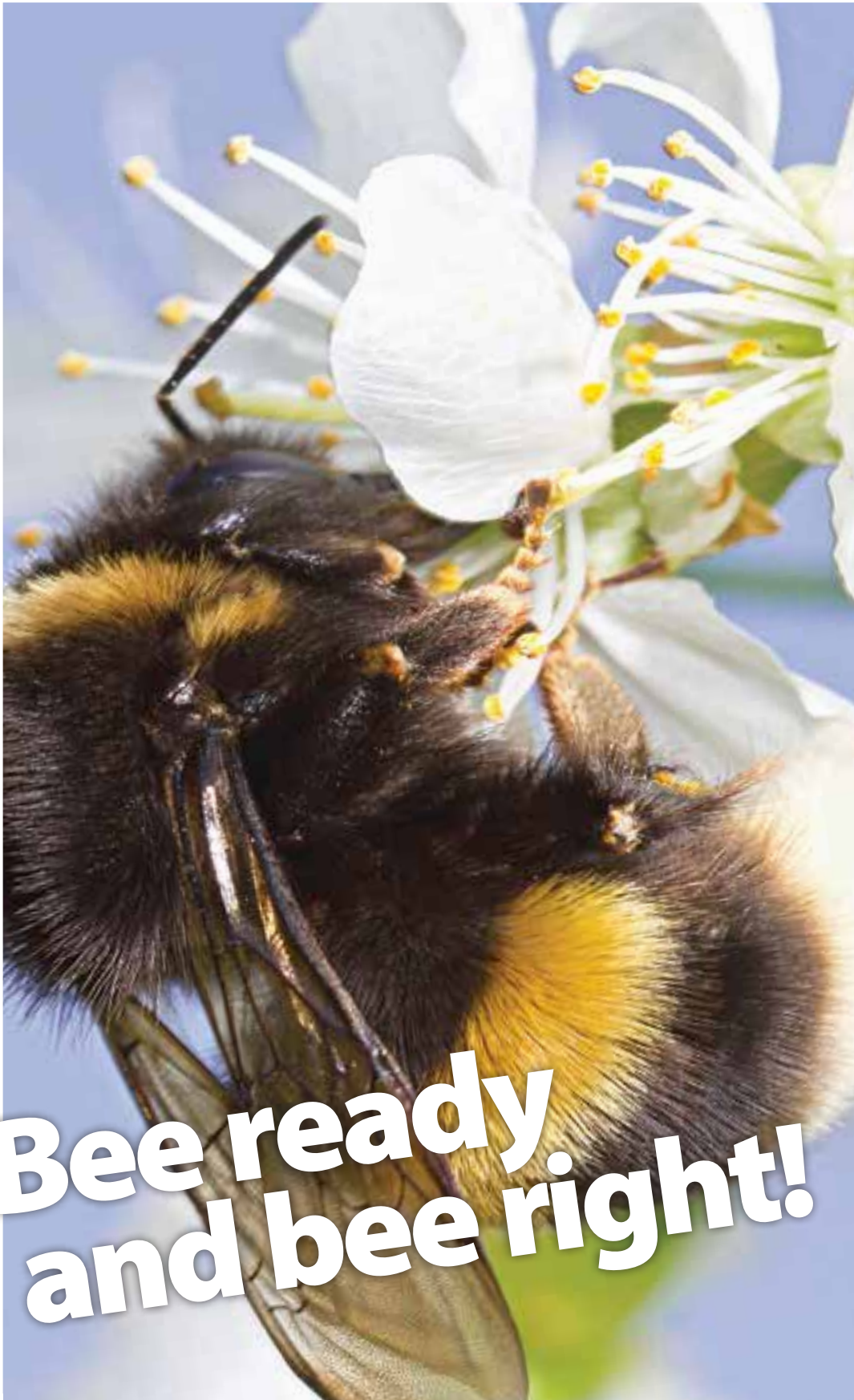


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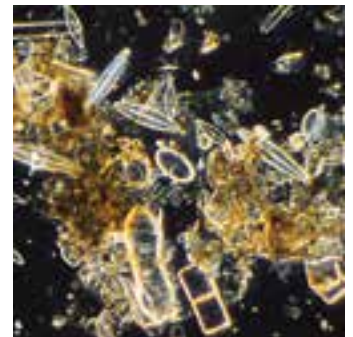
PPC76



Deconstructing the brown ant



Urban bird control and management



Fossilised pest control



A review of one of the UK's best pest events

Professional Pest Controller:
the journal of the UK pest management industry

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Networking events

Pest Summit 2014

3-5 September / Kuala Lumpur, Malaysia

www.pestsummit2014.com

PestWorld 2014

21-24 October / Orlando, Florida, USA

www.npmapestworld.org/pestworld2014

PestTech 2014

5 November / Solihull, UK

www.pesttech.org.uk

Parasitec 2014

19-21 November / Paris, France

www.parasitec.org



BPCA Regional Training Forums

BPCA is running a series of Regional Training Forums around the UK designed to help your business compete, and keep you and your staff up-to-date. Each meeting is worth approximately 4 CPD points.

- 25 September / Newbury
- 9 October / Newcastle
- 22 October / London
- 20 November / Maidstone
- 4 December / Newmarket

See the full list of dates/venues, and book your place at www.bpca.org.uk/events

Online learning

The flexible approach to pest control training, learn at your own pace at times to suit you.

www.bpca.org.uk/online

Online learning	Member cost (exc. VAT)	Non-member (exc. VAT)	
Individual modules	Principles of pest control		
	Birds	£100 per module per year	£100 per module per year
	Insects		
	Mammals		
	Rodents		
All modules	£300 per year	£500 per year	

Training

BPCA's training courses and examinations are run throughout the year at venues all around the UK.

Full 2014/15 training calendar
www.bpca.org.uk/training
 ...and in PPC77

Examinations	2014 dates	Venue	Member cost (exc. VAT)	Non-member (exc. VAT)
RSPH/BPCA Level 2 Award in Pest Management Exams can be arranged to suit other requirements at the discretion of BPCA, minimum of six candidates, there may be an additional cost.	22 August	BPCA offices, Derby		
	12 September	University of Warwick, Coventry		
	26 September	London (West)	£135	£150
	24 October	Leeds		
	28 November	Essex		
	12 December	University of Warwick, Coventry		
BPCA Accredited Technician in Pest Control	2 September 18 November	BPCA offices, Derby	£225	£305
BPCA Certificate in Bird Management	29 October	BPCA offices, Derby	£90	£105
BPCA Fumigation Diploma	3 October	BPCA offices, Derby	£125	£145
BPCA Fumigation Certificate of Proficiency	Register interest		£210	£265
BPCA Certificated Field Biologist	15 October	BPCA offices, Derby	£285	£390

Courses	PROMPT Register	PROMPT CPD	2014 dates	Venue	Member cost (exc. VAT)	Non-member (exc. VAT)
Modular Pest Control Course		30	16 Oct - 14 Nov	BPCA offices, Derby	£725	£925
General Pest Control (residential) *		24	7-12 September 7-12 December	University of Warwick, Coventry University of Warwick, Coventry	£875	£1045
Bed Bug Control		12	16 September	BPCA offices, Derby	£165	£195
Urban Bird Control and Management		20	29 October	BPCA offices, Derby	£165	£195
So you want to be a Field Biologist?		8	14 October	BPCA offices, Derby	£165	£195
Heat Treatment Technicians		22	Register interest		£300	£365
Pest Control Awareness		8	Register interest		£165	£195
Insect Classification and Identification		10	Register interest		£165	£195
5 Day Fumigation		30	29 Sept - 3 Oct	BPCA offices, Derby	£875	£1045
Stored Product Inspection and Control		10	Register interest		£165	£195
Starting Out in Pest Control		8	23 September	BPCA offices, Derby	£165	£195
How to Sell in the Pest Control Industry		2	7-8 October	BPCA offices, Derby	£300	£365

Venue details may change, please check the BPCA website before booking.

* includes full-board accommodation, BPCA/RSPH Level 2 Award in Pest Management exam fee and six weeks access to the BPCA Online Learning programme prior to the course.

Book by calling 01332 225 111 or via www.bpca.org.uk/training

BPCA reserves the right to cancel a course if insufficient bookings have been received. Delegates will be offered an alternative date or a full refund of the course fee. BPCA will not be liable for any costs incurred by the delegates.



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CPD for 2014: 2 points

BASIS reference: PC/34602/14/g

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Embrace the changes

The evolution of our sector offers both opportunities and threats, and it will be the company that's willing to change that will reap the rewards.

Tightened regulation of pest control waste means additional costs for professionals, and increased likelihood of prosecution for the cowboy. Your association has worked with the regulators from all four home countries to develop a comprehensive guide to dealing with pest control waste.

This is being launched in August, so if you want a free copy, register at

www.bpca.org.uk/affiliate

We've been told that from the Autumn, regulators will begin to look closely at what pest control businesses are actually doing with their waste. If you know of a company not flying right, your local environmental agency may be interested to hear from you. And of course if you need advice from BPCA, it's just a phone call or free visit away.

The regulation is having another effect, a reduction in previously free services for pest controllers, such as waste take-back schemes. As the cost of disposal of hazardous waste is many times that of 'ordinary' waste, suppliers have had to cut back on or introduce charges for these previously free services.

And what of SGAR stewardship? Well, the jury's still out on that one right now. All we can say is that the professional sector is by far the furthest along the road of stewardship already. Associations audit their members, suppliers sell to professionals, individuals get trained and on a CPD scheme – all positive messages to the Government Oversight Group.

Thinking about your business, are you audited by a trade body? Do you buy your rodenticides from legitimate sources? And are all those in your business who use SGARs equipped with a card that shows they are a 'safe pair of hands'? BPCA has done more than any other body to drive professionalism for our sector – it's what we are here to do. We

believe our members are well placed to handle anything thrown at them by Government, and from next year (the deadline for our 100% CPD criteria) we will be able to put further clear blue water between BPCA member companies and the rest.

Since the last issue of PPC we successfully exhibited and spoke at the Facilities Show, a vast exhibition for 100,000 FMs and other clients held in London. We drummed home the message that BPCA members are those 'safe pairs of hands' – thousands of business referrals coming through our free 24/7 'find a pest controller' phone line and website show that this message is getting through.

We also held our PPC Live event and I'd like to thank each and every attendee, whether a visitor, exhibitor or speaker for making the event such a success. We will be running the same event in 2016, and before then we have PestEx in late March. We also have our local regional forums through the Autumn, and we hope to be attending PestTech in November – we will have a couple of new products of our own to launch there, so pop in to see us.

I trust you will have a busy and profitable Summer. I'm going to be working on a different and very important project: the latest addition to the Forrester family!



Simon Forrester
BPCA chief executive
simon@bpca.org.uk



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Online CPDs in PPC



BPCA provides at least one article in every issue of PPC as an online CPD quiz. Look out for the ONLINE CPD logo on the relevant page of the magazine, and in the contents list above.

