

MARCH 2018

PPC90

PLUS

CSN: one year on
PestWatch:
the grey squirrel
2017: a year in review
New Code of Best
Practice released



14 MARCH 2018

THREE COUNTIES
SHOWGROUND, MALVERN

#PPCLIVE2018

showguide special

LIVE

PPC90



20
PPC MINI-SPECIAL
RODENT WARS
From rodenticide resistance
to what's changing in 2018,
it's all here!

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VANTASTIC
Making the
most of your
prized asset



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PASSING TORCHES
Introducing
BPCA's new CEO



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UNBUGGING
Commercial
local authority
pest control



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GDPR
Ensure you're
compliant by
May this year



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the journal of the UK pest management industry



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BPCA

PPC LIVE

Professional pest control together

14 MARCH 2018 / THREE COUNTIES SHOWGROUND, MALVERN

PPC LIVE SHOWGUIDE

VISIT

bpca.org.uk/PPClive

EMAIL

events@bpca.org.uk

CONNECT

#PPClive2018



QUICKVIEW

Indoor seminar schedule

9.30 - 10.15

NO IN-HOUSE MARKETING GURU? NO PROBLEM! - MARKETING FOR SMALLER COMPANIES

Ben Massey, Marketing and Communications Manager, BPCA

10.30 - 11.15

ACTIONS VS IMPACTS - A PEST CONTROLLER'S QUANDARY

Gary Williams and Louise Summers, Urban Wildlife

11.30 - 12.15

OPTIONS FOR MOSQUITO MANAGEMENT IN THE UK

Dr Matthew Davies, Head of Technical Department, Killgerm

13.00 - 13.45

TECHNOLOGY VS TECHNICIANS - HOW EVERYBODY WINS (EXCEPT THE RATS)

Savvas Othon, Group Science and Innovation Director, Rentokil Initial

14.00 - 14.35

THE GENERAL PEST CONTROL TECHNICAL APPRENTICESHIP - WHAT IT MEANS FOR YOU

Martin Rose-King, Head of Apprentice Employer Development Group
Karen Dawes, Training Development Manager, BPCA

14.45 - 15.45

RESISTANCE - BACK TO BASICS

Clive Boase, Principal Consultant, The Pest Management Consultancy

CPD POINTS AVAILABLE

1 CPD point per seminar 2 points for attending PPC Live
Max 4 points for seminars **6 points available in total**

Practical outdoor schedule

10.30 - 11.00

THE END OF MY TETHER - BIRDS OF PREY AND PEST CONTROL

John Dowling, John Dowling Falconry

11.30 - 12.00

AIR RIFLES - SAFE CLEANING AND TRANSPORTATION

Sam Walker, Regional Officer (South West England),
British Association for Shooting and Conservation (BASC)

12.30 - 13.15

WHAT IF PEST CONTROLLERS COULD FLY?

Bryan J Stanislas, Membership Director, The Association of Remotely Piloted Aircraft Systems UK

13.30 - 14.00

MUCH ADO ABOUT MOLEING

Dave Archer, Owner,
DKA Pest Control



ON YOUR FEET OR LOSE YOUR SEAT!

The seminar and demonstrations are always really popular, so make sure you plan in advance which talks you want to get to. Get there early if you want a good seat!



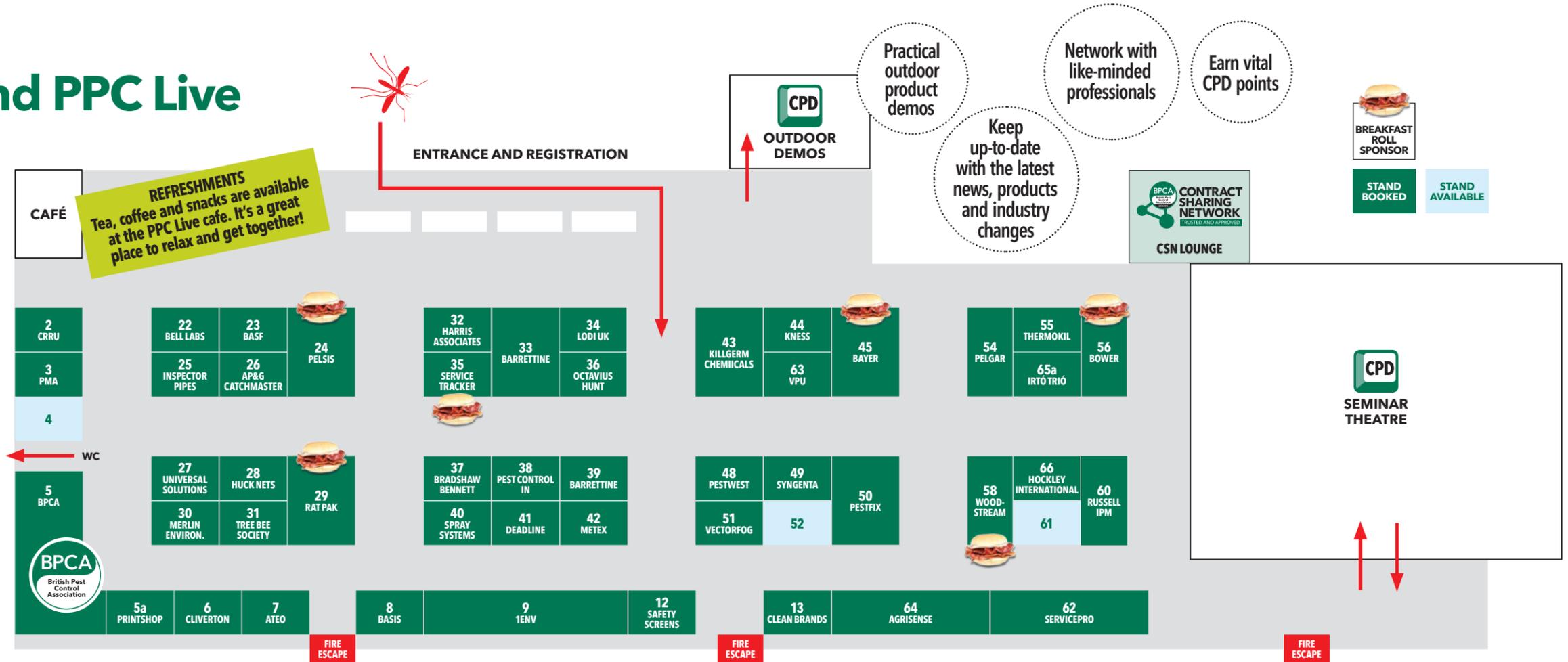
11.30 - 13.30
CSN LOUNGE

Find your way around PPC Live

We've packed the Three Counties Showground with exhibitors from around the world. Take time to talk to these fantastic exhibitors about their pest control products and services...

- 2** THE CAMPAIGN FOR RESPONSIBLE RODENTICIDE USE (CRRU)
- 3** PEST MANAGEMENT ALLIANCE (PMA)
- 5** BRITISH PEST CONTROL ASSOCIATION (BPCA)
- 5a** BPCA PRINTSHOP / SYNERGY
- 6** CLIVERTON INSURANCE
- 7** AIRGUN TRAINING AND EDUCATION ORGANISATION (ATEO)
- 8** BASIS REGISTRATION
- 9** 1ENV SOLUTIONS
- 12** SAFETY SCREENS
- 13** CLEANBRANDS
- 22** BELL LABORATORIES
- 23** BASF
- 24** PELSIS
- 25** INSPECTOR PIPES
- 26** AP&G CATCHMASTER
- 27** UNIVERSAL SOLUTIONS
- 28** HUCK NETS (UK)
- 29** RAT PAK PEST CONTROL PRODUCTS
- 30** MERLIN ENVIRONMENTAL SOLUTIONS
- 31** TREE BEE SOCIETY
- 32** HARRIS ASSOCIATES
- 33+39** BARRETTINE ENVIRONMENTAL HEALTH
- 34** LODI UK
- 35** SERVICETRACKER
- 36** OCTAVIUS HUNT
- 37** BRADSHAW BENNETT
- 38** PEST CONTROL IN
- 40** SPRAY SYSTEMS
- 41** DEADLINE PRODUCTS
- 42** METEX
- 43** KILLGERM CHEMICALS
- 44** KNESS PEST DEFENSE PRODUCTS
- 45** BAYER
- 48** PESTWEST ELECTRONICS
- 49** SYNGENTA
- 50** PESTFIX
- 51** VECTORFOG
- 54** PELGAR INTERNATIONAL
- 55** THERMOKIL INSECT CONTROL SERVICES
- 56** BOWER PRODUCTS
- 58** WOODSTREAM EUROPE
- 60** RUSSELL IPM
- 62** SERVICEPRO
- 63** VERTEBRATE PEST UNIT (VPU) UNIVERSITY OF READING
- 64** AGRISENSE INDUSTRIAL MONITORING
- 65a** IRTÓ TRIÓ
- 66** HOCKLEY INTERNATIONAL

See page 9 for full exhibitor profiles



HOT BREKKIES SPONSORED BY THESE FABULOUS FOLK...

1env Global Pest Control Products

BAYER

Insect-a-clear

pelsis

RatPak Pest Control Products

service tracker

WOODSTREAM™

REGISTER NOW!

bpc.org.uk/PPCLive

Only pre-registered guests get a hot breakfast roll, so take five minutes to register before you arrive (unless you're already here - in which case you're too late!)

Prizes and giveaways

Variety of seminars delivered by industry experts

IS PESTEX BETTER? NO, JUST DIFFERENT!

PPC Live first began in 2014 as a result of wanting to make the pest control industry accessible for everyone - not just those who are able to attend PestEx in it's home at ExCel in London. We designed a show that moves around the UK, based on the requests of our members.

ExCel is a fantastic space, but it has limits. Being out of the city centre means we can do an outside seminar area with practical demonstrations alongside the ever-popular, PestEx-style indoor seminar sessions.

We decided to make this a one day show, rather than the usual two days of PestEx. We thought this way people can come for the day and see everything they want to, while still gaining those all important CPD points.

PPC LIVE - THE STORY SO FAR

In 2014, the first PPC Live was held at the AJ Bell Stadium in Salford, Manchester. It was off to a great start with 351 visitors and feedback showing that it was definitely a success. The first PPC Live gave us loads of ideas, so we set about building on its success for the next one.

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

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

Anyone who organises or attends a repeat event appreciates it is always a challenge to keep events fresh with something new to see and new topics to talk about. PPC Live 2018 is set to have more packed in than ever before. More exhibitors, more seminars and more bacon - just make sure you're re-registered.



Professional pest control is getting together!

PPC LIVE
SHOWGUIDE

The stage is set for the most important pest management event of 2018. Held on Wednesday 14 March 2018 at the Three Counties Showground, Malvern, Worcestershire – PPC Live should have a firm place in your diary.

This year, PPC Live is all about getting the industry together. Whether you're a technician, business owner, a specialist, support staff or from an associated sector – there's something at PPC live for you.

REGISTER NOW!

bpc.org.uk/PPCLive

CELEBRATE THE DIVERSE AND IMPORTANT WORLD OF PUBLIC HEALTH PEST CONTROL

WHO'S IT FOR?
Technicians
Business owners
Specialists
Support staff
Associated sectors

SEMINARS NOT TO BE MISSED



Whether you're a business owner or a tech-savvy technician, you won't want to miss Savvas Othon talking about how technology will change the role of a technician forever. You might also be interested in seeing how the new apprenticeship scheme could help shape the future of your business (and the sector). Check out Karen and Martin's apprenticeship scheme launch party/seminar.

BPCA's own Marketing Manager, Ben Massey will be giving a seminar on marketing for smaller companies. If you're looking at adding some tricks and tips to get those leads trickling in, make sure you're about for the first seminar session of the day.

Urban Wildlife will be telling you how to stay on the right side of the law when working around Britain's wildlife. A little later in the day, Matthew Davies will be talking about the emerging problem of managing mosquitoes in the UK.

Make sure you're still around until 14.45 – Clive's talk on pesticide resistance is arguably the unofficial keynote of PPC Live. He's also suggested there might be a prize up for grabs (although we have no idea what it is or how you'll win it.)

OVER 50 EXHIBITORS FROM AROUND THE WORLD

If you have a question about pest management or a product, there's no greater opportunity to get it answered by an expert. Check out all the new products available in the exhibitors' hall packed with the latest and greatest in pest control products and services designed to save your company money and make your life easier.

With 350+ attendees expected, where better to network and build contacts that could last a lifetime?



BPCA STAND

Our Technical and Membership teams will be on hand to answer any of your questions about the Association and how you can get more involved. If you're a member, it's the perfect chance to check member benefits. If not, ask us how membership could help your business grow.

Regardless of your experience, technicians should come along and learn how training and development opportunities can support career progression.

LEARN SOMETHING NEW FROM OUR OUTDOOR DEMOS

The British Association for Shooting and Conservation (BASC) will be delivering a practical rifle safety talk, while in the afternoon Dave Archer will be demonstrating various mole trapping techniques.

Could you add birds of prey to your list of services? Could you make use of a drone for better and safer surveys? We've got two demonstrations featuring potentially the oldest and newest pest control tools available to you.



CONNECT

Use #PPCLive2018 across social media to connect with us during the show.

CPD

Collect up to six CPD points towards your yearly target of 20. You get two for attending PPC Live and one point for each seminar you attend (four maximum).

GRUB UP!

Anyone who registers for PPC Live before Wednesday 7 March 2018 will receive a voucher for a free bacon roll and a hot drink. You must collect your breakfast roll and a hot drink before 10.30 am.

VENUE

The Three Counties Showground at Malvern attracts over 250,000 visitors a year and is easily accessible.

WHERE?

About 10 miles from the M5 and M50 motorways. Just follow the brown signs from all main routes. Use the postcode WR13 6NW.

BPCA
British Pest Control Association
MEMBER

CONTRACT SHARING NETWORK
TRUSTED AND APPROVED

MEMBERS
Visit the Contract Sharing Network Lounge to see how you can grow your business.



PPC Live seminar programme



1 CPD point per seminar
Max 4 points for seminars

2 points for attending PPC Live
6 points available in total



9.30 - 10.15 NO IN-HOUSE MARKETING GURU? NO PROBLEM! – MARKETING FOR SMALLER COMPANIES



Ben Massey, Marketing and Communications Manager, British Pest Control Association

Are you better at monitoring your bait boxes than your competition? Know more about trapping than branding? Are you more comfortable with a buzz than a tweet?

You can't be an expert in everything, and let's be honest – making a service-based business stand out from the crowd is tricky, even if you have a marketing degree.

Effective marketing is a crucial part of building your business – no matter how big or small a company is.

Your in-house experts are probably focusing on being the best pest controllers they can be, rather than setting objectives for promotional campaigns.

BPCA Marketing and Communications Manager, Ben Massey will run through what time and cost efficient marketing activities look like for a company which doesn't have the luxury of in-house marketing or communications professionals.

In his presentation, Ben will talk about the importance of having a focused strategy in place. He will also give you his seven practical tips and tricks for bringing your plan to life.

This talk is perfect for:

- Business owners trying to push their businesses ahead of the competition
- Support staff that want to add another feather to their cap
- Those interested in understanding their customers and brand a little better.

10.30 - 11.15 ACTIONS VS IMPACTS – A PEST CONTROLLER'S QUANDARY



Gary Williams, Operations Director, Urban Wildlife; Louise Summers, Director of Wildlife Services, Urban Wildlife

Every professional pest controller is aware that if they're not responsible, their treatments can have an impact on our wildlife. The problem is many pest technicians lack the adequate training or skills to assess the wildlife that may already be present.

For many reasons, the diversity of wildlife within our urban areas is continually growing. As pest controllers, you're looking to prevent pests - not wildlife. If your actions have an adverse impact on wildlife you'll get incredible publicity, but for all the wrong reasons!

The Urban Wildlife team will be using their years of experience to give you practical survey techniques, and observations that you can include in your initial surveys. These tips might be the

difference between you efficiently treating a wasp nest or killing a bat and receiving a fine of up to £5,000 or even a prison sentence. Can you afford to take that risk?

This talk is perfect for:

- Pest control technicians in the field
- Those interested in British wildlife and protected species
- Those who want to avoid a criminal record for getting it wrong.

11.30 - 12.15 OPTIONS FOR MOSQUITO MANAGEMENT IN THE UK



Dr Matthew Davies, Head of Technical Department, Killgerm

Mosquitoes in the UK can create a distressing biting nuisance, and experts agree that climate change will make the UK more vulnerable to mosquito problems. Early detection and treatment of mosquitoes are therefore essential in terms of protecting public health.

Dr Matthew Davies of Killgerm is set to provide a comprehensive overview of mosquito biology, recognition, and management techniques, including both physical and chemical control options, to help prepare the sector for the future.

The National Pest Advisory Panel of the Chartered Institute of Environmental Health (NPAP CIEH), in conjunction with Public Health England (PHE), has produced guidance on the management of invasive species of mosquitoes with support from

Killgerm. Dr Davies will be talking about their findings and what it means for the professional pest controller.

This talk is perfect for:

- Business owners asking the big "what's next?" question
- Technicians wanting to get a headstart on their colleagues
- Researchers, field biologists, local authorities and associated sectors concerned with public health.



13.00 - 13.45 TECHNOLOGY VS TECHNICIANS - HOW EVERYBODY WINS (EXCEPT THE RATS)



Savvas Othon, Group Science and Innovation Director, Rentokil Initial

“Alexa - get rid of that wasps’ nest.”

With technology rapidly impacting our daily lives, it was only a matter of time before it reached the broadly traditional industry of pest management. While it seems like every week, there’s a new ‘smart’ detection device on the market which claims to be groundbreaking and innovative; it is the origins behind these

devices which are just as interesting.

Pest management devices are now not restricted to industry professionals. With technology spinouts and crowdfunding, the race to develop the world’s next smartest mouse trap is open to everyone, and the inevitable glut of ‘smart’ pest devices will radically change the way you conduct pest management forever.

Savvas Othon is the Group Science and Innovation Director for Rentokil Initial and spends much of his time trying to surmise what the future of pest management might look like. Savvas will take us through the

rise of technology in the industry from the early days of pagers and mobiles phones, to future devices and service models which must complement rather than replace our most valuable industry asset - technicians and their expertise.

This talk is perfect for:

- Technophiles who love new tech and the latest pest management products
- Technophobes that want to understand how technology will change their sector.

14.00 - 14.30 THE GENERAL PEST CONTROL TECHNICAL APPRENTICESHIP - WHAT IT MEANS FOR YOU



Martin Rose-King, Partner, Bounty Pest Control. Head of Apprentice Employer Development Group



Karen Dawes, Training Development Manager, British Pest Control Association

On behalf of the AED Trailblazer Group, we are delighted to officially launch the Level 2 General Pest Control Technician apprenticeship to the industry. This talk will make BPCA members and the broader industry aware of the incredible value an apprentice can bring to their organisations.

Business owners, technicians and those wishing to become technicians will have an opportunity to hear about all aspects of the apprenticeship standard. You’ll be able to ask questions about the training and funding support that is available through this apprenticeship model.

Martin Rose-King is a partner at Bounty Pest Control, employing four full-time and two part-time staff. In his role as Chair of the BPCA’s Apprentice Employer Development (AED) Group, he has been pivotal in driving forward the development of the apprenticeship standard for pest control technicians.

Karen Dawes, the Training Development Manager at BPCA, has worked closely with

Martin on the development of the apprenticeship standard which has been an integral part of the Association’s strategic plan.

The AED Group, facilitated by BPCA, has successfully developed a Level 2 General Pest Control Technician apprenticeship which will provide a platform for young people and career changers to enter the sector. Come along and witness a real first for the industry.

This talk is perfect for:

- Business owners or technicians interested in taking on an apprentice
- Those interested in becoming a professional pest control technician.

14.45 - 15.45 RESISTANCE - BACK TO BASICS



Clive Boase, Principal Consultant, The Pest Management Consultancy

Resistance should not be a surprise. It is an almost inevitable result of using pesticides to protect public health.

Despite that, resistance is often either ignored or is blamed on ‘poor treatment’ as though the technician was somehow responsible.

Clive Boase, Principal Consultant for The Pest Management Consultancy, will give us a common-sense look at resistance, including; the factors that cause it to appear, how to detect it, the various forms it can take, and importantly, how we can help lessen its impact.

The better that manufacturers, distributors, and professional practitioners understand resistance, the more likely it is that we can maintain effective control of pests - whether they be rodents or insects.

This talk is perfect for:

- Those interested in public health pest control
- Anyone engaged with the future of pesticides.



THERE'S MORE! SEE OVER!

PPC Live outdoor demonstrations

10.30 - 11.00

THE END OF MY TETHER - BIRDS OF PREY AND PEST CONTROL



John Dowling, John Dowling Falconry

The deployment of hawks and falcons is one of the oldest and most challenging methods for bird control work in the UK. It's a highly specialist area, but with the rise in feral pigeons and gull problems in urban settings, they're an invaluable tool.

