

SEPTEMBER 2017

PPC88



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- Apprenticeship update
- Ask the technical team
- Pests on holiday
- Regional Forums for 2018 announced

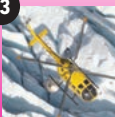
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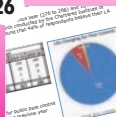
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Professional Pest Controller
the journal of the UK pest management industry



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Engagement? Mission: possible.



New BPCA President Tom Holmes introduces himself and his perspectives on our industry and association...

Before we begin with the traditional foreword, I thought it would be worthwhile giving some background, to those of you who may be asking ‘Who is this guy, from an M&D Member company, who has been entrusted as the Association President?’

Well, in truth, having joined what is now Pelsis in 2000, it took me many years to prove that I wasn’t just a product engineer, who happened to be working in the professional pest control industry, but rather I was part of that industry, and therefore I had a part to play (perhaps even a duty?) in driving it forward. As the penny dropped, I realised I had stumbled into an industry not without its challenges, but boasting good, hard working and passionate people and, in general, with a real desire to professionalise and celebrate what we do well. OK, I’ll have a piece of that.

With that background in product design I like things done right, to understand ‘why’, and then create great solutions to problems, both big and small. My wife will tell you that the passion for ‘doing it right’, means I hate doing half a job, whether that’s as Club Secretary at the cricket club I play for, or building the perfect Lego model with my two and four-year-old sons. That said, I’d rather try, and fail, than not try at all – standing still rarely brings success, however comfortable it may feel.

How can working for a manufacturer and distributor be the right background for a President? Well, there is a precedent, and the last ‘M&D President’s’ time in post remains highly respected (Martina Flynn). In leading the product development activity for Pelsis, engaging with pest control technicians (and where appropriate, their clients), is crucial. This includes getting people to buy in to new product ideas, but also, it’s where I get to hear what does and doesn’t work, what the problems are, and often, how best to solve them. We’ll come back to that idea of ‘engagement’ later. And I firmly believe that if we can get the right people involved in shaping the direction of the Association, with the right range of skills, to focus on the right things, then we can move

forward together. And that’s what I intend to do – get the right people together.

So, to business.

The first cycle of audits to the EN16636 standard is done (page 16). Our new website is up and running (page 18). The Trailblazer apprenticeship standard has been approved (page 29). We’ve had major successes battling for continued biocide use, we’re winning national awards, we’ve got well over 100 CEPA Certified® members, and member numbers have never been so high.

And, what now?

Even when things are going well, it’s worth taking a step back and really look at what you’re trying to achieve and why. Needless to say, in this fast-paced environment, the landscape is constantly changing around us.

As an Executive Board, we’ll be revisiting our strategy, with a critical eye and making sure it’s well focused on delivering an association well-placed to support all of our members (irrespective of size, category or location) as that landscape we talked about, continues to move around us all. The very structure of BPCA is under discussion – and the aim is to give members even more opportunity to get involved in driving the future of the Association, and the professionalism of the sector. While we’re at it, let’s shout about what we do, and how BPCA servicing members stand out from the crowd a bit more too – surely your customers want to hear about that, don’t they? Engagement. That’s the word for my term in office.

After all, what’s the point in having an association of unrivalled experts if we’re not getting around the table to talk to each other?

TOM HOLMES

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ONLINE CPD

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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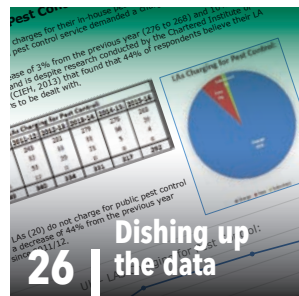
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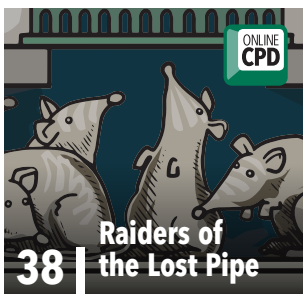
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www.facebook.com/Britishpestcontrol



www.youtube.com/user/BPCAvideo



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"I don't need to join BPCA - I just need a badge."

Since our work on the pheromone issue, where alongside our members and their clients we managed to stave off an attack on their viability as a product, we have also worked to keep a range of rodenticides on the shelves through a consultation with the European Chemicals Agency (ECHA).

We also carried out training for a range of BRC clients, telling them why they need to use a BPCA Member every time. And we attended the CIEH Conference to explain the role of professional pest control, speaking to hundreds of environmental health professionals along the way.

I talked to a pest management company recently, and asked why they were not a BPCA Member. Their answer left me cold. They said they weren't bothered about paying for all the work BPCA did: they were happy to let others pay and just spend a few quid buying a badge elsewhere. When I asked whether they used pheromone traps or rodenticides, they said "of course" - I explained how BPCA had got the results listed above. That's where your money is being spent.

When it comes down to it, without BPCA and its members, there would be a lot fewer products available. You'd be paying a lot more for moving waste. Our industry wouldn't have a professional standard for companies or individuals.

So what's the next challenge? Insecticide stewardship? More attacks on how we do our jobs? Another ream of red tape by some unknowing civil servant? And where are you going to get the support to fend off these problems?

There's only one place: BPCA.

But we can't do this without your active involvement. As always - thanks go to all the members that have actively supported our campaigning. Everyone needs to be a part of the professional body for pest control. We're not just a badge - we're a whole lot more than that.

bpca.org.uk/join

SIMON FORRESTER
BPCA Chief Executive
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Confirmed: Invasive Asian tiger mosquitoes in UK

Public Health England (PHE) has reported that a monitoring project in Kent discovered Asian tiger mosquito (*Aedes albopictus*) larvae.

PHE has run 30 detection points at numerous British ports and airports. Since invasive mosquitoes spread in France, surveillance has been conducted at motorway service stations in south-east England on the main routes from the south coast ferry ports and Eurotunnel.

Dr Jenny Harries, Deputy Medical Director at PHE, said, "As a precaution we advised the local authority on measures to eradicate the mosquito and remove any suitable habitats in the area. We continue to monitor the situation closely through our surveillance system. There is no immediate risk to public health in the UK."

Dee Ward-Thompson, BPCA Technical Manager, said, "While we recognise that there's no immediate danger to the public, as an industry we need to prepare to deal with this and any other invasive species that threaten public health. BPCA members are well placed to fight this invasive species, and we welcome the opportunity to work with Public Health England and other key stakeholders to keep our population safe."

[MORE ONLINE > bpc.org.uk/news-and-blog](http://bpc.org.uk/news-and-blog)

Parliament infested

In July The Times reported "Parliament is full of bloodsucking parasites" – and no, they weren't talking about politicians. Bed bugs have been discovered in the Palace of Westminster. According to The Mirror, the cost of combatting mice, flies, moths, pigeons and gulls in the palace was £103,157 in the last year alone.

Ex-LibDem leader Tim Farron joked, "Usually the public thinks parliament is stuffed with pests, but this time it is actually true."

Bubonic plague fleas found in USA

Public health officials have confirmed that they have found fleas in Arizona that have tested positive for the bubonic plague – the infectious disease responsible for the Black Death in the Middle Ages.

In June, three people were treated for plague in New Mexico. The western states in the USA get the majority of plague reports largely because of native rodent species such as ground squirrels and prairie dogs.



A public health warning from the Navajo County Health Department states: "We are urging the public to take precautions to reduce their risk of exposure to this serious disease, which can be present in fleas, rodents, rabbits and predators that feed upon these animals. The disease can be transmitted to humans and other animals by the bite of an infected flea or by direct contact with an infected animal."

Public Health England (PHE) confirmed last year that there had been no confirmed cases of the plague in the UK since 1918.

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Island invasive conference



In July the UK hosted the first international Island Invasives conference in the Northern hemisphere. The event brought together world experts in tackling invasive species to share experience, discoveries and ideas about the management of these species and the international efforts to combat the threat they pose to biodiversity.

The conference took place at the University of Dundee and saw over 300 delegates representing 43 countries, 90 talks including seven keynotes, and 70 poster presentations.

HRH The Princess Royal launched the conference as the patron of the South Georgia Heritage Trust, the co-organiser of the conference with the University of Dundee, and the Environment Minister Lord Gardiner also attended.

Invasive alien species (IAS) on islands can have a huge impact on habitats and ecosystems. Island flora and fauna, which have often evolved in isolation for thousands of years, can be particularly vulnerable

to extinction from these invaders. However, by their very nature, islands may also offer the possibility of long-term refuge and security if alien species can be eradicated or effectively controlled.

Topics ranged from biosecurity and plant invasions to rat eradications and tackling mass extinctions. Speakers explored how achievements in this field can be scaled up to meet the global conservation challenges brought about by invasive species.

Lord Gardiner, the minister responsible for invasive species in England, said, "Invasive non-native species threaten the survival of plants and animals around the world and conferences like this are vital for sharing global expertise and bringing countries together to tackle the problem."

"We are helping our overseas territories protect their precious plants and wildlife, and the UK will keep investing and working with the international community and other partners to defend biodiversity at home and abroad."

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BPMAs to be run every other year



Following the success of the inaugural British Pest Management Awards (BPMAs), it has now been confirmed that the process will run every other year in line with PestEx.

The BPMAs were launched in Autumn 2016 and concluded with a ceremony at East Wintergardens on the shoulder evening of PestEx 2017.

Nominations for the 2019 BPMAs will open in Autumn next year and close in early 2019, and interested parties should join the mailing list to receive notifications.

Due to the demand for tickets for the 2017 ceremony, the venue for the event is yet to be announced, especially if more categories are added to the existing awards:

- Charles Keeble Award
- Technician of the Year Award
- Unsung Hero Award
- Small Company of the Year Award
- Company of the Year Award

BPCA Event Manager Lauren Day said, "From the feedback, we received about the event, it was clear that it wasn't a case of if the Award's were going to happen again, it was a case of when!"

"It's important to recognise that the BPMAs are for all professionals in the industry, not just BPCA members. We're thankful to supporting organisations who help make the awards what they are."

MORE ONLINE > bPCA.org.uk/awards

Request updates by emailing awards@bPCA.org.uk

Global Pest Management Coalition launched



BPCA recently joined 21 pest management associations from around the world to form the Global Pest Management Coalition.

The Coalition's mission is to provide a unified voice across the globe, promoting the value of pest management in ensuring the protection of health, home, food and businesses.

The recent zika outbreak brought into focus the need for joined-up thinking around pest management. Pests do not respect borders, and so a united response is required to address public health crises

through sharing of information, exchange of best practice, and presenting a united front to key stakeholders such as governments and the public at large. Pest professionals are a thin line of defence against some of nature's most harmful organisms, and the Coalition has been established to spread the message of our importance to society.

Simon Forrester, BPCA Chief Executive said, "Formed alongside the Global Summit for Pest Management Services held in New York, the initiative is set to build on the work of individual Associations and Confederations such as CEPA, NPMA and FAOPMA. The next Global Summit scheduled for Europe in 2018 will be an ideal opportunity to reconvene, compare initiatives and develop common tactics."

Tom Holmes appointed new BPCA President as Paul Rodman steps down

On 20 June, Tom Holmes, Head of Durable Product Development at Pelsis Group was elected as the new BPCA President.

Tom, pictured right, replaced Paul Rodman of Monitor Pest Control who was sadly forced to step down suddenly from the position after just 12 months due to unfortunate family circumstances. Tom, who will serve a two-year tenure as President, said, "Firstly I need to thank Paul for all of his efforts as President. I must also thank my Board colleagues who have appointed me, and of course Pelsis Group for supporting me in being able to take on this position."

"I will look to continue much of the good work Paul has put in place. It will be an honour to lead the membership through the next 24 months, which I'm sure will deliver further progress for the organisation and the wider industry. As President, I am committed to meeting the needs of all BPCA members, no matter what size, shape or specialism."

Tom was appointed at BPCA's June Executive Board meeting, which also witnessed



the appointment of two new Vice Presidents: Philip Halpin (Countrywide Environmental Services) and Alan Morris (Bayer CropScience). The roles were left vacant due to James Ostler standing down from the Board earlier in the year and Tom's existing position.

Lewis Jenkins (Check Services) and Chris Corbett (Aderyn) were both re-elected to the Executive Board at the AGM alongside new members, Mike Ayers (Precision Pest Management Solutions) and David Lodge (Beaver Pest Control).

Following the June Board meeting, Rob Long (Sabre Kent Ltd) a long-standing member of the Executive Board also stood down from the board to concentrate on his role with the Servicing Committee.

MORE ONLINE >

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BPCA Executive Board members following the 2017 AGM. Back from left: Martin Harvey, Harvey Environmental Services; Rupert Broome, Killgerm Chemicals; Mark Williams, ECOLAB; Tom Holmes, Pelsis Group; Philip Halpin, Countrywide Environmental Services; Savvas Othon, Rentokil; Chris Corbett, Aderyn; Simon Forrester, BPCA CEO. Front from left: Martin Cobbald, Dealey Group; Paul Rodman, Monitor; David Lodge, Beaver; Howard Taffs, Good Riddance; Mike Ayers, Precision; Rob Long, Sabre Kent; Lewis Jenkins, Check Services

You're reading an award-winning magazine

PPC Magazine has been crowned 'Magazine of the Year' by the Trade Association Forum at its 2017 Best Practice Awards, held at the historic Drapers' Hall in London.

The annual awards evening is formally supported by the Department of Business, Energy and Industrial Strategy, with the aim to recognise, reward and promote best practice amongst UK trade associations.

Simon Forrester, BPCA Chief Executive and Editor of PPC Magazine said, "A lot of work and resources goes into our PPC magazine, which forms a key part of the overall communications strategy. We gave the magazine a fresh lease of life last year, and it's proving to be successful, so to win this award is the icing on the cake."

PPC Magazine has gone through a significant development process over the last year with new regular features and more content



...and that's not BPCA's only new award!

The best practice award marks the fourth significant award win for the Association in a short period with Marketing and Communications Manager Ben Massey scooping a national award too. The 29-year-old was named 'Young Marketing Executive of the Year' at the MemCom Awards – a nationwide competition that rewards membership excellence.

Ben has project-managed the renovation of BPCA's key communication channels including PPC, the new website, the National Survey 2016, pioneered the Contract Sharing Network, and championed the British Pest Management Awards (BPMAs).

PestEx, BPCA's international exhibition for pest management, made it to the Best Practice Awards shortlist too, recognising the Association's commitment to deliver excellent quality product services for members, and the sector as a whole.

covering a larger variety of technical and better business issues – all targeted at the professional pest management community and BPCA member organisations.

Marketing and Communications Manager, Ben Massey said, "We're not done yet – we'll soon be launching the new online platform for PPC magazine so that members, affiliates and the sector as a whole can access articles across more platforms than ever before. As well as full issues being available on our website, the best feature articles from our back catalogue will slowly be made available to everyone. It's an exciting time to be working on the magazine."

[MORE ONLINE >](#)

bPCA.org.uk/news-and-blog

Killgerm Environmental Management System achieves ISO 14001



Manufacturing and Distributor Member, Killgerm, has been awarded ISO 14001:2015 for Environmental Management Systems (EMS).

Achieving this Standard confirms that Killgerm has the capability to control the potential adverse environmental effects of its business activities and enhance its environmental performance. Killgerm has spent nine months aligning their existing EMS with the internationally recognised ISO 14001 Standard. The system was verified as being compliant with the standard in June 2017.

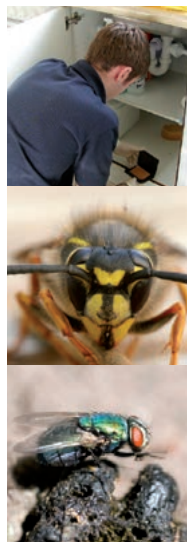
PelGar receives 'Export Excellence in Asia Award'

BPCA Manufacturing and Distributor Member, PelGar International has won the 'Export Excellence



in Asia Award' for its export business to Asia in the UK Excellence Awards programme. The awards ceremony was held at the Grange Hotel, Tower Bridge London.

Hosted by the Global Trade Review (GTR) and The Manufacturer, the awards celebrate and commemorate the achievements of UK exporters and reward excellence across a range of sectors and geographical regions.



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In brief: Pest Awareness Week 2017



**5-11 JUNE
PEST
AWARENESS
WEEK**

The week beginning 5 June witnessed the return of BPCA's Pest Awareness Week, which coincided with World Pest Day on

Tuesday 6 June. The aim of both initiatives was to educate the wider world about the important role pest management plays in public health.

BPCA's staff team visited a local animal shelter to volunteer a free site survey, some basic pest awareness training and helped out with some much needed yard chores.

We also heard from Bounty Pest Control, a BPCA Member based in Kent, who carried out

one of their four free services they offer on an annual basis to the Folkestone and Hive Rainbow centre.

Jon Wilson, Chief

Executive of the centre, said, "We are so grateful for the ongoing support of Bounty Pest Control – thank you to Martin and the team for all they do to help us."

In addition to the quarterly services, Bounty also offers the centre a free call out service for rats, mice, cockroaches and wasps.

Want to get involved next year? Register your interest by emailing hello@bPCA.org.uk

The very first World Pest Day

In China, a ceremony was held at the Beijing Hotel



which attracted 300 guests, including members of the media, industry leaders and academia.

BPCA Chief Executive Simon Forrester said, "The more we can work together on a national and international scale to raise awareness of the pest management industry, which day-in day-out protects life as we know it, the better."

Around the world, related trade associations joined in with World Pest Day in different ways. The German pest control association, Deutscher Schädlingbekämpfer Verband (DSV), produced a chilling video to power a national media campaign, while Disinfestazione, the Italian association, has a visual, public-focused advertising campaign.

A range of member companies supported the day through their social media channels using the hashtag #worldpestday.

Former BPCA Executive Director, Board and Servicing Committee member becomes Life Member



Richard Strand, who was Executive Director for 18 years, received life membership of the Association at the AGM in Leicestershire.

Richard, pictured above left, has been both an employee and an active member of the Board and until recently, the Servicing Committee, where he commendably chose to step down to 'make way for another member'.

On receipt of the award, Richard, who joined BPCA as Executive Director in 1988 said, "It's a real honour for me to receive life membership from the Association I've been working on and off with since the 1970s. I can't possibly single anybody out to thank as there are so many people who have helped me along the way, so I want to thank everybody, collectively, for your ongoing support for the last 30 years."

BPCA life membership is awarded to individuals in recognition of their services to pest management.

MORE ONLINE > bPCA.org.uk/news-and-blog

BPCA's 2016 National Survey hits the headlines

After releasing the report on World Pest Day, coverage of the research came to fruition across media nationwide (see pages 26-27 for more details).

The survey's report reviews local authority services, resources and activities, and for the first time incorporates analysis relative to population and uses historical trends to forecast future services.



Cleankill scoops award

BPCA Servicing Member, Cleankill Pest Control has won 'Service Provider of the Year' at ARMA's (Association of Residential Managing Agents) inaugural ACE Awards. The ceremony, at Tobacco Dock in London's East End, was attended by 450 industry professionals. ARMA Awards celebrate excellence and exceptional achievement by the UK's leading residential managing agents, their suppliers and the work of their people in improving the lives of over a million leaseholders across the country.



Anticoagulant rodenticides renewed by Brussels



Eight anticoagulant (AVK) rodenticide active substances had been identified as 'candidates for substitution', as part of the Biocidal Products Regulation (BPR, Regulation (EU) 528/2012).

The Official Journal of the European Union has published eight documents regarding regulations and decisions of the key pest control products warfarin, chlorophacinone, coumatetralyl, difenacoum, bromadiolone, brodifacoum, difethialone and flocoumafen, stating that they have now all been renewed.

The European Chemicals Agency (ECHA) ran public

consultation concerning the eight key active substances (closing December 2016). BPCA submitted a paper to ECHA and encouraged others to do so including BPCA Manufacturing and Distributors Members.

Simon Forrester, BPCA Chief Executive said, "We're very pleased to see that Brussels has seen fit to continue to allow these vital products to be used to protect public health. It is clear the effort BPCA puts into lobbying in Brussels and Westminster is not lost."

[MORE ONLINE >](http://bPCA.org.uk/news-and-blog)
bPCA.org.uk/news-and-blog

Bayer releases new hypoallergenic monitoring paste

A new hypoallergenic, non-toxic rodent monitoring bait, specifically developed for the food industry and other sensitive sites, has launched into the market by Bayer this Summer.