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

www.bpca.org.uk/affiliate



Centre Court to centre stage

Twitter @RufusTheHawk

Facebook
www.facebook.com/rufusthehawk

Instagram
www.instagram.com/rufusthehawk

www.avianenvironmental.co.uk

Avian Environmental Consultants Ltd based in Northamptonshire have provided bird control to the All England Lawn Tennis and Croquet Club (Wimbledon Tennis Championships) since 2000. Director Imogen Davis explains “We’ve been subject to increased media interest over the years, and have relished the opportunity to engage with this. Using a Harris Hawk at high profile events such as Wimbledon gives our small family-run business the opportunity to connect with a wider audience – normally unachievable without high associated costs.”

But it’s not just the media coverage Avian takes advantage of. Innovative use of social media platforms has been their most impressive feat. BPCA Marketing and Communications Officer Laurence Barnard explains “Imogen has been extremely active on all forms of social media such as Twitter,



Facebook, Instagram and Reddit. She’s engaged with the public, answered questions and positively portrayed her company’s professional and friendly personality.”

Imogen adds “The public reaction has been absolutely inspirational! We’ve forged relationships with people both locally and internationally, educating one another, sharing experiences and also having fun! I understand that the internet can be used for negative purposes, but we have been careful to monitor all posts and respond to people who have a genuine interest in what we do.”

Do you have an interesting story concerning your company? Send it in to editor@ppconline.org and we may feature it in a future issue. For help on this issue, see our social media article on page 20.

PEST-STOP TUNNEL MOLE TRAP – NOW EVEN BETTER!

This month saw the launch of a new improved Pest-Stop Tunnel Mole Trap by P&L Systems. They’ve made a number of small changes which not only make the trap easier to set, but also offer improved performance. Tom Holmes, Technical Manager from P+L Systems explains, “Working closely with veterinary practitioners and professional mole catchers, we wanted to make sure the trap is the most humane on the market. With a 30% increase in spring strength and very accurate strike location we feel we have achieved this aim.” Tom added “Our recent field trials have shown excellent instant dispatch rates and we’ve received fantastic feedback from pest controllers.” Martin Noble from Wandering Critters Pest Control comments, “The new design is brilliant, and the strike rate is excellent. The traps can also be set and left in your mole bag without the worry of them going off on your fingers – not funny in colder months!”

To find out more call 0800 652 5521 or email info@peststopsystems.com



Are you certified?

From **November 2015** if you are a user of **aluminium phosphide** for the control of rats, moles and rabbits, you will need to have an accredited certificate to demonstrate you can use it safely.

Additionally anyone who purchases it must ensure that the user is certified.

RSPH has introduced the **Level 2 Award in using Aluminium Phosphide Safely for the Management of Vertebrate Pests** to get you ready for the deadline.

Key features

- ▶ This qualification consists of a theory based unit, a short exam and a competence unit assessed by practical exercises.
- ▶ RSPH approved centres can assess their own candidates meaning there is no need for you or the centre to find an assessor following the course.
- ▶ Once you gain the qualification your details (with approval) will be passed on to Register of Accredited Metallic Phosphide Standards (RAMPS)

Supported by Agrovista, British Pest Control Association, Killgerm and Rentokil



Find your nearest RSPH approved centre by visiting www.rsph.org.uk/qualifications or call us on 0207 265 7300

Cfqual accredited and approved by the Chemicals Regulation Directorate as a specified certificate under the Plant Protection Products Regulations 2012



CAREER OPPORTUNITY

FULL TIME FUMIGATION TECHNICIAN FOR COMMAND PEST CONTROL



TO APPLY

Send your CV to peter@commandpestcontrol.co.uk
Find out more: phone **01787 248049** and ask for HR.

Applicants must have previous fumigation experience and hold fumigation certification. The role includes primarily treating grain and commodities in flat stores, silos, containers and stacks etc.

The successful candidate will also:

- Carry out the inspection of grain in storage, monitoring for insects, mites and other pests with spears and sieves.
- Take moisture and temperature readings, and report on findings.
- Be involved in the treatment of grain and other facilities as appropriate throughout the UK.

The role is for a well presented, literate and enthusiastic person who must be well organised and have an attention to detail. The applicant should live in Suffolk / South Norfolk, North Essex or Cambridgeshire.

SALARY will be based on experience and will exceed the national standard. Overtime, a bonus scheme and lead commission available.

A company vehicle is provided, for business use only, along with PPE, mobile phone etc.

LOCATION

Suffolk / South Norfolk, North Essex or Cambridgeshire

RSPH Pest Management Qualifications review



As an awarding organisation regulated by

Ofqual, RSPH qualifications are subject to periodic review. Consultation has started with the pest control industry to ensure qualifications are still fit for purpose and relevant, and to modify them if necessary. These pest management qualifications have a review date of 30 June 2015:

- L2 Award in Pest Management
- L2 Certificate in Pest Management
- L2 Diploma in Pest Management
- L3 Diploma in Pest Management.

Is there anything that you would like to see added or removed from these qualifications? For example, SGARs have been much in the news recently, do our qualifications cover this area sufficiently or do we need to put in additional material? There is a danger of making a qualification too large if we simply add material, so are there any topics that can be removed because they are no longer relevant to the pest controller? What methods of assessment would you prefer?

Submit your thoughts to Richard Burton at rburton@rspgh.org.uk marking your emails 'review of pest qualifications'.

www.rspgh.org.uk

POINTS, GLORIOUS POINTS!

PROMPT
Register

BPCA has been working closely with the industry's official CPD Scheme BASIS PROMPT to help members earn CPD points in a variety of simple ways.

You can gain CPD points by:

- BPCA Member Assessments – managers and employees who attend biennial member assessments earn two CPD points.
- Attending pest control events such as free BPCA Regional Training Forums or exhibitions like PestEx and PPC Live.
- Passing the free online CPD quizzes on the BPCA website available via our free Affiliate Scheme. There are now over 20 online quizzes all worth three points each.
- Completing a training course through an accredited body. Every BPCA training course, be it a one day course, or online learning is credited for CPD points with BASIS PROMPT. See page 3 or visit www.bpca.org.uk/training
- Working for a BPCA member company gets you two points.
- Reading PPC magazine – simply register with BASIS PROMPT using the code PC/34602/14/g.

www.basis-reg.com/pestcontrol

James Mendoza joins 1ENV

1Env is pleased to announce that James Mendoza has joined the company as Operations Director. Having previously worked for SX Environmental, and with over 10 years' experience of working in the pest control industry, James is fully RSPH trained and has an extensive knowledge of pest control products and techniques.

"Having worked in the industry for many years I know how important great customer service is to pest controllers" James explains. "As Operations Director I'll be sourcing top quality products that meet the needs of pest controllers and ensuring we can deliver on time and at the right price."

For further information on what 1Env Solutions can offer your business call James today on 01702 617057 or email james@1env.co.uk
www.1env.co.uk





New catalogue from SX Environmental

SX Environmental's brand new pest control product catalogue is packed with a huge number of new products alongside old favourites, plus brand new ranges of tools, safety equipment and even more PPE.

The catalogue's comprehensive product range includes rodent control boxes, traps and baits, a full range of flying and crawling insect control products, live catch cages, cleaning products, bird control products, application equipment and much more!

Mark Wiseman from SX explains, "SX focuses on providing leading products with an industry leading service, giving our customers quick and simple access to the products that they need."

To request your copy of the new catalogue call 0800 0851 451, email info@sxenv.com or visit www.sxenv.com

PPC76 competition



Thanks to Lance Lab and Bell Laboratories, PPC has a brand new XL8 telescopic extension lance and 12 Ambush Bait Stations to give away!

For your chance to win, answer the following question:

On which dates will PestEx 2015 take place?

Submit your answer by 1 September 2014 to be in with a chance. Complete our competition form on our website at www.bpca.org.uk/ppccompetition or email your answer, name and contact details to editor@ppconline.org



11th Fumigants and Pheromones Conference

150 people from 35 countries and six continents came to Krakow, Poland to learn about the latest advancements in stored product pest management. The theme of this conference was 'Pest Management Around the World'. The speakers covered a wide variety of topics from an international pest management perspective.

After the three day conference, the delegates group was bussed to one of the original UNESCO World Heritage sites at the Wieliczka Salt Mines where the gala dinner was held in a 450 year old salt mine that was used to preserve food. The final day of the conference offered excursions to various sites in and around Krakow. David Mueller, conference organiser and president of Insects Limited

and Fumigation Service & Supply of Indianapolis stated: "This was by far the friendliest conference we have organised since our first international conference in Lübeck, Germany in 1993. The attendees were different from most educational conferences; they came to visit old friends, learn about practical ideas to improve their business, and to see a part of the world that they have not seen before, and Krakow did not disappoint!"

If you missed this year's conference, the 12th Fumigants & Pheromones Conference will be in March 2016 in Adelaide, Australia. David concluded, "I hope you get a chance to experience this international conference someday. It is fun, family-friendly, and educational."

www.insectslimited.com

NEW WEAPON AGAINST GRAIN PESTS

UK cereal growers and merchants eager to protect critical grain quality this harvest now have access to a new product with proven defence against a range of grain storage pests following the approval of

Talisma EC from Agriphar. This new product contains 80g/litre cypermethrin and 228g/litre piperonyl butoxide in an emulsifiable concentrate formulation (EC) or ultra low volume formulation (ULV). Already approved in Europe, it has shown excellent control of all grain beetle, weevil, moth



and mite species.

Talisma EC can be used preventatively to treat grain stores ahead of harvest giving up to three months preventative control, or as a direct admixture to give curative control for up to three months in infested stored grains. It also has low residue levels meaning a withholding period is not required.

When used ahead of harvest, Agriphar recommends applying Talisma to cleaned store surfaces three to four weeks before filling with grain. The product can also be used to treat grain entering storage via a conveyor system.

www.agriphar.com

New products from 1ENV

DELTA SECT

As the name might imply, this product contains 2.5% deltamethrin, so is a broad spectrum professional insecticide ideal for the control of both crawling and flying insects. It can be used in and around domestic premises, public and municipal buildings, food storage and processing areas and warehouses.



IMIDASECT COCKROACH GEL

Sold in 35g tubes, this cockroach bait based on the active imidacloprid, is specifically formulated to attract and control. As with other neonicotinoid insecticides, foraging cockroaches return to their harbourages transporting the insecticide and transferring the bait to the rest of the colony, resulting in elimination.

GAT LAMBDA PLUS

Revised for 2014, Gat Lambda Plus now features both lambda cyhalothrin 9.7% and permethrin 4.75%. It is formulated as a capsule suspension (CS) formulation offering excellent residual properties of up to three months, due to the slow release of active ingredient through diffusion from the varying capsule sizes. It gives rapid control of both crawling and flying insects and can be used in a variety of public health environments.

MOUSESHIELD

A unique formulation new to the UK that claims to be the next generation of mouse proofing. It's an environmentally-friendly non-toxic resistance paste, ideal for the sealing of joints, cracks and small holes. This renders the area inaccessible for mice, rats and other vermin.



www.1env.co.uk

Bayer appoints new National Account Manager

Bayer CropScience has appointed Neil Pettican as their new National Account Manager for Professional Products. Neil has eight years' experience in amenity sales working for Barenbrug UK.



