



32
FRUIT FLIES

Biodiversity threatened and how the Horizon 2020 Project aims to address major invasive pests.

**BPCA
ANNUAL
REPORT 2020**
41

Strategic objectives, the year in numbers, President's report, and more!



PPC102

SCORE MORE PESTS AT PESTEXTRA



BPCA
PestExtra
SHOWGUIDE SPECIAL



PROFESSIONAL PEST CONTROLLER MARCH 2021

THE JOURNAL OF THE UK PEST MANAGEMENT COMMUNITY

ISSN 2046-5025





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All information contained herein was deemed correct at time of print. Published April 2020. © Bayer Crop Science Ltd. USE BIOCIDES SAFELY AND SUSTAINABLY. ALWAYS READ THE LABEL AND PRODUCT INFORMATION BEFORE USE. PAY ATTENTION TO THE RISK INDICATIONS AND FOLLOW THE SAFETY PRECAUTIONS ON THE LABEL. FOR USE ONLY BY PROFESSIONAL OPERATORS. Maxforce Pushbox™ is a ready to use insecticidal ant bait station containing 0.03 % imidacloprid UK-2017-1098-003. © Copyright of Bayer 2020

PestExtra

The pest management show online



**protect
with tech**

Discover the latest pest control science, technology and innovation at the UK's online trade show and conference for pest management.

While PestEx has left a hole in the calendar, PestExtra is shaping up to be a pretty good filler until we can get together again safely.

We've done our very best to make sure PestExtra has the familiar vibe you are used to from PestEx:



FREE TO
REGISTER

NOT REGISTERED YET?

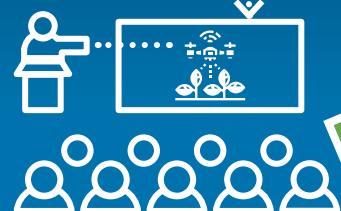
Have we convinced you PestExtra's not to be missed? Great! Now, here's how you get involved:

- 1 pestex.org/register – You'll get an email confirmation
- 2 Have a read through the next few pages and think about what seminars you would like to attend, which exhibitors you want to catch up with and which prizes you'd most like to win!
- 3 You'll receive an email just before the event with your link to access the platform, no need to download anything extra. It's all done from an internet browser page on a computer, tablet or even your phone.
- 4 Come on in – get involved and explore PestExtra!



OVER 40 EXHIBITORS

We've got all our regular exhibitors together (and some new ones too!) ready to show off their latest products and offers. You'll be able to visit the stands, have a chat or video chat with members of staff on the stands and have a look around at what they have to offer – see pages 4-7.



FIVE SEMINAR THEATRES

The seminar theatres at PestEx are always popular so this time we've got five theatres running across three days, with the bonus of an on-demand area so you can catch up if you miss anything! See pages 8-15.



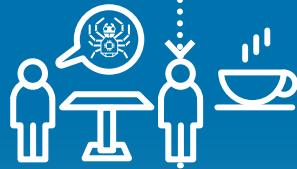
ROUNDTABLE SESSIONS

We're giving you the chance to get involved with some hot topics by joining our roundtable sessions. See page 16.



COFFEE AND CATCH UP

Networking areas so you can catch up with faces old and new, though we're afraid you'll just have to pop the kettle on yourself this time! See page 16.



CPD POINTS GALORE

The digital environment helps us to track what you've learnt. As long as you've submitted your CPD number when registering, we'll log everything for you and add it to your points for the year. See page 16.

SCAVENGER HUNT AND PRIZES

We're running a scavenger hunt to ensure you can still walk away with prizes and giveaways. The more you explore, the more points you get and the more chances you have of winning. See page 16.

CPD

DIVE IN!

VIRTUAL TRADE HALL

PLATINUM SPONSORS



CHECK OUT THE
BASF THEATRE

BASF

BASF Professional and Speciality Solutions: enabling the most effective solutions to your pest problems. We provide the strongest portfolio of research-based pest control products, systems and support to solve your rodent and insect problems as cost-effectively as possible. Our portfolio includes leading brands: Formidor, Goliath, Selontra® and Storm® Ultra Secure.

+44 (0)1614 856222
pestcontrol.bASF.co.uk



CHECK OUT THE
BELL LABS THEATRE

Bell Laboratories

As the world leader in Rodent Control Technology®, Bell Laboratories produces the highest quality rodenticides and other rodent control products available to the pest control and agricultural industries on six continents.

+44 (0)7883 039010
msims@belllabs.com
belllabs.com



British Pest Control Association (BPCA)

PestExtra's organiser and PPC publisher. Hopefully, you know a little bit about who we are and what we do. But if you've got a question about membership, training, BPCA Registered, CPD, PPC magazine, or pest control in general - come over and have a chat with the association for professional pest management!

+44 (0)1332 294288
hello@bpca.org.uk
bpca.org.uk



CHECK OUT THE
KILLGERM THEATRE

Killgerm Chemicals

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

+44 (0)1924 268 400
info@killgerm.com
killgerm.com

GOLD



Bayer CropScience

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

+44 (0)800 1214 9451
pestsolutions@bayer.com
environmentalscience.bayer.co.uk



Edialux Professional Products

Edialux Professional is one of Europe's leading distributors of professional pest control products and offers well-known industry-leading brands from within the Pelsis portfolio such as Network, Insect-O-Cutor, B&G and Agrisense alongside own-branded products and a range of products from other suppliers. Edialux offers both toxic and non-toxic pest management solutions and actively contributes to developing new products that fit within an Integrated Pest Management approach whilst meeting the demands of the dynamic pest control market.

+44 (0)800 988 5359
info@edialux.co.uk
edialux.co.uk



HeatWork

HeatWork delivers a quick and green hydronic heat treatment for the pest control industry. HeatWork develops and produces its heating concept in Norway, Narvik.

The company has more than 17 years' experience. The method is used by leading companies with great success - based on effective results, environment and economy.

+47 (0)7696 5890
post@heatwork.com
heatwork.com



Pest magazine

Pest, the UK's independent pest management magazine, and its website provide independent news, insightful analysis, controversial comment and technical features to inform, educate and entertain pest management professionals.

In 2021, Pest, along with its partners, will be bringing the new National Pest Awards – a national awards scheme culminating in a gala dinner at the Houses of Parliament.
+44 (0)1825 983105
emmas@lewisbusinessmedia.co.uk
pestmagazine.co.uk



ServicePro

We are a family-owned pest control software company, having been in the business for over 20 years. Today, ServicePro software is being used in over 2,000 companies across the world, with the addition of lawn care and arbor care to the ServSuite software system. Our ServSuite Mobile Tech app allows you to go paperless with services and proposals while managing and tracking usage in the field for better customer service. ServSuite Mobile gives you the opportunity to check, manage, and process production and leads on one easy-to-use screen.

+44 (0)207 193 1700
globalsales@servsuite.net
pestcontrolsoftware.co.uk



SM Bure

SM Bure is a famous fogging machine manufacturer. Bure is a quiet and portable fogging machine with high-pressure air preventing harmful insects.

+82 629591511
export@smbure.com
smbure-foggingmachine.com



Syngenta Crop Protection

Syngenta is a global company with 28,000 employees in more than 90 countries.

Through a dedicated organisation – Syngenta Professional Pest Management – we use our expertise to ensure that people all over the world have the chance to live their lives uninterrupted by the nuisance and disruption of pests and vector-borne diseases.

We support pest management professionals by offering a broad-spectrum portfolio of insecticides, rodenticides and termiticides, and we are committed to providing innovative solutions to meet their needs both now and in the future.

ppm.eame@syngenta.com
syngentappm.com



Xcluder

Xcluder® is the global leader and innovator in pest exclusion, offering a complete line of commercial and residential pest exclusion products, including the patented Xcluder Fill Fabric, patented and guaranteed rodent-proof door sweeps, and rodent-proof garage door, dock door and dock leveller seals.

+1 (0)847 495 4700
davec@gmt-inc.com
getxcluder.com

SILVER



Adkalis

Are you concerned about wood insects or termites? Contact Adkalis - manufacturer of wood treatment products and physical termite barriers. Faced with the new challenges in construction, renovation and the building maintenance market, Adkalis develops and markets innovative and effective solutions against fungi, termites and xylophagous insect larvae.

+33 (0)564 310 660

adkalis@berkem.com

adkalis.com



Aldef Global

Aldef Global is a Polish company operating mainly in the pest control industry (consultancy, trading, development and introduction of new products in the market). We also offer our clients the possibility to develop new products or to produce using an existing mould. We have the knowledge and resources to go from project design, prototype, mould development and production.

+48 (0)508 873 295

info@aldefglobal.com

aldefglobal.com



Barrettine Environmental Health

Barrettine Environmental Health has established itself as a major force in the supply of public health and pest control products. This has been achieved through a combination of having strong customer relationships, providing a personal quality professional service, alongside our next day delivery and global export distribution service. As an industry leader, we provide expert technical support and highly effective products.

+44 (0)117 967 2222

beh@barrettine.co.uk

barrettineenv.co.uk



Birchmeier Sprühtechnik

Birchmeier has been a leading manufacturer of sprayers, foamers and dispensing equipment for more than 143 years. Its wide range of products includes anything from small hand sprayers to backpack or cart sprayers. They can be used in pest control, gardens, agriculture, commerce and a wide range of industries. Birchmeier products are famed for their Swiss quality, functionality and reliability. The durability of products also plays a key role for the company. In 1889, the Swiss firm developed the world's first backpack sprayer.

The company never stops developing innovative new products, such as the Accu-Power range of sprayers with intelligent pressure control. All devices are developed and produced in the company's own production facilities in Stetten, Switzerland. The products are exported to over 80 countries. Smart and Swiss since 1876.

+41 (0)564 858 181

info@birchmeier.com
birchmeier.com

Height for Hire

Height for Hire

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

+44 (0)845 609 9199

info@heightforhire.com
heightforhire.com



Hockley International

Hockley International Limited is a privately owned, UK-based company with many years of experience in the manufacture, formulation, and packaging of insecticides and other products for the UK pest control market. Our products treat a wide variety of insect pests and application environments, ensuring we can provide a resolution for every situation.

+44 (0)161 209 7400

mail@hockley.co.uk
hockley.co.uk



Lodi UK

Lodi UK is a true European pest control producer with four manufacturing sites based in the UK, Belgium and France with offices in the UK (Birmingham), Bucharest and Romania. LODI is renowned for the Raco, Digrain and Phobi pest control ranges that are marketed to the public health and animal health industries. Established in 1982, LODI is very proud to support companies within pest control, agriculture and grain storage with premium quality and highly effective products. We are very proud to be using our experience and expertise to formulate products for the future that will benefit you, your customer and the environment.

+44 (0)1384 404 242

sales@lodi-uk.com
lodi-uk.com



MESTO Sprayers

MESTO is the leading manufacturer of hand compression sprayers in Europe.

We offer a full range of high quality and user-friendly compression sprayers in plastic and stainless steel (4L, 5L and 10L) dedicated for professional pest control applications. Concerning public health and vector control, our new certified (WHOPES) stainless steel sprayers in 7.5L and 10.0L featuring unique added values like the outstanding carrying comfort.

+49 (0)71 412 720

info@mesto.de
int.mesto.de/en/



National Pest Technicians Association + Pest Management Alliance

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

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

+44 (0)1773 717 716

office@npta.org.uk
npta.org.uk



Octavius Hunt

Octavius Hunt is the leading pesticide and disinfectant smoke manufacturer in Europe. Our company has unrivalled technical expertise in the development and production of smoke products and widespread experience in supplying insecticide, disinfectant and natural smokes to distributors within various industries across the world.

+44 (0)117 955 5304

info@octavius-hunt.co.uk
octaviushunt.co.uk



ORMA

ORMA is an Italian manufacturer of pest control products that offers a complete range of solutions for the professionals of the sector. ORMA's selection goes from liquid and aerosol insecticides, multifunctional bait boxes, fresh pasta and wax block rodenticides, and a number of light fly traps with glue boards. All the products are totally made in Italy.

+39 (0)116 499 064

aircontrol@ormatorino.it
ormatorino.com



PelGar International

PelGar International is the leading British manufacturer of highly effective rodenticide and insecticide products for the control of public health and farming pests around the world. With an active and dynamic R&D programme, PelGar develops and supplies innovative and novel products to the global market to meet the demands of varying species and environmental factors.

+44 (0)142 080 744

info@pelgar.co.uk
pelgar.co.uk



SITNO

SITNO SIA, based in Latvia, is a well-established, family-owned producer of ecologically balanced glue traps.

+37 (0)126 176 305

info@sitno.biz
www.sitno.biz



Unichem

Unichem develops, manufactures, registers and markets a wide range of highly effective rodent and insect control products. An extensive research and development department has developed and brought many efficient products to the market. All rodenticides and insecticides are performance tested using the laboratory test guidelines of renowned institutions.

+386 1 7558 150

unichem@unichem.si
en.unichem.si

**Woodstream**

Woodstream is a global manufacturer with a reputation for pioneering next-generation professional pest control products, including our latest innovation, the VLINK® Pest Control Network. Woodstream's reputation is built on over 120 years of knowledge and experience with our leading brands: Victor, Mosquito Magnet and Havahart. For a demonstration, please come and chat with one of our knowledgeable team members on the virtual stand.

+1 800 800 1819**vlink@woodstream.com**
woodstreampro.com**BRONZE****1env Solutions**

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

+44 (0)1702 525 202
sales@1env.co.uk
1env.co.uk**A&M Hawk UK**

Our experienced falcons and specially trained birds of prey deter nuisance birds from a range of sites. This is a non-lethal deterrent programme, a natural and effective measure, using a live bird of prey to alter the behaviour patterns of the

target species.

Unlike other bird-scaring devices, the target species never becomes habituated to the presence of a live hawk or falcon.

+44 (0)844 991 4295**info@amhawk.co.uk**
amhawk.co.uk**Campaign for Responsible Rodenticide Use (CRRU)**

Coordinates the UK rodenticide stewardship regime. Suggestions, comments and queries welcome please, orientated to reducing rodenticide residues in wildlife, effective best practice rodent control, training and CPD, latest monitoring of residues in barn owls and rodenticide resistance, etc. If you were in charge, what more could and should we all be doing?

+44 (0)1924 268433**office@thinkwildlife.org**
thinkwildlife.org/crru-uk**Deadline Products**

Deadline Products is a UK based company, producing high-quality rodent and insect control solutions for the professional pest controller.

Utilising a range of active ingredients, all of our manufactured products come from our Liverpool production facility and are produced against stringent quality criteria.

We are the UK's most long-standing producer of pest products, with a proud history of supplying the best quality products to the professional market.

+44 (0) 151 548 5050**deadlineproducts.com**



PestWest Electronics

PestWest supports you with a comprehensive range of professional flying insect control units. Innovation, quality and power are key components in all our units. Combining excellent value with expertise from technicians and leading biologists, PestWest offers a diverse range of flying insect control units.

+44 (0)1924 268 500

info@pestwest.com
pestwest.com



PGH Beegone

Do you want to own a truly unique business? We are the most unique pest control and live bee removal franchise opportunity in the UK. Comprising two already-established multi-award winning brands, PGH Pest Control & Prevention and Beegone Live Bee Removal, you get two for the price of one!

+44 (0)1483 387414

opportunity@pghbeegone.co.uk
pghbeegonefranchise.co.uk



Polti UK

Since 1978 Polti, an Italian company, has developed innovative products utilising steam. The range includes patented appliances that create superheated dry steam: Polti Cimex Eradicator which eliminates bed bugs and their eggs and Polti Sani System for sanitisation and disinfection of surfaces and environments.

+44 (0)161 813 2765

enquiries.uk@polti.com
polti.co.uk



Precision Consulting

We are a pest management consultancy specialising in providing audits, in depth technical inspections, training and expert advice. Working co-operatively and constructively with you and your customers, we aim to ensure continual improvement of the integrated pest management strategies on your customer's sites.

If your goal is to provide market leading service, we want to help you make it happen.

+44 (0) 7936 947 779

ian.adamson@precision-consulting.co.uk
precision-consulting.co.uk



Procatch

Procatch, Duong Industrial Co., Ltd., the professional manufacturer of pest control products includes mouse glue traps, fly trap paper and roach glue traps, electric insect catchers, cockroach bait and gel.

Products 100% made in Taiwan with strict quality control and fast delivery.

Customised inquiries are welcomed!

+888 5557 1122

export@procatch.com
procatch.com



Pest Control Products

Rat Pak Engineering

Rat Pak Pest Control Products is a company based in Lincolnshire and specialises in the manufacture and supply of professional pest control products.

+44 (0)1522 686070

sales@ratpak.co.uk
ratpak.co.uk



Thermokil Insect Control Services

The modern heat treatment techniques used today based upon direct air heat exchange heating units (rather than hydronic, gas or steam systems) for the control of bed bugs, stored product insects and textile pests, were pioneered by Thermokil group of companies based on research carried out by founder David Hammond in the 1990s, and are now to be found in over 23 countries around the world.

+44 (0)1623 624637

dave@thermokil.co.uk
thermokil.co.uk



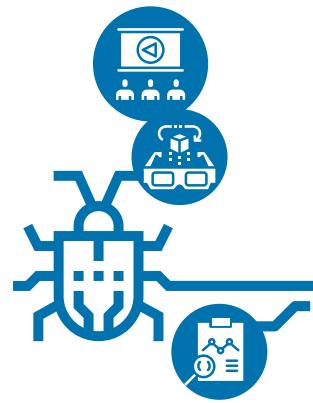
Traplinked

Traplinked develops time and cost-saving automation for pest control.

Our sensor module, JERRY, monitors the conditions of the snap trap tunnels 24/7 and sends out notifications to the Traplinked app as soon as something happens, eliminating the need for human intervention by 90%!

+49 911 477 128 50

kontakt@traplinked.com
traplinked.com



Trécé Inc

Trécé Inc. is a customer-focused, market-driven organisation that develops, manufactures and markets insect pheromone and kairomone based products designed to respond to customer needs, protect food production and preserve the environment. With more than 100 species-specific, pheromone-based kits, attractants and lures, and a full line of trap models designed for a wide variety of flying and crawling insect pests that attack stored products/ingredients.

+44 (0)7808 060921

dhbolton@trece.com
trece.com



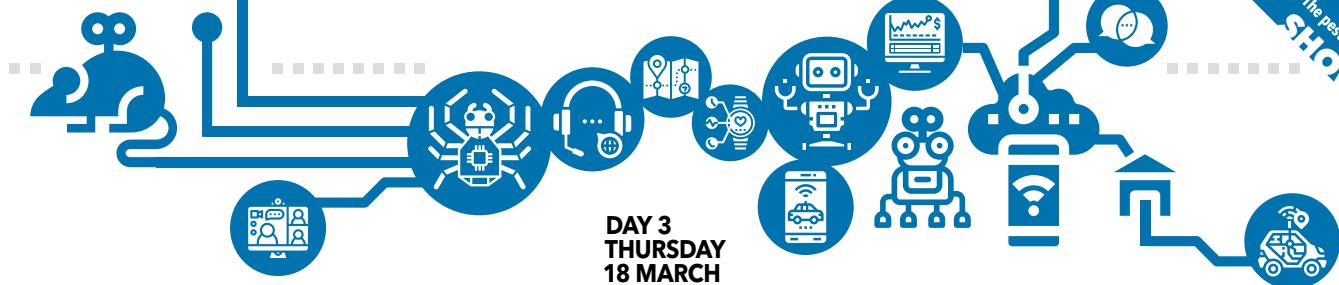
Seriously Tough Stainless Steel Reinforced Rat & Mouse Proofing Tape

Approved Stockists | Ratwall.co.uk

.....more than just Rat Blockers!!!