Using birds of prey as a pest deterrent is both green and fully compliant with the Wildlife and Countryside Act 1981, and therefore should not be overlooked by pest management companies in the UK. We'll be showcasing some birds of prey and explain how they're used for pest management work.

We'll also be talking about how BPCA member companies can add falconry to their list of services through the use of the new Contract Sharing Network (CSN).

This talk is perfect for:

- Companies wanting to offer another service to their clients
- Those interested in these impressive birds
- Anyone wishing to learn a bit more about this highly specialised area of pest control
- People thinking about keeping birds of prey.

13.30 - 14.00

MUCH ADO ABOUT MOLEING



Dave Archer, Owner, DKA Pest Control

"Sigh no more, ladies, sigh no more - Moles were deceivers ever."

This outdoor session will cover the pros and cons of modern mole traps and trapping both from a practical and - more importantly - a welfare angle. When you set a mole trap underground, many mole catchers are unaware of the impact that poor design and setting can have on the mole when trapped.

11.30 - 12.00

AIR RIFLES - SAFE CLEANING AND TRANSPORTATION



Sam Walker, Regional Officer (South West England), British Association for Shooting and Conservation (BASC)

They're an indispensable tool for many in the pest control industry - but when it comes to air rifles, does everyone know what the current best practice is?

We estimate that there are over six million air rifles in England and Wales, the vast majority of which are used safely and responsibly. Sam Walker from the British Association for Shooting and Conservation will be talking to us about the practical aspects of air rifles. He'll be dealing with everything from cleaning to transportation and everything in-between. BASC has produced a specific Air Rifle Safety Code of Practice for England and Wales which Sam will discuss in further detail.

BASC wants everyone who shoots to do so according to the law and the highest standards of safety, sportsmanship, and courtesy. All professional pest controllers should be able to fully respect their quarry and show a practical interest in wildlife conservation and the countryside.

This talk is perfect for:

- Anyone who uses an air rifle, whether at work or as a hobby
- Those interested in using a rifle for pest management work
- Those who manage staff using rifles as part of their work.

Dave Archer from DKA Pest Control aims to demonstrate how and why this occurs. He'll be giving us his thoughts and ideas on mole welfare and successful trap setting.

His demonstrations will explain the various pros and cons of each trap, along with the legal aspects of mole trapping.

Dave will deploy many different types of mole trap live in our outdoor demonstration area, including; Scissor, Duffus, Fenn, Talpex, and Putange traps. He'll be sharing his forty years of professional experience with PPC Live



CONTRACT SHARING NETWORK
TRUSTED AND APPROVED

Interested in joining BPCA's trusted subcontractor network? Drop into the CSN lounge between 11.30 and 13.30.



12.30 - 13.00

WHAT IF PEST CONTROLLERS COULD FLY?

Bryan J Stanislas, Membership Director, The Association of Remotely Piloted Aircraft Systems UK (ARPAS-UK)

With everyone from Amazon to the emergency services investigating uses for unmanned air vehicles (UAVs), we ask how pest management might put drones to work for the sake of public health pest control?

With every new tool in a pest controllers arsenal comes a new set of responsibilities. As well as the practical applications, we'll be looking at the best practice, UK laws, media controversies, and training involved for anyone interested employing a flying pest controller.

This talk is perfect for:

- Anyone with an interest in new technology
- Those thinking about adding UAVs to their list of services offered
- Anyone who has dreams of being a pilot.

visitors so that they too can set successful, humane mole traps while, at all times, staying the right side of the law.

This talk is perfect for:

- Anyone interested in the practical implications of mole trapping
- Those wanting to better understand the laws around mole control and trapping
- Those wanting to pick up some tips from an experienced pest controller with decades of field experience.

All details correct as of February 2018- subject to change. The most up-to-date floorplan and seminar information is always available at bpca.org.uk/ppclive

Exhibitor profiles

STAND 9



1ENV SOLUTIONS

- BPCA MEMBER
- BREAKFAST SPONSOR

1env Solutions is the UK's fastest growing distributor of traditional and innovative pest control products for professional pest controllers. We have quickly built a reputation for quality, world class customer service, technical advice and training – all under one roof in our large warehouse, ensuring your goods are always in stock and ready for next day delivery.

1env.co.uk
info@1env.co.uk
01702 525 202

STAND 64



AGRISENSE

AGRISENSE

- BPCA MEMBER

Curtis Gilmour is the parent company for Agrisense Industrial Monitoring, B&G Equipment and Silvanderson. We will be showing our large range of bio-rational pest monitoring products and Agri-Line range alongside our high quality sprayers, foggers and other application equipment for the professional pest controller.

agrisense.co.uk
cpsales@agrisense.co.uk
01443 841 155

STAND 7

AIRGUN TRAINING AND EDUCATION ORGANISATION (ATEO)

ATEO is the leading training organisation in the UK specialising in airguns for pest control industries, schools, clubs and public events. Training programmes are custom written by qualified trainers ensuring all programmes of study are up-to-date and fit for purpose. We are actively involved in developments of airguns within this industry.

ateo.org.uk
dave@ateo.org.uk
01543 450 173

STAND 26



AP&G CATCHMASTER

AP&G Catchmaster is a worldwide leading manufacturer and has been offering innovative and high-quality products to the professional pest management industry for over 50 years. The Catchmaster brand is a symbol for quality and reliability. Please visit us at our booth to find out about our new products.

catchmasterpro.com
sean@catchmaster.com
+1 718 492 3648

STAND 33 + 39



BARRETTINE ENVIRONMENTAL HEALTH

- BPCA MEMBER

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.

barrettineenv.co.uk
beh@barrettine.co.uk
01179 672 222

STAND 23



We create chemistry

BASF

- BPCA MEMBER

With cutting edge chemistry and technology, BASF has played a pioneering role in the development of active ingredients, formulations and innovative new application techniques. With brands Fendona Formidor, Goliath, Neosorex and Storm we provide innovative, high performance, sustainable solutions for pest management professionals, farmers, warehouse managers and aid organisations.

pestcontrol.basf.co.uk
pestinfo@basf.com
01614 856 222

STAND 8



BASIS REGISTRATION

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

CPD points will be available for attending PPC Live and for attending the seminars – two points for attendance and one point per seminar. Members can claim up to six points for the day. Come to stand 8 to register your attendance and meet the team.

basis-reg.co.uk
michele@basis-reg.co.uk
01335 343 945

STAND 45



BAYER

- BPCA MEMBER
- BREAKFAST SPONSOR

Bayer is a key manufacturer of products and services for the professional pest control industry. Some of our brands include Ficam®, K-othrine®, Rodilon® and the innovative Racumin® Foam. Visit stand 45 for expert advice from our pest solutions team and to find out more about our products.

environmentalscience.bayer.co.uk
pestsolutions@bayer.com
0800 1214 9451

STAND 22



BELL LABORATORIES

- BPCA MEMBER

An exclusive manufacturer of rodent control products, Bell Laboratories produces the highest quality rodenticides and other rodent control products available to the pest control and agricultural industries on six continents.

belllabs.com
customerservice@belllabs.com
+1 608 241 0202

STAND 56

BOWER

- BREAKFAST SPONSOR

Bower has been designing, developing and manufacturing the Insect-a-Clear range of insect control units in the UK for over 30 years.

Renowned for reliability, friendly staff and good pricing, Bower is also probably the largest supplier of UVA lamps in the UK.

bower.co.uk
sales@bower.co.uk
020 8903 0983

STAND 37

BRADSHAW BENNETT

Bradshaw Bennett has managed BPCA's insurance scheme for over 35 years. We have developed a thorough understanding of the insurance needs of the pest control industry and provide a comprehensive insurance package. Experts will be on hand to discuss your needs.

pestcontrolinsurance.co.uk
pestcontrol@bradshaw-group.co.uk
01625 505 870

STAND 5



BRITISH PEST CONTROL ASSOCIATION (BPCA)

We're the leading trade body representing public health pest control and the hosts of PPC Live. We have over 700 member companies and represent over 7,000 individuals. We're all about promoting the highest standards of professionalism in the industry.

Talk to us about joining as a member, the training programmes we can offer, or our UK-wide events. Even if you're already a member, we welcome you to come along to speak to the staff team and members of the Executive Board who'll talk you through what BPCA has planned for this year.

bPCA.org.uk
enquiry@bPCA.org.uk
01332 294 288
@britpestcontrol

STAND 5a



BPCA PRINTSHOP / SYNERGY

Synergy is proud to be working with BPCA to deliver their newest member benefit. BPCA's PrintShop can be found in the BPCA Member area and it enables members to fully personalise and order a wide range of print materials including marketing leaflets, stickers and leptospirosis cards.

REGISTER NOW!

bPCA.org.uk/PPCLive

REGISTER NOW FOR A FREE BREAKFAST ROLL AND DRINK!



THERE'S MORE! SEE OVER!

STAND 2



THE CAMPAIGN FOR RESPONSIBLE RODENTICIDE USE (CRRU)

Your queries and feedback about UK Rodenticide Stewardship, which is implemented by CRRU, are always welcome. So please drop in for a chat. Any recent news, including a new study on rodenticide resistance in rats and house mice by Reading University, will have been posted at thinkwildlife.org/uk/news
thinkwildlife.org
office@thinkwildlife.org
 01924 268 433

STAND 13

CLEANBRANDS

Our mission is to provide a healthy clean sleep by manufacturing the most effective and highest-quality encasements. Our mattress and box spring encasements are 100% bed bug proof, thanks to our patented Zip-N-Click™ enclosure mechanism; protecting your brand and bottom line from revenue-draining bed bugs. Our products are made with our patented MicronOne® fabric technology, which blocks allergens, dust mites, pet dander, and mould spores, without sacrificing breathability and comfort!

cleanbrands.com
jbosman@cleanbrands.com
 +1 647 938 5530

STAND 6

CLIVERTON INSURANCE

• BPCA ASSOCIATE MEMBER

Cliverton only insures those working in animal-related businesses and has over 40 years experience in meeting the specialist needs of its clients. With a genuine understanding of the risks pest controllers are exposed to, we provide specialist, tailor-made policies to meet our clients' requirements and provide peace of mind.

cliverton.co.uk
info@cliverton.co.uk
 01328 857 921

STAND 41

DEADLINE PRODUCTS

The UK's oldest manufacturer of pest control products, used and trusted by generations of pest controllers. Our innovative range of pest control products includes:

- The industry's only gelatin-bound rodenticide blocks
- The original range of fat-based paste products
- The first tracking gel product.

Visit us on stand 41 to find out how we can help support your business.

jim.kirk@rentokil-initial.com
 0151 632 9366

STAND 32



HARRIS ASSOCIATES

• BPCA ASSOCIATE MEMBER

We win tenders by working with contractors to develop the right 'shape', accreditations, policies, systems, performance indicators etc. We craft quality submissions, winning work with clients including Haven Holidays, Butlins, Northern Housing Consortium, Oxford University and more. We also train and mentor bid writers.

harrisassociates.biz
robert@harrisassociates.biz
 01179 373 095

STAND 66



HOCKLEY INTERNATIONAL

Hockley International is a UK company specialising in manufacturing and marketing a range of insecticides for pest control. Products are available through a number of UK distributors including SX Environmental, Barretts and 1env Solutions.

hockley.co.uk
mail@hockley.co.uk
 0161 209 7400

STAND 28

HUCK NETS (UK)

Huck Nets (UK) Ltd continues to be the world's leading authority in bird proofing solutions and innovations. With a wealth of new products to offer we remain the first choice in quality, cost, service and delivery for professional bird proofing companies.

huck-net.co.uk
sales@hucknetting.co.uk
 01308 425 100

STAND 25

INSPECTOR PIPES

Inspector Pipes has been using cameras in the drainage industry for many years and brings experience and technical know-how to the pest control Industry with low-cost entry level products.

We are also delighted to be able to demonstrate an innovative manhole releasing key called ManUp Key. This product takes a lot of the challenging work and health and safety risks out of this arduous task.

info@inspectorpipes.co.uk
inspectorpipes.co.uk
 07584 798 694

STAND 65a

IRTÓ TRIÓ

Irtó Trió was established in 2004. Irtó Trió develops, manufactures and distributes its own plastic bait boxes for mice and rats. Our company has customers in more than 50 countries worldwide. Come visit us at stand 65a!

irtotrio.com
office@irtotrio.hu
 +36 1 315 0420

STAND 43



KILLGERM CHEMICALS

• BPCA MEMBER

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

killgerm.com
info@killgerm.com
 01924 268 400

STAND 44

KNESS PEST DEFENSE PRODUCTS

• BPCA OBSERVER MEMBER

Kness Pest Defense Products has been built on a legacy of providing high-quality pest control solutions, manufacturing innovative products for more than 90 years. Strategically located in the US Midwest, our team of experienced industry professionals believes in supplying innovative, reliable and easy to use pest control products of the highest quality.

kness.com
nick@kness.com
 +1 641 932 7846

STAND 34



LODI UK

• BPCA MEMBER

LODI UK is a leading manufacturer and supplier of rodenticides and insecticides. We are proud to exhibit a number of new products at PPC Live including formulations with new active ingredients to the UK. LODI supports pest controllers up and down the country with highly effective products to eradicate the toughest of infestations.

lodi-uk.com
sales@lodi-uk.com
 01384 404 242

STAND 30

MERLIN ENVIRONMENTAL SOLUTIONS

• BPCA MEMBER

Merlin Environmental is the largest canine bed bug detection company in the country and mainland Europe. We currently have the largest dedicated team of bed bug detection canines and we are ready to mobilise at a moment's notice.

merlinenvironmental.co.uk
office@merlinenvironmental.co.uk
 08000 377 332

STAND 42

METEX

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Ratblockers are simple and effective devices which are inserted into drains to prevent rodent access to properties, while allowing them to move safely away.

ratwall.co.uk
sales@metexonline.com
 0800 1303646

STAND 36



OCTAVIUS HUNT

Octavius Hunt is a UK manufacturer of smoke generators that effectively treat pests and diseases in any enclosed area. Their smoke generators offer commercial and domestic public health solutions with knockdown and kill effectiveness, total area coverage and low operator exposure.

With over 40 years' experience in pesticides, they offer R&D expertise for collaborative projects across a range of markets in the UK and overseas.

octaviushunt.co.uk
lucianan@octavius-hunt.co.uk
 01179 555 304

STAND 54



International PELGAR INTERNATIONAL

• BPCA MEMBER

PelGar International is the leading British manufacturer of highly effective rodenticide, insecticide, decontamination and insect repellent products. PelGar develops and supplies innovative and novel products to the global market with an active and dynamic R&D programme which draws on a wide range of market intelligence and technical feedback.

pelgar.co.uk
info@pelgar.co.uk
 01420 807 44

STAND 24



PELSIS

• BPCA MEMBER

• BREAKFAST SPONSOR

Pelsis delivers innovative brands to the facilities management industry, offering global customers a wide range of products. Our portfolio offers leading product technologies, bringing together extensive market knowledge and technical expertise.

Developed with commercial environments in mind, our brands are synonymous with high quality technical advice and support alongside the reassurance of enduring product quality and reliability to support their FM needs.

pelsis.com
info@pelsis.com
 0800 988 5359



STAND 38

PEST CONTROL IN

Launching the new online search engine friendly pest control directory at PPC Live 2018, the hand-built directory is unique to the pest control industry and will help customers find fully-qualified, trustworthy pest control companies in their area with loads of information for them to read through. Limited spaces available.

pest-control-in.co.uk
info@pest-control-in.co.uk
01457 865 752

STAND 3

THE PEST MANAGEMENT ALLIANCE
PMALLIANCE.ORG.UK



PEST MANAGEMENT ALLIANCE (PMA)

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

pmalliance.org.uk
info@pmalliance.org.uk
01332 225 108

STAND 50



PESTFIX

◀ **BCPA MEMBER**

Pestfix is a supplier of next day pest control products including bird, rodent and insect control.

pestfix.co.uk
sales@pestfix.co.uk
01903 538 488

STAND 48



PESTWEST ELECTRONICS

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

pest-west.com
info@pest-west.com
01924 268 500

STAND 29



RAT PAK PEST CONTROL PRODUCTS

◀ **BCPA MEMBER**

◀ **BREAKFAST SPONSOR**

Rat Pak Pest Control Products offers a range of different products, from its own range of bait boxes to a wide range of products available throughout the pest control industry. We also offer free next day delivery to the UK mainland, and free printing with no minimum order or setup charges. For more information come and visit stand 29.

ratpak.co.uk
sales@ratpak.co.uk
01522 686 070

STAND 60

RUSSELL IPM

◀ **BCPA MEMBER**

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

russellipm.com
info@russellipm.com
01244 281 333

STAND 12

SAFETY SCREENS

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safetyscreens.co.uk
enquiries@safetyscreens.co.uk
01260 295 999

STAND 35



SERVICETRACKER

◀ **BCPA ASSOCIATE MEMBER**

◀ **BREAKFAST SPONSOR**

ServiceTracker provides you with a comprehensive software solution in which every function of your business is integrated. Our friendly customer focused team provides you with all the help and ongoing technical support you need, and is dedicated to improving the productivity and efficiency of your business.

servicetrackersystems.com/
Pest-control-software.html
marketing@servicetracker.uk.com
03302 231 022

STAND 40

SPRAY SYSTEMS

Exhibiting an extensive range of pest control application equipment. High-quality, stainless steel sprayers with capacities of two, five and ten litres all feature a drip-free lance. The fogger selection includes small and large cold foggers and a thermal fogger. Dusting equipment includes hand dusters and an electric duster, and a bait gun completes the comprehensive range of equipment available.

spraysystems.co.uk
info@spraysystems.co.uk
01296 393 822

STAND 49



SYNGENTA

◀ **BCPA MEMBER**

Syngenta Professional Pest Management is the leading name behind some of the industry's most trusted products. Our aim is to help people around the world to live their lives free from the nuisance of pests and vector-borne diseases. Meet our team of technical advisors and explore how we can work together, and how our full range of pest control solutions can help your customers to live life uninterrupted. FOR LIFE UNINTERRUPTED™.

syngentappm.com
neidy.piccoli@syngenta.com
+41 (0)61 323 9928

STAND 62



ServicePro™

SERVICEPRO

◀ **BCPA OBSERVER MEMBER**

20 years of experience in the pest control industry. Our software is the product of 15 years of development. Family owned and operated. Our focus is on customer service. To us, all of our clients are our business partners. Our priority is to help your business grow.

pestcontrolsoftware.co.uk
globalsales@servsuite.net
02088 167 164

STAND 55

THERMOKIL INSECT CONTROL SERVICES

◀ **BCPA MEMBER**

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thermokilservices.co.uk
ryan@thermokil.co.uk
02034 740 740

STAND 31

TREE BEE

◀ **BCPA MEMBER**

Tree Bee is a multi-award winning Community Interest Company (CIC), working as a not-for-profit aiming to protect all of Great Britain's bumble and honey bees. We do this through our accredited training courses, research projects and providing a unique and highly specialised rescue and removal service.

treebee.org.uk
beemail@treebee.org.uk
01623 624 637

STAND 27

UNIVERSAL SOLUTIONS

Universal Solutions is a world leading designer, manufacturer and supplier of unique, high-performing, hygiene-focused innovations. As experts in the field of commercial air care, flying insect control, sterilisation and chemical storage systems, we are key partners to many of the world's leading organisations within our sector.

unisol.co.uk
sales@unisol.co.uk
01215 853 950

STAND 51

VECTORFOG

Vectorfog serves many global industries, including a variety of pest control corporations. Vectorfog leads the way with socially responsible and environmentally-sustainable pest control equipment. We integrate recent technological advances and time-honored pest control products to enable anyone and everyone to treat all pests such as rodents, flies, cockroaches and many more.

vectorfog.com
peter.s@vectornate.com
02038 085 804

STAND 63

VERTEBRATE PEST UNIT (VPU) UNIVERSITY OF READING

A research group that works to map and quantify anticoagulant rodenticide resistance. We work closely with industry and organisations such as RRAC to provide real world pest management advice.

reading.ac.uk/biologicalsciences
e.e.coan@reading.ac.uk
01183 788 329

STAND 58

WOODSTREAM™

WOODSTREAM EUROPE

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◀ **BREAKFAST SPONSOR**

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woodstream.com
enquiries@woodstream.com
01572 722 558





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BPCA provides at least one article in every issue of PPC as an online CPD quiz. Look out for the logo on the relevant page, and in the contents list. At least three points are given for each quiz, and we even pass your results to BASIS for free within a few days. To access this unique benefit, simply join the BPCA Affiliate Scheme via bpca.org.uk/affiliate

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www.twitter.com/britpestcontrol



bpca.org.uk/linkedin



www.facebook.com/Britishpestcontrolwww.youtube.com/user/BPCAvideo

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PPC Live

Maybe you're reading this while working your way through the packed hall of exhibitors or between participating in one of the informative seminars or live demonstrations.