Neil will be National Account Manager for key distributor accounts across the pest control division, responsible for developing key strategic partnerships and building closer relationships with end customers.

Neil says, "I'm looking forward to gaining experience in the pest control industry and supporting professional pest controllers. Developing strong customer relationships is paramount."

www.bayer.com

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NEWS IN BRIEF

Pest Control Waste Guidance – nearly there!



August sees the launch of BPCA's waste guidance document, produced to address the crackdown on the pest control sector by UK regulators. The Code of Best Practice has had significant input from regulatory bodies in all four home countries, and covers all aspects of waste legislation. We are just awaiting their agreement before we publish. To get your free copy, join BPCA's affiliate scheme at

www.bpca.org.uk/affiliate

SGAR update

The latest round of discussions with Government over stewardship of SGARs saw CRRU's proposals discussed at a meeting in early July. HSE indicated that further development was required in some aspects, which the working group is currently addressing.

We therefore submitted more information at the end of July regarding industry training syllabuses and qualifications to include: a basic standard for all sectors to achieve, how competence could be demonstrated operationally, how each sector might monitor compliance and generate data for submission to HSE, plus detailed time frames for implementation.

Government's representatives also indicated that they would like to see an overarching Code of Practice (inclusive to all sectors) on the use of SGARs.

More on this issue to follow.

Pest control in the spotlight



Tonight

Control of use of rodenticides was in the spotlight on ITV's Tonight programme, broadcast on Thursday 26 June. Huddersfield University research (partly sponsored by BPCA) was the focus of the programme, showing significant resistance to SGARs across the UK. This, coupled with a slightly 'tabloid-esque' focus on the alleged rise of the super-rat, gave a good backdrop for discussions on the need for SGARs. The Barn Owl Trust gave their rebuttal, citing evidence that a large percentage of Barn Owls and other predatory birds contain pesticide residues, but their insistence that a small percentage may suffer significant harm weakened their argument, and allowed representatives from CIEH and NPTA to put a strong case for keeping



SGARs in our arsenal. Even ex-Goodie and 'friend of wildlife' Bill

Oddie acknowledged that there is a need for SGARs used by professionals. All in all, a 'win' for professional pest control, and a positive point when SGARs hang in the balance.

www.itv.com



Ladykillers (coming soon)

BPCA and its Immediate Past President, Henry Mott from Conquer Pest Control are involved in a new BBC Two series titled 'The Ladykillers'. This four part series about female pest controllers will follow BPCA members; Angela Chettle-Sloan of Conquer, Janet Dixon of Kwickill, Deborah Boulton of Des Bone, and Probationer Imogen Levenson of Tufnell Park Pest Control, as they visit homes and businesses across the UK to help with pest infestations. The women will tackle a range of jobs from country house estates and office blocks to smaller-scale domestic problems. They'll be taking on a range of pests; from rats to wasps, foxes to bed bugs.

The series will include practical advice on how to avoid and eliminate pests, as well as looking at new science available to tackle pests. The team will be using high-tech cameras to get a close-up look at the secret life of pests and their behaviour.

Keo Films, the Production Company behind the series, is currently looking for interesting pest stories to film and would like your help! If you have some interesting pest problems you'd like to have filmed and have the Ladykillers tackle please get in touch with Keo on 020 7490 3580 ext 1078 or pests@keofilms.com



How Safe is Your House?

Over the past 12 months BPCA has been supporting Lion TV for BBC1 in the production of their new prime time show 'How Safe is Your House?' The series focuses on safety in the home in various forms such as the importance of testing electrics, structural or product safety. The special episode broadcast on Monday 14 July focused on pest control, and more specifically rodent control. In this episode BPCA Member Justin Holloway from Prokill Thames West was filmed over several days back in March, accompanied by series co-host Angellica Bell, he tackled a chronic rat invasion into a young family's home in Swindon. The problem had been ongoing for two years before Justin stepped in and sorted it out. Justin explains "We were delighted to be given the

opportunity to help this family. Like all pest control companies we have an array of rodenticide at our disposal but strive to attain a final solution that minimises or, as in this case, excludes their use altogether." Justin adds "prior to our intervention they had had over ten visits from other providers and other than parting with a lot of cash, they had not got any closer to a solution."

BPCA Chief Executive Simon Forrester commented; "Justin's footage is a great example of the quality work BPCA members are known for. BPCA is often asked to support these types of TV production, so it's always great to see them through to the end, and more importantly ensure our members' work and professionalism is the focus."

www.bbc.co.uk

www.prokill.co.uk



Promoting members at the Facilities Show

In 2014 the Facilities Show (held on 17-19 June) cemented its reputation as the flagship facilities management event in the industry. Co-located with Energy & Environment Expo, FIREX International, Safety & Health Expo, and the IOSH conference, the show hosted its largest ever audience.

Previously held at the NEC in Birmingham, the show organisers (UBM Live) decided to relocate to London's ExCel Exhibition Centre (the home of PestEx) in an attempt to increase visitors to the show. UBM Live Group Event Manager Fergus Bird explains, "Our visitor numbers for the Facilities Show 2014 rocketed by more than 25% on the same event last year." Fergus adds, "The show is growing internationally and the reputation is as strong as ever with key association partnership from BIFM as well as other leading membership bodies such as BPCA."

This year BPCA exhibited at the Facilities Show to promote the use of member companies and to educate facilities managers and key decision makers on the importance of effective pest control. BPCA Marketing and Communications Officer Laurence Barnard

explains, "The Facilities Show is a great opportunity for the Association to represent its members. We talk to clients regarding their commercial pest control contracts, and advise them of the importance of using BPCA Members if they weren't already."

As with previous years at the show, BPCA also heavily promoted the industry's client-focused magazine, **alexo**. The magazine proved to be a big hit, with visitors signing up in their droves. Laurence adds, "This year we published and printed a special 'Facilities Show' version of **alexo** which really hit the spot. As **alexo** is a digital publication we felt it was important to get this latest issue printed to give visitors to our stand something to take away on the day."

It wasn't just **alexo** that drew visitors to the BPCA stand. We also took display domes of live bed bugs and cockroaches which were kindly contributed by BPCA Member

EcoLab. But it wasn't just BPCA using innovative ways to attract visitors, member companies exhibiting at the show also played their part. London based Cleankill Environmental Services were offering visitors a taste of dried grasshoppers, while Dyno-Pest gave visitors the chance to win a highly lucrative bet on the World Cup. Other members Merlin Environmental Solutions drew in delegates with their bed bug sniffer dogs, while NBC Bird & Pest Solutions were showing off their hawks and owls, creating a buzz on social media.

BPCA Technical Manager Richard Moseley, a speaker at the show said, "This is just one of the many ways BPCA targets your potential clients to ensure they only use a BPCA member company. We will be doing even more of these shows next year – a benefit you don't get elsewhere."

www.facilitiesshow.com

Thinking of exhibiting at a trade show near you?

BPCA can offer members free advice and support on how to maximise this opportunity. Simply email us on marketing@bpc.org.uk if you need any help.

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100% CRITERIA **The deadline is looming!**

By the end of 2014 all BPCA Servicing Members will need to ensure their technical staff carrying out pest control treatments are qualified and registered on a recognised Continuing Professional Development (CPD) Scheme. BPCA Field Officer Natalie Bungay explains...

For a long time now, BPCA has carried out on-site membership assessments for its members every two years. These assessments are designed for three main reasons:

- 1 To help members address any specific problems they face, be they commercial, technical or otherwise in nature
- 2 To allow us to spend some time discussing the industry, its changes and other topics of interest with members
- 3 To ensure our members remain compliant with BPCA criteria and the law.

For servicing companies BPCA criteria requires members to:

- Abide by BPCA's Codes Of Best Practice (COBP) and Code of Conduct
- Hold adequate insurances
- Have at least 12 months trading history
- Use only BPCA members as subcontractors
- Ensure 100% of their technical staff involved in the eradication of pests are trained to Level 2 or equivalent (e.g. BPCA Diploma Part 1) and enrolled on a recognised CPD scheme.

From 1 January 2015 this final criteria will apply to every BPCA Servicing Member Company without exception. The Association's Board has been very clear that

member companies who cannot demonstrate that they meet the criteria will not receive membership certificates for 2015.

The small print:

- 1 New employees/trainees working under supervision have 18 months from their start day to obtain the Level 2 and become registered on a CPD Scheme
- 2 If an individual or company solely deals with birds i.e. proofing, hawking and clearing, and has no handling of pesticides then the criteria is to have the BPCA Certificate in Bird Management, and then register as a 'specialist member' of the BASIS PROMPT CPD Scheme.

Of course 'technical staff' are technicians, but also any other staff members who at any time may be applying pesticides and/or providing advice to pest control professionals, for example, managers and supervisors. It is advised that any office staff giving telephone assistance to potential customers attends a one day course on Pest Control Awareness (something the BPCA offers). This course will give you all of the tools to be able to answer the more basic questions that potential clients may ask.



Are you a registered BASIS PROMPT professional?

PROMPT is an independent industry-recognised register of suitably qualified people who can genuinely claim to be professionals in public health pest control and related activities.



Members make a commitment to lifelong learning Continuing Professional Development (CPD) which all professionals in leading industries are expected to make.



Show your customers that you're a true professional.

For further information, go to www.basis-reg.com/pestcontrol

2163
MEMBERS NOW
REGISTERED



PROMPT
Register

CPD

In a previous article (see PPC 71), I set out how Continuing Professional Development (CPD) works and the meaning of it for pest controllers. This is the other important element of BPCA criteria considered 'new' for many.

Most people will now be familiar with BASIS PROMPT, the independent scheme set up and supported by the sector to deliver a CPD register.

As of 1 January 2015 long-standing members who previously were not enrolled on a CPD Scheme will now have to in order to meet BPCA membership criteria. Although this may seem to many like an annoying job and additional expense, in reality the cost is low (just £25 for BPCA members) and those joining the scheme will receive a membership photo ID to demonstrate their commitment to Continuing Professional Development through gaining the required 20 points per calendar year.

Also, those taking the Level 2 exam get free membership of PROMPT for the first year, and points are 'pro rata' so if you join part way through the year you don't need all 20 points.

Since the beginning of 2014, many individuals have been signing up to the BASIS PROMPT CPD Scheme and are showing their commitment to continued professionalism. It is estimated that out of the 3,000+ individual technicians employed by BPCA membership companies, around 500 have not yet joined a recognised CPD scheme, something that myself and colleagues at BPCA are ensuring transpires over the next six months.

BPCA helping where we can

A lot of work has been done to advise, support and guide our members into meeting the criteria. These include:

- Delivering bespoke training courses for any companies with high numbers of staff to train – get in touch if you'd like us to come to you
- BPCA Online learning to help prepare staff for exams
- Doubling the number of exam dates through 2014
- Setting our exam locations right across the UK to help those members with travel concerns
- Guidance and support with joining or setting up a recognised CPD scheme.