VIRTUAL THEATRES: TIMELINE

DAY 1 TUESDAY 16 MARCH		ROUND TABLE				DAY 2 WEDNESDAY 17 MARCH		
		09.00	10.00	11.00	12.00		15.00	16.00
TECHNICAL THEATRE		08.40 - 09.20	09.30 - 10.15	11.30 - 12.15			14.15 - 15.00	15.15 - 16.00
NOVEL MOSQUITO CONTROL TECHNIQUES TO COMBAT MOSQUITO-BORNE INFECTIONS Dr Claire Donald, University of Glasgow	BIRD MITES: ENVIRONMENTALLY TRICKY, SOCIALLY MISUNDERSTOOD, TECHNICALLY STILL CHALLENGING Professor Olivier Sparagano, Department of Infectious Diseases and Public Health	SIXTY YEARS OF ANTI COAGULANT RESISTANCE IN THE UK Dr Alan Buckle, Rodenticide Resistance Action Group, UK	THE PUBLIC HEALTH TRIANGLE: PEST MANAGEMENT, ENVIRONMENTAL HEALTH AND LOCAL AUTHORITIES WORKING TOGETHER The Chartered Institute of Environmental Health	A MODERN RAT'S TALE: DUTCH EXPERIENCES WITH RODENTICIDE REDUCTION Dr Bastiaan Meerburg, Dutch Pest and Wildlife Expertise Centre				
INNOVATION THEATRE	09.00 - 09.30	10.00 - 10.45	11.00 - 11.30	11.45 - 12.15		14.30 - 15.00	15.30 - 16.00	
COMPETITIVE CLOUD Mike Palmer-Day, Service Tracker	SMART PEST MANAGEMENT – WHY DIGITAL PEST MANAGEMENT IS THE FUTURE Gary Nicholas, Bayer	AN INTRODUCTION TO CALM Rosy Candlin and Maria Kuzak, CALM	AMAZING INDOXACARB TECHNOLOGY – HOW DOES IT WORK? Daniel Lightfoot, Syngenta	REMOTE RODENT MONITORING AND TRAPPING – TRAPME, A DIGITAL SOLUTION Sean Parr, Edialux and Kim Lauridsen Hansen, Trap-Me Demark	HOW TO LEVERAGE VALUE FROM A VLINK SYSTEM Mark Ebner, Woodstream			
THEATRE	08.45 - 09.45	10.00 - 10.45	11.00 - 11.45	12.00 - 12.30		14.15 - 15.00	15.30 - 16.20	
INTRODUCING SELONTRA® – OUR LATEST INNOVATION, CHOLECALCIFEROL RODENT BAIT Sharon Hughes, BASF	CHOLECALCIFEROL USE AND PROTECTING NON-TARGET SPECIES Dr Matthew Davies, Killgerm	DISEASES TRANSMITTED BY RODENTS AND THEIR PARASITES Alex Wade, Wade Environmental	HOW TO SOLVE YOUR COCKROACH PROBLEMS QUICKLY AND COST-EFFECTIVELY Helen Ainsworth, BASF	DISEASES TRANSMITTED BY RODENTS AND THEIR PARASITES Alex Wade, Wade Environmental	CHOLECALCIFEROL USE AND PROTECTING NON-TARGET SPECIES Dr Matthew Davies, Killgerm			
THEATRE	09.30 - 10.00	10.15-10.45	11.00 - 11.30	11.45 - 12.00		14.30 - 15.00	15.30 - 16.00	
HUMANE RODENT CONTROL Samuel Wood, Bell Laboratories	EVOLUTION OF BAIT BOXES Michael Sims, Bell Laboratories	DESIGNING FOR IPM AND STEWARDSHIP Shyam Lakhani, Bell Laboratories	UK RODENTICIDE – WHICH BAIT TO USE AND WHEN? Michael Sims, Bell Laboratories	DEMO: iQ (DUTCH) Shyam Lakhani, Bell Laboratories	DEMO: iQ (SPANISH) Andrés Pizarro, Bell Laboratories			
THEATRE	08.45 - 09.30	09.45 - 10.30	10.45 - 11.15	11.30 - 12.15		14.15 - 15.00	15.15 - 16.00	
TEXTILE PESTS: A PROACTIVE APPROACH TO CONTROL Avril Turner, Killgerm	HOUSEHOLD ARTHROPODS AND THEIR ASSOCIATED BACTERIAL COMMUNITIES Dr Matthew Davies, Killgerm and Dr Federica Boiocchi, Aston University	GREY SILVERFISH Melvin Knapp, Killgerm	BAT AWARENESS FOR PEST CONTROLLERS, Becky Wilson and Joanna Ferguson, Bat Conservation Trust	FLYING INSECT MANAGEMENT: STOPPING A RESTAURANT BECOMING A PESTAURANT Dr Stuart Mitchell, PestWest USA	FLYDETECT Fred Hurstel, PestWest Electronics			



DAY 3
THURSDAY
18 MARCH

17.00 18.00 19.00 10.00 11.00 12.00 13.00 14.00 15.00



17.15 - 18.00

18.15 - 19.00

10.00 - 10.45

11.00 - 11.45



13.00 - 13.45

14.00 - 14.45

MYTHBUSTERS: COMMON PEST MANAGEMENT THEORIES FACT-CHECKED
Dr Jonathan Wade and Alex Wade, Wade Environmental

THE UBERIFICATION OF PEST CONTROL: KEEPING UP WITHOUT CASHING OUT
Dr Poppy Wilde, Birmingham City University

DIGITAL PEST MANAGEMENT ON THE AISLES
Tony O'Donovan, Tesco

PESTICIDE REGISTRATION IN GREAT BRITAIN
Dr Nicola Gregg, The Health and Safety Executive

FIVE YEARS OF RODENTICIDE STEWARDSHIP - WHAT HAVE WE ACHIEVED?
Dr Alan Buckle, CRRU (UK)

THE BED BUGS TELL US HOW: EARLY TREATMENT AND MONITORING
Dr Jette Knudsen, Nattaro Labs

16.30 - 17.15

18.00 - 18.45

19.00 - 19.30

10.30 - 11.15

12.00 - 12.30

13.30 - 14.00

14.15 - 14.45

THE LATEST IN PEST EXCLUSION TECHNOLOGY
Dave Colbert, Xcluder Products

BELL SENSING TECHNOLOGIES - iQ PRODUCTS DEMO
Micheal Sims, Patrick Lynch and Brian Hensel, Bell Laboratories

AMAZING INDOXACARB TECHNOLOGY – HOW DOES IT WORK?
Daniel Lightfoot, Syngenta

THE CAMPAIGN FOR A WORLD DENGUE DAY
Kamran Rafiq, The International Society for Neglected Tropical Diseases

AN INTRODUCTION TO CALM
Rosy Candlin and Maria Kuzak, CALM

REMOTE RODENT MONITORING AND TRAPPING – TRAPME, A DIGITAL SOLUTION
Sean Parr, Edialux and Kim Lauridsen Hansen, Trap-Me Denmark

AMAZING INDOXACARB TECHNOLOGY – HOW DOES IT WORK?
Daniel Lightfoot, Syngenta

16.30 - 17.30

17.45 - 18.15

18.30 - 19.00

19.15 - 19.45

10.15 - 11.00

11.10 - 12.10

12.15 - 13.00

13.15 - 14.00

14.15 - 14.45

INTRODUCING SELONTRA® – OUR LATEST INNOVATION, CHOLECALCIFEROL RODENT BAIT
Sharon Hughes, BASF

WHAT IS THE RIGHT STRATEGY FOR ANT COLONY CONTROL THIS SPRING
Helen Ainsworth, BASF

UNDERSTANDING PULSE-BAITING – SAVE TIME, MONEY AND BAIT!
Sharon Hughes, BASF

HOW TO SOLVE YOUR COCKROACH PROBLEMS QUICKLY AND COST-EFFECTIVELY
Helen Ainsworth, BASF

HOW RODENT BEHAVIOUR INFLUENCES THE BAITING PLAN
Sharon Hughes, BASF

INTRODUCING SELONTRA® – OUR LATEST INNOVATION, CHOLECALCIFEROL RODENT BAIT
Sharon Hughes, BASF

DISEASES TRANSMITTED BY RODENTS AND THEIR PARASITES
Alex Wade, Wade Environmental

CHOLECALCIFEROL USE AND PROTECTING NON-TARGET SPECIES
Dr Matthew Davies, Killerm

BAITING STRATEGIES: ASSESSMENTS, TECHNIQUES AND EFFICACY
Oliver Madge, PestWise

16.30 - 17.00

17.30 - 18.00

18.30 - 19.30

10.15 - 10.45

11.00 - 11.30

11.45 - 12.10

12.15 - 12.45

13.00 - 13.30

13.45 - 14.15

14.30 - 15.00

DEMO: iQ (FRENCH)
Arnaud Del Valle, Bell Laboratories

DEMO: iQ (ITALIAN)
Michele Albertazzi, Colkim

GUEST SPEAKER DISCUSSION: BELL SENSING TECHNOLOGIES
Michael Sims, Bell Laboratories with guest speakers

DESIGNING FOR IPM AND STEWARDSHIP
Shyam Lakhani, Bell Laboratories

HUMANE RODENT CONTROL
Samuel Wood, Bell Laboratories

EVOLUTION OF BAIT BOXES
Michael Sims, Bell Laboratories

DEMO: iQ (DUTCH)
Shyam Lakhani, Bell Laboratories

DEMO: iQ (SPANISH)
Andrés Pizarro, Bell Laboratories

DEMO: iQ (FRENCH)
Arnaud Del Valle, Bell Laboratories

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BED BUG MANAGEMENT IN 2021 - A VIEW FROM THE UNITED STATES
Jeff White, BedBug Central

ASIAN HORNET AWARENESS AND IDENTIFICATION
Nigel Semmence, Animal and Plant Health Agency

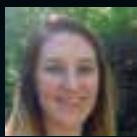
RODENT CONTROL DEVELOPMENTS IN PROTECTING NON-TARGET SPECIES
Dr Matthew Davies, Killerm

DRAINAGE INVESTIGATIONS IN RAT CONTROL
Davy Brown, Rat Detection

BIRD FREE
Alastair Fernie, Killerm and Ian Smith, Bird Free

PEST MANAGEMENT IN THE MINISTRY OF DEFENCE
Lt Col Jim Fawcett, Ministry of Defence

TECHNICAL THEATRE



Dr Claire Donald,
University of
Glasgow



Professor Olivier
Sparagano,
University of
Hong Kong



A representative
from NPAP, CIEH



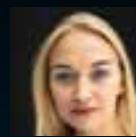
Dr Bastiaan
Meerburg, Dutch
Pest and Wildlife
Expertise Centre



Dr Jonathan
Wade, Wade
Environmental



Alex Wade, Wade
Environmental



Dr Poppy Wilde,
Birmingham
School of Media



Tony O'Donovan,
Tesco



Dr Nicola Gregg,
Health and Safety
Executive

DAY 1 TUESDAY 16 MARCH

08.40-09.20

NOVEL MOSQUITO CONTROL TECHNIQUES TO COMBAT MOSQUITO-BORNE INFECTIONS

Dr Claire Donald, University of Glasgow

Many people have experienced a mosquito bite. However, being bitten by a mosquito is not just irritating, it could be dangerous. Mosquito transmitted diseases continue to increase their incidence and geographical locations, and it is more important than ever to develop effective control methods. Factors such as increased insecticide resistance and environmental impact have driven a need for novel control strategies such as sterile insect technique (SIT), use of the bacteria Wolbachia, the release of insects with dominant lethality (RIDL) and gene drives.

► ...the relentless spread of multiple resistance mechanisms in both rats and mice across the country, the new DNA technology that changed our monitoring abilities, the impacts of resistance on environmental contamination and the latest development of 'hybrid resistance' will be addressed in this talk.

09.30-10.15

BIRD MITES: ENVIRONMENTALLY TRICKY, SOCIALLY MISUNDERSTOOD, TECHNICALLY STILL CHALLENGING

Professor Olivier Sparagano, University of Hong Kong

The bird mite, *Dermanyssus gallinae*, is an ectoparasite feeding on animal and human blood. Professor Sparagano will present the bird mite's biology to highlight its behaviour. This pest is also responsible for transmitting pathogens such as Salmonellosis or Avian Influenza, bringing secondary health issues for people living in infested houses and pest control staff being attacked during treatment activities. Such Acari pests are difficult to eradicate from human dwellings due to their size, ability to hide, and being able to resist many treatments. However, there are some key points to consider when fighting such arthropod pests to maximise control and develop long-term strategies.

DAY 2 WEDNESDAY 17 MARCH

14.15-15.00

THE PUBLIC HEALTH TRIANGLE: PEST MANAGEMENT, ENVIRONMENTAL HEALTH AND LOCAL AUTHORITIES WORKING TOGETHER

A representative from NPAP, CIEH

Pest management, environmental health and local authorities all strive to protect public health; so why do conflicts between the three occur? This session tackles how we can work better together by understanding each other's role in protecting people.

15.15-16.00

A MODERN RAT'S TALE: DUTCH EXPERIENCES WITH RODENTICIDE REDUCTION

Dr Bastiaan Meerburg, Dutch Pest and Wildlife Expertise Centre

Rodent control has relied quite heavily on the use of rodenticides for a long time in the Netherlands. Recent policy changes have reduced the opportunity for the use of rodenticides for both citizens and professionals, and more focus is put on the principles of Integrated Pest Management (IPM). However, the reality is unruly and many municipalities (and their citizens) currently struggle with the presence of rats. Problems seem to be worse than in the past. What should be done now, and what can we learn from the Dutch perspective?

17.15-18.00

MYTHBUSTERS: COMMON PEST MANAGEMENT THEORIES FACT-CHECKED

Dr Jonathan Wade and Alex Wade, Wade Environmental

A fun look into the urban legends encountered in pest control and an attempt to debunk them with facts.

18.15-19.00

THE UBERIFICATION OF PEST CONTROL: KEEPING UP WITHOUT CASHING OUT

Dr Poppy Wilde, Birmingham School of Media

Uberification is coming for you, and you need to know how to face it. Social media, mobile apps and digital media are continuing to change the way businesses work, and individuals now have more opportunities for both enterprise and exploitation. In this talk we will explore the ways in which the service industry has changed through a process of 'Uberification', a business model based on linking customers and services, and taking a hefty profit as it does so. We will discuss ways in which workers need to be prepared for the influx of measures in social capital, personal branding and media presence to keep up with these growing trends, while being aware of the pitfalls they present.

DAY 3 THURSDAY 18 MARCH

10.00-10.45

DIGITAL PEST MANAGEMENT ON THE AISLES

Tony O'Donovan, Tesco

Tony is unique in his role, as he knows the clients' perspectives as well as the pest management and prevention side having started in the industry back in the early 90s. He will share his thoughts on why Tesco signed a new contract with its service providers for connected pest control technology, involving tens of thousands of digital traps in most of its estate covering 4,000 stores in the UK, for use both internally and externally.

Tesco believes this is the world's largest contract for connected technology and hopefully encourages more interest in removing toxic baits in favour of more sustainable options. For Tesco as a client, data is extremely important. "We rely on data to help form strategies within our wider operations and learn how we can always be ahead of the curve". Connected technology gives so much support with this, and although not a 'silver bullet' it will significantly aid the overall pest management strategy of the group.

Although only in the relatively early stages of delivering the estate digitally, Tony will discuss some of the learning so far from implementation through the pandemic and national lockdowns.

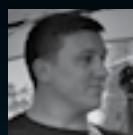
INNOVATION THEATRE



Dr Jette
Knudsen, Nattaro
Labs Sweden



Dr Alan Buckle, Rodenticide Resistance
Action Group (UK) and Campaign for
Responsible Rodenticide Use (UK)



Mike Palmer-Day,
Service Tracker



Gary Nicholas,
Bayer



Rosy Candlin and
Maria Kuzak,
CALM



Daniel Lightfoot,
Syngenta



Mark Ebner,
Woodstream



Dave Colbert,
Xcluder Products

11.00-11.45

PESTICIDE REGISTRATION IN GREAT BRITAIN

Dr Nicola Gregg, HSE

Before any biocide product can be used, sold, supplied or stored it must be authorised for use. These authorisations are granted by the Chemicals Regulation Division (CRD) on behalf of Ministers.

From 1 January 2021, in Great Britain (England, Scotland and Wales) a new independent biocides regulatory regime has been in operation. Northern Ireland continues to follow the EU. HSE continues to be the competent authority for UK.

This session will outline the new GB regulations and how they are being implemented. In this, HSE will outline the requirements for both GB and Northern Ireland (NI) and actions that businesses should be aware of to keep biocidal products on the market.

13.00-13.45

FIVE YEARS OF RODENTICIDE STEWARDSHIP - WHAT HAVE WE ACHIEVED?

Dr Alan Buckle, CRRU (UK)

The CRRU-operated UK Rodenticide Stewardship Regime has been in place for five years and will undergo major review by the Government Oversight Group in 2021. The talk will briefly review the structure of the regime and its objectives. Achievements during this period will be discussed, and the latest 2020 monitoring information for barn owl residues, rodenticide resistance and changes in user practices will be given. Possible outcomes of the review, and their consequences, will be considered.

14.00-14.45

THE BED BUGS TELL US HOW: EARLY TREATMENT AND MONITORING

Dr Jette Knudsen, Nattaro Labs Sweden

Combining knowledge on bed bug biology with our research on chemical ecology, Nattaro Labs has developed a patented pheromone lure. The lure enables early detection and can be used for long-term monitoring in environments with a high risk of bed bug infestations. To eradicate bed bugs, Nattaro Labs has developed a patented diatomaceous earth (DE) containing tape that kills bed bugs at an early stage of infestation. Both early detection and the DE tape facilitate successful treatment of bed bugs. The presentation will focus on how bed bug behaviour and their chemical ecology inspired the lure and bed bug tape development.

DAY 1 TUESDAY 16 MARCH

9.00-9.30

COMPETITIVE CLOUT

Mike Palmer-Day, Service Tracker

Using pest control software as a way to run your entire business more efficiently, more productively and more harmoniously, all from a single device, and from anywhere in the world. Giving you competitive clout in the pest control industry.

10.00-10.45

SMART PEST MANAGEMENT: WHY DIGITAL PEST MANAGEMENT IS THE FUTURE

Gary Nicholas, Bayer

Join Gary Nicholas to learn about The Digital Pest Management System, developed by Bayer in collaboration with Microsoft. A wireless network of high-tech trap sensors that provide 24/7 monitoring, real-time capture alerts and up-to-the-minute rodent activity verification. Helping pest controllers optimise integrated pest management efforts, together with audit-ready digital data reports and creating full transparency of their service delivery.

11.00-11.30

AN INTRODUCTION TO CALM

Rosy Candlin and Maria Kuzak, CALM

Campaign Against Living Miserably (CALM) is leading the movement against suicide. Every week, 125 people in the UK take their own lives. And 75% of all UK suicides are male. CALM exists to change this. Join Rosy Candlin from CALM as she talks through what CALM is, what it does and the importance of talking openly about mental wellbeing and suicide. She will discuss how CALM uses comedy, music and sport to breakdown the taboo of suicide, and helps people stop living miserably. Find out more about the charity at thecalmzone.net

11.45-12.15

AMAZING INDOXACARB TECHNOLOGY - HOW DOES IT WORK?

Daniel Lightfoot, Syngenta

An overview of the active ingredient of the novel insecticide indoxacarb. The talk will look at how the technology works and how this can be a great tool for pest controllers in a number of situations.

DAY 2 WEDNESDAY 17 MARCH

14.30-15.00

REMOTE RODENT MONITORING AND TRAPPING - TRAPME, A DIGITAL SOLUTION

Sean Parr, Edialux and Kim Lauridsen Hansen, Trap-Me Demark

This session will focus on remote monitoring as a new technology and how remote monitoring can benefit your business. The TrapMe remote monitoring system will be discussed; how it works and how it provides PCOs a faster and more effective solution to managing pests that fits well within an Integrated Pest Management approach.

15.30-16.00

HOW TO LEVERAGE VALUE FROM A VLINK SYSTEM

Mark Ebner, Woodstream

The VLINK Pest Network is a comprehensive remote monitoring platform brought to you by the innovators in rodent trapping. We will present a brief overview of the system with a focus on features and functions. Content will include case studies and ways that PMPs can present the value of a connected system with their customers.

16.30-17.15

THE LATEST IN PEST EXCLUSION TECHNOLOGY

Dave Colbert, Xcluder Products

Dave will be sharing the latest in pest exclusion technology.

18.00-18.45

BELL SENSING TECHNOLOGIES - IQ PRODUCTS DEMONSTRATION

Micheal Sims, Patrick Lynch and Brian Hensel, Bell Laboratories

What if you knew every rodent activity at your account, from the moment you walk in the door? Michael Sims from Bell Laboratories will be introducing Patrick Lynch and Brian Hensel from Bell Laboratories to discuss how iQ technology can make your job more efficient and transform your technicians from inspectors into problem solvers.

CONTINUED ►

► CONTINUED

INNOVATION THEATRE



Micheal Sims,
Bell Laboratories



Patrick Lynch,
Bell Laboratories



Brian Hensel,
Bell Laboratories



Kamran Rafiq,
The International
Society for
Neglected
Tropical Diseases



Sean Parr,
Edialux



Kim Lauridsen
Hansen, Trap-Me
Demark



THEATRE



Sharon Hughes,
BASF



Alex Wade, Wade
Environmental



Helen Ainsworth,
BASF

19.00-19.30

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DAY 3 THURSDAY 18 MARCH

10.30-11.15

THE CAMPAIGN FOR A WORLD DENGUE DAY

Kamran Rafiq, The International Society for Neglected Tropical Diseases

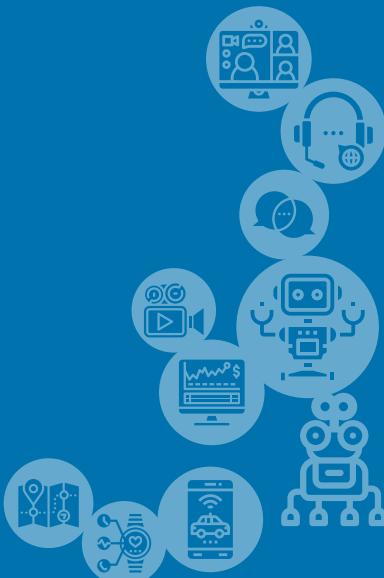
The World Health Organisation (WHO) estimates that 40% of the global population (approximately 3 billion people) are at risk for contracting dengue. This is the fastest-growing vector-borne disease globally. From a situation in the 1970s where a handful of countries presented with dengue, today that number exceeds 110. The primary preventative measure has always been vector control activity. Vector control itself embraces technology and cross-sector approaches impacting disease surveillance, mapping vector distribution, and understanding how climate change impacts vector ecology. We started a campaign calling on the United Nations and WHO to set aside a dedicated World Dengue Day on the development calendar.

12.00-12.30

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DAY 1 TUESDAY 16 MARCH

08.45-09.45

INTRODUCING SELONTRA® - OUR LATEST INNOVATION, CHOLECALCIFEROL RODENT BAIT

Sharon Hughes, BASF

Selontra is the new and innovative, non-anticoagulant rodenticide bait from BASF. It contains cholecalciferol which offers a different mode of action while balancing performance and environmental impact. This presentation takes you through the key features and benefits of Selontra.

10.00-10.45

CHOLECALCIFEROL USE AND PROTECTING NON-TARGET SPECIES

Dr Matthew Davies, Killerm

The European Commission believes that cholecalciferol presents less risk to the environment than second generation anticoagulants. The non-anticoagulant cholecalciferol is a known resistance-breaker, recommended in resistance management guidelines, for use against house mice and all UK strains of Norway rats.

This presentation discusses how the use of effective rodenticides may reduce the amount of active ingredient in the environment, result in more effective rodent control and reduce the risks of potential secondary exposure.

11.00-11.45

DISEASES TRANSMITTED BY RODENTS AND THEIR PARASITES

Alex Wade, Wade Environmental

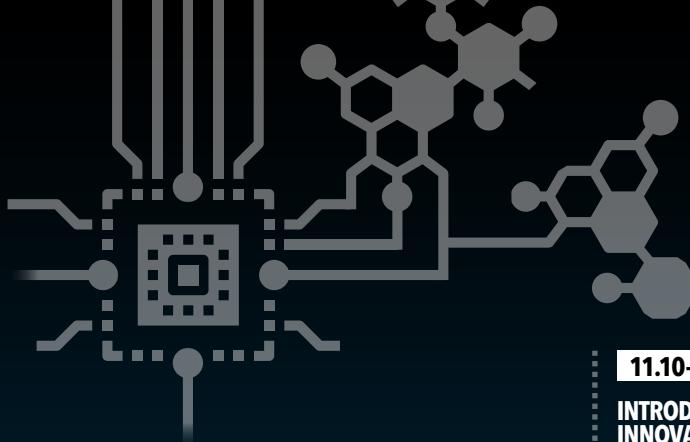
This short presentation is a look into the major mechanisms of how diseases travel between humans and pests, what potential impacts this has to our health and finally why we as a society should be more proactive about minimizing the risks of zoonosis in an ever more crowded world.