Richard Moseley, Bayer Technical Manager, explained that Harmonix® Monitoring Paste is a 'pasta-style' bait that is highly palatable to both rats and mice, without containing any of the main eight food allergens, as it's based on oat flour, rather than the standard wheat base.

"This not only means that it can be more suitable for application in facilities such as food production factories, schools and hospitals without contamination. It also has great sustainability credentials, as it won't harm non-target species if accidentally consumed."



Training Development Manager joins BPCA staff team



Karen Dawes has joined the BPCA staff team as our new Training Development

Manager. Karen has worked within the trade association sector for several years, most recently for the National Federation of Builders (NFB) which represent the needs of SMEs in construction.

Karen brings skills and experience to the continuing development of the proposed Level 2 Pest Control Technician apprenticeship, as well as identifying and developing opportunities for growth across the wider training portfolio.

Karen said, "I'm very excited about this opportunity and the chance to work alongside existing teams within the organisation to enhance BPCA's current training strategy."

"My overall focus is to support employers to maintain a skilled and competent workforce, while presenting new opportunities for BPCA through the development of key stakeholder partnerships.

"Looking ahead, 2018 will see the launch of the employer-led Level 2 Pest Control Technician apprenticeship standard. The standard will support members to attract and retain new talent to the sector."

BPCA staff commended for long service



BPCA Membership Officer Rachel Eyre was thanked for her long service at the BPCA Annual General Meeting 2017. She has been with BPCA for 25 years and has held a variety of roles across the Association, including training, events and now membership advice and support.

Rachel said, "It was such a lovely surprise and, especially at the AGM, where so many of the members were present - looking forward to the pamper and bubbles very soon!"

Lorraine Norton, BPCA Operations Manager, was also thanked for her long service to the Association. Lorraine has been linked with BPCA since 1994 when the organisation was a client of the accountancy practice where she was Associate Partner.



Both were presented with gifts of appreciation in front of AGM attendees by the then BPCA President, Paul Rodman.

The pitter-patter of tiny feet

We're happy to announce that BPCA Training Administrator, Danni Bromley has given birth to a baby boy. Charlie Matthew Anthony Bromley was born 22 June 2017 at 23.05 weighing 7lb 8oz.

Danni is currently on maternity

leave with baby Charlie but is popping into the office regularly to keep up-to-date and distract the rest of the staff team with her beautiful baby.





Century milestone for quality benchmark

The number of UK pest control companies to achieve CEPA Certified® status has reached three figures in little more than two years.

The European Standard for Pest Management Services (EN16636) and its accompanying certification scheme were launched in March 2015 to act as a benchmark of quality throughout Europe.

Tactical Environmental Services, based in Chingford, East London, was confirmed as the hundredth firm in Britain to receive the documentation.

Tacticals Operations Director, Nigel White said, "To pass our audit and be a CEPA Certified® pest control company is a great team achievement. Of course, being the hundredth UK company to do it is a nice coincidence."

"At Tactical we pride ourselves on providing professional, responsible, and efficient pest management and would like to take this opportunity to thank our staff for their hard work."

When asked why they opted for the certification, Nigel said, "I think the real question is why not? As a forward-thinking pest control company, we want to promote professionalism and what better way than the European standard."

The Tactical Operations Director said that certified status had achieved immediate impact in day to day operations.

"CEPA Certified® is a great selling tool, especially for tenders. Even though we're only a small company it demonstrates that we have just as good processes in place as the bigger guys."

Simon Forrester, Chief Executive of BPCA, said, "CEPA Certified® status is something for all pest control companies to aspire to and it's fantastic to see the number achieving the standard reach the 100 mark in such a short period of time."

"At the end of June, we reached our own milestone of all full servicing members being audited against the

“CEPA Certified® is a great selling tool, especially for tenders. Even though we're only a small company it demonstrates that we have just as good processes in place as the bigger guys.”

EN16636 standard, which we believe is a huge feather in our cap."

"We set this target back in May 2015 for all (current) full members to be audited against the standard to demonstrate the professional levels our members adhere to in all areas of their work."

Passing the EN16636 audit and taking up CEPA certification can be used as a definition of quality and best practice, and acts as assurance that companies with the certificate are experts on integrated pest management, the use of chemicals and health and safety issues.

CEPA Certified® is the cornerstone of CEPA's strategy to portray a positive image of the pest control industry in terms of public health, food safety, environmental sustainability and economic significance across Europe.

The first company in the UK to achieve CEPA Certified® status was Ecolab which completed the process back in 2016.

ProAct Pest Control, which has headquarters in Newport Pagnell, Buckinghamshire, was meanwhile named as the hundredth member of BPCA to embrace the certification.

SPEED VIEW

- Essex firm moves UK CEPA Certified® companies to three figures
- Tactical joined the BPCA Probationary Scheme in 2014
- BPCA has now audited all members eligible in first 18 month cycle

A full list of UK CEPA Certified® companies is at cepa-europe.org



TACTICAL ENVIRONMENTAL SERVICES TIMELINE

Based: Chingford, Essex
 Coverage: Greater London
 Year established: 2014
 Years in BPCA membership: 3
 Number of staff: 10

- 2014** Company was established
 Joined the BPCA Probationary Scheme
 Tactical ended its first year with three employees
- 2016** Joined BPCA as a full Servicing Member
 Achieved CHAS and Construction Line accreditations
 Three new staff members joined the team
 Moved to new offices with room for training
- 2016** The company grew again with four new staff members
- 2017** Passed EN16636 audit
 Achieved CEPA Certified® status
 Operations Director joins BPCA Servicing Committee

CEPA CERTIFIED® STATUS IS SOMETHING FOR ALL PEST CONTROL COMPANIES TO ASPIRE TO



BPCA

Member GetMember Scheme

Seen someone you like? Have they got what it takes?
Bring someone you respect into membership and...

- Subcontract work to and from them
- Get a £100 BPCA voucher, per member
- Help promote professionalism in your industry.

The more members BPCA has, the better we
can support and represent you.

We can support you with
recruiting new members.
For application forms, marketing
materials and advice simply
email marketing@bpca.org.uk



FIND OUT MORE!

bpca.org.uk/membergetmember

Terms and conditions apply

Ian Sharpe of EPC, proudly displaying the BPCA member logo



SPEED VIEW

BPCA Servicing Membership process - how to bring your company into membership

- Talk to us
- Fill out your application
- Have an initial assessment
- Back office processes
- Full membership status!



Joining BPCA as a full Servicing Member can be an enormous benefit for you and your company, but changes to criteria, new audits and subscription fees may seem a little daunting. PPC asked Rachel Eyre, BPCA Membership Officer, to demystify the whole process.

1

TALK TO US

Servicing companies find their way to us through a variety of ways. Many people will have spoken to us at an event such as PestEx, a Regional Forum or a training course. Others stumble across us on the web, or get referred by a member and (occasionally) even get in touch after reading a PPC article!

Normally, your first conversation about membership would be with Kevin Higgins, our Membership Manager. Kevin worked in

public health and pest control for the military. He's worked as a consultant in Saudi, Egypt and the UAE, and owned his own pest control company. He's sat on BPCA committees and was the President of BPCA for three consecutive terms. There really isn't anyone that knows about pest management and BPCA like Kevin! He comments, "This first conversation is an opportunity for you to have all burning business, membership and BPCA questions

HOW'S BUSINESS? WHAT ARE YOU GOOD AT? WHAT DO YOU NEED SUPPORT WITH?

answered. How's business? What are you good at? What do you need support with? From there, I'll explain exactly what membership benefits you're most likely to use and how BPCA can help you grow. It's a great opportunity for someone to see if BPCA could be a good fit for them, and vice versa!"

CONTINUED >

Top 5 member benefits for Servicing Members



1

USE OF THE BPCA MEMBER LOGO

Our logo opens doors. BPCA membership will allow you to bid for contracts that require membership, as well as demonstrate your commitment to quality and professionalism to prospective clients.

2

CONSUMER REFERRALS

Last year we gave out over £16 million worth of referrals to Servicing Members. BPCA membership helps you keep the phone ringing.

3

TECHNICAL ADVICE

Not only do members get access to guidance documents, help pages and sector news - you'll also have the ear of our technical team. No matter the question, we're always here to provide the right guidance to members.

4

BUSINESS SUPPORT

Members get access to health and safety, environmental and employment law advice through BusinessShield. Our staff team can also help you with finance, sales, marketing and legislation information.

5

DISCOUNTS AND FREEBIES

You'll benefit from discounted rates on BPCA products and services, such as training, events, advertising, accreditations and the popular jobs board.

FOR DETAILS

www.bpca.org.uk/benefits

2

FILL OUT YOUR APPLICATION

The application process is pretty simple. There's a single application form available on our website (or as a hard copy sent through the post if you'd prefer).

The form includes information about the services you provide, your trading history, insurance and your employee's qualifications. We'll ask for a couple of references and for you to sign a declaration. You'll also have to agree to be audited against the BS EN16636 standard.

We'll ask for your annual turnover in pest control related products and services. From this, we can work out what your membership fees will be.

Membership applications are received in various ways, for example, at an event, by email or good old-fashioned Royal Mail. Once received, they land on my desk. I can then carry out the first checks and invoice/receipt for the processing fee.

A processing fee is required, upon application and is, if you like, a commitment fee. Don't worry - this amount (£180) is offset against your first subscription period.

I'll do a desktop review to check the criteria for Servicing Membership is in place - this includes checking insurances are in place and that all relevant personnel are appropriately qualified and members of a recognised CPD scheme.

3

HAVE AN INITIAL ASSESSMENT

Initial contact is made to explain what will happen next together with a request for confirmation of points, if necessary. As part of the acknowledgement, a member

of the Technical Team is made aware of the application so that they can organise a mutually convenient date for an initial assessment.

Depending on where you are, either Kevin (Membership Manager) or Natalie (Field/Technical Officer) will make contact providing information on the visit, advising what they will be looking at and alleviating any concerns you may have.

An initial assessment visit is carried out to ensure that consumers can be confident that the selection of a BPCA member represents reliability and professional service delivery.

Natalie Bungay, BPCA Field and Technical Officer, said, "Some people worry about the initial assessment, but really it's a very straightforward process and we're here to support you all the way. We'll talk to you on the phone before the assessment, and if you're missing anything on the list we can help you get it in place before the visit. Even if after the assessment something is 'work in progress' this won't bar you from joining, as long as we have a plan in place to get it right."

What does the initial assessment cover?



TRAINING AND QUALIFICATIONS

Employee training and qualifications records relevant to the aspect of pest management undertaken. The training of staff for competence in their work is required by the Health and Safety at Work Act and other related legislation.



PESTICIDES STORAGE AND VEHICLES

A company pesticide store or vehicle must be examined as part of the assessment.



SITE INSPECTION

Access to an existing client site or customer treatment visit is required, where possible. If this is not possible then a return visit may be made.



DOCUMENTATION AND EQUIPMENT

Employee contracts - not relevant to sole traders. Health and safety policy, health and safety statement, accident records, environmental statement and a quality statement. Pest management records, including treatment reports, waste consignment notes and safety equipment checks. We'll also want to see examples of a COSHH assessment, a task risk assessment and a method statement, as well as all insurance certificates.

We will also ask to see appropriate licences where necessary, e.g. firearms.

4 BACK OFFICE PROCESSES

Following the visit, a letter is issued which will either state that all points of criteria are met, or you'll get a list of any items that require attention. There may be items that are only recommendations, but others could affect criteria and need to be dealt with ahead of acceptance into membership. If this is the case, we can support you getting up to criteria.

In the meantime, I'll continue with back office processes and the application is put forward to the Chief Executive for approval on behalf of the Executive Board.

The Executive Board and existing members are also notified of an applicant's wish to join through the members area of the website. Everyone is given a one-week deadline to respond.

Once all deadlines are passed and, on the assumption that any items requiring action have been implemented, an application will be accepted.

5 FULL MEMBERSHIP STATUS

Subscriptions payable are calculated, and an email advising that you've been accepted into membership is issued with a PDF copy of your invoice. Once we've received your payment, our records are updated to reflect your new membership status, usernames and logins are created for our member area, your consumer search is activated, access to BusinessShield is granted, and your BS EN16636 audit is scheduled within 12 months.

You'll get sent another email with BPCA member logos, your membership certificate, and a document containing the Articles, Regulations and Code of Conduct you're bound to abide by. It'll also explain how to access your member area, update your listing in the 'Find a Pest Controller' tool and get into BusinessShield.

This is supported by a 'physical' pack that is sent by post. It includes a hard copy membership certificate, information about many more benefits that you're now entitled to, including the Member get Member scheme, the Why You Need Pest Control leaflet, free CHAS accreditation, and third party discounts, to name a few!

Finally, we'll do a quick "welcome to membership" tweet linking to your company page.

Congratulations, you're now a part of the UK's leading trade association for pest management professionals. Display your member logo with pride – you earned it!

SOME PEOPLE WORRY ABOUT THE INITIAL ASSESSMENT, BUT REALLY IT'S A VERY STRAIGHTFORWARD PROCESS AND WE'RE HERE TO SUPPORT YOU ALL THE WAY.



“


I'll explain exactly what membership benefits you're most likely to use and how BPCA can help you grow. It's a great opportunity for someone to see if BPCA could be a good fit for them, and vice versa! ”

KEVIN HIGGINS, BPCA MEMBERSHIP MANAGER

DO YOU THINK SERVICING MEMBERSHIP MIGHT BE RIGHT FOR YOU?

If you'd like to get the ball rolling, contact Rachel today. She'll be happy to answer any questions you might have about membership.

 membership@bpca.org.uk

 01332 225 112

Alternatively, start filling out your application form today at

 bpca.org.uk/membership

Frequently asked questions

How long do I need to have traded to join?

There's no minimum trading time required for membership anymore. We scrapped the 12-month trading prerequisite as of 1 January 2017. You and your employees will still need to be qualified to Level 2 Award in Pest Management standard (or above) and meet all other membership criteria.

What if we have employees/trainees/apprentices without the right qualifications?

Trainees have 18 months to get their qualification and CPD membership. However, they must be supervised by someone who is qualified when they're controlling and eradicating pest species.

My qualification is very old – do you accept it?

Probably! A full list of accepted qualifications can be found at bpca.org.uk/membership

How much does it cost to be a member?

Subscription fees are based on turnover relating to pest control activities. Regardless of the size of your business, we don't want anyone to be priced out of membership. Remember, in the first year, you're only paying for complete months between when you're accepted and 31 December. An up-to-date table of our fees is at bpca.org.uk/fees

Can I be a member without my company being a member?

No. Our structure means we only accept applications for full membership from businesses. However, sole traders can apply for membership as a company. An individual can join our free Affiliate Scheme. It's not membership but you get free updates, CPD and access to the Member Area of the website bpca.org.uk/affiliates

Is the EN16636 audit the same as an initial audit?

No, that'll be conducted by a third-party organisation and will take place within the first year of membership. An assessor will contact you to arrange a mutually convenient date.

If I don't meet membership criteria does that mean I can't be involved in BPCA?

Not at all! In fact, we have a Probationary Scheme to help you meet full criteria. You don't get referrals, you can't use the logo, you're not eligible for CHAS accreditation and you can't join a committee or vote, but you do get lots of great discounts, advice and support. Refer to bpca.org.uk/probationary-scheme

Shout it from the rooftops



The first wave of independent audits to the British Standard have been completed. We ask Dee Ward-Thompson, BPCA Technical Manager, "What comes next?"

So, here we are 18 months on, and what an incredible achievement – BPCA Servicing Members can proudly say that, together, they have been independently audited to the first European standard for pest management BS EN16636.

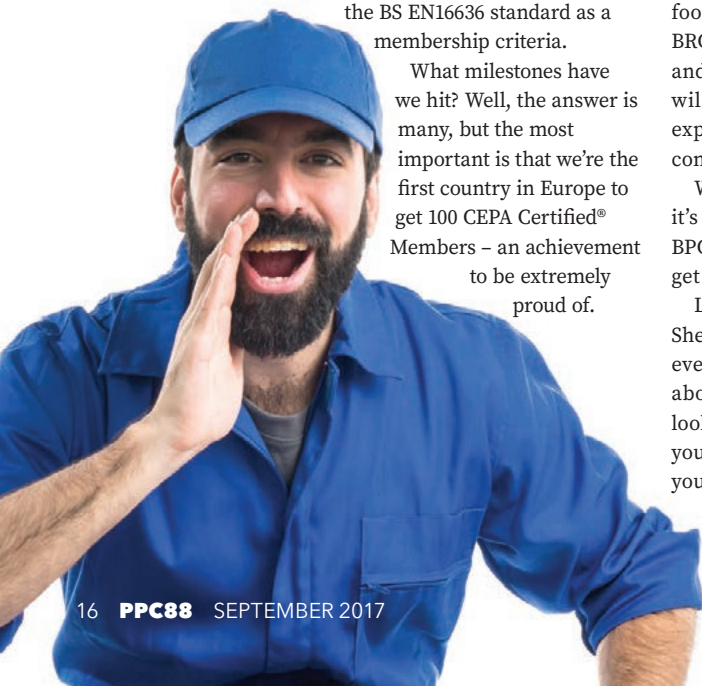
When the process started it seemed like we had a mountain to climb but, not only have we achieved this but we've raced to the top, put a flag in it, and we're leading the way in Europe, showing just how seriously the UK pest control market takes its profession.

Let's talk numbers to put this in perspective:

- 402 BPCA Servicing Members have been audited against BS EN16636 as of January 2016. Since Members have 12 months in which to be audited this figure will be higher since publication.
- 102 BPCA Members have opted for CEPA Certification.

On the flip side, only one non-BPCA member has been CEPA Certified®, and we are the only association independently auditing to the BS EN16636 standard as a membership criteria.

What milestones have we hit? Well, the answer is many, but the most important is that we're the first country in Europe to get 100 CEPA Certified® Members – an achievement to be extremely proud of.



LOOKING FORWARD

The numbers say it all. So what's next? Well in the words of Hayden Panettiere (Nashville cast) we need to be "yelling from the rooftop and screaming from the mountain" and, OK, now you know I am a massive Nashville addict.

This is the next mountain to climb, and it makes the first one look like a hill. To achieve this, we all need to work together and get the message out to as many people as possible. Quite rightfully, you might be asking yourself: "how are we going to do this?" , "what have we done so far?" and, more importantly, "how can I help?" – all good questions.

HOW WE'RE GOING TO DO THIS...

Simply put, we're going to tell people. In person and through our marketing campaigns, we intend to spread the word far and wide. On behalf of the membership, Natalie, Kevin and I are working closely with specifiers and food retailers. We are delivering a BRC workshop on pest control issues and best practice. Several Members will be attending, to share their experiences and talk about specific pest control challenges in their regions.

We'll be talking about why it's so important to choose a BPCA Member to ensure clients get a professional service.

Lauren's been all over the place too. She's been supporting Members in events nationwide (you can read more about this on page 37). We're always looking for opportunities to talk to your potential clients at events, so if you see something you think we should have a presence at – let us know.

SPEED VIEW

- Proudly say you're part of a trade association that audits all of its full Servicing Members.
- We are the only association independently auditing to the BS EN16636 standard
- The staff team is out and about, spreading the word
- New flyer released encourages clients to 'Be protected. Professionally.'

WHAT WE'VE DONE SO FAR...

We have produced a 'Be protected. Professionally.' flyer explaining all of the values of choosing a BPCA Member and what working to the EN16636 standard means in practice. We have distributed the flyer to end-user communities aggressively, and will continue to do so over the next 12 to 18 months in client trade industries and influencer networks.

NOW, OVER TO YOU...

Well, I will not quote any more song lyrics but it really is that simple, you need to shout about it to everyone, tell them what it means to be a professional, show them your qualifications, explain to them the criteria you have to meet to be a BPCA Member, and most importantly, tell them why they need to choose you for their pest control services.