These sessions, be they discussing 'Technology vs Technicians' or 'Resistance - back to basics', provide an excellent opportunity for personal development, and genuine food for thought on some of the highly relevant challenges and opportunities within our industry.

PPC Live is all about creating a forum to both learn and debate what these topics mean for us all. We mustn't shy away from being prepared to have these challenging, and sometimes highly emotive, discussions.

I hope you take away something useful from PPC Live and share some of your ideas in return. After all these events are all about getting together to learn and share our ideas.

Chief Executive

Last time we spoke, I told you that we were making good progress in our search for a new CEO. By the time you read this we will have welcomed Ian Andrew to BPCA, as the new leader of the Association.

I'm delighted that Ian is joining us, following a recruitment process that saw us receive over 100 applications for the post - a testament to the great work that BPCA does in both supporting our Members and leading the Industry.

I've said all along that, while the Association has made significant strides over the last seven or eight years, we were looking for a very different set of skills and experience for our next CEO to those that the previous incumbent gave us - what was his name again?!

Seven and a half years ago Simon was the right person to see us develop to where we are now - and a great job he did too. However, with the new strategic direction BPCA will need to take going forward, (more on that later), we need a leader with very different expertise to lead us through the coming years, and Ian certainly gives us that.

That said, as well as driving the delivery of our strategy, our CEO is first and foremost an Association leader. I do not doubt that Ian has the leadership skills to get the very best out of our excellent staff team so that they can continue to deliver for the benefit of our Members.

I'll let Ian introduce himself to you in his own way, but I know that one of his immediate priorities is to get out and meet people from all categories of our membership. He also plans to connect early on with other organisations at either end of our supply chain, along with legislators, and those who will be key allies for us going forward.

That's quite an induction plan, but I'm sure that you'll all rise to the challenge, and you'll help him out along the way.

2018-21 strategy

If leading the recruitment of a new CEO is the single most important task of the BPCA President, not far behind is the creation of a strategy for the Association.

I'm pleased to report that we continue to make substantial progress, on re-cutting our latest three-year strategic plan - yes, it's been quite a first eight months in the post for me!

A key element of the new plan will be defining BPCA's place within the likely regulation of professional pest control which, many of us agree, is coming along at some point. When recruiting for our new CEO the experience of such matters was close to the top of our wishlist, and Ian ticks that box too.

In the coming months don't be surprised to see our new CEO kitted out in PPE, observing one of our expert members doing what they do best. Ian now starts on his journey to understand the expertise, passion and aspiration to professionalise that most of us have within the public health pest control sector.

TOM HOLMES

BPCA President
Head of Durable Product Development
Pelsis Group
president@bpca.org.uk

Passing torches

At the time we were getting PPC90 together one CEO was leaving and another was yet to start. Instead of your usual Chief Exec Viewpoint, PPC managed to grab Ian Andrew before his 1 February start date and sat him down alongside Simon Forrester for a chat.



PPC Welcome both of you. Is this the first time you've met?

Simon Forrester It's not actually. I was kindly invited to sit in on the first round of interviews when they'd whittled the 100 applications down to just six. While I only got a couple of minutes after the interview, I made time to have a quick chat with Ian.

Ian Andrew I must have done something right!

PPC So how did we get to this point?

SF [laughs] I suppose it's my fault. Last year it was pointed out to me I'd been with BPCA for well over seven years - longer than any job I'd ever had. That encouraged me to dig out the original notes I made before I'd applied for the role. I noticed I'd ticked off almost all the things on it that had attracted me to the job.

PPC And they were?

SF Things like professionalising the industry, driving the launch of CEPA Certified®, sorting out PPC magazine, expanding PestEx, and a few other things including creating our current offices, bringing in a working CRM database and creating a functioning website. [PPC note: a few weeks before Simon started, BPCA's website was hacked and had to be deleted!]

PPC And what didn't you accomplish?

SF The only two empty spots on my trophy wall are a single united voice for the sector, and a formal structure of regulation. Both have evaded me.

I can't understand why for such a tiny but important sector, we have so many voices all giving slightly different messages - and neither can civil servants. Since I started, this list has expanded; there's RAMPS, CRRU, and a few other

acronyms besides. We've overcome this to some extent with the Pest Management Alliance, though it's not ideal. But the real 'one that got away' for me is regulation.

IA And that's where I come in. The key thing that attracted me to the role is the opportunity to help create a proper regulatory framework for this industry.

PPC How does your experience sit with this goal?

IA That depends what the right thing is for the sector. There are several options and they will all include building on what is already there by way of qualifications and other quality assurance badges.

We could look towards being regulated externally but I would prefer to build regulation internally.

PPC What would you say is your most relevant experience for your new job?

IA If I am a professional in anything, it is membership. My experience covers both individual membership and organisational membership propositions and ranges from the charity sector to a chartered professional body to my current role which delivers management consultancy through a membership proposition. Moving to BPCA brings an exciting new aspect of membership which I can't wait to get my teeth in to.

PPC What attracted you both to your new CEO roles?

IA I wanted to get into a new sector and one that took professionalisation seriously, so what better than one that is talking about regulation? Having led on the development of a new professional body for another sector, this experience may come in handy.

SF For me it was a combination of things. I really enjoy the challenge of learning about an entirely new sector, and I had been thinking about which areas of business I hadn't yet covered in my career. The one that jumped out was retail, and the jewellery sector delivers that in spades - about half the members are retailers.

PPC How will you handle learning an entirely new sector?

IA Well, while I don't know the sector well, I know it well enough that I would rather, as a member of the public, have assurance that my home, the food I eat, the restaurants I visit, the hotels I stay in and really wherever I may go, are doing everything they can to manage pests effectively.

There is no point in shying away from the fact that pests are a problem that need to be dealt with. There is scope for a much more positive message to be heard about professional pest management.

SF I'll throw myself into understanding a sector I know virtually nothing about. The most significant interaction I've had previously with the jewellery sector was buying an engagement ring - probably typical of most of us. And seven years ago I felt the same about pest control, having just been a distress purchase 'punter' before. It's only when you really get under the skin of a sector that you see it properly.

PPC Simon, what advice would you give to Ian?

SF If I remember back to when I started, the main thing I'd recommend is to get out to see the membership and really understand what they do day-in, day-out. I came to the sector with some prejudices about pest control, and within a few weeks my eyes had truly been opened as to the value of and variety in what BPCA members do.

“The key thing that attracted me to the role is the opportunity to help create a proper regulatory framework for this industry.”

IA Yes, that's a key part of my first hundred days, getting out to see people, particularly our members.

PPC Ian, what are your first impressions of our sector?

IA It is in an exciting place, with more and more work being contracted out to the private sector. We need to ensure that BPCA members are picking up that work through referrals and potentially sharing and supporting tenders. There is much to be done to ensure that potentially dangerous substances are dealt with by professionals and that there is both assurance and accountability to support this.

PPC And what is the most important thing for the future?

IA Pest management is a profession to be proud of, and as a profession it is important that we continue to provide that assurance to the public through having well trained, qualified and competent professionals. BPCA is well placed to continue to support our members and aspiring members in being the best they can be.

PPC What do you see as your greatest challenges?

IA Bringing in the membership to a single point of view. What suits some may not suit others but we need to ensure the right collaborative decision is reached, whether that is regulation or in other matters.

SF That's always a challenge, particularly when the industry is split between two associations, and not everyone is engaged with either. I know our Board and President want to address that.

PPC So when you're not busy learning all about your new industries, what will do you do to unwind?

IA Work is important but so is work-life balance. I am separated and have two daughters in their twenties. I travel regularly, particularly to Scotland, to catch up with family and friends. I enjoy my holidays abroad combining a bit of culture with my holiday objective of reading a novel per day, preferably on a sunbed, somewhere warm.

SF My kids are just of school age, so I don't get the luxury of a day reading on a sunbed – I'm in the pool with them. But it's great to watch them learning new things. Last year I taught my son to play computer games and he's already beating me on a regular basis. Apart from that, with my new job being based half of the week in London I think I'll try to do some cultural stuff in the evenings.

PPC Simon, is this the last we'll see of you now you're moving on to something a little more 'bling' than pest control?

SF [laughs] I will be concentrating on the new job that's for sure – I start on 22 January. However I'll be very interested to see how Ian and the team take on the challenges and successes we've had so far. I will try to come back next year for PestEx; it'll be nice to renew friendships and see how things are doing.

IA You'll be welcome Simon, and thank you for all your work to get us where we are today.

PPC Thanks to you both, and good luck to you both too!

...THAT'S A KEY PART OF MY FIRST HUNDRED DAYS, GETTING OUT TO SEE PEOPLE, PARTICULARLY OUR MEMBERS.

ALL ABOUT IAN

1964	Born Stonehaven, Scotland
1976-82	Mackie Academy, Stonehaven School
1985	MA in History and International Relations, Aberdeen University
1986	Post Graduate Diploma, Hotel, Catering and Institutional Management, Queen Margaret University, Edinburgh
	Assistant Manager, Swallow Hotels
1987	Head of Operations: Scotland, Hotel and Catering Training Company
1995	Policy Review Officer, Scottish Qualifications Authority
2000	Bachelor of Divinity, University of Edinburgh
2003	Contact Centre Manager
2006	Management roles at Chartered Management Institute
2013	Senior Exec roles at the Beech Centre for People, Performance and Organisational Development
2018	Chief Executive, BPCA

HAVE YOUR SAY: proposed enforcement for the Invasive Alien Species Regulation

**CLOSES
3 APRIL**

The Department for Environment, Food and Rural Affairs (Defra) has opened consultation of a proposed enforcement regime for the EU Invasive Alien Species Regulation in England and Wales. BPCA members are encouraged to make their views known by filling out the short online survey available on the Defra website.

Defra has stated regarding the consultation: "The EU Invasive Alien Species Regulation came into force in 2015. It currently applies restrictions on 49 invasive non-native species of most concern in Europe including a ban on keeping and sale.

"This consultation sets out proposals for enforcing those restrictions through the use of civil and criminal penalties.

"It will be of relevance for businesses that import or trade in non-native species and individuals that keep them, as well as those working in zoos and aquaria and NGOs with an interest in protecting the environment from these species."

BPCA Technical Manager, Dee Ward-Thompson, said: "We welcome the idea of civil and criminal penalties for anyone that hinders the protection of public health through the misuse of invasive species."

"Potentially, this could help spread the word about the dangers of invasive pests and the vital role professional pest controllers have in the fight against them."

consult.defra.gov.uk/natural-environment-policy/invasive-non-native-species-enforcement

BPCA membership and EN 16636 audits in 2019

As of 1 January 2019, BPCA Membership criteria will be amended to state that all Servicing Members must have passed EN 16636 audits.

Members must make sure all non-conformities are closed out by the deadline, or they will be unable to renew membership.

BPCA Membership Manager, Kevin Higgins said: "The change in criteria recognises the overwhelmingly impressive results from the last 18 months of member audits.

"Now the first cycle is complete, it's clear that BPCA members are more than ready for the EN 16636 standard and the auditing process.

"We're confident that we can support members through their audit and close out non-conformities, thereby demonstrating the unparalleled professionalism of the BPCA membership community."

BPCA's Technical Team can help members deal with non-conformities. If you're a member with any concerns about how the criteria change might affect your company, please contact membership@bpc.org.uk

Route set for Irish pest control

The PROMPT Register has now been accepted by the Department of Agriculture, Food and the Marine (DAFM) as a recognised means for managers and technicians to prove their trained professional competence as well as keep current and up-to-date following qualification.

This recognition now provides the Irish pest control industry with a clear route to meet the new requirements set out in rodenticide product labels under EU Biocidal Products Regulations.

Stephen Jacob, Chief Executive of BASIS PROMPT said: "All pest controllers in Ireland must be registered with DAFM and have a valid Pest Management Trained Professional User (PMU) number. The Register of Pest Management Trained Professional Users is maintained by DAFM and a condition of registration is to be a member of a CPD scheme.

"We are looking forward to providing a trusted, recognised route to support members in Ireland."

IPCA Diploma taken for BPCA membership



The Irish Pest Control Association (IPCA) Diploma is now an accepted qualification when applying or renewing BPCA Servicing Membership.

Membership criteria for all Servicing Members is that, "All staff involved in the eradication and control of pest species must hold one of the following qualifications: RSPH/BPCA Level 2 Award in Pest Management; RSPH/BPCA Level 2 Certificate in Pest Control; BPC Diploma Part I [previously BPC Diploma]; RSPH Certificate in Pest Control;

NVQ in Pest Control."

The IPCA Diploma has been added to the list of acceptable qualifications, meaning anyone with the IPCA Diploma does not have to take the RSPH/BPCA Level 2 Award in Pest Management. If you're interested in becoming a BPCA member, you can contact our membership team by email or phone on 01332 225 112. You can find out more about Servicing Membership in the Membership area of the website. bpc.org.uk/membership

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CEPA appoints new secretariat

Pictured from left: Michel Tulkens, James Ogilvie, Henry Mott, Paloma Castro, Roland Higgins.

At its quarterly meeting in Brussels on 13 December 2017, CEPA (Confederation of European Pest Management Associations) confirmed the appointment of the consultancy Darwin Associates to take charge of running the CEPA secretariat in Brussels as of 1 January 2018.

In a statement released by CEPA, it stated that Roland Higgins, the man responsible for running the CEPA secretariat so successfully for the last seven years (under former CEPA Presidents Akerblom, Vernié and Montmoreau) is retiring.

Among other actions, CEPA launched the EN 16636

CEPA Certified® standard for pest management. Today, the standard is used by an increasingly large majority of pest controllers across the UK and Europe, setting the benchmark for the professionalisation of the sector.

CEPA stated that the organisation and its members are committed to continuing to work together with European, national and local authorities to gain public trust and demonstrate the value to society that the pest management industry represents through the maintenance of health and hygiene.

2,400m² of bird netting installed

Over the Christmas period, BPCA Servicing Member, Abate Pest Management sent a team of technicians to Bretts Transport near Wisbech to proof a warehouse used for cross-docking. The job was to help reduce the risk of the sparrows looking to harbour and nest up close to stored foodstuffs.



The team installed sparrow netting using a framework of steel wire fixings, strainers, clips and guide brackets to hold approximately 2,400 square metres of netting.

Bretts Transport is certified in BRC Global standards for storage and distribution. The company is nationally-recognised and specialises in ambient deliveries to retail, food service and food manufacturing sectors.



New sales manager for Curtis Gilmour

Curtis Gilmour is pleased to announce that Mateja Magajna Zigon has joined the business as Sales Manager for Agrisense, Silvanderrsson, B&G Equipment and Curtis Dyna-Fog, covering Central and Eastern Europe.

Mateja is already experienced in the pest control industry having worked with UniChem for seven years. She will work closely with European Sales Manager Dawn Bolton. Dawn stated that, due to continued expansion of the business, additional resource is needed and having known Mateja's reputation within the industry she is the ideal candidate to help further grow the business.

Serving up a new risk assessment form

ServicePro™ ServSuite has introduced a risk assessment form to its software. Users will be able to decide whether they want to do a property risk assessment before or after providing a service.

When dealing with hazardous substances, pest controllers have to assess associated health risks – so this form will help cover all those bases.

ServSuite allows the creation of custom risk assessment forms depending on specific needs. The form can be signed electronically on a technician's tablet or emailed to a customer for a signature.






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Pest controllers updated about rodenticide resistance

A new study by Reading University has identified “the massive extent of L120Q resistance across the whole of central southern England”. Co-author Dr Colin Prescott explains that L120Q is the most severe form of rodenticide resistance identified to date, effective against first generation anticoagulants and one or more second generation.

Dr Prescott says, “moreover, this doesn’t mean the rest of the UK can relax, because lack of sample availability means we just don’t have the data.

“Another concern is that most rats with L120Q resistance carry the gene from both parents. Where this occurs, it suggests most or even all rats with some susceptibility have been eradicated by widespread use of resisted rodenticides, leaving a population of resistant pure-breds.”

The report was commissioned by the Campaign for Responsible Rodenticide Use (CRRU) under its stewardship remit to an HSE-led Government Oversight Group (GOG).

CRRU chairman Dr Alan Buckle notes that the difficulty for pest controllers is, of course, knowing the resistance status of rats on customers’ premises.

He suggests that, “one effective course of action, but also involving extra work and cost, is to employ diagnostics.

“Reading University, for example, offers paid-for resistance analysis of rat tissue samples, from which resistance status can be identified and control plans developed.

“This exemplifies how there is more to rodenticide stewardship than holding a certificate of competence. For stewardship to be judged a success by GOG, meaningful and lasting reductions in rodenticide residues carried by non-target wildlife are expected.”

Specifically and immediately, quoting advice from the UK Rodenticide Resistance Action Group, the report advises against using bromadiolone or difenacoum baits against rat populations known to carry the most severe forms of anticoagulant resistance.

It also finds the UK leading the world with

the highest number of different genes for resistance in rats. Of nine identified, two more in addition to L120Q confer resistance to first generation anticoagulant rodenticides and one or more of the second generation group.

The report was requested by GOG because it is thought that new stewardship authorisations under the Biocidal Products Regulations, the promotion of best practice through the stewardship regime, and the emphasis in stewardship on the use of alternatives to anticoagulants, will all play a part in managing resistant infestations of rats and preventing their spread.

It also shows for the first time the current spread of resistance mutations in Norway rats. The report will be repeated annually as part of the UK Rodenticide Stewardship Regime’s monitoring procedures.



The report is available at thinkwildlife.org/downloads

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PestFix grows from strength to strength

PestFix has been working hard to make your customer experience even better and to give you greater value, and is delighted to announce some exciting new developments for 2018.



NEW

rodenticide bait stations

PestFix now stocks a new range of rodenticide bait stations.

They are used to contain rodenticide in a tamper-proof enclosure, in any situation where there is a risk of poisoning non-target species. As we all know, bait

stations have many benefits and are a prerequisite of the CRRU Code of Best Practice.

The new PestFix range of bait stations:

- Operate from a common key
- Accept snap traps/T-Rex traps
- Are manufactured in the UK to high standards.



Website improved!

Have you visited the new, improved PestFix website recently? Facelifted and enhanced to make your user experience easier. With improved functionality, navigation and some great new features including:

- 24/7 online ordering
- View order history and tracking
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- Build online quotes
- Place orders on account
- Enhanced resource centre.

Visit the PestFix website to set up your online account now or call PestFix for assistance on 01903 538488.

pestfix.co.uk



NEW

catalogue and price list

PestFix is delighted to announce that its new catalogue and price list will be launched in February.

To request your copy contact sales@pestfix.co.uk

NEW

60-day credit

As any business knows, cashflow is king and PestFix wants to support pest controllers as much as possible. To this end, PestFix has introduced a new 60-day credit facility – available on request and subject to T&Cs.



Anna the Eagle

PestFix Operations Manager, Anna Mollins completed a parachute jump on 26 November to raise over £600 for the Sussex Snowdrop Trust, a hospice for terminally ill children. To find out more about this fantastic charity visit www.thesussexsnowdroptrust.com

Lasers hit the mark



Laser sales at PestFix continue to flourish with 2018 seagull season fast approaching. PestFix has recently completed a number of key installations with pest

control servicing companies at end-user sites including Unipart's Cowley Distribution Centre, The Body Shop HQ Littlehampton, Hinkley Point A Nuclear Power Station, Hitachi Rail Care Depot Doncaster, Westcombe Dairies, United Utilities' Floating Solar Panel Array at Godley Water Treatment Works and BAE Systems Rochester.

PestFix would like to thank its installation partners including NBC Environment, Pestpro Bird Solutions Ltd and Novum Structures.



Phostoxin now in stock

PestFix now stocks Phostoxin Aluminium phosphide tablets for the control of rabbits and moles in burrows. It is an alternative to labour intensive options, such as shooting, trapping and fencing.

November to March is the peak season to control rabbits and moles as population numbers are at a minimum and vegetation cover is also reduced, making identification of entrances to burrows simpler. Soil moisture is also greatest now which maximises the effectiveness of the tablets.

Matt is back

PestFix is also delighted to announce that Matt Hamilton is back on the team – he just missed PestFix so much! He now runs supply chain and logistics. Feel free to drop him an email to say hello: matt.hamilton@pestfix.co.uk



Best for pest

PestFix has knowledgeable staff who can give you the right advice when you need it. Every member of the PestFix sales team is a holder of the RSPH Level 2 Award in Pest Management, actively follows the BASIS CPD scheme and is trained in the use of aluminium phosphide for vertebrate control. Contact the team today to find out more on 01903 538488 or visit pestfix.co.uk



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ANTICOAGULANT RESISTANCE IN HOUSE MICE ...a moving target.



**SPEED
VIEW**

- Bed bugs, cockroaches, flies, fleas, stored product insects, Norway rats and house mice are evolving avoidance mechanisms to pesticides
- University of Reading research unit reveals growing and worrying data on Norway rat resistance
- Mechanism of house mouse resistance is thought to be the same as in Norway rats
- Mice carrying Y139C mutation possess a degree of resistance to difenacoum
- 88% of samples analysed had at least one resistant gene
- Advice is to not use bromadiolone in the UK as it may not result in adequate control and will increase resistance

move with it ...or miss out!