Dr Matthew
Davies, Killgerm



Oliver Madge,
PestWise



12.00-12.30

HOW TO SOLVE YOUR COCKROACH PROBLEMS QUICKLY AND COST-EFFECTIVELY

Helen Ainsworth, BASF

Find out more about taking a systematic and integrated approach to cockroach control in both domestic and commercial settings.

DAY 2 WEDNESDAY 17 MARCH

14.15-15.00

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17.45-18.15

WHAT IS THE RIGHT STRATEGY FOR ANT COLONY CONTROL THIS SPRING?

Helen Ainsworth, BASF

Ants are the uninvited summer guest in kitchen cupboards, and one of the more common pests to visit houses in the warmer months. This presentation looks at the different species of ant you're likely to come across as a pest technician and the best strategy for dealing with them.

18.30-19.00

UNDERSTANDING PULSE-BAITING - SAVE TIME MONEY AND BAIT!

Sharon Hughes, BASF

Pulse baiting technique is used for all single-feed rodenticide baits. That is, only for baits where the bait is sufficiently potent that a rat or mouse can eat a lethal amount of that bait in just one single feed. Pulse baiting is used for floccoumafen (Storm) or and some brodifacoum containing baits. This presentation covers the advantages of pulse baiting, including less bait required per bait point, less bait placed in the environment and less bait waste.

19.15-19.45

HOW TO SOLVE YOUR COCKROACH PROBLEMS QUICKLY AND COST-EFFECTIVELY

Helen Ainsworth, BASF

Find out more about taking a systematic and integrated approach to cockroach control in both domestic and commercial settings.

DAY 3 THURSDAY 18 MARCH

10.15-11.00

HOW RODENT BEHAVIOUR INFLUENCES THE BAITING PLAN

Sharon Hughes, BASF

Rodent behaviour is complex and knowledge of this behaviour is essential for effective control. This presentation will cover important aspect of rodent behaviour, including neophobic behaviour, bait carriage and hoarding, foraging, social structure and odour signals.

11.10-12.10

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14.15-14.45

BAITING STRATEGIES: ASSESSMENTS, TECHNIQUES AND EFFICACY

Oliver Madge, PestWise

As the conditions of use change, almost with each new product label - this session takes us back to the very heart of effective rodent control but combines these approaches with the new decision making processes.

In order to stick within the 'rules', positively control infestations and apply baits safely, a matrix of assessments need to be considered. But what does this mean and how is this applied in day to day pest management?

The session will cover new best practice guidelines and necessary assessments; appreciating the science of active ingredients and why they are important and combining the art of selecting the right formulations with effective application. A real benefit of IPM is making these processes applicable to the environment in which the pests are active and defining a strategy to get results - no two pest infestations are the same.



THEATRE



Samuel Wood,
Bell Laboratories



Shyam Lakhani,
Bell Laboratories



Micheal Sims,
Bell Laboratories



Patrick Lynch,
Bell Laboratories



Brian Hensel,
Bell Laboratories



Andrés Pizarro,
Bell Laboratories



Arnaud Del Valle,
Bell Laboratories



Michele Albertazzi,
Bell Laboratories

DAY 1 TUESDAY 16 MARCH

09.30-10.00

HUMANE RODENT CONTROL

Samuel Wood, Bell Laboratories

Samuel Wood explains why the new EVO TUNNEL is the humane choice when it comes to trapping.

10.15-10.45

EVOLUTION OF BAIT BOXES

Michael Sims, Bell Laboratories

Michael Sims explains why using the EVO Edge is an upgrade from using other stations.

11.00-11.30

DESIGNING FOR IPM AND STEWARDSHIP

Shyam Lakhani, Bell Laboratories

Explaining Bell's commitment to best practices, including CRRU guidelines and what this means for your IPM toolbox.

11.45-12.00

UK RODENTICIDE: WHICH BAIT TO USE AND WHEN?

Michael Sims, Bell Laboratories

Michael Sims runs through Bell's rodenticides and defines which bait to use and when.

DAY 2 WEDNESDAY 17 MARCH

PRODUCT DEMONSTRATIONS: IQ

Bell Sensing Technologies is a division of Bell Laboratories that develops and supports a technology platform for iQ™ products. This technology is built around a proprietary app and portal that communicates with iQ products by gathering, storing and reporting on the rodent activity occurring at an account. On Wednesday, Bell will be providing a product demonstration of the iQ range in various languages.

14.30-15.00

DUTCH – Shyam Lakhani

15.30-16.00

SPANISH – Andrés Pizarro

16.30-17.00

FRENCH – Arnaud Del Valle

17.30-18.00

ITALIAN – Michele Albertazzi

18.30-19.30

GUEST SPEAKER DISCUSSION: BELL SENSING TECHNOLOGIES

Michael Sims plus guests

A Bell Sensing discussion with guest speakers Pat Lynch and Brian Hensel.

DAY 3 THURSDAY 18 MARCH

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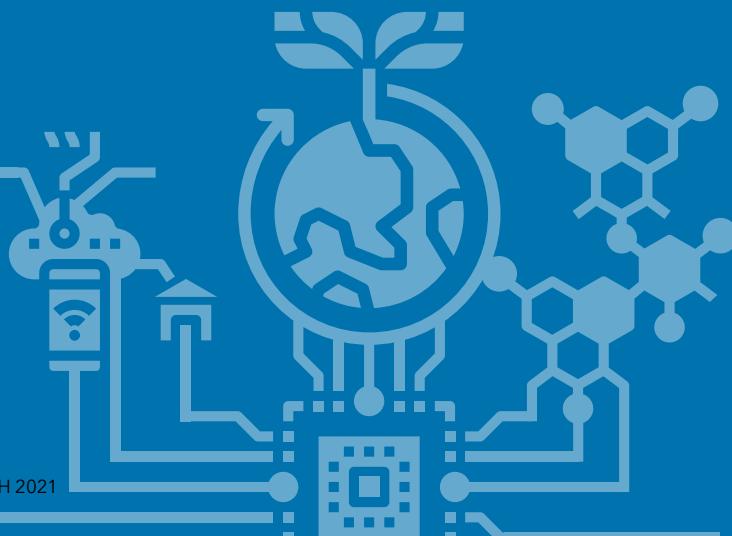
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ITALIAN – Michele Albertazzi





Avril Turner,
Killgerm



Dr Matthew
Davies, Killgerm



Melvin Knapp,
Killgerm



Becky Wilson,
Bat Conservation
Trust



Dr Stuart
Mitchell,
PestWest USA



Fred Hurstel,
PestWest
Electronics



Jeff White,
BedBug Central



Nigel Semmence,
Animal and Plant
Health Agency



Davy Brown, Rat
Detection



Alastair Fernie,
Killgerm



Lt Col Jim
Fawcett, Ministry
of Defence



DAY 1 TUESDAY 16 MARCH

08.45-09.30

TEXTILE PESTS: A PROACTIVE APPROACH TO CONTROL

Avril Turner, Killgerm

Recognising a range of textile pests and understanding aspects of proactive monitoring and control techniques.

09.45-10.30

HOUSEHOLD ARTHROPODS AND THEIR ASSOCIATED BACTERIAL COMMUNITIES

Dr Matthew Davies, Killgerm and Dr Federica Boiocchi, Aston University

Recognising a range of textile pests and understanding aspects of proactive monitoring and control techniques.

10.45-11.15

GREY SILVERFISH

Melvin Knapp, Killgerm

An emerging and likely under-reported pest in the UK: advice on recognition, monitoring and a new treatment.

11.30-12.15

BAT AWARENESS FOR PEST CONTROLLERS

Becky Wilson and Joanna Ferguson, Bat Conservation Trust

Learn how bats use buildings, why they are so important in a bat's lifecycle and how pest control work may impact bats, including their legal protection.

DAY 2 WEDNESDAY 17 MARCH

14.15-15.00

FLYING INSECT MANAGEMENT: STOPPING A RESTAURANT BECOMING A PESTAURANT

Dr Stuart Mitchell, PestWest USA

Calling on international expertise, from the USA, to learn about the importance of correctly locating UV light fly traps.

15.15-16.00

FLYDETECT

Fred Hurstel, PestWest Electronics

Discover the future of fly control – online remote flying insect monitoring. Best New Product Award at The Society of Food Hygiene and Technology Virtual Awards Ceremony.

16.15-17.00

BEDBUG MANAGEMENT IN 2021 - A VIEW FROM THE UNITED STATES

Jeff White, BedBug Central

A general update on bed bug management for 2021, including developments in monitoring technology and the underappreciated importance of room preparation.

17.15-18.00

ASIAN HORNET AWARENESS AND IDENTIFICATION

Nigel Semmence, Animal and Plant Health Agency

A status update regarding the Asian hornet (Vespa velutina) situation in the UK, including identification, 2020 sightings and the importance of reporting.

DAY 3 THURSDAY 18 MARCH

10.15-11.00

RODENT CONTROL DEVELOPMENTS IN PROTECTING NON-TARGET SPECIES

Dr Matthew Davies, Killgerm

Wildlife contamination with rodenticides remains a significant and widespread problem. Do we finally have a practical and straightforward solution to minimise this?

11.15-12.00

DRAINAGE INVESTIGATIONS IN RAT CONTROL

Davy Brown, Rat Detection

It is estimated that over 90% of rat infestation problems within UK homes and properties are due to defective drainage systems. Don't miss this opportunity to learn more.

12.15-13.00

BIRD FREE

Alastair Fernie, Killgerm and Ian Smith, Bird Free

Authorised by the HSE based on proven efficacy in controlled field tests, learn how to get results with Bird Free.

13.15-14.00

PEST MANAGEMENT IN THE MINISTRY OF DEFENCE

Lt Col Jim Fawcett, Ministry of Defence

A fascinating overview of pest management activities in the Ministry of Defence.

ON-DEMAND AREA

We appreciate that you won't be able to make all of the seminar sessions at PestExtra. We'll be adding them into the On-Demand area after they have been shown live, for you to view at your leisure during the event. It'll be a bit like Netflix for pest control!

Alongside the recordings from our seminar theatres we will also have:

- Introductions from each of the BPCA's four committees, showing you their roles in the Association and how you can get involved
- No lockdown for those pesky pests: keeping customers and staff safe in a pandemic with Vicki Sims from Ladybug Pest Control
- Bell Laboratories PCO iQ Video with Michael Sims from Bell Laboratories
- Terms, conditions and contracts for pest management companies with Hazel Napier from BEB Consultancy (UK)
- Plus much, much more!

ROUNDTABLES

We're running some round table discussions each day, led by industry experts, to give you the chance to learn, share and connect on a specific pest management topic.

Each 'table' has a maximum of 20 'seats' that'll be allocated on a first-come basis.



Tuesday 16 March 10.30-11.15

WHAT MAKES A PROFESSIONAL A PROFESSIONAL?

Led by Ian Andrew, BPCA

FERRETING AND LONG NETTING

Led by Sean Parr, Edialux

Wednesday 17 March 16.15-17.00

PROFESSIONAL STANDARDS AND ACCREDITATIONS

Led by Dee Ward-Thompson, BPCA

BEST PRACTICE DOCUMENTATION

Led by Martin Rose-King, Bounty Consultancy Services

Thursday 18 March 12.00-12.45

DEALING WITH CUSTOMER COMPLAINTS

Led by Natalie Bungay, BPCA

FUTURE OF INSECTICIDES

Led by Jim Kirk, Deadline Products

CPD POINTS

There are up to 10 structured CPD points available over the three days.

PestExtra keeps track of what you've done such as the stands you've visited, the questions you've answered, the seminars you've watched and the network events you've taken part in.

At the end of your visit, your activity will be converted to CPD points (1 point per hour of CPD activity), and you'll automatically have the appropriate amount of CPD points added to your BPCA Registered or Basis Prompt account.

It's that simple!



NOBODY LEAVES EMPTY HANDED

You won't be able to pick up any free pens at PestExtra, but that doesn't mean you'll leave empty-handed. Every visitor will be emailed a pack which may include special offers and giveaways you can claim after the show.



SCAVENGER HUNT AND PRIZES

While you won't be able to walk around collecting freebies at PestExtra, we do have a huge scavenger hunt planned across the

three days with some exciting prizes already donated!

When you sign in to the event, you'll see a leaderboard which will keep track of the points you gain while in the event, and where you sit in the race to the top!

Others are designed to help you work for them, such as answering trivia questions. You'll get answers from specific exhibitors. You might get a point for answering polls in sessions. And you'll get other points for participating in a roundtable discussion.

Then there are some just for fun, such as uploading a photo to your profile so people can see who you are or gathering secret passwords from exhibitors.

The more you explore, the more points you'll get.

- Killgerm vouchers (£200)
- Barretteine vouchers (£50)
- Amazon vouchers (£50)
- Just Eat vouchers (£25)
- Virgin Wines hamper
- Coffee hamper
- Birchmeier backpack sprayer
- Lodi Digrain Bugster
- Bell Laboratories goody bags
- BPCA goody bags
- Beer Hawk Hampers
- Echo Dot
- Anker wireless earbuds
- Mini drone
- Kindle Fire

How do I collect points?

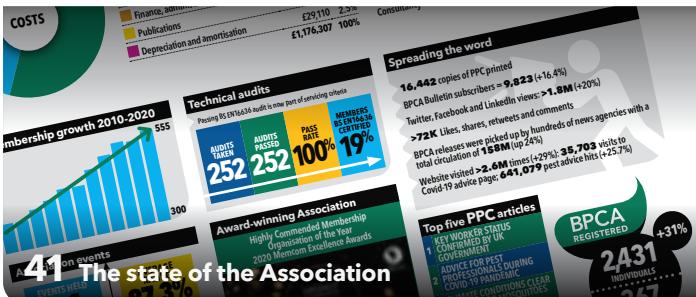
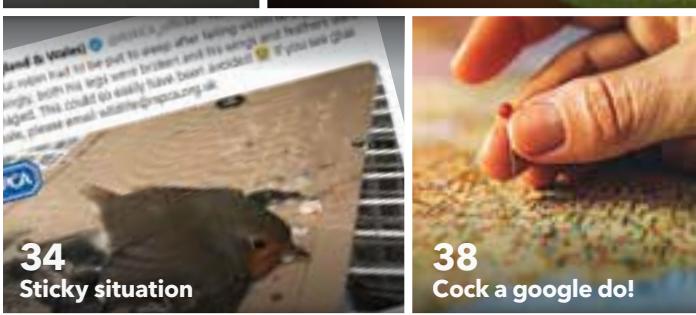
Some activities will automatically gain you points such as attending seminars, watching on-demand videos, completing a session survey, visiting exhibitor stands.



Points mean prizes!

The more points you get, the more chances you have of winning. For every 500 points you collect, you'll get one ticket for our virtual raffle. We've got some great prizes already lined up, and more will be announced in the run-up to the show...

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BE A MAN OF MORE WORDS



Giving and receiving greetings is vital for us as human beings. We're social creatures, and that's what the 'being' bit in 'human beings' is all about. We need interaction with other human beings to survive and to thrive. We are not called 'human doings' for a reason, and that reason is that there is more to life than just working.

By the time you read this, we'll be well into 2021 and so wishing you a Happy New Year may seem a little belated. Nevertheless, we've already said greetings are essential, so the BPCA team wishes you a happy, healthy and prosperous 2021!

During 2020, many of us suffered stress, worry, anxiety (or whatever we want to call it) because of the Covid-19 pandemic. We were faced with something that we had no previous experience of, and it was something that affected every part of our being – at work, home and play.

Both surveys we carried out in 2020 affirmed that, among pest controllers, the pandemic affected the mental health of 44% of respondents in April and 45% in October. I'm sure that figure has not likely changed much as we continue to live in uncertain times amidst further lockdown.

A sad statistic is that men commit 75% of all UK suicides. As a sector with a high proportion of male workers and a high proportion of lone-workers, we need to be very aware of mental health issues. We must speak safely and without embarrassment about the things that play on the mind in the daytime or keep us awake at night.

Sadly, it is often the 'real men who don't talk about emotions' that end up with the problems.

During 2021, BPCA will look at how best we can support our staff and our members most effectively with their mental health.

Encountering stress, and coping with it, is part of being human: we continually assess what is going on around us and determine what impact these things may have on us – often without even realising we are doing it. It is how we deal with these things once we do become more aware of them that affects our mental health.

With everything we've been through in 2020, and continue to find ourselves in at the start of 2021, I hope that one resolution we can all keep this year is to be more aware of our mental condition. Often it is as simple as not just asking, "what am I doing?" but also asking "how am I doing?" and may we all be a little better at human 'being' for ourselves and those around us.

We look forward to speaking with you at PestExtra in March. Screens might separate us, but let's take every opportunity we can to connect this year.



Ian Andrew

BPCA Chief Executive

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PPC

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CPD**BPCA Registered CPD points**

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bpca.org.uk/cpd-area

Remember to log anything else you've learned in your CPD diary for even more points.

Basis Prompt

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Online CPD quiz = 3 points each
bpca.org.uk/cpd-quiz

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116 123

Share your coping mechanisms...

Write to the editor.
hello@bpca.org.uk



COVID-19: A GREAT TIME TO HELP BRITAIN'S BEES

BPCA member PGH Beegone says the UK's bee population has been given a fighting chance as a result of lockdowns and reduced travel this last year.

Wildflowers on road verges have been left to grow and a reduction in traffic fumes means bees shouldn't have to travel as far for good quality pollen.

What's more, there's been an increase in people trying out beekeeping for themselves - the number of beekeepers registered on Beebase, the National Bee Unit's voluntary database, is 2.5 times what it was 10 years ago, having gone from 16,000 in 2010 to 42,000 in September 2020.

To learn more about starting a business with PGH Beegone to save honeybees, contact Caroline Szeremeta, Franchise Business Development Lead.

01483 387414

opportunity@pghbeegone.co.uk

REMINDER: REPORT ILLEGAL PESTICIDE SALES WHEN YOU SPOT THEM ONLINE

It's been nearly two years since we released our Guidance Document to identify and report illegal internet sales of rodenticides and other pesticides.

The vast majority of sales of pesticides online are done legally, however we encourage you to report illegal activity to us when you see it.

Our Guidance Document on Identifying and Reporting Illegal Internet Sales of Rodenticides and Other Pesticides helps you determine whether a sale is legal or not. It also tells you where it is best to report illegal activity.

Read more ppconline.org/PPC-News/bpca-report-illegal-pesticide-sales-when-you-spot-them-online



WELSH GENERAL LICENCES FOR BIRD CONTROL 'LAWFUL'



A High Court ruling has deemed the Welsh general licences for the control of wild birds to be lawful, following a challenge by campaign group Wild Justice.

In Wales, four general licences were revoked on 7 October 2019 following a judicial review and new versions were issued (GL001, GL002, GL004 and GL016) which were valid until 31 December 2020.

These have been replaced again with new versions issued in 2021, with no current proposed changes expected.

BPCA Chief Executive, Ian Andrew, commented: "It's critical for public health and safety that our members can continue to carry out important bird control work across Wales, uninterrupted by more legal challenges."

DEFRA BACKS BIRTH CONTROL FOR GREY SQUIRRELS



The Department for Environment, Food and Rural Affairs (Defra) has backed a proposal by UK Squirrel Accord (UKSA) to use oral contraceptives in grey squirrel control.

The method involves luring grey squirrels into feeding boxes only they can access, with little pots containing hazelnut spread spiked with an oral contraceptive.

On Tuesday, Defra told BBC News: "We hope advances in science can safely help our nature to thrive, including through the humane control of invasive species."

For more information on grey squirrels and their control, visit bpca.org.uk/squirrels

VACANT BUILDINGS VULNERABLE TO RODENTS IN IRELAND, SAYS RENTOKIL



Rentokil is warning businesses in Ireland of the threat posed by rodents to premises that are lying vacant due to Level 5 Covid-19 restrictions.

In December 2020, Rentokil recorded a 12% increase in rodent callouts, when compared to the same period the previous year.

The company advises that rodents will explore empty buildings in search of food and shelter because they offer a warm, sheltered environment where they will be undisturbed.

Rentokil believes that smart pest control solutions may provide an answer to this problem. Unmanned, non-toxic pest control solutions, such as Rentokil's PestConnect, a digital solution which provides 24 hour protection from rodents, provide unmanned pest control protection which does not rely on poisons.

Members of the public can find out more about rodent infestations, and how to spot them, on the Rentokil website or at bpca.org.uk/rats

RODENTICIDE RESISTANCE ACTION GROUP UPDATES GUIDANCE

Rodenticide Resistance Action Group (RRAG) has released updated papers on resistance in both the Norway rat and house mouse.

For more information and to download the updated guidance, visit bpca.org.uk/rrag



BAYER TACKLES MENTAL HEALTH WITH CHARITY COLLABORATION

BPCA member Bayer has teamed up with suicide prevention charity Campaign Against Living Miserably (CALM) to help support the industry, following our recent survey where 44% of pest controllers felt that Covid-19 had affected their mental health.

"Alarmingly, suicide is the biggest killer of men under 45 in the UK," says Alan Morris, Bayer Environmental Science Country Head.

"In an industry that is largely dominated by males working in lone conditions, mental wellbeing is a big issue.

Bayer and CALM will be taking part in PestExtra in March, BPCA's digital pest management event, with hopes to attend more virtual and (if possible) real-life pest control events in 2021.
thecalmzone.net



HSE ISSUES ADVICE ON COVID-19 DISINFECTION SERVICES AND WARNS OF LEGAL CONSEQUENCES



**FREE COVID-19
LATERAL FLOW
TESTS FOR
KEY WORKERS
WITH NO
SYMPTOMS**

The Health and Safety Executive (HSE) has issued guidance on disinfecting using fog and mist during the Covid pandemic.

All pest management companies carrying out these services should pay close attention to HSE's advice.

Around this time last year, BPCA released a position statement on disinfection services. Our position remains the same: we recommend you proceed with extreme caution.

Read more on our website
[ppconline.org/PPC-News/
hse-issues-advice-on-
covid-19-disinfection-
services-pest-control](http://ppconline.org/PPC-News/hse-issues-advice-on-covid-19-disinfection-services-pest-control)

In an effort to overcome the pandemic, the UK government has announced free Covid-19 lateral flow tests (LFT) for people without coronavirus symptoms. The tests can return results in 30 minutes and will be prioritised for essential workers who cannot work from home.

You should get in touch with your local council for the latest information on the rollout of lateral flow tests in your area.

Martin Rose-King, from BPCA member company Bounty Pest Control, commented: "This is great news – we've been asking for this for months. Pest controllers, as key workers, have to enter homes and businesses to deal with public health pests on a daily basis."