STEP 1 DONE

Get all Servicing Members audited to the BS EN16636

STEP 2

Produce 'Be protected. Professionally.' flyer detailing the benefits of being a BPCA Member company

STEP 3 IN PROGRESS

Work with Members to instill BPCA Member Values in key specifiers and end-user clients

STEP 4 IN PROGRESS

Share success stories of the 'Be protected. Professionally.' campaign to influencers and decision makers

New 'Be protected. Professionally.' flyer ready for distribution



THE ONLY WAY YOU CAN BE SURE YOUR PEST MANAGEMENT COMPANY IS 'FIT FOR THE FIGHT' IS TO LOOK OUT FOR OUR MEMBER LOGO



To help spread the word, we've made a new flyer that really gets to the heart of why a client should choose a BPCA Member.

The aim of the flyer is to show your clients that the only way you can be sure your pest management company is 'fit for the fight' is to look out for our member logo. On the back, we've detailed exactly what a member has to comply with to display the logo, we've called it 'BPCA Member Values'. We've also included plenty of information about the EN16636 audit and what it means for professional pest management in the UK.

GET YOURS!

Want to send some to your clients or prospective clients? Email us and request the 'Be protected. Professionally.' flyer.

 hello@bpca.org.uk



DO YOU HAVE A SPECIAL INTEREST IN BIRD CONTROL?

Birds of a feather flock together

BPCA is interested in setting up a special interest group focusing on bird management.

If you're a BPCA member keen on getting together with other members who have a vested interest in bird management then we want to hear from you.

Potential discussion points:

- The use of birds of prey in pest control
- Urban bird control
- Products, proofing, scaring, netting, spikes
- Guidance materials and best practice
- End-user education and awareness

Register your interest today, contact hello@bpca.org.uk



bpca.org.uk

Your new (digital) home

Moving home is always scary, especially when you share it with 600+ members. A website is more than a digital presence – it's the interconnected home of a membership organisation, its members and affiliates. Oh, and BPCA's home gets nearly a million visitors per year looking for pest advice. Scott Johnstone, BPCA Content and Communications Officer elaborates...



Now that we're officially moved, we take a quick look at the moving process, designing our dream property, choosing the fixtures and fittings, boxing up our precious belongings, and getting settled. Hopefully, you've had a chance to have a good nosy around the new digs by now. We've had an open house since mid-June.

WHY MOVE ANYWAY?

Ben Massey, BPCA Marketing and Communications Manager, says, "From the moment I started with BPCA, I had a close eye on our web presence. Our website should be something our members are proud of and a shining example of our ethos, strategic intent and history. We needed to go back to the drawing board and invest in something that was going to demonstrate the professionalism of the sector, enhance the profile of our work as an association, and increase commercial opportunities for our members."

No matter how much you love your old home, eventually you'll spend more time addressing the cracks in the wall than actually developing your space for the future. Simply put, the site was looking dated and we were falling behind the technology of the day. It doesn't take too long for a website to become uninhabitable. If we didn't 'move home' we could have easily lost traffic (visitors), conversions (referrals), and members would begin to feel that their website was no longer representative of them.

More than this, BPCA has aims to develop and innovate, especially in terms

of digital engagement. In the 'digital first' age of membership organisations we needed to completely rebuild our website so that the foundations would be strong enough to support our future plans.

In short, we needed more than just a pot of paint. So in September last year, we selected a partner to help us build our new dream home. We invited some of the best web developers in the country to come to the offices and show us what they do. Eventually, we picked Senior – an award winning web developer and design agency to build us something from scratch.

A DESIGN

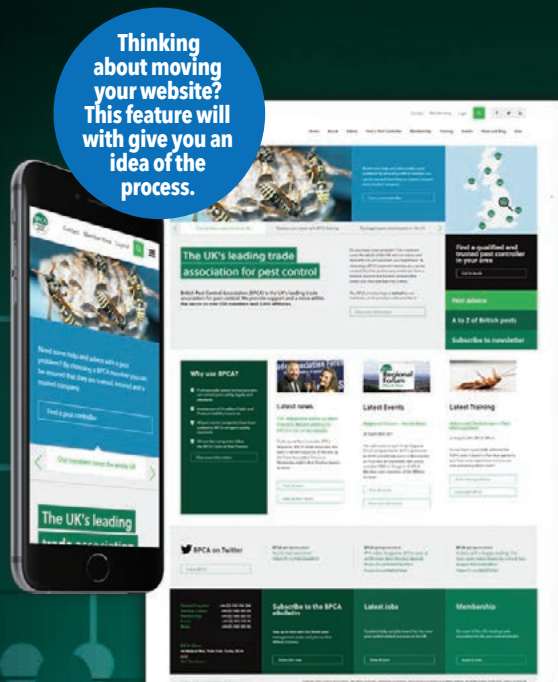
For any organisation, a website is your 21st century equivalent of a shop front. It has to entice people inside so we can engage with them and show them what we have to offer. For a trade association a website needs to do more. It needs to feel like a home away from home for your members – somewhere you're happy to be and call your own.

This starts with the design. A modernised look and user-friendly style were essentials for the BPCA site. Our previous site was starting to be unwieldy, with corridors and rooms spidering out into the garden. We were losing the test of time. Nothing short of a complete rethink of the design would keep our cyberhome fit-for-purpose for years to come.

In the same way that many people who are house-hunting have a Pinterest board of 'beautiful homes', we had an enormous folder of screenshots from other people's sites we liked. When you start talking about a site's 'impressive use of line spacing' then you know your geeky scrapbook of ideas is ready and your new website is going to take over your life.

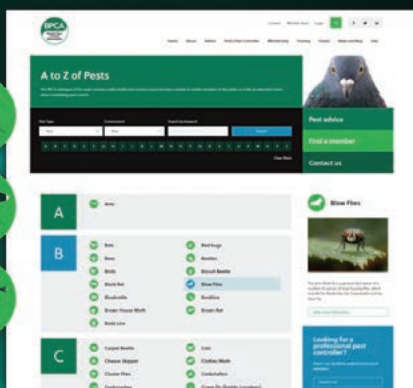
Our chosen developers lead the way in membership creative design, so after

Thinking about moving your website? This feature will give you an idea of the process.



“ We needed to go back to the drawing board and invest in something that was going to demonstrate the professionalism of the sector, enhance the profile of our work as an association, and increase commercial opportunities for our members. ”

A WEBSITE IS YOUR 21ST CENTURY EQUIVALENT OF A SHOP FRONT. IT HAS TO ENTICE PEOPLE INSIDE SO WE CAN ENGAGE WITH THEM AND SHOW THEM WHAT WE HAVE TO OFFER.



A-Z of pests – a searchable database where the general public can find independent advice.

WE CHALLENGED EVERY SENTENCE ON THE OLD SITE, DISCARDING WHAT WAS NO LONGER RELEVANT AND UPCYCLED ANYTHING THAT NEEDED A NEW LEASE OF LIFE.

we'd spent some time talking through what BPCA and its members needed, they came back to us with a look and feel that we thought represented all of us.

And design isn't just about looking pretty – a good design helps you navigate to the pages you want quickly, encourages people to read more information and stick with a site longer.

For about a month, we went back and forward, making sure that we'd got the look and usability right. We showed them our favourite pages of PPC magazine for inspiration. We pushed for more colours, more images, a bolder expression of what BPCA is. After all, it's not every day you get to design the home of a 75-year-old association!

You can't please everyone. Design is completely subjective, but there are some universal rules of design that (almost) everyone will like. That's where working with professionals helps. They know what works intuitively and through experience. Fashions change on the web faster than the housing market – however, we think we've found something that will look and feel contemporary and usable for years to come.

CHOOSING THE APPLIANCES

Now that we knew what our site would look like, it was time to look at the appliances (or, in website terms – modules).

The modules we chose would allow us to do important things that go beyond showing

text and images on a page. They'd allow us to have bookable events and training, they'd be how we integrated our A-Z of pests, staff profiles and show our history and achievements, as well as dictating how members would engage with us.

GETTING READY TO MOVE

The problem with any house move is you realise how much stuff you've managed to accumulate over the years.

You could just throw all your stuff in boxes and put it back up roughly where it was in the old home – but what you'll find is that your belongings don't quite look right in the new space. More than this, lots of different people have added to the stuff in the house over the years, so nothing necessarily harmonises like it should. And obviously, just because you liked something back when you got it, it doesn't mean it's right for your home.

OVER 600 PAGES OF COPY WERE REWRITTEN, CONDENSED AND MOVED

There's no point in having a good design if your content isn't up to scratch.

We challenged every sentence on the old site, discarding what was no longer relevant and upcycled anything that needed a new lease of life.

CONTINUED >

Some of our bigger appliances

News and blog

One of our favourite new appliances is the news module. It allows us to quickly post beautiful news and blog updates so the site always feels alive with content. We wanted BPCA to be your number one place for industry, sector and business articles, as well as give members a platform to tell the world what you've been doing. We've added a comments section, so users can now interact with the news we publish. bpc.org.uk/news-and-blog

A-Z of pests

This module allows us to have a searchable database of pests, where the general public can find independent pest advice. All the advice gently recommends appointing a professional pest controller and allows you to jump straight into the find a pest controller tool. Now the A-Z has more pictures, is fully searchable and works well on a mobile phone or tablet. bpc.org.uk/a-z

Member area

The improved members area gives you an 'at a glance' view of all the information you need to know, as well as present links to information and tools for your business. You can manage your communication preferences and listing on 'Find a Pest Controller' here too. bpc.org.uk/members

Training and events

These modules let us have searchable training and events hubs so people can see what's coming up in their area and get involved easier than ever before. Our training is broken down in tabs, so you can find the information about a programme quicker. bpc.org.uk/training
bpc.org.uk/events

Jobs

BPCA has always been the place to go for pest control jobs. Now with our new jobs module, it's easier than ever to find a job you might like to apply for or post a free job advert. For members, it's free and you also benefit from additional personalisation. Non-members incur a charge. bpc.org.uk/jobs

Spring cleaning in cyberspace is tricky. Change too much, too quickly and you risk being punished by search engines and users struggling to find the information they used to have to hand. For us, that meant revisiting a lot of legacy content.

2,000+ REDIRECTS PUT IN PLACE

The problem with moving an organisation is that people might struggle to find you. We literally looked back across two years worth of website visits and made sure that anywhere anyone had found us would still link to an equivalent page on the new site.

Again, search engines are the enemy here. Without doing this (very dull) work, there was a chance that BPCA could have disappeared from the internet completely when we moved. With huge websites like nhs.uk, gov.uk, BBC.co.uk and council authorities linking to us, plus hundreds of thousands of organic Google referrals at stake, it was worth getting it right first time!

HUNDREDS OF NEW STOCK IMAGES SELECTED AND EDITED

Just because it looked good in your Victorian cottage, doesn't mean it'll look right in

your new modern townhouse. We secured stock, created new callouts, and furnished the site with all the shiny new things you'd expect from a professional trade association's digital home. After all, the better we look, the better our members look.

Imagery is an incredibly important part of website work. Good stock instantly reassures people that they're in the right place, enhances an organisation message, and if done right, tells a story itself.

PROOF, TEST, REPEAT

Moving home is a collaborative job. Staff colleagues, professional contacts and members of the Board were all given a metaphorical paint brush and feather duster.

Before hitting the go button, we put time and effort into making sure everything worked as intended and that the new content was properly checked over. With over 100,000 words of copy this was no small task!

Everyone knows that half the point of a housewarming party is for your nearest and dearest to cast an appraising eye on your new space – and when you're expected a good 70,000 visitors in your first month,

you've really got to pull out all the stops. Nothing draws traffic to a site more than a new launch, so we needed to be sure we were putting our best foot forward for the big day.

MOVING DAY AND GETTING SETTLED

No matter how well you prepare, something is bound to go wrong when you're in. Something that was working perfectly on your last visit, has mysteriously stopped working now you've picked up the keys. The smoke alarm beeps in the night and nobody knows why. No matter how hard you try, you can't change the time on the cooker. The family dog just won't get on with the neighbour's cat.

A website's no different. Error messages that you've never seen before pop-up. Things that used to work with the old site won't play nicely with the new one. You find a mistake that you (and everyone else on your team) has managed to miss during the last three months of testing.

You prioritise the bugs list, call up everyone involved and tick them off one at a time. Oh, and you'll always need your credit card to hand for something in that first month.

SPECIALIST INSURANCE FOR THE PEST CONTROL INDUSTRY

Bradshaw Bennett have been arranging specialist insurance for the pest control industry for over 30 years.

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Further developments



It's a couple of weeks after the moving vans have left. You're sitting on your sofa and finally relaxing a little. Then, all of a sudden, a little voice in your head says "what about granite worktops in the kitchen?" or "maybe I should paint the bathroom?"

Now you've moved in, the real work begins.

We've already got plans (big and small) for improving the website and giving members even more value from the site. Here's just a little sneak peek...

Profile pages

With the new referral tool will come organisational profile pages. We'll start by rolling them out for all Servicing Members, and then if there's interest, pages for M&D and Consultant Members too.

PPC Online

We love the paper copy of the magazine arriving on our desks, and we won't be changing that anytime soon (especially considering we just got a lovely award for it, see page 8). What we will be doing is giving it a digital home on our website so we can reach even more people in the sector, and track it.

Find a pest controller

It's one of our biggest membership benefits for Servicing Members, having dished out the equivalent of £16m worth of referrals last year alone. We're going to make it even better. Senior has been developing a new application that we think will literally 'put our members on the map' - watch this space.

AND MUCH, MUCH MORE!

Although we're by no means finished with developing bpca.org.uk, our aim was to give members a digital place to call home - and we think we're getting there!

Thinking about moving your digital home yourself?



We've put together some top tips for turning your dream website into a reality.

Be realistic

Unless you're really willing to put the time and effort into making something yourself, you'll need the help of a professional to make your site a reality (and they cost money).

Scrapbook good ideas

Even if you're not going to be doing anything about getting a new site anytime soon, keep a folder of screenshots from elements of other websites you like. When the time comes to commission a design, you'll have some idea of what you want.

Improve content

Get the content of your old site in order before you start moving it over to the new one. If you can get all the information on your current site reading well, it'll be easier on moving day.

Contingency planning

Be prepared for things to go wrong. Something won't work like you'd like it to. Take a breath, prioritise, and then chase suppliers for a solution.

Choose a simple design

Something that's clean and mobile ready. Most people will find your website on their phones or tablets rather than a traditional desktop. Have a 'mobile first' strategy.

Expect to expend effort

Even if you pay someone to design you a site - expect to do a lot of the grunt work yourself. Unless you're paying the big money, be prepared to choose stock, input data and content, and generally do the thousand little admin jobs a website move entails.

What would YOU like?

Make something you and your customers love. A good website adds legitimacy for your brand, helps manage expectations and creates new, organic sales leads. It's worth working hard to get it right.

Think about visitors

Make the site for them. Try and really get into the mindset of the people who will be using your site.

GIVE US FEEDBACK

We're always looking for your feedback so we can keep improving our web presence. Send your suggestions to us and we'll see if we can get planning permission.

✉ hello@bpca.org.uk

WHERE WE'VE BEEN

The future started yesterday: Barcelona Pest Control Innovation Forum

In late May Simon Forrester attended the second Barcelona Pest Control Innovation Forum, organised by ADEPAP, the Catalanian Pest Management Association.



- Technology is being put in place to perform repetitive tasks and to make decisions based on huge amounts of data
- The sector needs to embrace and shape these technologies
- Technicians need to upskill and undertake accreditation to remain in control of this revolution

The event attracted 120 delegates from across Europe to look at the future of pest management – or at least the possibilities that technology might bring to our sector. Quim Sendra, the President of ADEPAP, opened proceedings by stating that in the past many pest controllers fell into the same habits; the future is change, and the only way to guarantee total success is through total commitment to change. It's difficult to gauge the future – who would have thought that the best selling robot in the world would be a vacuum cleaner (Roomba), not a robot that uses your vacuum cleaner? Our industry must be ready for a change of this magnitude.

Andy Architect from America's NPMA said, "We're all in this together; like it or not our industry is a global community, and at a recent futurescaping event US pest management professionals said their goal is to have a pest controller for every home in the world. Reaching this aim will require technological development."

Speakers came from a range of sectors, almost all from outside our

industry to give a fresh perspective.

Robotics is a fast-developing science – yesterday's science fiction is today's reality. The opportunity is for pest controllers to become technical experts in the application and use of these technologies, leaving basic pest control activities to others – or to robots!

In general, participants agreed that technology is going to change some of the traditional methods of pest control, like it or not. However, they doubt whether this turning point is going to take place in the short or long term. It is imperative we're sure that the investments that new technologies require are worthwhile economically, and their efficacy can be demonstrated.

CAN WE AS A SECTOR CHANGE?

Attendees heard that clients are already asking for technology to replace technicians. We should use appropriate technology to anticipate client demand and target marketing, resources, etc. accordingly.

Government, big companies and associations should push the entire sector towards a change of paradigm, according to participants. Legal issues dominate any change; a regulatory framework for the use of drones or nanotechnology must be established.

A FINAL WORD

Joaquim Vilà, Professor of Strategic Management at IESE Business School in Barcelona, had this to say: "The enemy is sometimes inside the company in terms of innovation. 'We do not have time to innovate', and 'this has always been done like this and cannot be changed' are the most typical excuses. It is important to change these behaviours and explore outside of our mental borders: ask ourselves crazy questions. The answers may surprise us – or offer a new future for our sector."

CONTINUED >

“...participants agreed that technology is going to change some of the traditional methods of pest control, like it or not.”



ATTENDEES HEARD THAT CLIENTS ARE ALREADY ASKING FOR TECHNOLOGY TO REPLACE TECHNICIANS.



WHERE SHOULD WE GO?

Know of an event we should attend?

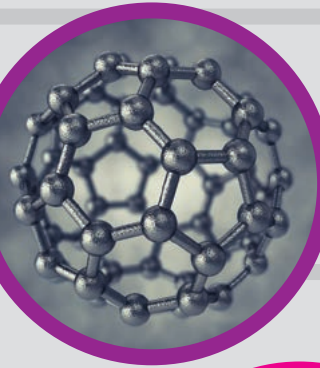
 events@bpca.org.uk



WHERE WE'VE BEEN

The future started yesterday

Significant technology is already here (or just around the corner)...



NANOTECHNOLOGY

On a nanoscale, physical laws change. A natural example is water-repellent hairs on a leaf.

The molecules within a 20mm cube can cover five football fields at the nanoscale.

Time to market for these products will be slow due to legal issues plus the requirement for familiarity with the species on a cellular level.

Nanoscience allows the same or even better results from smaller quantities of a product. The jury is still out on the relative safety of nanotech, and especially nano-scale robotics.

THE PRESENT

Silver ions to neutralise bacteria (used in socks, tupperware, hospital surfaces).

The physio-chemical properties of quartz (SiO₂) change to Diatomaceous Earth at a particulate level of 2-18µm.

Self-cleaning clothes.

Building coatings using titanium oxide - no water, dirt slides off.

THE FUTURE

Graphene (2-300x stronger than diamond or steel).

Specific surfaces created to improve contact between substances.

Using nanoparticles we need less material to gain coverage of a wider area - more atoms are on the surface, and so active ingredients are more effective.

Nanoencapsulation can allow slow release of biocides under specific conditions, improve residual activity and specificity, even to single species.

Nanobots (20-30 years away).



SENSING TECHNOLOGY

Batteryless sensors are a big plus - they may negate the need to visit regularly.

Having real-time information on the pest infestation and being able to respond proactively was seen as a major benefit.

Sensors could be attached to traditional tools to monitor activity, connected to the Internet of Things.

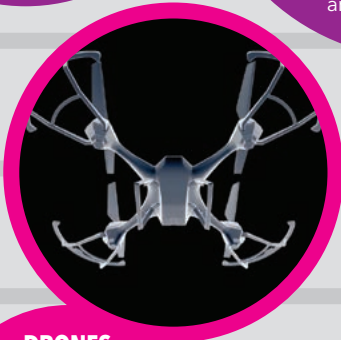
Beware of customers becoming loyal to the device rather than the company.

Emphasise the importance of using professionals.

THE FUTURE

Augmented reality - technicians with glasses that show likely pest hotspots based on real-time data analysis from sensor networks, allowing instant pest identification.

Pheromone traps that tell you what pest it has caught using a database of pest images.



DRONES

Legal issues around who pays in case of an accident, also unlicensed or illegal drone use is a current problem - this is currently being addressed.