Members should always remember that we are here to help and assist you in meeting this criteria. After all, we want you to stay a member, and we also want to be able to tell clients that every technician employed by a BPCA member company is trained and competent. What a strong message that will be when we reach January!

A simple phone call to your regional mentor/field officer could help you in many ways. If you are unsure of who your regional mentor is then please contact the BPCA offices on 01332 225 112.

For more information about joining BASIS PROMPT go to www.basis-reg.com/pestcontrol

Follow BASIS PROMPT on Twitter [@BASIS_PROMPT](https://twitter.com/BASIS_PROMPT)



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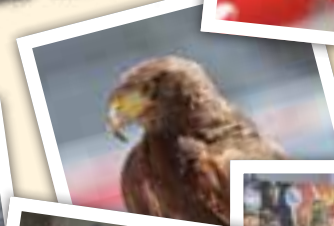
MANCHESTER 21 MAY 2014

A GREAT SUCCESS!

BPCA's new PPC Live event was a huge success with delegates and exhibitors alike. The exhibition and conference was held in the AJ Bell Stadium in Salford, Manchester on 21 May, and attracted over 350 pest controllers from across the North West and further afield. BPCA Chief Executive Simon Forrester commented, "We were very pleased with the wide support from the sector, and I would like to express my thanks to the companies and individuals who supported the event by exhibiting, speaking and of course attending as visitors."

With a wide range of business seminars and practical demonstrations, PPC Live drew large and appreciative crowds of pest control professionals eager to hear the latest on topics including pesticide waste, SGAR stewardship, mouse treatment efficacy, and bed bug management.

The BPCA prize wheel proved very popular, with pre-registered delegates able to take a spin of the wheel and win a guaranteed prize from one of the exhibitors. Aside from the wheel, several other lucky delegates went home with prizes from England football shirts to hand-held foggers, all donated courtesy of the suppliers at the event. Some stands such as Killgerm took the opportunity to show only new products, and Bayer hinted at a new foam-based rodenticide product that's yet to be launched in the UK.



Unable to attend PPC Live? Catch up on some of our seminar sessions in the members' area of the BPCA website. To access the videos use your member login or join as an Affiliate www.bpca.org.uk/affiliate

Alternatively, save the date and come to our next BPCA exhibition: **PestEx 2015**, one of Europe's largest free industry events. It includes seminar and technical sessions, along with 90+ exhibitors from across the world, across the world. See details below...



Hosted by



EXCEL LONDON

25-26 MARCH 2015



PestEx attracts over 2,000 visitors over the two days from all over the world, with a high volume of international visitors.

PestEx 2015 will be bigger and better than ever with brand new features. In addition to the largest industry exhibition, there will be a seminar programme compiled for business owners, a technical theatre with a series of workshops and presentations, and an interactive showroom aimed at pest technicians.

TO FIND OUT MORE VISIT...
www.pestex.org

EXHIBITOR?
 Contact Jan Johnson for info:
janj@dewberryredpoint.co.uk
 0208 269 7919





What did you like about PPC Live?



Informative about current and future developments

Very informative, an excellent opportunity for networking

Excellent mix of exhibition, displays and talks

EVERYTHING UNDER ONE ROOF

Expert presentations in seminar room

Meeting different people in the industry

Ample parking

INFORMAL BUT INFORMATIVE

A good way to gain CPD points

Bright, breezy, fun, well-run, enthusiastic!

Well attended making networking easier.

Good friendly atmosphere

More intimate than PestEx due to smaller venue. Exhibitors more relevant to UK

Seminars on SGARS and waste disposal were very useful

Cross pollination of ideas from the industry and other technicians

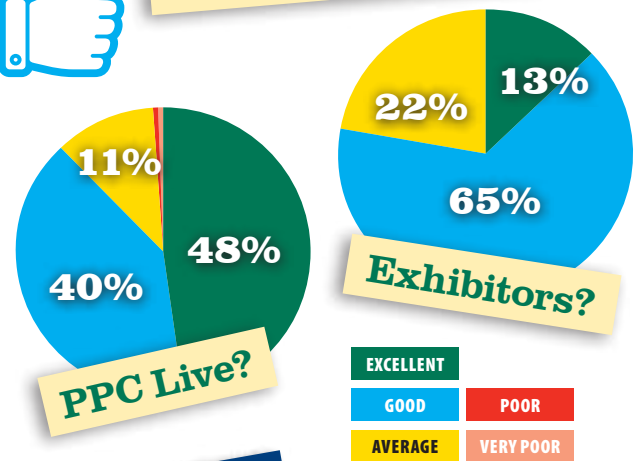
Being able to see and handle products.

Nice to meet suppliers, old colleagues and fellow pest controllers

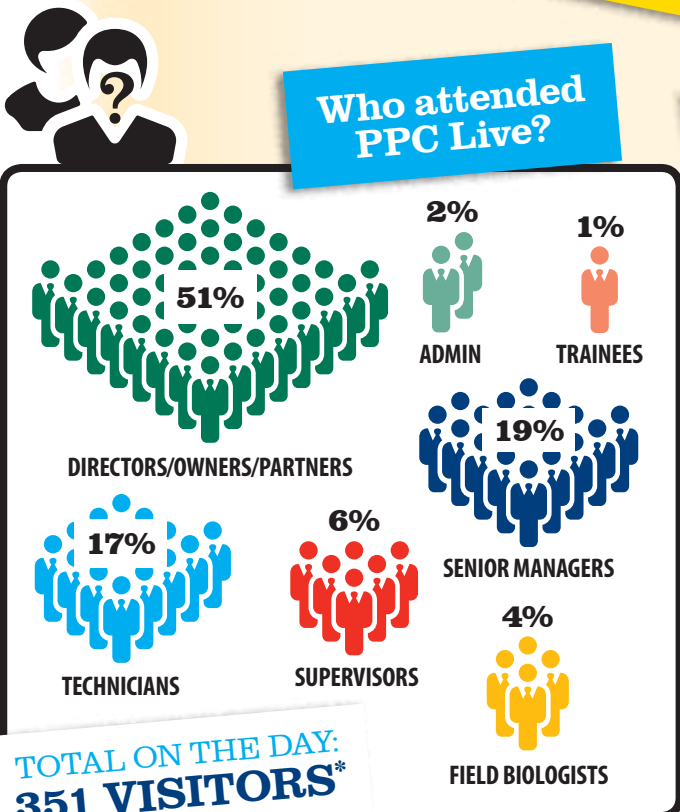
Why did people attend PPC Live?



How did visitors rate...



Who attended PPC Live?



Features of PPC Live rated as 'excellent' or 'very good'...

74% Speakers

90% Exhibitors

"We obtained some **solid leads** for all parts of the business and **great exposure** for our new products."

Mark Wenman, Account Manager, P+L Systems

So would you come back?

97% of visitors said **yes**, as did **100%** of exhibitors, with **60%** of those willing to exhibit **every year!**

Discover!

To find out more about BPCA events and to reserve places, simply visit www.bpca.org.uk/events



TOTAL ON THE DAY: 351 VISITORS*

*EXCL. EXHIBITORS AND STAFF

Fossilised pest control

Simon Forrester investigates the science behind diatomaceous earth.

Diatomaceous earth (DE) is a fine whitish-grey powder formed from a crushed fossil, used to effectively control insect pests without the use of traditional chemicals. But what is DE, and is there a downside to its use?

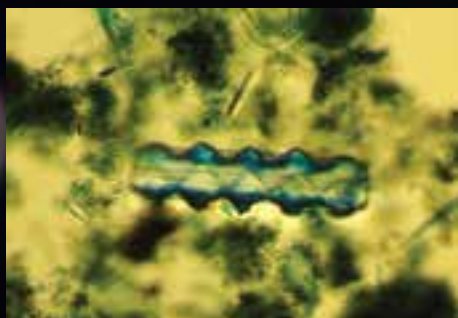
Where does DE come from?

DE comes from a naturally occurring soft sedimentary rock that is easily crumbled into powder. The rock is composed of the fossilised cell walls of silica-based microscopic diatoms, which occur naturally in deposits across the world.

Diatomaceous earth is almost pure powdered silica, with some beneficial trace minerals. Under a microscope, it looks like shards of glass (glass is also made from silica). Particle size ranges from 3 to 200 micrometres (0.003-0.2mm), but to kill insects the particles must be as fine as possible. DE has a slight abrasive and desiccant feel to it, though as with all biocides, care should be taken not to come into direct contact.

How does it work?

An insect's cuticle is normally covered by a waterproof layer of wax and oils (lipids), which prevents the loss of water from the insect. DE is very absorptive and absorbs this wax, leaving the cuticle permeable to water. As a result, water is able to evaporate from within the insect through the now permeable cuticle, and so the insect desiccates and dies. For the insect to die, it needs to come into contact with the dust and thus in the application of the product it is important to apply a light coating to the surfaces so that the insect can pick up the dust. If a large amount of DE is placed in an area, insects tend to avoid the area. The process for an insect to desiccate takes time; for example a Bed bug coming into contact with DE will take anything between 3-6 days to die from desiccation.



What can DE be used to control?



Just as with a chemical control, it is important to know what DE will and won't kill. When considering DE as a pest control product you should know that it can be safely used around all types of animals (including humans) and is only deadly for insect pests. Be aware though it will also kill beneficial insects such as bees, so care should be taken when deciding if and where to use it. DE is effective at all growth stages including larva, pupa and eggs, and can be used on:

- Bed bugs
- Cockroaches
- Ants
- House dust and other mites (widely used for poultry mite control)
- Stored product insects e.g. in grain storage.
- Wasps
- Earwigs
- Fleas and ticks

Where to apply it

DE may be applied in almost any domestic or commercial premises, including kitchens and food preparation/manufacturing areas and hospitals. Apart from its use as a powder, the diluted product can be applied as a surface spray (medium to fine spray) or as a space spray through ULV equipment or a thermal fogging machine suitable for water based products. Dried dust however is much more effective. Published tests generally indicate effective doses of 5-25g/m².

DE is particularly suited to crack and crevice treatments, and can easily be admixed to grain to control SPIs and mites. Control using DE may take several days as the insects die off, but whereas chemical poisons act fast and have a short residual effect, DE while working slower will remain active and nontoxic as long as it remains in the environment. Charles Phillips, Division Director of Barretine Environmental explains, "DE is extremely 'residual', if left in cracks and crevices as its chemical make-up does not alter, the DE is active indefinitely." However, DE deposits will lose activity if they become damp and caked.

It is important to note that DE should be used as part of a control programme – it will not solve issues on its own. For example, it can be applied to wall and floor voids to help control bed bugs, but other methods will be appropriate to remove them from furniture and bedding.

ONLINE
CPD

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

"Diatomaceous earth can be a very useful tool as part of an integrated pest control strategy" comments BPCA Technical Manager Richard Moseley. "In many cases one treatment strategy is not enough to achieve full control of a pest insect infestation, and DE offers the pest controller another non-toxic control option."

