

**PEST MANAGEMENT  
PROFESSIONALISM SPECIAL**

## RAISING THE BAR: ENHANCED MEMBERSHIP CRITERIA

The British Pest Control Association (BPCA) changed its membership criteria back in 2012. Existing members had until 31 December 2014 to meet the revised criteria. So what was this new benchmark, and how does it affect services to pest control clients?

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### WHAT IS ALEXO?

- alexo is BPCA's digital magazine designed to keep your business informed about public health pest control.
- Each issue is packed with professional advice from leading experts in the pest control industry.

### WHY SHOULD YOU CHOOSE A BPCA MEMBER?

- Our members are contractors that provide a professional and consistent service. All BPCA members meet our strict membership criteria, hold the relevant pest control insurances, and are fully qualified and trained to deal with your pest problems.

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SITE FOLDERS

PLUS

- CEPA CERTIFIED®
- SITE SURVEYS



BPCA now insists that our members' employees involved in the eradication and control of pest species hold a recognised qualification in the pest industry, and also be registered on a recognised Continuing Professional Development (CPD) scheme. Trainees (under direct supervision) have 18 months to achieve their qualifications and join the applicable CPD scheme.

The Association has taken this action to ensure that those involved in field based pest control maintain their knowledge levels and provide a safe and professional service to the end user. At this moment in time we are the only organisation in the pest industry that has taken this step in order to maintain and drive professionalism within our membership.

### THE LEGISLATIVE FRAMEWORK

The recent changes to SGAR stewardship prompted by HSE (see page 6) have meant that to buy and use rodenticides from 1 June 2016, professional users must meet the same standard that all BPCA members already hold (as of 1 January 2015).

### CLIENTS BEWARE

Unfortunately, a small number of BPCA members (around 3.6%) were unable to meet our new requirements, and their membership of our organisation has ceased. Although this is unfortunate, we see this change to be of paramount importance to the delivery of responsible and competent pest management. Please make sure your contractor, and anyone to whom they subcontract pest control, holds an up to date membership certificate. Visit our website [www.bpca.org.uk](http://www.bpca.org.uk) under Pest Advice>Check a Member. You can also contact Rachel Eyre on 01332 225 112.

### AUDIT BODIES AND NON-CONFORMITY

The pest control companies who no longer meet our requirements will not receive a new membership certificate for 2015. We understand that this may cause some issues with audit bodies who insist on BPCA membership, as some pest contractors will no longer meet their audit criteria. It is, of course, for the contractor and their customer to determine what action should be taken regarding contractors who no longer meet the requirements of audit standards. However, we are informed by several of the major audit bodies/retailers that an out of date certificate is not acceptable.

In light of the new BPCA membership requirements, we would advise that you make your auditors and suppliers aware of these changes to BPCA criteria, and highlight the fact that the current pest control contractor may no longer be a member of British Pest Control Association.

We would like to assure you that we have made every effort to help and support non-compliant members to maintain their membership and we have implemented this change across a period of several years. Any company not currently meeting criteria will of course be assisted in making the grade.

**Your support with our drive to maintain professionalism is very much appreciated. This as an essential part of providing and maintaining excellent service standards throughout our membership. If you require further information please contact us on 01332 225 112.**



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criteria back in 2012. Existing members had until 31 December 2014 to meet the revised criteria. So what was this new benchmark, and how does it affect services to pest control clients?

## BPCA MEMBERSHIP CRITERIA

“BPCA now insists that our members' employees involved in the eradication and control of pest species hold a recognised qualification in the pest industry.”

- All staff involved in the eradication and control of pest species must hold an industry-recognised qualification such as the RSPH/BPCA Level 2 Award in Pest Management.
- All staff involved in the eradication and control of pest species must be members of a recognised CPD scheme, currently PROMPT and in-house schemes approved by BPCA.
- Companies agree to regular audit and assessment by BPCA.
- The business must have been trading in pest control for a minimum of 1 year.
- Officers of the business must not be undischarged bankrupts.
- The business must not sub-contract any work involving the eradication and control of pest species except to other BPCA members.
- The business must, as a minimum, hold the following insurances:
  - Businesses with employees should have at least £10m Employer's Liability Insurance.
  - A minimum of £2million Public and Products Liability Insurance.
- The business undertakes to abide by BPCA's Codes of Conduct and Practice, and BPCA Articles and Regulations of Association.