THE PRESENT

Inspection at height e.g. for Asian hornets or bird management.

Hawk-shaped drones to scare away birds using attack flight patterns and no kills - used in airports and agriculture.

Good for tent fumigations to check for tears in fabric.

Look into chimneys.

Drive into crawl spaces.

Drift netting.

THE FUTURE

Sewer mapping using autonomous navigation - there's no wifi in sewers!

'Pied Piper' unit sprays rats with cholecalciferol (vitamin D3) - a slow-acting biocide thus avoiding behavioural resistance.

Drones for mosquito spraying using UV light to attract them.

Drones linked to sensors - when triggered, the drone is released to scare away the pest or spray it autonomously - overseen by a technician who has a contract to maintain this service.

Need for proper qualifications for drone operators (see article).

THE PRESENT

Sensing through the soil for burrowing insects and animals e.g. termites via attenuation of soil.

Cameras help us identify behaviour of pests without revisiting, and can switch to trapping systems once the pest feels confident in the environment.

Transmitters that detect the size and shape of the pest, sending information to a hub in the cloud - already in use in agriculture and mosquito control.

THE FUTURE

Sales of pest control services through shopping sites such as Amazon will present a threat and an opportunity.

If we lose biocides and anyone can do pest control, what is our USP?

Wearable tech - sensing glasses that show the tech where the 'hotspots' are to treat, based on sensor activity and AI predicting movement (Google glasses).

Google glasses that tell the technician what is seen - instant pest identification and customer records while walking around.



DISRUPTIVE SYSTEMS

Residential clients want a relationship with the technician. Trust is essential, and our focus should be on safety.

Recurring revenue is the challenge, and may be the saving grace.

Standards, certification and qualifications give a defence against 'uberisation'.

THE PRESENT

'Uberisation' of pest control services - lots of small companies working together to take on larger ones - this is already here through the BPCA Contract Sharing Network.

Price comparison always leads to a race to the bottom - important to show that not all pest controllers are the same - that's the value of certification and membership of a real trade body.



BLUETOOTH MESH TRANSMISSION

Every Bluetooth device in range becomes a 'node' in the network, allowing relayed transmission of data over a wider area.

No single point of failure improves reliability - remove a device and the rest of the network carries on. Already works with existing technology that uses Bluetooth 4.0.

THE PRESENT

Bluetooth is power-hungry but reliable, with limited range. Mesh uses the Bluetooth LE (Low Energy) standard to manage how power is used carefully. Mains powered devices can pick up the slack concerning processing and transmitting data from energy conscious, battery-powered devices which can reprogram each other.

THE FUTURE

This will supercharge the Internet of Things. It's much more secure. Will blanket the world with Bluetooth networks, all talking to each other, and tracking objects to the centimetre; good for asset management - and pest management too!

Much improved energy efficiency means fewer visits to charge devices.

ROBOTS

Little nanorobots may be able to emulate bugs and fight current and invasive species.



THE PRESENT

Greenhouse monitoring robots check soil, water and pests then sends data to a hub to adjust the environment.

Jellyfish monitors to keep beaches safe.

THE FUTURE

Robotic cockroach infiltrates roach community, then uses pheromones to lure the colony elsewhere.

3D printers will eventually be cheaper than buying and posting something.

Perhaps in the future we will see artificial beings fighting pests while we sleep!

CLOUD COMPUTING

Data is the fuel for AI. By 2020 our industry will likely be paperless, and all that data will be held in the cloud. This allows for rapid advances if the data is shared.

Issues around data security, privacy, false positives should be resolved in years.

THE PRESENT

Big data allows forecasting and predictions. Companies like IGEO ERP are developing pest management software that predicts pest activity.

Data sets allow for the automation of planning workloads, routes and staffing based on proximity, skills and what's on the van.

Following the evolution of an infestation in real time is possible, and the data gathered from each case can be used for the business intelligence of the company.

The more data available, the more artificial intelligence (AI) will be able to help us to take better decisions.

THE FUTURE

AI to process large data sets then take its own decisions based on this data.

A video feed identifies the pest, works out its relative importance based on client needs and contract, then loads the van, calculates the route, despatches the technician, sends a route/site map/video, etc. - or despatches a robot!



INTERNET 4.0

The fourth industrial revolution: the Internet of Things (IoT).

Less chemicals, fewer site visits, targeted response, real-time availability of data.

Sensors now very cheap to buy and use.

THE PRESENT

Multi-sensor arrays to detect pests across a site using standard radio frequency identification (RFID).

THE FUTURE

Pheromone-sensing technologies linked to low energy arrays.

Put sensors where pests typically live.

Longer term: inert (ie. uncommunicative/sensing) systems will be made useless - 4.0 overcomes this.



Main studio ignites table debates

The Innovation Forum featured sessions with a panel of experts in the middle of what looked like a television studio. After the main discussion, everyone broke off into smaller groups for roundtable discussions, giving delegates the opportunity to really engage with each other while the topics were still fresh in their minds.



Review: BPCA National Survey and the media

SPEED VIEW

- Further drop in call-outs for local authorities
- Significant media coverage, which is still ongoing
- More research required in self treatments

Earlier this year (on World Pest Day) we published our National Survey of local authorities as part of the worldwide campaign aimed to penetrate mainstream media, raising awareness of pest control generally, but also its influence on public health.

The report presented some hard-hitting headlines for the number of local authorities offering services, call-outs per 1,000 residents, and FTE staff numbers.

Despite a frantic media schedule for many newsrooms up and down the country in late Spring, with local government elections, the General Election and, of course, Brexit, the survey succeeded in reaching the public through a range of media.

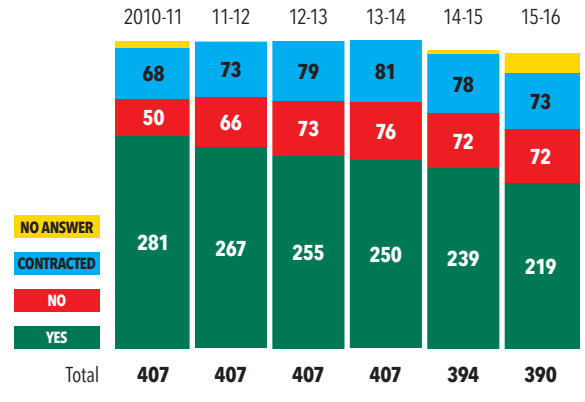
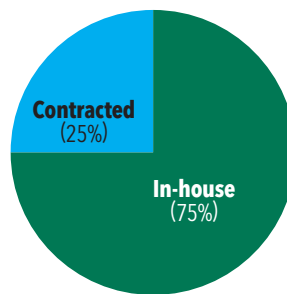
Ben Massey, BPCA Marketing Manager said, “We wanted to powerfully position the Association in the public space in order to demonstrate the professional capabilities of the membership. The project received a significant amount of attention, particularly in regions which were featured on the report.

“With these type of activities, our message is always the same: BPCA members are here, and they are ready to help you.

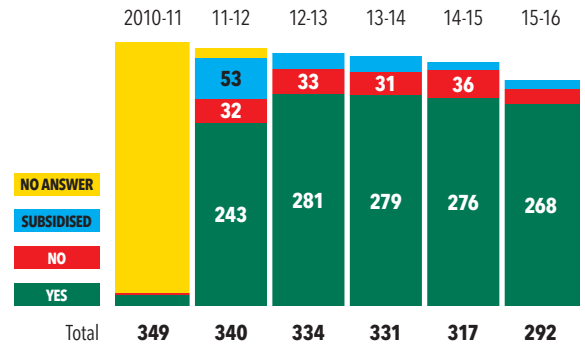
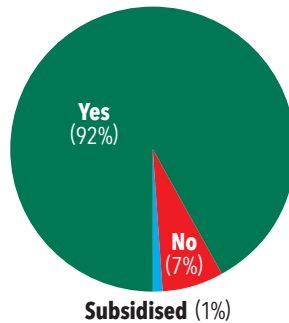
“The association has delivered over £500,000 of Advertising Value Equivalent* in 2015 and in 2016 through public and trade media, and thanks to the impact of the survey’s report, we’re likely to break the barrier for the third year running.”

*AVE refers to the cost of buying the space taken up by a particular article, had the article been an advertisement.

LAs offering pest service



LAs charging for pest control



Headline findings

Local authorities offering any **pest control service** dropped by 8% (317 to 292) in the year to March 2016 and **decreased by 14% since 2011-12.**

Full time staff employed by local authority pest control units dropped by 11% in the year to March 2016 and **dropped by 24% since 2011-12.**

Local authorities providing a **free service** have **decreased by almost 38%** since 2011-12.

20% of local authorities offer **no public pest control service** – 9% fewer than 2011-12.

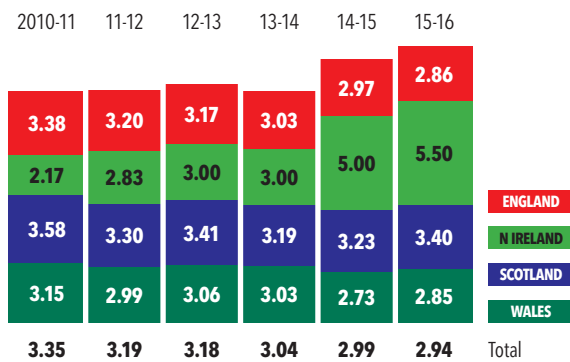
Of 292 authorities still offering a public pest control service in 2016, **only 20 (7%) do so free of charge** – a drop of 16 (44%) from the previous year.

Call-outs per head made by local authorities declined by 22% in the year to March 2016 and **dropped by 33% since 2011-12.**

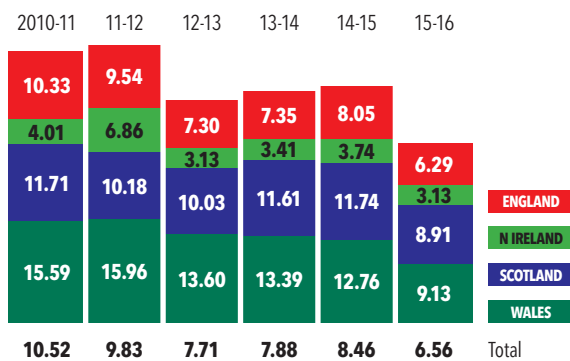


For a full regional analysis download the National Survey from bpc.org.uk/research

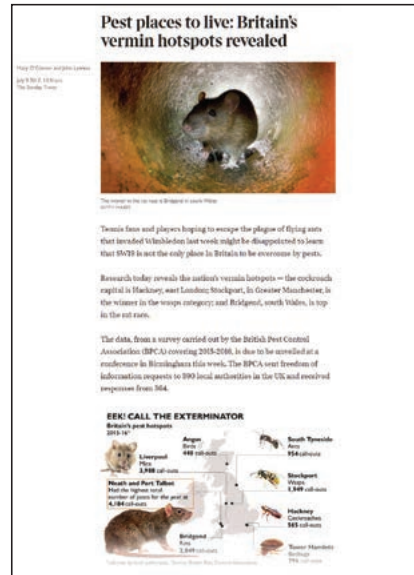
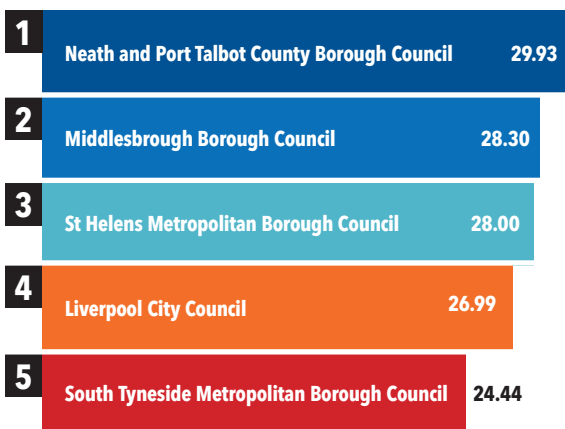
Average FTE PCOs per nation



Call-outs per 1,000 people



Most active LAs 2015-16 - call-outs per 1,000 people



The local authority survey continues to receive attention long after World Pest Day, with further coverage in The Sunday Times on 9 July and other regional press later that month.

22 June 25, 2017 The Sunday Times

Home Experts

TOP TIPS KEEP WASPS AT BAY



- Keep sweet things covered or indoors. If you dine outside, put drinks in resealable bottles. To seal homes, install flyscreens on windows.
- Stand still and don't wave your arms: the pests detect moving objects more easily than stationary ones.
- Buy wasp traps to keep them away from the house. Place them at the end of your garden. To make your own, take a jam jar with sweet residue inside and add a bit of water. Make two holes in the lid and string up from a tree to act as a decoy.
- Prevent new nests. Fill cracks, holes and entry points. Dispose of old nests to prevent new ones. Keep an eye out for new nests in early spring, when they are easier to destroy.
- Call the experts. Don't tackle a live nest yourself, as wasps are more likely to sting when threatened. Find a local member of the British Pest Control Association (bpc.org.uk).

goodhousekeeping.co.uk/institute



How does the data compare to BPCA's referral tool?

Building on the data from the report, BPCA applied its 'Find a Pest Controller' referral tool data as part of a poster presentation at the 2017 International Conference for Urban Pests (ICUP).

Despite the decreases in call-out rates for local authorities, BPCA referrals did not fill the void, but do represent a leading contributor.

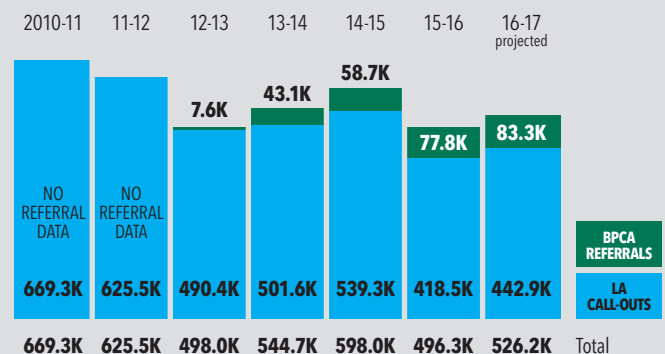
On presenting the poster for BPCA, Chief Executive Simon Forrester said, "The data speaks for itself. Yes, there is an ongoing decline in call-outs

for local authorities and, yes, BPCA's referrals increase year-on-year, (I'm sure capturing a significant number of those lost enquiries), but our concern is the gap remaining."

"Internet and print listings will contribute, as will, of course, direct calls into companies but we believe more research is required."

"We will now look to move onto the next iteration of the report, but with a particular interest in what is filling the void that is left with the declining call-outs from local authorities."

LA call-outs and BPCA referrals



MEET THE MEMBER

Today's youth, tomorrow's pest techs!

Complete Pest Control Services is a family-run business based on the border between North Wales and Cheshire. With a commitment to high standards and professionalism, Complete Pest Control was one of the first organisations in the UK to get a CEPA Certification.



Complete Pest Control's 21-year-old boss, Oliver Fitzgerald grasped the challenge of starting a business immediately after A Levels

Firmly in the driving seat is Oliver Fitzgerald, the 21-year-old company owner. He is probably the youngest company owner in BPCA membership today. We asked him to talk to us about young people in pest management and the challenges the future might hold.

GETTING STARTED IN PEST CONTROL

Finishing my school A Levels at 18, I was left, like many teenagers, wondering what career path to take. My school only seemed concerned about the amount of students going to top universities and all anyone else was offered was a booklet on apprenticeships.

No universities or apprenticeship schemes appealed to me so I started my own company instead. In 2014 I was a sole trader approaching local businesses trying to gather a portfolio.

I'd have loved to go to university, but for all the wrong reasons. I wanted to do something worthwhile and not do what so many others had done and return home to work in the local shop after taking an obscure degree.

My parents had been in pest control for as long as I can remember, so I'd grown up in the industry, attending odd jobs after school or on weekends and in the holidays. I suppose those visits sparked my interest in the industry.

Not being 100% certain about what I wanted to do, I decided to pursue something I had an interest in and was sure I'd enjoy – pest control. This led me to research what starting my own business might be like.

Living at home meant starting the business was a relatively low risk. Savings from a part-time job enabled me to get things in motion. I wanted to do things right so the first things on the list were training, joining the BPCA Probationary Scheme and insurance.

Earning some money while learning the trade was a big advantage too. My hobby is all things motorised and

restoring classic Minis can be costly!

As soon as I'd decided I was going to start a business I found information on training from BPCA, and threw myself in at the deep end by booking onto the intense residential course for the RSPH Level 2 Award in Pest Management (General Pest Control course).

After taking the course and passing the exams with high marks, I went head first into pest control and I've never looked back.

Since then I have also completed the SPA food safety and health and safety courses along with an IPAF powered access course and many online toolbox talks. Now I have the relevant field experience, I'm studying for my Advanced Technician in Pest Management qualification.

In 2016 we were incorporated as a limited company and have continued to grow the business to where it is today. We've expanded our client base by adding new national contracts and smaller local businesses and domestic premises. With an expanding portfolio I hope to be able to take on an apprentice myself in the not too distant future!

There's not much information out there about getting started in pest control and I struggled finding everything I needed. That's one of the reasons I'm pleased that BPCA is championing an Apprenticeship Scheme. People like me, who are looking for an interesting career choice, can get the support and guidance they need, right from the beginning.

WHERE ARE ALL THE YOUNG PEOPLE?

There's still a stigma attached to pest control. If you tell someone you're a pest controller then their response is often, "Eww, like rats and mice?"

It's this mentality that we have to change as an industry. We're much more than rats and mice! It's an ever changing profession, meaning you have to constantly be on your toes and stay informed.

What other job gives you the diversity that pest control does? I can be completing a routine inspection in a bakery and the phone will ring with someone worried about a rat in their garden, a noise in their loft or, even more exciting, a hotel with bed bugs.

To encourage young people into the industry we need to educate them about what the work involves. I had a rough idea of what pest control was from prior experience with family members. If I'd known more about the ins-and-outs of day-to-day pest control, there'd have been no doubt about what my career choice would be.

Without young people coming into the industry there'd be no evolution in pest control. The industry is forever changing and I believe we need fresh, new ideas from a new generation that can evolve with those changes.

There are a lot of good pest controllers in the industry with vast amounts of knowledge. Combine this with a younger generation's skillset and you have an award winning combination. For example, my Dad Eddie Fitzgerald is a qualified field biologist with over 30 years' experience in the trade. After a few years' retirement he missed the industry and now works for me helping to build Complete Pest Control Services.

Oliver's tips for young people wanting to get ahead in pest management

- Use news and information sources such as PPC magazine and BPCA's website
- Attend trade shows and talk to other companies
- Keep up-to-date with products and see what's new
- Stay on track with your CPD.

These all offer a great insight into what's happening in the industry so you don't often get caught out by changes.

CHOOSE TO MAKE THE MOST OF IT

Would you like your guest article to appear in PPC magazine or on our website? Tell us your idea for a story.

 hello@bpca.org.uk

Apprenticeships update



BPCA announced earlier this year that it's Pest Control Employer Development Group (EDG) had produced the Pest Control Technician Apprenticeship Standard ready for submission to the Trailblazer Apprenticeship scheme. We caught up with the new Chair of the group to see how plans are coming along.

Martin Rose-King is an active member of BPCA's Servicing Committee and a partner at Bounty Pest Control.

Why do you think a formal pest control technician apprenticeship is important for the sector?

We have a unique opportunity to create an apprenticeship which will bring new talent to our industry and increase the professional profile of our industry.

Where are we now in the Trailblazer process and what's next?

In April, the apprenticeship standard was approved by the Skills Funding Agency. So we have the framework approved. The next task for the group is to create the first draft of the End Point Assessment Plan. The group met again in August to be able to circulate a first draft for wider consultation in the Autumn.

Why is it important for BPCA to be a part of the process?

BPCA have facilitated the Trailblazer group and provided many aspects of support to the group since the outset. We have been lucky to have such support.

Why is it important to encourage young people into the industry?

Our industry is changing at a faster rate that most of us can remember, from legal aspects to our ever-changing environment.

With these changes come many new challenges which BPCA and fellow professionals are embracing, I can't think of a more interesting time for a young person to come into an industry that offers a dynamic and interesting career.