An online CPD quiz based on this feature is now available on the BPCA website. Each quiz is worth three PROMPT CPD points – register to take part at bpca.org.uk/affiliate

RODENT
WARS

Adrian Meyer is an author and editor of the British Pest Management Manual (BPM). He talks us through the issue of pesticide resistance and the research being conducted.

Public health pest control is very much an evolving subject. As I sit down, as an author and editor of the British Pest Management Manual, to undertake the regular review and edit of the vertebrate sections of the manual, I am deluged with sets of new data on anticoagulant resistance that will (or should) change the way in which we work.

The manual is unrecognisable now when compared with the Local Government Training Board Manual published in the early 1980s. The 'look' has changed and it's now more than twice the length of the original, with new sections and certainly much more to say for itself! Nothing stays the same for very long.

When reviewing the contents over the years it's clear that many changes have occurred, not only in practice but in the safety aspects (thank goodness) of the work that we undertake. As for the legislation, well, it just gets more complicated and increasingly impacts on our operations.

On reflection though, the single area that has probably evolved (I use the term advisedly) the most is the susceptibility of pests to the pesticides we use against them. These pests, including bed bugs, cockroaches, flies, fleas, stored product insects as well as Norway rats and house mice, are evolving avoidance mechanisms to pesticides faster than we can develop new ones to control them.

This fact has been emphatically highlighted in only the last few weeks with the release of a new paper on the distribution and abundance of resistant commensal rodents from the UK's leading research unit, headed by

Colin Prescott, on anticoagulant resistance at the University of Reading. The paper reviews the growing and worrying data set on Norway rat resistance, but also for the first time gives us an insight into what the problems may be as house mice are concerned and this new data should concern us all.

There has always been a greater emphasis on Norway rat resistance than on house mouse resistance, probably because the impact of rats on farming has been considered more significant. However, we have known, since the mid 1950s, that there was an issue with house mouse resistance to first generation anticoagulants (FGARs) – warfarin, chlorophacinone and coumatetralyl. After the introduction of second generation anticoagulants (SGARs) in the early 1970s, the use of the FGARs was avoided. However, we have very little data on resistance in house mice to the SGARs.

The mechanism of house mouse resistance is now thought to be the same as that in Norway rats, with mutations of the vitamin K epoxide reductase complex unit 1 (VKORC1) governing anticoagulant resistance. Most of the work relating to house mouse

resistance has been done on two strains of mice identified in about the 1980s. The first, found in Cambridge, was called the 'Cambridge Cream' strain and this carries the 'L128S Mouse' mutation. The second strain was identified in Reading and carries the 'Y139C Mouse' mutation. There has therefore been evidence for some time that we have at least two

THERE HAS ALWAYS BEEN A GREATER EMPHASIS ON NORWAY RAT RESISTANCE THAN ON HOUSE MOUSE RESISTANCE, PROBABLY BECAUSE THE IMPACT OF RATS ON FARMING HAS BEEN CONSIDERED MORE SIGNIFICANT.

“The mechanism of house mouse resistance is now thought to be the same as that in Norway rats, with mutations of the vitamin K epoxide reductase complex unit 1 (VKORC1) governing anticoagulant resistance.”

anticoagulant resistant strains of house mice in the UK. But what does this mean?

We do know from work undertaken at Reading, that the Y139C strain shows a significant degree of resistance to bromadiolone and mice carrying this Y139C mutation are known to possess a degree of resistance to difenacoum.

The situation with the L128S strain is less certain, but there are past records that house mice could not be controlled using difenacoum.

However, the problem has always been that we have no idea how widespread these two mutations are in house mice. This has now started to change.

As a result, largely of significant efforts by London Boroughs who are members of the Greater London Pest Liaison Group, some 44 tissue samples (house mouse tails) have recently been analysed from London by the team at Reading, the results are a cause for significant concern. Of the 44 samples analysed only five (11%) were from susceptible mice.

Of the remainder, 88% of the samples analysed possessed at least one of the resistant genes!

CONTINUED >



“ It would therefore be prudent, in areas where resistance in house mice is suspected, not to use products that contain difenacoum. ”

WHAT? NO BPM?

The British Pest Management Manual is essential reading. Find out more at bpca.org.uk/bpm

19 (43%) of the samples had the L128S and 17 (39%) of the samples had the Y139C mutation. Three (7%) of the samples were from house mice carrying both mutations.

An additional concern is that of the 39 mice carrying the mutations, 38% were homozygous for the mutation concerned. This means that both the parents of these house mice were carrying the mutation, confirming the very high prevalence of the mutations in house mice in London. These homozygous resistant mice will have a selective advantage over other house mice.

Well, what does this actually mean in practice, particularly in London?

As far as the Y139C mutation is concerned, we know, from work undertaken at Reading, that the mice carrying this mutation possess a significant degree of resistance to bromadiolone. So, the advice from the Rodenticide Resistance Action Group (RRAG) chaired by Dr Alan Buckle, is not to use bromadiolone in the UK as it may not result in an adequate level of control and will exacerbate resistance problems.

The situation with difenacoum is more equivocal. This anticoagulant

...88% OF THE SAMPLES ANALYSED POSSESSED AT LEAST ONE OF THE RESISTANT GENES!

Reading matters!

For those who want to know more about the history of resistance and the recent research, there are a number of publications available that are worth reading. These include two sets of guidelines on resistance from the Rodenticide Resistance Action Group:

House Mouse Resistance Guidelines

Anticoagulant resistance in the Norway rat and Guidelines for the management of resistant rat infestations in the UK

A publication from the Rodenticide Resistance Action Committee (RRAC) in Europe is also worth reading: **RRAC Guidelines on Anticoagulant Rodenticide Resistance Management (Crop Life International)**

The most up-to-date report has been released by Reading University and is from the Campaign for Responsible Rodenticide Use (CRRU), available on its website:

Anticoagulant Resistance in Rats and Mice in the UK - Current Status in 2017

is widely used in successful mouse control treatments. However, mice carrying the Y139C mutation possess a degree of resistance to difenacoum. The situation with L128S is more uncertain.

However, it is certain that 30 years ago some individuals within mouse infestations could not be controlled with difenacoum baits, and it is unlikely that this situation has improved during the intervening period. It would therefore be prudent, in areas where resistance in house mice is suspected, not to use products that contain difenacoum.

While these recommendations may seem dramatic and will clearly have an impact on many users of rodenticides, there are alternative SGARs available, to which there is no evidence of resistance and which should be effective if consumed by resistant house mice.

Importantly, we need more information on the prevalence of the resistance mutations. The samples collected in London are simply a start to what should be a more extensive sampling programme undertaken throughout the UK. It is a pity that it has taken so long to start collecting these first samples.

Providing a sample for Reading's resistance research

The RRAC has an interactive checklist for any rodenticide users that think they might be encountering resistance issues in rodents. Answer the questions carefully and you'll get tailored advice on your particular rodent problem.

 <http://checklist.rrac.info>

As you go through the checklist you might be invited to send your rodent tail to Reading for resistance testing.

The sampling process is very easy and simply involves collecting very fresh tails from recently trapped house mice and sending them to Reading. However, before this happens you should go through the RRAG checklist and get full details of the procedure by contacting Emily Coan.

 e.e.coan@reading.ac.uk

RODENTICIDE CONCENTRATION

the effect on resistance

Sharon Hughes, Global Technical Marketing Manager of Rodenticides at BASF, considers how the proposed reduction in the concentration at which anticoagulants are used may impact on resistance and selection for resistance in house mice and Norway rats.

...IT SEEMS THAT THE MORE WE LOOK FOR RESISTANT RODENTS, THE MORE WE FIND...



Anticoagulant resistance only develops where anticoagulants are used. Non-anticoagulant baits are equally as effective against both anticoagulant susceptible and resistant infestations. Using an efficacious non-anticoagulant bait will prevent resistance development within infestations. An example of a non-anticoagulant active already on the market is alphachlorolose which is for mice only. Looking forward, the active cholecalciferol, for use against both rats and mice, is on the horizon and is expected in the near future.

As we are aware, from 1 March 2018 rodenticide anticoagulant baits sold for use by amateurs must contain less than 30ppm of the active substance. Baits containing 30ppm or greater will be labelled “may damage the unborn child” and will only be available to professional pest controllers.

Even though professionals are qualified to use the greater than 30ppm baits, I can foresee that in certain environments their customers may request, or risk assessments carried out by the pest controller may lead to, professionals using baits at the lower concentration level of less than 30ppm. Therefore, exactly how widespread the use of baits at the lower concentration will actually be is difficult to determine. But a question that needs to be asked is what will be the impact of this reclassification on the control of anticoagulant resistant rats and mice and the future selection for resistance rodents?

For the less potent first generation anticoagulant baits these would not be efficacious at the less than 30ppm level, so this will not be an option. For second generation anticoagulant baits

the vast majority contain 50ppm of active (difenacoum, bromadiolone, brodifacoum or flocoumafen), with the exception of difethialone baits which already contain 25ppm. For existing bromadiolone, and to a lesser extent difenacoum baits, there is evidence of resistance to these two actives in both rats and mice, and the incidence of resistance is growing including in areas where it was not previously known to exist. It seems that the more we look for resistant rodents, the more we find, so the full extent of resistance to these two molecules is unknown. As there are already problems with resistance to difenacoum and bromadiolone baits when the active substance content is 50ppm, there are concerns that a reduction of this to less than 30ppm may result in even further selection in favour of anticoagulant resistant rats and mice. A situation we would not wish to see develop.

However, for the more potent second generation anticoagulant baits, those that contain either brodifacoum, flocoumafen or difethialone as the active substance, there is no practical resistance to these baits and

they are effective in controlling rats and mice resistant to other anticoagulant baits. The degree of potency of bait containing these actives means that the development of practical resistance to brodifacoum, flocoumafen or difethialone is not expected. So what about baits containing the reduced level of one of these more potent anticoagulants? For baits containing any of these three actives, reducing the active concentration to less than 30ppm would mean that they are still effective against rats and mice resistant to other anticoagulants and hence should not be selected for these resistant rodents.

BASF will launch a 25ppm flocoumafen bait as its ‘less than the 30ppm’ bait, and is currently in the EU authorisation process. We chose this potent, single-feed active and developed a highly palatable bait, with our studies demonstrating robust efficacy against both rats and mice including those that are anticoagulant resistant.

ANTICOAGULANT RODENTICIDES changes for 2018

There are few sectors where changes in legislation lead us to have to adapt our practice as much as the pest management industry. Product changes can be tricky to follow at the best of times, but we're finding the changes coming thick and fast in recent years. Our Manufacturer and Distributor Committee has helped us put together an article with all the upcoming changes to professional use rodenticides.

RODENTICIDE PACK SIZES

Following product renewal of anticoagulant (AVK) rodenticides (estimated Q1 2018) all professional anticoagulant rodenticides will have a minimum pack size introduced of 3kg.

This is to further distinguish them from amateur rodent control products which will have a maximum pack size of up to 300g introduced at the same time.

- Amateur use mice only products – 100g maximum
- Amateur use mice and rat products – 300g maximum.

The aim is to ensure that professional pest controllers continue to have access to larger quantities of rodenticide while restricting the ability of amateurs to acquire large quantities of rodenticide through retail sources.

Some individual products may have maximum pack sizes of 10kg introduced based on their own risk assessments, with particular reference to any potential operator exposure during the decanting process.

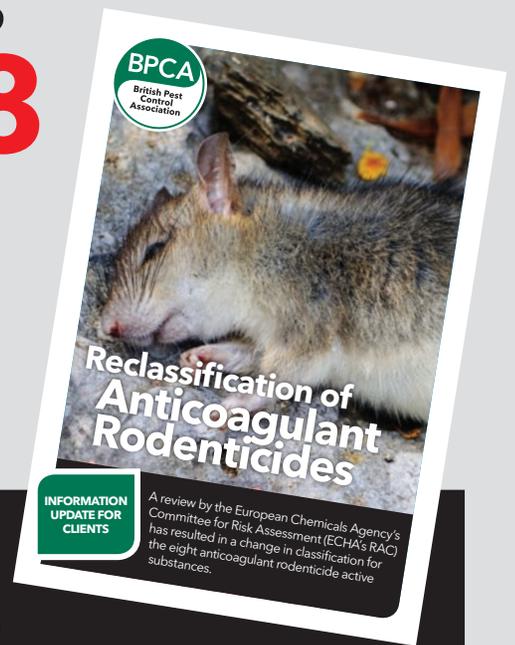
The minimum 3kg pack size for professional use applies to the outer carton and not the inner product packaging. This means that if you are currently using products that are below the 3kg minimum, you can continue to do so, but you will need to buy them from your distributor in case quantities.

For example, if you are using a 300g paste product in a caulking gun tube then you can continue to do so, but unless the authorisation holder has a specific agreement with HSE to vary this approach, then you will have to purchase them in a case of ten to meet the 3kg minimum requirements.

Explaining rodenticide label changes to clients

BPCA's M&D Committee has produced a leaflet that members can give to clients explaining the label changes and what they mean.

It's still early days to see what the changes will mean in terms of product availability, however our M&D Committee is working closely with our Servicing Committee to keep members updated with any product changes.



KEY DATES

Product renewal authorisations are anticipated to be granted during the first quarter of 2018. Following renewal, products with the existing product label will have a six month sell-out period followed by a further six-month use-up period provided that these product labels are Classification, Labelling and Packaging (CLP) compliant.

Please contact your distributor for information on phase-out dates for specific products.

As always, please ensure that products are used in accordance with the label instructions and please contact your distributor for further advice as needed.

TOXIC TO REPRODUCTION CLASSIFICATION

In addition to rodenticide product renewals, Classification, Labelling and Packaging (CLP) will be in place from 1 March 2018 and will run in parallel to product renewal authorisations.

All anticoagulant rodenticides containing a concentration of 30ppm (0.003%) or higher will need to carry a new hazard symbol and statement.

We'll update you through regular BPCA communications with what this will mean for you.

At this date all amateur rodenticides containing an anticoagulant active substance concentration level of 30ppm or higher will be withdrawn from the market. Professionals will continue to be able to purchase products containing 50ppm of active ingredient, providing a further distinction between amateur and professional products.

PRODUCT RENEWALS PROCESS

The above is accurate as we understand it at the current time. However, many products are still in their evaluation phase and, until this is concluded, there is potential for this picture to change.

The M&D Committee will communicate to members if and when any changes occur.

ASK AWAY!

Got a question for the M&D Committee or our technical team?

 hello@bpc.org.uk

SNAP BACK TRAPS **NEW** Code of Best Practice

The new Code of Best Practice for The Use of Break Back Traps/Snap Traps has been released. If you're working in a BPCA Servicing company you should already be following the Code as it's part of our membership criteria.

The document is freely available to everyone, including the general public – so don't get caught out by not having read the new Code. Even if you're not a member – it's well worth reading your industry's latest best practice documents.

THE CODE IN FULL:

The conditions in which break traps might be used would be during a riddance programme to bring a resident population of rodents under control and for nontoxic control of intruder rodents to prevent resident populations from arising.

RIDDANCE

Purposes:

1. Quick knockdown of the rodent population, break back/snap traps used in conjunction with other methods eg toxic bait
2. For nontoxic control of resident rodents where the use of toxic bait is restricted, but a lethal means of removing the rodent is required.

Recommended internal use:

Both open and covered traps may be appropriate for rapid control of internal rodent infestations. Open traps may be appropriate in areas where the rodent is either attracted onto the activating plate with the use of a suitable bait or funnelled directly over the activating plate.

Open traps should be assessed so that the risks to non-target animals, people or a fowl trap of the rodent are minimised, this

might be by locating the trap directly in front of a hole or using local materials (eg boards) to direct the rodent directly over the activating plate.

Traps with small activating plates designed simply to hold bait should be well baited. Unbaited traps should not be used in open areas where rodents might stumble over them and be foul trapped. Unbaited traps should only be at the end of a funnel or means of directing the rodent directly over the activating plate.

Recommended external use:

Open traps should never be used outside because of the risk to non-target animals. Traps should always be in a suitable box or tunnel, the design of which should be to funnel the rodent over the activating plate and located so as to minimise the risk to non-target animals.

Unless there are very specific problems, trapping boxes would be inappropriate along perimeter fence lines on a permanent basis. Traps should only be deployed externally after a careful and considered documented risk assessment.

This should be carried out in areas where the risk posed by rodents to public health is sufficient to merit the use of a permanently sited trapping box.

Traps can be pre-conditioned by leaving them un-set, but baited (ie holding a nontoxic block); following detection of rat activity, traps can be set. This is helpful to overcome neophobia in rats and where

activity (ie immigration from surrounding land) is sporadic.

Intruder control/monitoring:

Purpose: there may be circumstances where the use of toxic bait for monitoring rodent activity internally is unsafe or inappropriate. The use of trapping boxes is a valid and effective means of nontoxic control of intruder rodents and is a valuable tool in the prevention of internal infestation and protection of public health.

Open traps are not appropriate for permanent intruder control or rodent monitoring as the risk of foul trapping is considerable unless very special circumstances prevail. In this case, a written risk assessment should be in place prior to deployment of open traps.

All permanently sited traps should be located in an appropriate tunnel or box so as to direct the rodent over the activating plate.

Traps should be located on a plan or checklist and a record kept of their inspection. They should be tested regularly to ensure they are properly functional and replaced when corroded or obstructed by environmental dirt.

Trapping boxes should be located in areas where they are less likely to be knocked and set off or heavily soiled.

The frequency of trap checking should be in line with the site visit frequency risk assessment.

OCTOBER 2017 - VERSION 1



An online CPD quiz based on this feature is now available on the BPCA website. Each quiz is worth three PROMPT CPD points – register to take part at bpc.org.uk/affiliate



WHAT IS A CODE OF BEST PRACTICE?

BPCA Codes of Best Practice (COBP) are written rules which explain how people working in the pest management industry should behave in a particular situation.

The Code of Best Practice is freely available to everyone through the BPCA website, meaning it's available in full to non-members and the general public.

BPCA Servicing Committee Chair, Howard Taffs commented, "Even something that appears simple can be a problem in the wrong hands. So, I am very pleased that we have agreed a Code of Practice that will protect pets, wildlife and people by the safe and professional use of these devices."

GET CODING!

If you know of an issue or situation that you feel needs a Code or guidance document producing, please contact us, and the Servicing Committee will then discuss it.

hello@bpc.org.uk



Black Death? It wasn't me.

A new study suggests that rats might not be responsible for spreading the Black Death and subsequent epidemics of bubonic plague that rampaged across Europe, Asia and Africa for over 600 years.

For many people, the first thoughts about pest control came from a primary school history lesson where you learned about the Black Death. Your teacher may have told you how an estimated third of Europe's population (25 million people) was wiped out between 1347 and 1351 because rats spread fleas, which in turn spread bubonic plague.

A particularly good teacher may have even told you that's why we keep rats away from people – so we stop the spread of deadly diseases and learn the lessons history taught us. The general public is generally pretty ignorant about our sector – but most people will tell you: rats equal plague.

A new study in the Proceedings of the National Academy of Science suggests, while people commonly assume that rats and their fleas spread the plague, "human ectoparasites, like body lice and human fleas, might be more likely than rats to have caused the rapidly developing epidemics in pre-industrial Europe". In other words, humans spread the plague. A win for the *rattus rattus* PR team if ever there was one.

In modern instances of plague, such as the outbreak in Madagascar in 2017, rats and other rodents helped spread the disease. If *Y. pestis* bacterium infects rats, they can pass it to their fleas as they drink the rodents' blood. When a plague-infected rat dies, its parasites abandon the corpse and can go on to bite humans – often with the help of domestic animals.

This was thought to be how medieval plagues spread. However, the new study presents an alternative argument.

Prof Nils Stenseth, from the University of Oslo, told the BBC that, "we have good mortality data from outbreaks in nine cities in Europe, so we could construct models of the disease dynamics."

Using sophisticated computer simulations, the study tested three models for spreading disease outbreaks in each of these cities. They were by rats; airborne transmission; and lice

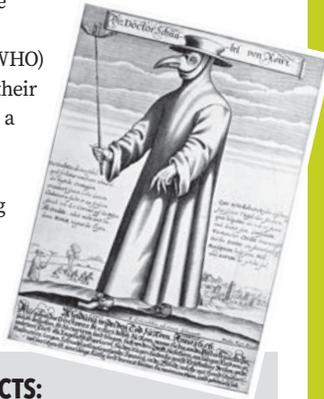
and fleas living on humans and their clothes.

Seven out of the nine cities simulated found the 'human parasite model' produced the best match for the pattern of the outbreak.

The study shows they believe that historical plagues spread far too quickly for rats to be the primary transmitter of the disease and instead human lice and fleas are to blame.