BPCA ASKS HEALTH SECRETARY FOR PEST PROFESSIONALS TO GET VACCINE

BPCA has written to the Secretary of State for Health and Social Care to ask that pest professionals and other key workers are prioritised appropriately for the Covid-19 vaccine.

"This week we've written to Matt Hancock asking him not to forget about key workers that come into contact with lots of people and move between many sites.

"We're merely asking the government to be pragmatic in how they prioritise people, taking into account their occupation, exposure to other people and the sensitive environments they operate in

"Pest professionals and other key workers protect critical infrastructure. Without them being vaccinated promptly, the pressure on hospitals, care homes, schools, supermarkets and food factories can only increase.

"Common sense dictates that these people have the potential to come into contact with and spread the virus more than most, and therefore should be appropriately prioritised for inoculation."

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CIEH APPOINTS NEW CHIEF EXECUTIVE



The Chartered Institute of Environmental Health (CIEH) has confirmed that Dr Phil James has joined as its new chief executive.

Dr James was most recently the chief executive of the Institute of Leadership and Management, a specialist membership body that represents more than 30,000 leaders, managers, coaches and mentors.

FREE RODENT GLUE BOARDS ONLINE TRAINING



Killgerm® Raise your professional standards with free online training from Killgerm Training.

This course is designed for trained pest control technicians who wish to further demonstrate their knowledge of rodent glue board use, in line with best practice. Course material is based on the Pest Management Alliance – Code of Best Practice ‘Humane use of rodent glue boards’.

training.killgerm.com

2021 NATIONAL PEST AWARDS ARE OPEN FOR ENTRIES



Pest magazine has relaunched a sector-wide pest control awards night, replacing the British Pest Management Awards (BPMA).

The National Pest Awards are now open for entries and is calling out for nominations from those who have excelled in pest control across the UK.

This National Pest Awards is run in association with BPCA, NPTA and Basis and will culminate in a gala awards ceremony and dinner at the Houses of Parliament on Thursday, 17 June 2021.

Pest magazine said: “The event will provide a unique opportunity for the whole industry to come together and celebrate the achievements of their colleagues and peers.”

The awards are free to enter in all 10 categories. You can find out more about how to enter your business on the new National Pest Awards website.

nationalpestawards.co.uk

SPOTTA ANNOUNCES TEAM GROWTH AND NEW PRODUCT TESTING

BPCA member Spotta Smart Pest Systems has capped a strong first year of commercial operations with accelerated product development and market reach for 2021.

Neil D'Souza-Mathew, Spotta's CTO and co-founder, commented: “The addition of new team members gives us a great footing to continue our business growth, from developing the technology and hardware to discovering further applications for our monitoring solutions.

“Bed Pod continues to prove its efficacy in international accommodation sectors. The trials of Forest Pod have been successful and we're nearing market launch.

“Our next project for Red Palm Weevil will further showcase the importance of monitoring as part of a wider pest management strategy.”

spotta.co

HIDE AND S(Q)EEK

Dean Fowler (Advanced Environmental Services) attended an emergency call out to a property where a cat had brought in a juvenile brown rat. He found it hiding behind the radiator in a bedroom upstairs and shared this photo with us. Great effort from the rat, showing off those famous climbing skills!



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VENABLES TACKLES PRECAUTIONARY INSECTICIDE USER



Christopher Venables, owner and technician at Venables Pest Control, came across a case of delusional parasitosis last year which he shared with us recently.

"I arrived at a bed bug job where an elderly lady began showing immediate signs of delusional parasitosis, after my assessment that there was no evidence of bed bugs present.

"She said the first company hired had told her the bedroom was infested, and charged her £500 to chemically treat the area.

"I monitored with pheromone traps for two weeks and it was safe to say that I was right, there was no evidence of infestation whatsoever. I managed to convince the daughter nothing was present and then called the previous company to complain on her behalf; within five minutes they refunded the money and sent flowers.

"Education for clients is paramount, especially when dealing with insects. But with delusional parasitosis, it's very hard. I was just happy to be able to help the customer."



SERVICEPRO JOINS SERVICETITAN FAMILY

ServicePro, a family-owned pest control, lawn and arbor care software business, announced a new partnership with ServiceTitan that it says will deliver "unmatched expertise and support to customers through scaled resources and innovation."

ServicePro CEO Andy Deering and Kim O'Connor, CIO, will still lead ServicePro as a subsidiary to ServiceTitan and ensure continuity of service and roll out future ServSuite releases for customers.

Ara Mahdessian, co-founder and CEO of ServiceTitan says: "Bringing ServicePro into the ServiceTitan family of brands will support our continued growth and help ServicePro users reach success, while also inspiring us to innovate and develop new solutions that transform the trades."

BREXIT: POST-TRANSITION READINESS FOR BUSINESSES



Following the end of the Brexit transition period, the Department for Business, Energy and Industrial Strategy has released advice for businesses based on the new rules. BPCA recommends that every pest management company should employ the Brexit transition checker tool to make sure you have all your ducks in a row.

You should visit [gov.uk/transition](https://www.gov.uk/transition) where you can use the checker tool to quickly identify the actions that your business needs to take.

Ever thought of running your own pest control and live bee removal business?

Fancy taking £220k – £450k+ in your second year?

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PestExtra online
16-18 March
www.pestex.org



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STUDENT WASP CONTROL PROJECT

BPCA is helping four Masters of Business Administration (MBA) students at Warwick Business School with their course project.

The international students are focussing on strategic innovation in the UK Pest Control market and specifically wasp control. If you'd like to know more about the research, get in touch with us hello@bpca.org.uk

KNOCKOUT FOR MICE

Ridmus Alpha is the new fast acting rodenticide from BPCA member Syngenta Professional Solutions, specifically designed to rapidly control house mice infestations.

The palatable formulation of highly potent alpha-chloralose can give almost instant results, from an incredibly low intake of Ridmus® Alpha.

The indoor-only use and rapid results means treated mice are typically easier to find and clear up, which results in low risk of environmental exposure from the product. There is no known resistance to Ridmus Alpha.

Available from February, Ridmus Alpha is supplied in 300g tubes to fit most standard application guns.

RENTOKIL INITIAL RECOGNISED FOR CONTRIBUTION TO THE COVID-19 RESPONSE

BPCA member Rentokil Initial was presented with a commemorative medal for work during the pandemic by the Sisters of Mercy at the Mater Misericordiae University Hospital.

The company was recognised for delivery of vital services to the hospital to ensure that the ongoing safety and comfort of frontline healthcare staff and patients.

Some 4,000 medals were presented to all staff at the Mater Hospital, including Rentokil Initial, during the Hospital's annual Mission Awareness Week.

Nuala King, Director of Mission at the Mater Misericordiae University Hospital said, "We would like to thank Rentokil Initial for the work it has continued to provide to the Mater Hospital during the Covid-19 pandemic. It has been a difficult period for everyone, but through their work they have helped to ensure the ongoing safety and comfort of our healthcare staff and patients."

ANGLIAN PEST CONTROL SAYS "THANK YOU NHS" WITH GOODY BAG DONATION

BPCA member company, Anglian Pest Control, wanted to say a big thank you to their local hospital in Peterborough.

Their team spent the afternoon putting together and delivering over 50 goodie bags for NHS staff battling away in the middle of the Covid-19 pandemic.

Anglian director, Amanda Hunnybun said: "We wanted to thank our NHS workers for all their hard work in these challenging and difficult times."

Each bag contained bubble bath, hand cream, pampering face mask, lip balm and chocolates.



NOVEL PHEROMONE-BASED BED BUG LURE LAUNCHED

Vectotech Ltd announced the launch of BugScents, a novel pheromone-based bed bug lure with unique patented technology, for use in detecting early-stage bed bug infestations.

BugScents uses a globally patented formulation designed to attract bed bugs by mimicking the natural aggregation pheromone, to improve the detection and monitoring of infestations.

The innovation programme behind the development of BugScents™ was supported by the award of a prestigious and competitive Innovate UK grant.

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INTERVIEW

GULL CONTROL LICENCE SCREENING EXPLAINED



2020 was not a great year for gull licences in England. Many licences were far too late to be effective. Some never arrived at all, and many were turned down without reasons being given. We caught up with David Brown, Senior Adviser for Bird Licensing at Natural England, to see what has changed this year to make the process fit for purpose.

Note: BPCA and a group of members have been working with Natural England much of the year to feedback on the process for individual licences for gull control. Early indications are that the new screening process helps improve the speed and clarity of communications between applicants and NE. However, we all know that the new process won't be put to the test until the end of March and early April when most applications are likely to be submitted.

PPC Thanks for joining us, David. Can you tell us a bit about how the new licence screening process works?

DB The process covers conservation, public health and safety licensing purposes; the latter chiefly comprising the control of large gulls.

Because the process is designed specifically for these purposes, the questions we ask can be much more specific. Screening gives us an instant summary of what we need and prevents delays at both ends. Very quickly we can confirm if you have a genuine licensing need or otherwise.

work? Can the client not afford it? Use your full knowledge of the site, gull behaviour and your client to evidence this. Lethal control should be seen very much as a last resort.

PPC What happens after you go through the screening process? Do you then need to fill out a full A08 licence application?

DB You'll get a reply from us saying if you're likely to get a licence or not. If you are, you'll get a prepopulated A09 form (rather than the usual A08) and you will need to complete this by providing the evidence which you confirmed during screening.

If we don't think you're likely to be granted a licence, we will inform you promptly. You may wish to reapply via screening if circumstances change or you are in receipt of more evidence. Whatever the decision, we aim to respond to your registration far quicker than last year.

Note: member feedback suggests replies to the screening process have been completed within an hour. Obviously, we're interested to see what happens when higher volumes of applications begin to be submitted.

PPC What's the difference between A08 and A09?

DB A08 is a general form for individual bird licence applications and remains on the gov.uk page. However, we felt that it is not particularly well suited to this area of licensing work and have made some changes.

The A09 form is an amended version of the A08 and, on the face of it, it looks very similar. Some notable differences are that it's prepopulated for you based on your screening

application, and has space for your screening reference number.

It's more focused on this specialist area of licensing than the more general A08 form.

PPC Where can you access the screening form? It's not on the gov.uk website.

DB For a number of technical reasons a direct link to the screening form is not available on the gov.uk page but rather a link to it, labelled screening form via the following email address – email us at bird.licensing@naturalengland.org.uk and we will send you the link.

PPC Who is determining how much of a risk constitutes a danger to public health and safety? How much risk is required for a successful application?

DB We have a team of people doing the screening and sending out the responses. When a risk is unclear, the case is highlighted and then escalated to a specially convened group with the relevant experience. We then assess the risk based on the information you supply.

PPC A lot of evidence comes after the problem has happened. Some places like schools and hospitals won't give us access to CCTV footage, accident books etc. Can customer testimonies be useful?

DB Testimonies can be useful evidence, as long as these are clearly explained, together with an explanation as to why some evidence cannot be submitted. Tell us why you can't provide accident books, photos, CCTV etc. An application will also have greater merit where information comes from the person or organisation who has sought help from a pest controller.

"Remember, nuisance or inconvenience is not licensable. There has to be a clearly defined risk to public health and safety."

PPC What evidence are you looking for, specifically when we're trying to get a gull control licence for public health and safety?

DB We are looking for two main things:

Firstly, information relating to the specific risk of not controlling gulls in this circumstance. Spell it out to us; what's likely to happen if you don't manage the gulls on site? Provide as much evidence as you can for this. Remember, nuisance or inconvenience is not licensable. There has to be a clearly defined risk to public health and safety.

Secondly, we need to know the alternatives to lethal control that you've tried. You're required to have tried everything reasonably practical before permission for lethal control can be granted. If there isn't anything that you could reasonably do, you need to tell us why: is it unlikely to

"We've got a clear escalation route with experienced advisers meeting daily and we're confident we can meet the demand, even during the peak season."



CPD Assignment on gull licences now available exclusively for those on BPCA Registered. Use what you've learned about gull licensing from this feature to write a short assignment and pick up even more CPD points. Learn more at b pca.org.uk/cpd-assessments

Essentially, we need to know why you are proposing to do what you want to do. Sometimes pest controllers assume we know the risks (and in many cases we do) but we need to hear it from you – that's a key part of the licensing process.

For example, I have seen applications which note nesting material is likely to cause water ingress. They're almost there, but we need more information - what risk does water ingress present in this instance? Evidence of damage to buildings is not appropriate under this purpose. Building damage is an entirely different purpose to public health and safety. The specific and well-defined risk to health and safety should be front and centre of your application.

PPC Why do we have to tell Natural England things you already know? You know water ingress can cause roofs to collapse. You know gulls can't be deterred.

DB Because it's part of the licensing process and legally required. You must satisfy the licensing tests on every application. You can cite your knowledge and experience of gull behaviours on similar sites in support, but we need to be able to assess what is happening at the specific site in question.

PPC Some people can't afford the netting. How do we approach this?

DB In your application, explain what deterrents have been used (or why deterrents are unlikely to work). Explain why the cost is prohibitive, ie the roof is too big or the customer can't afford it, and we will factor this into our assessments.

PPC How are we meant to know how many eggs we're likely to find before we've been issued a licence?

DB You have to make a reasonable estimate. If you were to receive a licence, it can be amended if circumstances change and subject to the tests continuing to be met.

Use the free text box to talk about the maximum amount of eggs you could be removing but let's be clear – where activity is carried out under licence, we must carefully and continually review the impact on birds

of conservation concern and where at all possible avoid the removal of large numbers of eggs. We can discuss the details around proportionality with you during the full application process.

PPC Do you distinguish between taking adult birds and eggs when assessing an application?

DB Yes, we use a mathematical formula which essentially converts eggs to adult birds. One egg does not equal one breeding adult, and our assessment process reflects that.

PPC Can we apply for one licence for a whole area? For example, an industrial estate all experiencing the same problem?

DB It's possible. It'll depend on the size of the site, if all the landowners are in agreement etc. If everyone agrees and the risk to public health and safety is the same for each site in the area, we could combine into one application. This should be expressed during screening.

PPC How long is the screening process and application likely to take? Time is critical when we're trying to control a nest before eggs hatch.

DB This was an issue last year. In some cases, delays meant that chicks had hatched before a licence was granted. The screening process will provide a response within 10 days but in reality approximately 48 hours.

The screening process also helps us prioritise applications, meaning those time-critical cases can be identified promptly.

PPC You're likely to get most of your licence applications at the same time in March and April. Are you ready?

DB You're right. This is a relatively small window in licensing terms and we expect the majority of applications to be submitted in February to March, mostly comprising gull licence applications. We've assumed we'll get a similar number of applications as last year and we've assembled a team to deal with these on that basis.

We've got a clear escalation route with experienced advisers meeting daily and we're confident we can meet the demand, even during the peak season.

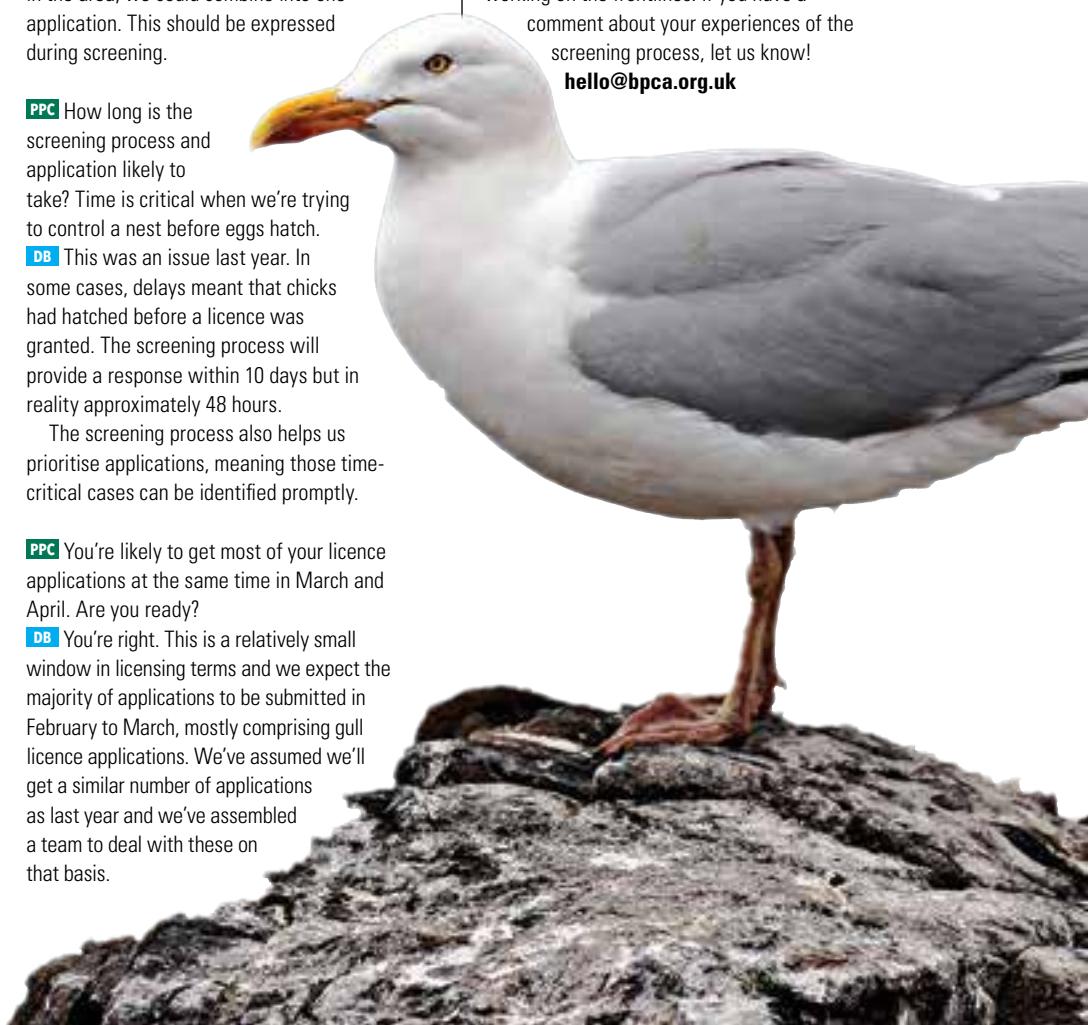
PPC Could we see organisation licences being granted to pest control companies or coordinated campaigns with local authorities to support gull control programmes?

DB We've got plans to try and pilot some schemes soon - watch this space.

How's it going?

We're keen to hear how gull licensing is working on the frontlines. If you have a comment about your experiences of the screening process, let us know!

hello@bpca.org.uk



CRRU AND STEWARDSHIP: CRUNCH TIME



As we pass the five-year mark of rodenticide stewardship, BPCA's Communications Officer Kat Shaw takes a look at where the regime is at and where it's going.

In 2015, the Health and Safety Executive (HSE) presented the pest management industry with a clear choice: adopt stewardship over rodenticide products or lose them.

When the stewardship regime began, the government set a five-year target for improvement and indicated that it would review the regime at that point.

With the five years now up, it's a good time to look at the regime, how it began, what it has accomplished and what the future might hold for rodenticide use in the UK.

Background

In 2011, the European Commission (EC) reviewed all biocides including rodenticides, which had failed environmental risk assessments, and there was particular concern about the primary and secondary poisoning of non-target species such as barn owls.

As a result, they were put up as candidates for substitution, which was a polite way of saying that they wanted to ban these products as soon as possible.

However, with no alternatives on the market, it wasn't feasible to ban them outright and protect public health and safety at the same time.

In 2012, HSE began asking stakeholders for opinions on options for mitigating the environmental risk of rodenticides.

Upon consultation, they found that it was necessary for the groups using these pesticide products to demonstrate that they could be used safely if continued use was to be an option.

It was decided that any future use of rodenticides specifically outside buildings would need stewardship involving all main rodenticide user groups, including pest control professionals.

As a result, the Campaign for Responsible Rodenticide Use (CRRU) was tasked with implementing the delivery of a stewardship regime. They were asked to ensure the safe and responsible use of primarily second-generation anticoagulant rodenticides (SGARs). However, the principles were also applied to first-generation (FGARs).

If this could not be achieved, HSE would have the option to introduce more stringent regulation, such as further restrictions on who can use professional rodenticides and where they can be applied.

After much negotiation, HSE published its high-level principles that laid out what the regime needed to accomplish and the targets for reducing wildlife exposure.

Not just any old 'rat catcher'

The first hurdle that CRRU came across was the definition of a 'professional' pesticide user – many rodenticide products were labelled as 'professional use only', however there has never been a license requirement to carry out pest control.

In CRRU Chairman Dr Alan Buckle's words, "Anyone could walk in off the street with a piece of headed paper saying 'A N Other Pest Control' and they were considered to be professionals."

CRRU approached HSE with the idea of a licensing or certification scheme for pest management professionals in the UK, however that was not something HSE wanted to implement at that time. CRRU would have to develop a more voluntary scheme and use stakeholder support in the industry to deliver it.

It appeared that the key to this would be to implement some proof of competence at the point of sale.

SPEED VIEW

Rodenticides were targeted by the EC, putting our toolkits at risk

CRRU implemented a stewardship scheme to guide future use of rodenticides in the UK

Proof of competence at point of sale is now mandatory for professional use products

Among groups of rodenticide users, pest technicians lead the way in knowledge of products and actives

Findings for the last five years will be given to HSE for review.

A Code of Best Practice for Rodenticide Use was developed and published. This was a stepping stone for CRRU to set approved training courses, which anyone wanting to buy professional use rodenticides would need to take to gain certification - the proof of competency that was so key.

From 1 October 2016, all sellers of professional use rodenticides were prohibited from selling those products to anyone unable to provide this documentation or proof of competence under the stewardship regime's conditions.

Remaining stocks of pre-stewardship rodenticides were used up and replaced by stewardship-authorised rodenticides. We're all now familiar with the new labels that carry the legally-binding requirements from HSE specifying user certification and compliance with product label conditions of use.

The next review

In 2016, the EC did another review of rodenticides, which resulted in changes to how people could bait for prolonged periods.

CRRU published the first set of guidance on permanent baiting in 2017, which at the time was subject to some debate.

The old 'just in case' approach to setting permanent baits that many pest controllers had been used to was no longer allowed under the CRRU Code of Best Practice.

Permanent baiting was now strictly limited to sites with a high potential for reinvasion when other control methods have proven insufficient.