Young people often bring fresh ideas and approaches which can only be a good thing for our industry. They are also the business leaders and company owners of tomorrow. However, it's important to stress modern apprenticeships are not just aimed at young people.

What do you think the benefit is for a professional pest management company to take on an apprentice?

The Trailblazer group understands that the potential of being able to take on an apprentice gives companies an opportunity that we have not had before.

Some of the larger companies in our industry have career paths that new employees can follow but now, for the first time, we will have a recognised apprenticeship standard that companies of all sizes can access. The scheme will enable companies to take on an apprentice knowing that they will have the opportunity to have a fully rounded pest controller in their employment at the end of the process.

“ I can't think of a more interesting time for a young person to come into an industry that offers a dynamic and interesting career. ”

How did you join the industry?

My first insight into the pest control industry was in 1994 when part of my civilian duties for the Ministry of Defence was pest control in the barracks where I worked.

I was sent to Blackdown Barracks in Aldershot for a couple of weeks where I learned many aspects of pest management for use both in the UK and abroad in jungles, the latter of which I have never needed to use! From there I began working for a company providing pest control for a local authority before going on to set up Bounty Pest Control with my wife.

I have been lucky enough to work with some very knowledgeable people in our industry who supported me in my early days and continue to inspire me today.

Level 2 qualified at 18!



A proud Lewis Westlake with his certificate.

Lewis Westlake, from Servicing Member company Acute Pest Control, has passed his Level 2 Award in Pest Management qualification at the tender age of only 18 years old. Lewis had always wanted to work in pest management, however, having no formal way of getting into the sector, he had to do an apprenticeship in customer services and then do his Level 2 on the side. Now he's passed both, so we invited him into the office to congratulate him in person.

Lewis started going out helping some of his older friends with some mole trapping when he was just 13. Initially, he liked being outside with his friends and using a quad bike. But by the time he left school he was completely hooked on the investigation and learning aspects of pest management. While his mates went off to be mechanics or start college, Lewis pursued a career in pest management – and hasn't looked back since! Lewis is now looking at doing BPCA's Insect Identification programme so he can start studying towards becoming a field biologist.

His boss, Shawn, invested a lot of his own time and effort getting Lewis qualified. He told us he enjoyed training someone himself as, "They don't bring any bad habits with them" – noting how hard it is for someone to 'unlearn' bad practice.

Just think how much easier the whole process would have been with a formalised Apprenticeship Scheme in place!

Got a question for the working group? Contact training@bpca.org.uk



“
**From a UK perspective
 it may well actually be rather
 beneficial for the UK to have
 someone at the
 centre of CEPA as we
 go through Brexit
 and leave the EU.**”

The Brit in Brussels



Henry Mott has served as BPCA President and still actively runs a pest management company here in the UK. Now he's taken his seat at the top of the table for the Confederation of European Pest Management Associations (CEPA).

Elected in June, Henry's had a busy few months. We managed to grab a quick interview with him about his new responsibilities and vision for the future of the Association.

Why did you decide to take on the CEPA President role?

I think many people take positions like this because they enjoy the kudos or believe that it'll be a benefit to their business. However, I just genuinely get a lot of pleasure from making a difference in our sector. I've always wanted to challenge the perception that our industry is made up of 'killers rather than carers'. I want to promote our industry as one that is protecting public health, food stocks and our environment through the advice that we give and the preventative action that we take, and not one that simply kills.

I started this work with BPCA, and I hope to continue it now as President of CEPA.

What are you bringing to the role?

Good question – this is starting to feel like a job interview! I suppose it comes down to experience, both as part of the sector and through working in a professional association like BPCA for so long.

I think I'm right in saying that I'm the first president that still actively operates a smaller pest control business. It is worth noting that the average size of pest control servicing business across Europe is just four staff.

Generally, previous presidents have been drawn from large corporations or were retired due largely to the fact they were able to offer the time without their business suffering. By still being actively part of the industry, I can see through the eyes of those affected the most by the decisions we make – the smaller companies. My biggest challenge will be time as I still have the day-to-day pressures of running my own business on top of the role I have undertaken.

How have you shaken things up in your first few months in charge?

I've assigned four vice-presidents to help drive our strategy across Europe.

I was acutely aware that we're the Confederation of European Pest Management Associations, and therefore it's important for us to be representative.

We've got representatives from Germany Spain, Norway, Italy, and a new treasurer from Belgium, each with a remit based on one element of CEPA's long term strategy: global awareness, professionalism, sustainable use of biocides, and training and qualifications. As well as spreading

the workload, I think this makes the confederation more democratic and allows us to utilise more people's expertise.

What are you hoping to achieve during your time as president?

Definitely to keep building on the CEPA Certification standard. At the CEPA Certified® launch event in 2015, the Director in charge of Biocidal Products at the European Directorate General for Public Health and Food Safety publicly stated that the European Commission may consider continuing to grant access to hazardous substances to companies achieving EN16636 if our sector can reach a critical mass of certified operators.

We've never had a definition for what a professional is – but if we can show that the industry is committed to professionalism through CEPA Certification, then we might achieve this universal recognition. The benefits to those companies that have reached the (EN16636) standard will be immense in terms of distinguishing themselves from 'non-professionals'.

We have set the goal of 1,000 CEPA Certified® companies, geographically spread across Europe as demonstrating critical mass – currently we have well over 300 in just over 18 months, so we've still got plenty to work towards, but the goal is eminently achievable.

CEPA Certification aside, since the current secretary announced his retirement I have the task of finding and recruiting a new secretary for the confederation to both help manage day-to-day operations as well as one that will continue to drive our objectives forward. Interviews are already taking place in Brussels, and I feel confident that we will have found the right candidate before the end of the year.

And of course, there's plenty of work to do on next year's Global Summit.

How are the preparations coming along for the 2018 Global Summit?

So, as you know, in agreement with our partners in the USA we've made the decision to bring forward the summit by a year. This has been done to avoid two USA conferences in the same year and also the benefit of not clashing with PestEx in the UK.

The Global Summit will be held in Lisbon in Portugal and coincide with World Pest Day in June. I am currently working with NPMA and our Portuguese association partners in

WE ALSO WANT TO TALK TO END-USERS AND REALLY EXPLAIN TO THEM WHAT THE EN16636 STANDARD MEANS...

finding suitable venues and will be working hard to produce a programme of speakers and events that will focus on ours and NPMA's core objectives for the industry.

One specific area I want us, as an industry, to focus on is the involvement of end-users in the event. We need our business sector offering to be in line and meet with our end-user wants and needs. Many seminars I have attended over the years have been about what we want and the issues that impact directly on our businesses. I believe we spend too much time 'navel gazing'.

Let's engage much better with our customers about the importance of the work we do.

There's always the potential for us spending too much time looking at the mating habits of cluster flies, rather than engaging in the public health argument.

Isn't it the wrong time for a Brit to be taking on this role of CEPA President with Brexit around the corner?

Let's be clear, CEPA is the Confederation of European Pest Associations and not *European Union* pest associations. We already have members that aren't part of the EU and I don't think it really matters what your nationality is – just as long as you're a European!

From a UK perspective it may well actually be rather beneficial for the UK to have someone at the centre of CEPA as we go through Brexit and leave the EU. This way we can keep a toe in with what's happening in the EU because whether you are a pro-EU or not, whatever is decided there is still going to affect us here, even after our departure.

Being a part of associations that are still influential in the EU is going to be more important than ever for UK businesses when we no longer have a seat at the table.

What does the future hold for CEPA Certification?

Like I've said already, hitting that critical mass is an important target for us, but beyond that, we want to look at the feasibility of incorporating training and qualifications into the standard.

Training standard requirements to practice across Europe are widely different. For example, countries such as Hungary have incredibly high training standards to operate in the sector, whereas in the

HENRY'S TIMELINE

- 1993** Henry began his career in the industry with Rentokil in the city of London. He moved through various roles, eventually running the branch in London that he started out in.
- 2005** Bought a small pest management company of three technicians. This has now developed into a team of 14 technicians and trades as Conquer Pest Control operating across central England.
- 2007** Now he was paying BPCA membership fees from his own pocket he wanted to understand what his money was going towards and so decided to attend a BPCA Regional Forum. From there, he joined the Executive Board and spent ten years working to improve membership benefits and professionalising the Association, including time spent as Vice President and President. He was instrumental in areas raising the entry level for members and, in collaboration with the CEO, created long term strategies to ensure the Association developed in the interests of all its members.
- 2015** In the same way that he initially approached BPCA, Henry wanted to understand what CEPA was doing for the industry and to ensure BPCA members' cash was being spent wisely. Henry spent three years as Vice President of CEPA, amongst other things helping to champion CEPA Certification and the EN16636 standard.
- 2017** Became the first British President of CEPA.

UK the entry requirements are very low.

CEPA Certification does a great job of proving a business's competency and professionalism. However, currently there's no way of measuring the standards of an individual pest control technician's professionalism in the international marketplace. Within the EU the education system has already got universally-recognised standards and we need to consider how this can be incorporated into our industry. The potential benefits to both the company and the end-user are obvious.

We also want to talk to end-users and really explain to them what the EN16636 standard means, as well as get CEPA Certification built into specifications. So far, we've been good at talking about the benefits of CEPA Certification to pest management companies, but now we need to drive the message from both ends.



“Our birds are housed across 50 acres of orchard and we want to do everything to keep them safe from infection. Once we heard about the Agrilaser Autonomic it seemed like an ideal solution to complement all of our other biosecurity measures.”

Daniel Hoebrichts
Owner of Orchard Eggs



For more information please call:

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MACRO-SCALE ERADICATION the only way to be sure?



Simon Forrester investigates whether or not complete eradication of a species is the only way to preserve public health, and the hidden impacts of wiping out a pest organism.

Our constant battle against pests is, on balance, probably unwinnable. Nature will always find a way, and evolution generates new variants of pests better adapted to deal with whatever poisons, traps and exclusion measures we throw at them. So is the answer to completely remove the species in question?

Before we start killing off an entire population, let's get our facts straight, and think hard about the role these species play in their ecosystem, and our planet's. The law of unintended consequences applies. For example, by banning the use of DDT to prevent harm to people who might be consuming trace quantities, we effectively crippled the fight against malaria leading directly to millions of avoidable deaths around the developing world while, perhaps, having limited impact on human health.

Eradication programmes have met with mixed success through the years, and some methods that at the time seemed innovative, have resulted in different and, in some cases, worse problems than before.

According to tradition, Saint Patrick, a fifth-century Christian missionary, chased Ireland's snakes into the sea.

And it's easy to see why this story has survived. Islands are possibly the best places from which to eradicate a pest. You are surrounded by an impenetrable barrier (water) so the pests can't quickly retake the ground, you can control movement in and out (via border patrols), and it's a finite area of land to manage. So is the UK ripe for the removal of a pest species?

The success of an eradication programme is limited by the scale and scope of the problems, the terrain and, of course, the prevailing conditions whether climatic, economic or regulatory. It's clear that a range of pest species cause problems for UK plc. But how much do we really want to spend to deal with them? Perhaps the recent influx of *Aedes albopictus* (Asian tiger mosquitoes) will make our government wake up and realise the impact of pest species on public health. But I wouldn't bet on it in the current climate.

Ethically, we may also be on dodgy ground. Do we have a right to destroy a species? Humans have been responsible for

the extinction of a wide range of creatures. Scientists at the Center for Health and the Global Environment estimate we're now losing species at 1,000 to 10,000 times the background rate of extinctions, with literally dozens becoming extinct every day. Their data predicts we will lose around 30-50% of all species by mid-century, mostly because of human activities; primarily those driving habitat loss, the introduction of invasive species, and global warming. The loss of one species can cause a chain reaction in a delicate ecosystem. If we carry out a planned extinction of a pest species, what will be the larger scale effect? As can be seen from the example of failed eradication projects, removing a species can have unwanted and significant effects – as can the introduction of an invasive species.

Effective control of a spreading or established pest species requires a coordinated approach across borders. Public education programmes and trade restrictions can have a positive effect to prevent new introductions of non-native or eradicated species.



Improved checks of incoming items can close borders to these immigrants and prevent a reoccurrence.

However, the spectre of public opinion will affect the success of any eradication programme. The UK is a nation of animal lovers, and there is always someone who's a fan of a particular pest, no matter how crazy it might seem.

One final thought: the more cynical reader will say, "That's all very well, but what about the impact on my business model if we kill off the rats or roaches?" Well, the response is that Mother Nature will bring a different set of pest problems to our door, whether from adaptation or new invasives. Either way, pest control is still here to stay.

CONTINUED >

**MACRO-SCALE
ERADICATION**
the only way
to be sure?

Where eradication has been successful

HOGGING ALL THE CRABS: CLIPPERTON ISLAND

The tiny island of Clipperton sits about 800 miles out to sea from Acapulco Mexico. It was once the home to millions of crabs and seabirds as well as a stopping point for sailors as far back as the 1700s, and at some point, people tried to settle there.

While the settlers left, their livestock remained and, unfortunately, their drove of pigs developed a taste for the crabs and bird eggs. In the 1950s American ornithologist Ken Stager came to the island to collect bird specimens for the National History Museum of Los Angeles County.

Seeing first hand what the pigs were doing to the birds, Ken took out his shotgun and killed all 58 feral pigs on the island in a single visit. Clipperton's wildlife has since recovered with thousands of crabs and seabirds reclaiming the island.

TIGHTENING THE SCREW ON THE SCREWORM

Eliminating a pest species in an island environment is significantly easier than tackling a mainland problem.

The southern United States and Mexico had serious issues with screwworm – the larvae form of *Cochliomyia hominivorax* (blowflies). The larvae feed on living tissue and cause a parasitic infestation within live mammals – *hominivorax* translates roughly as 'man-eating'. The agricultural industry was losing millions of dollars annually due to treating fly-struck cattle.

In 1958, the United States Department of Agriculture approved the use of the 'sterile insect technique' to eradicate the pest. The female screwworm fly generally can only mate once in a lifetime and retains the sperm for fertilisation of all the egg batches it will ever produce. Because of this, screwworm populations could be suppressed by releasing factory-reared sterile screwworm flies.

At the height of the programme, 155 million flies were being released weekly. The screwworm was completely eradicated from the southern United States in 1966 and from Mexico in 1991.

INVASIVE GOATS REMOVED FROM DARWIN'S GARDEN

Clipperton isn't the only island to have had its wildlife saved through eradication.

The Galapagos Islands have some of the most diverse wildlife in the world. Each island has unique wildlife, which has made them a place of pilgrimage for many biologists and naturalists.

An unlikely pest, (again brought to the shores by humans) ravaged the land and wildlife: goats. Conservationists struggled to control the goat populations as they'd hide from hunters, climbing further into the hills, only to reproduce and start to ravage the landscape again.

In the end, Karl Campbell led a huge effort to rid the island from goats once and for all. 160,000 goats were killed with guns, dogs and helicopters. Conservationists even used radio-collared, super-sexed female goats to lure hiding males out into the open.

RECLAIMING SOUTH GEORGIA FROM THE RATS

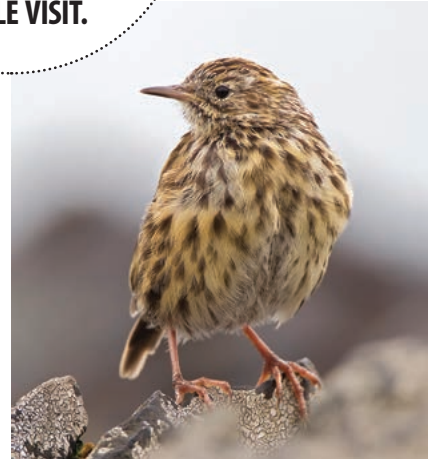
This sub-Antarctic British Overseas Territory was host to probably the largest ever island eradication mission. The five-year project, led by South Georgia Heritage Trust, saw over 1,000 square kilometres treated in three phases between 2011 and 2015.

Rats, brought to the island 200 years ago, had destroyed around 90% of the seabirds. Many of these seabirds have no natural defence against rats, and therefore chicks and eggs were consistently getting eaten.

The Trust used bait dropping helicopters to ensure that it was distributed right across the island. Although the bait would inevitably kill some seabirds, experts carefully worked out that those losses could be sustainable.

It will take more than a decade to be sure that all the rats on South Georgia are gone, but experts can say with some confidence that the numbers of seabirds on the island are starting to recover.

SEEING FIRST
HAND WHAT THE
PIGS WERE DOING TO
THE BIRDS, KEN TOOK OUT
HIS SHOTGUN AND KILLED
ALL 58 FERAL PIGS ON
THE ISLAND IN A
SINGLE VISIT.



The South Georgia Pipit (image: Ingo Arndt)



South Georgia Pintails (image: Tony Martin)



Locked and loaded on South Georgia – pest eradication on an industrial scale (image: Tony Martin)

Where eradication has failed

CANE TOADS BLIGHT AUSTRALIA

Cane Toads were introduced by the Australian Government from Hawaii in June 1935 in an attempt to control the grey-backed cane beetle (*Dermolepida albohirtum*) – a native species also detrimental to sugarcane crops. Adult cane beetles have heavy exoskeletons, and their eggs and larvae are often buried underground making them difficult to exterminate. Cane toads were to replace the use of pesticides like arsenic, pitch and copper.

Once released the cane toads spread quickly, and now number over 200 million. Cane toads deplete native species by spreading disease; they poison pets and humans; deplete native fauna; and reduce prey populations for native insectivores, such as skinks. Unfortunately, the introduction of the toads has not only caused large environmental detriment, but there is no evidence that they have affected the cane beetles they were introduced to predate. The toads have steadily expanded their range, evolving larger legs. In 2014, Professor Shine, from the University of Sydney indicated that the migration rate had increased to 60km per year, and is seemingly unstoppable.

There is a current battle over whether to introduce another species to predate or infect cane toads.

BORNEO'S RATS AND PARACHUTING CATS

In the 1950s, a malaria outbreak occurred among Borneo's Dayak people. The World Health Organization (WHO) tried to alleviate the problem by spraying their thatch-roofed huts with dichlorodiphenyltrichloroethane (DDT). The DDT killed the malaria-bearing mosquitoes but also killed the parasitic wasp that kept thatch-eating caterpillars under control. At night the buzz of the malarial mosquitoes was silenced, but creaks and then screams followed as people's roofs collapsed.

But this was hardly the end of the problem – geckos ate the toxic mosquitoes, slowing them down. They became prey for feral cats, which then died, allowing the rat population to grow ten-fold.

Rats were everywhere, scurrying over and through the Dayak's roofless huts, spreading diseases like bubonic plague – a condition that's even more serious than malaria.

The WHO was rightly afraid of additional disasters that might occur if they poisoned the rats, and decided to re-introduce the rats'

natural predator right back into the remotest parts of Borneo. So one morning the locals were woken by a plane flying overhead, dropping parachuting cats! Operation Cat Drop saw 14,000 felines fall onto Borneo, reducing the rat population and restoring some balance to the country.

I WANT TO KILL YOUR BATS: SOUTH AMERICA'S ONGOING BATTLE

Vampire bats (*Desmodus rotundus*) have a scary reputation. In Latin America they destroy lives and livelihoods, feeding on pigs, cats, even children. Their hearing is sensitive to low-frequency sound such as large animals breathing, their teeth are so sharp their bite can't be felt, and their noses have infra-red heat detection meaning they can detect veins beneath the skin of mammals. According to Wired online magazine, rabies costs farmers in South America \$30m per year and kills dozens of people. Once the symptoms appear, it's too late to save the patient.

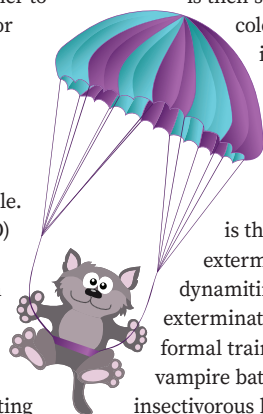
Cattle ranchers in Panama want the government to eradicate the bats as a species. The Panamanian government has tried to eradicate the bats by spreading a toxic paste onto the backs of the bats, which

is then spread throughout the colony. However this seems ineffective as it's only a matter of time before more bats take their place, actually increasing the spread of rabies.

Another common practice is the use of flamethrowers to exterminate bats, and the dynamiting of bat caves. Sadly, the exterminators often have little to no formal training in identifying a vampire bat, and so non-target insectivorous bat species are threatened. This has a knock-on effect of increasing the local bug population, and thus the number of disease vectors harming local people and their livestock.

