DNA, the team strives to deliver professionalism and consistency.

"Our business is growing and, even though we're incredibly busy, our standards remain as high. The award acknowledges this effort to do right by our customers."



BPCA WELCOMES NEW MEMBERS

Full servicing members

- Allen Pest Control, Worcestershire
- City Pest, Peacehaven, Sussex
- Copeland Borough Council, Cumbria
- Devon Pest Solutions, Devon
- Durant Pest Solutions, Essex
- Effective Pest Solutions, Mitcham, Surrey
- Eradikill Pest Control, Didcot, Oxfordshire
- Flytech Pest Control Solutions, Belfast, County Antrim
- iX5 Environmental Services, Northampton
- JM Pest Solutions, Hengoed, Caerphilly
- Miss Catch 'Em Pest Control, Orpington, Kent

- Norwich Pest Control, Norwich, Norfolk
- Pestandco Ltd, Gravesend, Kent
- Pure Pest Solutions, Wallingford, Oxfordshire
- Rhino Pest Management, Derbyshire
- S&S Pest Control, Brentwood, Essex
- Westart Apiaries, Stoke-on-Trent

Observer members:

- Flock Off, USA
- Killers, Georgia
- Wellbers, Jordan
- The Verminator WLL, Bahrain

M&D members:

- Hozelock EXEL, Birmingham, West Midlands

BASF ANNOUNCES PHASE OUT

BASF has announced the withdrawal of its difenacoum rodenticide range including Neosorex[®] Gold, Neosorex[®] Gold Ratpacks, Neosorex[®] Bait Blocks, and Sorex[®] D products.

Anthony O'Hare, Regional Business Manager for BASF's Professional and Specialty Solutions, said: "At BASF we are committed to innovate to address our customers' needs for effective and sustainable solutions to support their daily work best.

"With the recent additions of Storm Ultra and Selontra to our product portfolio, we offer a complementary range of rodenticides addressing the needs for fast, highly efficient, resistance-breaking and sustainable rodent control solutions.

"We will focus on further developing our offer around the most potent anticoagulant flocoumafen, and the highly effective alternative to anticoagulants, cholecalciferol."

Accordingly, BASF's difenacoum-based products will be phased out as shown here.

Last sale and last use/disposal dates




Neosorex [®] Gold	Neosorex [®] Gold Ratpacks	Neosorex [®] Bait Blocks	Sorex [®] D
LS	LS	LS	LS
19 Aug 2023	19 Aug 2023	06 Nov 2023	13 Aug 2023
LU/D	LU/D	LU/D	LU/D
15 Feb 2024	15 Feb 2024	05 May 2024	09 Feb 2024

If you have any concerns about the withdrawal of products, get in touch with your product supplier.

If you're a BPCA member and have a question, get in touch with our technical team technical@bpca.org.uk

FREE CPD EVENTS AND WEBINARS

Event type **Webinar – Members only** **Local forum** **Virtual forum**

Name	When?	CPD	Sponsor
DIGITAL 18 World Pest Day	6 June	3	Killgerm
The Consumer Rights Act for pest controllers	14 June	1	
 BPCA Annual General Meeting	16 June		
Nuisance pests and how to manage them	12 July	1	
Biting insect pests and their control	2 August	1	
DIGITAL 19	16 August	3	BASF
BRISTOL	20 September	6	Lodi UK

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 – 20/07/23 + 23/11/23

Name	When?	CPD	Sponsor
Drains and rat control for pest professionals	27 September	1	
DIGITAL 20	4 October	3	Envu
Rodenticide stewardship and environmental risk assessments	18 October	1	
MANCHESTER	22 November	6	1env + PelGar
Non-pest mammals in the UK	29 November	1	
Control of Substances Hazardous to Health (COSHH) for pest control	20 December	1	

bpca.org.uk/events

#BEST PEST PIC 2023

WINNER ANNOUNCED AT PPC LIVE 2023



Just venting
Justin M Lisney
 Eden Pest Control

BPCA was pleased to announce the winner of the #BestPestPic2023 competition at PPC Live in Harrogate.

Justin M Lisney, owner of Eden Pest Control based in Kent, took the £500 prize for his photo of a mouse stuck in a car vent.

Entries were shortlisted by the BPCA Staff team, with the top 10 entries put on display at PPC Live 2023. The display drew a lot of attention, with attendees picking out their favourite entries.

The winning photograph was then picked by a panel of judges, with experts from the pest management, PR and photography industries, and announced at the event.

Justin was surprised to win, "especially after seeing the quality of competition".

He explained: "The win means a great deal as I can now treat my wife to something special, as she's been through a tough few months."

When asked about the photos and its subject, he joked: "The little chap in the photos certainly caught the customer out: disappearing into the car vent, we thought he was going for a blow dry!"

The shortlisted entries



Kiley Clement
 Absolute Pest Control



Yukon Haughton
 Hamelin Pest



Leigh Tovey
 Yorkshire Pest Control



Lizzi Mills
 Rentokil Initial



Lizzi Mills
 Rentokil Initial



Lance Moeller
 JLM Pest Control



Kelly Farrant
 Pest-Tech Ltd



Philip Barnard
 Barnard Pest Control



Stephen Goodrum
 Control Solutions
 Pest Control

EVOLUTION NOT REVOLUTION, AS PPC LIVE REMAINS KING IN THE NORTH



PPC reporter Kat Shaw shares her highlights from the year's biggest UK pest management trade show and exhibition.

PPC Live took place on 22 March 2023 at the Yorkshire Event Centre in Harrogate. For most of you that probably feels like a lifetime ago already.

But for the Staff team at BPCA, we've spent even more time since then poring over the feedback, statistics, and talking about what we've learned and what we can take into future events.

The fun never stops, am I right?! But sometimes it's nice to take a step back, put the statistics down and reflect on the success of the day.

Home to roost?

PPC Live has evolved over the years. It's the sister show to PestEx, but its purpose is different; while PestEx is bigger, bolder and international, PPC Live is designed to be informal, hands-on and more accessible for those who live in the deep north.

It's been BPCA's travelling trade show in the past, but in 2020 and 2023 it seems to have found a temporary home in the heart of Harrogate.

It's easy to see why we chose to come back here again. If we're talking bare basics, the Yorkshire Event Centre hall where PPC Live sets up shop is spacious, light and clean.

There's also plenty of seating in the large dining area, which sports huge windows that look out onto the YEC grounds. Some of us did some quick bird watching from there!

But basics aside, this location provides a beautiful rural backdrop to the show that we just don't get with any other of the big pest control

events in the UK.

It was this which inspired our team to kick the day off with a practical Environmental Risk Assessments demonstration.

From there we had a full day of expert seminars and demonstrations. The indoor demonstration area proved to be much more popular than we could have anticipated, and the outdoor demonstration area, to our relief, remained shockingly rain-free.

All the outdoor demonstrations were great but the highlight was Simon Whitehead's talk on rural pest management; Simon is obviously passionate about what he does and that came across throughout. He answered questions in a lot of detail and of course, the ferrets were hella cute.

Some of the indoor demonstrations were heaving with attendees, particularly the bird netting demonstration from Elaine at PestFix and, even at the end of the day, the insect ID session from Paul Westgate (Veritas Pest Consultancy) and Alex Wade (Wade Environmental).

The indoor seminars were consistently full, with my personal favourite being the tag team job that Alex and John Horsley (BPCA) did on Root Cause Analysis. Give them their own TV show, make Nat Bungay the host and you've got a hit.

This year we had the additional 'Forum Sessions', which were designed to be informal debates about controversial topics, such as the

longevity of the Level 2 Award or diversity in the industry.

While it was hoped these would spark some discussion and ideas, they weren't busy areas of the show and unfortunately it seems people weren't entirely sure of their purpose.

Having said that, Beaver Pest Control's Julia Pittman led a session titled "Pest control is a man's world" which I was pleased to see was popular, and I watched as she did a great job discussing the importance of making this an industry for all.

It wouldn't be a BPCA event without the opportunity to meet and network with other attendees, industry professionals and pest control experts. And it was interesting to speak to the large delegation from the Health and Safety Executive (HSE) in attendance, who all seemed genuinely interested in the work our sector does.

Our exhibitors make up the bulk of the event space, and while the PPC Live event in 2020 saw last minute cancellations due to Covid, we had no such problem this year.

CONTINUED ON PAGE 18 >



PPC LIVE: IN PICTURES

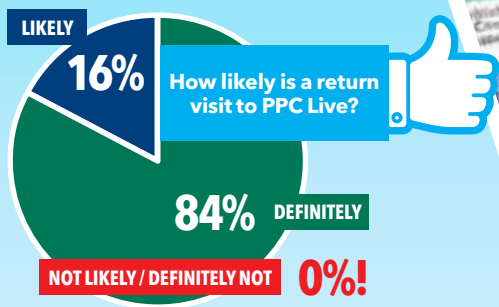
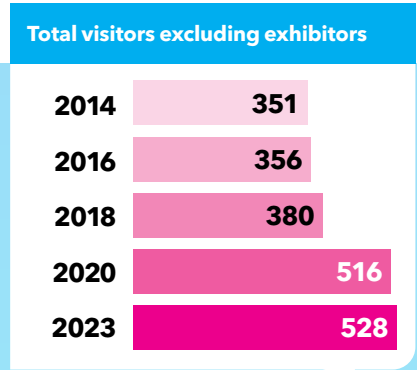
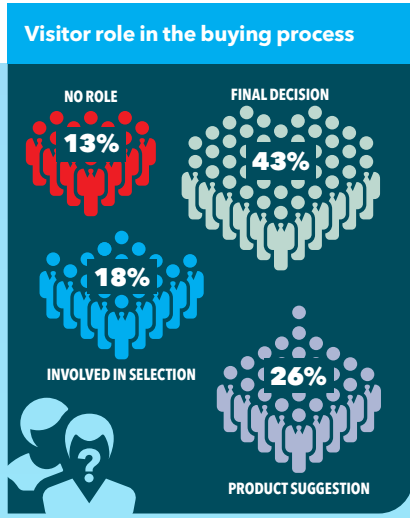
Didn't make it to PPC Live? Here's a roundup of what you missed in pictures.



"It wouldn't be a BPCA event without the opportunity to meet and network with other attendees, industry professionals and pest control experts."

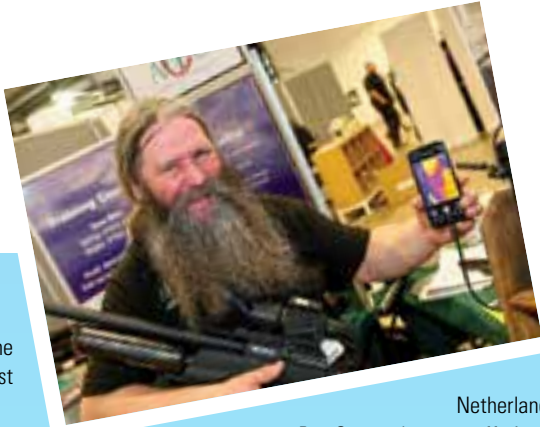
89%
said they found what they were looking for at PPC Live

98%
of visitors would recommend PPC Live to a colleague



THERE'S MORE! SEE OVER!

“It’s been a great day, and we’re particularly pleased because we’ve made a decision to focus quite heavily on the market here in England. We’ll definitely be back!”



The hall was packed with all the latest and greatest in pest control technology. I got to watch as our enthusiastic new Marketing and Communications Officer had a go at lifting an access cover with a CoverUp Key on the Inspector Pipes/DCR Inspection Systems stand.

In fact, the DCR stand was fairly popular throughout the day, where they were demonstrating their remote-operated crawler cameras used for inspecting sewer systems.

We had fun playing ‘guess the insect’ on the Lodi UK stand, it had a very ‘I’m a celebrity, get me out of here’ vibe.

And the prize for creativity in stand building probably goes to PestFix, who built theirs out of bird netting!

Another popular stand was

Netherlands-based

PestScan, who were offering one-month free trials of their pest control reporting software to attendees. And they brought a dartboard with them, because, erm, why not?!

PestScan were pleased with how the event went, telling me: “It’s been a great day, and we’re particularly pleased because we’ve made a decision to focus quite heavily on the market here in England. We’ll definitely be back!”

High fives all round

In the end, the numbers speak for themselves (check out the stats from the day on page 17). Our attendance figures were higher than ever, and the feedback has been compellingly positive.

That doesn’t mean the day didn’t have its setbacks. Unfortunately there were a few

snags with the refreshments, when the venue lost internet connection and couldn’t operate the tills. It was quickly fixed but not before some of us succumbed to hunger and ate some insect specimens.

But the feedback on Harrogate and YEC as the location has been overwhelmingly positive. As you can imagine, it’s tough to find somewhere that suits absolutely everyone. But Harrogate is a great central point in the country, which gives as many people as possible the opportunity to attend.

It may seem like tooting our own horn, but overall PPC Live was another engaging and well-organised event.

The credit for that goes to the BPCA Events team, Lauren, Sarah and Beth. Between the three of them they manage to pull off bigger and better events than the Association has done before.

They know that PPC Live is for technicians, the people on the ground battling bed bugs and warring against wasps day in, day out. So each year they’ve added more demonstrations, indoor and outdoor, and more opportunities to get your mitts on all kinds of kit.