# CEPA Certified®

## A new European benchmark in professional pest management

**Business across frontiers requires standards that are wider than a single country. While BPCA membership is the acknowledged 'gold standard' for professional pest control in the UK, nothing existed to inform clients about those who operate across European borders - until now.**



Unlike product or management standards, service standards are still relatively rare, but the

European pest management industry has developed one alongside an accompanying certification programme, CEPA Certified®. The publication of this standard and its certification programme allows easy benchmarking of professional pest control companies. The new European standard, EN 16636, was launched in March 2015 and at the launch event was welcomed by both EU regulators and client groups alike.

CEPA unites 25 national and regional pest management associations from geographical Europe, covering 10,000+

pest management companies operating across the entire supply chain, with a turnover in excess of €3billion. CEPA is the originator and driver of the CEPA Certified® certification programme and also the underpinning European Standard that supports it (EN16636).

CEPA's aim is to ensure that the pest management industry is recognised for responsibly protecting European citizens and the environment in which they live against public health risks. CEPA and BPCA wish you to consider making it mandatory for any pest management company you employ, or that is employed by your supply chain, to be CEPA Certified®.



**"CEPA'S AIM IS TO ENSURE THAT THE PEST MANAGEMENT INDUSTRY IS RECOGNISED FOR RESPONSIBLY PROTECTING EUROPEAN CITIZENS AND THE ENVIRONMENT IN WHICH THEY LIVE AGAINST PUBLIC HEALTH RISKS."**

**To find out more about the CEPA Certified® certification programme visit the CEPA website at [www.cepa-europe.org](http://www.cepa-europe.org)**

### BY INSISTING ON PEST CONTROL COMPANIES HAVING ACHIEVED CEPA CERTIFIED® STATUS YOUR ORGANISATION WOULD BENEFIT FROM:

- ✓ Access to a network of professional companies across the EU. Just look for the CEPA Certified® logo.
- ✓ The knowledge the companies you are working with are objectively assessed on a regular basis, as CEPA Certified® companies are independently audited on an 18-month cycle.
- ✓ Greater measurability: CEPA Certified® companies use standard performance indicators.
- ✓ Improved transparency: services provided by CEPA Certified® companies must use formal reporting structures to keep clients informed.
- ✓ Improved Quality: CEPA Certified® companies must only use trained and qualified staff to carry out pest management activity, and their back office staff must also meet agreed standards.
- ✓ Improved Service Effectiveness: CEPA Certified® companies have the support of a network of technical, legislative and other support to ensure they use best practice at all times.
- ✓ Reduced use of biocides: CEPA Certified® companies practice Integrated Pest Management (IPM), which ensures biocides are used as a last resort and where they are, proper waste management principles are followed.
- ✓ Improved Interaction: The CEPA Certified® certification provides guidelines and procedures to facilitate and improve the effectiveness of interaction between client and provider.
- ✓ Peace of mind when selecting a pest control company: CEPA Certified® companies are audited to an internationally recognised standard (EN 16 636).
- ✓ Reduced risk: CEPA Certified® companies use risk analysis and root cause analysis to discover the causes of pest infestations, and remove them for good.
- ✓ Easier Comparability: CEPA Certified® certification defines metrics for measurement of service performance and quality levels.

# END OF THE LINE FOR PEST CONTROL WASTE



For many years pest controllers operated an unspoken agreement to remove their bait boxes etc at the end of a contract. But in recent years more and more pest controllers are taking on new contracts, only to find the site littered with the previous contractor's kit. BPCA Chief Executive Simon Forrester investigates the implications to clients.