Health issues with DE

Though seen as 'green' because of its physical rather than chemical action, DE has safety issues. In health terms, inhalation of crystalline silica is harmful to the lungs, causing silicosis. Amorphous silica is considered to be lower toxicity, but prolonged inhalation can cause changes to the lungs. Luckily, the DE sold for pest control is mostly amorphous silica, but may contain small amounts of crystalline silica. In a study of workers, those exposed to natural DE for over five years had no significant lung changes, while 40% of those exposed to the calcined form had developed pneumoconiosis.

If inhaled, DE can irritate the skin, eyes and in particular the respiratory system (throat and lungs) and may build up over time. If used in a confined space, wear a half mask respirator to EN140 with a particulate filter (A1P2) plus coveralls, goggles and gloves. RPE filters should be changed along manufacturers' instructions. Although considered to be relatively low-risk, pesticides containing diatomaceous earth are not exempt from regulation. DE is itself not classified as hazardous under CHIP Regulation or the CLP Regulation, but occupational exposure limits exist for dust of 1-2mg/m³

When using DE, avoid creating large quantities of dust, and do not use the product in situations where it will be easily or regularly disturbed.



MYTHS AND LEGENDS

DE ABSORBS WATER, DRYING OUT THE INSECT

DE does not absorb water, it absorbs the insect's wax, allowing water to evaporate. Confusion may have arisen over the little bags of hygroscopic silica gel in electrical equipment which actually absorb water.

ALL INSECTS ARE EQUALLY SUSCEPTIBLE

Smaller invertebrates are more vulnerable to desiccant dusts, because they have a proportionally larger surface area than larger insects, so lose water more rapidly. So, poultry and grain mites, being very small, are relatively susceptible. Arthropods and gastropods (e.g. slugs) die as a result of water pressure deficiency. However, since slugs inhabit humid environments, DE efficacy is very low.

DE IS A 'RESISTANCE BUSTER'

DE is indeed effective against insects such as bed bugs that have become resistant to conventional insecticides such as pyrethroids, because DE has a completely different mode of action (physical not chemical) – one of the major plus points for DE's use. However, in time, some insects may develop resistance to DE itself. There have been studies on storage beetles that have shown a decrease in susceptibility after prolonged selection pressure with DE.

DE IS 'SHARP' AND 'PUNCTURES' THE CUTICLE, LEADING TO LOSS OF WATER

DE and related products do not work in this way. There have been tests of highly abrasive dusts such as carborundum to see if they kill insects, but they do not. Abrasion is not the mode of action.

ALL DE WORKS ON ALL INSECTS

DE is a natural product, originating from different deposits in a number of different countries, and there is variation in the insecticidal activity of DE from these different sources. The effectiveness will also be affected by the production process – products manufactured to give a smaller particle size are more likely to be effective than larger particle sizes. Some published tests have shown that different commercially available DE insecticidal products vary widely in their effectiveness, and some even have very little insecticidal activity. NB in order to be effective as an insecticide, diatomaceous earth must be uncalcinated i.e. not heat-treated before use.

The regulatory situation



In the UK, DE was exempt from the Control of Pesticide Regs 1986 because it had a physical mode

of action. Therefore, DE products did not require approval, so efficacy testing was not required. Consequently there are a lot of unsubstantiated and contradictory claims around. However, recent reviews by the European Food Safety Authority indicate that it is likely that at some point soon DE will require approval under the EU Biocides Regulation. We will of course inform the readers of PPC when we know more.

Summary

While DE remains the friend of the pest controller, it seems the dual spectres of resistance and regulation may restrict its use in future years. Used wisely DE is an effective tool in any PCO's armoury.



Products on the market

Barrettine Environmental Health offers several forms of diatomaceous earth under the Oa2Ki brand. One as a dust in a puffer pack that can be dispersed into cracks and crevices, and another formulated product available in a spray can, allowing DE to be sprayed in a liquid form that rapidly dries on surfaces.

www.barrettine.com

Killgerm sells DE through Killgerid Powder which is available in 3kg tubs.

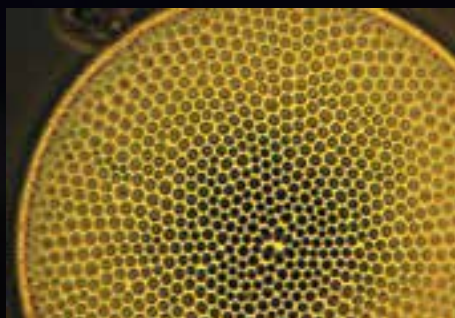
www.killgerm.com

1Env offers Organi-Sect Dust which is diatomaceous earth 100% and is available in 2kg, 6kg or 20kg sacks.

www.1env.co.uk

Pestfix sell Barrettine's OA2KI range and Lodi's Organ-X range.

www.pestfix.co.uk



OUR FLEXIBLE FRIEND

DE is also used in...



Toothpaste as an abrasive



Fire-resistant safes as a thermal barrier



Dynamite as a stabilising agent



Parasite control for pets and livestock



Cleaning up toxic spills



Cat litter



Swimming pool and fish tank filters

Source: Wikipedia

BPCA AGM brings new blood to the Board

On 25 June the British Pest Control Association hosted its Annual General Meeting at Nettle Hill in Coventry. The meeting included the election of new Board members, approval of the Association's accounts and speeches from our outgoing and incoming Presidents.

At the AGM Martin Harvey of Harvey Environmental Services became the BPCA's latest President. Martin said, "It's a real honour to lead the Association." (See below). BPCA also welcomed two new members to the Executive Board – Paul Rodman of Monitor Pest Control and Chris Corbett of Aderyn.

BPCA Chief Executive Simon Forrester said, "We were very pleased to have the support of the membership in voting in new members to the Board, and engaging in our democratic process. The Board, Committees and staff team, together work hard to ensure the Association is delivering for its members, and it is at meetings like the AGM where all members can have their voices heard."

Simon added, "The Executive Board is the ultimate decision making committee for the Association and directs our overall strategy and business planning process. Therefore it is

vital to have a range of companies represented on the Board and a range of individuals who are able to operate at the right level in managing the Association. I am very pleased to welcome Chris and Paul to the Board, and I thank the other six members who stepped forward for election. It was a closely contested election, and I have no doubt that they would have all made a valuable contribution to the Association – I hope we can make use of their skills elsewhere."

www.bpca.org.uk

BPCA presented some prestigious awards in recognition of outstanding achievement...

The Del Norton Award acknowledges an individual's contribution to the fumigation industry. 2013's award was given to fumigation expert and long standing Association volunteer David Heaton (pictured left) previously of K&S Fumigation Services. David said, "I'm very pleased to accept this award as it enhances the profile and importance of fumigation in the pest control industry."

Other awards presented on the day were the Charles Keeble Award for best overall achievement in the Accredited Technician in Pest Control examination which went to Dan Roxby (left above) of Mitie, and the John Bull Award for best overall achievement in the Fumigation Diploma examination which went to Ian Weller (left below) of In Store Solutions.



New President for pest control body

Martin Harvey (Managing Director of Harvey Environmental Services) succeeded Henry Mott as the latest BPCA President. Martin (49) said of his appointment, "I'd like to thank Henry for doing a fantastic job over the last two years. I am incredibly proud and excited to be leading the Association at a time when there are major changes both within the Association and the wider industry."

Martin adds, "Increasing the level of professionalism within the industry has been high on the Association's agenda for several years. By the end of 2014 all those involved in the control and eradication of pest species need to be enrolled on a recognised CPD scheme and to have passed their RSPH/BPCA Level 2 examination to maintain ongoing membership of the Association." (See page 12).

"We also have the introduction of CEPA's CEN standard early next year, creating a European minimum level of performance for



companies involved in pest control. In my view these two initiatives have been a long time coming and will make a huge positive difference to the industry. The next stage is to get the message out to clients that they should

be insisting on these as standards for any pest control company they use, or for any pest technician they allow on site."

Martin continued: "I'm a quality-driven individual, insistent on high standards of promoting, selling, servicing, administration and all-round client relationship management in the pest control industry."

Martin comes from an 'on the tools' background and worked his way through the ranks of Rentokil to eventually look after multi-million pound budgets and managed several hundred people. He now runs his own pest control and washroom services company, Harvey Environmental Services, which has won or been shortlisted for a range of regional and national business awards. Martin hopes to be able to bring this wide range of experience to the Presidential role to the benefit of the Board and the Association in general.

Martin is married to Sue and has two children, Sam and Annabel.

Are you the best in your field?



- Could you teach pest controllers?
- Could you teach management, interpersonal skills, food safety, health and safety or pest-related subjects?
- Would you like to work for BPCA?



If the answer to these questions is **YES**, then read on...

BPCA works with some of the best trainers in the industry. We are looking for more people with the skills, knowledge, passion and experience to train the next generation of pest controllers.

If you think you are the best, have qualifications and experience in your chosen subject, and have training qualifications, send your CV in the first instance. This should be accompanied by a covering letter stating why you are the best, what you can do for BPCA, whether you are looking for permanent or freelance opportunities, and what rates you seek.

▶ Send your information to mandy@bpca.org.uk and we will be in touch.

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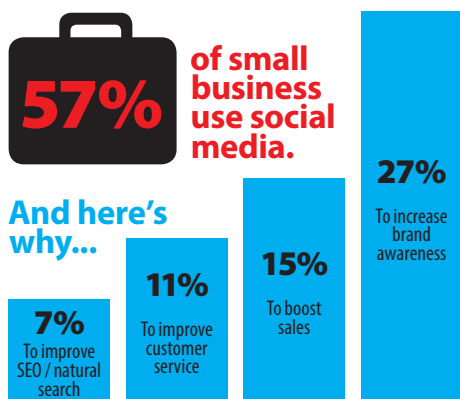
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All that Twitters is not gold

BPCA Marketing Officer Laurence Barnard investigates the social media minefield.

I think we can all agree, social media networking is something that isn't just going to go away, and if you haven't already, it's probably time to start engaging with this game-changing marketing platform. With social media for businesses predicted to take up a significant amount of digital media budgets for SMEs by the end of 2015, it's important to make sure you get your strategy right.

So why is social media so important to businesses? According to numerous studies around 50% of adults who use social networks follow particular brands. The explosive growth of social media over the past decade for personal use has been well documented, however the use of social media for business use is less so. A recent study by Hiscox, the underwriters of BPCA's pest control insurance partner Bradshaw Bennett, found that 57% of small businesses utilise social media to support their marketing efforts. The most common purpose businesses gave for engaging with social media was to help increase brand awareness (27%) and a further 15% used it to boost sales.



If you're in charge of social media management for your company, it's time to up your game in 2015. It requires more than the random postings about your great service, latest job or a shameless plug in the local paper. Social media marketing is easily a full-time job, and for good reason.

10 tips to optimise your social media...

1 Choose the right platform

There are hundreds of social media platforms, which means there are many options beyond Facebook, Twitter and LinkedIn. Take some time to see which platforms are best for you and your business and limit them to a maximum of five. Not even someone working full-time on social media will have the time to manage any more than that.