And they won’t stop here. I know I speak for everyone when I say that I can’t wait to see what they do at PestEx 2024 and beyond.

Give us a steer

Got an idea for an event that you want to share with the team? Contact us!

events@bpca.org.uk

Save the date!



13-14 March 2024
ExCeL, London

pestex.org





Spot yourself in the official PPC Live video!

bpca.org.uk/v/live23



PESTS IN POLITICS: THE STATE OF PLAY FOR GLUE BOARDS

Losing track of where glue board legislation? This chart contains everything we know at the time of publication!

	 England	 Scotland	 Wales
Legislation	GLUE TRAPS (OFFENCES) ACT 2022	WILDLIFE MANAGEMENT AND MUIRBURN (SCOTLAND) BILL	AGRICULTURE (WALES) BILL 2022
What does it propose to ban?	Setting a glue trap. Finding a glue trap and not making it safe.	Using glue traps. Purchasing glue traps.	Setting a glue trap.
Legislation status	Royal Assent (currently an enacted law, but in a two-year roll-out period expected to come into force around April 2024).	The Bill is currently at Stage 1 – committees examine the Bill and gather views. They produce reports before MSPs debate the Bill in the chamber. MSPs then decide on the purpose (general principles) of the Bill. The call for views closed on 5 May 2023.	The Bill is currently at Stage 3 – detailed consideration by the Senedd of the Bill and any amendments tabled.
Licence status	Provision for professional pest controllers. Defra is currently working on viable licences with Natural England.	No licences for professionals in Bill.	No licences for professionals in Bill.
BPCA work-in-progress	Currently in regular contact with Defra regarding licences. The BPCA Glue Board Working Group has been working on what the sector considers a viable licensing programme.	BPCA has submitted our evidence to the committee. BPCA is lobbying for an amendment to the Bill to include a provision to license glue traps for professionals. BPCA has written to all members in Scotland to ask them to engage with their MSPs and provide further case studies.	Frustratingly, the Bill continued without amendments into Stage 3. We've formally challenged the evidence provided to the Committee which they've quoted in their report. The Stage 1 report inaccurately states that "local authorities did not use them [rodent glue boards], and neither they nor pest control services had raised any concerns about a ban". We've written to the Economy, Trade, and Rural Affairs Committee, all the members, the Speaker and the Secretary of State for Wales stating all the factual inaccuracies in their report.
BPCA work-to-date	BPCA secured a provision for licensing pest professionals through lobbying work. BPCA produced briefing documents for politicians around glue boards and why they're essential for protecting public health. We wrote to many politicians to explain our concerns. BPCA gathered evidence and case studies from the sector supporting glue traps. BPCA carried out a PR campaign to raise press attention to the impact on public health or a proposed ban.	BPCA gathered evidence and case studies from the sector supporting glue traps. BPCA carried out a PR campaign to raise press attention to the impact on public health or a proposed ban. Despite our lobbying efforts, the Scottish Animal Welfare Commission recommended the ban of rodent glue boards in March 2021. BPCA previously gave evidence at the Scottish Parliament Public Petitions Committee in 2019.	BPCA submitted substantial evidence to the committee based on consultation with the sector. BPCA gave evidence at the Select Committee on glue boards. The general principles of the Bill were agreed upon without the amendments BPCA was hoping to secure. BPCA believes their conclusions were based on flawed evidence (speaking to only a few local authorities and misquoting a large BPCA member company). BPCA produced briefing documents for politicians concerning glue boards and why they're essential for protecting public health. We wrote to many politicians to explain our concerns. BPCA carried out a PR campaign to raise press attention to the impact on public health or a proposed ban. BPCA's campaign in Wales appeared in The Express. BPCA gathered evidence and case studies from the sector supporting glue traps.
The work of other parties	 <div data-bbox="591 1598 1008 1745"> <p>What about Northern Ireland? The Northern Ireland government has confirmed that it is not pursuing any glue board legislation at this time.</p> </div>		NPTA joined the Select Committee (remotely) supporting BPCA's position.

UK Hospitality and British Retail Consortium pledges support to BPCA's campaign.

Killgerm released 'Glue Boards: Best Practice training'.

THERE'S AN ANT IN ME PICNIC, WHAT AM I GONNA DO?



As we head into summer, BPCA's Technical Manager, Natalie Bungay, teams up with BASF to talk about ants and their control.





“Yes, spraying or using an aerosol can knock down numbers to appease the customer but this can actually hinder a long term solution. You may kill a vast amount of foraging workers but the colony will remain intact and numbers will easily be replaced.”

We’re sure a lot of you are already out there battling with the immense number of call outs for ants entering homes and business across the UK.

If not, then you’re one of the lucky ones – or are you? I suppose it depends on your perspective and contract agreements!

In this article we’re going to have a look at:

- Common ant species in the UK
- Treatment options
- Reviewing your contracts and how to make the best of your ant season.

Common ‘summer’ species – basic facts

We won’t examine all UK species, as we want to focus on the ants that mostly live outside and so have a season that generally runs from April to October.

Ants are social insects, which means, as the name suggests, that they live in colonies with a well-organised structure to ensure all essential jobs get done.

Whether it’s collecting food, protecting the colony from potential invaders or rearing the brood, every role is important and integral to the survival of the colony.

An interesting fact about ants is that they have a feeding behaviour called trophallaxis, which means the ants will share food by passing it from individual to individual.

With the correct baiting strategy, this is an important trait that assists in the eradication of even larger colonies.

There are two approaches to consider:

- Giving the best advice and support to the customer
- Consideration of the available treatment options.

Treatment

From experience, having operated in an era when gel bait formulations were not readily available in the UK for controlling garden ants (spraying being the only option) I have to say: there is nothing more effective than using a gel bait.



Black garden ant tending citrus mealybugs. Photo: Katja Schulz.

The advantages are plentiful: better safety for customers and technicians, a lesser hazard to the environment and non-target animals, more time efficient and, most importantly, more effective eradication of a colony.

So why do anything else?

Yes, spraying or using an aerosol can knock down numbers to appease the customer but this can actually hinder a long term solution. You may kill a vast amount of foraging workers but the colony will remain intact and numbers will easily be replaced.

Using a baiting strategy with your preferred active ingredient has too many advantages to not make it your go-to approach. To decide on which product is best for you, we recommend speaking to your supplier.

However, be sure to follow the label instructions for application rates based on your area coverage needed. If you do not use the product properly, you will waste copious amounts

of bait, you’ll get an unhappy customer as the ants will not be eradicated – then you’ll get those dreaded call backs.

You also need to make sure that the species that you want to control is listed on the label.

To ensure this, you need to be able to identify the ant species. As this is not an ant identification article, we recommend taking a look at **antnest.co.uk/ant-species-uk**

co.uk/ant-species-uk

I see pest controllers being called most commonly for:

- Black garden ants (*Lasius niger*)
- Wood ants (*Formica rufa*)
- The newer invasive garden ants (*Lasius neglectus*).

Your treatment approach, as mentioned, will need to be site and species specific. These species have important variations in their preferred nesting locations and, in some circumstances, behaviour.

/continued...

**THERE'S AN ANT
IN ME PICNIC, WHAT
AM I GONNA DO?**

Black garden ant (*Lasius niger*)

Nests may occur in walls, pavements, tree stumps in open woodland, pasture and open heath. Occasionally earth mounds are formed and foraging tracks are frequently covered by surface tunnels of earth.

This species is aggressive and readily attacks other ants. Nests are single queened and moderately populous with several hundred up to 10,000 workers.

Black garden ants have generalised food habits. Many experts have observed them gathering insect remains, floral nectar, and the honeydew of insects such as aphids.

Invasive garden ant (*Lasius neglectus*)

L. neglectus is very similar, visually, to the black garden ant and, because of the sheer size and ability to split colonies, it is important that you can tell the difference.

In some circumstances, you may need the help of an entomologist. The general rule is that if you have an extraordinarily large infestation of black ants then you may want to check the ID.

This is a widespread European species that forms super colonies and has been spread through human activity. This species is actually relatively new to the UK and in 2009 they were discovered at Hidcote Manor Garden, Gloucestershire, where the ant is believed to have been present for several decades.

Unlike the black garden ant, this species will have multiple queens in one nest and can split at any time deemed necessary. At Hidcote, after a survey, it was discovered that the colony had spread over 12 hectares!

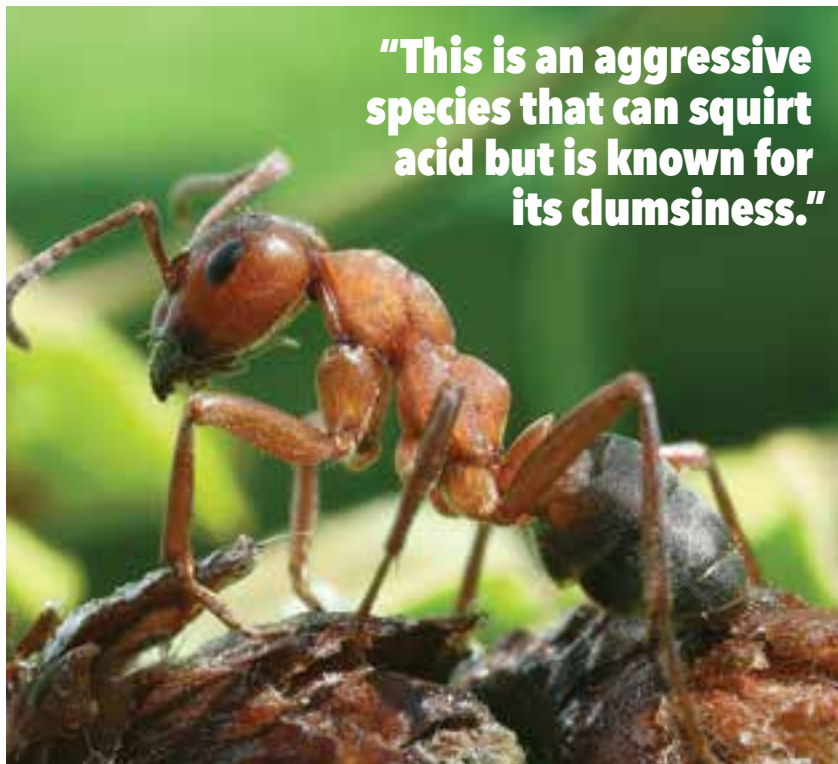
It can be a pest species, entering buildings, disrupting soil in gardens and roadworks and damaging power supplies with its nest construction.



Black garden ant (*Lasius niger*) wingless queen. Photo: Jens Buurgaard Nielsen



Black garden ant (*Lasius niger*) winged queen. Photo: Jens Buurgaard Nielsen



Above: Wood ant (*Formica rufa*). Photo: Richard Bartz.

Below: A wood ant hill or mound. Photo: Anton Lefterov.



"...experts have observed them gathering insect remains, floral nectar, and the honeydew of insects such as aphids."





Invasive garden ant (*Lasius neglectus*).
Photo: April Nobile

"...it was discovered that the colony had spread over 12 hectares!"

Wood ant (*Formica rufa*)

A common forest ant that makes large mound nests and are very noticeable when walking through woodland. Bicoloured red and brownish black with variable degree of depth and size of colour variations. This ant is quite easy to tell apart from the black garden ant or invasive garden ant.

This ant can sometimes come into buildings that may back on to a wooded area and, in some instances, nests can be built within cavities and in ceiling voids. This is an aggressive species that can squirt acid but is known for its clumsiness.

100m foraging trails will radiate from a large nest, usually oriented toward suitable aphid-bearing trees.

Managing your ant season

As ant colonies can be persistent and, depending on the species, widespread, you may experience sites where you get repeated call outs for ant activity.

If you are benefitting from this as an ad hoc chargeable service, then it may not be an issue to you. But customers will still expect you to provide a solution to prevent a recurring problem.

Consider what we have covered such as using a targeted and thorough baiting programme to really get down to the core of the colony.

Now may also be the time to consider the content of your service level agreements (SLA) with your customers. I often see SLAs that state ants are covered as a contracted pest. This can wreak havoc on your profit and productivity where you may have a site that has recurring problems.

For those sites that insist on coverage, be sure to factor in the history of the site and a judgement on how often you may be called out. This potential cost should be added to your contract pricing for the year.

BASF ON SUMMER ANT INFESTATIONS



As we approach key ant infestation season, BASF's Laurence Barnard advises on some simple steps to prevent ants from taking over, whether your client is a hospitality venue or a residential property.

Controlling ants is a key job for pest controllers during the warmer months, with the hospitality industry, food industry, and residential properties all preparing for an onslaught of these small but mighty pests as the temperatures increase.

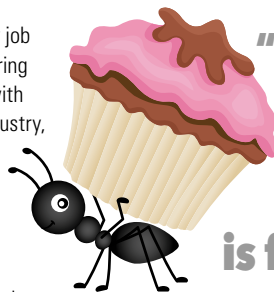
Unfortunately, it is also the busiest time of year for many food establishments and venues, with people also spending more time dining al fresco at home, making fast and effective pest management more important than ever.

While black ants (*Lasius niger*), don't transmit bacteria that can lead to dangerous diseases, some ant species do spread disease and therefore still pose a serious risk to food contamination, not to mention the fact that they are an unwelcome guest.