Before we give rats a free-pass on history's most infamous epidemics, it's worth saying that the study has plenty of room to improve its simulation model, and many scholars are still firmly pointing the finger at rodents.

However historical plagues spread, it's a fact that from 2010 to 2015 there were 3,248 cases of bubonic plague reported worldwide, including 584 deaths, according to the World Health Organisation (WHO) – and rats and their fleas have been a significant transmitter. So, we're not letting rats off the hook quite yet.



PLAGUE FACTS:

3,248 cases of bubonic plague were reported worldwide in 2010-15.

Without treatment, bubonic plague results in the death, in around ten days, of up to 90% of those infected.

'Black Death' is a relatively new term. During the event itself it was often called 'the Pestilence'.

In 2001, a US study tried to map the plague genome using a bacterium that had come from a dead vet. The vet died after a plague-infested cat sneezed on him as he tried to rescue it.

MEET THE SPEAKER

Clive Boase talks resistance at PPC Live

RESISTANCE - BACK TO BASICS

PPC LIVE 14 MARCH / 14.45 - 15.45



We catch up with Clive to find out what we should expect from his upcoming seminar at PPC Live 2018...

I have worked in the pest control industry for several decades now, and have run the Pest Management Consultancy since the 1990s. Although the Consultancy's work covers many aspects of pest control, one topic that keeps recurring is pesticide resistance.

In recent years we have been involved in developing resistance management programmes for particular pesticides, organising regional surveys of insect resistance, and evaluating alternative control techniques. The more time we spend working with our clients on resistance, the more fascinating the topic becomes.

Pests are living organisms, so of course, they are continually evolving defences against the pesticides used to control them. Charles Darwin would not have been surprised by insecticide resistance, although he may have been interested to see the speed with which it can evolve. In effect, there is an ongoing arms race between the pest control industry, and the pests.

In technical publications, this arms race is often discussed in terms of genes, enzymes, and modes of action. However, significant pest physiology is, the issue is much bigger than that. Through our work we have found ourselves involved in a much broader range of questions, for example:

- To what extent are we to blame for pesticide resistance?
- How much information should pesticide manufacturers provide on resistance?
- Do we have to passively accept the gradual loss of pesticide effectiveness, or should our pest control industry become better organised in terms of resistance management?
- What does resistance management actually mean in our industry?
- To what extent can pests be controlled using non-chemical techniques and who would develop this technology?



Sell yourself to a farmer?

With stewardship being (very nearly) two years old, Marketing and Communications Manager Ben Massey looks at the business opportunities that have been created.

Back in 2016 I wrote about stewardship opening up new business opportunities once the initiative 'went live' and started to affect farmers. I said then that if you present yourself in the right way to this difficult-to-sell-to client base, we can make pest technicians the new agronomists – ie a valued, specialist consultant to the agricultural sector.

Some of these guys can get their hands on professional use rodenticides, but some can't. Previously we said that farmers and gamekeepers have two choices: get qualified or get help! But how do we show that getting help is a better option than getting qualified?

BE BETTER THAN A FARMER OR GAMEKEEPER – AND TELL THEM!

Challenge knowledge

Time moves on, and so does knowledge. As a (BPCA) professional you keep up-to-date with pest control practice from a variety of sources and have at least a Level 2 Award in Pest Management. You have built your knowledge to a significant level over and above the general farmer or gamekeeper (or another self-treating potential customer), and I argue it's time to start showing it.

Unless a customer is concerned they are not best placed to resolve an issue, they will continue self-serving. Use your knowledge to move the customer from their comfort zone into a learning zone (see illustration). Here the customer will start exploring more sources of information to help them return to the security of their comfort zone.

Do this by building your relationship up as an 'expert', and your measure of success is if your number makes it into their phone book, and you're on first name terms. Ask how they currently manage specific issues and advise accordingly. Giving a snippet of knowledge allows you to build stock as someone that can help. Beware, you have to have answers ready, or you will miss the opportunity!

Demonstrate skills

You've got an in – you've had a call back or have been invited across for a visit. The objective now is to move the customer to the so-called panic zone, not by creating panic, but by merely demonstrating that you and your company will be a more stable, safer and easier solution than trying to keep up with more learning.

If they currently self-treat, why not show the customer how some simple changes to their existing process could result in improved results? If they already use an alternative supplier, then there is an element of dog-eat-dog here.

But, whatever you do, just undercutting their current arrangement is not a healthy approach to building a lasting portfolio. My advice is to focus on why your knowledge and skills are best suited to the current and future issues the customer is likely to come across.

Shout about it

We all love a recommendation, so encourage customers to review you publically. A lot of commercial setups don't like sharing who they use for various services – after all, they're in competition too.

If you've come across an issue and helped the situation, then you should be showcasing it. After all, we have to shout about the excellent work the pest control industry does, nobody else will – be loud and proud about what you do.

If you've got the nod from the customer to take photos on site, then why not build a little album and put together with some words about what you did to resolve a problem? Blog post for your website now created!

By developing a range of interesting case studies you will have material ready to challenge the knowledge of future leads, reducing groundwork next time. Throw your blog post through social media feeds too, it takes moments. Why not try with something pretty routine and build from there?



REGISTER NOW!
bpca.org.uk/PPClive

- What, if anything, can we learn about resistance management from other sectors, such as agriculture or vector control?
- Some people have said that there is a risk that pesticide resistance could become an excuse for poor pest control. Is this correct, and if so, what can we do about it?
- Is it possible to actually reverse resistance, using genetic technology?
So, with help from the participants, this session aims to tackle some of the topics above.

WHAT WILL VISITORS GET FROM THIS TALK?

Those attending this session should bring an open mind, and a willingness to get involved. What people will take away from the session is going to depend a lot on who they are.

Manufacturers, servicing companies and regulators are all likely to find different take-home messages. However, if we can start to change the perception that resistance is...

- A rare freak of nature
 - Someone else's problem
 - Somehow a bit embarrassing
- ...then we will have made some progress.

DO YOU HAVE ANYTHING SPECIAL PLANNED FOR THE TALK?

The session itself will, of course, involve a talk, probably a quiz (and maybe even a prize!), and most importantly plenty of time for discussion.

I will make sure that everyone's questions, concerns or ideas about resistance are fully aired and addressed.

Looking forward to seeing you there!

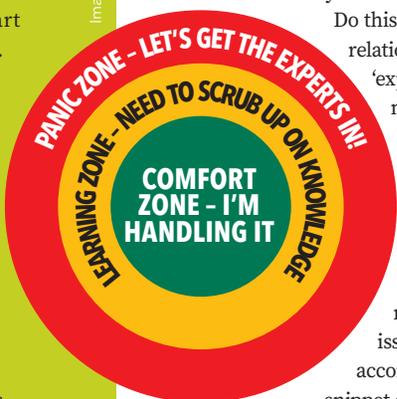


Image based on Viscott (2003) – stretch and challenge

PESTWATCH: Squirrels

We've changed our regular PestWatch feature and asked our technical team to focus on just one pest to look out for over the coming months. To kick off, Dee and Natalie have chosen the grey squirrel.



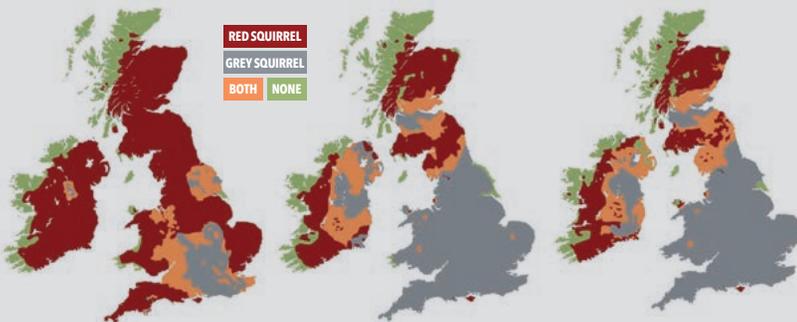
We can all appreciate the joy that both red and grey squirrels bring the UK fauna enthusiasts. Red squirrels are not only protected but are much sought out because catching sight of them is so rare. Unless you're around Scotland, Northern Ireland or the Isle of Wight, there's a good chance you've never seen a red squirrel. This has been at least in part attributed to the rise in invasive grey squirrel numbers.

Even though the grey squirrel is still appreciated for its grace and 'cuteness' by much of the UK – pest technicians know that there are times when lethal control is necessary.

Grey squirrels can cause damage when they enter roof spaces of houses and buildings. For example, they can:

- Chew on woodwork and ceilings
- Strip insulation from electrical wires
- Tear up fibreglass insulation
- Contaminate cold water tanks with urine and droppings.

Squirrel distribution maps 1945-2000-2010 (image: Red Squirrel Survival Trust)



GREY SQUIRREL (SCIURUS CAROLINENSIS)

Lifespan	5-7 years
Weight	450-650g
Body length	24-26cm
Tail length	19-24cm



A bit of biology

Habitat

The drey (nest) may be in a hole in a tree or set against the trunk and branches. Alternatively they can make themselves quite at home in an attic or roof space.

Reproduction

Pregnancy (gestation) lasts 44 days, and their young are called kittens. They usually have two litters a year, each with three to seven kittens.

Young

Kittens are born with closed eyes, no teeth and no hair. After about seven weeks they look like small versions of their parents and are ready to leave the drey.

Coats

Squirrels moult their coat twice a year – once after Winter and then in the late Summer before the weather gets colder again.

Clients also report sleep pattern issues due to noise and even fear of being attacked (although being attacked by a squirrel is very rare).

In gardens and allotments, they can take fruit, raid nests of small birds and dig holes in lawns to bury food.

One of the major financial implications of grey squirrel activity relates to damage to forestry, woodlands and parks. Grey squirrels damage trees, particularly sycamore and beech, by stripping bark at the base of trees which causes them to weaken or die.

LETHAL CONTROL OF SQUIRRELS

It's important with squirrels (as with all pest species) that we assess whether lethal control is necessary. While some see them as vermin others may see them as a welcome natural occurrence, and pest controllers could see themselves in the middle of this conflict.

Always ensure management of grey squirrels is undertaken

sympathetically and, as far as possible, without drawing undue attention to control activities.

OPTIONS FOR SQUIRREL CONTROL

Proofing and habitat

Proofing measures need to be tailored to each site and where reasonably practicable to do so (regarding effort and expense). Proofing entry points to roofs should be considered first. For example, block gaps and entrance holes with tightly wedged mesh or metal plates, where possible.

Habitat management such as cutting back trees or branches that are overhanging a building, or trimming dense ivy can also help prevent squirrels gaining access to a roof in the first place.

For tree protection, close fitting metal sleeves can protect them from the strong rodent incisors. This should be at least 0.75m deep, and the bottom edge should be at least 1.5m from the ground. The metal should be a smooth surface to assist in preventing the squirrel from gaining a toehold.

Spring traps

The law states that only approved spring traps must be used and that they are set in natural or artificial tunnels to reduce the risk of killing non-target species.

The most current and up-to-date information about spring traps can be found on the Spring Traps Approval Order 1995 (check for amendments). At present, one of the most popular and well-used spring traps is the Kania 2000, which has been around a few years but remains one of the best lethal traps for controlling squirrels off the ground, away from non-target species, pets and humans.

Additionally, three versions of Fenn-type traps are legal in the UK today. There are also cheap Chinese imports/copies that are not legal to use. Make sure you only ever buy approved traps for squirrel control.

Live capture traps

The intrusive and inquisitive nature of squirrels means that they can be caught in baited cage traps, albeit some can be trickier to catch than others – as many of us know too well!

Most single catch traps operate on treadle system that is triggered when the squirrel enters the cage and steps on the treadle at the end of the cage to get to the bait. Multicatch traps are not particularly popular as they rarely catch more than a couple of squirrels at a time. The traps work on a series of baffle doors allowing the squirrels to enter a central chamber.

Live capture traps, as with most trapping techniques, have laws associated with them to ensure humane and safe use. The most important legislation will be the Animal Welfare Act which requires the captured animal to be treated humanely and to not suffer unduly.

Traps must be visited at least once (but preferably twice) a day to check for

catches. Non-target catches can be released unharmed. Captured grey squirrels can be dispatched with a sharp blow to the back of the head with an appropriate instrument.

IMPORTANT: Grey squirrels cannot be re-released under the Wildlife and Countryside Act 1981.

Poison baiting

Poison bait (Warfarin) is no longer available for the control of grey squirrels.

Drey poking and shooting

Drey poking can be useful, especially on cold winter days. A team effort is needed to work the poles and to cover the tree. With this method, you can clear a lot of dreys in a single day. When all the dreys are removed in Winter, it becomes easy to spot new drey nests made in the Summer.

There are a few rules you must adhere to when carrying out this activity. Safety is paramount – gunners should stand well back from the tree.

When using the poles, tap the bottom of the drey gently. This will allow the squirrel to run out slowly. It will probably stop just outside, which will give the gunners time to shoot.

Never shoot at a squirrel running down a tree. It is better to either let it run down and run away from you or stop it and turn it back up the tree.

Remember you are aiming to cull squirrels, so be efficient and effective.

Free shooting of grey squirrels can be a useful method of control, especially in early spring when young shoots are showing in trees. On a sunny day, grey squirrels will work in the outmost branches of a tree chewing the new shoots and can present an easy target.

IMPORTANT: Users of air rifles and firearms must have the appropriate skills, experience and training to safely carry out control using these devices.



Did you know?

The male squirrel is called a buck and the female a doe.

Squirrels can be right or left-handed!

Squirrels were deliberately introduced from the USA and Canada to approximately 30 sites in England, Scotland and Wales from 1876 to 1930.

Squirrels can hang upside down like bats and are pretty good swimmers.

PESTWATCH: Calendar

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ants												
Bed bugs												
Birds												
Bluebottles												
Carpet beetles												
Clothes moths												
Cockroaches												
Death watch beetles*												
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												

* Beetles emerge

FURTHER READING

Legislation:

- Wildlife and Countryside Act 1981
- Spring Trap Approval Order 1995
- Wild Mammals Protection Act 1996
- Animal Welfare Act 2006
- BPCA Codes of Best Practice:**
- Live Capture
- Spring Trapping

WANT TO KNOW MORE ABOUT A PARTICULAR PEST?

Email us with your PestWatch suggestions:

 hello@bpca.org.uk

The best thing since 'Mice Bread'



In just 4 years 1env has become the number 1 choice supplier for much of the UK's pest control industry!

Why?

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We're dedicated to bringing you the latest innovative and traditional products you need for your jobs, all in stock ready for next day delivery.



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1env are committed to providing the very best in customer service. Our team will always go the extra mile for all of our customers.



Employees

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With 1env you'll always get the best prices. If you do happen to see a better price elsewhere, we'll match it or beat it.

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TOP 5 weird and wonderful PEST CALL-OUTS



“There’s nowt so queer as folk,” as our friends in the north often say. As pest controllers, we’re well-placed to confirm this piece of ancient Yorkshire wisdom.

We regularly work in people’s homes where you just never know what you’re going to find. Pests often bring out anxieties and phobias that can push otherwise normal people to the edge of reason and sometimes beyond. Most of the time it’s pretty routine, but every so often, circumstances come together that leave you speechless and wondering ‘what the hell just happened?!’

Guest writer Asa Goldschmied, Founder and Director of Proton Environmental, shares more...



3 Alternative medicine

I found one of my clients trying to nurse a mange and flea-ridden fox back to health with homoeopathic remedies.

4 Getting on a first name basis

Another one of my clients had got so used to the rats around his home, he’d named them all.



STRANGE STORIES?

Send us your experiences!

 hello@bpca.org.uk

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

“

Pest controllers get to see quite a slice of humanity in our day jobs. It makes me think that, in truth, pests are easy to deal with – it’s people you have to look out for! ”

1 Not an electric toothbrush!

I was getting a room ready to treat for textile moth in the fitted carpet and clearing things out from under the bed – clothes, shoe-boxes, bags – the usual stuff. Then, sticking out from a small black fabric bag was what looked like the end of an electric toothbrush. I quickly realised it was something far more intimate – oops!

The last thing you want to do is embarrass your client. So what do you do? Put it back afterwards where you found it? Leave it on the desk? Hide it somewhere else? Before I’d had a chance to think, it got worse. She was coming up the stairs with a cup of tea!

I panicked and quickly put it in my toolbox (aptly so, as one of my colleagues later remarked). When she had gone, I opted for putting it into a shoe-box with some other things and making it look like I’d never seen it. Crisis averted, but I’ve never looked at that toolbox in the same way since.



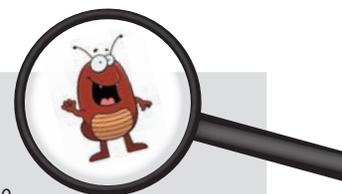
5 Classic ‘delusory parasitosis’

Soon after I qualified, I went out to the house of a man who was sure that a recent visitor’s dog had left him with an infestation of fleas on his body and in his home. I wondered if all might not exactly be normal when, on being welcomed into the house, I had to step over a pair of discarded y-fronts on the hall floor.

As I inspected the room and particularly the bed where the client said he saw them all the time, I couldn’t see anything at all. Before I had sprayed anything, I asked him to come in and see if he could point out any fleas. Sure enough, he started pointing at bits of fluff, marks on

the walls. He had even saved a piece of sticky tape on which he had ‘caught’ them and “other bugs” too. All I could see were bits of grit and toenails.

He was dumbfounded, angry, and upset that I couldn’t see them as he could see them everywhere! His distress was very real, and I could only try to soothe his concerns and recommend that he goes to his GP. But without doubt, it was an early lesson for me about dealing with vulnerable people.



2 Stuck in the middle

I arrived at a family house to carry out a bedbug treatment. The lady said that one of her children was still in bed so could I do that room last and she would try and get her up. Over the following half hour, I could hear that things were escalating into a blazing row!

It culminated with the tearful mother shouting, “The nice man’s come to help us, and you’re behaving like this!” The daughter then appeared at the top of the stairs. To my surprise, she was not the teenager I had assumed, but an adult. And she had dragged her mattress out of the room and was pushing it violently down the stairs, knocking pictures off the wall, and screaming obscenities at her mother.

I didn’t know what to do with myself, so I offered to leave and come back a bit later. The mother agreed, apologising as she shut the door behind me. Then on the return visit, everyone was as pleasant as could be and the argument was never mentioned – maybe I imagined it all...

LOOK AT THAT



Marketing and Communications Manager, Ben Massey, looks at the top tips for using your pest control van as a canvas for marketing and promoting your business.

- **Keep info to a minimum - company name, logo, phone and website**
- **Wraps are best for complex or high impact designs**
- **Repetition is recognition, you may be seen a lot in a given area. Keep branding consistent with everything else (website, print etc)**

SPEED VIEW

You don't have to be a French impressionist painter to have a beautiful looking work vehicle. Whether you're looking at getting a couple of vinyl stickers or you're going all out on a van wrap, choosing your vehicle's livery is a big decision.

Not all tradespeople like to have their vans branded, and this can be of particular concern for pest management companies, especially if you have some clients that feel uncomfortable with a pest control van parked next to their premises.

That being said, according to the 3M study on the power of vehicle advertising, up to 3,000 people an hour could see your van, making it an incredibly useful advertising platform for your business. Can

you afford not to be seen by all these people every day?

More than this, your van is your first impression. A professionally branded pest control van tells clients you've arrived and you mean business. If done right, a good looking vehicle can inspire trust, loyalty and create that perceived point of difference between you and your competitors. Just think how comforting it is when you see a bright red Royal Mail van parked on your road, or even the warm glow you get spotting an Eddie Stobart truck on the road (although, maybe that's just me).

If you decide that vehicle branding is right for you, then you must be incredibly cautious of what you put on your van. As

with any marketing material, you must be careful that your branding is saying what you want it to - ie you're a professional tradesperson to be taken seriously and that you can command a fee that reflects your professionalism. A massive, cartoon mouse caught in a snapback trap might not give the impression you were hoping for.

SIGNWRITING OR WRAPS

To begin, you need to choose what sort of branding you're going to go for, as this will impact what you can or can't do with your company van.

Signwriting isn't just getting a bucket of paint and a brush from B&Q. Modern signwriting is more often than not achieved with stencilled adhesive vinyl

VAN GOGH!*

* Success of pun is directly related to your preferred pronunciation of Van Gogh. Smirk-level not guaranteed. Your mileage may vary.



GET THE BPCA MEMBER LOGO ON YOUR VAN

Show your commitment to professionalism by having your member logo incorporated into your wrap or by requesting some free vinyl member stickers from BPCA.

We can provide your wrap supplier with all the BPCA artwork they'll need to integrate the logo into your design.

All full members are welcome to use the member logo across their branding. It's well-earned by passing the stringent membership criteria - so wear it with pride!



LIVERY DESIGN DOS AND DON'TS

DO!

- Keep it simple
- Keep contact details to phone number and website
- Break up your phone number with spaces (01332 225 115)
- Use your standard brand logos and colours
- Use imagery or icons for recognition

DON'T!