HAWAII'S RAT PROBLEM BECOMES A MONGOOSE PROBLEM

In 1883, a sugar mill in Hawaii decided to import 72 mongooses in an attempt to stop rats eating their sugar cane. As it turns out, the mongoose is diurnal, and the rats are nocturnal. The result was that with virtually no natural predator the mongoose population increased exponentially and wound up devastating the native (much easier to catch) bird population instead.



TOP CONTENDERS FOR UK-WIDE ERADICATION?

GREY SQUIRREL (*SCIURUS CAROLINENSIS*)

Source: North America

Location: UK-wide

Numbers: circa 5million

Impact: invasive species wiping out the red squirrel (*Sciurus vulgaris*)



A grey squirrel 'on the nuts if you please' (image: CC BirdPhotos.com)

The grey squirrel was introduced to the UK in 1876 and across Europe just after World War II and has swiftly taken advantage of the lack of natural predators to establish themselves. Both reds and greys have similar diets, habitats and activity

patterns. The greys displace reds, eating food stores and spreading squirrelpox, a disease that kills the reds in around a week. The invasion of the grey squirrel in the United Kingdom can be classified as a Disease Mediated Invasion (DMI), and some observers have classed grey squirrels as biological weapons.

Many programmes have sprung up to trap, poison, shoot or otherwise control greys, and this has helped the re-establishment of pockets of reds across the UK. Selectively-timed culls can also have an effect of pushing back greys from an area. Alternatively, non-lethal methods of population control, such as fertility treatments, are being developed, although the effectiveness of these treatments is unknown.

The European pine marten (*Martes martes*) is a natural predator of grey squirrels, and its reintroduction in areas where greys are dominant may help reduce populations, as the pine marten and red squirrel can co-exist. Non-lethal treatments are being developed such as fertility drugs, but their effectiveness is as yet unknown.

Importance: 3/10

Likelihood of success: 8/10

CONTINUED >

MACRO-SCALE ERADICATION
the only way to be sure?

MOSQUITO (AEDES)

Source: Africa; Far East
Location: Kent, Swansea and Southampton
Numbers: minimal in UK
Impact: mosquitoes kill around 725,000 people every year (worldwide) - WHO

Potentially the most dangerous animal on the planet, the UK has over 30 native species of mosquito, many of which don't bite people or pose a significant risk to public health. However, with confirmed reports of yellow fever mosquitoes (*Aedes aegypti*) and tiger mosquitoes (*Aedes albopictus*), the UK could see the zika virus, Chikungunya and a whole host of other nasty diseases spread to our shores.

Monitoring projects are being carried out by Public Health England at major ports and airports across the UK and, currently, it is believed that neither species has taken root or spread further afield.

However, the UK may have a role to play in the global eradication of the pest.

Genetically modified 'sterile' mosquitoes, created by the Oxford-based biotech firm Oxitec Ltd, are already being trialled around the world. Male mosquitoes have been genetically engineered to have a 'kill switch' so that their offspring die before reaching maturity. Male mosquitoes don't bite or spread disease meaning these new GM mosquitoes have no significant adverse effect on human health.



Trials in Brazil, Panama and the Cayman Islands have seen fantastic results, reducing the number of *Aedes aegypti* by more than 90%. In comparison, control methods such as using insecticides have seen an efficiency rate of around 30-50%.

Importance: 10/10
Likelihood of success: 6/10

COCKROACH (BLATTELLA GERMANICA, BLATTELLA ASAHINAI)

Source: Southeast Asia and spreading
Location: UK-wide
Numbers: 5,904 local authority call-outs in 2015/16 (BPCA National Survey)
Impact: food poisoning and the transfer of bacteria

Although cockroaches pose a significant threat to food safety in the UK, eradication would be no easy task. It's often said that cockroaches would be the only species to survive a nuclear holocaust. Mythbusters even put this to the test by subjecting German cockroaches to varying levels of radiation. An impressive 10% of roaches survived 10,000 radon units of exposure (as a comparison, the Hiroshima bomb emitted gamma rays at around 10,000 rads). Cockroaches are nature's perfect survivors for numerous reasons. Firstly, their cells divide far more slowly than other organisms cells, giving them more time to fix the problems caused by radiation, like broken strands of DNA.

Secondly, they adapt incredibly quickly. In the 1980s, sugary roach-bait was an effective pest-control strategy, at least at the time. By 1993 the toxins stopped working as their internal chemistry changed so glucose tastes bitter to them. This trait was passed through the generations. These beasts can even reproduce without the need for males. In extreme situations, cockroaches are capable of what scientists call parthenogenetic reproduction – or virgin births. Oh, and they can continue to live without a head.

A matchbox-sized robot cockroach has been developed that can infiltrate a group of cockroaches and influence their collective behaviour. The robot smells and acts like the real thing, fooling the insects into accepting it. The robot can use its programmed behaviour to persuade the group to, for example, venture out into the light despite a preference for the dark. In theory, you could program a robotic cockroach army to lead the real thing out into the open to be destroyed like some sort of sci-fi version of the Pied Piper.

In reality, it's unlikely that we'll see the cockroach disappearing from the UK anytime soon.

Importance: 7/10
Likelihood of success: 3/10



Brown rat (image: Paula O'Sullivan)

BROWN RAT (RATTUS NORVEGICUS)

Source: Potentially Northern China
Location: Everywhere (bar Antarctica)
Numbers: 186,192 local authority call-outs in 2015/16 (BPCA National Survey)
Impact: spread disease, inflict structural damage

We've already shared a project that's well on the way to eradicating rats on a small island, so why not apply the theory to the UK mainland? Well, first of all, nobody would ever seriously recommend dropping millions of tons of bait from helicopters around Britain due to the environmental cost alone

– never mind the enormous expense.

It's potentially impossible to rid the UK of rats completely. Throughout human history, wherever there have been people, rats have followed, poisoning our food, causing fires, decimating crops and spreading disease. When a single pair of rats can create up to 15,000 descendants in a lifetime, and there are potentially over 10 million rats in the UK – it seems total eradication is unlikely.

Additionally, what else do we have to fight them with? Over the last hundred years, we've poisoned them, invented elaborate traps, trained cats, dogs and ferrets to catch them, made ultrasonic machines to drive them away – Rikers Island, New York even tried to use mustard gas to get rid of them once and for all. But still, rats remain.

A new weapon in our arsenal might soon make it at least plausible that we could one day be rat free.

In 2015, New York City invested around \$3million on rat control after it became increasingly apparent that the city was losing the war on rats. Now officials are trying a new liquid bait which supposedly makes rats infertile but is otherwise non-toxic to the rest of the environment. The key chemical 4-vinylcyclohexene diepoxide (VCD) destroys female rats' ovarian follicles and impairs the sperm production in males.

The trial supposedly begins this year and, if successful, then maybe it will work within the UK.

Importance: 8/10
Likelihood of success: 5/10

Agree with our ratings? Tweet @britpestcontrol

WHERE WE'VE BEEN

Cereals 2017: wake up to fumigation

Following a request from the Fumigation and Controlled Environments (FaCE) Forum, BPCA travelled to the village of Boothby Graffoe to take a stand at the technical agricultural event Cereals. We brought along members of the FaCE Forum to talk about all things fumigation.



Cereals is the self-described “leading technical event for the arable industry” and rotates between Boothby Graffoe in Lincolnshire and Duxford in Cambridge each year in June. The event takes place on a working farm with demonstration areas, crop plots and seminar tents alongside the exhibition stands.

Across two days, the event was attended by over 24,000 people including farm owners, agronomists, students from agricultural colleges and agricultural professionals – meaning that we got to speak to a variety of people to raise the profile of the professional pest management sector. And the sunshine helped to put a smile on everyone’s faces!

Supporting BPCA’s stand, Jim Kirk from Deadline said, “Promoting pest control services to agriculture is now more important than ever. Traditionally agriculture has largely conducted it’s own pest control – with a wide variance in standards.

“The stewardship schemes in place for key agriculture products like Phostoxin and Talunex, alongside the more recent implementation of stewardship guidelines for rodenticides, is making the option of outsourcing pest control much more attractive and viable to farmers. This is clearly an opportunity for professional pest controllers. It was great to see this being identified by the BPCA’s committee structure, put to the Board and then supported at such short notice.

“The Deadline team were delighted to support BPCA and our customers on the show stand – lets hope we see opportunities for BPCA members to increase the amount of work they conduct within the agriculture industry and improve the quality of pest control within this sector.”

Martin Cobbald, Owner of Dealey Fumigation and Chair of the FaCE Forum, commented, “The great benefit of attending Cereals was being able to reach customers directly. A lot of the show attendees don’t

often venture past the farm gate so to see so many of them face to face and talk to them about fumigation was a considerable opportunity for our members.”

BPCA’s stand was located within the ‘crop protection’ area of the show due to the focus being on fumigation, however BPCA naturally received questions on the day about other areas of the pest management industry. Aside from fumigation we spoke about the CRRU Stewardship Scheme, qualifications for the use of aluminium phosphide, and recommendations for pest controllers (and our ‘find a pest controller’ tool).

It was great to see members working together to promote the industry, and it’s always fun attending a variety of shows with our members. Cereals was definitely a success for our members and relationships have been made that will hopefully bring in plenty of profit for all our members.

PUTTING AN EVENT FORWARD FOR BPCA ATTENDANCE

The FaCE Forum decided at its last meeting that it would like to raise the profile of the fumigation industry by attending the exhibition. This was put forward to BPCA’s Executive Board, which approved the attendance and plans began! All members of the FaCE forum were emailed about being involved in the stand and responses included sending along a member of the team to help on the day, to providing samples and literature to build up the stand’s appearance.

BPCA was joined on Thursday by Robert Brewster, Fumigation Manager from Command Pest Control along with Jim Kirk and Dawn Kirby from Rentokil Products talking to farmers about their Phostoxin and Slaymor ranges. BPCA’s Kevin Higgins was on hand to talk about the CRRU stewardship scheme.



Chair of BPCA’s FaCE Forum Martin Cobbald from Dealey Fumigation was the driving force behind the representation of FaCE at Cereals and helped out on the stand on Wednesday, providing samples of grain store pests.



WHERE SHOULD WE GO?

If you have an event that you would like to see BPCA attend then speak to your committee members to get the ball rolling or email us...

 events@bpc.org.uk

We weren’t the only people from the pest control industry at the show on the day!



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 www.bpca.org.uk/affiliate



Rats underfoot

drainage engineer or pest control technician?

What do you do when you suspect a rodent's route of entry is from a flaw in the inaccessible pipes beneath your feet? We asked drainage expert, Mick Grant from BPCA Associate Member company, MG Drainage, to give us an insight into the potentially draining problem of rats in pipes.

- It's likely that a pest technician will visit a site before a drainage contractor is considered
- Unsealed redundant pipes are the most common cause of rodent issues
- Experience with drains trumps even the best equipment
- Drains are restricted and potentially dangerous, so use gas monitors



The surveys that we undertake as a result of rodent activity have increased over the last few years. Generally, these jobs come to us from recommendations made by pest control technicians after they've done a site survey, but we also get enquiries directly from the general public through our website.

It's a given that rats live in our main sewer systems and the connecting pipes are easy paths for them to follow and explore. We all know what they're looking for and once they find it, they can settle in and usually survive safely. While it's fairly easy for rodents to find these tiny paths, it's not so easy for the professionals to find the rats or even prevent them.

For the unfortunate people that have to suffer rodents living in their pipes, who should they contact? The first thing that most people will think about when faced with rodents is pest management professionals - and why should they think any different? People aren't aware of the problems that can be caused by a defective or poorly installed drainage system, and therefore wouldn't necessarily think about us... that is, until it's too late.



IDENTIFYING THE PROBLEM

Once we attend a site, we are usually following someone who has already checked the obvious, started a baiting programme and found evidence that the below-ground drainage system is the source of rodent activity (or that there isn't any other feasible explanation).

One of the first questions we will ask during an enquiry or when arriving at a new site is this: has there been any building work undertaken, recently or otherwise? Even works completed a few years previously can be evidence of rodent activity, especially if the position of activity is around the area of work. This is the most common source of rodent activity we encounter and typically the cause is a redundant pipe, an access point or branch that has been left in the ground without being sealed. However, there are some jobs that require a bit more thought and a detective-like approach, eliminating the obvious to eventually show proof for the area of concern.

THE KIT THAT SEPARATES US

There are certain things that we can do that the pest management guys cannot (and vice versa). A big tool in our arsenal is CCTV cameras. Now, there's nothing to stop pest controllers from purchasing camera equipment so they can offer this service - after all, this is another string to your bow, so to speak. It could be the piece of kit setting you apart from your competitors who don't have the facility. Surely pushing a camera up a pipe is not rocket science? However, it's not quite that simple. You do have to have an understanding of what to expect and where the camera is going or likely to go. It's very easy to get your expensive, new equipment stuck on bends, on displaced joints or on a dimension change - especially with an inexperienced operator. Stuck equipment can be costly to remove.

Inexperience aside, the cost of a decent bit of equipment is high and it has to be used a lot to justify the expense.

PEOPLE AREN'T AWARE OF THE PROBLEMS THAT CAN BE CAUSED BY A DEFECTIVE OR POORLY INSTALLED DRAINAGE SYSTEM...



Rats underfoot

drainage engineer or pest control technician?

So, weighing it all up, there probably is a requirement for both a professional pest controller and a professional drainage contractor when dealing with certain rodent problems. There is an argument that calling a pest control technician first is the best option based on economics. Why go to the expense of having a drain survey completed until there is some justification to do so?



If pest management can treat the rats, some customers may not care about the source. However, it is the job of the pest control technician to educate their customers and advise that the source needs to be proved and prevented. A route used and left can easily be found again and rodent problems can return.

We see it as our job to recommend pest management for the purpose of professionally controlling and eradicating pests – maybe pest technicians should be aware of the professional services a drainage contractor can provide too.

Hopefully, you can see that there are different skills for each trade and each trade can be as important as the other. Our trades do crossover in the middle. Ultimately, using both a professional pest controller and a drainage contractor will give the best results.

THERE IS AN ARGUMENT THAT CALLING A PEST CONTROL TECHNICIAN FIRST IS THE BEST OPTION BASED ON ECONOMICS.



7 things to remember when working around drains

1

Always wear gloves and keep working area around drains clear and clean. Wear overalls where needed and wash your hands and equipment thoroughly after use.

2

Ventilate the drainage system wherever possible. If you have to lift one cover, lift another up or downstream to allow ventilation.

3

Drainage systems can be shared and as such could be a local water authority asset.

4

Never enter any manhole chamber. Even leaning into one with your head below ground is very dangerous.

5

Drainage systems can be dangerous environments with a lack of oxygen, harmful gases and even the risk of explosions. Never smoke over an open chamber.

6

Never leave open manholes or inspection chambers unattended. You may know where they are but the postman doesn't!

7

Manhole covers can be heavy, especially block infill covers on driveways. They should be raised square directly upwards. Sometimes you may need mechanical lifting equipment to raise these.



DO DRAINS FEATURE IN YOUR PEST PROBLEM?

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APPTASTIC!

Smarter pest control at your fingertips



The digital software arms race has never been so competitive. For smaller companies, choosing the right application to help drive that bottom line up can be a challenging activity to undertake. Ben Massey takes a look at the options...



- Digital tools can make your tasks easier
- Some applications take longer to set up than others
- Applications and software are generally run on a pricing scale, making them good value for money

Applications or 'apps' are digital software programs designed to save a user's time (and therefore money) so they can focus on what they do best. So, if you don't know your Trello from your WUFOO, or your Fiverr from your Yelp, this article should give you an idea of what is out there to support your daily routine.

WHY ADOPT TECHNOLOGY?

It's worth understanding why you should adopt new technologies, especially if you represent a company that does not have to manage a large team. If you find yourself making the following statements it might be time to consider some app help:

"Yes, I will get a copy of the service report to you electronically, but it'll have to wait until I'm back in the office."

"I want to regularly communicate with my customers, and not just when we are visiting."

"I need to submit this invoice but I haven't got time today."

"Filing, filing and more filing!"

"Where is that piece of paper/logbook"

"Surely they've invented something that can make this easier?!"

"I really don't want to spend another evening doing more admin!"

PRICE

Most single function applications are scalable in terms of price. Most offer a licence or per-user charge, which means that they turn out to be cost effective no matter what size of business you have. In fact, a number of the apps in this feature are free or offer a free trial so you can try before you buy.

What apps are out there?

Hootsuite	MailChimp	Yelp
Google My Business	fiverr	Google Hangouts

MARKETING AND COMMUNICATIONS

If you're constantly flicking between social media platforms to manage customer interactions, we suggest using a management tool like Hootsuite for a one-stop shop. If you have customers who have opted to receive communications from you, we also suggest emailing them through an application like Mailchimp – you might want to introduce a new member of staff or let your customer base know you've just been CEPA Certified!

In addition to updating your details on BPCA's 'find a pest controller' tool, we also suggest making sure your company details are listed on Yelp and Google My Business. It pays to reference your BPCA membership to stand out from the competition! Make sure you utilise the opportunities that listing applications give you with regard to photos of you and your team, links to your website and social media feeds, and those all-important reviews from real customers.

Fiverr is an alternative addition to the 'essential applications list' for the professional pest controller. It is a directory of freelance professionals who you can contact for tasks such as copywriting, design, video, translation and even programming! Finally, in MarComms we also recommended our members look to engage a quality chat tool for teams that work across multiple devices – Google Hangouts is great for this.





Trackm8



appyfleet



MileIQ

FLEET MANAGEMENT / MILEAGE

Trackm8 and appyfleet are two applications based out of the UK that allow you to track your vehicle's movements and include features like expense reporting, traffic alerts and scheduling visits. Both apps offer a simple, easy-to-use interface and have freemium models for the individual user as well as more advanced 'fleet management' software. MileIQ can also serve the needs of the professional pest controller by automatically logging mileage and is free for the first 40 drives each month.



Trello



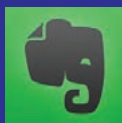
Basecamp



Bitrix 24



Google Drive / Docs



Evernote

PROJECT MANAGEMENT / OPERATIONS

Project management applications are particularly useful to stay organised. Applications like Trello and Basecamp ensure you keep a track of your strategic objectives, schedule operational tasks, and assign them to relevant colleagues.

Bitrix 24 is slightly different in that the application is able to deliver basic project management tasks, but additionally offers useful tools such as annual leave planners, document management and HR forms management. For versatile cloud-based document management, that integrates across a range of applications, Google Drive/ Docs is also popular.

Some members of the Servicing Committee also use Evernote in place of a notepad as it also works across multiple operating systems (macOS, iOS, Windows and Android).



Formotus Pro



GoFormz



Goformative



WUFOO



Formatize



iPestPlus

ONLINE FORMS

Completing service reports by hand not only takes more time during the visit, but there is the follow-up administration to consider. It is important to take it into account the time it takes to set up your forms online, and carry out adequate testing before being fully operational.

Of course, depending on the usability of the software, some forms will take you longer to get into shape than others. Applications that can support getting your forms into a digital format are Formotus Pro and Formatize. iPestPlus is also worth a mention here. It is a digital pest control reporting app produced by Russell IPM that delivers features such as an interactive data, online logbook and spatial mapping, all produced from the swipe of a finger (or two) on site.

For a straightforward 'lets move my form online' objective, GoFormz seems a simple solution and is able to adopt a company's existing report template, even if the form wasn't originally designed for online use.

GoFormative is an application used mainly in the education sector which has a useful 'live' component that allows a main user to intervene electronically.

Wufoo and Formatize seem to be slightly more complex apps, but arrive with the added benefit of being able to take payments within the form, which is really useful in the domestic market.

Built specifically for the pest control market, a purpose-built app like iPestPlus is also worth a look.

CONTINUED >

No-brainers

- 1 **Setting up digital software takes time to get it right, so be prepared to spend time building, testing and troubleshooting.**
- 2 **Thinking of purchasing a solution for your business? We recommend speaking to at least two current clients to understand their experiences.**
- 3 **The apps referenced may provide additional functionality to what this article has presented. For up-to-date information, you should contact the software provider directly.**

“

I was after a digital card-based system that I could use for job management and planning purposes. There's loads of different ways you can use Trello for this and I have multiple Trello 'boards' for multiple projects.”