The single biggest thing that attracts ants is food and drink, so a general focus on hygiene is important to prevent attracting ants in the first place.

To effectively prevent inviting ants inside, we suggest taking the following pest management precautions which will serve you well when communicating recommendations to your customers:

- Ensure spillages are cleared up immediately and waste bins are emptied frequently, with regular washes scheduled to ensure food debris and residue isn't allowed to build up on the outside or inside of the bin
- Keep worktops and counters inside clean to prevent any sticky surfaces and store food safely away in cupboards or fridges in sealed, airtight containers
- Avoid leaving windows and doors open where possible, and ensure a weather-resistant sealant is used to close up any cracks or crevices where ants may enter – unsurprisingly, ants only need the smallest of entry points!
- Cut back vegetation around doors and if possible, try not to use plants that are 'insect-friendly' within close proximity to the building.



"The single biggest thing that attracts ants is food and drink, so a general focus on hygiene is important to prevent attracting ants in the first place."

If your client is facing a serious ant infestation, use an insecticide with the active ingredient fipronil, like Formidor, for fast and effective control of the whole colony.

In contrast to organophosphates, carbamates or pyrethroids, fipronil decreases the periodic inhibition of electrical impulses and ultimately leads to death through over-excitation.

It features a sugar rich, carbohydrate-based formulation, making it irresistible to all kinds of ants, including the garden ant, Argentine ant, erratic ant, pavement ant and invasive garden ant.

As a result, it's readily consumed and transferred back to the nest to feed the entire colony through ant's communal food sharing behaviour of trophallaxis.

What's more, foraging ants can't detect the active ingredient fipronil, making it even more irresistible and effective. Once consumed, studies show that the insecticide can have a lethal effect between 12 and 24 hours after ingestion, leading to complete colony collapse within 10-14 days.

And gel baits are ready to use and do not require dilution – simply apply to cracks and crevices or in bait stations for proven, low dose efficacy.

SPEED
VIEW

Learning basic maintenance skills can give you a leg up when it comes to being an effective pest professional

Using the right material and tools for the job is crucial to getting it 'right first time'

There are a range of tools that will help you proof and should be staples in your kit bag

The question of 'when to proof' is much debated, but it's often site-specific



PROOF IS IN THE PUDDING...



John Horsley, BPCA's Technical Officer, looks at pest control proofing fundamentals, and the tools and materials he wouldn't be without on every job.

“Choose ‘right first time’ approach - when it comes to proofing we should use the best methods, tools and knowledge available to offer the most permanent solution. Do the best job possible the first time and you won’t have to do it again. ”

My dad was a joiner by trade, and from a young age he put me to work learning basic DIY.

As I moved into my teenage years, the projects became more extensive, from hanging doors and fitting kitchens, to building boats. And in the process, he set me up for life with transferable skills.

If you’re fairly new to pest control, why not give yourself a strong foundation by learning some of these skills?

There are so many resources out there now, so if you didn’t learn from a parent then try YouTube, shadowing other pest professionals who specialise in proofing or if you’re really serious, local colleges offer night school classes for subjects like joinery and bricklaying.

However you decide to do it, hopefully you’ll be able to find a pathway to develop your skills.

When the time is right

There is often a debate on when to carry out proofing work. Some techs prefer to do proofing immediately, and others prefer to control the pests before proofing.

But in most cases, it’s very much site-specific and you need to do a thorough survey, assessing what the outcomes of proofing before or after would be.

For example, if you need to proof drains or external holes against rodents, would doing it during the treatment prevent them accessing a specific area of the building where you’ve baited? Will it be forcing the pests to another part of the building where they’ll be harder to control?

To get it right-first-time, we usually get it wrong a bunch of times before that! It’s all part of the learning process, but hopefully with the right people guiding you, the right training and the right tools for the job, you’ll be one step closer to adding proofing to your skillset.

THE USUAL SUSPECTS

If you don’t get in at the ground level with basic DIY skills then the pests you’re trying to manage will surely get in at ground level for you!



A hole left by removed waste water pipes is covered by an aluminium plate secured by screws and sealed with clear silicone.



Damaged corners to an airbrick, allowing the transit of mice, are sealed with premixed mortar. The airbrick is at some height but the texture of the bricks and the presence of a shrub allow for an easy rodent ascent.



Timber frames can rot at ground level, due to being sat in rainwater. Rodents can easily chew through this rot. Proofing is achieved with an aluminium plate secured by wood screws.



Expanding foam should be rarely employed, as it’s easily nibbled away and can degrade over time. It can be used to provide a first-aid measure, where more permanent works are scheduled at a later date. It is useful as a void filler to allow an outer plug of thick mortar.



Up-and-over garage doors, and roller shutters can be proofed along the ground with a flexible ‘rubber’ seal.

/continued...

PROOF IS IN THE PUDDING...

WHAT'S IN MY TOOLKIT?

We all have our favourites, but here are my six most used tools when it comes to proofing. As always, learn to use the tools correctly and safely.

CORDLESS DRILL



It goes without saying the most used item in my tool bag must be the cordless drill. A good combi drill should cover almost all day-to-day drilling activities.

On most combi drills, you will have three settings: drill, screw and hammer.

Drill – best used when going through wood or steel.

Screw – has a torque limiting function, allowing you to set the pressure you would like the drill to stop driving a screw in and prevent over-tightening screws into wall plugs or timber.

Hammer – this setting is used on all brick and block surfaces when using a masonry drill bit. The exception to this is when drilling into tile; it's best to use the hammer function sparingly as it can shatter the tile.

TIN SNIPS



You can get a variety of tin snips, with the large scissor type best for cutting straight lines and the short, curved ones for cutting around corners. Some designs come with heads for cutting anti-clockwise, clockwise and straight cut.

A set of straight-cut tin snips is usually versatile for most jobs.

SCREWDRIVER SET



These are a bit old school now and it seems obvious to say, but a set of different size screwdrivers can be a game changer. Don't underestimate the simple tools!

In fact, the largest of my flat-headed screwdrivers often comes in handy as a mole dibber for finding mole tunnels. Talk about versatility.

CORDLESS MULTITOOL



Possibly my all-time favourite tool is a multitool. For cutting and sanding in awkward places, there is no better tool. I've used it mainly for cutting into plasterboard, backboards in cupboards or into floorboards. It gives an excellent clean cut, is accurate, and you can go slowly into the plasterboard to not cut through any cables or pipes that could be behind.

You can get steel blades that work great for trimming the edge of bristle strips, should you put it on slightly extended and the door doesn't close.

SPIRIT LEVEL



A small spirit level is a simple but great solution, especially one that's magnetic. They can help level up things like EFK units and inspection hatches, and level off bristle strips and proofing plates. They also double up as a handy ruler when drawing site plans.

STEEL FILE SET



Sometimes the finishing touches make all the difference. Taking the burs off the ends of cut steel will save you or someone else from cutting themselves on them. This is equally important when cutting metal plates and gives that professional clean finish. No slap-dash jobs here!

JUST A BIT OF STICKY-BACKED PLASTIC

With what feels like an infinite amount of products available from various manufacturers and outlets, it can be a little overwhelming.

Before I go into materials, it's important to point out that using an incorrect material in the wrong place could not only lead to an ineffective treatment, but also cause damage or even run the risk of causing a fire.

Always be mindful of what you are proofing and if you are using suitable products for it.

METAL PLATE



Aluminium plates are a staple, particularly the ones slightly larger than the size of a sheet of A4 paper. You can cut sections for small jobs or use the whole thing for stuff like missing breeze blocks or even proofing around 4-inch waste pipes.

You can now find flat plates that are cut in two with a half-moon missing out of each half. These will have a standard hole size of 15mm water pipe in a house, 40mm/50mm waste pipe from a sink, and 100mm of 4 inches, a standard toilet waste pipe size.

WIRE WOOL



Wire wool is a great product when used correctly but often requires covering with silicone, meaning it's better for smaller holes.

I particularly like this for proofing door frame corners or small holes in the brickwork. It can be more discreet than a metal plate, and using silicone over the top helps it stay in place, preventing it from being removed by rodents or anyone else.

In most cases though, I wouldn't classify this as a permanent solution, as it could quickly fail if it had not been securely fixed.

I have even come across two instances where wire wool has caught on fire. One was on a site where the customer carried out some proofing and filled all the holes with wire wool. A piece had been pulled out and ended up on a cable connection.

The second time was in a technician's bag when a piece of wire wool came into contact with his torch. The charging connector on his torch created enough charge to ignite the wire wool.

SILICONE AND CONSTRUCTION ADHESIVES

You will mainly find three types of adhesives: silicone, silicone with adhesive, and construction adhesives.



Silicones are made from silicone polymers, whereas construction adhesives are typically made from polyurethane, epoxy, or acrylic. I found using silicone gave a better finish when filling gaps around wall floor junctions.

Silicones are much better for areas where you need some flexibility or extreme temperatures and weather conditions. Construction adhesives usually are less flexible depending on the formulation.

Cure time can be a factor, as silicones will take longer to cure, and some will only create a stronghold once almost entirely cured, which could be a minimum of 24 hours.

When used thinly (2mm), construction adhesive can cure in a couple of hours. They often have an instant grab and bond feature, perfect for fixing metal plates.

BRISTLE STRIP AND RUBBER BOOTS

I'm not sure it is possible to talk about proofing without talking about bristle strips. Before fitting any bristle strip, it is worth asking a couple of questions:



Could the door be fitted better?

Is the door in good enough condition for a bristle strip to be fitted?

Wooden doors are ordinarily susceptible to rot around the base of the door, meaning a screw would not hold a bristle strip on. It sounds obvious but it's a common mistake.

In most cases, bristle strips are simple to fit, ensuring they fit the gap left when the door is closed.

Pan head screws are best when fitting into wood doors, and the self-tapping screw I found works best for metal doors.

There is also a solid rubber-style door sweep, including some filled with wire wool so they can't be chewed through. Rubber can catch on the floor, making it difficult to open the door.

When fitting them, I put a 2p coin under each end of the strip to raise it up slightly. This prevents it from catching the floor but wouldn't allow mice to squeeze under.

SAND AND CEMENT

In the past, making mortar or cement required buying a bag of each ingredient and mixing it in a small bucket.



You can now get premixed in a tub, silicone-style tubes or bags where you just add water.

I would mainly use the 3kg tubs as I found I could use them on a few jobs before it gets used up or goes off.

You can also get heat-resistant fire cement in 1kg pots, should your site require it. These products usually are best for anything under a golf ball sized hole; larger, and it becomes difficult to stop the cement from falling out or settling, leaving a gap at the top of the hole.

EXPANDING FOAM

It's a swear word in the pest control industry! Popular with the cowboys and rodents can chew right through it. I've seen mice create a nest inside a piece of hollowed-out expanding foam.



However, I found it handy when working in a warehouse with expansion joints on the concrete floor. To narrow down our control area, we filled the gap with expanding foam.

The following day mice had chewed out of one end, which allowed us to narrow down our treatment area and see if they emerged in a different location from the floor void.

Once the treatment was completed, we scraped the foam back just below the concrete slab's surface and applied a rubber product to seal expansion gaps. The foam helped prevent the sealant from falling down the void.

WALL PLUGS

Wall plugs now come in various forms, from the traditional red and brown plugs to new multi-use wall plugs that will fix into bricks, blocks, and even cavity walls. For heavy-duty fixing on cavity walls, you will need to look at specific cavity wall plugs or toggle fittings.



"It's a swear word in the pest control industry! Popular with the cowboys and rodents can chew right through it. I've seen mice create a nest inside a piece of hollowed-out expanding foam."

PESTWATCH

I SPY, MY LITTLE DRAIN FLY



BPCA's Technical and Compliance Manager, Natalie Bungay, gives an overview of drain flies, their biology and control.



"Insecticides, for drain flies, are generally only used as a knockdown of the adults and offer temporary relief. Again, if the root cause is not found and removed, the flies will likely continue."

Drain flies (Psychodidae) are small, dark-winged, non-biting gnats.

Their wings are covered with scales, so they disappear in a cloud of fine dust when swatted. They can be found resting on walls or ceilings, and make short hopping flights if disturbed.

Drain flies often are a temporary problem. They develop in standing water so, most commonly for residential properties, they are seen after returning home from a holiday or period of extended travel.

Usually, they disappear soon after normal household activity resumes and water starts to move again, through toilets and drain traps. The few adults from these small infestations can be killed easily with a swatter or flying insect spray.

However, finding many flies over several weeks, in a commercial premises or a home, usually indicates a relatively permanent breeding site that must be found and eliminated. In this scenario, finding the root cause is of utmost importance; without eliminating the breeding ground, insecticide treatments will be fruitless.

Sources of drain flies

As with most gnats, drain flies need moisture to survive and breed. They can live almost anywhere that water accumulates for a week or more.

Common indoor sites include the fine slime layer that develops along the water surface in infrequently-used toilet bowls and tanks, in sink or floor drains in basements or garages, or drain pans under refrigerators.

Sometimes the grey, wriggling larvae can be seen swimming in the water.

These areas need to be cleaned thoroughly with attention to removing surface films. Totally drain the water if possible.

From experience, it can take a fair amount of investigation to find where drain flies are breeding, as the source of water may be hidden.