In pest control, the tacit understanding between servicing companies that they will clear up after themselves at the end of a contract has historically worked to everyone's benefit. However on occasion pest controllers find sites strewn with equipment and bait, and when they contact their predecessor to request its removal, they are often met with a short two-word response (and it's not 'straight away').

The breakdown in this gentleman's agreement has implications not only for the pest control industry, but also for you, our clients. The end of a contract can sometimes be messy – after all, most changes of contractor are due to either a better price or unsatisfactory service, either of which may well cause a degree of animosity. You want seamless cover between the two contractors, and won't be particularly interested in the niceties of hazardous waste disposal – you just want the last lot to tidy up after themselves, and for the new team to solve the problems their predecessors couldn't fix.

Equipment left on site may become a health hazard, particularly in sites where food or its packaging is stored or manufactured. Audits have been failed when auditors have spotted old EFKs still in situ, or a pile of bait boxes in the corner of the yard forlornly awaiting collection. And there's the cost and risk to your business of doing the clean up yourselves. Pest controllers know their way around a 20-01-19\* waste code, but do you? And are you legally allowed to dispose of the products your previous contractor has left lying around? Do you even know what's in them? If you don't, you may be committing an offence by disposing of them incorrectly, and the cost of disposal as a one-off may run into hundreds of pounds.

Matt Womersley of the Environment Agency says "The 'intent to discard' means that any products left on site by the previous contractor may be classed as waste, and often this is classed as hazardous. Waste left in situ could in turn be classed as fly tipping, with fines of up to £50,000 and/or 12 months in prison. If the conviction is in the Crown Court, the maximum penalties are unlimited fines and five years in prison. Local Authorities are clamping down on businesses who do this."

The non-removal of biocides may put your contractor in a position that is legally difficult to defend. After all, labels will say something like 'remove all baits after use and dispose of them in accordance with local requirements'. Paul Butt from Natural England agrees: "Non-removal of unused bait at the end of a contract (and indeed on completing the control phase of any treatment) is a clear breach of the approval conditions and could result in a prosecution especially where baits are left accessible to non-target animals and other failures to follow and comply with product label instructions are detected, and one where a prosecution would likely be straightforward, especially if the baits are left available to non-target species or other breaches of label conditions are detected."

Well, not my problem, you may think. But you may be partly at risk. If you have hired a 'professional' company that has gone on to cause harm to animals because of baits placed on your site, you may well be a party to the prosecution. It would be remiss of any barrister prosecuting such a case not to ask the client what due diligence they applied to their choice of pest control contractor, and while you'll probably escape direct censure, the time spent to conduct a defence plus days in court and the inevitable negative publicity will cause harm to your business.

## CHECKLIST FOR ACTION

- 1** Establish who actually owns the items left behind – the contract should show this.
- 2** If it's you, discuss with your new contractor what do you want done with it – you could ask them to use it (thereby saving money) and also have them safely dispose of any unused baits and other waste items. They may also be able to offer a maintenance agreement on existing kit, saving you further money.
- 3** If the items remain the property of the pest controller, write to them giving them six weeks to collect (see letter text, below). If they don't collect, have the new contractor bag up the items and remove them, and send the bill to your old contractor.
- 4** If the old company is a trade association member, contact the association and complain. Our complaints procedure is available at [www.bpca.org.uk/complaint](http://www.bpca.org.uk/complaint)  
Nb. if you have not used a company that is a member of a trade body, your local authority Trading Standards or your national enforcement agency (e.g. HSE) may be able to help.
- 5** Ensure your new contract for pest control states that any items left behind must be removed within six weeks of the date of the end of the contract, or a charge will be levied for their removal and disposal in accordance with local legislation.

## A LETTER FOR YOU TO USE...

Dear xxxxxxxx,  
As you may be aware we have previously employed the services of your company to provide pest control at our site/sites. Our contract with you is now terminated and we have a new pest control contractor in place.

We have contacted your representatives several times regarding the removal of the pest control products that you were using to monitor and manage our site. As of yet, we do not seem to have received a final visit from your organisation to remove your professional use products that are currently located on our site. We must now insist that you remove these items within the next seven days.