- Fill your van with text
- Use stock or clipart images
- Use risqué or unprofessional images
- Diminish your logo by overcrowding your design
- Turn your van into an advert by using paragraphs of lengthy text

lettering. You usually pick a couple of key places on your vehicles, such as the bonnet, doors or the side of your van and then get a graphic in a pre-defined sized made up.

Depending on the size of your van, the number of colours you want, and any design work you commission, you can expect to pay between £150-600 to get one van signwritten.

Obviously, the principal drawback is there's only so much you can do to stand out from the crowd, but at least you can get some key information up on your van. These graphics can help add a professional feel to an otherwise brandless van.

A vehicle wrap is basically a large vinyl graphic that covers your whole vehicle, directly over the original paint.

Again, depending on the size of your van, quality of finish, design (and potentially installation) costs, expect to pay anything from £1,500-3,000. You can go for a partial wrap for a more modest fee, but you will lose the overall effect of having the whole vehicle branded.

A wrap is better for complex or high impact signs. It's the best way to get a professional, sharp looking finished product.

KEEP THE DESIGN SIMPLE

As with most design decisions, a beautiful simple design looks better than a poorly executed complicated design.

Keep the information on your van to a minimum. Your company name, logo, BPCA member logo, phone number and website is probably plenty. Writing all your many services down the side and lots of different slogans can make your van look busy and cluttered. How much of your van is someone likely to read?

Repetition is recognition, and if you work in a particular area, you're going to be seen a lot. Keep your basic branding consistent with everything else you produce, eg website and print materials.

Take inspiration from other vehicles you've seen and like, then sit down with a professional designer. While business cards might be flat, your vehicle is not. Unless you're doing a simple vinyl sticker for a flat section of your van, we recommend you find a professional to do your design work for your wrap. Every curve, bump and panel gap needs to be taken into consideration. Get it wrong, and you'll end up with a shoddy looking van that hurts yours and your customer's eyes.

INSTALLING AND APPLYING YOUR LIVERY

You can install simple vinyl stickers yourself. A couple of logos, contact details and company name won't take you long at all. Just make sure that you don't apply any of the stickers in any of the creases or panel gaps of the vehicle.

If you go for a wrap, your van will potentially be out of action for a couple of days for the actual installation, so you'll have to work out a time when you can be without your workhorse. But then again, good things take time.

GOT A GOOD LOOKING VAN?

Why not enter the PPC Live Van of the Year? All you need to do is bring yourself and your van to PPC Live 2018. Email us for more details.

 hello@bpc.org.uk



ROCKET VAN!

VAN SAFETY FOR THE PROFESSIONAL PEST CONTROLLER



Sometimes it feels as if we spend as much time in work vehicles as we do out on jobs. How often do we take the time to really appreciate our trusty vans? Technical Manager, Dee Ward-Thompson investigates how to keep vans legal, safe and on the road.

- HSE says work vehicles must be regularly maintained, repaired and inspected
- The DVSA has a comprehensive guide to daily checks
- By law we have ensure chemicals are stored correctly and safely
- When in the company van you're representing your business
- In 2012-16 tool thefts rose by 30.5% and average claim values by 40%

SPEED VIEW

They're your office space, equipment store, filing cabinet and, more than occasionally, your breakroom. To paraphrase Elton, we end up stuck in them for a long, long time ('til touchdown brings me round again). But having a pest control van is a big responsibility.

We've put together a safety guide that every professional pest controller should take note of. After all, failure to keep your van safe can result in expensive downtime, penalty points and fines and, in the worst case scenario, serious injury. In 2015, 1,732 people died on British roads and the more time you spend on the go, the higher your chances are of having a serious incident.



GENERAL VAN SAFETY

The Health and Safety Executive (HSE) states that by law, every employer must make sure that work vehicles are:

- Safe
- Right for the job
- Driven safely
- Accessed safely
- Regularly maintained, repaired and inspected.

That doesn't mean as an employee you don't have your set of responsibilities too.

Vehicle manufacturers are always finding ways to improve safety with everything from stability control, airbags and ABS to the more advanced safety kit

such as lane keeping assist, auto city braking and adaptive cruise control. But if you don't understand how these features work, then they're not going to be of much use.

Make sure you and everyone on your team understands what features your van has and how to use them. More accidents happen when in an unfamiliar vehicle, so it's essential you make an effort to get familiar with it before you get out and about. Go for a short test drive if it's your first time in a particular van. Dare I say it? Try actually reading the manual.



DAILY CHECKS

If you're an employer or manager, we recommend that you empower your technicians so they can do some simple vehicle checks every day. At a team meeting or on a training day, go through the checklist and make sure everyone understands what they need to do before they go to their first job.

The Driver and Vehicle Standards Agency (DVSA) has a comprehensive guide to daily checks. They even have a helpful handout that might be useful to have in the van at all times. It might seem like overkill, but who are we to argue with the DVSA?

Inside the vehicle, check:

- Foot and hand brakes

- Horn and steering
- All lights, including indicators and brake lights
- For any warning lights
- Mirrors are aligned
- All glass is clear of obstructions (dirt, stickers, frost, snow)
- Seat belts are secure and work correctly
- Wipers work and you've got washer fluid.

Outside the vehicle, check:

- The battery is secure and not leaking
- Brake fluid, engine coolant, engine oil, power steering fluid, windscreen washer fluid and water levels are correct
- Fuel cap is securely fitted
- There are no leaks around the van

- Bodywork damage or sharp edges
- All doors shut properly
- Exhaust isn't kicking out excessive amounts of smoke (this could indicate an engine problem)
- Tyres have a minimum tread depth of 1.6mm and are sufficiently inflated
- Tyres have no visible cuts or cords visible (you can get three penalty points on your licence for each tyre that isn't safe and legal)
- Equipment is adequately secured.

You can find the full guide and the handy overview document at gov.uk/government/publications/van-drivers-daily-walkaround-check



PESTICIDE STORAGE IN YOUR VAN

Part of our jobs is carrying around potentially hazardous materials, and therefore pest control technicians have a whole host of other considerations compared to your average tradesperson.

We have legal duties as professional pesticide users to make sure our chemicals are correctly stored and safe. Spills can be dangerous and time-consuming.

Tips for storing pesticides in your van:

- Check the load carrying area is free from anything that might damage containers
- Mark the load carrying areas with all the appropriate danger warning signs
- Never carry pesticides in the cabs of vehicles
- Make sure you have a suitable fire extinguisher somewhere in the vehicle (and that all technicians know how to use it)
- An eyewash station should be available and easily accessible within the vehicle in case of pesticide spillage
- Make sure you can clean your hands in your van
- Get a chemical spillage kit suitable for

pesticide spillage

- Record the amount of pesticide being carried in the vehicle and keep it in the cab (we have a template for this in our Vehicle Storage Code of Best Practice)
- Make sure you have PPE equipment stored somewhere it can't be contaminated
- Check the lids and caps are securely fitted before you leave a job
- Take all empty containers and packaging back to your fixed store.

You have a duty to keep your pesticides secured against unauthorised access. Try to work within sight of your van – especially in areas where the public may have access. Always make sure your vehicle and the pesticide cabinet is securely locked when unattended!

Did you know that if you're a BPCA member, you should be following the Code of Best Practice for storing pesticides in your van? You can refresh your memory by visiting here bpca.org.uk/codes



ON THE ROAD

Let's not labour the point, but bad driving is the number one cause of accidents on the road.

Remember, when in the company van you're representing the whole of your business. If you do something daft, you're making your whole organisation look unprofessional.

If you hear things slide around in the back, you've not loaded your van very well, so it's essential that you pull over and secure your load before you continue. You're carrying hazardous cargo, so use your throttle, brakes and steering smoothly. You don't want to get to a job and find you've had a nasty spill – that's not the first impression you want to give your clients!

THIS VEHICLE IS A GOODS VEHICLE KNOW YOUR LIMITS				
	MPH 	MPH 	MPH 	MPH
www.sussexsaferroads.gov.uk/COSTS				

And remember, vans have different speed limits to cars. Make sure you're following the speed limits on a particular road. It might be the work van, but it'll be your penalty points and fine.



SECURITY AND PROTECTING YOUR EQUIPMENT

Tradespeople are reporting more and more vehicle break-ins every year, and it's a constant fear that someone will get into your stuff while you're parked up somewhere.

Simply Business did a study last year and found that between 2012 and 2016 there was a 30.5% rise in the number of tool thefts and a 40% growth in the average value of claims.

Although pest control vans are rarely targeted by thieves, by the time someone has broken into your van to check you don't have any tools they can easily sell, it's too late. The damage inflicted on your van can put you out of commission for days and repairs can be expensive.

You can fit a tracking device to your

vehicle but this can be expensive, and you'll probably end up paying a monthly fee to maintain the tracking system. You can even get WiFi cameras and security lights for vans if you want to go all out.

Tips for keeping your kit secured:

- Remove valuable equipment from the van at night
- A "no tools kept in van overnight" sticker is a cheap deterrent
- Keep your vehicle parked in a busy area
- Mark your equipment with an ultraviolet pen and perhaps register your kit on the Immobilise Register
- Check your insurance adequately covers your equipment in the van.

Key facts from the Automobile Manufacturers Association (ACEA).

CAN YOU ADD ANYTHING?

Got your own tips for staying safe on the road? Tweet [@britpestcontrol](https://twitter.com/britpestcontrol) or send your tips to hello@bpca.org.uk

WE WANT YOUR PPC IDEAS

The article was suggested as a topic by a BPCA member. Have you got a subject you want PPC to cover? Send your article ideas to

hello@bpca.org.uk



Q - WHAT'S THE BIGGEST PROBLEM IN RODENT CONTROL?
A - GETTING THE RODENT IN THE STATION



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THAN TRADITIONAL STATIONS*

*Patent pending



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*Independent testing showed that the first rats entered the Project Neo rodent station in an average of 14 hours compared to an average of 79 hours in traditional stations.
*Patent pending

PREMIUM PERFORMANCE

MASTER YOUR VAN INSURANCE



Content and Communications Officer, Scott Johnstone, teamed up with Stephen Hughes from Bradshaw Bennett to get some tips together for PPC readers.

It's probably one of your more substantial monthly expenditures - your company vehicle insurance. We wanted to find out why the costs are so high and work out if there's any way to reduce your premiums.

It's one of the costs that you see on your bank statement every month and potentially feel you have no control over. Let's be fair - you're not going to be buying every technician a bus pass anytime soon. Before you cough up for your commercial vehicle insurance, we thought we'd have a look at what affects the price of your premiums so that you can get in the driver's seat for your pest control van insurance.

There are several factors which determine the level of premiums charged by insurers for van insurance. We'll take a look at them in turn.

THE VEHICLE ITSELF

There are practical things that you can do with your van to reduce the premiums.

There are some things you won't be in a position to change unless you're looking at getting a new van, in which case lucky you! Take particular note of this section before you sign on the dotted line.

THE SIZE OF VEHICLE

Larger vehicles attract higher premiums. Both the engine size and the physical size of the van get taken into consideration by insurers. The logic is the bigger and more powerful the van, the more damage you can do.

If you can get away with a smaller vehicle, your premiums should be lower.

MODIFICATIONS

Just like your car, if a van's modified or the performance of the vehicle enhanced, your premiums could rise.

Always declare your modifications to your insurer; otherwise, you could end up learning your insurance is invalid when you need it the most.

MILEAGE

It stands to reason that the more you use your van, the more likely you are to make a claim.

With some insurers, the estimated annual mileage can affect the premium. Therefore it's wise to keep accurate records and tell your insurer your exact mileage. You could be unknowingly overestimating your miles-per-year and thus be running up the costs.

SECURITY

Some insurers may offer reduced premiums if the security on the vehicle has been enhanced. Ask your insurer if adding a steering lock, immobiliser, alarm or tracker will decrease your premiums.

CONTINUED >

LOCATION

Where the vehicle is kept overnight can impact on premiums. For example, if the vehicle is kept inside rather than on a drive or roadside.

THE PEOPLE THAT DRIVE IT

Again, these are the things you might not be able to change, however, it's worth understanding precisely what insurers are looking at when you give them your named drivers.

AGE

The age of drivers will be a significant factor, and young drivers will attract a high level of premium. Older drivers without driving experience would also be subject to increased premiums.

Please do bear in mind that it is illegal to discriminate against someone because of their age during the hiring process. It's never acceptable to ask someone in a job interview how old they are (see our article in PPC89 about recruiting a pest technician).

CONVICTIONS

Unspent convictions or serious convictions could affect your premiums. Spent convictions will not alter your insurance (you do not have to declare these at all).

MEDICAL CONDITIONS

If there are any medical conditions which have to be notified to the DVLA, this may also affect your premium. You can see a full list of the medical conditions at gov.uk/health-conditions-and-driving

You can be fined up to £1,000 if you don't tell DVLA about a medical condition that affects your driving.

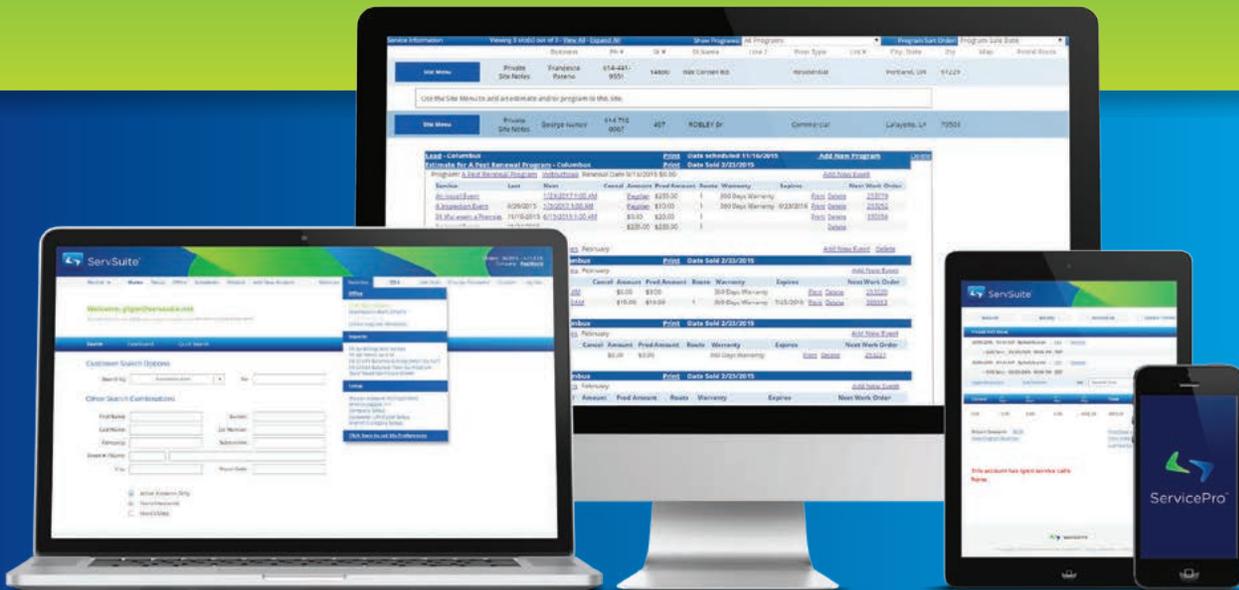
THE PRICE OF YOUR PREMIUMS WILL ALSO CREEP UP BECAUSE OF THE PESTICIDES YOU CARRY. THERE'S NOTHING YOU CAN DO ABOUT THIS, AND IT'S CRUCIAL TO MAKE INSURERS AWARE OF THE GOODS YOU CARRY IN YOUR VEHICLE.



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PREMIUM PERFORMANCE

MASTER YOUR VAN INSURANCE

THE CLAIMS YOU'VE MADE IN THE PAST

This one's pretty simple. You have two things to think about here:

- Individual vans are rated on a no claims discount basis. Insurers allow a discount on the basis of how many years no claims discount is available
- If an additional vehicle is purchased which does not have a no claims discount, the premium will be higher until that vehicle has also earned its own no claims discount.

Don't think you're getting your no claims discount? Challenge your insurer before you renew.

CHEAPEST UK AREAS FOR CAR INSURANCE

Average lowest quote	Postcode	Postal area
£355.72	TR1	Truro, Cornwall
£374.99	KY12	Dunfermline, Scotland
£379.26	KY6	Glenrothes, Scotland
£379.69	DD5	Dundee, Scotland
£381.50	AB15	Aberdeen, Scotland
£382.76	IP33	Bury St Edmunds, Suffolk
£383.33	FK3	Grangemouth, Scotland
£384.75	IV30	Elgin, Scotland
£385.68	TR18	Penzance, Cornwall
£386.13	DD2	Dundee, Scotland

MOST EXPENSIVE UK AREAS

Average highest quote	Postcode	Postal area
£873.45	M13	Ardwick / Longsight / Chortlon-on-Medlock, Manchester
£839.87	B10	Small Heath, Birmingham
£821.12	M8	Crumpsall / Cheetham Hill, Manchester
£819.93	L7	Edge Hill / Fairfield / Kensington, Liverpool
£818.79	BD8	Girlington / Manningham / Lower Grange, Bradford
£818.59	B11	Sparkhill / Tyseley, Birmingham
£814.04	B12	Balsall Heath, Birmingham
£809.72	B8	Washwood Heath / Ward End / Sattley, Birmingham
£808.58	E12	Manor Park, London
£805.20	BT12	Falls, Belfast, Northern Ireland

Quotes based on a total sample size of 988,742, taken between September 2008 and August 2009.

Figures courtesy of MoneySuperMarket.com

WHERE YOU WORK

OK - in reality, you're not going to pack up shop and move elsewhere just because your van insurance is too expensive.

But if you're thinking of growing your business or opening up another branch, it might be worth seriously considering how expensive vehicle insurance might be. For example, getting your vehicle insured in Truro, Cornwall is less than half the price of insuring it in inner-city Manchester on average, according to a study by MoneySuperMarket.

Certain areas (like inner cities) attract higher premiums. Urban hotspots like London, Birmingham and Manchester are densely populated, therefore crime rates will naturally be higher than say, rural Scotland.

WE WANT YOUR PPC IDEAS

The article was suggested as a topic by a BPCA member. Have you got a subject you want PPC to cover? Send your article ideas to

 hello@bpc.org.uk

Drive down the cost of your insurance

Unfortunately, insurers generally use the same rating factors for determining van premiums, and there are only a limited number of ways to reduce premiums.

These are the things you can try:

- Reduce cover from comprehensive cover to third party fire and theft. The savings will depend on the value of the vehicle. If the vehicle is leased it's likely that comprehensive cover will be required
- Offer to increase your voluntary excess for damage to your vehicle
- Restrict driving to named drivers only
- Ask if installing some security feature on the van would reduce the costs.

And before you renew your insurance do some shopping around. If you present a more competitive quote to your existing supplier, there's a really good chance they'll try and beat it.

WHAT ABOUT FLEET INSURANCE?

Insurers will offer fleet insurance where a company has some vehicles. While fleets are available for businesses with at least three vehicles, the benefits are greater for larger numbers of vehicles.

The main benefits of fleet insurance include:

- Instead of an individual no claims discount on each vehicle, a fleet attracts an overall fleet discount. This means new vehicles automatically enjoy the benefit of the fleet discount
- Certificates do not specify the registration number of the vehicle but are on a blanket basis
- There can often be less driving restrictions on a fleet insurance.

While there are no quick wins for getting a cheap van insurance deal, hopefully this article has given you an idea of how your insurance is worked out. By knowing all this you can get to grips with your premiums and take sensible steps to minimise your insurance costs.

Overall, the key tips are to shop around, choose your vehicles carefully, make sure you're getting your no claims discounts, and make sure you're only paying for the insurance you need.



Stephen Hughes is the General Manager of Bradshaw Bennett, an insurer involved with the pest control industry for over 35 years. pestcontrolinsurance.co.uk

MEET THE MEMBER

Unbugging local authority pest control



While many local authorities are scaling back their pest control work (or cutting it altogether), the PPC team went to meet a local authority that's ramping up pest management work by offering a more professional, commercial service. BPCA Servicing Member Lancaster City Council, aka Unbugged, tells us about how it's beating council cuts by investing in its own pest control division.

Council cuts have been hitting the news for years now, and many local authorities have seen a downturn in the services they can provide. A couple of years ago, Lancaster City Council was asked to make its pest control division cost neutral. With the trend of LAs closing their pest management departments, it's fair to say Lancaster was keen to, not only meet but, exceed this target.

Susan Clowes from Lancaster City Council explains: "The idea for Unbugged first arose in 2016 when, due to the state of public finances, the council began to consider commercialising some of its services. Pest control was an obvious choice as it was very highly-valued by the public and politicians alike and already had an excellent reputation throughout the north-west.

"Pest control is not a statutory function for local authorities, therefore increasing income generation to cover the cost of the services provided would help to safeguard its future."

The plan was simple. Take on more, higher value commercial contracts, increase the size of the team, and offer more pest control services, thereby increasing income and protecting the services provided to residents.