Two examples are:

- 1) A pub experienced large numbers of flies persisting even after flushing sinks regularly, checking behind fridges, emptying the water from a cleaner's bucket and taking a look in any drains. None of these actions seemed to work. After a few weeks, I noticed the floorboards in the main pub area were bowing. I addressed this with the manager and, after some shifting of dishwashers, we found that there was a slight leak from the washer pipe and this was slowly, but surely, flooding the void under the floorboards. This was the breeding ground of the drain fly.
- 2) A nursing home, a very high-risk

"Common indoor sites include the fine slime layer that develops along the water surface in infrequently-used toilet bowls and tanks, in sink or floor drains in basements or garages, or drain pans under refrigerators."



A BIT OF BIOLOGY

Drain fly larvae live in aquatic to semi-terrestrial or sludge-based habitats, including bathroom sinks, where they feed on bacteria.

The larvae of the most commonly encountered species are nearly transparent, with a non-retractable black head.

They can sometimes be seen moving along the moist edges of crevices in showers or baths, or submerged in toilet water when there is a significant infestation.

The drain fly has a complete metamorphosis: egg to larva to pupa to adult. Eggs are laid singly or even in groups at various depths in the filter bed or standing water. The eggs are very small, usually around 0.2mm.

Larvae are shaped like long, thin, somewhat flattened cylinders. They go through three moults, growing gradually from 1-9mm over varying periods of time before pupating, depending on the environmental conditions.

The pupae have two respiratory horns at the anterior end, and development time is again temperature dependent. Once developed, the pupae skin splits and adults will generally cluster together on drier areas around the breeding site.

The total lifecycle, or metamorphosis, takes anywhere from 16 to 140 days! If the temperature falls below six degrees celcius then completion of the lifecycle does not occur.

Because drain flies usually occur and breed in environments such as sewers, they bring with them a potentially large range of disease organisms and bacteria.

As these flies often land on surfaces that humans come into contact with, we need to be vigilant with hygiene advice to clients while the infestation persists.

environment for drain flies to be present. The residents are vulnerable to sickness and drain flies do not reside in the cleanest of places! After some time, we pinpointed an area with a slight 'drain smell' within one of the offices. We noticed a small drain cover outside the window, close to the bad smell. Drain experts were hired to identify a small crack in a pipe that ran through the cavity floor and wall. This allowed sewage water to spill into the cavity and the drain flies loved it!

Both of these examples show how important it is to find the root cause.

Drain flies can also breed outdoors during the summer, with adults entering homes through open doors or windows. Low, wet areas where air conditioning units drain are excellent places for these insects to develop. Clogged guttering could be another breeding ground. These should be addressed if adults do not appear to be emerging from within the house.

Control

Control of drain flies should be aimed at the elimination of breeding sites. The most effective method is to clean pipes and traps thoroughly to remove accumulated slime.

Pouring hot water down the drain may provide short-term control, but drain fly larvae are difficult to drown because they are able to trap air bubbles and remain submerged for a day or more.

Do not pour insecticides down drains to kill drain flies: this is illegal!

Insecticides, for drain flies, are generally only used as a knockdown of adults and offer temporary relief. If the root cause is not found and removed, the flies will likely continue.

Good housekeeping is key, so make sure you keep on top of the recommendations you give to your customer. Always put these into your treatment report so that you can refer back to them if the customer complains that the infestation doesn't go.

BACK TO BASICS

FIELD BIOLOGY REPORTS



An online CPD quiz based on this feature is now available on the BPCA website. BPCA Registered members and affiliates can take a CPD quiz at any time bPCA.org.uk/cpd-quiz or sign up at bPCA.org.uk/affiliate



What are field biologists? What do they do? And how is their professional expertise and experience communicated meaningfully? Regular PPC contributor Alex Wade from Wade Environmental gives us a look at what should be in a field biologist's report.

Field biologists hold some of the most senior positions in our industry. They are the experts who, through their knowledge and experience, can look at complicated sites (often heavily involved with food processing) and guide them and the associated pest management teams into compliance with audit standards.

How do they do this? We need to understand the standards and inspect a site's pest activity (both present and potential).

Sounds exciting? Yeah! Sound a little terrifying at the same time? That's okay, too. Let's have a look at some basics.

For pest control in the UK, a field biology report is a detailed account of an inspection conducted by a suitably skilled person (ie the field biologist). They investigate the population and behaviour of pests in a specific area, and the effectiveness of pest control measures in controlling their populations, usually to a set of audit standards.

The first thing to establish is that the person undertaking a field biologist report at a site should differ from the person responsible for that site's day-to-day pest management. That's not to say that they cannot be from the same company, but it

is challenging to remain objective or honest about your own failings when auditing your own work.

Additionally, this person should be 'suitably qualified', and this level varies depending on the audit standards being adhered to.

That brings us neatly to our first point when building a field biology report: know your standards.

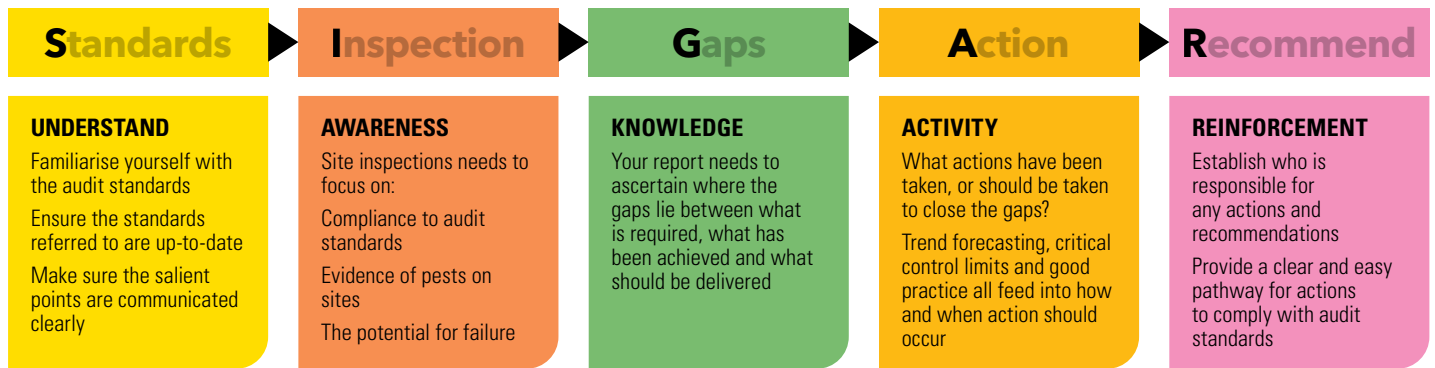
Standards

All sites requiring a field biology inspection will operate to known standards set by the company itself or a larger governing body. They will cover everything the company needs to achieve to remain compliant. This will include everything from how pests are prevented from being on site to how they are controlled, if and when they are discovered. Although pest management may be a small part of the standards in terms of type space on pages, the implications of failing these sections are critical to any business and doubly so for one dealing with food destined for public consumption.

These standards are regularly updated to ensure all the information is current and relevant to the changing needs of the industry. Be sure to check and double check that the standards you're operating to, or reporting to, are the most recent.

"...it is challenging to remain objective or honest about your own failings when auditing your own work."

SIGAR - a field biology reporting model



Now this may immediately have you thinking: “this is far too rich for my blood, I’m out”. But I hasten to add that far from seeing standards as difficult, they are precisely the opposite. These documents are literally giving you the answers to the test. They tell you what to look for in your inspections and the critical information to present in your reports.

Inspection

You need to focus on three key elements:

- Adherence to the standards
- The presence of pests on a site
- The potential for pests (by way of building defects or procedural shortfalls).

Your inspection will provide the bulk of your field biology report, so being thorough is critical. Not only does the report need to be clear, concise and traceable back to the site you are inspecting, but it has to provide value to your client.

As a minimum, ensure then that you capture:

- Site information** – location, times, auditing personnel and reference number should all be clearly presented.
- Site maps** – should be good quality with scales and as much detail as is practicable. Ideally, the site map should be broken into easily identifiable sections to assist with correlating information between the map and the report.
- Current levels of pest activity** – ensure that the survey focuses on the areas between the bait placements. Think like your pests; go to where they are most likely to be. No area should be off limits (unless there is a safety risk).
- The quality of the work undertaken by the current provider** – are the provisions made under the service agreement being achieved?
- Recommendations and alternatives to resolve highlighted issues** – any issues seen which deviate from good practice guidance or have the capacity to cause or exaggerate a pest infestation need to be identified.
- Photographs and evidence** – a picture will speak a thousand words and provide evidence to any statements you may make. Try to provide a photograph for every statement you make (within reason).

Note that your inspection should try to reference all areas inspected, even when no pest activity is identified.

Remember, anyone reading your report won’t know if you have omitted reference to a particular area because there was no issue or because you simply missed it or couldn’t gain access to it. Always reference all parts of your inspection.

Gap analysis

Now you can start to compare what you have observed (the inspection) against what you expected to observe (the standards).

The discrepancy between these, if any, should be highlighted in your report as part of a gap analysis.

This feedback must remain objective, proactive and constructive. It should not be seen to be unduly critical. The aim is to increase levels of delivery and excellence through cooperation.

Actions

Capture within your report the actions that have led to data generation. Data can be:

Qualitative – such as the observations made on pest activity in treatment reports or in pest sightings logs.

Quantitative – such as that found on fly count data from electronic fly killers, moth pots or crawling insect traps.

Both types of data sets can generate trending information as long as it is consistently captured. When data is analysed and compared over a sufficiently long enough time scale, it will provide valuable insights into:

- How effectively the current programme of work is at controlling pests on sites
- If completed recommendations show a net positive impact on the occurrence of pests
- Future-proofing sites by using the report as a predictive tool.

Ultimately though, data generation has to mean something. Where possible, engage with clients to establish reasonable and actionable levels of pests on site referred to as ‘critical control limits’.

Recommendations

Throughout your report, it’s crucial to provide solutions when highlighting problems. If something deviates from what you expect to be the norm, as the experienced person undertaking the inspection, you are expected explain why and, more importantly, how this can be brought back into acceptable service parameters.

Recommendations should also be specific to the task, area and process being examined. For example, “close all penetrations into the building” might be technically correct, but it provides little detail and guidance on how to achieve this or even which building penetrations should be fixed first to elicit the greatest impact on the pest risks on site.

“Throughout your report, it’s crucial to provide solutions when highlighting problems.”

Summary

Much like treatment reports, everyone’s field biology report will differ depending on the auditor and their style. Any report will need to provide a detailed inspection of the site to the client, to show an understanding of the standards the site is working with, and knowledge of the principles of pest management and the animals stated in the service specification.

But above all else, the most essential aspect of any report is to provide value to all parties.

Take the next step

Look at the BPCA Becoming a Field Biologist course and BPCA Certificated Field Biologist exam on our training pathway today.

bpca.org.uk/training

BLOCKING STRATEGY



AN ESSENTIAL PART OF RODENT CONTROL?

Laurence Barnard, from BPCA member company BASF, talks about non-toxic rodent monitoring blocks and how they fit into an IPM programme.

Every professional pest controller will be familiar with the challenges of tackling tricky rodent infestations, whether in a rural, residential or urban setting. Often, pest controllers are called after the infestation is already well-established, and have to compete with issues such as neophobia, behavioural resistance, rodenticide resistance and environmental factors.

One of the most under-used tools in a pest controller's armoury is monitoring bait. Usually formulated (but not exclusively) into blocks, non-toxic baits are made from food-grade ingredients. They are designed to be appealing to rodents, thus making it easier for pest controllers to monitor their activity. These non-toxic tools are becoming increasingly popular within the industry and with auditors alike. Many are formulated using the same highly-palatable ingredients as their chemical counterparts but without the active ingredient, ensuring that when switching from the non-toxic to the toxic, the rodent is more likely to think it's the same food source.

To a certain extent, the use of monitoring products has been considered a waste of time and money by many pest controllers and only used when required by auditors. However, as the industry becomes more considerate of rodenticide use, many are discovering the numerous benefits of adding monitoring products to their integrated pest management (IPM) programmes.

Previously, pest controllers may have relied on permanent baiting, customer reports, or physical evidence, such as droppings, runs and signs of damage. Some may even have used tracking dust, sand, or flour along suspected activity areas. So, what are the benefits of using a monitoring bait?

Detect infestations early

Monitoring products are key to the detection of early signs of rodent activity to get ahead of potentially challenging infestations. When an infestation is just taking hold, and little may be noticed through a visual inspection, non-toxic monitoring products allow easy tracking of activity to determine the extent of the infestation.

Monitoring blocks act as a first indicator that a site has early signs of rodent activity, with rats and mice making the most of having a highly-

palatable and easily-accessible food source. This allows treatment to be put in place quickly to prevent the infestation from establishing.

Monitoring encourages rodenticide uptake

Rodents are notorious for being wary of new objects in their environment, so putting a rodenticide down when early activity is detected can result in a delayed take. By using monitoring baits, rodents in the area will become more familiar with the object, reducing neophobia when the monitoring baits are replaced with rodenticide, should a chemical control method be required.