Having taken guidance from both British Pest Control Association and Health and Safety Executive we are aware that a failure to collect rodenticides is a direct breach of product label requirements under the terms of the Control of Pesticides Regulations and the Biocidal Product Regulations. Your refusal to collect your monitors, equipment and rodenticide could also be viewed as your organisation showing an 'intent to discard' these items. The illegal discarding of hazardous waste onto private land may be viewed by the authorities as fly-tipping – an offence that can result in a fine of up to £50,000 should the local authority wish to pursue this.

I am copying this letter to your trade body so that they can intervene as appropriate.

Please contact me at the earliest opportunity so that we can arrange access to the site to remove your items.



**Pending changes to the way that professional pest controllers administer and monitor Second Generation Anticoagulant Rodenticides (SGARs) will impact on commercial pest management contracts. Find out how your rodent control contract is about to change.**

#### **WHAT ARE SGARS?**

SGARs are the edible baits that are used by your pest control contractor to eradicate rodent activity in and around your site. They are the principal control measure for rodents throughout the United Kingdom, and when used correctly they offer quick and effective management of target rodent pest species.

#### **WHAT IS THE PROBLEM WITH SGARS?**

Unfortunately, SGARs are not species specific. This means that once administered, they will kill both target and non-target rodents and animals if the application method is not carefully managed. If non-target rodents are killed, or target rodent species are not removed once dead, then species such as birds of prey will consume the dead rodents. As the dead animal contains the SGAR, it is in turn passed onto the bird - this is termed as 'secondary poisoning'. For a number of years the levels of SGARs present in non-target species have been increasing, and for this reason the government authorities have decided that corrective action must be taken. The government department that controls the use of SGARs in the UK is the Health and Safety Executive (HSE).

## CAN OUR PEST CONTRACTOR STILL USE SGARS?

SGARs are still available to your pest control contractor, but the way that they use them will have to change. Long term use of SGARs in external monitoring points is unlikely to be acceptable in the near future, unless a long term rodent problem has been identified. It is the view of the HSE that rodenticides can no longer be viewed as the product of first choice to control rats and mice. Your pest controller must consider other control measures such as the removal of food sources, the sealing of gaps and even the use of traps before they can consider applying a SGAR. Your external monitoring points can remain in situ, but in the future they may contain a non-toxic indication block, a trap, or they may be left empty ready for toxic bait to be applied when rodent activity becomes apparent.

## WHAT IS AN ENVIRONMENTAL RISK ASSESSMENT?

Your pest control contractor must consider the potential environmental impact of the use SGARs, and the way that they will do this is via an assessment. In an Environmental Risk Assessment your contractor will assess the treatment area and the likelihood of non-target species being effected by the use of a rodenticide. The assessment may dictate the follow up frequency or the method of control that is used. Different pest control companies may use different styles of Environmental assessment, but they must all consider the same key points.

## WHAT CHANGES SHOULD I EXPECT TO SEE?

Your pest control contractor should be carrying out an assessment of the site at regular intervals, and if SGARs are used, they must clearly justify their use, and their continued use. The days of the 'ring of steel' of bait boxes filled with rodenticides encircling a site are over. Expect to see more use of monitoring baits before control measures including SGARs are used.

## DO I NEED TO TAKE ANY ACTION?

Be assured that professional pest control contractors have the tools, training and ability to protect your site from rodent infestations. However, it is essential that you the customer takes note of any recommendations from your contractor. Good hygiene, proofing, good storage and stock rotation will be key factors in the control of rodent activity. Your contractor will retain the use of SGARs only if we meet the requirements set out by the HSE – if we fail to meet their requirements we will completely lose this most valuable tool against rodent infestation and control of your site will become both difficult and incredibly labour intensive, significantly driving up the price of pest control contracts. With your support, our members will continue to protect your assets with the targeted and professional use of SGARs.