It's all about quality, not quantity, and there's no point joining every site that pops up just to spread yourself too thin. Choose your best social media matches and give them the attention they deserve. You may even find you're a better fit for an underdog platform such as Pinterest or Tumblr.

2 Build a relationship and stay human

It's pretty obvious why any business is on social media – to increase sales, whether directly or through building customer relationships. However, social media isn't a direct sales platform so don't treat it that way! Instead, foster relationships and provide information or entertain your potential customers for free. Don't just preach at your audience, but engage them, get them involved and always promptly reply to outreach. Social media isn't a soapbox or a tool to overtly promote your business. It's a two-way form of marketing and requires engagement/interaction from both parties to work effectively.

The true nature of social media is presenting a more personable side of a brand that customers may not always see, but striking a personal/professional balance can be difficult. You don't want to get too personal, but at the same time you don't want to seem stiff and corporate either. This is a precarious balance to strike, but when done well, makes fans think they 'know you', can trust you, and more importantly use and recommend you.

3 It's all in the timing

Think about getting your messages out there at times when your audience are most likely to engage with it. Too early or too late will mean your post is lost in the customers' feed and is never seen. Do your research and take the time to get to know the best days and times to post for your industry and demographics. For many businesses, this is Monday through Friday at around 10am and 4pm. However, this will vary depending on who you're targeting.

Automating your social media posting using additional applications will mean you don't actually have to be on social media all day every day. There are hundreds of applications that allow you to prepare your message and schedule the date and time you want them to reach your audience. However, don't become a victim to automation. Remember at its core social media is down to the personal nature of social interactions, so pre-writing all your posts may remove the audience interaction you're looking for.











4 Claim your free profiles and flesh them out

As stated earlier, it is important to focus your digital marketing activity on no more than five social media platforms. However make sure you claim as many free social media and other profiles and fill them out as much as possible. Not only will this give you another site in which customers can find you, but most importantly it will create another inbound link to your site, supporting your SEO activities. Active user of social media and BPCA Member Paul Bates of Cleankill explains, "Regular use of social media is just one of the ways in which we work at extending the brand knowledge and awareness of Cleankill. It is an important part of helping Cleankill move organically up





TOP 10 SOCIAL MEDIA PLATFORMS USED BY BUSINESSES...

-  Facebook
-  Twitter
-  LinkedIn
-  Google +
-  YouTube
-  Instagram
-  Pinterest
-  Flickr
-  Tumblr
-  Ask.fm

the search engine ranking, and it's cheaper than using Adwords."

Make sure you fill out every possible corner of your free profile, whether it's the

brief requirements of Google+ or the reams of pages with MySpace, everything counts. This is where your business's personality can be developed and it's important to ensure you're consistent across all mediums for brand reputation and management.

5 Use images and video to make interactive content

People are becoming more attracted to images such as infographics or easily digestible videos, and pest control lends itself to images (as we've seen in recent TV programmes). Posting images of sites, pests, or signs of pests such as a nest, will be interesting to your audience, but don't overdo it. Images and videos of you and your van aren't interesting. The key is to use images or videos that may provoke a response or engage your audience in conversation. If you make a video, make sure it's as professional and high quality as possible. There's nothing worse than a lengthy, unwatchable video shot badly through a low-resolution camera.

6 Build friendships

Figure out which other businesses and local characters complement you, but aren't direct competitors, and show them some love on social media. Commenting and reposting their messages will go a long way to building an online friendship, which in turn may lead to you engaging their customers or followers, and lead to work. You never know when you could use an ally.

Also search for and follow/like your local press, housing associations, restaurants, hotels, and anyone else who may be relevant to your business. Engaging them through social media may lead to them either referring customers to you or approaching you for advice and quotes. Think how many times you get knocked back when trying to contact the main person at a big potential client – and how much better it would be if they came to you!

7 Build social media into your marketing plan and set targets

Whether you're a one man start-up or a large company, you should still have a business plan in place for growth. Implement social media into it and set goals for different time periods. This is how you'll see if social media is working for your business. Paul Bates comments, "As with much of our marketing and PR, we do not look for an immediate return on investment, instead it is used as an exercise in brand awareness. We officially monitor our online success on a year-on-year basis comparing it to turnover and profit growth, but we do like to set monthly targets to work towards." Paul adds, "If your site has 10 people following it, and they each have 10 friends, you have suddenly reached 100 people. Last year the average number of Facebook friends in the UK was 130, so if you reached that then you are reaching nearly 17,000. Cleankill currently has 600 followers, therefore a good viral article may well reach around 78,000 people, and if 0.1% of them have a pest problem in our servicing area we stand a chance of 78 calls, for a lot less than you'd pay the Yellow Pages!"

8 Spelling and grammar

Check, double check, and check again. Either have someone else check, or use the computer

"The true nature of social media is presenting a more personable side of a brand that customers may not always see, but striking a personal/professional balance can be difficult."

to check each and every message you post on social media. A small typo might not seem like the end of the world to you, but to some people it can be the difference in choosing your services over another's. Although it's easy and convenient to use your mobile phone to post something on social media sometimes it can be a bad idea. If your phone has an annoying 'auto correct', it can change the whole meaning of what you're writing without you even noticing. Take steps to avoid gaffes like this.

9 Always link

An obvious job, but you'll be surprised at how many businesses don't link, either back to their website or to a story/article they're referencing. Linking back to your website is just another thing for the search engines to read and trawl, thus indexing your site more and placing it higher in the search rankings. And make sure you link to BPCA – the link helps both our sites.

10 Know when to call it a day

If you're just not performing well on a particular social media site, no matter who or what is to blame, know when to call it day! Just like any bad relationship, nobody is benefiting from dragging it out. If a social media site isn't where potential and current customers are engaging with you, then it's obvious it's not working for you. Fix it or quit it, but make a choice and stick with it.

Share your tips

Have you got any social media tips you want to share with your peers? Email them to editor@ppconline.org and we will publish the best suggestions in a future issue of PPC.



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TM

Reiner Pospischil from Consulting PMP-Biosolutions in Cologne, Germany explains the problems associated with brown ant infestations in buildings, their biology and management.

Deconstructing the brown ant

The brown ant (*Lasius brunneus*) is common in Europe from the Mediterranean area to the south of Great Britain, south Sweden and south Norway. Like all members of the Formicidae brown ants are social insects. The nests contain female workers, a queen, and the brood (eggs, larvae and pupae). The female workers are 2.5-4mm long, with yellow-brown legs and antennae. Their petiole (the part connecting the abdomen to the thorax – see diagram) consists of a broad scale-like segment. The opening of the cloaca at the tip of the gaster is surrounded by a ring of hairs. Female workers do not possess a stinger – to defend themselves they spray a liquid which contains formic acid. The dark-brown 6.5-8mm long queens possess wings which are brown coloured at the base. These wings are thrown off after copulation.

The brown ant is a monogyne ant species (each colony has only one queen). However, observations of some authors suggest multiple young queens may be accepted after the nuptial flight by an existing colony (polygyne). The black, ~4mm long males also develop once per year and die after the nuptial flight.

Development

The females throw their wings off after the nuptial flight and copulation and create a nest chamber under the bark of standing trees, usually 3-12m above ground level. The first eggs are laid 1-4 weeks later and the queen takes care of the first offspring. During this time the female lives off her body fat and her flight musculature which is no longer needed. With the increasing size of the nest the colony moves down from the tree towards the soil. In the second year the colony can already contain several thousand individuals and

after 10 years up to 100,000. Depending on their age, the workers have different tasks. The development from the egg to the adults takes five weeks under favourable conditions. During the swarming period which is mainly between June and July individual-rich swarms of queens and males leave the nest for the nuptial flight. The winged reproductive ants may already be present in May depending on the climatic conditions.

Biology

The brown ant occurs frequently in hardwood forests in rotten trunks, in dead roots and in decayed portions of trunks up to 4m high. Members of this species avoid shady coniferous forests, but it has no further special requirements in habitat. If the young queen finds decayed timbers with sufficient humidity at the front or inside a building, it may also settle there. Foundation of the nests occurs behind door frames, in partition walls made from gypsum board, insulation below the floor as well as in insulating material in close proximity to sources of humidity (e.g. cold and warm water pipes, underfloor heating and sewage drains).

Nest foundation in a building occurs usually after damage to the construction followed by the penetration of water into wood or stonework. Further causes of the establishment of ant colonies can be penetrating humidity through cracks in the external wall, defective water pipes within the building, leaky roofs etc. Brown ants act therefore as indicator species for any hidden moisture damage in the construction.

The number of workers rise slowly in the first years and workers generally avoid

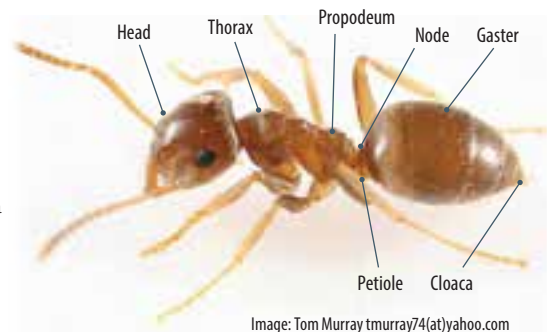


Image: Tom Murray tmurray74(at)yahoo.com

travelling over open surfaces. The infestation is therefore often noticed by the home owner 5 to 10 years after settlement of a brown ant queen, often when the first swarms of the winged reproductives occur. Swarms may occur several metres from the nest, and in colonies within heated buildings, may occur at different times of the year from those based outside.

At first only decayed wood or insulation material is used by the brown ant to create the nest. However the ants will begin to gnaw on sound wood, creating tunnels in softer new growth, with the surface usually remaining intact. The wood serves only as a harbourage and not as food. The ants obtain moisture via condensation from heaters, water pipes or other sources around the nest.

The workers take honey dew from aphids outdoors, and indoors they are attracted to high-sugar foods such as jam, fruit juices or honey. Temporarily protein is needed for the developing larvae, which mainly comes from captured arthropods. At this stage the workers from indoor colonies may consume cooked or raw meat. Bins and dishwashers are ideal food sources for foraging worker ants, who take food back to other workers in the nest which then feed the queen and the brood.

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“Brown ants act as indicator species for any hidden moisture damage”

“The measurement of moisture in the structure can give an indication of the nest location.”



Ants are of particular concern in food processing and catering establishments due to contamination of food with pathogens. Also ant secretions (i.e. formic acid) can sometimes cause skin irritation.

In the past ten years ants have been seen more and more frequently within the insulation substrate of buildings. Besides the brown ant, various other native ant species are now frequently found in the insulation material of outer walls, particularly the black garden ant (*Lasius niger*) and the shining black wood ant (*L. fuliginosus*). Carpenter ant species are also found in insulation materials, especially *C. ligniperdus* and *C. herculeanus*. Another species which immigrates temporarily into buildings is the invasive ant species *Lasius neglectus*, which has spread over the past decades from southern Europe to southern England. This species is characterised by very individual-rich colonies with many queens.