Unbugged was launched in 2017 as the commercial arm of the council's pest control service – and they haven't looked back since.

A COMPLETE REBRAND

With the ambition to pursue larger and more lucrative contracts, Lancaster City Council wanted to break away from its local authority image (and any preconceived ideas that clients might have). 'Unbugged' would engage in all the commercial contracts, meaning that it could leave its council branding back at the town hall when needed.

Unbugged went through a marketing agency which designed everything from a new logo and website, to service folders and

van wraps. The aesthetic is clean, professional and makes a great first impression on a site.

The rebranding goes further than a new name, a shiny website and print materials. Unbugged chose to become a BPCA member and is in the process of getting CEPA Certified®. The idea being that these badges of professionalism would open doors to new commercial clients.

TRYING NEW SERVICES

Lancaster City Council's pest control team has always believed in making quality improvements and developing additional services at every opportunity. Over the last few years the team has added drain camera surveys, EFK supply and servicing, and drain rat flap installation to its list of services. They even make their own fly screens.

Unbugged now carries out rodent proofing and offers a range of bird-proofing services including spikes, netting and gull egg replacement. They've just experienced a rise in requests for pigeon-proofing solar panels.

All technicians are PASMA and IPAF certificated, and the team recently invested in a scaffold tower, meaning technicians can work at height in all types of situations. This, in turn, leads to the Unbugged team carrying out work for other local authorities and taking on even more clients.

THE TEAM

It's fair to say a considerable part of Unbugged's success has been due to its dedicated team of technicians. Where many teams would have been resistant to change, the whole Lancaster City Council team got on board with the plans on the condition that



“There’s nothing better than posting a really interesting photo showing a job you’ve just done, and we receive a lot of useful feedback.”

services to residents wouldn’t suffer as a result of pursuing more commercial work.

The team expanded, including taking on a trainee technician. The whole team had a say on who got the job, and they went for someone new to the industry so they could train him to their standard straight off the bat. James Bland will be taking his Level 2 Award through BPCA very soon.

In a basement office, underneath the town hall, Unbugged told us the key to maintaining its strong team was being included in the decisions that were being made and encouraged to come up with suggestions – many of which have been adopted helping further growth. The name ‘Unbugged’ came from a group brainstorming session. One team member even suggested that working for Unbugged was like a paid hobby – hopefully that comment doesn’t come up at their next pay review!

Unbugged has invested heavily in the training and development of its technicians. Two of the more senior PCTs are going to be taking Certificated Field Biologist exams through BPCA. They’ve already been on our introductory course Becoming a Field Biologist – so we wish them luck!

Two team members are also heavily involved with Unbugged impressive social media activity. They Tweet and Facebook daily activity which shows how they carry out pest control and prevention work. We love their updates – so check out [@Lcstr_unbugged](#) on Twitter.

The team told us: “Social media is so important in spreading the word about what we do. It doesn’t need to take up a lot of time – two of us are authorised to update our Facebook and Twitter streams, and we do it

What was tricky about ‘going commercial’?

The team was concerned that the excellent reputation built up by Lancaster City Council Pest Control Service would be lost in the rebranding exercise but, in fact, the two separate brands complement

each other. There have been practical issues to resolve – for example, having two different uniforms and two different vehicle liveries within a small team, but that’s all part of a learning experience.

as we’re out and about. There’s nothing better than posting a really interesting photo showing a job you’ve just done, and we receive a lot of useful feedback.”

THE FUTURE

Unbugged has recently won Lancaster City Council’s Team of the Year Award, which goes to show that trusting and empowering your team is obviously worthwhile.

2017 can be considered Unbugged’s year of awakening, but now the groundwork has been done, 2018 should see the operation reap rewards from all of the hard work. They intend to bid for even bigger contracts and are looking at tenders through procurement hubs.

But what are they going to do with the extra cash generated? Susan tells us: “Lancaster City Council Pest Control Services still provides a full range of treatments and services to residents. The costs are subsidised and are also discounted for people in receipt of benefits. It is our aim that income generated by our commercial arm Unbugged will enable us to further review charges for our own residents.”

Making money for their own means that the Unbugged team can help support some of the most vulnerable people in the council area. When there are families that need to

How is it done?

- Invest in technician training and development
- Give technicians the tools needed to succeed
- Get the right advice and then try the new services
- Empower the team with social media responsibilities
- Employ the services of a professional marketing and branding agency
- Bid for bigger contracts and get on procurement hubs
- Join BPCA and get guidance from the team
- Get CEPA Certified®

We wish you luck, Unbugged!

Do you work for a local authority that would like support professionalising your practice? BPCA membership could help you grow. Ask our team about how we can support you through membership.

 membership@bpca.org.uk

Do you have a member story you’d like to share with PPC readers? Contact our editorial team, and we could feature you in our next magazine.

 hello@bpca.org.uk

WHERE WE'VE BEEN

Back to school pest awareness

Dee and Natalie usually spend time talking pest awareness to high-ups in food premises or the hospitality industry but sometimes something different comes along...

...OUR FAVOURITE ANSWER WAS "FOOD, WATER AND LOVE"



We brought along some hissing cockroaches and let the kids have a go at handling them.

Kids say the funniest things

These kids were seriously bright. Between them, they know how malaria is spread, how fleas transfer diseases between pets and humans, and how plants are pollinated by insects. However, they did also come out with some corkers.

- Have you ever seen a badger? "My grandad was bitten on the leg by a badger"; "My grandpa has a badger. He's called Billy."
- Talking about flies: "A dog on my road did a poo, and all the flies ate it."
- Talking about rats teeth: "My guinea pig fell off a ledge and lost his teeth."
- On what pests need to survive: "There was a rat on my slide, but I think he starved."
- Can you name some pests? "Rats, cockroaches and crocodiles" and, notably, "my dog."

It's always worth our time to explain what a professional pest technician does and more importantly, why. However, when we were invited to talk to 90 seven, eight and nine-year-olds at a primary school, we couldn't resist the opportunity to 'get 'em young' and spread our pest awareness message to a new generation.

It was a drizzly Winter lunchtime when we arrived at Hunters Bar Junior School in Sheffield. Despite the weather, every student was running around the playground, while Natalie was gently shivering herself to death from the chill. We had three back-to-back talks with different classes spread across the afternoon. Mrs Bridges told us that the talk was part of the children's animals topic. The aim was to develop educated opinions about animal rights and how that fits within the theme of 'how we survive'. They'd also had the RSPCA in to do a talk and watched a video about animal testing. In a later lesson, the children were to use what they'd learned to debate the motion, "animals should have equal rights to humans".

Our talk covered a variety of issues including what is a pest, why we have to

control them, and how humans and the environment are protected through the use of professional pest control. Along the way, we talked about how great badgers, bees and hedgehogs are (with the hedgehogs getting an audible 'awww' from the kids). We also spoke of the disgusting way in which flies eat their food - lovingly acted out by Dee, of course. That one got a big 'yuck' from the young audience, who thankfully had already eaten lunch.

The kids were challenged to point to the animal they thought would be more dangerous to people: a tiger or a mosquito. Impressively, most of the kids identified the mosquito as being the more dangerous creature and could even tell us all about malaria. Considering at their age Dee was struggling to get her shoelaces to work, we were pretty impressed!

Whether it was spreading diseases, causing house fires, or destroying our food and environment, we were frank with the kids that pests could be dangerous if improperly treated. We thought this might be a tough message for young kids, but they seemed to understand the importance.

When it came to how we control pests, we asked our audience what all animals need to survive. Our favourite answer was "food, water and love". We added harborage as a fourth, unable to argue that love wasn't important. We empathised that sometimes animals get 'out of control' and therefore it's a PCT's job to regain that control to protect people. This does often mean humanely killing pests, but pest prevention is an integral part of our role too.

Towards the end of the talk, we likened pest controllers to superheroes. I mean, what else do you call someone who spends their time protecting public health? We ended the talk with a simple question: if there's a pest problem in your neighbourhood "who you gonna call?" Pest controllers!

WHERE SHOULD WE GO?

Do you know of an event, organisation or institution that would benefit from a visit from BPCA? Let us know...

 events@bpca.org.uk

GDPR MAY 2018 DEADLINE APPROACHES

what you need to know

The General Data Protection Regulation (GDPR) means that individuals have greater control over how organisations collect, use and protect their personal data. It's potentially a big change to how you'll use client information when you're marketing to them. Content and Communications Officer, Scott Johnstone, investigates how the changes will change the way pest management companies do their marketing and store data.



FICTION VS FACT

There are some big myths about how GDPR will affect a business...

FICTION

GDPR does not apply in the UK because of Brexit.

The ICO can only fine businesses up to £500,000.

GDPR only relates to personal consumer data, not businesses.

I need to ask my people every six months if I'm able to communicate with them.

My data is protected by a third-party with confirmed compliance, so I don't need to think about GDPR.

FACT

The ICO (Information Commissioners Office) has been clear that GDPR will apply regardless of Brexit.

The ICO has been given increased powers and can now fine up to 4% of global turnover if GDPR is breached.

Some business data, such as sole traders, is personal data and GDPR does apply.

If you have a legitimate interest to market to someone, but you must provide a clear and simple opt-out.

The company that uses the data can be fined for using incorrectly consented third-party data.



Handling data

Your accountability on how you collect, use, process and store data has now increased. You're required to take privacy and data protection seriously, right from the point you begin to collect the data.



Forget me

Individuals have the right to be forgotten by your organisation - however you can hold this data as a suppression.



Subject access requests (SAR)

All individuals have a right to ask you for any and all data that is held about them. You will no longer be allowed to charge for this.



Profiling

You can still profile your individual contacts, however, the new rules mean you need to offer them an opt-out.



Data portability

Individuals can also ask for their data to be passed onto other organisations quickly and, above all, securely.



Breaches

You must report any data breaches to the ICO within 72 hours.



Consent

Let's quickly define two types of marketing:

- First-party marketing – to a customer who has made an enquiry or expressed an interest in your goods or services
- Third-party marketing – to a new cold prospect that hasn't expressed an interest in your goods or services.

GDPR says that marketing to your existing clients (first-party marketing) is a legitimate interest. This makes it fairly simple to market to them. Offer them a simple and easy to find opt-out option when you collect their information and when you communicate with them.

Following on, any marketing you send must also have an opt-out.

When you buy data or harvest it yourself, it's harder to stay compliant. This means your audience must opt-in and it can't be a condition of another service, prize draw or competition.

WHAT THIS MEANS FOR MARKETING

You need to make sure you're collecting, processing and storing data in the right way.

With your current clients, it's more important than ever that you keep them engaged and don't let them lapse, otherwise, you won't be able to claim they have a legitimate interest. There isn't a specific amount of time suggested by the ICO for when a contact has "legitimate interest", however, if you communicate with them regularly and they respond (and you have a clear opt-out section in the communication), then you have good grounds to keep marketing to them.

It's going to get a whole lot harder to market to cold prospects, and you should do this with caution. Hopefully, after GDPR has been implemented for a while, data sets should improve because of the regulations (however the price for such data will probably increase).

GETTING READY FOR THE DEADLINE AND MOVING FORWARD

- Map your data flow
- Understand how the data has been collected and what consent is in place
- Check the quality of your data and do a gap analysis
- Fix the data gaps or purge the contact from your database
- Check your opt-out messages are working or need improving
- Capture all new data in a way that is compliant with GDPR
- Spot check all third-party data regularly



UPDATING PRIVACY POLICY

If you want to update or correct your privacy policy to let people know how you'll be using their data, how you intend to communicate with them or upgrade your opt-out policy, you need to publish a Privacy Notice which informs everyone there are changes to the policy. There's guidance on how to do this on the ICO website: ico.org.uk/for-organisations

“It's going to get a whole lot harder to market to cold prospects, and you should do this with caution.”

DISCLAIMER

At the time of writing the exact requirements for GDPR are still being considered by the ICO. You should not take this article as legal advice.

Further reading:

ico.org.uk/for-organisations/data-protection-reform
dma.org.uk/gdpr
fedma.org



CONTRACT SHARING NETWORK

TRUSTED AND APPROVED

...12 MONTHS ON AND COUNTING!

Officially launched at PestEx 2017, the CSN was developed by a group of small and medium BPCA member companies. They were either tired of being let down by smaller subcontractors, or aggravated at the way some larger companies were treating them through a subcontracting arrangement.

David Lodge, Chair of the CSN Management Committee, and Partner at Beaver Pest Control said: "Entering into an agreement with a subcontractor whose ethos you haven't reviewed first hand isn't a great way to assure your customer is happy long term. Personally, I was struggling to find trusted companies to deliver a great service in other regions and of course, would not try to take advantage of the situation.

"Trying to get a feel for the way a subcontractor is run, and the people behind it is of utmost importance. For all that is good about BPCA's Find a Pest Controller tool, it didn't show me enough detail on the people behind the business which is why I (and other member companies) started turning to other means. However, now it's a little different."

Born out of the smaller companies who make up BPCA's Servicing Committee, the CSN is a free member benefit. It allows all member companies to sign up to a strict Code of Conduct and join the network.

Because being in the network shows up as an advanced filter on the BPCA Find a Pest Controller tool, members can now see who is

prepared to subcontract work through the code of conduct, and who isn't?

Now a year old, the CSN boasts over 50 members and has over 50% national coverage (see map). Members of the network are hopeful of further increasing coverage, and introducing specialist services in the coming months.

Luke Taylor, from LK Pestaway, a sole trader from Beaconsfield said: "At PPC Live we've got a few hours where those in the network can meet face-to-face and swap business cards. The network is open to all BPCA members so if you're interested in working with other like-minded companies, it would be great to have you!"

LOOKING AHEAD

This year the management committee plans to:

- Roll out a mechanism whereby companies can forward one-off jobs (domestic and commercial) to other BPCA members in the network
- Provide more public guidance for customers on what the CSN is and how it is run
- Reach 90% national coverage by PestEx 2019 with a higher density of members in more metropolitan areas.

Website update to help CSN members

With the launch of BPCA member profiles at PPC Live, it also means that CSN members will be able to understand a little bit more about a prospective company they could be working with.

The profiles will allow companies to list their services which integrate with the Find a Pest Controller tool and hosts some free text where companies can include information about how they deliver their services.

CASE STUDY

Cleankill, Bounty, and the CSN

BPCA member Cleankill Environmental has recently extended a local contract out of the Kent area after another BPCA member was asked to extend their services in the South East region.

The primary contracting company, Bounty Pest Control is based in Ashford, Kent, and its client had just taken on a location that did not make financial sense to be serviced by technicians directly. Through the CSN, Bounty discovered Cleankill Environmental who have since drawn up an SLA together following the code of conduct.

A spokesman from Cleankill said: "We're delighted to help the guys out at Bounty, especially through the CSN. We hope to be returning the favour to other CSN members very soon, so very much looking forward to passing it forward at the CSN meeting at PPC Live."

Martin Rose-King, Partner at Bounty Pest Control said: "This is the third contract we've put through the BPCA initiative, and since those have arrived, we do now make a point of pushing as many agreements through the code of conduct as possible. It's there for us all to use!"

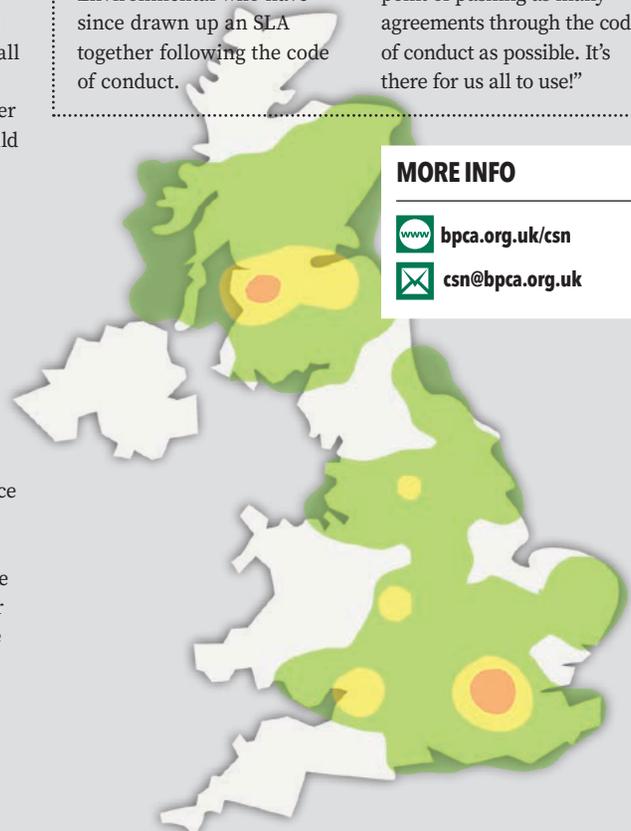
MORE INFO



bpc.org.uk/csn



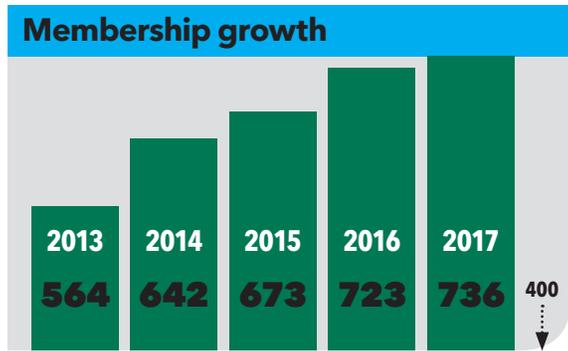
csn@bpc.org.uk



FIND US IN THE CSN LOUNGE AT PPC LIVE 14 MARCH 2018 11.30-13.30

A look at 2017

2017 was when BPCA set its sights firmly on engagement and satisfaction. More members, their employees and associated industries engage with us than ever before. The aim in 2018 is to drive forward membership satisfaction and engagement at all levels.



Huge increase in member satisfaction for 2017

NET PROMOTER SCORE **56** **Up from 16 in 2016!**

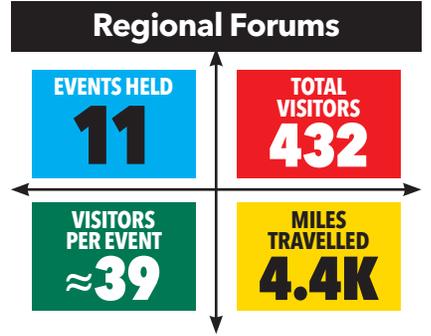
A net promoter score is based on how many people are loyal enthusiasts vs the percentage of dissatisfied detractors. A score can be anywhere between -100 and 100 so 56 is one to be proud of.

Revenue earned by referrals >£10m!

	Average job value is taken from a poll of BPCA members £	Total amount earned £
Bed bugs	527	671,585
Birds	1,124	3,671,153
Rats and mice	145	1,997,489
Wasps	59	400,353
Foxes	510	605,880
Ants	92	812,981
Bees	74	694,082
Fleas	137	228,256
Other insects	86	310,076
Other mammals	459	241,434
Cockroaches	258	176,587
Squirrels	158	170,589
Moths	200	169,333
Flies	121	103,390
Rats and drains	190	80,631
Consultancy	407	16,687
Wildlife management	225	7,854
TOTAL		£10,358,360

WE ALWAYS FIND BPCA USEFUL WHEN ASKING FOR HELP.

THERE HAS BEEN A FEW TIMES WHEN WE HAVE NEEDED ADVICE AND WE RECEIVED AN ANSWER STRAIGHT AWAY. VERY KNOWLEDGEABLE STAFF.



THE TRAINING IS INCREDIBLE. THE HELP DESK PEOPLE ARE KIND, PROFESSIONAL AND EFFICIENT AT RESPONDING TO QUERIES.

Comms during 2017

WHEN WE SPEAK, WE ARE HEARD!

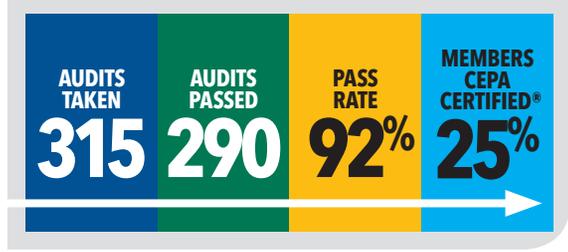
Nearly **3,400** people received a hard copy PPC magazine four times last year.

700 extra people joined our mailing list and now **5,698** people get our monthly email bulletin.

We more than doubled in a year the engagement with our social media posts - an average of 27 people liked, shared and commented on each of our posts.

Our average value equivalent in media coverage **increased by 53%** from £521K to nearly **£798K!**

Technical audits



Referrals by area: most common type

Keep your BPCA website profile updated during 2018 to attract more business!

Area	Pest Type	Referrals
Scotland	Bed bugs	190
Wales	Wasps	316
North East	Bees	345
Northern Ireland	Rats and mice	355
Yorkshire / Humberside	Bees	910
East Midlands	Rats and mice	955
South West	Rats and mice	1079
South East	Rats and mice	1079
East	Rats and mice	1144
West Midlands	Bees	1864
North West	Bees	2716
Greater London	Rats and mice	5267

BPCA: A MARK OF PROFESSIONALISM FOR MY COMPANY, AND BACK UP WHEN NEEDED.