**Should you have any queries regarding the potential changes to the use of rodenticide on your site, please do not hesitate to contact your contractor or feel free to approach BPCA for further confirmation.**



**"IN AN ENVIRONMENTAL RISK ASSESSMENT YOUR CONTRACTOR WILL ASSESS THE TREATMENT AREA AND THE LIKELIHOOD OF NON-TARGET SPECIES BEING EFFECTED BY THE USE OF A RODENTICIDE."**

## WHAT DOES WIKIPEDIA SAY?

Anticoagulants are defined as chronic (death occurs one to two weeks after ingestion of the lethal dose, rarely sooner), single-dose (second generation) or multiple-dose (first generation) rodenticides, acting by effective blocking of the vitamin K cycle, resulting in inability to produce essential blood-clotting factors – mainly coagulation factors II (prothrombin) and VII (proconvertin).

The main benefit of anticoagulants over other poisons is that the time taken for the poison to induce death means that the rats do not associate the damage with their feeding habits.

Second generation agents are far more toxic than first generation. They are generally applied in lower concentrations in baits – usually on the order of 0.001% to 0.005% – are lethal after a single ingestion of bait and are also effective against strains of rodents that became resistant to first generation anticoagulants; thus, the second generation anticoagulants are sometimes referred to as "superwarfarins".

[en.wikipedia.org/wiki/Rodenticide#Anticoagulants](https://en.wikipedia.org/wiki/Rodenticide#Anticoagulants)

# Just how important is a site survey?

**BPCA Technical Manager Dee Ward-Thompson explains why every professional pest controller should complete a site survey, and why every client should insist upon it.**

**"PEST CONTROL THAT WILL DELIVER THE RESULT YOU REQUIRE NEEDS TO FIT YOUR BUSINESS, SO ALWAYS INSIST ON A SURVEY AND A TREATMENT PLAN."**

Would you buy a carpet for your house from a company that said, "No, it's fine – we don't need to come out to measure, I can give you a price over the phone."

No? I didn't think so, but so often pest controllers offer prices for pest control, an extremely important service which is critical to your business, over the phone without even looking at the site.

The odd job of a wasp nest treatment may be quoted for remotely with a 'subject to survey' condition but, when you are looking at a pest control contract, the survey is one of the most important steps in your pest control programme.

This is the part where you can work with the pest control

company to ensure you get the right service for your business. There is no 'one size fits all' – every business is different and your pest control programme should be tailored to fit your site, suppliers and customers. It may even require some immediate work to prevent pest ingress before you start to look at the control measures.

As with all hazards, the risks to your site should be assessed by not only analysing the history of your premises but looking at the site location and your process. These are all key aspects and, together with the site inspection, will enable the company to design a programme that meets the requirements of your business and the specifications you are working to. During the survey process you can start to build your relationship with the company you have chosen to work with, another critical part of your programme.

So, now you know the importance of a survey what should a good survey look like?

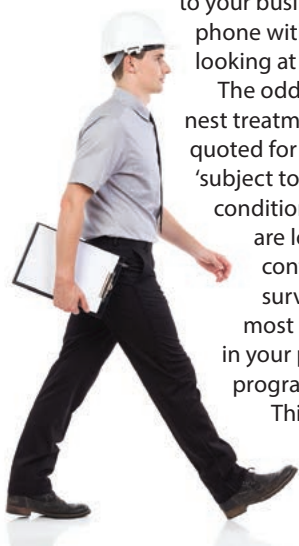
Well, first of all it should be booked in advance so that the right people are involved

in the site inspection, all areas of the site should be inspected and, ideally photos taken of the areas of inspection that must include any roof voids, cellars, secure server rooms and should always include any locked doors – remember pests don't need keys!

The current and past pest control folders should be reviewed to look at the history of the site and to discuss the specifications that your business works to and any specific requirements that your business may have.