PHILLIP HALPIN, MANAGING DIRECTOR OF COUNTRYWIDE ENVIRONMENTAL SERVICES

GLOSSARY

APPLICATION

Typically a small, specialised digital program downloaded onto devices.

AUTOMATION

Use of digital technology to perform a process in order to accomplish a workflow or function.

CLOUD-BASED

Software and data held online and accessible to users on demand via the internet.

CRM

Customer Relationship Management System. A system to record all customer details, contact records and activity information.

INTEGRATION

One system talking to another without the need for manual inputting.

OPERATING SYSTEM

The set of software that controls the overall computer system.

APPTASTIC!






Smarter pest control at your fingertips

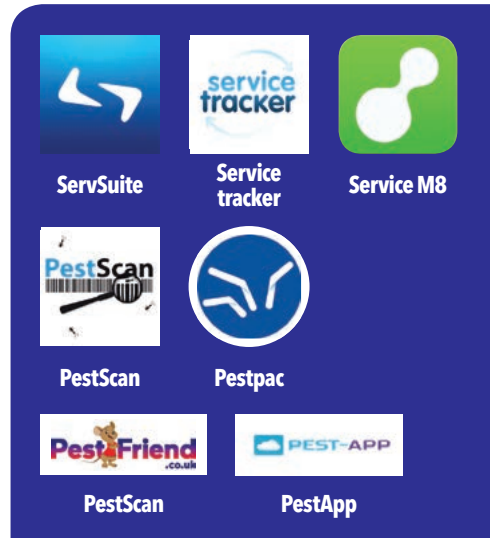
Why use a single system?

Using a single system, which has been produced for servicing type companies, has a number of benefits. Firstly, all your activities and contacts (i.e. your data) are in one place making it easier to manage and improve the level and consistency of information on your clients. Secondly, you only need to understand how one system works, not five or more. Finally, it may well prove to be cheaper in the long run, especially when you add the time going from application to application!

Single solutions are often really good at doing a range of tasks well, but are

unlikely to be able to compete with likes of Mailchimp, for example, on the quality of their email management tool. In broad terms, it's the specialist versus the generalist conundrum. The most important thing for you, as the operator, is to consider if the application will meet your needs now, and support the development of your business efficiently and economically over the next few years. As a heads-up, should you adopt a single system it's likely you will need to make some changes to existing processes to fit with the new system.

Product	Headquarters	Top three functions	Cost for five technicians (per month)	Extras
 SERVSUITE	USA	Mobile app Form development Barcode scanning In development Sales team app Remote monitoring app Client logbook	£140-200	Pay as you go; no contracts; 1GB of storage; free email and live chat support (includes telephone); free updates; regular backups; cloud technology
 SERVICETRACKER	UK	Customisable Use across multiple devices Ongoing development releases In development Real time route planning and scheduling New user interface Finance software integration	£208-416 with development	Free email and live chat technical support; free updates; regular backups; cloud technology
 SERVICEM8	Australia	Mobile app Add ons (extra functionality) Per-job pricing In development Automation	£104 based on 400 jobs per month	Pay as you go; no contract; no set-up fee; unlimited storage; free email and live chat support
 PESTSCAN	The Netherlands	Floorplan management Audits and client recommendations Customer focused In development Franchise / branch management Route planning More CRM functions	£110	Unlimited support; no set-up cost; free updates
 PESTFRIEND	UK - part of Servsuite	Site reporting Barcoding of pest control units Quotes and invoices	TBC see website	Pay as you go; free email/digital support; unlimited support (includes telephone); free updates; regular backups; cloud technology; no set-up cost



SINGLE SOLUTIONS

Australian provider ServiceM8 claims to be one of best field service management solutions because it understands and simplifies the processes required for businesses to get work, complete work, and get paid, in a powerful and easy-to-use mobile app – however, most providers said this or something similar!

We contacted all of the referenced providers and asked them what they felt were their best three features about their product, what they have in development now and, most importantly, what the cost would be (based on five technicians). Those that got back to us are presented below, but the likes of PestApp and Pestpac are still worth looking at, if just for window shopping.

SUMMARY

Anecdotal feedback from members favours single solution packages. Personally, I believe that the most value in a single solution will benefit a company that is looking to move from a smaller organisation of around two or three technicians into something more. It is worth noting that all software options offer a range of additional functions we don't have space to list, as well as more worthwhile extras.

It's important to do your research with each supplier. If you can enter into a free trial, you will be able to see what is available, and how easy (or not) the system is to use. We also recommend speaking to at least two current clients to understand their experiences of the product.

WHAT SHOULD WE REPORT ON?

PPC will always do its best to investigate topics based on your suggestions. Email us.

 hello@bpc.org.uk

Pests on holiday

Do you struggle to leave work at home when you go away on holiday? Rather be doing a bit of pest management than topping up the tan?

No, we don't either. Regardless, we press on...

Here are PPC's top holiday pests you may (or may not) fancy wrestling with while on holiday.



SPAIN: THE RED PALM WEEVIL (RHYNCHOPHORUS FERRUGINEUS)

There's probably an argument that the worst pest in Spain is us tourists that make Spain our number one holiday destination, if you want to make up for last year where you ended up vomiting sangria on a beautiful white-sand beach, then maybe you can turn your attention to the picudo rojo - or invasive red palm weevil.

The red palm weevil has been making European palm trees their preferred holiday destination since 1994. Spanish coconut, date and oil palm plantations

have been severely affected by the pest - and what's a traditional Summer holiday without palm trees?

The treatment for palm weevils is more tree surgery than pest control as we know it. Surveying requires getting up to the top of a palm tree and looking for evidence of feeding tunnels. Insecticide is applied through funnels in the infested trees trunk. If you fancy spending your holiday up a palm tree, rather than lying under it, then maybe you can spend next summer routing out weevils. Pina colada drinkers everywhere will thank you for your service.



CANADA - BLACK BEARS (URSUS AMERICANUS)

It's the holiday of a lifetime. Just imagine it: crystal-clear lakes, pristine mountainous beauty spots, and... bears. Nothing ruins a camping trip like being mauled to death by a bear. And it's not just in the Rocky Mountains or national parks where bears can interrupt an otherwise picturesque day.

Urban bear control is big business in Canada, with black and brown bears wandering their way into towns and making a nuisance of themselves anywhere from plantations, to landfills, to

playgrounds. During the Spring season, it's not uncommon for schools to be put on lockdown because of a wandering bear. 20 bear-related deaths were recorded in North America between 2010 and 2017 (although one of those deaths was someone that was keeping a black bear as a pet, known as 'Caesar the Wrestling Bear').

Want to see if you're smarter than the average bear? We wouldn't recommend it. To hunt black bears, you'll need a Non-resident Black Bear Hunting Licence Validation Certificate, a black bear hunting licence and to jump through a whole host of other hoops. We'd suggest leaving this kind of pest management to the locals. Hunt for some Canadian bacon and maple syrup instead.

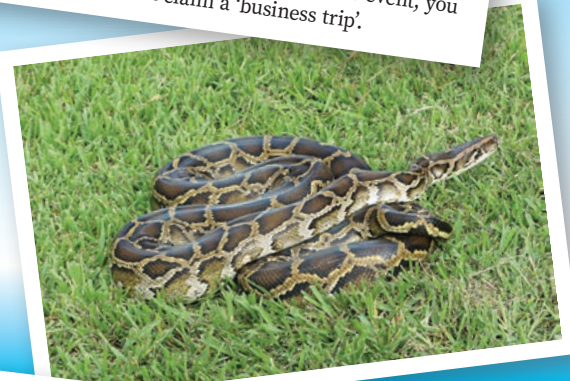
FLORIDA, USA: BURMESE PYTHON (PYTHON BIVITTATUS)

Ever since the garden of Eden, humans have had an uneasy relationship with snakes. Back in the 1980s, there was a craze of importing Burmese pythons from Southeast Asia as pets. Problem is, when your 1-foot companion grows into a 16-foot beast that looks at you like you're a giant pork chop, a sharp feeling of buyers remorse kicks in.

In 2000, officials recognised that released and escaped pythons had

become a breeding population. Estimates range from 30,000-300,000 pythons in Florida, many causing a nuisance, particularly to local wildlife.

US pest technicians have tried trained dogs and traditional trapping methods to bring numbers under control but to no avail. In 2013, officials announced the Python Challenge - a month-long event with cash prizes for people who managed to rid Florida of a python. 1,600 participants registered. 68 pythons were captured, proving that the python is as slippery as... well... you know. If they rerun the event, you could claim a 'business trip'.



AUSTRALIA - FERAL DONKEYS (EQUUS ASINUS)

Donkeys were brought over to Australia back in 1866 as pack animals. Horses would often die from the poisonous vegetation, but the sturdier donkeys proved an invaluable resource to colonists in Western Australia.

Unfortunately, donkeys escaped, reproduced, and began being a real problem for indigenous wildlife. Now there are tens of thousands of

feral donkeys wandering the Australian outback - officially declared a pest in 1949.

I know what you're thinking - there's a million exciting, terrifying and deadly pests in Australia - why go halfway around the world to control donkeys? Well, what if I said sharpshooters are being employed to control donkeys from helicopters? Hundreds of donkeys have been culled from the Kakadu National Park under a feral animal eradication program. That's one way to do some sightseeing.



Let's hope we don't have any Australian pest controllers coming here for their holidays - Skegness would never be the same again!

WHERE WE'VE BEEN

ICUP: warm reception boosts urban pests

The ninth incarnation of ICUP took place at Aston University in Birmingham in July. Held every three years, the 2017 edition attracted a worldwide delegation of academics as well as many pest management professionals from the UK.

The majority of the 250 registered delegates participated in the three-day conference, and the remainder attended the one-day pest management professionals workshop.

The workshop included talks from Dr Alan Buckle on CRRU, Professor Dini Miller on thermal remediation for bed bug treatments, and Dr John Simmons, from BPCA Consultant Member Acheta, who hosted two sessions – controlling mice in the food industry, and the efficacy of a polydimethylsiloxane formulation against urban mosquito pests in the UK.



From left: Clive Boase, Dr Matthew Davies and Dr Bill Robinson

On the conference John said, “It was an eclectic mix of talks ranging from the very scientific to the more practical. I perhaps heard more about bed bugs than I would have liked, but they seem to be the sexy pest of the past few years, even if they are far from being the most important public health pest. All in all a great event, and one that is unique in the pest control world in its scientific viewpoint.”

On the evening of 11 July most attendees travelled (via traditional red London bus) to Birmingham’s Botanical Garden’s for the much-anticipated conference dinner. The opportunity to roam through the garden’s tropical, subtropical, mediterranean and arid houses during the drinks reception proved popular, although the following meal, presented in an alternative format to

‘traditional sit down’, was not so popular thanks to the somewhat haphazard distribution of the bowl food.



Evening networking with Phillip Halpin, BPCA Vice President

In addition to being one of the sponsors of the event, BPCA also presented a poster ‘Austerity bites: local authority pest control services’, which built on the 2016 National Survey to compare referral rates against local government activity (see pages 26-27 for more details).

BPCA’s Technical Manager, Dee Ward-Thompson, who attended the whole three-day conference said, “Congratulations to Dr Matthew Davies, Clive Boase, and Dr Bill Robinson on ICUP 2017. This is the first time I have attended the event and, despite a number of the pests discussed not being directly in our domain, it was useful for me to find out what research is out there and what challenges we could face in the future as pest professionals.”

Also attending the one-day workshop and conference dinner were members of BPCA’s Executive Board who, where possible, spoke to academic colleagues to raise awareness of professional pest control, BPCA and, most importantly, it’s members.



Imogen Levenson from Tufnell Park Pest Control with Simon admiring our poster



FROM THE OFFICIAL REPORT...

A key theme of the conference was global warming. Partho Dhang, an independent consultant from the Philippines detailed how over 50% of the world’s population now live in cities, often located near seas or rivers, yet this represents just 1% of the global land mass.

These conurbations provide ideal habitats for pests with an abundant supply of food, water and habitat. The predicted rise in global temperature by 2°C could cause radical changes for insects. As the body temperature of cold-blooded organisms reflect that of the immediate environment, and with the predicted rise in temperature, they could experience one to five additional life cycles per season. Likewise, rodent populations would also thrive.

The 10th International Conference on Urban Pests will be held in Spain in 2020

MORE INFORMATION?

Readers who are interested in purchasing the proceedings from the 2017 conference can enquire by email...

chair@icup2017.org.uk

BPCA EMAIL

enquiry@bpca.org.uk

. □ X

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...

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SUBJECT: PESTICIDES

I'm having concerns over the effectiveness of the pesticide I am using, what should I do?

NATALIE REPLIES: Common issues with product ineffectiveness usually occur when:

- The required dosage is not being applied
- The location of treatments is not effective enough or,
- Resistance has occurred (least likely but possible).

Ensure you check your dosages and general use. Then, try switching active ingredients. If further concern persists speak to your suppliers or a BPCA team member for advice.

SUBJECT: REPORTING

Should we have method statements?

NATALIE REPLIES: A safety method statement is not required by law. However, it describes in a logical sequence exactly how a job is to be carried out in a safe manner and without risks to health. It includes all the risks identified in the risk assessment and the measures needed to control those risks. So, it will certainly complement any risk assessments that your business has conducted and show great commitment to the safety of your staff and customers. BPCA can give good guidance.

SUBJECT: CUSTOMERS

The client will not act upon our recommendations, what should we do?

DEE REPLIES: Firstly, while recommendations make sense to you, often clients won't have the same understanding. Ensure that you are clear and detailed. Avoid statements like "clean warehouse", when requests like "clean corner of warehouse at bait point 5" make the recommendation much clearer. Secondly, always explain *why* you are making a recommendation – "clean corner of warehouse at bait point 5 *to reduce the risk of attracting pests*". Finally, when possible, show the client the area you are talking about, this helps them understand the problem by giving you the opportunity to fully explain.

SUBJECT: RISK ASSESSMENTS

Do I have to do a risk assessment?

DEE REPLIES: Yes, it is a legal requirement for every employer and self-employed person to make an assessment of the health and safety risks arising out of their work. The purpose of the assessment is to identify what needs to be done to control health and safety risks. This is covered by Regulation 3 of the Management of Health and Safety at Work Regulations 1999. Note that you only need to record the assessment if you have five or more employees. However, BPCA encourages its members to actively record risk assessments regardless of their size as it is good practice and – why not?

SUBJECT: INVASIVE PESTS

What should I do if I think I have found an invasive species?

NATALIE REPLIES: If you think you have found a non-native and invasive species such as an Asian hornet (*Vespa velutina*) then the GB Not-Native Species Secretariat (NNSS) can help. Visit www.nonnativespecies.org for information and ID sheets. Details on where

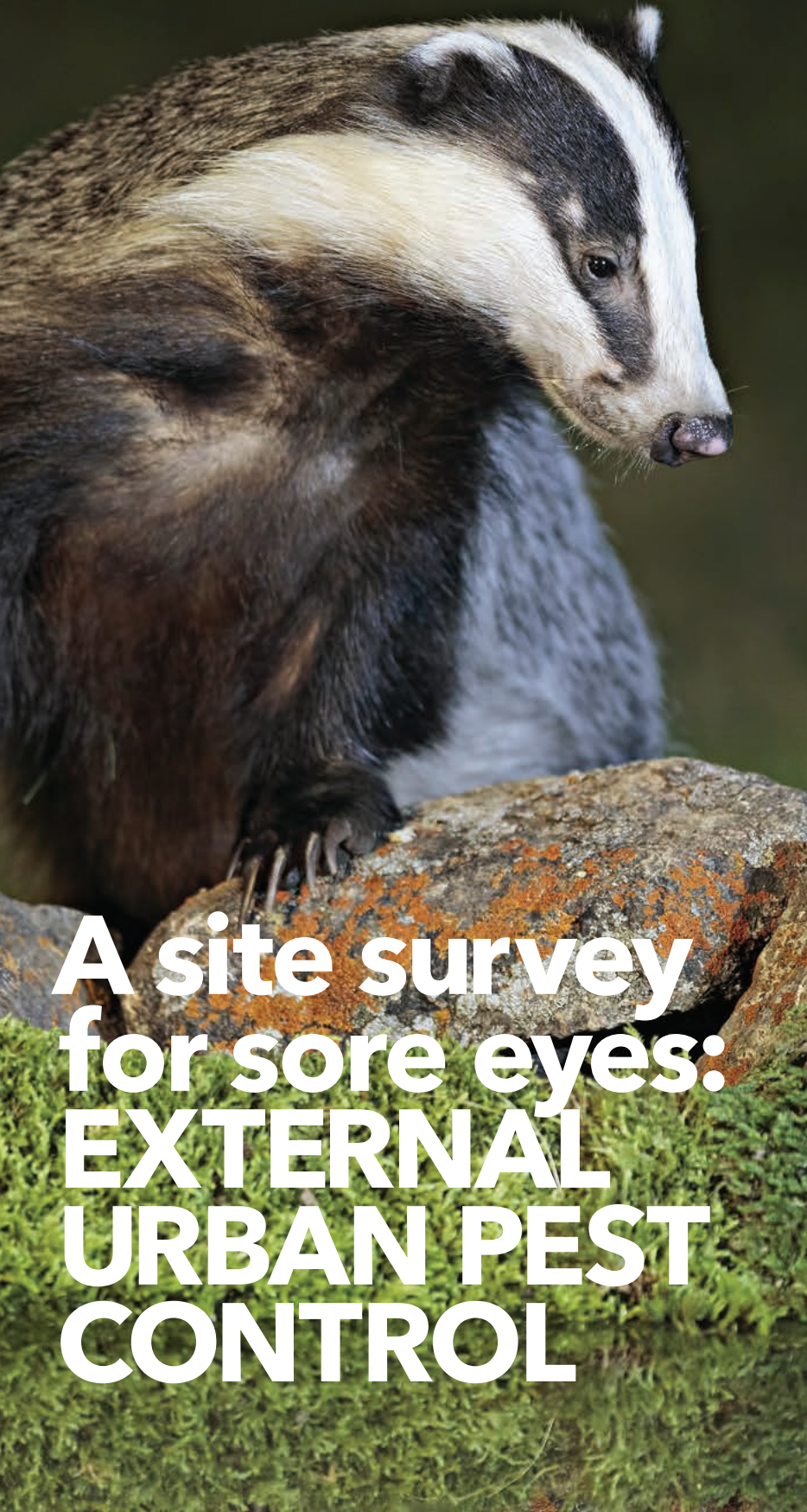
to report the findings is also available on the ID sheets.

You can also let us know about your suspicions so we can advise on a case-by-case situation. Send an email to hello@bpca.org.uk

SPEED VIEW

- **Check the dose of your pesticides**
- **Method statements complement your risk assessment**
- **All suspected invasive species need reporting**
- **It's a legal requirement to do a risk assessment**
- **Keep your client recommendations clear, concise and accurate**

What happens when your survey shows evidence of rats, badgers, deer, foxes and even slowworms?



A site survey for sore eyes: EXTERNAL URBAN PEST CONTROL

SPEED VIEW

- **Missing something in a site survey can mean missing a non-target species, even in an urban area**
- **A well conducted site survey can reveal a host of protected species**
- **Choosing a suitable treatment, even on a difficult site is possible as long as you're logical**
- **One site can potentially have numerous pieces of legislation associated with it**



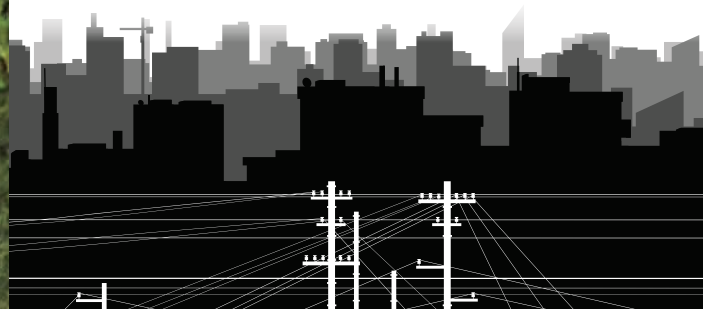
Consultant Member, Urban Wildlife, sees some of the more challenging pest control problems coming through its doors. Gary Williams, Director of Wildlife Services, looks at some of the difficulties encountered when working in an urban setting.