Birds and the bees fly the nest



The first meeting of the Birdwise special interest group.

“...it’s important that pest control professionals are made aware of the most suitable approaches available to proactively protect species that are in decline.”

February and March saw BPCA’s two new special interest groups meet for the first time – Beewise and Birdwise.

Both groups are now well on the way to having outlined action plans in place to develop the quantity and quality of information BPCA members (and employees) can get access to, but there are still ways to join in with either special interest group.

Andy Reade, from The Tree Bee Society, a member of the Beewise group said: “Getting together and developing knowledge on specific issues will enhance the level of information that is out there at the moment. With regard to bees, it’s important that pest control professionals are made aware of the most suitable approaches available to proactively protect species that are in decline.

“We do have space to engage a few more servicing member companies. So, on behalf of the group, please email membership@bpca.org.uk or find our stand at PPC Live should you be interested.”

Both special interest groups will be supporting the PPC editorial team with forthcoming features throughout the year. Beewise will get involved in

‘flying insects’ in Spring (PPC91) while Birdwise will contribute to the Autumn publication (PPC92).

GET INVOLVED

Send an email with either ‘Birdwise’ or ‘Beewise’ as your subject.

 membership@bpca.org.uk

BPCA ‘paralleled governance’ dates

2018 sees the realisation of BPCA’s paralleled committee meeting structure. In previous years Servicing Committee meetings had been placed close to Executive Board meetings for convenience. However, this year will see a few changes to make a more streamlined meeting schedule.

Tom Holmes, BPCA President, said: “Back in June, we identified ‘engagement’ as a key priority for us. Publishing when meetings are taking place allows members to come along and ‘try before they buy’, should they be interested in getting involved in any of the current committees.

“The committee dates are aligned a few weeks before each Executive

Board meeting, making it easier for the committee to bring items to the Board. What’s more, by publishing dates upfront, there is greater transparency in managing members’ expectations of turnaround times.”

Get in touch if you have a subject you’d like to be covered at any of the various meetings.

CONTACT DETAILS

president@bpca.org.uk
Subject: **Executive Board**

membership@bpca.org.uk
Subject: **M&D Committee**

membership@bpca.org.uk
Subject: **Servicing Committee**

membership@bpca.org.uk
Subject: **FaCE**

Dates are subject to change and are scheduled dates only.

MEETING DATES	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Executive Board		1			30	27 AGM			12		21	11 OPTIONAL
M&D Committee				18			18			3		
Servicing Committee				24			25			4		
FaCE				19			19			9		

BPCA EMAIL

enquiry@bpc.org.uk

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Ask the technical team

Being the leading association for pest management in the UK means that you get a lot of professional pest control questions piling up in your inbox. When you're a BPCA member you can get technical support whenever you need it via our experienced technical team. We've rounded up a couple of the best questions we've had in the last few months, so everyone can benefit from the advice.



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

 enquiry@bpc.org.uk
 01332 294288
 @britpestcontrol

INBOX

SENT

ARCHIVE

BIN

SPAM

SUBJECT: PRODUCTS

What should I do with out-of-date products?

NATALIE REPLIES: As with most queries concerning pesticides, it is always best to speak to your product supplier as they will have the most up-to-date information on products and disposal needs.

However, there should be no issues or extra procedures for disposing of these products but you must ensure that they are labelled as waste while you are awaiting disposal and quarantined so that no-one accidentally uses the product.

SUBJECT: COSHH

When should CoSHH assessments be done?

DEE REPLIES: Control of Substances Hazardous to Health (CoSHH) assessments should be done for all products.

Existing pesticides in your stock should already have an associated CoSHH assessment, and this must be reviewed if anything changes ie. the label conditions and also at regular intervals – annually is a good target. When you purchase a new pesticide you should first complete your CoSHH assessment before releasing it to your technicians. CoSHH assessments must be shared with the users of the products to ensure understanding of any necessary safety precautions, etc.

SUBJECT: EN 16636

What's EN 16636 all about?

NATALIE REPLIES: In March 2015, the European quality standard for pest management services was released. The standard, EN 16636, developed by The Confederation of European Pest Management Associations (CEPA) specifies the requirements for the provision of the effective and economical reduction of damage caused by pests with an aim to protect public health,

SUBJECT: BREAK BACK TRAPS

Should break back traps be checked daily?

DEE REPLIES: A careful and considered documented risk assessment should be carried out in areas where the risk posed by rodents to public health is sufficient to merit the use of permanently sited trapping boxes.

The frequency of trap checking should be in line with the site visit frequency risk assessment and the risk associated (if any) to non-target pests. There is no legislation for break back traps (rats and mice) that states a specific check frequency, unlike spring traps which should be checked every 12 hours. See BPCA Code of Best Practice for Break Back Traps.

SUBJECT: FOX CONTROL

Do you have to be qualified to control foxes?

NATALIE REPLIES: Is there a specific qualification? No. However, you do need to be competent in all aspects of fox control.

You need to know relevant legislation such as the Animal Welfare Act 2006, have experience using the chosen control method (be it shooting, live trapping or habitat management), and ensure discretion. Be aware that fox control can be an emotive subject for the public which could draw unwanted attention.

property and the environment.

In short, if you can pass an audit to EN 16636 then you're top of the class regarding professionalism, safety, quality and excellent customer-focused service. In January 2016, BPCA began to audit all Servicing Members to this European Standard. As of 2019, it'll be membership criteria that Servicing Members must have passed their audits and closed down any non-conformities.

Visit our CEPA FAQ
bpc.org.uk/cepa

A SERVICE FOR BPCA MEMBERS ONLY PLEASE!

SPEED VIEW

- Carry out CoSHH assessments if/when anything changes, and also annually
- Concerned with out-of-date products? Liaise with supplier directly for disposal information
- In 2019, BPCA requires Servicing Members to pass an audit to EN 16636 standard

WHERE WE'VE BEEN

A blow for LAMMA18



In its last year at the East of England Showground, LAMMA took place during 17-18 January. BPCA's team joined the thousands of agricultural industry specialists – for what turned out to be a shorter-than-expected event!

Lauren and Kevin were kept busy on the first day with a steady flow of visitors to the stand, handing out a special edition of alexo magazine produced for the show and talking about all things stewardship. After exhibiting at the show for a few years now, BPCA has always been well received. The key messages seemed to be more widely known. Questions this year included: "I need to sit a qualification, can I do this through you?", "What do I need to purchase rodenticides?" and some positive comments from people who had already sat the qualification – which is always lovely to hear!

Other members exhibiting at the show included BASF, Bayer and Syngenta and, of course, BASIS giving out plenty of points on its CPD trail.

However, the show then took a turn for the worst with extreme overnight winds giving the (predominantly outdoors) show a battering. This meant that the event was unable to open on the second day for visitors, as the halls and exhibition structures were unsafe.



With the show traffic and many roads in the area closed due to fallen trees, the Peterborough area wasn't a pleasant location to be on Thursday morning.

Alongside the thousands of people who had travelled for hours, our thoughts were with the organisers and staff on site. After all the hard work that goes into delivering a show of this scale, it must have been a difficult decision to cancel on the second day.

LAMMA relocates to the NEC in Birmingham next January – which, at the time of the announcement, saw plenty of criticisms and comments from visitors and exhibitors alike. The main criticism being that the personality of the show would change by taking it out of the lovely rural setting. But the weather this year seemed to prove that the move is the right decision and next year's show will hopefully be unaffected by the weather!

BPCA out and about

You'll never make it to every industry and associated event. Thankfully you don't need to.

Our team will be representing BPCA members at events and reporting back to you, via PPC magazine. We'll be talking about:

- The importance of using a BPCA member
- Our "Be protected. Professionally" campaign
 - Professional training and qualifications
 - Raising the profile of public health pest control.

REGISTER NOW FOR A FREE BREAKFAST ROLL AND DRINK!

PPC LIVE

PPC LIVE 2018

14 MARCH 2018

Three Counties Showground, Worcestershire, UK

bpc.org.uk/ppclive

BPCA EXHIBITING

CLEANING SHOW

11-12 APRIL 2018

Event City, Phoenix Way, Stretford, Manchester
cleaningshow.co.uk/manchester

FOODEX

16-18 APRIL 2018

National Exhibition Centre, Marston Green, Birmingham

foodex.co.uk

BPCA EXHIBITING

BPCA Pest Ex

The UK's premier pest control event

20-21 MARCH 2019 / EXCEL, LONDON

JOIN US AT A SHOW...

We have two exciting shows coming up in April: The Cleaning Show on 11-12 April and FoodEx on 16-18 April.

Like to get involved? Then help us represent BPCA members on the stand for either of these shows – email us.

...OR TELL US WHERE WE SHOULD GO!

Have you heard of an event that you think we should attend? Big or small, we'll consider attending any event that helps us put professional pest management in higher regard. Let us know.

 events@bpc.org.uk

BPCA

Regional Forums



Haven't registered for your Regional Forum yet?

BPCA hosts events for everyone interested in pest management all around the UK. Regional Forums are completely free to attend, so we can only think of three reasons why you haven't registered yet...

1. You can't make it (fair enough, but you're missing out)
2. You absolutely hate free breakfasts, CPD points, interesting speakers, the latest products, sector updates, and fun things (unlikely)
3. You haven't got around to registering yet (not okay).

If it's point 3, it's time to get registered. It only takes a couple of minutes, and we only have a fixed amount of places per-forum.

bPCA.org.uk/regional-forum



"VERY USEFUL, WITH LOTS OF NETWORKING OPPORTUNITIES"

"ALL SPEAKERS HAD SOME GOOD INFORMATION, AND I LEARNED SOMETHING FROM THEM ALL - THANKS."

Five ways to justify coming along...

- Four CPD points.
- The latest news, products and industry changes.
- Free to attend.
- Network with other professionals.
- Bacon rolls available for all attendees!

"GREAT FORUM, GOOD PRACTICAL INFO, EXCELLENT NETWORKING OPPORTUNITY"

I just wanted to say thank you from myself and Chris for what was a brilliant BPCA breakfast event. I thought the guest speakers were all relevant and interesting and we look forward to future events held by BPCA.

SAM THORPE,
PREDATOR PEST SOLUTIONS

MAKE SURE YOUR REGIONAL FORUM HAS A SPECIAL PLACE IN YOUR DIARY!

MORE INFO

View the agendas and register for your Regional Forum

www.bPCA.org.uk/regional-forum

Top 12 benefits of advanced skills development



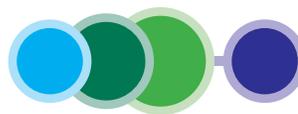
BPCA Training Development Manager, Karen Dawes, takes a look at the relative merits of doing more than 'the bare minimum'.

As the recommended industry standard, the Level 2 Award in Pest Management is the entry level qualification for pest controllers. However, ongoing training is a key area for debate within the sector. After all, if the Level 2 allows a pest controller to do their job is there any need for further skills training?

Reasons that the Level 2 Award is only the first step of a longer-term formal training plan...



BPCA advanced skills development programmes



CPD 8

BECOMING A TECHNICAL INSPECTOR

Level	Delivery	Duration
Advanced	Classroom	1 day

Prerequisites	Assessment
16+ years	None

Additional study	None
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Technical Inspectors play a vital role within organisations and within the pest control industry. They draw up reports, make recommendations and build effective relationships with their customers. They will prepare quality assurance reports for their own organisations regarding any pest control activity.

During the one-day training programme topics covered will include:

- What makes a good Technical Inspector
- Sites and pests encountered
- Inspection techniques
- Trending/analysis
- Auditing standards and systems
- Presenting and writing reports
- Developing action plans.

After successfully completing this programme you may wish to study for:

- The Certificated Technical Inspector exam
- Becoming a Field Biologist training course and take the Certificated Field Biologist exam.

CERTIFICATION: a BPCA certificate after successful completion

CPD 8

BECOMING A FIELD BIOLOGIST

Level	Delivery	Duration
Advanced	Classroom	1 day

Prerequisites	Assessment
16+ years	None

Additional study	None
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The Field Biologist is a pivotal role when managing pest control provision within food manufacturing sites or sites audited by third parties. A competent Field Biologist will provide technical expertise, manage customers, provide service appraisals and help ensure compliance.

Whether you are new to the role or simply wish to gain additional experience or refresh your existing knowledge, this one-day course will meet your needs.

During the one-day training programme topics covered will include:

- Customer service and communication skills
- Health and safety and technical aspects
- Inspection techniques
- Trending/analysis
- Auditing standards and systems
- Presenting findings and developing action plans
- Sales opportunities.

After successfully completing this programme you may wish to study for:

- The Certificated Field Biologist exam.

To be a Certificated Field Biologist you will need to be a Pest Technician, Technical Inspector or a Field Biologist with at least 2 years' experience, have passed the Level 2 Award in Pest Management and completed the Advanced Technician in Pest Management programme.

CERTIFICATION: a BPCA certificate after successful completion

CPD N/A

ADVANCED TECHNICIAN IN PEST MANAGEMENT

Level	Delivery	Duration
Advanced	Exam	2 hours

Prerequisites
Level 2 in Pest Management 2 years' pest control experience 16+ years

Assessment
Case study (25 minutes) Risk assessment (25 minutes) Identification (ID) test (25 minutes) Oral exam (max 60 minutes)

Additional study	Moderate
------------------	----------

So you have successfully achieved the RSPH Level 2 Award in Pest Management, you have some experience and you are now wondering what's next. A widely-recognised and admired qualification within the pest control industry to achieve is the Advanced Technician in Pest Management programme.

During the exam you will be tested on your knowledge of different types of sites you might survey, what to look for when carrying out a risk assessment and how to complete one, your ability to identify a wide range of invertebrates, vertebrates, evidence and equipment and your ability to share with the examiner what you understand in relation to legislation, stewardship, customer satisfaction and safe pest management.

Recommended reading: British Pest Management Manual

CERTIFICATION: a BPCA certificate after successful completion

ENQUIRIES AND BOOKINGS

- bPCA.org.uk/training
- training@bPCA.org.uk
- 01332 225 113

SKILL UP!
Get the lowdown at bPCA.org.uk/training

REMEMBER
Members get discounts on all BPCA training

Training calendar

The calendar lists the upcoming training and exam programmes being run by BPCA. The full training calendar is at bPCA.org.uk/training

Start Date	Programme	Location	Cost £	CPD	Duration	Type
20/03/2018	Starting and Managing Your Own Pest Management Business	Reading	155	8	1 day	C
22/03/2018	Certificate in Bird Management	Derby	155	20	1 day	B
23/03/2018	Multiple exam day**	Stafford	Various	-	Various	E
27/03/2018	Insect Identification	Leeds	155	12	1 day	C
28/03/2018	Certificated Field Biologist	Derby	305	-	3.5 hours	E
03/04/2018	Insect Identification	Liverpool	155	12	1 day	C
05/04/2018	Safe Use of Rodenticides	Reading	130	12	1 day	B
10/04/2018	Level 3 First Aid at Work	Bristol	205	6	3 days	B
10/04/2018	Practical Vertebrate Trapping	Peterborough	155	12	1 day	C
11/04/2018	Practical Insect Control	Peterborough	155	12	1 day	C
11/04/2018	Multiple exam day**	Bristol	Various	-	Various	E
19/04/2018	Safe Use of Aluminium Phosphide	Birmingham	310	10	2 days	B
24/04/2018	Multiple exam day**	Meath, Ireland	Various	-	Various	E
25/04/2018	Certificated Field Biologist	Meath, Ireland	305	-	3.5 hours	E
25/04/2018	Fumigation Refresher	Derby	405	20	2 days	C
26/04/2018	Advanced Technician in Pest Management	Meath, Ireland	245	-	2 hours	E
30/04/2018	Bed Bug Control	Liverpool	155	12	1 day	C
01/05/2018	Level 2 First Aid at Work	Leeds	75	2	1 day	B
03/05/2018	Multiple exam day**	Derby	Various	-	Various	E
08/05/2018	Level 2 Health & Safety	Derby	75	6	1 day	B
14/05/2018	Level 3 Safe Use of Fumigants for the Management of Invertebrate Pests	Derby	780	30	4 day	B
21/05/2018	Safe Use of Rodenticides	Stafford	130	12	1 day	B
21/05/2018	Level 3 Food Safety	Derby	205	20	3 days	B
21/05/2018	Multiple exam day**	Eastern	Various	-	Various	E
22/05/2018	Certificated Field Biologist	Eastern	305	-	3.5 hours	E
22/05/2018	Practical Vertebrate Trapping	Stafford	155	12	1 day	C
23/05/2018	Advanced Technician in Pest Management	Eastern	245	-	2 hours	E
23/05/2018	Practical Insect Control	Stafford	155	12	1 day	C
24/05/2018	Certificate in Bird Management	Stafford	155	20	1 day	B
04/06/2018	Level 3 Food Safety	Edinburgh	205	20	3 days	B
05/06/2018	Safe Use of Aluminium Phosphide	Stafford	310	10	2 days	B
07/06/2018	Insect Identification	Stafford	155	12	1 day	C
12/06/2018	Insect Identification	Derby	155	12	1 day	C
13/06/2018	Bed Bug Control	Derby	155	12	1 day	C
13/06/2018	Multiple exam day**	Glasgow	Various	-	Various	E
17/06/2018	General Pest Control (Level 2 Award) Residential	Stafford	R=1,010 803	24	6 days	B
19/06/2018	Level 2 Food Safety	Gloucester	75	6	1 day	B
20/06/2018	Level 2 Health & Safety	Gloucester	75	6	1 day	B

PROMPT Register

PROMPT Register

22/06/2018	Multiple exam day**	Stafford	Various	-	Various	E
26/06/2018	Advanced Technician in Pest Management	London	245	-	2 hours	E
27/06/2018	Multiple exam day**	London	Various	-	Various	E
28/06/2018	Certificated Field Biologist	London	305	-	3.5 hours	E
03/07/2018	Safe Use of Rodenticides	Stafford	130	12	1 day	B
04/07/2018	Practical Vertebrate Trapping	Stafford	155	12	1 day	C
04/07/2018	Multiple exam day**	Yorkshire	Various	-	Various	E
05/07/2018	Practical Insect Control	Stafford	155	12	1 day	C
06/07/2018	Certificate in Bird Management	Stafford	155	20	1 day	B
10/07/2018	Starting and Managing Your Own Pest Management Business	Leeds	155	8	1 day	C
11/07/2018	Bed Bug Control	Leeds	155	12	1 day	C
11/07/2018	Multiple exam day**	Derby	Various	-	Various	E
12/07/2018	Level 2 First Aid at Work	Stafford	75	2	1 day	B
10/08/2018	Multiple exam day**	Wales	Various	-	Various	E
04/09/2018	Multiple exam day**	Peterborough	Various	-	Various	E

C = course E = exam B = both

** A combination of the following exams can be taken on a multiple exam day:

- RSPH Level 2 Award in Pest Management
- Certificate in Bird Management
- Certificated Technical Inspector
- RSPH Level 2 Award in Safe Use of Rodenticides
- RSPH Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests

Full details at bPCA.org.uk/training

Multiple exam days are listed as 'various' as cost is dependent on whether candidate is taking a full exam or modular resit.

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. BPCA will not be liable for any costs incurred by the delegates.

ONLINE LEARNING

The flexible approach to pest control training, learn at your own pace at times to suit you bPCA.org.uk/online



	Member cost	Non-member
Individual modules		
Introduction to Pest Management: Health, Safety and Legislation; Invertebrates; Vertebrates	£100 per module per year	£150 per module per year
Using Rodenticides Safely		
Online course and exam	£75	£100
Foundation Certificate in Pest Management	£50	£75
Completing Risk Assessments	£40	£60

ENQUIRIES AND BOOKINGS

- www.bPCA.org.uk/training
- training@bPCA.org.uk
- 01332 225113

PCO

STANDARD ISSUE SURVIVAL KIT

You know when it comes to pest control having a range of products is essential to ensure the job is done right.

When you need anything from monitoring traps to the best sprayers in the business there is only one name you have to remember, Curtis Gilmour the home of your favourite pest control manufacturers.



Curtis Gilmour companies:



SOLO[®] BLOX[™]



SINGLE FEED ACTION FOR POWERFUL RESULTS

- ▶ Single-feeding anticoagulant, especially successful on tough-to-control mouse infestations
- ▶ Contains the powerful active ingredient, Brodifacoum
- ▶ BLOX work well in almost any condition wet or dry, indoors or out (around buildings only)
- ▶ Highly palatable formula contains quality inert ingredients; multiple edges appeal to rodents desire to gnaw



Use rodenticides safely. Always read the label and product information before use. Solo Blox contain Brodifacoum.

*also available in 200g Super Blox



THE WORLD LEADER IN RODENT CONTROL TECHNOLOGY[®]

www.belllabs.com | emea@belllabs.com