Save money on wasted bait

Before an infestation takes hold, it can be difficult to know where rodents come from and how they move around a site. Historically, many pest controllers chose to permanently bait in all boxes. These actions, from an environmental perspective, can be difficult to justify and are also very costly. Over time, if there is no activity onsite, the rodenticide will have to be replaced as it will go mouldy and be unappealing to rodents, or worse, be demolished by slugs and snails. By using monitoring blocks, rodents will readily eat them if they appear, giving the pestie an early indication. If they don't appear, then the cost of replacing mouldy monitoring blocks is low when compared to the toxic counterpart.

Target your baiting programme

Plenty of pest controllers have sites where they never get activity or, when they do, it is usually around the same areas. By changing their approach to monitoring and having toxic bait at those regularly affected areas, they are able to target treatment appropriately rather than blanket treating the whole site. This can allow a more targeted approach when treating an infestation, while saving money and reducing the exposure of non-target rodents as per CRRU guidance.

Monitoring options and placement

There's no real right or wrong way to place your monitoring blocks. Trained professionals will have a good idea of where rodents travel around the site and will place stations accordingly. You could also choose to discreetly wire or place



Instant take by using the right pairing

There are a number of monitoring products that have the same ingredients and construction as a toxic counterpart. Monitoring Paste by BASF features a non-toxic soft block formulation based on the highly palatable, award-winning rodenticide Selontra®, with the active and dye removed.

Using a monitoring block that has a sister toxic product will ensure you get rapid control if an issue occurs. In all of BASF's testing and field trials, there was instant uptake from rats and mice when Monitoring Paste was switched to the toxic product, as the rodents assumed it was the exact same food source.

This approach to monitoring can mean your treatment time is massively reduced when compared to starting from scratch or using alternative products.

monitoring products outside of stations, but it is worth bearing in mind that when you do get activity, you'll need to place the toxic bait in the same manner for speed of control, which may not always be practical when placed outside of bait stations. Therefore, if the monitoring blocks are placed in bait boxes or are 'covered and protected', then they can be directly replaced with the toxic bait when and if necessary.

Of course, monitoring blocks are not the only tool at the pest controller's disposal. With technology becoming increasingly sophisticated, there is also the option to monitor activity digitally using cameras, trapping systems and box sensors. However, this technology in pest control is early and can be unreliable at times, and investing in this kind of equipment can be costly for your customer.

Want to learn more about something in your toolkit?

From monitoring blocks to tracking dusts to rodenticide formulations, PPC has access to the manufacturers that make the products in your toolkit. Want to learn more about specific types of products? Ask and you shall receive!

hello@bpca.org.uk



BPCA EMAIL

technical@bpca.org.uk



INBOX

SENT

ARCHIVE

BIN

SPAM

ASK THE TECHNICAL TEAM

CODES OF BEST PRACTICE SPECIAL

Do I need to have insurance to be able to guarantee woodworm treatments?

Yes, we recommend that if you are doing structural woodworm treatments, you consider insurance backed guarantees (IBG).

What this means is that if you offer a 5-10 year guarantee, the treatment is protected in the instance a customer wished to claim on the guarantee. As wood boring insect treatments can be expensive, an uninsured claim on a guarantee may cause trouble for you down the line.

When using ULV or smoke generators for insects, do I really need to measure out the area?

Foggers, ultra low volume treatments (ULVs) and aerosols will all have different parameters for usability. The label will state what area size the product will cover and how long you need to administer it for, especially with ULVs.

It is important to work out the room size to best select the appropriate technique and the amount of pesticide required.

Not doing this could mean you are in breach of the label requirements and are, therefore, breaking the law.

Additionally, your treatment may not be 100% successful and you could end up doing a call back for a disgruntled customer.

Can I use BPCA's Code of Best Practice documents to explain the law to customers? A landlord wants me to spray for fleas with no evidence of pests.

Absolutely, yes. This is a common issue where tenants are often put under pressure to pay for a flea treatment upon leaving a property, even when there is no evidence of infestation.

You can use our Code of Best Practice on Precautionary Treatment of Invertebrates to explain this to the customer asking for an insecticide

Do I need to conduct daily checks on mole traps?

This is your own judgement, there is no law that says you have to do daily checks but, the key to any trapping regime, be it for rats, mice or moles, is to ensure a humane dispatch.

This means using the most effective and reliable trap on the market, assessed by you, maintaining the trap so that it keeps its strength and reliability, and reassessing trap check intervals. Always record your checks.

Unfortunately not every catch is clean. The work we do is important, but it can be unpleasant. We should always carry out our treatments with a compassionate attitude to the species that we control.

With heat treatment for bed bugs, what is meant by 'cold spot' monitoring?

Imagine a three-seater couch: all those nooks and crannies for bed bugs to hide in. These areas are referred to as cold spots.

When you heat the area surrounding that couch, these cold spots need monitoring to ensure that heat reaches them, and reaches the correct temperature for the necessary period of time.

It will take longer and there is a risk that if you do not monitor those cold spots, your treatment will be unsuccessful.

Bed bug treatments can be tricky in the best of circumstances, so you don't want to leave any stone unturned. You can purchase special probes which will help you determine if your heat treatment is reaching the right areas.

BPCA now has a Code of Best Practice for heat treatment, so give it a read!



Are you a BPCA member with a technical question? Get in touch...

technical@bpca.org.uk
01332 294 288

twitter.com/britpestcontrol

BPCA's Codes of Best Practice outline the responsibilities and correct practices that members are expected to adhere to. Our Codes are subject to regular review by the BPCA Servicing Committee or are dictated by changes to legislation.

Read them at
bpca.org.uk/codes



WHO YOU GONNA CALL?

The members of our technical team are happy to come out to visit sites with BPCA members who are struggling with a tough infestation and need hands-on advice. Get in touch!



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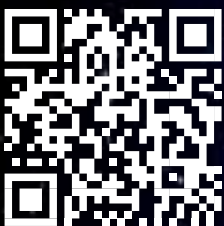
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OPINION

DON'T PUT ALL YOUR EGGS INTO ONE WASPS' NEST



Sam Thorpe, Managing Director of BPCA member company, Predator Pest Solutions, dares to think the unthinkable: the potential for declining wasp management revenue.

The old saying 'don't put all of your eggs in one basket' is a proverb that has stood the test of time.

But have you considered not putting all of your financial hopes in one wasp nest?

It's 2023 and the trusty coffer booster known as wasp season is upon us. This means early starts, late finishes, more stock, more phone calls, more office coordination, and of course, more wasps. Or does it?

Our industry has shown great buoyancy over the past few years of pandemic and uncertainty. However, as the industry has chugged on discreetly in the background (as we do) the variability of seasons has also continued.

Last year, according to the Met Office's annual summary, the UK recorded the warmest summer in a series dating back to 1884 and noted mostly below average rainfall in the same period.

This lottery of weather conditions could be good or bad for total wasp volumes, and in turn numbers will have the same effect on businesses who are heavily dependent on this type of work.

However, while the researchers and biologists among us consider and monitor the effect on insect species, we pest controllers will want to keep our businesses moving and continue to remain active this summer.

How can we keep busy when we aren't sure if the wasp season will be busy or lucrative?

Increasing your product type and service offering for your loyal or prospective customers could help. Those of us who would more readily shy away from hard sales will be groaning at the thought of having to push through a sale on items or services that a customer has not requested. This doesn't need to be the case.

Use the tips below to change your mindset and your business this year to avoid the pitfalls of a slow wasp season.

And, whether you choose to adopt any of the ideas explained here, or just cross your fingers and hope for the best, remember to work safely and enjoy the summer months ahead.



TEACH YOUR CUSTOMERS A LESSON



There are times when guidance and advice may not be landing correctly with your customer in the written form, or is not then being communicated to staff who aren't around at your inspection times. If the customer is not following up on actions, could you offer your services for an hour or so to brief the onsite teams on what is required of them, to support an environment with good practices around their pest control? You may find that these sessions can fill your diary, reduce call backs and even reduce the complexity of your following routine inspections.

OFFER MAINTENANCE SERVICES



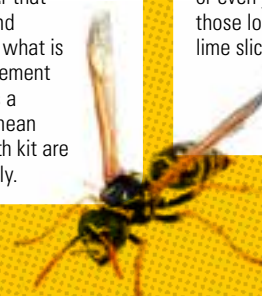
There are some incredible solutions and products out there but most products in our industry still require some level of professional monitoring or maintenance. Offer services across the year that cover routine maintenance and monitoring, and always offer what is genuinely needed. This will cement your place with customers as a reliable supplier and should mean that downtime or defects with kit are found and resolved proactively.



OFFER A PRODUCT OR SERVICE YOUR CUSTOMER NEEDS



This could be a new EFK unit to replace an outdated zapper type, some additional bird proofing to protect that shutter at the front of the shop from dangerous bird guano or even just some fruit fly traps ready for those long summer months of Pimm's and lime slices ahead. Offer services that solve problems, and they will sell themselves and keep you busy through summer.





MEMBER BENEFIT IN FOCUS

HEALTH AND SAFETY | HR | LEGAL | TAX



BPCA Quest

Your first stop for business support

THIS SUPPORT IS TOTALLY FREE OF CHARGE



BPCA has partnered with Quest to provide members with comprehensive new benefits, available to access free of charge. Here's everything you need to know about the enhanced business support offering!

Health and safety advice and template library



The BPCA Quest health and safety service ensures your business fully complies with health and safety regulations. This is a requirement for all companies, regardless of size. BPCA Quest offers an easy and convenient solution for those needing in-house expertise or looking to benchmark their internal resources.

Additionally, the health and safety service can provide valuable support for SMEs in maintaining compliance with health and safety standards.

You get:

Five expert advice lines (health and safety, HR, legal, tax and VAT)

Three document libraries of over 750 downloadable documents and templates

Free one-to-one support meetings

▶ Access your dashboard bpc.questcover.com

▶ Book a one-to-one at questcover.com/121

▶ Advice line **0116 243 7675**

WHAT'S INCLUDED?

- **H&S advice line 0116 243 7675**
- **Website bpc.questcover.com**
- **One-to-one meetings questcover.com/121**

HOW CAN YOU BENEFIT?

- Create a safe environment for your employees
- Stay compliant by ensuring you're up-to-date with documents
- Understand your health and safety responsibilities as an employer
- Reduce costs from in-house or external health and safety support
- Immediate answers to any questions and concerns
- Download and use over 130 health and safety template documents.

ALL support included as part of your BPCA membership

Log-in details have been sent to members by email. If you have lost your details or you're missing the email, contact 01332 225 112. BPCA Quest details differ from those for BPCA Member/BPCA Registered.

Typical enquiries

Accident management	Workplace disputes	Commercial and company law	Stamp duty
Reporting misconduct	Disability and capability	Terms and conditions	VAT on land and property
Compliance requirements	Redundancy	Suppliers and contracts	HMRC investigations
Pregnancy risk assessments	Equal pay	Partnerships	Tax and VAT returns
Health and safety policy	Grievances	Business letters	Corporation tax
Risk assessment forms	Maternity and paternity	VAT exemptions	EU reverse charges
Lone worker policy	Contracts and handbooks	Benefits-in-kind	Recovery of foreign VAT
Working at heights	Recruitment	Property income and expenses	Inheritance tax and estates
Workstation assessments	GDPR	Capital gains liability	Foreign income remittance
Disciplinary issues	Debt recovery		
Persistent absence	Your legal rights		

Human resources advice and template library



The BPCA Quest HR service is a valuable resource for businesses of all sizes that employ people. For small businesses without in-house specialists, it provides access to expertise that is essential for managing the employment of their staff.

For larger SMEs with in-house resources, it serves as valuable support for their HR department. Large companies may use the HR service to assist with complex cases.

WHAT'S INCLUDED?

- HR advice line 0116 243 7675
- Website bpca.questcover.com
- One-to-one meetings questcover.com/121

HOW CAN YOU BENEFIT?

- Resolve any employment-related issue
- Understand your HR responsibilities as an employer
- Reduce costs from in-house or external HR support
- Immediate answers to any questions and concerns
- Download and use over 450 HR template documents.

“Access to expert advice can be expensive, particularly for small businesses. We’ve invested heavily in BPCA Quest to expand the quantity and quality of the support we offer members. BPCA’s Servicing Committee has diligently compared many services, and believes BPCA Quest will be a fantastic addition to your comprehensive member benefits.”

Dee Ward-Thompson, BPCA Head of Membership

Legal advice and documents library



The BPCA Quest legal service is an essential tool for businesses of all sizes. It is particularly beneficial for small businesses and sole traders who may not have access to in-house legal expertise.

Whether you are just starting out in business or are an established company looking to address specific legal issues, the legal service can be a critical component of your success.

WHAT'S INCLUDED?

- Legal advice line 0116 243 7675
- Website bpca.questcover.com

HOW CAN YOU BENEFIT?

- Get legal guidance on your next steps in any dispute
- Understand your rights regarding what you should and shouldn't do or say
- Reduce costs by using the advice line as a first point of contact
- Protect your business by ensuring legal compliance
- Download and use over 180 legal template documents.

Tax and VAT advice



The BPCA Quest tax service is a valuable resource for businesses of all sizes seeking professional guidance on tax-related matters.

Whether you're a small startup looking for advice on managing your finances or a large corporation seeking guidance on tax planning, the tax service can provide the expert support you need.