The following year, for the first time, all suppliers of professional-use rodenticides to pest controllers, farmers and gamekeepers were required to register with Basis as part of the new Point-of-Sale audit process.



Learn it or lose it!

By even reading this article, it indicates you're committed to protecting rodenticides, non-targets and the sector as a whole.

Refreshing your knowledge of stewardship and protecting non-target species should be a yearly task. Sit down by yourself or with your team, and do a toolbox talk or a bit of independent research.

For all the latest on stewardship take a look at the CRRU website thinkwildlife.org

The barn owl is the chosen sentinel species for the environment in the UK



"HSE wants to see a significant decline in the proportion of barn owls carrying rodenticide residues..."

"When it came to the knowledge of brands, active substances and other important information related to rodenticide users, pest professionals could answer questions more thoroughly than gamekeepers or farmers."

Put simply, the audits were a check on whether or not any outlets selling professional use products were asking for proof of competence.

Disruption due to Covid-19 in 2020 meant that a remote audit process had to be devised so that stewardship could continue uninterrupted.

Owl liver residue tests

The barn owl is the chosen sentinel species for the environment in the UK and levels of anticoagulant residues in the livers of UK barn owls are monitored annually.

HSE wants to see a significant decline in the proportion of barn owls carrying rodenticide residues and a reduction in the concentration of residues in owls' bodies due to stewardship implementation.

So far, results show that the residue levels in barn owls are stable, and this is both good news and bad news. The good being that the levels haven't increased, but neither have they decreased, which we would hope to see.

Although at first, this appears as though permanent baiting reduction hasn't had an effect on these levels, CRRU believes that any changes in these levels would take place slowly.

Stewardship wasn't fully implemented until 2018/2019, so biological delays may mean that residue levels have not yet been positively affected by a reduction in permanent baiting.

CRRU also studies the breeding success of selected barn owl populations to determine impacts of rodenticide use.

CRRU says that year on year, although there is a significant fluctuation in how barn owls breed (driven by prey availability and the weather) patterns have in no way been driven by rodenticide residues.

The current state of play

With five years' worth of monitoring programmes completed, CRRU will be delivering its findings to a government oversight group.

A second five-year review should have begun at the start of this year, but due to Covid-19 this has currently been delayed until spring 2021.

There are six areas in which the government asks CRRU to provide monitoring information:

- Environmental impact
- Whether rodenticides are effective
- Resistance monitoring
- Awareness using the Knowledge, Attitude and Practice (KAP) survey
- Point-of-sale information
- Training.

In all areas of the KAP survey, CRRU found that pest controllers have led the way among groups of rodenticide users.

When it came to the knowledge of brands, active substances and other important information related to rodenticide users, pest professionals could answer questions more thoroughly than gamekeepers or farmers.

Pest technicians were also more likely to be involved in a Continuing Professional Development Scheme (CPD).

However, the survey has shown that knowledge among all three groups has improved during the stewardship regime, which is a very positive trend.

CRRU is currently in discussions with HSE regarding how the review will take place, but the outcome is certainly going to depend on the information gathered about those six points above.

Potential outcomes from the review might include improvements to training and awareness, changes to who approved users are, further regulation on how they're used or where they can be applied or revoking the use of certain products.



You can watch Dr Alan Buckle talk stewardship at PestExtra in March. You'll even have the opportunity to ask him any of your stewardship-based questions.
pestex.org/agenda

INTERVIEW

BREAKING RESISTANCE WITH SELONTRA®



BASF has launched Selontra®, a new bait with a new active, cholecalciferol. PPC caught up with Helen Ainsworth, from BPCA member company and Selontra's manufacturer, BASF to find out what the deal is with this new rodenticide.



PPC Why is everyone talking about Selontra?

HA This is the biggest development in UK rodent control this century and offers pest controllers a new bait that rodents have no known resistance to. It is the first bait that can control even large rodent infestations in just seven days.

PPC Selontra isn't a second generation anticoagulant rodenticide (SGAR) and has a pretty unique mode of action. How does it work?

HA Cholecalciferol occurs naturally in all animals and is a key regulator of calcium concentrations in the blood. Toxic doses of cholecalciferol result in high concentrations of blood calcium, known as hypercalcemia.

Due to the great palatability of Selontra, a toxic dose of cholecalciferol can be consumed in just one day, enabling control to be reached more quickly compared to anticoagulants.

PPC The unique way Selontra works obviously helps with resistance issues. How likely is it that UK rodents will end up with a cholecalciferol resistance?

HA Rodents have no known resistance to cholecalciferol which means it will be effective in areas of the UK where rodents have shown resistance to some SGARs.

We explored over 1,200 compounds to overcome resistance over the last ten years. Three years were spent developing Selontra and we are now very proud to be able to provide it in the UK.

Resistance in the UK has been detailed by the Rodenticide Resistance Action Committee (RRAC) in an online map guide.rrac.info/resistance-maps/norway-rat/europe/united-kingdom.html

The spread of resistance is a threat to rodent control in the UK, so we need a resistance breaker, and Selontra gives us this.

Resistance to cholecalciferol is also highly unlikely to develop in the future because it is a naturally occurring essential prohormone. This means that rodents are highly unlikely to be capable of adapting to it. To do so, they would have to evolve to tolerate physiologically fatal levels of calcium in the blood.

PPC We've had cholecalciferol-based rodenticides on the market before. Can we really call Selontra new?

HA Cholecalciferol baits are not new. However, Selontra has been developed to ensure that a lethal dose is consumed in one day by having the most palatable formulation possible.

Prior to the launch, laboratory tests showed Selontra to be three to four times more palatable than other cholecalciferol baits. It's also more appealing to rats than common farm feeds such as maize silage and piglet feed.

The palatability of the product is important because the rodent must consume a lethal dose in 24 hours for it to be effective. Selontra is even more palatable to rats than popular human foods. We offered rats a beef burger or Selontra and, in our trials, the rats preferred Selontra and consumed more of the product in a day than the burger.

PPC Maybe you should market Selontra as 'better than a Big Mac'? Although that probably wouldn't get past BASF's legal department. One of the key selling points for Selontra is fast-acting. What makes it faster than a traditional SGAR?

HA Selontra works by the rodent having too much calcium in the blood. This triggers the rodent to lose appetite which makes Selontra the perfect product for areas where there is a biosecurity risk to humans or animals, such as in livestock buildings or food preparation facilities.

Rodents that have consumed a lethal dose of Selontra will stop feeding and moving 24 hours after eating a lethal dose. Death will be two to five days later, which is how Selontra can control even large infestations in just a week.

In laboratory trials, BASF has shown that anticoagulants take over three times longer than Selontra to control rats. The average time to death with Selontra is just under three days. By comparison, the meantime with an anticoagulant is nine days. Through the 'speed baiting' method, Selontra reduces the number of visits needed to achieve control, which will save users time and money.

PPC You need to pass an online training course to be supplied with Selontra. Do we have to use it differently to other baits?

HA The label advises users to place sufficient bait and only return to replenish after two days. The aim is to take out dominants with the first application, then subdominant and non-dominant rats. If consumption continues, bait can be replenished every week until control is achieved.

PPC Tell us a bit about the block itself and what pest professionals can expect if they purchase some?

HA Selontra is a 20g bait that can be secured in bait stations or can be used in covered and protected baiting points. It is a soft block that is pale green and comes in a protective wrapper. The non-permeable film has perforations to allow the bait to be detected by rodents while protecting the bait. Selontra is made of almost 99% food-grade ingredients and contains no animal fats, which are common amongst many other pasta baits.

The overall result is a bait that is both attractive and effective in extreme temperatures. It's also resistant to mould growth, can be used as part of a permanent baiting strategy, and has a shelf life of three years.

PPC What's your thirty-second sales pitch for professionals thinking about using Selontra?

HA Selontra offers a new tool for rodent control at a time when problems with resistance are rising. The new cholecalciferol active represents an opportunity to reduce the use of anticoagulants and balances performance and environmental impact.

Selontra is a resistance buster that will save pest controllers time and money. We advise that anyone choosing to use the product completes the online training, adheres to the label and practices speed baiting accurately to realise the full potential of the bait to control rodents in seven days.

More information

Learn more about Selontra by taking BASF's online training course (and you'll pick up some CPD points on the way) training.selontra.com or join them for a series of seminar sessions at PestExtra pestex.org/agenda

OPINION

CHOLECALCIFEROL: THE NEW KID IN THE BLOCK



It's rare for the UK pest management sector to get a new active ingredient, but when it does happen, it's worth reflecting on. We caught up with regular PPC contributor, Dave Archer and asked him for his thoughts on cholecalciferol, actives from times gone by and the future of rodenticides.

Old-school actives

Since the late 1970s, as an industry, we've lost certain rodent control products from the market place for a multitude of factors; mainly regulatory and products reaching the end of their registration lifetime. These products had different modes of action to the current anticoagulants and were potentially hazardous to the environment, operators and non-target species.

As an example, in the early 1980s as a local authority pest control services manager, I mixed and used zinc phosphide to control increasingly anticoagulant resistant strains of rats that emerged in West Berkshire.

Zinc phosphide, was a product which, when pre-baited with whole soaked wheat for a period of a week or so, literally killed rats within minutes. Obviously, this was an extremely hazardous product which had the capacity to produce disastrous secondary effects if misused. Every rat that consumed bait had to be located and removed from the site. Some rats died close to the bait base (soaked whole wheat) and it was not unusual to kill many hundreds of rats overnight with a single treatment.

Sodium cyanide (marketed as Cymag) was sold as an off-white powder which, when it came into contact with moisture, produced hydrogen cyanide gas – deadly to any animal that inhaled it. The treatment was fraught with hazards as one can imagine but, for controlling large infestations of rats in farm embankments where a fast kill was required, it was a very effective control measure. As it produced a gas that killed rats in their burrows there was no chance of secondary poisoning.

Since the 1970s, anticoagulant-based rodenticides have, by natural or enforced selection, produced populations of rats that are increasingly resistant to the active substance and, more worryingly, are capable of passing this genetic resistance onto their offspring.

The new old active

There have been few 'new' rodenticides produced in the past two decades and, in the main, these have been produced as more potent anticoagulants, capable of dealing with strains of rats tolerant to less toxic compounds. Rodenticides with a different mode of action to anticoagulants have been produced but these may not have been suitable for certain environments.

Now the industry has a new product available with a different mode of action to anticoagulants, not seen since the 1980s. This new product, Selontra, marketed by BASF, is a cholecalciferol-based product and is presented as a ready-to-use soft block formulation, with the addition of vegetable oils and Bitrex. I understand additional formulations are being considered and other companies are developing their own cholecalciferol formulations. Field trials detailed by the manufacturer show excellent palatability in rodents to this product, with the added benefits of greatly reduced secondary poisoning problems, and no resistance problems as can occur with anticoagulants. Additionally it is claimed infestations of rats can be controlled in as little as seven days.

Cholecalciferol occurs naturally in the body and, when a lethal amount is ingested, it eventually causes calcium deposits in the major organs, eg kidneys. Rodents will stop feeding after 24 hours once a lethal dose is consumed (less than one block for an average size and weight of brown rat, ie half of its daily food intake). The product is certainly an attractive proposition given the small amount of compound needed in tandem with the kill time, and the fact that secondary poisoning does not occur.



There is no single antidote to Selontra, but there is an antidote treatment regime for accidental poisoning. The product must (as with all poisons) be used in exact accordance with labelling requirements, which includes its use in approved bait boxes or covered and protected bait points.

What's around the block?

What of the future? Will we see the eventual demise of anticoagulants for the control of rodents in favour of baits with different modes of action, or the use of modern electronic trapping campaigns, as are already coming to the fore?

Perhaps – but to my mind, the more choice available to the informed and competent pest controller to control ever-changing populations of rodents can only be deemed beneficial.

Your comments

What do you think the future of rodent control looks like? Will it be all internet-reliant smart devices, new rodenticide modes of action or laser shooting drones? Send us your thoughts and we might print them here.

hello@bpca.org.uk

BIRD MITES: COMPLEX AND CONFUSING

SPEED
VIEW

'Bird mite' is a generic term that covers many species, which can be quite confusing

Trapping arthropod pests can mislead by directing attention away from the culprit because of diverse arthropod populations present

Eggs and larvae are usually not close to birds or humans; they could be in crevices far from treated zones

Multiple treatment methods could prevent severe re-infestations and resistance to particular insecticides.



Image: Gilles San Martin



Professor Olivier Sparagano is Professor of Veterinary Parasitology at the City University of Hong Kong. Ahead of his seminar at PestExtra on 16 March, he shares with PPC how to correctly identify your arthropod pests to create an effective treatment strategy.

Bird mite' is a generic term often used by the general public, medical, veterinary and pest practitioners for a broad range of arthropod pest species.

However, it might confuse the situation for pest professionals on the ground, and it is essential to rationally and practically gather evidence:

- What arthropod pest species are present and problematic in human houses?
- What is the appropriate treatment to be used considering their behaviour, population dynamic and potential pesticide resistance?
- How do you verify your treatments worked?

Alongside the above questions, it's crucial for pest controllers to handle their customers' emotions, expectations and clearly explain the treatment limitations, to avoid a break in the trust relationship between the technician and their customer.

"Being called for an emergency at a family house, then going through a draining and emotional pest infestation crisis is never easy to deal with."

Which pest species is the problem?

Pest technicians will know very well that many arthropod pests can be found in a house simultaneously (bird mites, bed bugs, dust mites etc) including harmless arthropod species brought from outside through dirt and mud.

Interestingly, most samples I received from the general public were crop mites, which must have been brought under the shoes of the family or by their pets.

Trapping, vacuuming or aspirating arthropod pests can mislead you by directing your attention away from the culprit attacking your customers because of the diverse arthropod populations you might find. Pest controllers have to become criminal investigators and identify the real problem through clues left behind (marks on the skin, blood may be present on bedsheets, colonies found in cracks and so on).

You should always keep in mind that humans can be attacked by more than one arthropod pest simultaneously, and different treatments might be needed simultaneously. Also, remember that the most abundant species may be completely harmless – such as my often-gifted crop mites!

What is the appropriate treatment?

Suppose the bird mite, *Dermanyssus gallinae* (also known as the poultry red mite and not the only mite species you can potentially find on birds) is identified. In that case, it is essential to remember that only the adult and nymphal stages are blood feeders. This can be feeding on blood from birds, your customers, some of their pets and even unwitting pest controllers not wearing the appropriate protective clothing!

Meanwhile, the mite eggs and the larval stage are usually not in close proximity with birds or humans and might hide in cracks and crevices far away from treated zones in houses.

Pest controllers need to remember that the first treatment would usually kill adults and nymphal stages, while eggs are well protected inside their shell. Therefore, it is paramount to treat a second time after the eggs hatch and reach the adult or nymphal stages where they'll go looking around for blood.

If the second treatment is too soon, some eggs might not have hatched. But if new adult mites have already laid the next generation of eggs, you're already too late.

What chemical or non-chemical treatments are available to you would depend on where you work (what is legally possible in your region or country). Your solution should use an Integrated Pest Management (IPM) approach, which may combine several treatments. Multiple treatment methods could help to prevent severe re-infestations and resistance to particular insecticides.

How can you verify if your treatment worked?

Getting rid of 100% of the mites (which could be hiding anywhere) is a nice idea but unlikely to happen in reality. However, reducing the mite population considerably to a level that stops bothering your customers is a far more achievable goal.

To check that you are going in the right direction, put traps down before and after your treatments (twice as mentioned before) and see if the traps catch fewer mites. You can also check with your customer to see if human attacks seem to have reduced after your treatments.

Often I have been asked when should we do the second treatment, and I can only give you a broad time window of between 5 and 15 days, depending on a few parameters:

- How long does the residual effect of the first treatment stay active in the house?

- What is the temperature and humidity in your customer's house (bird mites like moisture)?
- How easy is it for them to find blood (number of family members, pets, visitors...)?
- How healthy are the mite population and their reproduction rate?
- It is also essential that you advise your customers on preventing re-infestations and future attacks.

Delusional parasitosis

Customers with a pest problem, as you know, can be very distressed, emotional and occasionally have irrational ideas of what is happening.

In the past people have contacted me with supposed mite infestations, have often tried countless treatments, sought medical advice which they claim is wrong, and some used harsh and unnecessary treatments on themselves and their house before calling.

This could be delusional parasitosis, and a customer that has developed DP might never accept that your treatment has worked (even if there were indeed mites present to begin with).

Being called for an emergency at a family house, then going through a draining and emotional pest infestation crisis is never easy to deal with. Getting the correct pest identification is key, and managing expectations and treatment limitations at early stages will help you keep them on your side.

Discussing possible treatment failures and future prevention is also tricky but necessary to consolidate your relationship with your customers when dealing with such a problematic pest.

I wish you all the best in your pest control crusades and hope to see you at PestExtra on 16 March.



Ask Olivier

Professor Olivier Sparagano will be at PestExtra giving a talk on bird mites and answering your questions. Meet all our expert speakers at the pest management show online.

pestex.org/register

FRUIT FLIES

HORIZON 2020 PROJECT
ADDRESSES MAJOR
INVASIVE PESTS



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



In this article, Nikos T Papadopoulos from the Laboratory of Entomology and Agricultural Zoology at University of Thessaly, Greece, writes about the threat to fresh fruit and vegetable production from invasive species and how a new project aims to plug a research gap on fruit flies in Europe.

SPEED
VIEW

Invasive species are given greater mobility by the expansion of global trading and travel

The problem of invasive pests is complex and requires high levels of integration and various approaches to be tackled

True fruit flies, species of the Dipteran family Tephritidae, is perhaps the most important group of pests for fresh fruits and vegetables worldwide

The Horizon 2020 FF-IPM project will help determine the success of biological invasions in the context of climate change and help European countries tackle important new invaders



Biological invasions, defined as the expansion of the geographic distribution of species into new areas that do not host established populations of this species, are a major threat to biodiversity, ecosystem function, sustainable agricultural production, agricultural cropping patterns, pesticide use, both national and regional economies, and public health.

Increased goods trading at a global scale, as well as intensified human mobility that is reported over the last few decades, tremendously increased the arrival of harmful organisms into novel areas (see figure 1).

Climate change relaxes the barriers of surviving and reproducing into invaded areas, substantially contributing to the successful completion of the invasion process. Hence, new pests are emerging as major issues for crop production and trading of agricultural commodities all over the globe.

Direct effects of invasive pests include the loss of plants, yield reduction, increased pesticide use and major income losses. Additionally, indirect effects on the trading of agricultural commodities may be even more dramatic, ranging from demands for disinfestation treatments by the importing partners that adds to production cost, to rejections of cargo shipments at arrival spots and the complete loss of markets.

The problem of invasive pests is multidimensional and complex, and requires high levels of integration and various approaches to be tackled. For example, new and thorough updates of existing legislation might be required to regulate trading.

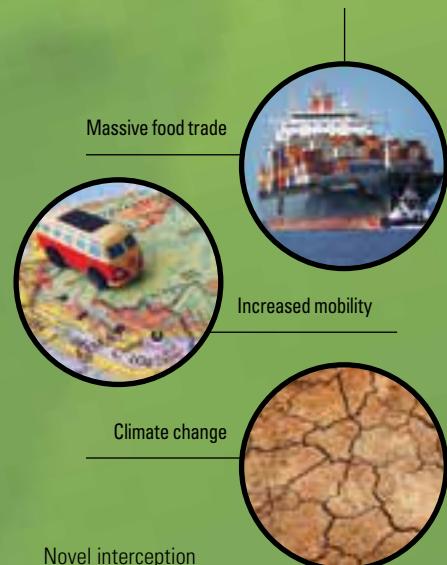


Figure 1: key reasons for the dispersion of fruit flies.

Novel interception tools for both commercial shipments and goods carried through human travelling should be considered to prohibit arrival of invasive pests.

In addition, new, more effective, tools and strategies should be considered for early detection of established populations, and aggressive eradication and containment campaigns should be enforced to address the newly established populations.

True fruit flies, species of the Dipteran family Tephritidae, is perhaps the most important group of pests for fresh fruits and vegetables worldwide. Out of more than 5,500 described species of the family, more than 250 non-resident ones are considered as possible quarantine pests for Europe according to a recent investigation of the European Food Safety Authority (EFSA 2020).

Females of these small creatures drill an invisible hole on the peel of the host fruit and oviposit usually a clutch of eggs in the flesh. Hatched maggots feed on the juicy part of the fruit by digging tunnels in the mesocarp (see figure 2).

Often bacteria and fungi invade the infested fruits further contributing to destroying the fruit.



Figure 2: apples infested by fruit flies.

Because it is hard to notice at harvest or at the packing house, infested fruits can travel long distances with human assistance.

This cryptic life cycle, and the increased demand for exotic fresh fruits and vegetables worldwide, renders fruit flies on the top of the list of invasive agricultural pests. Indeed, fruit flies are the most commonly intercepted group of pests in European ports of entry.

Approximately 33% of all interceptions in fresh fruit and vegetables in Europe regard fruit flies (see table 1).

This high propagule pressure (frequency and number of individuals of a species that arrive in a new site) results in increasing detection of fruit flies in Europe. Indeed, over the last decade, two tropical fruit flies, the peach fruit fly (*Bactrocera zonata*) and the oriental fruit fly (*Bactrocera dorsalis*) have been detected in Austria, Italy and France.

Officially all these detections are considered transient resulting from non-established populations.

Year	Interceptions with harmful organisms in fruit and vegetable commodities		Fruit fly interceptions
	Total	With fruit flies	
2014	1757	596	33.9%
2015	1577	413	26.2%
2016	1212	450	37.1%
2017	1023	323	31.6%
2018	1069	291	27.2%

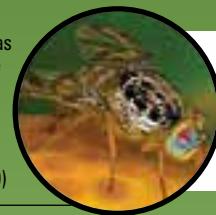
*Modified from the Europhyt report

Table 1: interceptions of fruit flies (Diptera: Tephritidae) in Europe from 2014 to 2019.

In addition, the Mediterranean fruit fly (*Ceratitis capitata*), an old resident of the warmer coastal Mediterranean orchards, is currently expanding its geographic distribution to northern, more continental fruit growing areas, posing an additional burden on the deciduous fruit industry of the central European countries.

Establishment of the above, and possibly other invasive fruit flies in Europe is expected to result in major economic losses for fruit growers and traders.