Facades insulated with polystyrene sheets and polyurethane foam also offers ants ideal conditions for nest foundation. Glass wool, rock wool and cellulose wool have no fixed structure and are rarely used by the ants as nesting sites. However, ants contaminate these materials with moisture and through gnawing and waste deposition from the nest.

Ant activity within buildings

The average householder will be unaware of brown ant activity because the ants move mostly hidden in cracks and crevices or behind baseboards, the infestation only becoming noticeable with the first annual flights. However, activity of the workers is signposted by small heaps of gnawed particles (wood, pupal cases, dead ants and the carcasses of captured insects) on the ground, under insulating material and within



timber constructions, the composition and colouring of the particles being dependent on the materials in which the nest was built. Because workers stay away from open areas, baiting with different food sources (proteins and sweets) or with a liquid ant gel is helpful to locate the nest. The measurement of moisture in the structure can also give an indication of the nest location, so a moisture meter is a helpful addition to any technician's toolkit. The homeowner should be interviewed to ask about possible moisture damage during the past 10 years, as this may be the origin of ant infestation.

External insulation

Ant infestation within external insulation can be detected from the ant activity on the foundation surfaces, as well as by tracking worker ants, which enter the insulation layer through gaps and cracks. It is less likely to see the typical gnawed particles at the exits (tunnel ends) since they are blown away by wind or washed away by rain. Winged ants rarely stay on the outer facade.

To determine the extent of an ant infestation, the insulation must be removed in the infested area. Insulation boards damaged by ant activity may cause heat loss in the building. Cold spots on the wall inside the house combined with increased humidity and mould are an indicator for ant activity in external insulation.

Infestation prevention

Modern foam-based insulation is an excellent habitat for many organisms, therefore it is important to permanently shield such insulating layers from the outside. Reinforce the insulation surface using a gauze layer with



one millimetre mesh size covering 100% of the insulation even around windows, doors and other potential openings to

prevent ant penetration. The terminal edge of the insulation board to the foundation must be protected by a metal profile so that ants cannot penetrate the insulation from the soil. Ensure the façade does not allow growth of ivy or Virginia creeper which encourage ant activity. Bitumen sheets with glass fleece provide protection against the penetration of ants around the foundation of the building. Covering the insulated façade with thin clinker slices offers a good long-term protection against ants, but most ant invasion is via the foundation.

Control

The first step to successful ant control in buildings is species identification and adjustment of the control strategy accordingly. Since the brown ant builds a colony indoors usually only in decayed wood or insulation with moisture damage, it is necessary to locate and remove the nest and the decayed wood or other moisture sources which facilitate the settlement of the ants (e.g. incorrectly repaired building damage, rotten wood within the foundation range or other sources of humidity). After the elimination of the nest, care must be taken to make good all damaged areas to avoid further settlement of brown ants. The remaining workers can be killed with sweet baits after the removal of the nest. Swarming ants which are found seasonally in large quantities at windows and on walls, should be eliminated by physical means using a vacuum cleaner.

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URBAN BIRD CONTROL AND MANAGEMENT



Pest controllers will be all too familiar with problems caused by pest birds, but with a growing UK urban bird population, do professionals have the knowledge and tools to provide bird control services to their customers? Mark Wenman, Account Manager for Network Bird (part of P+L Systems Ltd) explores.

As we all know the problems associated with pest birds are numerous, and can be a real danger to human health and public safety. Accumulations of bird droppings pose a risk by making surfaces slippery and unsafe – property can be damaged, nests and dead birds can block drains and attract pest insects, the noise can be intolerable, and if roosting near food premises, hygiene standards may be compromised.

Like all pests, urban birds such as gulls, pigeons, starlings and sparrows are great opportunists. Handed a ready food source on a plate, these persistent and insatiable scavengers will take advantage. Couple this behaviour with the rapid growth rate of urban populations and before long nesting sites that initially attracted a few birds can become a magnet for large, thriving colonies, with clients willing to pay significant sums to be free of them. So having the knowledge of pest bird behaviour, governing legislation and prevention and control techniques can help you add this lucrative area of pest control to your portfolio.

Behaviour

Knowing bird behaviour and why birds are on a building is essential to choosing the correct technique that will be effective long term. We call this 'bird behaviour'. For example, feral pigeons derive from rock doves which live naturally on sea cliffs. This explains why they favour sheltered ledges in city centres. This location gives the flock easy access to food and protection from predators. They are not easily displaced and then only to areas close by. Inappropriate proofing systems may be easily overcome.

Legislation

Anybody carrying out bird work must be familiar and up-to-date with the relevant legislation; ignorance is not a defence in law. The Wildlife & Countryside Act 1981 (UK) protects all wild birds, their nests and eggs. Exceptions to this are controlled by general licences,

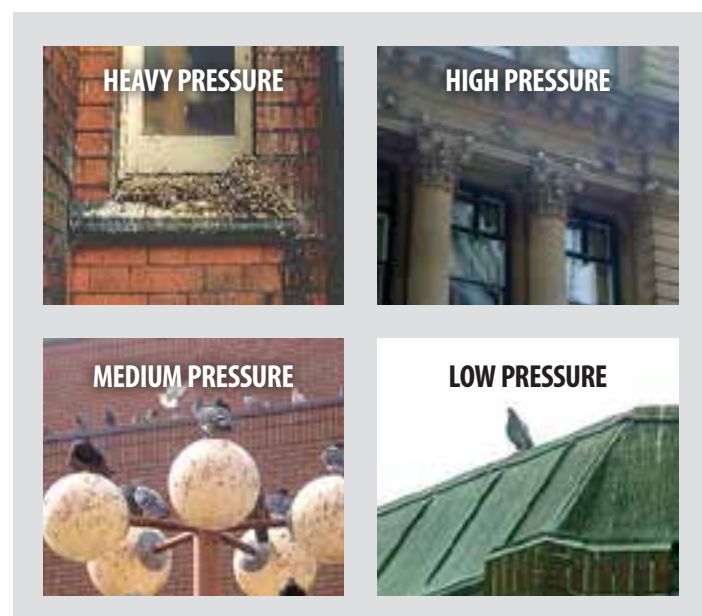
issued annually by each country's regulatory body. General licences allow culling, nest removal and egg replacement (with restrictions, below), provided all non-lethal methods are found not to work or be inappropriate. Special licences can be applied for in other situations. Restrictions:

- Specified species e.g. feral pigeons and some gulls, but in England sparrows and starlings have now been removed
- Administered by authorised personnel
- There are specified reasons for control e.g. public health and safety
- The methods have been specified e.g. shooting or trapping.

Proofing

As with any pest problem, it's best to remove the reasons why the pest is present by denying them access to food and harbourage. BPCA Technical Manager Richard Moseley explains, "There are two different aspects to managing birds – single building management where proofing and deterrents are used, and area population management." Richard adds, "A lot can be achieved in relieving problems on individual buildings, but area management is more of a challenge. Taking early action to prevent birds from nesting is vital as this will significantly reduce behaviour problems. If preventative measures are not put in place, you'll find it will be too late to prevent an infestation."

Which birds are using a particular part of a building, and what for will determine how motivated they will be to try and regain that area after proofing ('pressure'), and therefore what proofing systems should be applied.



The first principle of any proofing system is to cause the birds no lasting harm, but to prevent or discourage them from landing on buildings. Richard explains, "A person shall be guilty of an offence liable to special penalty if he 'sets in position ... an article which is of such a nature and is so placed as to be calculated to cause bodily injury to any wild bird coming into contact therewith'."

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There are a variety of methods, which can be used to great effect, without causing the target species any harm:

BIRD WIRE The original bird proofing system that can be considered for new buildings or ones with low pressure pigeon or gull problems. It is aesthetic when installed and is favoured by architects on specifications. Normally drilled into the substrate although less durable stick-on posts can be considered for lead or zinc cladding.

SPIKES A series of plastic or metal pins stuck to ledges etc. to prevent birds from landing in low to medium pressure situations. Professional, quality spikes are durable, easy to install and cost efficient, and can be discrete if installed correctly. In heavy pressure situations other control measures may have to be considered in tandem to maintain effectiveness.

NETTING Used to cover harbourage areas to prevent nesting and perching on sheltered ledges or other surfaces. Netting is the most effective proofing measure, as it can generally work for all species at all pressures. However, if installed badly it may not work, can look unsightly and will annoy your customer.

Nets are available in three colours with black the most specified. In high risk areas it is advisable to specify 'no flame' net. This fire-tested and certificated net will not propagate a flame and is perfect for fire escapes, lightwells and areas that people may walk underneath. Sell the advantage and you could win the business.

WIRING A technique that has regained popularity with building owners is parallel wire. Large gulls will not fold their wings in flight. Therefore, if coated stainless steel wire rope is installed at a maximum spacing of 400mm apart the gulls will not pass. This system can be installed at a minimum height of 500mm off the roof so it is more aesthetic than a roof net and the wires can be walked in between for maintenance.

ELECTRIC SHOCKING SYSTEMS Powered systems like Avishock work on all birds and all pressure levels. Mains and/or solar powered, they electrify a low profile track, which modifies the behaviour of birds with a harmless shock.

OPTICAL GELS These have a visual effect on birds as they make the building seem as if it is on fire. Apply the gels in the appropriate plastic cases and cover harbourage areas to prevent birds from landing and nesting.

Similarly audible and visual scaring methods such as mirrors, balloons, silhouettes and models of predatory creatures can be used to create negative associations in birds wishing to land or roost on buildings. However the results of these methods vary as not all species of birds react the same.

Control methods

Where you have a high pressure of bird activity and proofing options haven't been applied in the early stages of an infestation, then effective control methods can be applied in an accepting scenario.



FALCONRY: FLYING PREDATORY BIRDS It is becoming increasingly common to fly captive-bred predator birds such as hawks and falcons to disperse pest birds from sites. Different birds suit different situations; generally hawks are used where agility is required, and falcons suit higher level dispersal over wider areas.

Normally the birds will be flown in the daytime at a stage where they are keen to fly but not so hungry that they actually prey on the pest birds. However, hawks have been trained to fly at night and follow a torch beam to pick off individual birds from their perches. Contracts usually involve an initial intensive clearance period,

followed by ongoing routine visits, and there are many specialist bird handlers within the BPCA membership who are generally happy to take on subcontracts.

“You get inexperienced people that have a go at it sometimes and tend to do a shoddy job as they end up trapping or causing harm to birds.”

TRAPPING Live trapping can also be useful for the removal of small local populations however it will prove ineffective with larger infestations. With trapping, non-pest species must be set free, and pest birds must be humanely dispatched by neck dislocation. If you choose to trap, then plan to inspect the trap a maximum of every 24 hours ensuring adequate food and water is provided in order to stay legal.

SHOOTING When used by skilled marksmen, shooting can be very humane, killing quickly with minimal stress. However culling is only permitted for certain species under strict conditions, and where Natural England has issued a licence that allow pest controllers and others to legally carry out control methods that would otherwise be unlawful under the Wildlife & Countryside Act 1981. Also, you have to prove that other non-lethal methods are either ineffective or impractical.