WHAT'S INCLUDED?

- Tax and VAT advice line 0116 243 7675

HOW CAN YOU BENEFIT?

- Manage any issues ranging from tax returns to HMRC enquiries
- Receive international trade advice on VAT and duty
- Control your tax liabilities ranging from calculations to benefits-in-kind
- Reduce costs from in-house or external tax and VAT support.

FAQs

What is Quest?

Quest is a national HR, health and safety, training and consultancy service provider that supports more than 80,000 organisations. With more than 30 years of experience, Quest is recommended by the British Chambers of Commerce and the Trade Association Forum.

How can unlimited access be free? What's the catch?

There is no catch. The service is free at point of use, but it's available because BPCA pays Quest a fee to provide the service.

I have internal resources – do I need BPCA Quest?

These services can be used to support your in-house specialist via documents and advice. Book a one-to-one discovery meeting to show them the value of the service.

We outsource our HR and H&S – do we need BPCA Quest?

Using BPCA Quest could save you a lot of money. If you outsource HR or H&S, you may not need to pay for an external resource. Book a one-to-one discovery meeting with a Quest Business Support Manager, who will be able to advise further.

Is BPCA Quest confidential?

Does BPCA know what advice we request?

Any conversation you have with the expert advisers at BPCA Quest is entirely confidential. Quest will never report back to BPCA on specific member enquiries or support. All BPCA sees is generic usage data of the benefit, not specific member enquiries.

What happened to BPCA BusinessShield?

BPCA Quest replaces BPCA BusinessShield, which provided HR, health and safety information and documents for members. We're confident that BPCA Quest provides far better value for BPCA members, given that we can now offer legal and tax advice, plus a more comprehensive library of documents.

MEMBER BENEFIT IN FOCUS



REACH NEW HEIGHTS WITH WOWNOW

We're proud to be rated 4.9 on Trustpilot by over 1,000 customers.

"Absolutely fantastic service, we love working with the team at WowNow Hire. The communication is fantastic, the business model is exactly what we need and allows us to benefit from multiple nationwide suppliers rather than relying on one. On top of this, WNH gives us access to any bit of kit, anywhere, anytime - with the flexibility of not being locked into one supplier. The whole process is simple and easy. I could not be happier with their service."

Joe Trotman, Managing Director, Commercial Bird Control Ltd

"Very pleased with the service delivery and customer service that WowNow has to offer. This reliability allows our organisation to effectively and efficiently deliver a first-class service to our customers. Highly recommended!"

Matt Smith, Operations Director, NBC Environment Ltd



Last year, WowNow began a partnership with BPCA to offer members a discount on equipment hire. Mike Annett, WowNow Hire's Director of Business Development, talks about why they decided to partner with BPCA and how you can benefit.

What is WowNow? WowNow Hire is a nationwide hire company specialising in powered access, tool hire, rope access, waste disposal and collection, IPAF and PASMA training and much more.

Our equipment is perfect for handling those hard-to-reach pest control jobs.

When we began talks with BPCA last year to work on a membership benefit together, it was because we are able to offer pest professionals a service that saves time, money and hassle.

This benefit allows BPCA members to take on more ambitious contracts in a cost-effective manner.

What can you expect from WowNow?

WowNow offers BPCA members:

- End-to-end hire management service
- Certainty, reliability and ease
- Short and long-term hires with complete flexibility
- Nationwide hire
- Unrivalled knowledge and expertise
- Widest range of hire products
- Working with your deadlines – speedy and smooth deliveries.

WowNow guarantees the right hire solution for every job, every time – across 9,000 locations and with 5 million available products. Best of all, we'll take care of everything, end-to-end and never let you down as we're not restricted by stock or resources.

We also provide a free hire consultation. Our expert hire team will assess your needs and provide solutions based on 30 years of experience in the commercial hire industry.

And we have plenty of experience in the pest control industry! We've worked with some partners in pest control for over 20 years and we're pleased to call many of these customers friends.

We've got you covered

We're very proud of our customer service. We will coordinate all your hire needs, end-to-end with a single point of contact – whatever the job.

Whether you're taking your business to new heights with powered access equipment and operator training, or just taking care of business on waste collections from your customers, we have you covered.

No matter how many sites you look after or where those customers are, we can support you to deliver the excellent service that your customers have come to expect.



Discounts for days

By partnering with BPCA, we're pleased to offer BPCA members a 15% discount on our hire equipment and services.

Whether you are conducting pre-planned contract work or providing a reactive response, our team can help your company take care of your customers. Whatever your challenge, we'll get it sorted!



Ready to use WowNow now?

Just contact the team to discuss your project and hire needs on our dedicated BPCA email and phone line. Quote your code and get ready for your equipment to arrive!

BPCA@wownowhire.co.uk
01329 640 263



MEET YOUR ASSESSOR

As part of your BPCA membership, you have an assessment every year and it sounds much scarier than it is. Kristian Nettleship is our Member Support Officer and one of the people carrying out the assessments. Here he gives a quick overview of who he is, what he does and how he can help you.



SPEED PROFILE

Name: Kristian Nettleship
Years in pest management: 22
Previous jobs: mainly retail
Scared of: ladders (not heights)
Fave pests: wasps (and my three kids)
Pet peeves: bad comms and poor customer service

Hello! I'm Kristian Nettleship and I've been working in the pest control industry since I was about 24, when I fell into it the same way most of us do - totally by accident!

My role in pest control has changed a lot over the last 22 years; I started out getting wet and cold chasing rats in the winter, and now I'm a Member Support Officer for BPCA. I joined BPCA in June 2021 and I'm still amazed by how much work goes into helping members.

In mid-2021, I happened across a job advert where BPCA were in need of some assessors covering a large area of the UK.

I applied for the position as I felt it was a great opportunity to use my experience to help others in new and exciting ways.

Since really getting going in September last year, I have visited just over a hundred members in person. It's been a blast! I'm continually impressed by the work our members do and the people they help.

I'm now knee deep in the year 2 digital visits, alongside the in-person ones. It's been great to catch up with people to see how well they're getting on.

But when people build up the assessment to be scarier than it is, we see cancellations happen at the last minute and this can really chuck an expensive spanner in the works.

There's no need for members to be worried about a BPCA assessment! We really are there to help you.

In any job it's easy to fall into habits or be so close to issues that you don't even realise they exist. Our job is to help you identify areas you could improve and give you advice on how to do that. It's that simple.

This is something any professional organisation should be keen to do, and you get this service as part of your membership.

An improved service equals better customer retention.

While it's still all carried out to the BS EN 16636 standard, the main difference between the newer assessments and the old audit process, is that you now receive a lot more support and guidance. The previous limitations meant that an auditor could only verify your conformance but couldn't provide further help and advice.

I really enjoy getting stuck in, helping people and being that bridge for conversations between the Association and member companies. That's my job: member support. There'll be a lot of listening, learning and sharing knowledge.

Together we will work through a portfolio, which is a living document which will take shape over a three-year period (covering the assessments you'll get in each of those years).

It will show what you do well and that your trade association gives your work the thumbs up. And it will demonstrate to anyone you share this with what it means to be a BPCA Member and the high standards you work to.

When I come to see you, we also do a site visit, and a lot of these seem to be the safe option. So if you have something a little bit different, let's go! I love the challenge.

This does not mean I have the answer to world peace but sometimes an extra pair of eyes might be useful.

And the site visit also goes into the portfolio, so the more interesting the problem, the better.

What have I learned so far?

Every member I go to is completely different and it continuously amazes me. You should all be really proud of the work you do every day.

Another thing I've noticed often is that many people aren't aware of the great member benefits available to them as BPCA members.

There's a large selection designed to help your business, like BPCA Quest and the Printshop, and some that you can use as an individual, like the B&Q TradePoint card and Dell discounts.

When I first started, I admit I didn't really know what to expect or how I would be received while carrying out the first physical site visits. But while there's always some apprehension at first, we always end the meetings smiling.

As a pest controller myself, I understand the challenges in your day-to-day work and I'm here to help. I love problem-solving, investigating, reassuring people and ultimately winning your trust.

I can't wait to knock on members' doors to tell them that "we're here and we're ready to help". BPCA wants to work with them, and I share that passion.

If I don't know how to help, I'll certainly know someone that can.

"There's no need for members to be worried about a BPCA assessment! We really are there to help you."

The dreaded assessments

Something I've noticed since I started carrying out the assessments, is that people build them up in their minds. I think maybe you've pictured a hard-nosed bureaucrat with a clipboard and zero pest control experience?

Well my nose is lovely and soft, I have no clipboard and a tonne of experience.

I always book assessments well in advance, to allow for flexibility (organising hundreds of members is not that easy!) and I appreciate how busy you all are because I've done the job.

NEW BPCA CODES OF BEST PRACTICE

A host of new BPCA Codes of Best Practice have been released. We've printed the key points from only two: 'Customer Services and Consumer Rights' and 'Health and Safety for Pest Management Companies'. All BPCA Codes are freely available at bpc.org.uk/codes

What is a BPCA Code of Best Practice?

A BPCA Code of Best Practice is a set of written rules which explains how people working in our industry should behave in a particular situation. It encompasses relevant legislation but is not the law in itself. However, were a member to act

outside of the norms outlined in the COBP, they may be subject to disciplinary action or be in breach of legislation. Members must abide by Codes of Best Practice in their day-to-day work. Failure to do so may result in disciplinary action up to and including dismissal from the Association.

"All pest professionals must deal with customers respectfully and professionally, remembering that they represent the whole pest management sector at all times."

CUSTOMER SERVICES AND CONSUMER RIGHTS (ABRIDGED!)

Delivering good customer service ensures our customers feel satisfied that they've received the help and support they require with their pest problems.

Customer service doesn't just stop at the service delivery itself. Your service starts as soon as a potential new customer picks up the phone or fires off that first email. Excellent customer service includes aftercare and answering follow-up questions, meaning you should also be thinking about the customer days or even weeks after you've completed any treatment.

PROFESSIONAL FUNDAMENTALS

Documentation and client communication

- 1** Appropriate insurance must be obtained to protect the business and the customer.
- 2** Before any service is delivered, the customer must be given information on what to expect. Verbal information provided by the pest management company is acceptable. Ideally, however, this should be written down. Written information can be on your website, but the relevant link to a section of your site should be provided to the client.
- 3** Pre-treatment instructions you expect the customer to follow must be given verbally. We recommend that you also provide client instructions in writing.

4 Your pricing should be transparent and clearly communicated. All costs and pricing must be available on a quotation or estimate.

5 Your customer must be left a treatment report, regardless of the type of visit. See the BPCA Code of Best Practice for Professional Reports.

6 All pest professionals must deal with customers respectfully and professionally, remembering that they represent the whole pest management sector at all times.

Technical expertise

7 A pest professional must be appropriately trained and experienced in carrying out a treatment. If a pest professional is not experienced in a particular pest species or treatment method, then appropriate support or supervision should be sought.

8 Pest professionals should only take on work within their area of expertise. Where you cannot fulfil client expectations or provide an appropriate service, you should refuse the job and try to signpost to an appropriate contractor.

Failed treatments and complaint resolution

9 Your company must have a complaints process in place. A template complaints process can be provided to members by BPCA.

10 Where a treatment fails, and it is not the customer's fault, pest professionals must return to the treatment site to assess the reasons and provide fair resolutions.

11 If communication breaks down between the contractor and customer, the pest management company must:

- Create a chronological list of every communication, treatment and interaction they've had with this customer
- List how the pest management company has tried to resolve the breakdown in communication.

This report should be sent to the customer via letter or email.

12 Any complaints received must be acknowledged within 24 hours of receipt. All complaints must be thoroughly investigated until a resolution is found.

Legislation

- Consumer Rights Act 2015
- Chapter 4 (Services) of the Consumer Rights Act is the most relevant legislation covering pest management services. It looks at the contract between a trader supplying a service to a consumer.

For a detailed breakdown of legislation and further reading, download the full CoBP Customer services and consumer rights at bpc.org.uk/codes

HEALTH AND SAFETY FOR PEST MANAGEMENT COMPANIES (ABRIDGED!)

Health and safety forms an integral part of any business. In pest management, safety will dictate what employers need to do to keep employees and those who come into contact with our treatments safe.

Pest management is a service sector and requires careful consideration of our chemical and non-chemical techniques.

PROFESSIONAL FUNDAMENTALS

- 1** Adhere to all health and safety legislation applicable to your relevant work areas.
- 2** Carry out written risk assessments for significant hazards, even if you employ less than five people and are therefore not required to by law.
- 3** Review all risk assessments at least annually.
- 4** Carry out written site-specific risk assessments for all contracted customers.

5 Carry out written CoSHH assessments for all potentially harmful chemicals used.

6 Ensure employees have the proper PPE and RPE for their work.

7 Keep written records of equipment and PPE maintenance for your employees.

8 Always leave safety advice for customers after any work. Safety advice must be left for the person residing in or on the property or land, not just the paying customer (where applicable).

9 Regardless of company size, members must have a written statement of intent.

10 You must communicate health and safety measures with employees, and records of this must be kept for at least two years.

11 All staff must receive regular health and safety training appropriate to their field of work. All training (even ad-hoc training provided in the field) must be recorded.