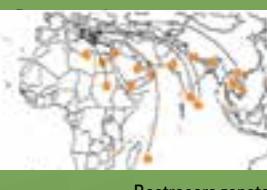
Figure 3: orange dots indicate areas with established populations, while red ones frequent detections in Europe. On the other hand, arrows depict possible routes of invasion (images courtesy of Antoine Franck, CIRAD)



Ceratitis capitata



Bactrocera dorsalis



Bactrocera zonata

Financial impact of fruit flies

Estimates of economic losses in other than Europe geographic areas because of the activity of invasive fruit flies are quite dramatic. For example, estimated annual losses because of the failure to eradicate the oriental fruit and the Mediterranean fruit fly in California range from US\$176 million to US\$1.8 billion (Papadopoulos et al 2014).

Likewise, the invasions of *Bactrocera* papaya into north Queensland caused losses of AUS\$100 million (Clarke et al 2005), and its recent eradication cost AUS\$34 million (De Meyer et al 2008).

The Horizon 2020 funded project FF-IPM - "In-silico boosted, pest prevention and off-season focused IPM against new and emerging fruit flies" aims to fill the current gap of coordinated research on aspects related with the invasive fruit flies in Europe.

The FF-IPM project refers to three fruit fly species that cause significant losses in the production and marketing of fresh fruit worldwide, the Mediterranean fly, which in recent years is threatening even temperate regions of Europe, as well as the Oriental and the peach fruit flies. In the last few decades, these have expanded their geographic distribution to areas neighbouring Europe and frequently arrive via infested fruits into Europe (see figure 3).

The broader aim of the project is to (a) prevent through the effective implementation of measures in the early stages of the insect invasion process and (b) tackle established species in out-of-season periods considered crucial for the development of their populations, introducing the off-season management as a new concept in IPM.

In this context, innovative tools will be developed to:

- Prevent the introduction of infested fruits
- Locate populations in the early stages of the invasion
- Establish biological control and response strategies based on the use of thorough ecological modelling, and appropriate hardware and software.

Pilot tests are to be carried out in eight different countries. The results of the project will help to understand the factors that determine the success of the installation of biological invasions in the context of climate change, and to prepare European countries to tackle

that of the off-season management, and in-silico boosting of current IPM tools, the FF-IPM project is expected to contribute towards maintaining the productivity and sustainability of the fruit-producing industry in Europe.

During the course of the project novel new data will be generated regarding the drivers of plant pest invasions and possible effects of climate change.

The FF-IPM project is funded by the European Union under Horizon 2020 and coordinated by the Entomology and Agricultural Zoology Laboratory of the University of Thessaly. The project consortium consists of 21 partners from 15 countries (10 European, Israel, South Africa, China, Australia and the USA).

Find out more about the Horizon 2020 FF-IPM project at fruitflies-ipm.eu

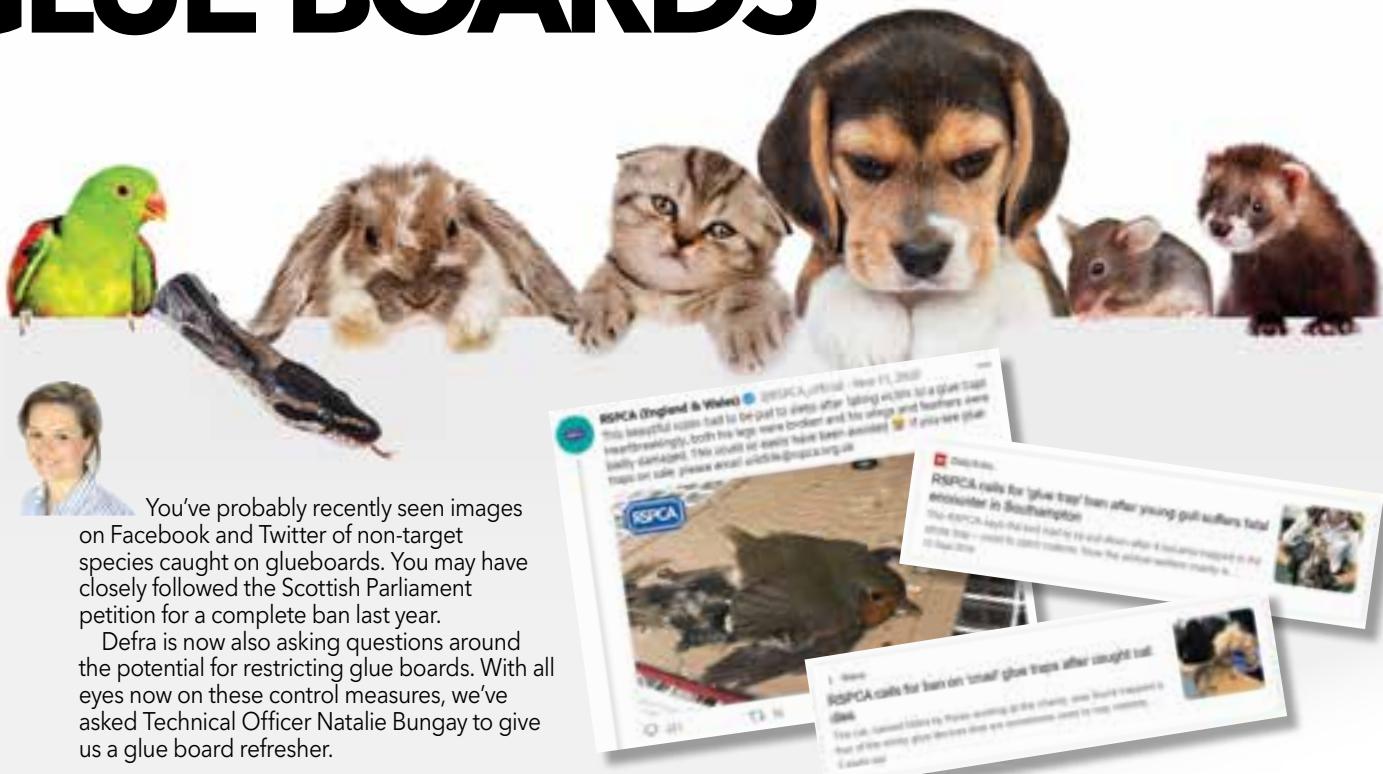
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PESTWATCH

RODENTS AND GLUE BOARDS

USE THEM WISELY,
OR WE'LL ALL BE STUCK.



You've probably recently seen images on Facebook and Twitter of non-target species caught on glueboards. You may have closely followed the Scottish Parliament petition for a complete ban last year.

Defra is now also asking questions around the potential for restricting glue boards. With all eyes now on these control measures, we've asked Technical Officer Natalie Bungay to give us a glue board refresher.

It's fair to say the vast majority of glue board misuse is perpetrated by amateur users and not professionals. However, everyone can make mistakes. And the more we refresh our knowledge, the greater potential we have to protect non-target species and our toolkits.

Although glue boards are not designed to harm the rodent physically, just to hold them in place, their use can raise valid concerns from customers and the public.

They should only be used by technicians who've been given the correct training and have a good knowledge of using a risk assessment. Everyone using a glue board should be adhering to the PMA Code of Best Practice on Glue Boards.

This will enable professionals to use their judgement when selecting a glue board safely and, in turn, help us protect the glue board as a tool for pest professionals.

Practical implementation

The CoBP that PMA developed consists of the critical items needed to ensure legal and professional use. You should read the full Code – but here is a refresher:

Consider the risk hierarchy

Glue boards should be a last resort in an ongoing rodent control programme. However, they may also be used to immediately reduce rodent numbers in heavily infested premises with a high risk to public health.

Trained and competent

It's a good idea for all possible users of glue boards to have a toolbox talk as to their safe, legal and effective use. BPCA members can access an example here

bpca.org.uk/toolbox-talks



Check frequently

Glue boards should be checked every 12 hours – you should plan this into your schedule accordingly.

You must not ask customers to check these glue boards for you unless rigorous training and competency has been delivered to them. Always keep records of this.

Contingency plan

Always have a backup person who can check the glue boards in the event you cannot attend.

Size matters

Use the correct size rodent glue board (species-specific). Your suppliers will be able to help you select the right size. Always use a reputable supplier of professional pest control products.

Count them out, count them in

Number your glue boards and have a map of their locations available on-site so that (a) they can be located in the event of your absence and (b) you can be sure that all have been retrieved at the end of the treatment by counting them in.

Dispatch humanely as per your training

We all know this. Dispatching a rodent humanely in a private environment is pivotal professional pest management. Never underestimate how distressing this might be to a client.

"Everyone using a glue board should be adhering to the PMA Code of Best Practice on Glue Boards."



pmalliance.org.uk/codes-of-best-practice

Protect non-target animals

The boards must be placed to prevent any possible catches of non-target animals. It's best to have a suitable emollient in the event of a non-target capture.

Remove glue boards at the end of the treatment

As described above.

Dispose of used glue boards safely

Accidental trapping could occur if the glue is not appropriately covered at the time of disposal.

For all of you reading this article, the very fact that you are here is testament to the commitment you have to carry out your work as professionally as you can, with all legal and safety measures in mind.

Want more info?

If you're a BPCA member and want to discuss this topic further, get in touch with the team and we'll be happy to help.

technical@bpca.org.uk

THE RECENT HISTORY OF GLUE BOARDS, SUMMARISED

January 2017

The industry saw the relaunch of the Pest Management Alliance (PMA) Code of Best Practice (CoBP) for the Humane Use of Rodent Glue Boards.

The Code had been revisited by BPCA and its fellow Alliance members, plus Natural England, Defra and the Government's Animal and Plant Health Agency.

Mid 2019

In the last four years, not too much has changed (technically). However, most of you will have heard about recent high-level discussions and petitions about banning the use of glue boards, professionally or otherwise.

In 2019, the campaign group 'Let's Get MAD for Wildlife' started an ongoing petition in Scotland to ban the sale and use of glue traps because of their likeliness to cause suffering to trapped rodents.

20 June 2019

The PMA was invited to give evidence to the Scottish Parliament Public Petitions Committee. As members of the PMA, BPCA and its members were represented by the Association's Technical Manager, Dee Ward-Thompson. Tom Bell of the Royal Environmental Health Institute of Scotland and John Hope of the National Pest Technicians Association represented the sector.

When addressing the committee, our general proposal was that, as an industry, we understand the potential for the distress caused by glue boards. However, we argued that an informed and sensible decision had to be reached about how public health could still be protected if glue boards were banned.

The industry representatives addressed the committee on the training received by professionals via the RSPH Level 2 in Pest Management qualification and the CoBP developed by PMA.

A big concern for the committee was that the CoBP was only applicable to BPCA and NPTA (PMA members) and that these guidelines would not necessarily be followed, even by members.

The committee was assured that although the proactive policing of glue boards is impracticable; each association has auditing and complaints procedures to deal with any misuse.

Lastly, the committee was reminded that if the use of glue boards were to be banned in Scotland, then there would be a very high risk to public health in areas where they are needed to control problem rodent populations.

Pest calendar

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

September 2020

At a Scottish Parliament petitions committee meeting on 17 September, the committee agreed that the petition to ban glue boards in Scotland was closed. Hurrah, I hear you say!

However, the conversation about the efficacy and humaneness of glue boards is far from over.

The petitions committee recommended that restrictions on glue boards be looked at by the Scottish Animal Welfare Commission (SAWC), as they agreed the matter was deserving of further discussion.

Late 2020 and the future

Although parliamentary procedures were based in Scotland, in England there are already whispers that Defra will soon begin to look at how humane is the use of glue boards.

Whatever happens in one nation is likely to prick up the ears of the rest.

With news stories and social media posts of non-targets captured, all eyes are on glue boards.

BPCA has already submitted evidence on the use of glue traps for pest management to SAWC and we're in communication with Defra on the importance of these tools for professionals.

To help keep you, your team, your company and your sector compliant, it's vital to follow the PMA Code of Best Practice to the letter, and be extra vigilant with any glue board you choose to use.

OPINION

LET'S BAN GLUE BOARDS



With increasing regularity we see the misuse of rodent glue boards slammed in the press and social media; with very good reason in many cases. Chris Cagienard, director and field biologist for BPCA member company Pest Solutions, asks, "in light of glue boards being stuck in the press, should we defend their use?"

Animal welfare groups are readily campaigning for the outright ban of these products and their method of control. In almost all their examples of abhorrent misuse by members of the public and 'would-be professionals', I find myself ready to stand shoulder-to-shoulder with them in my disgust at the inhumane images presented.

In December 2020, a particularly graphic news article was shared by the RSPCA regarding a cat that had to be put to sleep after becoming stuck on a rat sticky board. It is unclear if this resulted from improper use of the boards or a poor attempt to dispose of them in a bin that became open. I don't think we should rush to blindly defend the use of glue boards; we should ask the hard questions about how we can make this stop.

I support a ban on sale and use of rodent glue boards!

That is, I support a ban to all members of the public and to anyone who cannot demonstrate competency and work practices that fall within a framework that leads to the minimum impact to rodent welfare.

Is this possible? I think it is.

Perception of professionalism

In over 20 years of working in the pest control industry, and having performed glue board treatments to protect public health, I've never observed any instances of the horrific scenes shared on social media or in the press.

When a glue board treatment is carried out professionally, in line with good training and following the PMA Code of Best Practice, the target pest's suffering is significantly reduced. However, there remains an impact on the welfare of the target pest and a degree of suffering that we should not take lightly. It should concern us. However, this should be assessed considering the risks to public health and the effectiveness of alternative methods of control or prevention.

As professionals, we need to work hard to distance ourselves from the practices of those who misuse glue boards. We must not only give the perception of professionalism, but we also need to think about how we prove that professionalism.

I have never seen an example of professional use in line with the proper training and procedures challenged as inappropriate. I have only seen examples of horrific misuse portrayed as the norm.

Are we making sure that we're perceived as professional in our use of glue boards?

Proof of professionalism

How can we prove our professionalism in the use of this control method?

I think BPCA members should be leaders in promoting the humane use of glue boards. We should be the champions of challenging the cases of misuse.

It's time we took the fight to the wilfully careless and appallingly inhumane individuals that are misusing our toolkit to cause frightening levels of suffering to animals. We need to demonstrate the difference as we are being judged as the same. Many of the challengers to the use of glue boards think we're happy to use this product the way they perceive it from the shocking pictures that they see. They think we are defending these practices when the truth is far from that.

We need to bring reform to the industry in this area, and progress is already being made. The BPCA working group for the Humane Use of Glue Boards is moving quickly to evaluate the options for a training qualification that should be required to buy or use glue boards.

"Are we making sure that we're perceived as professional in our use of glue boards?"

In my opinion this is a significant first step, but I would also like there to be an additional requirement to be a member of a recognised CPD scheme such as BPCA Registered or Basis Prompt.

With the potential for approaching legislators with a robust method of proving competency, we can support a ban on all non-professional users of this product and hopefully see a reduction to the shocking animal welfare issue that their misuse presents.

Opinion on the opinion?

Do you agree or disagree with Chris's thoughts on the humane use of rodent glue boards? Write to the editor with your opinion, and we might print it here.

Alternatively, have you considered getting involved in one of the BPCA working groups or committees? Register your interest today. hello@bpca.org.uk

NOT A PRO?
NO GLUE BOARDS!



BPCA EMAIL

technical@bpca.org.uk

INBOX

SENT

ARCHIVE

BIN

SPAM

ASK THE TECHNICAL TEAM



Subject: Rat problems in neighbouring properties

What can I do if I have a rat problem in a domestic property which is being worsened by the building next door?

Encourage your customer to speak to their neighbours, to try to solve the wider rat issue together. If this is not possible you should try to work with the local authority (LA) to find a solution. The Prevention of Damage by Pests Act 1949 (PDPA) states that LAs have to keep their districts free of rats and mice (so far as is reasonably practicable). This is a statutory duty of any LA, which has enforcement officers to deal with this when complaints occur. These officers have the power to investigate and serve notices on landowners and occupiers to control the rodent infestation, whether it be in a domestic or commercial property.

(Tracking gels or dusts can help you prove any rodent activity that is being shared with the neighbours!)

Subject: Wood treatment and training

What's the best way to treat woodworm (*Anobium punctatum*)?

The woodworm beetle of *Anobium punctatum* is significant because, given the right conditions, it can infest a wide variety of timber products, including structural building timbers, furniture and wooden ornaments. Unchecked infestations can lead to severe structural weakening and eventually total collapse.

To survey such structures, you need to have good knowledge in what to survey and how, as not all timber is easily accessed and you need to be sure to 'get it all'!

You should gain the right training to deal with woodworm. If it's not something that you deal with often, you could sub-contract to a fellow BPCA member that has the relevant skills, using the Contract Sharing Network bpca.org.uk/csn

Also, the Property Care Association (PCA) is a good source of information on the topic: property-care.org/homeowners/timber-treatment/insect-infestation/



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

technical@bpca.org.uk
01332 294 288
twitter.com/britpestcontrol

SPEED VIEW

Local authorities are empowered to investigate when rodents are causing problems between neighbours

Rodent carcass disposal should be done in line with legislation and best practice even though options have dwindled

To survey woodworm in a structure, you need to have good knowledge of what and how to inspect, as not all timber is easily accessed

Getting assistance to identify a pest species helps you plan better treatments and aids CPD.

Subject: Best practice for dead rodent waste disposal

What is the best route for disposing of rodent carcasses?

Disposal of dead rodents was straightforward at one time, as most LA waste sites or hospitals with incinerators accepted the carcasses.

These options are fast disappearing for various reasons, and so it's become necessary to have clearer disposal routes which preclude conflicts with current waste guidelines.

Domestic sites – small infestations (no more than around six bodies) may be managed by double bagging and disposal via the domestic system. Make sure your customer is happy to use their bins for this purpose.

Commercial sites – carcass disposal should be traceable (by yourself via a licenced incinerator contractor). Carcasses can be temporarily stored frozen to prevent decomposition. The options are:

Local authority waste sites – becoming increasingly difficult in some areas.

Pet crematoria – the governing body for these sites confirms they can take small amounts, assessed by weight. They cannot take large quantities as planning regulations approve them primarily for the disposal of companion pets.

Commercial waste contractors – many are willing to help, but you might need to do some research. BPCA members can get a discount with Waste Management Facilities wmfltd.co.uk

Subject: Insect identification and treatment

Insects are present but I can't identify them, should I still carry out a generic treatment?

Short answer: no. Let's say you have larder beetles but treat them as variegated carpet beetles. You will not gain control as you are not targeting properly or offering correct hygiene recommendations.

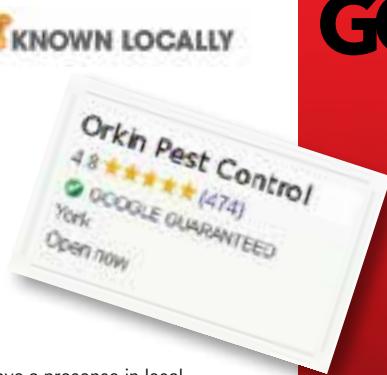
There is also a legal reason: how do you know which insecticide you can legally and effectively use? Labels will state which insects can be treated and so you need to have identified it before choosing your insecticide.

Not identifying is unprofessional and so you should seek help to identify the pest; there is no shame in doing so and it's good CPD!

Employ a consultant or, if you're a member, send the technical team an image
technical@bpca.org.uk

GOOGLE LOCAL SERVICES ADS

Whether you've tried Google Ads or you're new to pay-per-click or pay-per-lead advertising, it's worth knowing about the new Google Local Services Ads and how they'll change the way you appear in Google listings. Local search specialists, Known Locally, explains the latest way to boost online presence.



Over the summer, we found a wasp nest in the eaves of our home. It was really high up, just under 10m, and not something I was ever likely to tackle on my own. Naturally, the first thing I did was to Google 'pest control near me'.

According to Google, searches containing 'near me' have increased by 3,400% since 2011, and your potential customers are using search engines more than ever before. It's never been more important that local businesses show up on Google's virtual high street with local search ads.

Local Services Ads: what are they?

There are many different things businesses can do to make sure they show up in these local searches, but Google's most recent innovation is Local Services Ads, and they're a real game-changer.

These brand-new ads show up at the very top of searches, even above other paid ads, and local businesses can advertise their services and book jobs in the specific areas they choose.

You only pay for genuine leads. Unlike, say, an ad in a newspaper, where a fixed cost is paid but lead generation is something of a lottery.

20-30 years ago, if you weren't in the Yellow Pages you were practically invisible. Google's Local Services Ads might be the 21st-century equivalent.

How are they different?

You might be thinking of boosted posts on Facebook, Facebook ads, or traditional Google Ads. While these are all valid ways of getting people to see your business, they don't always result in a phone call.

Unlike other ads where you pay a cost-per-click, these leads start from £5 each, so you know how much each will cost and how to cost the job accordingly.

And you are showing up in a potential customer's search exactly when they need you. As with my wasp infestation, they will place you front and centre for local customers that need you right there and then.

It's all in your control. You set the budget, tell Google where you're happy to do jobs, and only pay for genuine leads. No more Facebook enquiries from Hemel Hempstead when you're in Hull: just simple, cost-effective leads straight to your phone.

Are they worth it?

According to Google, 97% of customers search online for a local business. So it's safe to say that if you work in a specific area,

it's crucial that you have a presence in local search. This could be on Google Maps with your Google My Business page, or it could involve Local Services Ads.

With Local Services Ads, Google also provides businesses with the Google Guaranteed badge.

It's a trustmark, provided by Google based on your qualifications and competency to do the job well and it lets potential customers book services with confidence. Being a BPCA member qualifies you for the badge.

Unsure about advertising online?

We've been working with small business owners since 2002, and we often get a bit of reluctance around using online advertising for the first time.

It makes sense. You may have a decent pipeline already, and it's an additional monthly cost you might not want to bring on, and how can you be sure it will work for you?

But remember, you'll be Google Guaranteed and shown at the very top of Google searches. To put that into context, 75.1% of all clicks on Google go to one of the top three search results, so for your business to show there - in a potential customer's infestation time of need - could be invaluable.

And because you have total control over when, where, and to whom your ads are shown, you can switch your Local Services Ads leads on and off, as time or budget dictates.

Looking to grow your customer base?

You can investigate Local Services Ads yourself at ads.google.com/localservices and experiment with your own adverts fairly quickly.

Alternatively, if you want some help with local advertising Known Locally provides a one-stop-shop for local marketing support.

Our newest and most popular service, Google Local Awareness, optimises everything from Google Maps to geo-tags, citations to online directories, and keywords to five-star reviews and includes Local Services Ads.