As technicians within the pest control industry we see many different scenarios on a daily basis, but it is how we assess and formulate treatment plans for these scenarios that can have major impacts.

An essential trait of a good technician is to be able to effectively survey the target area while assessing apparent issues and potential impacts, along with the client's needs and requirements. It is this initial survey that provides the base formulation of a treatment plan, so what if we miss something?

As wildlife consultants we are no different to pest controllers in the sense that each scenario we visit has to be assessed on its own merits before a treatment plan can be implemented – but what happens when pests and wildlife converge?

We recently attended a site (approximately 1 hectare in size) where, on the first appraisal, one of the immediate areas of treatment required was a significant rat problem. Located in a large industrial estate, a number of commercial units were situated adjacent to a piece of grassland that was due for imminent development. A tarmac path providing a public right of way bordered the grass field area, allowing access to the industrial estate from the nearby houses.



To ensure no unauthorised access onto the grass field, small soil bunds were evident around the whole of the site. These soil mounds contained far too many rat tunnels to count! The large rat population meant that numerous individuals were observed throughout the day actively utilising these tunnels as well as the nearby industrial units. In fact, the rats were that accustomed to human presence they were more than happy to come and eat their lunch with you!

Our remit as wildlife consultants was to advise the local council if there were any ecological constraints to be considered when developing the land. While the rats do not pose a developmental impact, they do pose a significant health and safety issue that needed to be highlighted.

Our initial survey recorded the excessive rat population but also recorded one slowworm individual in the middle of the field, a nearby badger sett, two deer, foxes and red kites (foraging). So, which of these species do you think could be most significantly affected by a rat treatment proposal?

The rat tunnels were recorded as little as 1m and up to 50m away from the industrial units. The badger sett was located more than 20m away from the nearest rat tunnels, and the deer and foxes were using the brambles for harbourage. The site contained significant amounts of artificial refugia in various areas, which would provide suitable habitat for slowworms and the kites were regularly seen flying over. All of this information was apparent from our initial survey. What was not visually apparent but was invaluable information was the additional local knowledge sought relating to the site, especially about slowworms.

Various treatment proposals could be considered relevant to control the rat infestation and it is most likely that an integrated management approach would be considered in this scenario, but integrated or individual these treatments could have significant impacts.

As wildlife consultants, we would conduct specific surveys to ascertain baseline information on each species evidenced. Perhaps species numbers, primary affected areas, impacts and

Some of the species identified



Rats predate slowworms, but only through local knowledge were we aware that the slowworms lived in the rat tunnels. Further ecological surveys would have identified this, but as a pest controller treating a rat infestation would you have anticipated them living in the same area? What are the impacts of burrow baiting?

Non-target species comes into direct contact with rodenticide:

- Badgers and foxes predate slowworms, and rats, so could dig at the rat burrow and encounter rodenticide, possibly spreading it
- Dogs and cats may also dig at the rat burrows.

Non-target species encounters secondary poisoning in a burrow:

- Snails and slugs eat rodenticide blocks
- Slowworms predate the snails and slugs that could have eaten the rodenticide.

A PEST CONTROL TECHNICIAN COULD ENCOUNTER SEVERE CONSEQUENCES.

constraints relating to the proposed works are just some of the points we would then consider before implementing any treatment plans, but would you do this as a pest controller going to treat a major rat problem?

BAIT BOXES WITH RODENTICIDE?

If rodenticide is used in bait boxes implications in respect of secondary poisoning could be present in the form of dead rats being eaten by badgers, foxes and kites, additionally the local dog, cat and corvid population could also be affected.

Perhaps slowworms may use the bait boxes as artificial refugia and could then eat the snails and slugs that enter the bait boxes to feed on the rodenticide?

Bait boxes with snap-back traps could be used, but this would be costly to the client and would still pose some risk to slowworms, albeit minimal.

Within this one site, if you had used some of the most common treatments to control a significant rat infestation you may have contravened sections of the Badger Act 1992, the Wildlife and Countryside Act 1981, the Animal Welfare Act 2006, and CRRU UK Rodenticide Stewardship regime.

Obviously, an element of risk is involved with any treatment but it is how we minimise this risk that forms the basis of our recommendations. In this particular scenario, without adequate surveying and assessment, a pest control technician could encounter severe consequences.

While bait boxes with snap-backs may be considered too expensive, this is probably the safest and least risky option available – would you have recommended this on first appraisal of the site?

‘Urban’ wildlife is ever increasing, and we already know that many species are adapting to live successfully in environments that traditionally they were never found. Unless we begin to consider the diversity of our urban wildlife and adequately mitigate for them within our treatment plans, some species may not survive the test of time.

SO WHAT DOES THE FUTURE HOLD FOR EXTERNAL URBAN PEST CONTROL?

Let us know what you think. Email us.

 hello@bpca.org.uk

That's newts to me



Jonathan Walker from BPCA Member company, Eradipest, expected a straightforward rodent problem. However, his site survey revealed that rats weren't the only species that had made themselves at home.

After moving around some old wooden sections of the timber, Jonathan discovered more than rat burrows. Beneath the last rotten plank (which disintegrated on removal), Great Crested Newts were taking up residence. These rare newts are protected under UK law and have already disappeared from many sites across Europe.

Jonathan said, "It was clear that the newts were not going to be safe in this busy working area. None of our team had experience with this species."

After contacting his Technical Director, Jonathan gave BPCA Technical Officer, Natalie Bungay, a call and she referred him to Natural England. They offered guidance and also suggested contacting the Amphibian and Reptile Conservation Trust to get more advice on how to tackle this delicate situation.

RELOCATING THE NEWTS



Jonathan said, "I was advised that if the newts had to be moved they should be relocated nearby in a habitat

similar to the one they were found in."

"The challenging part of the operation was to carefully remove the newts to a suitable and safe location with minimum disruption. They had to be handled with extreme care and transferred to their new location in a suitable container. To minimise the disruption, a suitable quantity of the organic matter that they were living in was included

with them in the container."

The newts were successfully moved to their new environment – however, the story could have ended differently if Eradipest hadn't sought the correct advice or hadn't performed a proper site survey.

UNUSUAL PESTS

Jonathan's experience helped ensure that the non-target species was unharmed and kept him and his company on the right side of the law. He told us, "A professional pest controller with suitable training should be able to deal with unusual and sometimes difficult situations in the correct way in order to safeguard non-target species in an ever changing environment."

"Although pest controllers primarily deal with pests, our attitude to wildlife should be one of respect and careful consideration."

Jonathan has dealt with his fair share of unusual pests including pharaoh ants, bats and slowworms. However, this goes to show that no matter how long you've worked in pest management, you'll never have seen it all!

NEED HELP?

All BPCA members can access our technical team with questions or concerns. If it's not a problem we've experienced, we'll know exactly where to get the advice you need to carry out your work.

 enquiry@bpca.org.uk

A site survey for sore eyes: EXTERNAL URBAN PEST CONTROL



GREAT CRESTED NEWTS (TRITURUS CRISTATUS)

Although native to the UK, the number of great crested newts in the UK has drastically declined in the last 100 years. They prefer large ponds with lots of weeds and no fish. They're active at night and are often eaten by badgers, rats, foxes, birds and hedgehogs. The loss of ponds and an increase in intense agricultural practices has seen numbers dwindle steadily across Europe – leading to their protected status.

IDENTIFICATION Great crested newts are the largest of the three species of newt in the UK, with the adults reaching up to 15cm long. Their skin is black or dark brown and looks rough and warty. They have bright orange undersides with irregular black blotches. The males have a crest along their backs which is more obvious during the breeding season.

IF YOU SPOT ONE Great crested newts are a European protected species. The animals and their eggs, breeding sites and resting places are protected by law. You need to contact Natural England if you come across them and need to move them.



SLOWWORMS (ANGUIS FRAGILIS)

Although they can be found all over the UK, they're normally found in the South-West of England and Wales. Slowworms like humid conditions so emerge from their hiding places at night fall or when it's raining. Unfortunately, they're easy prey for house cats and have no natural form of defence. They spend their winters hidden under piles of leaves, bark and tree roots.

IDENTIFICATION Despite their name and appearance, slowworms are neither worms or snakes. Their ability to shed their tails and blink with their eyelids make them one of Britain's native lizards.

IF YOU SPOT ONE In the UK, slowworms (as with all other British reptiles species) have protected status under the Wildlife and Countryside Act 1981, making it illegal to intentionally kill or injure them. If you find slowworms on a site where you're conducting pest management work, you need to take every possible precaution to minimise the risk of harming them.

PESTWATCH

Tips and tricks from the BPCA technical team to see you through the last bit of the year's pest problems.



CLUSTER FLIES

In Autumn, cluster flies (*Pollina rudis*) congregate in large numbers in upper rooms or roof spaces of houses to hibernate. They also commonly cluster around the edges and cracks of window frames and openings. A mass of cluster flies can have a characteristic smell. They are sluggish in flight and are a nuisance in the house. The larvae of one species are parasitic upon certain earthworms, so this species is more common in rural areas.

ACTION Cluster flies can often most easily be removed with a vacuum cleaner. Aerosol fly killers deal with smaller numbers. Use of insecticidal fogs or smoke generators can be used to clear heavy infestations. Care should be taken to check for the presence of bats before carrying out insecticidal smoke treatments. Cluster flies usually return to the same location year after year, so communicate well with customers to explain this, and this will help to manage expectations.



RODENTS

Rodents, especially rats, will be making an appearance, no doubt within the more sensitive internal areas for building owners. The onset of wetter and colder weather, coupled with the cutting of crops, will drive rats and possibly field mice to the safer, warmer and food rich internal areas of buildings and farm yards.

ACTION Make sure you are ready to help prevent those unwanted and explosive infestations. Employing more regular visits will help you spot any potential issues before they occur and, for those sites where you are certain of a flare-up, installing snap traps into external bait stations (where safe) can help sweep up the dominant rodents before they establish their new abode!

	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



QUEEN WASPS

The onset of cooler temperatures and the inevitable wasp nest end-cycle will see fertilised queen wasps seeking appropriate overwintering sites such as loft spaces, insulated sheds or garages and other protected cavities within buildings. This can cause the occurrence of call outs from distressed members of the public feeling that they have a nest.

ACTION It is recommended that if possible, they are left alone. Wasps should be seen as beneficial insects (aphid control in summer and even pollination) when not causing a health and safety risk. If concerns are present in terms of health and safety and large numbers are present then consult with your suppliers or the BPCA team as to the best product or treatment strategy to suit the circumstances.

BPCA out and about

As well as organising our own regional, national and international events, we'll be out and about exhibiting and networking at many other pest management and related sector events. Being the leading association for the pest management industry in the UK means getting out there and representing our members at conferences, exhibitions and trade shows.

We'll always report back about these events in PPC magazine and on our website, so if you can't make it to everything, you can at least stay up-to-date with the important bits. Have a suggestion for where we should go next? Contact events@bpca.org.uk

FOOD FRAUD, CULTURE & MODERN CATERING PROCESSES THE SOCIETY OF FOOD HYGIENE & TECHNOLOGY 26 SEPTEMBER 2017



Doncaster Racecourse, Yorkshire, UK
softt.co.uk/events/food-safety-conference-2017

PESTWORLD 24-27 OCTOBER 2017

Baltimore Convention Centre, Maryland, USA
npmapestworld.org

PESTTECH 15 NOVEMBER 2017

Ricoh Arena, Coventry, UK
pesttech.org.uk



FARMING CONFERENCE 16 NOVEMBER 2017

Three Counties Showground, Malvern, Worcestershire, UK
farmingconference.co.uk



PPC LIVE PPC LIVE 2018 14 MARCH 2018



Three Counties Showground, Worcestershire, UK
bpca.org.uk/ppclive



BPCA Regional Forums

Places are available in our 2017 Regional Forum dates in Manchester, Glasgow, Kent, Exeter, Belfast and Norwich.

Aimed at business owners and technicians alike, our forums have a mixture of training sessions, workshops and speakers talking about the latest products, changes and updates in the industry.

This platform is a great opportunity for networking, and gaining vital CPD points – and for Members and Affiliates, the events are FREE to attend.



2017

THURS 28 SEP Manchester	WEDS 11 OCT Glasgow
WEDS 18 OCT Kent	THURS 2 NOV Exeter
WEDS 22 NOV Belfast	TUES 5 DEC Norwich

2018

THURS 25 JAN Edinburgh	TUES 6 FEB Wales
THURS 22 FEB Yorkshire	WEDS 25 APR Dublin
TUES 22 MAY Eastern Counties	WED 27 JUN London + BPCA AGM
THURS 6 SEP Midlands	THURS 27 SEP North West
THURS 11 OCT Glasgow	TUES 20 NOV South East
WEDS 5 DEC Northern Ireland	



"IT WAS LIKE A MINI PESTEX!"



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WHY GO TO A REGIONAL TRAINING FORUM?

- Get those all important CPD points
- Keep up-to-date with the latest news, products and industry changes
- Network with like-minded professionals
- Enjoy a free breakfast roll and refreshments

MORE INFO

View the agendas and register for your Regional Forum

www.bpca.org.uk/events



Programmes in focus



CERTIFICATE IN BIRD MANAGEMENT

Level	Pathway	Duration	CPD
Core	Technical	Approx 10 hours online + 1 day classroom	20

Suitable for Anyone intending to carry out bird work. You need to understand what you legally can do and how to do it. This qualification helps you work within the letter of the law and avoid prosecution. While there isn't a pre-course entry requirement for this programme, you may find it useful to study the Foundation Certificate in Pest Management. This programme is open to all.

Overview Birds can often be a public nuisance but all birds are protected under the Wildlife and Countryside Act 1981. Thankfully, under certain circumstances, some birds can be controlled. During this course you will consider bird legislation and what this means to you, how to identify different bird populations and how to proof and control.

What is covered? Bird legislation; bird identification, biology and behaviour; urban control; population reduction including trapping, narcotics, shooting and food restriction; proofing techniques – scaring, netting, spikes and other techniques; surveying and design.

Awarding body	Pre-requisites	Study options
BPCA	None	Blended, exam only

Dates

Dates	EXAM ONLY
1 December	15 September / Yarnfield, Staffs
6 March 2018	27 September / Manchester
24 May 2018	10 October / Derby
6 July 2018	10 October / Glasgow
14 September 2018	11 October / Cardiff
16 November 2018	17 October / Bristol
	17 October / Kent
	1 November / Derby
	1 November / Exeter
	21 November / Derby
	22 November / Belfast

NEXT STEPS

Technical pathway

- Bed Bug Control
- Level 2 in Pest Management - General Pest Control
- Insect Identification

Plus programmes

- Level 2 Award in Health and Safety at Work
- Starting and Managing Your Own Pest Management Business
- Level 2 Emergency First Aid at Work

Fees

Members £150 (exc. VAT); Non-members £165 (exc. VAT)

LEVEL 2 FOOD SAFETY

Level	Pathway	Duration	CPD
Core	Plus	1 day	6

Suitable for Anyone wanting to study towards their Advanced Technician in Pest Management, Field Biologist or Technical Inspector qualification.

Overview Whether you work directly with food or you work within food premises as part of your job, you will benefit from understanding why food safety is important, recognising food hazards, learning about good hygiene practice and the controls required to ensure food is safe.

What is covered? Food safety procedures, hazards, infestations and food spoilage; legislation, hygiene, COSHH, cleaning and chemicals, waste; pest control relating to food safety; contamination, temperature controls, stock control procedures, reporting.

Assessment and accreditation Assessment is continuous throughout the course with immediate feedback given. For those who decide to achieve an accredited qualification, they will produce and submit a portfolio.

Awarding body	Pre-requisites	Study options
HABC	None	Classroom only

Dates

16 November 2017 / Glasgow

Fees

Members £70 (exc. VAT); Non-members £80 (exc. VAT)

NEXT STEPS

Technical pathway

- Becoming a Technical Inspector and take the Certificated Technical Inspector exam
- Becoming a Field Biologist and take the Certificated Field Biologist exam
- Advanced Technician in Pest Management

Plus programmes

- Level 2 Award in Health and Safety
- Level 2 Award in Emergency First Aid
- Level 3 Award in Food Safety

ENQUIRIES AND BOOKINGS

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

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

Training calendar

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

C = course E = exam B = both

Date	Programme	Location	Cost £	CPD	Duration	Type
19/09/2017	Becoming a Field Biologist	Woking	150	8	1 day	C
26/09/2017	Safe Use of Aluminium Phosphide for Management of Vertebrate Pests	Derby	300	10	2 days	B
27/09/2017	Multi exam day**	Manchester	-	-	-	E
27/09/2017	Advanced Technician in Pest Management	Manchester	245*	-	2 hours	E
27/09/2017	Certificated Field Biologist	Manchester	305*	-	3.5 hours	E
03/10/2017	Starting and Managing Your Own Pest Management Business	Liverpool	150	8	1 day	C
05/10/2017	Becoming a Technical Inspector	Liverpool	150	8	1 day	C
10/10/2017	Multi exam day**	Glasgow	*	-	-	E
10/10/2017	Multi exam day**	Derby	*	-	-	E
11/10/2017	Certificated Field Biologist	Glasgow	305*	-	3.5 hours	E
11/10/2017	Multiple exam day**	Wales	-	-	-	E
12/10/2017	Advanced Technician in Pest Management	Glasgow	245*	-	2 hours	E
17/10/2017	Multi exam day**	Kent	*	-	-	E
18/10/2017	Certificated Field Biologist	Kent	305	-	3.5 hours	E
19/10/2017	Advanced Technician in Pest Management	Kent	245*	-	2 hours	E
19/10/2017	Managing Pest Control Contracts	Derby	300	12	2 days	C
24/10/2017	Level 3 Food Safety	Woking	200	20	3 days	B
01/11/2017	Multi exam day**	Exeter	*	-	-	E
01/11/2017	Advanced Technician in Pest Management	Exeter	245*	-	2 hours	E
01/11/2017	Multi exam day**	Derby	*	-	-	E
07/11/2017	Level 3 First Aid at Work	North	200	6	3 days	B
10/11/2017	Multi exam day**	Derby	*	-	-	E
13/11/2017	Insect Identification	Derby	150	12	1 day	C
14/11/2017	Bed Bug Control	Derby	150	12	1 day	C
14/11/2017	Becoming a Field Biologist	Glasgow	150	8	1 day	C
15/11/2017	Level 2 Health and Safety	Glasgow	70	6	1 day	B
16/11/2017	Level 2 Food Safety	Glasgow	70	6	1 day	B
16/11/2017	Advanced Technician in Pest Management	Derby	245*	-	2 hours	E
21/11/2017	Using Rodenticides Safely	Woking	125	12	1 day	B
21/11/2017	Multi exam day**	Derby	*	-	-	E
22/11/2017	Multi exam day**	Belfast	*	-	-	E

PROMPT Register

PROMPT Register

22/11/2017	Pest Management without Pesticides	Woking	150	12	1 day	C
23/11/2017	Advanced Technician in Pest Management	Belfast	245*	-	2 hours	E
28/11/2017	Starting and Managing Your Own Pest Management Business	Stafford	150	8	1 day	C
29/11/2017	Practical Insect Control	Stafford	150	12	1 day	C
30/11/2017	Practical Vertebrate Trapping	Stafford	150	12	1 day	C
01/12/2017	Certificate in Bird Management	Stafford	150	20	1 day	B
03/12/2017	General Pest Control (Level 2 Award) Residential	Stafford	R=980 780	24	6 days	B
05/12/2017	Multi exam day**	Glasgow	*	-	-	E
06/12/2017	Multi exam day**	Norwich	*	-	-	E
05/12/2017	Certificated Field Biologist	Norwich	305*	-	3.5 hours	E
08/12/2017	Multi exam day**	Stafford	*	-	-	E
12/12/2017	Level 3 Food Safety	Derby	200	20	3 days	B

** A combination of the following exams can be taken on a multi 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 bpc.org.uk/training

* Cost 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 bpc.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



ENQUIRIES AND BOOKINGS

- www.bpc.org.uk/training
- training@bpc.org.uk
- 01332 225113

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