12 There must be a procedure in place for reporting, recording, and preventing accidents.

13 Near-miss incidents must be recorded.

Legislation

- Health and Safety at Work Act 1974 (HASWA)
- The Management of Health and Safety at Work Regulations 1999 (the Management Regulations)
- Control of Substances Hazardous to Health (CoSHH) Regulations 2002
- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Personal Protective Equipment (PPE) at Work Regulations 1992 (Amended 2022)
- The Manual Handling Operations Regulations 1992 (as amended) (MHOR)
- The Work at Height Regulations 2005

For a detailed breakdown of legislation and further reading, download the full CoBP Health and safety for pest management companies at bpca.org.uk/codes



MEET THE MEMBER

L.A. CONFIDENTIAL

We interviewed Paul Cooper, MD of BPCA member company London Network for Pest Solutions. He tells us about what it's like to work for a company owned by a local authority and why his BPCA membership is so vital to their success.

PPC Can you tell us a bit about LNPS and how the company works? You have a pretty unique setup, right?

PC London Network for Pest Solutions is a small pest control company with a turnover of about £1.3m. We have 21 staff and mostly specialise in domestic treatments, although we carry out all aspects of pest control. While the company is wholly owned by the London Borough of Newham, we are not a council team or department but a fully functioning, independent company.

In 2022, we were awarded a BPCA Spotlight Award for the work done by our admin team and, in the same year, won the Best Small Pest Control Company category at the National Pest Awards.

PPC LNPS is a servicing member of BPCA, why did you want to join?

PC For many years as a manager of council pest services in two different local authorities, I looked enviously at companies that were in BPCA. To me, BPCA epitomises professionalism in the industry.

Local authority pest teams are often regarded as council rat catchers, and I wanted to join the ranks of the professional pest control officers. I knew that BPCA could help me and the team with that transformation.

When we went live as a business in February 2017, joining BPCA was one of the first things I wanted to do. Even though there were many changes that had to be made as we transferred from the council pest team to a pest control company (HR providers, payroll services, registering with companies house and HMRC etc), membership of BPCA was the icing on the cake.

We also wanted to achieve CEPA BS EN 16636 accreditation and knew this would not be possible without BPCA's support.

PPC What's the BPCA journey been like so far? How did you find your assessments?

PC Well, to be honest, I can remember that, outwardly, I was full of bravado and confidence but inside I was petrified that we would not hit the high standards required. As I said, I had always envied the professionalism of BPCA. I had always set out my stall as a professional, but as a local authority, very few of your processes are looked at and challenged.

Updates would come via Killgerm, who supplied most of our products, but that was information given to act on. Membership of BPCA was going to involve an assessment of our processes, an audit that was going to ensure we were achieving the standards set by other professional pest control companies via the main trade body.

I wanted to ensure that we would have everything in place for a smooth process. I found a lot of documents on the BPCA website. Initially, they were quite daunting, but very quickly, I realised that we were already using some of the processes – we just hadn't documented or evidenced them. I think this is very common with local authority pest control teams.

Once we put our heads together, it was all quite easy, really. We were short in a few areas, but the things we changed or added were actually an enhancement to the

business and set us up as equals with the rest of the professionals.

Once ready, we applied to join and had an initial assessment by Natalie Bungay, and passed!

PPC I bet that was a relief!

PC Well, I was over the moon. I had been in pest control for over 25 years, and while I'm fairly well-known in the industry, I finally felt like I had arrived!

It's funny because once accepted, you get an email and a certificate in the post, but what you get as recognition is nothing compared to the sense of achievement you feel. If I think back, I was probably hoping for a ceremony and a certificate and keys to the pest control achievers' executive toilet!

But, joking aside, it was a tremendous feeling of achievement in the company. We wanted everyone to know, and the first thing we did was put the BPCA member logo on the front page of our website.

Of course, we did go on to get CEPA accreditation, but thinking back, passing our BPCA assessments gave me a much better sense of pride.

“I would love to see more councils become members of BPCA. They wouldn't present a challenge to the business of most companies because they generally don't do commercial pest control.”





“LNPS won a Chamber of Commerce award for work during the lockdown and Covid, and the work that BPCA put into advising members during this challenging period was second to none.”



PPC What keeps you returning to membership year after year?

PC The same reason we joined. It's the professional trade body. It's a sales tool. And it signifies quality and professionalism within the industry. As the main trade body, it is trusted by customers and members and signifies quality, trustworthiness and professionalism.

It also gives us access to so much up-to-date information. LNPS won a Chamber of Commerce award for work during the lockdown and Covid, and the work that BPCA put into advising members during this challenging period was second to none.

PPC Thinking about your career in both councils and commercial companies, is it beneficial for everyone?

PC Yes, I think so. BPCA is open to everyone, from sole traders to large companies and even local authorities, but it wasn't always the case. There used to be a separate category for councils, but this has changed, and they can

now join as full members.

I actually think local authorities can benefit the most from membership. Many already take advantage of the webinars, seminars and industry trade shows organised by both NPTA and BPCA. With the CPD membership through BPCA Registered, it's quite cost-effective.

As I said previously, for local authorities, there is very little peer review. A BPCA assessment and access to procedures and guidance documents, CPD quizzes and attendance at webinars would really help to build that professionalism.

PPC Do you think there are any barriers preventing other local authorities from joining BPCA?

PC Now that they can join, they should, but I think the biggest barrier is the membership fee. It's not too much, and I actually think it's real value for money, but it's based on annual turnover, and councils don't really have a turnover that converts into profit or profit margins. They have a budget set by the council.

I would love to see more councils become members of BPCA. They wouldn't present a challenge to the business of most companies because they generally don't do commercial pest control. They specialise in domestic pest control, and many commercial companies are not interested in low-value, low-profit domestic business.

After the cost barrier, I think there is an underlying worry that maybe they would be judged and fail.

In my experience, that will not happen. You won't be judged and criticised. You are guided by BPCA's Technical and Membership team. They, like me, are passionate about pest control, and will use their skills and expertise to guide you and help you to pass.

Interested in BPCA membership or know someone that might be?

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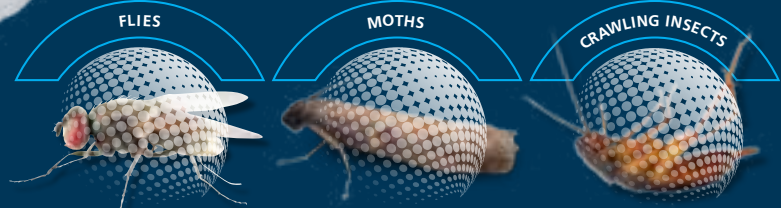
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MEET THE MEMBER

MEET THE INDUSTRY'S NEWEST MASTER TECHNICIAN

BPCA
REGISTERED
MASTER

This issue, we meet Carl Hoult, Head of Technical Operations at Abate Pest Management, based in Wymondham in Norfolk.

Carl recently achieved Master Technician status, making him part of a very small cohort of people alongside Chris Cagienard, Dee Ward-Thompson, Martin Rose-King and Natalie Bungay. Master Technician is the highest level category for people on the BPCA Registered CPD scheme and the criteria is pretty stringent.

PPC spoke to Carl about joining this fairly elite group of technicians and how he found the process of applying for Master Technician status.

PPC Let's start at the beginning: how did you end up in pest control?

CH I was teaching martial arts with my brother and, by chance, one of the guys training there as a student was a Service Manager for Abate.

He asked me if I wanted to do some weekend work helping him tackle some cockroaches, and I had no idea what that would entail but I said, "sure!". So I ended up in King's Lynn checking shipping containers for cockroaches and I realised I much preferred that to babysitting other people's kids in martial arts class.

That's the very short version.

My role at Abate has evolved since then. I'm a robust generalist; I've gone from doing technician work and field biology, to managing operations after we acquired Monitor Pest Control. And now I mainly do surveying, health and safety, and tech training.

In fact, I was joking with Karen [Dawes] at PPC Live in Harrogate, saying that I felt like a fraud getting a Master Technician card when I haven't done a technician role in about six or seven years.

PPC Speaking of which, congratulations on your new Master Technician status! How did you feel to find out your application had been successful?

CH Pleasantly surprised! And I didn't realise how few people there were with the Master Technician badge. In all honesty I thought there would be hundreds, but it was really cool to learn there are only a handful.

PPC What made you apply for Master Technician?

CH I hope you don't take it off me for this answer, but honestly: boredom. I was doing my NEBOSH, and it's gruelling and I loved every minute of it. But I needed a break from doing that over Christmas. I saw the Master Technician application and I thought, "yeah, this looks like a pretty cool thing to have". Which I know sounds like a mad reason for applying!

It's the weirdest thing though, because I didn't necessarily do it for the best reason but once I got it I couldn't believe how proud I was to have it.

PPC It's quite an in-depth process, how did you find the application?

CH The application is huge, the amount of stuff you have to include is immense.

But in the end I really liked it, it's basically a big trip down memory lane. I had to sit and go through all these folders of old jobs, photos and it was really quite nice. It's a reminder of all the things you've achieved, because life moves so fast and it's easy to forget what you've done.

And you get to reflect on some of the unusual stuff you've been lucky enough to do, like the time we netted a sloth enclosure because a zoo knew we had the expertise for it. And that's because we'd done a lion enclosure at another zoo, which we were hired for because we'd done a project for containing cats with FIV.



It was all referrals on the basis that "you know how to stop animals getting in or out of places". So just like that we went from cats to lions to sloths, all because we had a transferable skill from pest control.

And it all went in the Master Technician application, a great way to show we're more than just rat catchers.

PPC What was the hardest part of the application?

CH Easily, it's "why do you think you deserve this?" We all probably feel that sense of imposter syndrome, so it's really tough to talk yourself up. It's easy to fall into the habit of believing that you're just doing your job and there's nothing special about it.

I was lucky enough to have plenty of evidence to back up my application, especially when it got down to the tasty stuff, like the time we dealt with black widow spiders.

PPC Have you always been quite keen on development and learning?

CH I came from quite a strong training background, I was the UK's youngest master diver at one point. So I've always been big on training and instruction and qualifications.

/continued...

MEET THE INDUSTRY'S **MASTER** NEWEST **TECHNICIAN**



"I was lucky enough to have plenty of evidence to back up my application, especially when it got down to the tasty stuff, like the time we dealt with black widow spiders."

When I joined Abate I did all the in-house training, and then I suggested to the business that we do the RSPH Level 2 Award in Pest Management.

This was before we joined BPCA membership, so it wasn't a requirement for us yet. The focus was always more around on-the-job training in most pest businesses at that time.

But we had BRC sites and the specs were starting to include more strict criteria, such as being a BPCA member and being Level 2 qualified.

I got my RSPH Level 2 in around 2014 and since then I've done my RSPH Level 3 too, and then Abate joined BPCA in 2017.



PPC At what point did you realise you wanted to take your development as far as possible?

CH Like I said before, I can't sit still and wanting to learn is in my nature. And I'm quite keen to encourage our team to be that way too, I want to bring everyone up to the highest levels they're capable of. I've worked with people before who want to sit above everyone with their knowledge and not share it, but that's not how a team should work.

I'm not interested in bragging rights when it comes to this stuff, but I did send

a message to the work WhatsApp group when my application was accepted.

A couple of the team messaged back immediately to say how great it was and they asked if there was anything they could do to achieve something similar? So that was a really nice moment where they resonated with that drive to develop themselves professionally.

You've got to lead from the top, and I know I wouldn't want to be led by someone who wants to keep development for themselves.

And it's also something to showcase for the business too. I like to egg the team on a little and drive that competitive spirit, saying to them "wouldn't it be great to one day be able to say that Abate has the most Master Technicians of any pest control company in the UK?".

PPC What tips would you have for people who would like to work towards getting their Master Technician status?

CH If it's a goal you have, then start gathering your evidence now. Take a look at what's required in the application and start building your portfolio for it. It's easier than ever to keep a record of what you've done, so take photos, keep the news articles and compile your reports.

And the other thing is, you're going to have to start getting involved in the industry outside of your day job. I know people who would tick every box on the Master Technician application, except that they don't collaborate with people outside of their own company.

Start building your industry profile now, and then when you've hit your 10-year mark and you're ready to apply, your application will write itself.

MEET THE MEMBER



We caught up with West Sussex-based Technical and Operations Director Charles Murahwa, to talk about his background and the challenges of running Intercleanse Pest Control.

PPC First off, the easy stuff: how did you get into pest management?

CM I originally studied a science degree at the University of Zimbabwe, and worked as a research officer for Biomedical Research Institute in Zimbabwe, specialising in malaria entomology.

I understandably developed an interest in public health and went on to study for my master's Degree (MSc) in Tropical Entomology and a Post Graduate Diploma in Applied Parasitology and Entomology.

When I moved to the UK in 2000, pest control seemed like the natural sector for me. I worked as a technician covering south London and Surrey for six months, doing all the exams and getting qualified. I was promoted to field biologist, carrying out inspections in London and the southern counties.

In 2007, Chris Paul (Sales Director) and I started Intercleanse Pest Control Ltd, as working Directors of the business.

PPC What made you start your own company?

CM After working in the industry a while, I felt undervalued and felt I could offer more. I had been in pest control for seven years, and I wanted to be rewarded and recognised in the industry.