Find out if you're eligible for Local Services Ads and our most popular new service, Google Local Awareness.

knownlocally.co.uk/known-locally-local-services-ads

GOOGLE MY BUSINESS

My Business is a free tool from Google that can help customers find you and generate leads. How well do you know the tool, and how do you make sure it's performing as well as possible? Which? Trusted Traders share their insights with the PPC community.

Google My Business is a free business profile that helps Google and potential customers to find and approach your business and the services you offer.

You can add your business information, photos of your team and fleet, promo videos and a link to your company website. Google will use this information to match your business profile with local customers who are looking for pest control services.

Information from Google My Business is often displayed high up in search engine results pages and it helps to promote your company. When people search for your company by its name, your Google My Business listing should appear on the right of the search results.

"Searches for services 'near me' have been on the rise since the Covid-19 lockdown in early 2020, so it's really worth ensuring that your business is easy to find online."

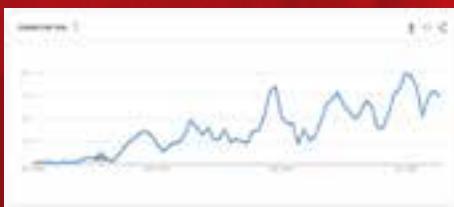
PROMOTE YOUR PEST CONTROL COMPANY FOR FREE

What are the benefits of Google My Business?

Google My Business helps increase your company's brand awareness in your local area. That could help you get more enquiries via your website, phone calls and online estimate requests for your services.

The main benefit of having an up-to-date Google My Business profile is that potential customers will be able to find your company more easily when they search Google for a local trade or service, for example with the search term 'pest control near me' or 'mouse control near me'.

Searches for services 'near me' have been on the rise since the Covid-19 lockdown in early 2020, so it's really worth ensuring that your business is easy to find online.



Local searches have increased in the UK in 2020 compared to previous years in the Google Trends data.

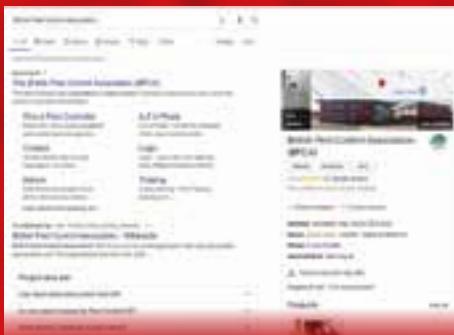
Try this – Search for your trade followed by 'near me' in Google. Can you see your company listed under a local map?

What does a profile look like?

Your Google My Business profile will show your company's name, contact details and opening hours, as well as any Google review ratings you have received.

It will come up on the right in a Google search for your company's name.

Plus, when people search for pest control on Google Maps, your listing will be pinned to your business's address, and display your contact details when anyone clicks on it. All this helps local potential customers to find you when they need your services.



Search Google for your company – can you see your Google My Business profile to the right of Google's search results?

USEFUL FEATURES TO GET YOU STARTED

POSTS Regularly adding new posts with updates, new offers and events will help Google to understand your business and encourage potential customers to engage with your company via your profile.

INFO This includes your business category, full company address (for those companies that don't want to display their 'home address' this can be hidden, although it's better for it to be displayed), opening hours, phone number, website URL, products, services, and more.

ONLINE ESTIMATES AND ON-SITE SERVICES

These options display in your business profile and help your customers understand what services you provide (added August 2020).

INSIGHTS See how customers find and engage with your Google My Business profile.

REVIEWS Customers are able to submit reviews for your company and these star ratings are displayed within your business profile.

MESSAGING Google My Business messaging can be activated via the Google My Business app. This enables customers to directly message you on your mobile phone and request an estimate.

PHOTOS Uploading an external photo of your business, photos of your team and portfolio of work to create a comprehensive gallery of your company is important in helping to communicate the high standards of service you offer.

How to set up a listing

Now that you know you need one, it's time to set up your company's listing. Luckily, it's a straightforward process.

Creating your Google My Business listing is very easy. Go to Google My Business **business.google.com** and follow the free sign-up process.

You'll need to fill in a template with details about your company name, address, business area, telephone numbers and so on. You can add as much or as little detail as you like.

Photos showing your business and your portfolio of case studies make your profile more attractive to potential customers. You could even add your BPCA member logo or your Which? Trusted Trader logo to make your profile stand out.

Google will send you a postcard with a verification PIN number before it approves your new business listing.

Google is regularly updating the features within Google My Business to help companies of all sizes promote their business online.

Make sure you login to your Google My Business profile regularly to add new posts, photos, videos and update your business information.

Next steps

If you don't have a Google My Business profile, or if you haven't logged into it for a while, now is a good time to update your Google My Business profile to help Google and potential customers to better understand your business and the services you offer.

Updating your profile

Keep your listing up-to-date to allow existing and potential customers to find your business more easily. You can edit your business profile anytime. This can be particularly useful around bank holidays to indicate when you are open, for example.

It's up to you how much detail you want to add, but much like your Which? Trusted Traders profile, you can add photos of your recent work and videos to encourage potential customers to contact you.

If you have more than one business location, you can add these in bulk from your Google My Business dashboard **business.google.com**



Interested in becoming a Which? Trusted Trader?

BPCA members get 50% discount for 6 months on the monthly recurring membership fee.
trustedtraders.which.co.uk

MEET THE MEMBER

PERSONAL DEVELOPMENT IS MORE THAN WORDS



In this article, BPCA's Communications Officer Kat Shaw speaks to Paul Allman from Problem Solved Pest Control, about personal development and the path to professionalism.

Like many of us, Paul Allman's career didn't start in pest control; leaving school, he became a trainee chef at a seafood restaurant. "Although I'm still not sure why," he jokes.

"Regardless, I worked my way up the ladder to become a catering manager, looking after eight staff," says Paul. "What a challenge, no wonder I lost my hair."

Beyond stuttering

Paul is no stranger to challenges, having had a stammer since he was a young child.

Paul explained: "A stammer is a neurological condition which makes it physically hard to speak. People with a stammer will often repeat syllables or sounds, and it interrupts the flow of your sentence.

"My stammer didn't start until I was around five years old, when I moved to a new school."

But with an air of impressive determination, Paul says that he believes his stammer has helped build his character and that it has never held him back. Instead, he strives forward, always trying to develop himself, personally and professionally.

"I did have some struggles with bullies when I was growing up, but I think it just gave me broad shoulders.

"To overcome the issues I was having with speech, I attended the McGuire programme, as used by pop star Gareth Gates who was actually one of my coaches.

"It was a three-day intensive course and the main focus was something called 'costal breathing'. At the end of the course we all had to go out and speak to one hundred people using our new skills!"

"My stammer steadily improved, although I do still get stuck on the odd word."

New challenges

At work, Paul began to feel like he had reached a crossroads, where the catering was no longer stimulating him, and every day was alike. He needed a new path.

"When the pest control technician arrived at my unit for a routine inspection I would make a beeline for him, asking questions about the industry; what qualifications are needed, what an average day is like and so on.

"He was very gracious and took the time to answer all my questions, talking to me about the other jobs he would go on besides ours."

Paul continued, "Working in the catering industry gave me a strong background in good housekeeping, hygiene, stock rotation and food safety. So in 2001 I applied for a job as a pest control technician with Cannon Pest Control and here we are now."

Paul started his own business around nine years ago: Problem Solved Pest Control, which he says has been a fantastic experience.

"The people you meet within the industry have a great passion for pest control, and they're always willing to take the time to give you advice," he notes. "BPCA and Killerm have both been a great inspiration to me with their knowledge and the training courses they run."

Paul invests heavily in training, as he feels this presents a positive image to potential clients and "assures them of a professional approach to solving their pest problems".

He adds, "I have a great passion for pest control; there is so much to learn, you never stop learning."

"If the resources are out there for you to expand your knowledge, then use them. You can think that you know everything there is to know about a topic, but you can never learn too much."

Paul is currently studying for his Field Biologist certification with BPCA and says he's looking forward to taking the exam.

"The Field Biologist Course is definitely the best course I've taken so far. The trainer, Paul Westgate, has so much knowledge and enthusiasm, I've just learned so much from him. He's definitely an inspiration."

"I failed the exam the first time around but I'm not giving up – I'm looking to resit later this year."

In the future, Paul would like to see a registration scheme of some kind, to prevent any unscrupulous and dangerous 'cowboy pest control companies' from operating in the UK.

"Professionalism is really important in this industry. We're protecting public health and safety on a daily basis, and if you don't have the tools, and the knowledge, to do that safely, then you have no business doing this job."

"I push myself and challenge myself to learn all the time, and it's not a chore to do that for something you're so passionate about."

Paul is now looking forward to achieving his dream of becoming a Field Biologist and says his enthusiasm for the industry will never die.

"The day I got that call from Cannon Pest Control saying I'd been successful in applying for the job was the best day of my life and I've never looked back."



PAUL'S PEST CONTROL COMPANION

Paul has a four-legged colleague that he often attends calls with: a Bedlington whippet by the name of Hanna.

"Hanna has been working with me now since she was a pup. She's eight years old and she sits at the door waiting for me every morning, ready to start a day's work."

"She's very popular with our clients, just a lovely natured dog."

"I attended an urgent call out to a rather distressed lady last year, who believed there was a rat in her house."

"With her permission I took Hanna along and as soon as we arrived at the premises Hanna started working."

"We checked multiple rooms with no rat activity, but as soon as Hanna went upstairs to the main bedroom, she sat outside the wardrobe, barking. The client asked what Hanna was doing, and I said 'she's telling me the rat is inside there'."

"I removed all the clothing, piece by piece, and when I grabbed the last item of clothing, the rat ran from the wardrobe and straight to Hanna. We checked the bottom of the wardrobe, and it was full of chocolate bars that had gnaw marks on them!"

"The ingress point was found on the external wall where a builder had not sealed a hole in the brickwork. Job complete thanks to some great teamwork. Hanna has helped me solve many pest control problems; she's a great colleague to have with you."

Chat with Kat

Interested in sharing your passion with the pest management community? Set up an interview with Kat today, and you could appear here in the next issue. hello@bpca.org.uk

annual report

PRESIDENT'S REPORT
TREASURER'S REPORT
THE YEAR IN NUMBERS
STRATEGY WRAP UP

2020

BPCA



Driving excellence in pest management

BPCA is the professional association for the UK public health pest management industry. Our aim is to promote professional pest management, representing the industry, driving standards and ethics while protecting the environment..

Once again, welcome to BPCA's annual report featured in the pages of PPC, now accessible to all 8,000+ of BPCA's Affiliates, rather than just the heads of member companies.

2020? It's a year that many of us will be happy to see the back of. That said, there are many bits of the year worth celebrating, and even more worth reflecting on.

PRESIDENT'S REPORT

WE ARE BPCA



An annual report should be the space we use to celebrate our Association's achievements (and we will do that). However, we must acknowledge that many of us will have had tough business decisions and personal trials in 2020, many of which have carried through into the new year.

Colleagues have lost loved ones prematurely. To those of you grieving, we wish you our heartfelt sympathies.

The stress of the pandemic will have taken its toll on each of us in one way or another. However, the support, quality of service and professional integrity we've witnessed from member companies has been incredible. Every technician, support team and business leader has played their part.

Between the hardships, there have been causes for celebrations. Together we've achieved a lot - despite the difficulties we've faced.

PPC Live

PPC Live was the last time I was in a room with more than 100 people. Pest professionals haven't been together en masse since, so we're pleased that we managed to gather before lockdown.

Thank you again to the exhibitors, speakers and over 500 attendees that made the day so memorable. Nothing connects us like our thirst for knowledge and eagerness to develop (and our love of a free pen).

Key worker status

Once lockdown hit, all of our attention was quickly redirected to a few crucial questions. Can we work? How can we keep ourselves and our clients safe? Does the government understand how key we are to public health?

The speed and thoroughness in which the Staff team produced guidance documents and communicated information was incredible. On the one hand, they had to keep members informed and safe. On the other hand, they had to pivot their operations, events, training and activities. Additionally, they had to campaign for recognition by our governments and clients; there was certainly a lack of available hands back in March, April and May!

Our guidance was freely available to the whole sector and was accessed over 35,000 times around the world. The UK government

acknowledges BPCA's advice on their Covid support pages [gov.uk/guidance/coronavirus-support-from-business-representative-organisations-and-trade-associations](https://www.gov.uk/guidance/coronavirus-support-from-business-representative-organisations-and-trade-associations)

It's been brilliant to hear your feedback. Nothing fills me with more pride than hearing that the UK government, Northern Irish Assembly and the Scottish Parliament confirm what those of us in the sector already know: pest management is critical.

For every member that suggested some guidance, used our letter template to contact their MP or took the time to fill out our 'we are essential' survey – or just wished our team good health in the pandemic – thank you.

Innovations

Aside from guidance, support and campaigning, BPCA has innovated in many other ways.

Training and some qualifications moved online. Our free events were reimagined for the web. Over 4,400 pest professionals tuned in to our digital sessions.

It's been an excellent year for CPD too. The 'point-collecting, box-ticking' mentality seems to be shifting. My team all got over 30 points this year, and I know Katrina in the BPCA office has had some wonderful conversations with members. We're starting to embrace toolbox talks, in-field mentoring and independent study, rather than relying on event and training attendance (or squeezing 15 CPD quizzes in just before the deadline).

Development can come from anywhere, and never have we had to innovate so quickly to keep up with the changing world. Everything we've learnt is CPD, so please take the opportunity to log it if you're on BPCA Registered (and if you're not, why not? It's great!).

Milestones

A landmark 100th issue of our trade magazine, PPC, landed on desks in August. These pages continue to mark our commitment to supporting the sector.

Our work lobbying on behalf of the sector wasn't limited to key worker status. BPCA has been in regular talks with Natural England to help make sure that 2020's gull licensing shambles never happens again. The more we open our arms to other bodies, the more influence we can have.

Our two new committees and new Board members are off to a great start. They've got a lot of work allocated to them in the upcoming strategy, so expect to hear a lot from them once they've got their feet firmly under the table.

Strategy

2020 was the year of two strategies. We wrapped up the 2018-2020 and unveiled the 2021-2025 strategy. You'll see a wrap up of the 2018-2020 plan later in this report, but it's worth mentioning how the new one was created.

The BPCA committees, Board, Staff team and a focus group of members came together - all over Zoom. Long, tough days with incredibly interesting discussions led us to a new strategy on a page (published in the previous issue of PPC).

With so many members' participation, it's fair to say it's the document influenced by the most member companies that BPCA has ever created.

The heart of the strategy is a member benefit. We are BPCA; we represent, support and assure our members.

Final thoughts

It's been a tough year, but we've achieved a lot together. I hope you feel proud of your Association. I do. Like its members, BPCA has adapted to tough times and helped protect public health.

More members than ever before have offered their support. Thank you for that support and long may it continue - even in less troubled times.

2020 has been a record year for engagement, but if you haven't got involved yet, it's time to roll your sleeves up.

After all, we are all BPCA.

Phil Halpin

BPCA President

president@bpca.org.uk

TREASURER'S REPORT

ADAPT, IMPROVISE, OVERCOME



2020 was challenging for everyone. Our old ways of doing things were reviewed and adapted, ensuring we could all continue to operate in a Covid-safe manner.

We understood that everyone's trading was affected, and while some reported depressed profits, many reported an 'okay' year given the circumstances and, in some cases, better than expected. There's obviously been some 'hardship' cases, but less than expected and we've handled those sympathetically, case-by-case.

Like the majority of much of our membership, BPCA is a small business and has had to adapt to continue its primary function of supporting the membership.

We were able to do this because of a robust reserves policy allowing us to offer, amongst many Covid mitigation measures, the deferred payment plan for subscriptions which many took advantage of. That decision effectively saw the Association without its primary income stream for six months.

We also used the Government's Coronavirus Job Retention Scheme (furlough) to protect member interests, the Association and its employees.

I hope you'll agree that Ian Andrew and his Staff team did a sterling job by continuing to run our Association in a near 'business as usual' fashion.

The Staff team did an amazing job pivoting the event and training provision to predominantly an online service; I know many of you benefitted by taking up the various offers.

Member engagement also had to change and while you've appreciated the innovative ways we did that, the overwhelming message we heard, and are still hearing, is it'll be good to see each other face-to-face again!

Our 2020 accounts reflected the pattern of a lot of UK businesses, and we did make a surplus after all our activities were concluded. Inevitably, we postponed our in-person PestEx event planned for 2021 to 2022. Those that have followed my reports over recent years will know how key that event is to our finances.

Consequently, deferring PestEx will severely challenge us and especially since we're still all operating under the shadow of Covid-19. A prudent 2021 budget has been set by the Executive Board which continues to work to ensure we deliver our strategy, invest in our strategic initiatives, and support you over this and forthcoming years.

To close, once again I'll take this opportunity to welcome all our new members in 2020

- there were a significant number of you. I wholeheartedly encourage both old and new to become involved with, what is after all, your Association. For it to work, it needs your passion and energy. So please attend events, join in, serve on the Committees or Board, and find out how your Association serves its members and the wider industry. I wish everyone success in 2021.

Thank you.

Mark Williams
BPCA Honorary Treasurer
membership@bpca.org.uk

THEY WORK FOR YOU

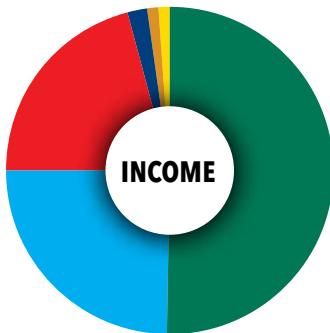
The Executive Board is the governing body of the Association and Board Members, as Directors, have a duty of care to both BPCA Members and the BPCA Staff team. The Board's emphasis is on strategy and performance, stewardship and conformance. The Board also ensures that resources are used appropriately (money, time, staff etc.) and that relevant legislation is adhered to.

		Meetings attended (max 3)
President	Philip Halpin	Countrywide Environmental Services
Vice Presidents	Mike Ayers	Precision Pest Management
	Chris Cagienard	Pest Solutions
Honorary Treasurer	Mark Williams	Ecolab
Immediate Past President	Martin Harvey	Harvey Environmental Services
Manufacturers and Distributors Committee Chair	Currently vacant	
Servicing Committee Chair	Jim Kirk (to Nov 2020)	Rentokil
Outreach and Communications Committee	Martin Rose-King	Bounty Pest Control
Professional Standards Committee	Julia Pittman	Beaver Pest Control
Board Members	Malcolm Stowell	Safeguard Pest Control and Environmental Services
	Jason Cholerton	CSS Pest Services
	Chris Corbett	Aderyn
	Mick Kilburn	Elite Pest Management
	Michael Taylor	Contego Environmental Services
	Paul Westgate	Veritas Pest Consultancy
	Mark White	Dealey Environmental

2020 IN NUMBERS

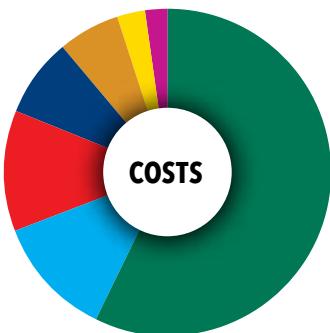


BPCA had **36,327** videos views – **3,289** hours were spent watching our videos! Check out past Forums and webinars at b pca.org.uk/cpd-videos



Subscriptions and registrations	£872,223	66.6%
Events and exhibitions	£68,798	5.3%
Training and certification	£269,003	20.5%
Management fees	£25,000	1.9%
Publications	£23,103	1.8%
Other	£50,221	3.8%
Investment	£757	0.1%
	£1,309,104	100%

All 2020 results are subject to corporation tax and audit



Membership functions and services (inc. staff costs)	£749,696	63.7%
Event and exhibitions	£43,986	3.7%
Training and certification	£124,635	10.6%
PR, marketing and comms	£124,284	10.6%
Finance, administration and premises	£63,340	5.4%
Publications	£41,256	3.5%
Depreciation and amortisation	£29,110	2.5%
	£1,176,307	100%

Find a pest controller searches

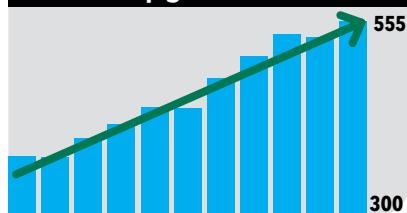
Estimated referrals given to Servicing and Consultancy members		
Ants	-1%	1,704
Bed bugs	+13%	5,367
Bee removal	-	1,322
Birds	+38%	2,124
Cockroaches	+19%	502
Fleas	-10%	1,074
Flies	+114%	1,124
Foxes	+52%	985
Fumigation	+1%	64
Moths	+12%	709
Other insects	+18%	3,074
Other mammals	+15%	381
Rabbits	+116%	93
Rats and drains	+11%	5,506
Rats and mice	+76%	17,052
Squirrels	+150%	3,586
Wasps	+4%	7,015
Wildlife management	-25%	66
Consultancy	+39%	254

77,151
(+33%)

Member profile views

Note: data capture is now more accurate and removes duplicate searches by the same person

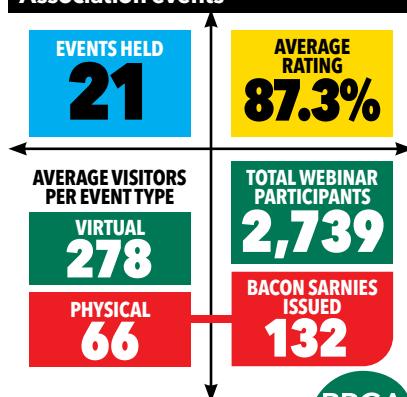
Membership growth 2010-2020



Technical audits



Association events



Award-winning Association



Spreading the word

16,442 copies of PPC printed

BPCA Bulletin subscribers = **9,823** (+16.4%)

Twitter, Facebook and LinkedIn views: >**1.8M** (+20%)

>**72K** Likes, shares, retweets and comments

BPCA releases were picked up by hundreds of news agencies with a total circulation of **158M** (up 24%)

Website visited >**2.6M** times (+29%); **35,703** visits to Covid-19 advice page; **641,079** pest advice hits (+25.7%)

Top five PPC articles

- KEY WORKER STATUS CONFIRMED BY UK GOVERNMENT
- ADVICE FOR PEST PROFESSIONALS DURING COVID-19 PANDEMIC
- CLIMATE CONDITIONS CLEAR THE WAY FOR MOSQUITOES IN THE UK
- COVID-19 RISK ASSESSMENT TEMPLATE FOR BPCA MEMBERS
- GUESS WHOSE POO

BPCA REGISTERED

2,431

INDIVIDUALS

+31%

367

COMPANIES



90% of visitors would recommend PPC Live to a colleague

SATISFACTION RATINGS

Exhibitor range **87%**

Indoor demo quality **93%**

Layout **94%**

Seminar quality **95%**

BPCA stand **96%**

Venue **97%**

2018-2020 STRATEGY WRAP UP

2020 saw the end of one strategic period and the beginning of a new one. Before we start reporting on developments in the new strategy, we thought it only fair to assess how successful the old one was.