We advise that you complete a 'safe and effective use of air rifle' course for competency and due diligence. Also, we advise wearing protective eyewear to prevent harm from ricochets, etc. Liaising with the local constabulary to advise them of the time, location and duration of the shoot and obtaining an incident number helps prevent an unexpected visit from armed police.

Having the air rifle or pistol regularly serviced will ensure fitness for purpose and assist in keeping it below the legal limit of 12ft-lb for rifles (6ft-lb for pistols). A chronograph is a relatively cheap tool that you can use to measure the kinetic energy of pellets and then calculate the foot-pounds.

Safety

Safe Working Procedures may include doing the job outside normal working hours to minimise the risk to others in the building. When

surveying or proofing an infestation you have to consider safety and PPE. As a minimum requirement you should consider having the following items:

- P3 filter respirator- first thing on, last thing off
- Goggles, overalls and gloves
- Robust, non-slip footwear, ideally with steel toe caps
- Hard hat / high visibility vest where required.

Cleaning

Damp down the guano, ideally using disinfectant before and during. Ensure everyone involved is aware of the disease risks (albeit low).

Treat any bout of 'flu' with care. If symptoms persist or are severe, see your GP and advise of contact with birds and their waste. Use rubble bags and seal them before removal. If using high pressure sprayers, take care as you might help disperse spores. Finally, make sure you disinfect surfaces after cleaning.

Working at height

HSE statistics show falls from height and being struck by falling objects account for around half of all UK workplace fatalities. Work at Height Regulations 2005 and amendments 2007 stipulate you must use appropriate access equipment for the job. Use it safely, make sure it is properly maintained (certificated), and ensure tools and materials are not allowed to fall.

Working on roofs is potentially very dangerous work, and safe working procedures are paramount. Installers should be trained in safe working at height along with specific training in the access equipment being used. A range of PPE will be required, generally including a harness and restraint lanyard alongside specialist equipment for raising heavy loads.

Final word

These are just a few examples of the topics covered in the BPCA Urban Bird Control and Management Course. Training and experience have long been one of the necessities to grow a successful business, and the pest management industry is no different. Most technicians will have studied general pest control (e.g. via the RSPH/BPCA Level 2 Award in Pest Management or equivalent). Although this does cover bird control, I think we'd all agree there isn't enough content to demonstrate expertise in the specialist subject.

Obtain the BPCA Certificate in Bird Management by attending the Urban Bird Control and Management course. This intensive one day course provides the foundation of knowledge and techniques that can be used practically within bird management to ensure you learn how to do the job properly. Jim England of BPCA Member Protex Pest Control Services argues that pest controllers have to know what they are doing before attempting bird work. "You get inexperienced people that have a go at it sometimes and tend to do a shoddy job as they end up trapping or causing harm to birds." Jim adds, "That is not the way forward, you either need to get trained, or alternatively subcontract a bird specialist company to do it for you."

Would you like to know more?

Interested in making bird work a lucrative addition to your portfolio? The next BPCA Urban Bird Control and Management course is on 29 October, and includes the Certificate in Bird Management examination.

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Pest controllers across the country have been reporting a large increase in bee call outs comparatively to previous years. But what has caused this unprecedented increase in activity and what should pest controllers do, and tell their customers? BPCA Technical Manager Richard Moseley explains.



Bee ready and bee right!

The mild winter and warm spring has caused an increase in bee activity, and a high volume of calls from concerned homeowners. But with all the confusion around the ethics and legalities of treating bees, we felt it would be useful to dispel some of the myths and advise on how best to deal with bees.

Identifying the suspects

As with any pest, correct identification is key to establishing the most appropriate course of action.

BUMBLEBEES



Bumblebees (*Bombus*) are not easily confused with any other bee. They are rounder, larger and furrier and come with a variety of coloured stripes across the end of their tails. Nesting sites are normally found in bird boxes, under the decking, or in the compost bin.

If possible educate your customer to leave them alone as they are an important pollinator, rarely sting, and are under threat of extinction.

SOLITARY BEES



You'll find these small bees popping in and out of the wall or very small holes in the ground. They have a reddish-brown bottom and black body. Solitary bees are harmless and, as their name suggests, live more or less alone so you will only really find them in small numbers. It's unlikely you'll receive a high volume of calls for this bee as one or two are unlikely to raise an alarm with your customer.

TREE BEES



The tree bumblebee (*B. Hypnorum*) is a recent addition to the UK's fauna. Despite this it will already be familiar to many householders and pest controllers in the UK, as it can be the cause of most phone calls – "Help, there's a bees' nest in my house!"

The tree bumblebee banding is unique amongst the UK species. The thorax is tawny to reddish brown, the abdomen is black and tail is white. Fresh drones have a patch of yellowish facial fur, but this wears off with time. Queens vary significantly in size, and workers are normally quite small.

Some traits of tree bees can be the cause of worried calls to pest controllers as they commonly establish a nest in bird boxes, or in parts of buildings. Apparent high level of nest flight activity due to 'nest surveillance' by drones, and the sound of bee chatter/activity heard through the ceiling are all signs of activity. However, by the time a colony has become obvious (due to this action) its activity will be about to decline naturally. Colonies formed in spring usually decline naturally by late July, if not sooner. Educating the customer about these facts may prevent them from taking any further action.

HONEY BEES



Honey bees are small and vary in colour from golden brown to almost black. The most common scenario in which you'll receive calls for honeybees is when they swarm. Typically these intimidating swarms will first set up a temporary camp somewhere nearby,



“If the client is not prepared to pay to do the treatment properly, then you shouldn’t carry out the treatment under any circumstances.”

such as a tree branch, fence post or even a car (pictured above)! At this point it is best to contact a local beekeeper to collect the swarm, and in the majority of cases this works well. The British Bee Keepers’ Association (BBKA) website www.bbka.org.uk has a handy search function you can use to find your local beekeeper. However in almost all cases the swarm will take off again within a day or two to occupy a more suitable permanent home elsewhere. If the use of a beekeeper doesn’t work then we recommend you try to convince the customer to wait a day or two, by which time it will have gone away. Swarms of honey bees can usually be safely removed by a suitably qualified and experienced beekeeper if they are contacted in time. If the honey bees have left their post/swarming clustering place, and taken up residence in the fabric of a building, that can be more difficult (if not impossible) to be safely dealt with by a beekeeper, so time is of the essence.

Treating bees

All bees can be treated, but we’d always recommend you explore all other avenues before considering eradication. Use the step by step guide below:

LEAVE THEM ALONE

Educating the customer is key. Bee species in a property won’t usually cause any damage, or be considered a significant risk to the customer, so it’s always best to inform the customer of this before agreeing to take the job. If the customer is adamant that they want them gone, then make sure you or another professional company take the job. If you don’t then they will go elsewhere and may possibly find a ‘cowboy’ who will automatically treat using biocides without considering all the options like a professional would. From an ethical standpoint, if your company won’t have anything to do with bees then please refer the customer to find someone else via the BPCA website www.bpca.org.uk or set up an arrangement with a local competitor to give them your unwanted bee work – who knows, they may even pass some other work back to you!

RELOCATION

If a nest is outside or underground then there shouldn’t be a reason to really move it. However your customer may not see it this way. For underground nests, you’ll need to dig it out and retrieve it, but be careful and wear protective clothing as you’ll create a considerable amount of disturbance (and thus distress pheromone) as you dig down to the nest.

In more conventional and accessible places such as bushes, trees and sheds, to move a nest safely it is best to do it in the dark, when all of the bees will be in the nest and docile. They might buzz a bit, but they won’t fly in the dark so it’s safest to do it then. Bees also don’t see red light well, so if you need to see what you’re doing, put some red plastic film/acetate over your torch or alternately use a red LED light to

reduce likelihood of attacks. Simply lift the hive and slowly place it in a sealable plastic box, securely closing the lid for transportation.

Some bumblebees (especially tree bees) like to nest in bird boxes. To move a colony in a bird nest box, wait until all or most of the workers have returned. When activity quietens down, bung the entrance hole with flexible foam (e.g. from a sponge or scouring pad), and seal up any holes you find around the box using tape, as bumblebees can easily use these to escape from the box when it is being moved. Take the box down carefully and without tipping it over, and place it in a secure sealable plastic box for transport. Carefully move the box to its new location and attach it to a surface that is not liable to vibration, as this can disturb the bees.

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If possible relocate the bees close to their original nesting point. However, if this isn't possible, keep the box upright and somewhere cool and dark overnight while they are shut in. Situate the box at least a mile or more from the original location to prevent the bees from returning. Remove the bung the next day and release the bees; they will re-orientate. It is best to leave it until after midday to remove the bung. At the original location, a few bees might return, but these will soon diminish. Make sure the customer knows this is normal and not a problem.

Obviously if the nest is located in an inaccessible location such as cavity walls or a chimney then relocation will not be possible, and eradication will be only viable option. If you do not feel competent to move a bee colony contact the BPCA to find a member who has experience in this area.

ERADICATION

Treatment for bees can be administered in exactly the same way as you would for wasps, the only difference being the need for post-treatment activities. If you have to treat for bees you should consider the risk in terms of their location and access for post-treatment work. The decision to treat will depend if it is possible to close the entrance(s) to the nest after treatment. It may be possible to use extension lances to get the insecticide to the nest, but access equipment may be needed to close entrances safely. If the client is not prepared to pay to do the treatment properly, then you shouldn't carry out the treatment under any circumstances, and should warn

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the client of their responsibilities under law if they choose to use an 'alternative provider'.

Post treatment requirements will vary depending on the species of bees you are dealing with. For bumblebees and tree bees, blocking up access points will prevent non-target bees from entering and getting contaminated, as well as shortening the likelihood of other bees accessing the same area in the future.

For honey bees, it is essential you can either block all entrance points or remove all the honeycomb, but preferably both. If you fail to do this, robber bees will find the infected honey and take it back to their hive, contaminating it. This may lead to an investigation and prosecution by DEFRA. Also note that the smell of the honeycomb and the queen pheromone will be lingering, making the area more attractive to another swarm. It is therefore recommended that the smell be masked using a deodorising compound, but if unobtainable, creosote oil or Jeyes fluid are excellent substitutes. For more advice on dealing with feral honey bees, download the Pest Management Alliance Code of Practice at www.pmalliance.org.uk

“If you do not feel competent to move a bee colony contact the BPCA to find a member who has experience in this area.”

Stay safe!

Bumblebees and tree bees are less likely to sting than honey bees and wasps. However, disturbing the nest can make them behave defensively, and precautions should be taken to prevent stings occurring. Also note it has been found that bees can become alerted to the presence of an intruder if they are breathed upon, so it is best to try to avoid breathing on the nest during removal. Bee stings are at best unpleasant and at worst can trigger potentially fatal anaphylactic shock or Kounis Syndrome. So always use protective equipment such as a bee veil/suit and gloves.

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