Equally, I have always wanted to offer the best pay and conditions for technicians that choose to work with me. I want them to enjoy work, be rewarded and be appreciated for the work they do.

I also felt we could be better in the industry in terms of giving the technicians enough time to resolve issues and provide the best quality, not quantity of jobs.

These were the main motivators for starting my own business.

PPC What are some of the things you found tough when first running Intercleanse?

QUALITY ALWAYS WINS

“... I love identifying the cause of the pest problem. Getting to that root cause of the issue and resolving it is such a rewarding feeling.”

CM Going from having a science background to running a business. As a biologist I understood the science but had no knowledge or experience on running a business.

Over the years I have developed my business knowledge, through experience and mentoring from other business colleagues. Getting a grip of the figures and the sales side of pest management was definitely the hardest part.

One of the other biggest challenges initially was bidding for profitable contracts and growing the business. Quality always wins, so we have always found customers by referrals or people we have worked with.

But with contract work I was conscious of making sure the value allows us to pay and reward our staff well, grow the business and innovate.

Cost-cutting measures have become an issue with austerity and cuts on budgets. Small independent producers are selling to bigger companies and seeking national contracts with the larger companies who cover multiple sites. BPCA Contract Sharing Network has allowed us to overcome this and offer services in other geographical areas like Scotland and the north.

PPC What would you say is the most rewarding thing about working in pest control?

CM Everyone says this, but it's because it's true: no two days are the same in the pest management industry.

I enjoy the winning feeling you get when you resolve an ongoing pest issue.

I enjoy working with different types of businesses; the sheer variety of businesses I work with is crazy. I could be working with a blue chip company's production facility or a start-up high street café.

It's also really rewarding to work with businesses that you've seen grow over the years, from small two-man bands to being an employer with a sizeable workforce.

I like to understand processes of each business and the risk mitigation that follows to reduce the risk of pest activity.

And I love identifying the cause of the pest

problem. Getting to that root cause of the issue and resolving it is such a rewarding feeling. I remember having a customer who was importing high volumes of an ingredient from the continent and had ongoing rodent problems and product damage.

The issue was identified whenever a new shipment arrived. We were requested to do a supplier audit and inspect a site in the Netherlands to identify causes, with a detailed report for the UK client. After working with their supplier in the Netherlands to resolve the issue, the client asked for an annual inspection over there.

PPC What is the most challenging thing about pest management, particularly in London?

CM It's always difficult working with sites who feel that if they have an issue, changing the pest control provider will resolve it, rather than implementing recommendations on fixing the cause or changing behaviour/culture on-site.

External influences beyond your control are frustrating, particularly in densely populated areas in London where neighbouring properties can be an issue.

On a personal note, the challenge of ensuring that pest management becomes an important and valued trade. It's disheartening to be looked down on as just the 'rat catcher' and I want people to realise that we're an important service. That should be reflected in how we're paid, rewarded and valued in society.

PPC Why do you think it's so important for pest management to be recognised as a valuable service?

CM It's an underestimated public health service – simply put, we keep people safe. We work with food manufacturers and other food businesses to ensure food safety and hygiene. We work with hospitals, schools, and care homes. We work with architects and builders to ensure buildings are built with pest prevention in mind.

We have clear goals and responsibilities.

PPC Do you have any advice for people like you thinking about a job in pest management?

CM Pest management is not just a job but a career with clear progression and development and I've enjoyed all 23 years of my career in the UK industry.

I'd say to always remember that pest management is about building relationships based on mutual respect within the industry and from clients. That's the best way to help tackle pest problems.

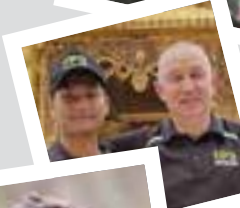
You can protect public health and change perceptions of this professional and important service. You can do that by taking pride in providing the best advice and making sure you do what you say you are going to do. Good pest management is about ensuring good communication with the clients and making them aware that pest management is a vital cog for their business. They'll then place value in what is recommended and trust the advice offered.

I'd like to share a final tribute to my fellow director and business partner for the past 16 years, Christopher Paul, for sharing the same vision and setting our goals. And to all our colleagues, past and present, who have helped us develop and grow over the years. We are also indebted to our loyal customers who have believed in us and worked with us over the years.

Appear in PPC?

Over the years we've spoken to dozens of BPCA members, all with their own stories about how they joined the industry and the journey they've been on. These are some of our favourite articles to write and share with you. Why don't you join the club and tell your tale? Get in touch with our marketing team to arrange an interview.

**marketing@
bpca.org.uk**



OPINION

CPD NEEDS TO CHANGE ...AND WE NEED TO CHANGE WITH IT!



Martin Rose-King is a long-serving member of the BPCA Executive Board and is the current chair of BPCA's Professional Standards Committee. Martin runs BPCA member company, Bounty Pest Control, a family-run company in the south east. Martin has some strong feelings regarding worthwhile continuing professional development and how to stay fresh after nearly 30 years in the business.



Me and my pie bait tray

I started in the industry in 1994. I was required to add pest control as part of my existing civilian role in the MOD, and CPD was not something I was aware of then. I got my qualification, and that was it. I was ready to go, equipped with my foil bait tray (which looked suspiciously like a pie tray) and my puffer full of carbamate!

After the barracks I worked at closed, I soon began my first full-time pest technician job. This was excellent, surrounded by experienced colleagues who were all supportive and happy to share their knowledge. I feel lucky to this day to have had their support. Nonetheless, there was no mention of CPD.

The feedback loop

When we opened Bounty in 1997, we did so with the mindset that we didn't want to be associated with killing stuff. We'd rather take an approach based on proactive advice and managing the surroundings to prevent pests. This, and working alongside clients, made us realise that customers were happy when we resolved pest issues but even happier when we gave advice that would prevent pests from occurring in the first place!

Gaining positive feedback was the perfect motivator for self-improvement and the desire to be informed and share that knowledge with customers.

Our first CPD scheme

We needed to find a way of demonstrating to our customers that we were undertaking all of this additional learning, so we joined a CPD scheme (the only one available at the time).

Our work increased, and with the increased work, additional learning time evaporated. It wasn't until almost 10 years later, when we had taken on new technicians, that we fully recognised that the industry was changing fast, and we needed to change with it.

With my wife and business partner Elaine's support, I embarked on undertaking some industry update courses. I soon realised that in the previous years, when we had been so focused on growing the company, some methods had changed and new regulations were on the horizon.

We discussed the impacts it may have on our growing company and decided that we should consider joining BPCA and retraining so that we were prepared for the future. Our supplier, Killgerm, assisted us with some guidance on what courses to take and slowly but surely, my thirst grew for continued self-improvement.

Learning is addictive

I was surprised that the more I learned, the more I wanted to learn. Coming from a vocational background, learning was never my strong point, but with Elaine's support, we balanced our home life, work life and learning!

When attending customers' sites armed with knowledge, the value was noticeable:

- Good feedback
- Good reviews
- Recommendations.

Easy points, no development

We would receive our annual CPD certificate and forward it to customers, most of which didn't really understand or care what it was, but nonetheless, we persisted.



Five things you may not know about BPCA Registered

- 1 The majority of BPCA members have already made the switch to BPCA Registered.
- 2 BPCA Registered was designed by the BPCA Servicing Committee, making it the only CPD scheme actually designed by pest professionals.
- 3 BPCA Registered is independently verified by the UK CPD Certification scheme, meaning BPCA Registered meets the same standards as schemes run by Oxford University, the Football Association and the Royal Air Force.
- 4 BPCA Registered has a proper app available in app stores for iOS and Android (no, it's not a weblink shortcut on your home screen like other 'apps').
- 5 Watching YouTube videos, on-the-job learning, reading a book and coffee mornings with colleagues can all be instantly added by you as CPD. If you've learned something that makes you better for your job, it's CPD.

“...CPD should be meaningful and not simply a box-ticking exercise.”

By now, our techs knew the obligatory 20-point requirement, but it was hard to convince some staff of the value of CPD when so many points could be gained by signing up for an industry magazine.

As one person rightfully pointed out, they didn't even need to read it to get the points! We knew that this needed to change, as CPD should be meaningful and not simply a box-ticking exercise.

Developing BPCA Registered

When BPCA Registered started, we realised there was an opportunity to demonstrate to our techs what good CPD looks like.

Now we could spread our CPD between formal training, self-improvement and on-the-job learning (our favourite!). How often have you gone to a site and been shown a new way of doing something? For instance, I bumped into a falconer on a job and spent an hour learning about hawking. That's CPD!

All of these learning moments can be recorded easily now that we have BPCA Registered (and with the new app, it's even more straightforward).

Getting everyone onboard

Slowly but surely, year after year, our techs have started to naturally look for opportunities for learning.

We now have a Telegram group set up specifically for pest articles, information and industry updates.

Before the app was launched, we had 'learning journals' where techs could log their CPD so that they could update it on the BPCA website at a later stage. But now, with the app, they can do it straight away. Even our resident technophobe is using it!

This year, all of our staff have exceeded their annual requirement before the end of March.

But, more satisfying to me, they care less about points and more about the quality of learning and becoming better professionals.

Long may this continue!



Have you tried the BPCA Registered app yet?



Search for "BPCA Registered" in your app store or learn more by visiting bpca.org.uk/registered-app

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TRAINING CALENDAR 2023 DATES

Courses and exams

Course/exam	From (£)	Exam	Date	Location
Level 2 Award in Pest Management (residential)	1,110.00	✓	03-08/09/2023	Stafford
			29/10-03/11/2023	
			03-08/12/2023	
Hands On Practical Training	165		02/09/2023	Stafford
			02/12/2023	
Principles of Pest Identification	104.50		26/07/2023	Online
			24/10/2023	
Bed Bug Control	104.50		18/07/2023	Online
			18/10/2023	
Fundamentals of Rodent Biology	60.50		05/07/2023 1/2 day	Online
			10/10/2023 1/2 day	
Fundamentals of Insects Biology	60.50		05/07/2023 1/2 day	Online
			10/10/2023 1/2 day	
Root Cause Analysis for Pest Technicians and Field Biologists	60.50		12/07/2023 1/2 day	Online
			14/11/2023 1/2 day	
Mole Control	60.50		14/06/2023 1/2 day	Online
			13/09/2023 1/2 day	
			19/12/2023 1/2 day	
Certificate in Bird Management	104.50	✓	26/09/2023	Online
			16/11/2023	
Formulations and Applications	104.50		29/08/2023	Online
			21/11/2023	
Stored Product Insects (SPIs) in Food Factory Environments	104.50		06/07/2023	Online
			27/10/2023	
Introduction to Wildlife Management	104.50		07/11/2023	Online
Flies and their Control	104.50		01/11/2023	Online
Waste Management	104.50		17/11/2023	Online
Aluminium Phosphide	341.00	✓	05+06/10/2023	Southwick
Becoming a Field Biologist or Technical Inspector	104.50		02/06/2023	Online
			13/12/2023	
Starting Out in Pest Control	104.50		08/06/2023	Online
			06/09/2023	
			07/12/2023	
Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests	858.00	✓	23-26/10/2023	Derby
Steps to Leadership Management	209.00		04+13/07/2023	Online
			23+29/11/2023	

Exams only

Exam	From (£)	Date	Location
RSPH Level 2 Award in Pest Management	170.50	09/06/2023	Stafford
		08/09/2023	
		08/12/2023	
Technical Inspector Exam	170.50	09/06/2023	Stafford
		08/09/2023	
		08/12/2023	
RSPH Level 3 Award in the Safe Use of Fumigants for the Management of Invertebrate Pests	335.50	09/06/2023	Stafford
		08/09/2023	
		08/12/2023	
Certificated Field Biologist	335.50	13/07/2023	Derby
		19/10/2023	
Certificated Advanced Technican (CAT) in Pest Management	294.00	Book anytime	Online

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Lantra Using Rodenticides Safely – online course and exam	75.00
Foundation Certificate in Pest Management	60.50
Pest Awareness for Non-technical Staff	
Completing Risk Assessments	
Working at Height	
Asbestos Awareness	22.00
Manual Handling	
Ladder Safety	
COSHH	

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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.



Enquiries and bookings

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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.

the INFINITI® family range

INSECT-O-CUTOR®

The extended Infiniti® family – delivering market leading fly catch, sustainability and reduced running costs.



infiniti²

The original Infiniti® model incorporating unique LED technology, delivering 67% lower running costs and superior fly catch in real world environments.



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Based upon the hugely successful Infiniti 2, but appropriate for hose down areas, delivering quick and simple servicing.



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All the market leading features and performance of Infiniti 2, but designed for applications requiring a ceiling suspended installation.



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A highly efficient decorative model to complete the Infiniti® family - perfect for front of house areas or applications with limited wall space available.

Reasons to move to LED insect light traps:



Reduced running costs

Save up to 67% thanks to a significantly lower power draw.



Improved sustainability

Unlike fluorescent lamps, LED technology has no mercury content, along with a three year life for less transport and waste.



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In line with traditional fluorescent lamp models.



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VERSATILE & ECONOMICAL TRAP PROTECTION


- Tamper-resistant trap cover with EVO® key
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NEVER CHECK AN EMPTY TRAP AGAIN

- Check traps without access
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Catch =  No Catch = 

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