All strategy is iterative, and many of our objectives could last a lifetime. Some projects have exceeded expectations; others are earlier in their journey than we'd have liked. Here's how each of our journeys went...

LEAD
the professional pest management sector by promoting professional practice.

All BPCA members audited to the BS EN 16636 Standard for Pest Management.

A working group looking at our qualification framework was established.

All BPCA Codes of Best Practice have been reviewed, reformed and deemed fit for purpose.

WHAT WE'VE DONE SO FAR

WHAT WE HAVE LEFT TO DO

EDUCATE
the full supply chain about the value of what BPCA and its members provide.

Many companies deliver an auditing service like field biologist inspections, verification audits and surveys. A working group is proposing standards for these types of audits.

The working group will release a proposed framework for qualifications that includes an induction programme and a graduate scheme.

Member-only guidance documents are going through the same process.

BPCA launched PestAware; a blog for anyone with public health pest control problems or concerns. PestAware is packed with professional advice from leading experts in the pest control industry and is designed to help tackle domestic or commercial pest problems.

BPCA has been out and about speaking to key stakeholders about the importance of pest management and choosing a BPCA member. We've spoken at the Association of Chief Trading Standards Officers, the Public Health Group, the National Construction Expo, the British Soft Drinks Association Conference, the Food, Drink and Tourism Hospitality Summit, CHEMUK and more!



Covid-19 certainly put an end to some of our targets for getting out and about speaking to people. We'll be picking up plans when it's safe to do so. Expect more talks and maybe even some case studies in critical sectors about why they think pest management is essential.



"Covid-19 certainly put an end to some of our targets for getting out and about speaking to people. We'll be picking up plans when it's safe to do so."



MISSION

Driving excellence in pest management.

ENHANCE
engagement with all (current and potential) members and supporters.

"We explored the setting up of a new professional body for pest professionals..."

EXPLORE
a viable licensing structure for the professional pest management sector.



BPCA worked with all four devolved nations to develop a Code of Best Practice and Guidance Document for Waste Management. The environmental agencies in all countries have endorsed both documents.

LEAD
the professional pest management sector by promoting professional practice.

BPCA has established a Primary Authority Relationship with Nottinghamshire County Council (who partner with Rushcliffe Borough Council to provide the environmental health support).

BPCA has established working relationships with the universities that deliver the CIH environmental health degrees, so new EHOs can better understand a pest professional's role.

Over the last two years, BPCA has set up special interest groups BirdWise, BeeWise, WildWise and GuideWise. With these groups (plus the trusty Fumigation And Controlled Environments group) BPCA can lead the discussion in these specialist technical areas.

BPCA's A-Z of pests was enhanced for crucial species to help show the risks of inadequate control and the importance of choosing a BPCA member. The A-Z of pests now sees over 2.2M visitors a year (up 40%). A series of educational press releases helped BPCA's advice reach the masses. Releases were picked up by hundreds of news agencies with a total circulation of 158M (+24%)

Initially, we'd hoped that our primary authority would help us assure the BPCA Code of Conduct, Codes of Best Practice and Guidance Documents. This has been a slow process, and Covid-19 has stopped much progress.

More lectures will continue in the future, and slowly you'll start encountering EHOs that have a much better understanding of your role in protecting public health.

Expect to see more guidance, documentation and support from all these groups in the future.

EDUCATE
the full supply chain about the value of what BPCA and its members provide.

More A-Z pages have been earmarked for improvement to help educate the nation on our role in protecting public health.

BPCA Forum
learn • share • connect

We're a data-poor sector, meaning it's hard to evidence our worth in terms of hard facts and figures. We'll be looking to commission research projects that help us evidence how we protect public health to generate more interest in what we do.

While the UK, Scotland and Northern Ireland governments would eventually acknowledge pest management is essential, it highlighted to us that we need to do a lot more to get on the political agenda. BPCA's public affairs work is only just beginning!

BPCA conducted a Member Benefit Satisfaction Survey revealing where members see the value in their membership coming from. While satisfaction was overall very high, it pointed us towards numerous areas for development.

Forums were a key place for members and non-members to engage with the Association. We revamped our regional events to make them more polished, practical and engaging for attendees. Attendance and satisfaction increased because of the changes.

"While the UK, Scotland and Northern Ireland governments would eventually acknowledge pest management is essential, it highlighted to us that we need to do a lot more to get on the political agenda. BPCA's public affairs work is only just beginning!"

BPCA aimed to have conducted a complete review of the membership structure and our value proposition by the end of this strategic period. The sheer scale of the task, staff changes and a Covid-19 pandemic meant the project has never gathered the momentum it should have. This project has been carried over into 2021-25 strategy and has been set to top priority!

Forums in the new format will continue post-pandemic. Because only a few of the revamped events took place, it's hard to tell what the impact on attendance and satisfaction will be UK-wide.

BPCA Digital Forums

We explored the setting up of a new professional body for pest professionals. It was decided that the sector was not ready for this mainly because the industry already has two trade associations, and the existing qualification requirements are too low for a professional body.

Internally, we looked at how BPCA would have to change to deliver licensing to the sector. The Professional Standards Committee was launched partly to help improve training in the industry. The Outreach and Communications Committee was established partly to help deliver our public affairs agenda.

ENHANCE
engagement with all (current and potential) members and supporters.

EXPLORE
a viable licensing scheme for the professional pest management sector.

BPCA
REGISTERED

BPCA will continue to develop BPCA Registered, and a training framework fit for the future. As the sector professionalises, we may look again at the viability of an Institute of Pest Professionals.



Our ray of virtual light – something to look forward to!
pestex.org/register



PPC online, a repository of technical articles and thought pieces, launched on its own website and is free to access for every pest professional.

BPCA Registered was launched in January 2019 to provide a better way for members to record valuable CPD. Those on the scheme can log their own CPD, meaning in-the-field learning and individual study can all be recorded as CPD. BPCA Registered cards include your qualifications so that you can evidence them to your clients. We now have 2,431 people on the scheme.

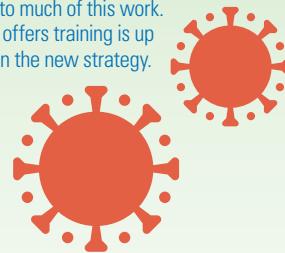
CPD

Expect more targeted CPD activities for these specialist categories of pest management.

We've been working with the National Association of Drainage Contractors, National Landlords Association, British Carpet Cleaning Association and Roofers Association to spread the word that pest management should be reserved for trained, competent technicians, such as the ones employed by BPCA members.

BPCA developed Toolbox talks, CPD Assignments, a list of third party resources, an extensive video library to improve the quality and variety of CPD available to members on BPCA Registered.

We wanted to deliver more practical hands-on training programmes for the sector, however Covid-19 put an end to much of this work. How BPCA offers training is up for review in the new strategy.



The BPCA member area is being reworked to make sure member-exclusive technical support is available at your fingertips.

Improvements to the BPCA Registered system are being made regularly to include more flexible reporting and control for member companies. One day, BPCA Registered might be available to non-members, meaning anyone who commits to CPD can join the scheme.

BPCA has been building relationships with all significant specifiers and including BRC, AIB and Salsa.

BPCA has produced a tender support package for people looking for a pest management company. This package includes all of the documents required to go out to tender successfully.

The pack will be released this year, along with enhanced support to your potential clients. Of course – being a BPCA member is a requirement for all the tenders we'll support.

Visitor attendance and satisfaction at PestEx and PPC Live continued to grow over this strategic period. Incremental upgrades such as demonstration areas, CPD trials and discussion groups were implemented to help with engagement.

These relationships will continue to grow with time. BPCA is committed to being the helpful friend for anyone interested in employing a professional pest management company.

After the success of the Be Protected. Professionally. campaign, BPCA launched the #WeAreBPCA toolkit. They were packed with resources for promoting your company with your membership.

PPC magazine has been progressively upgraded over the years. The inclusion of more member voices in the magazine is one of the ways we've increased engagement. The magazine is now sent to over 4,000 people in print and 10,000 digitally, meaning our reach in the professional sector has never been larger.



We set ourselves the task of speaking with every member company at least once a year. We assigned our staff team with a list of member companies and tasked them with checking in with every member company's primary contact.

PestEx and PPC magazine are always cited as one of the member's favourite things we do for the sector. We'll continue to try new things, so you feel more involved in our events and publications.



2020 was busy for the staff team and our members. While we did manage to speak to a lot of members, we didn't successfully call everyone. We're still refining our systems for these member check-in calls. But remember, we're only ever at the end of the phone!



The road to excellence in pest management is a long one. Many of the objectives on the road map have been transferred to our new strategic plan. This might be the end for **lead, explore, enhance** and **educate** – however, the things we've learned and places we've been will inform **represent, support** and **assure**.

Want to know more?

If you're interested in getting more detail about any of the projects listed here, get in touch today. This is your Association, and by taking a keen interest in what we do, you can help drive excellence in pest management.
hello@b pca.org.uk

LEVEL UP WITH THE NEW CAT

CERTIFIED ADVANCED TECHNICIAN
IN PEST MANAGEMENT



We've launched a new accreditation for pest professionals who have passed their Level 2 Award and want to demonstrate their advanced industry experience.

The Certificated Advanced Technician (CAT) accreditation can be taken entirely online and replaces the Advanced Technician in Pest Management (ATPM).

The accreditation verifies your experience as an advanced technician. It's designed for qualified professionals with at least two years' experience working in pest management who have a solid understanding of professional practice.

How the CAT works with BPCA accreditation and qualification

Most of the accreditation is through our online learning platform, followed by a video call a few days after you complete the first four modules.

For those on BPCA Registered, you will be able to carry the Advanced Technician card after completing the accreditation.

"BPCA will continue to embrace technology to help pest professionals demonstrate their advanced knowledge and understanding of pest management skills."

HOW THE CAT WORKS



MODULE 1

IDENTIFICATION
Vertebrates, invertebrates, evidence and equipment
10 minutes
Online exam



MODULE 2

KNOWLEDGE
Behaviour, management, health and safety, and legislation
10 minutes
Online exam



MODULE 3

TREATMENT REPORT
Study site diagram and complete treatment report
30 minutes
Online exam



MODULE 4

RISK AND ENVIRONMENTAL ASSESSMENT
Indicate the hazards, risks and mitigation measures required
15 minutes
Online exam

WHAT ACCREDITATIONS CAN YOU GET WITH BPCA?

Investing in digital

Dee Ward-Thompson, BPCA Technical Manager, said: "With Covid-19 still limiting movement across the UK, BPCA has committed to hundreds of hours of online learning and online classroom courses to help keep pest professionals developing.

"The Level 2 Award in Pest Management is BPCA's recommended entry-level into the sector and has, for many years, provided a pathway to progression to an advanced level.

"The Certificated Advanced Technician (CAT) accreditation builds on our past work in this area, providing you with a new roadmap to advanced technician level without having to travel to an exam centre, saving you valuable time and money."

Karen Dawes, BPCA Training Development Manager, said: "BPCA will continue to embrace technology to help pest professionals demonstrate their advanced knowledge and understanding of pest management skills. We hope that the CAT accreditation makes advanced technician status more accessible, no matter the size of your company or distance from a training centre."

Need support?

Contact us today for advice on developing your skills in pest management.

training@bpc.org.uk
01332 225 113

Interested in booking?

The CAT accreditation is available to book now. Prices start at £245 for members and £330 for non-members (+VAT).

bpc.org.uk/cat

MODULES



PROFESSIONAL DISCUSSION

Roleplay reporting back to a fictitious customer

30-45 minutes
Video call

No matter where you are in your career, you can continue to advance with BPCA's training pathway.

While other accreditations exist, we believe this is one of the best ways to keep challenging yourself and provide an even better service for your clients.

LEVEL 2 AWARD IN PEST MANAGEMENT

It's the entry-level qualification for the vast majority of pest technicians in the UK. RSPH accredits the exam, however BPCA was instrumental in designing the qualification.

You can study for it online or at one of our residential courses, but your exam must be taken at an exam centre.

bpc.org.uk/level-2

CERTIFICATED FIELD BIOLOGIST

Field Biologists are vital within food sites. This exam is for technicians working in the food manufacturing industry who wish to develop their skills and become Field Biologists. This accreditation involves an exam and a portfolio, plus plenty of industry experience.

This accreditation was created by BPCA and can only be taken at one of our physical exam days at the moment. Having passed the accreditation, you can carry the BPCA Registered Field Biologist card (members only).

bpc.org.uk/biologist

CERTIFICATED ADVANCED TECHNICIAN (CAT) IN PEST MANAGEMENT

After a few years of being a fully-fledged technician, it's only natural that you'd want to put your real-world experience to the test.

This accreditation was created by BPCA and can be taken entirely online. Having passed the accreditation, you can carry the BPCA Registered Advanced Technician card (members only).

bpc.org.uk/cat

MASTER TECHNICIAN

Although not technically an accreditation, the BPCA Master Technician card is available to members on BPCA Registered only. It's awarded by application only.

You must evidence, among other criteria, that you are highly qualified, have been influential in supporting the industry and have driven professionalism across the sector.

bpc.org.uk/registered



CERTIFICATED TECHNICAL INSPECTOR

Retailers are placing increasing demands on pest control service companies to provide service above the level of technician.

A Technical Inspector is someone who can provide this role. To be successful, a Technical Inspector will need specialist knowledge of the retail environment and sound technical understanding of their specialist work environment.

This accreditation was created by BPCA and can only be taken at one of our physical exam days at the moment. Having passed the accreditation, you can carry the BPCA Registered Technical Inspector card (members only).

bpc.org.uk/inspector

BPCA REGISTERED ADVANCED

GET YOUR HANDS ON AN ADVANCED TECHNICIAN CARD

If you're on BPCA Registered, passing your CAT accreditation will entitle you to an upgraded Advanced Technician BPCA Registered card. If you've got it, flaunt it!

bpc.org.uk/registered

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

FREE EVENTS AND WEBINARS IN 2021



We've got another year packed full of free online events. Touch wood – we might even be able to see you in person once lockdown restrictions lift! (Please note that physical events are subject to change or cancellation depending on Covid-19 restrictions.)

Event type	Name	When?	Information
Webinar	PEST MANAGEMENT CODES OF BEST PRACTICE EXPLAINED	24 February 2021, 12.30pm	b pca.org.uk/webinars
PestExtra The pest management show online	PESTEXTRA 2021 - THE DIGITAL PEST MANAGEMENT SHOW	16-18 March 2021	FIVE seminar theatres stretching out over three days. See pages 3-16 pestex.org
Webinar	UNDERSTANDING BIOLOGICAL HAZARDS OF PROFESSIONAL PEST CONTROL	24 March 2021, 12.30pm	b pca.org.uk/webinars
Virtual forum	DIGITAL 8	1 April 2021, 9:30am	Sponsored by Syngenta b pca.org.uk/forum
Webinar	MANAGING BEES IN PEST CONTROL ENVIRONMENTS	14 April 2021, 12:30pm	b pca.org.uk/webinars
Webinar	PRINCIPLES OF MOTH CONTROL FOR PEST PROFESSIONALS	12 May 2021, 12.30pm	b pca.org.uk/webinars
Virtual forum	DIGITAL WALES	20 May 2021, 8:15am	Sponsored by Lodi UK b pca.org.uk/forum
Local forum	MIDLANDS	9 June 2021, 8:15am	Sponsored by Killerm b pca.org.uk/forum
Webinar	ESSENTIAL CUSTOMER SERVICE SKILLS FOR PEST PROFESSIONALS	23 June 2021, 12.30pm	b pca.org.uk/webinars
Virtual forum	DIGITAL 9	7 July 2021, 9:30am	Sponsored by Lodi UK b pca.org.uk/forum
Webinar	UNDERSTANDING PESTS IN FOOD BUSINESSES	21 July 2021, 12:30pm	b pca.org.uk/webinars
Webinar	LIVE CAPTURE TRAPPING IN PEST CONTROL	18 August 2021, 12:30pm	b pca.org.uk/webinars
Local forum	EAST	8 September 2021, 8:15am	Sponsored by BASF b pca.org.uk/forum
Webinar	PRINCIPLES OF CLUSTER FLY PEST CONTROL	22 September 2021, 12.30pm	b pca.org.uk/webinars
Virtual forum	DIGITAL 10	28 September 2021, 9:30am	Sponsored by Bayer b pca.org.uk/forum
Webinar	USE OF RIFLES IN PEST CONTROL	13 October 2021, 12:30pm	b pca.org.uk/webinars
Local forum	NORTHERN IRELAND	21 October 2021, 8:15am	Sponsored by Bell Labs b pca.org.uk/forum
Virtual forum	DIGITAL 11	3 November 2021, 9:30am	Sponsored by BASF b pca.org.uk/forum
Webinar	GUIDANCE ON CRRU STEWARDSHIP FOR RODENTICIDE USE	24 November 2021, 12:30pm	b pca.org.uk/webinars
Local forum	NORTH	7 December 2021, 8:15am	Sponsored by Deadline b pca.org.uk/forum
Webinar	PRINCIPLES OF WASTE MANAGEMENT IN PEST CONTROL	15 December 2021, 12.30pm	b pca.org.uk/webinars

WATCH ONLINE EVENTS YOU MAY HAVE MISSED



BPCA webinars and Forums are available to watch for free at b pca.org.uk/cpd-videos

Our video library is really building up now. Take a look:

- ▶ Principles of gull control for pest professionals
- ▶ Rats and drains for pest professionals
- ▶ CRRU update with Dr Alan Buckle – Future of Insecticides
- ▶ Pest quiz with Alex Wade
- ▶ Natural England update
- ▶ Cockroach control for pest professionals
- ▶ Google's game-changing ad platform for pest control
- ▶ Social media and blogging for pest management companies
- ▶ Professional wasps and bees: biology, behaviour and control
- ▶ Ant control for pest professionals
- ▶ Advice for pest professionals during Covid-19 pandemic
- ▶ Environmental risk assessments and non-toxic pest control
- ▶ Inspection and control of bed bugs
- ▶ Bed bug control for pest professionals
- ▶ Professional flea control
- ▶ A practical approach to wasp management
- ▶ General licences for bird control; update and next steps
- ▶ Identify and understand delusional parasitosis
- ▶ Direct bait application in burrows

The best pest events

For the latest information on all of our free events, visit b pca.org.uk/events

TRAINING CALENDAR

Courses and exams

Course/exam	From (£)	Exam	Start date	Location
			06-11/06/2021	
Level 2 Award in Pest Management (residential)	1010	✓	15-20/08/2021 17-22/10/2021	Stafford
			05-10/12/2021	
Fundamentals of Pest Biology and Behaviour	95		16/03/2021 19/05/2021	Online classroom
Principles of Pest Identification	95		09/03/2021 12/05/2021	Online classroom
Bed Bug Control NOW ONLINE	95		25/03/2021 25/06/2021	Online classroom
NEW Flies and their Control	95		18/06/2021	Online classroom
Fly Catch Analysis and Identification	95		14/04/2021 16/06/2021	Online classroom
NEW What's in that Formulation?	95		13/04/2021 24/06/2021	Online classroom
Certificate in Bird Management NOW ONLINE	95		27/05/2021 20/07/2021	Online classroom
Stored Product Insects (SPIs) in Food Factory Environments	95		25/05/2021 15/07/2021	Online classroom
NEW Introduction to Wildlife Management	95		29/04/2021	Online classroom
Resistance isn't futile: resistance in rodents and insects	95		22/04/2021 06/07/2021	Online classroom
Waste Management for Pest Control Companies	95		12/03/2021 17/06/2021	Online classroom
			16/03/2021	
Fundamentals of Pest Biology and Behaviour	95		19/05/2021	Online classroom
			13/07/2021	
NEW Level 2 Pest Management – Vertebrate Pests refresher	95		09/04/2021	Online classroom
NEW Level 2 Pest Management – Health, Safety and Legislation refresher	95		07/05/2021	Online classroom
Becoming a Field Biologist or Technical Inspector	95		23/03/2021 26/07/2021	Online classroom

Exams only

Exam	From (£)	Start date	Location
		01/03/2021	Scotland
RSPH Level 2 Award in Pest Management	155	11/04/2021	Stafford
		11/06/2021	Stafford
		01/03/2021	Scotland
Technical Inspector Exam	155	11/04/2021	Stafford
		11/06/2021	Stafford
		01/03/2021	Scotland
RSPH Level 3 Award in the Safe Use of Fumigants for the Management of Invertebrate Pests	305	11/04/2021	Stafford
		11/06/2021	Stafford
NEW Certificated Advanced Technician (CAT) in Pest Management	245	Book anytime	NOW ONLINE

Online learning

The flexible approach to pest control training, learn at your own pace at times to suit you b pca.org.uk/online-learning



From (£)

Individual GPC Level 2 Award modules – Introduction to Pest Management: Health, Safety and Legislation; Invertebrates; Vertebrates	110
Full Level 2 Award in Pest Management – online course	300
Using Rodenticides Safely – online course and exam	80
Foundation Certificate in Pest Management	55
Completing Risk Assessments PRICE DROP	20
NEW Working at Height	20
NEW Asbestos Awareness	20
NEW Manual Handling	20
NEW Ladder Safety	20



Enquiries and bookings

training@b pca.org.uk
01332 225 113
b pca.org.uk/training

Bulk booking discounts

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

Terms and conditions

All costs are members only and exclude VAT.
Venue details are provisional and may change – please check the BPCA website before booking.
BPCA reserves the right to cancel a programme if insufficient bookings have been received.
Delegates will be offered an alternative date or a full refund of the programme fee if a programme is cancelled. BPCA will not be liable for any costs incurred by the delegates.

NEW!



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TRAP PROTECTION**



- Tamper-resistant trap cover with EVO® key
 - Holds 2 T-REX® traps in each EVO® TUNNEL™
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 - The T-REX® rat trap, when used with EVO® TUNNEL™, meets NAWAC animal welfare standards
 - Indoor or outdoor use
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 - Mini-Rex™ mouse traps
 - Trapper® Max glue boards
 - Trapper® Mouse glue traps

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