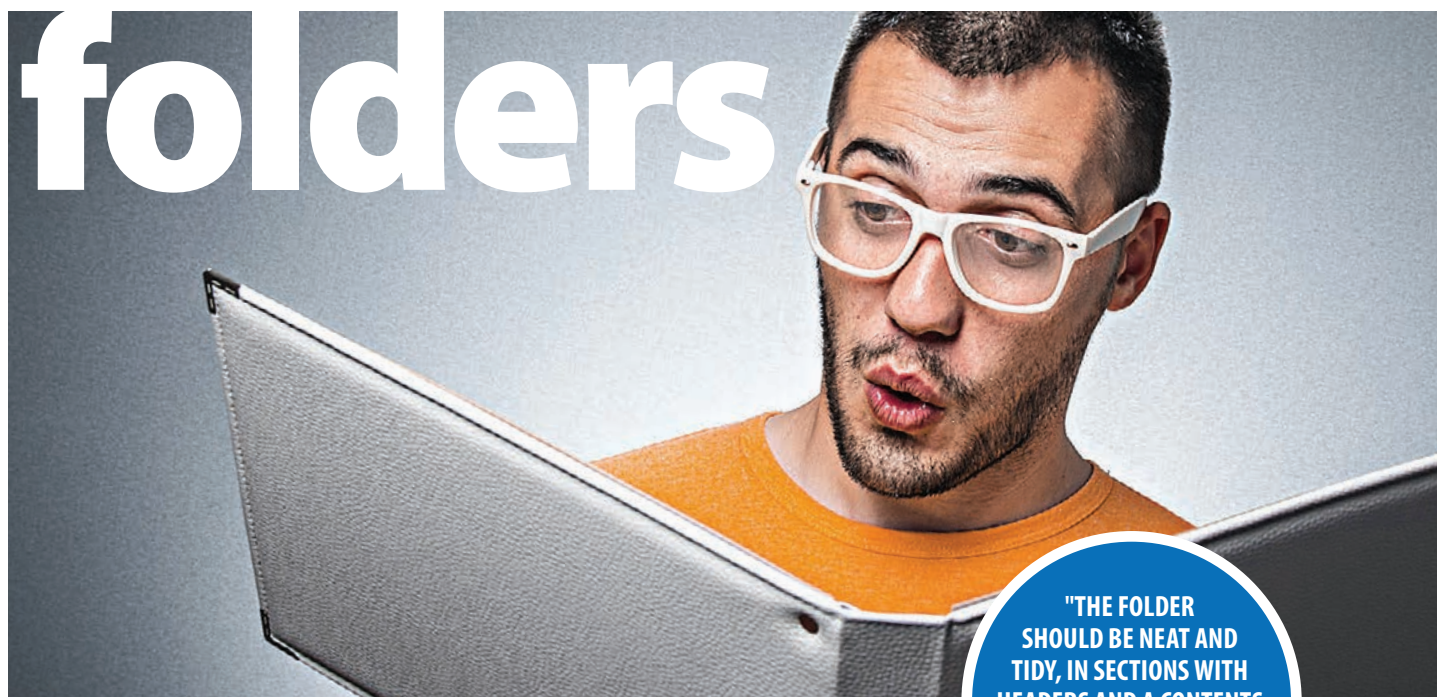
Now the company should have all of the information that they need to evaluate your premises and submit a report detailing their recommendations for your bespoke programme and outlining any immediate recommendations.

Pest control that will deliver the result you require needs to fit your business, so always insist on a survey and a treatment plan before you embark upon a commercial arrangement with a pest control company. Professional companies will always insist on carrying out a survey before quoting for work as they want to solve problems and provide solutions in an effective and safe manner.





# folders



"THE FOLDER SHOULD BE NEAT AND TIDY, IN SECTIONS WITH HEADERS AND A CONTENTS PAGE TO EASILY ACCESS RELEVANT INFORMATION."

**What should a client expect from their pest control company? And what documents should be supplied in an onsite folder? BPCA Technical Manager Dee Ward-Thompson investigates...**

Folders are usually supplied to customers when a routine contract is agreed. In this way the client has 24 hour easy access to important information about the services provided and the visits the technician has completed.

Each folder on each site may differ slightly depending on the type of site (restaurant, butchery, office etc.) and you may have your own folder requirements, whether requested by an auditor, environmental health or even simply your own preference for what is contained within the folder. The items listed in this document are pieces of information, instruction or advice elements of a concise pest management folder.

## LAYOUT

The folder should be neat and tidy, in sections with headers and a contents page to easily access relevant information. In the case of electronic reporting systems, the system must be easy to navigate, and training on its use should be given.

## CONTENTS OF FOLDER

### 1 Service specifications

A copy of the agreed contract and what services are included.

### 2 General information sheet

Name of technician servicing contract, contact numbers for enquiries/service, manager/supervisors name and procedures to take when extra service or emergency call out is required.

### 3 COSHH/RISK assessment information

This should cover all work procedures and pesticides used on site to show they have been assessed and that the safest or most appropriate product or process has been used. Any work task that is not part of the site's standard contractual pest service may require a separate task specific assessment.

### 4 Manufacturer's safety data sheets

These will cover all the pesticides used on the site. These sheets come with the product and detail all safety precautions, instructions and information on the product, including LD50, antidotes, spillage advice, storage advice, etc.

### 5 Visit log

Dates in which the technician visits site (to be filled out by technician at time of visit) this will ensure visits are up-to-date and easy identification of when the last visit was carried out and when the next one may be due.

### 6 Staff sightings

A log sheet available for the staff on the site to fill out if they experience any pest issues. This creates a log of reported issues noted by your staff and promotes efficient working as any technician taking over sites can see the site history at a quick glance.

### 7 Bait/monitoring checklist

List of areas where baits have been placed around the site. The date should also be filled out on this sheet and preferably also inside the bait box itself. This will help to

ensure that the technician is vigilant and checking the boxes on every visit.

### 8 Pesticide usage log

A list of the active ingredient, trade name, location and date of when a pesticide was used onsite.

### 9 Reports

All written/typed reports are compiled by the technician on every visit to a site listing: findings, activity, recommendations (proofing, hygiene, housekeeping, etc.), any related legislation (e.g. Health and Safety at Work Act 1974).

### 10 Map

This should be a clear drawing (a plea to readers: if possible, provide your contractor with a printed copy of the actual site plan. Bait/monitoring stations/points should be logged on here so that the positions of these can be seen clearly and quickly by an inspecting eye (EHO etc.) and it will also assist covering technicians (when the original technician is unavailable) to locate the points easily and ensure all are checked.

### 11 Electric fly killer service records

A clear record of maintenance schedules, type of tubes used etc.

### 12 Other items

Site folders may also require documents such as insurance, training records and BPCA membership, depending on the audit standards and customer requirements.

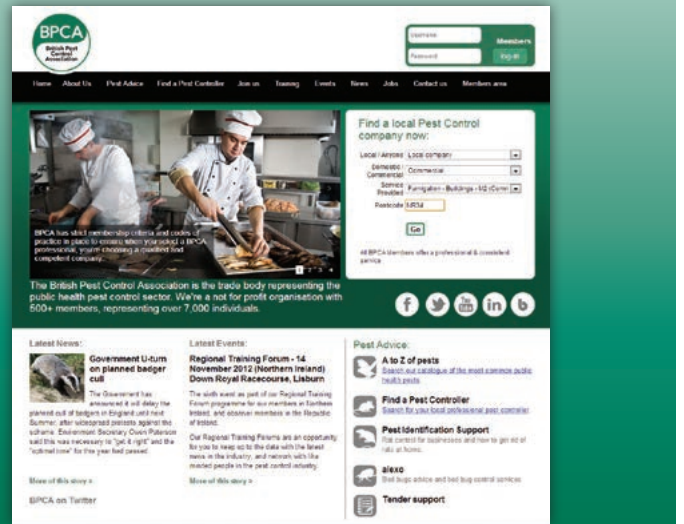
# BPCA online

Searching for a professional pest controller? Look no further!

Our database of hundreds of UK pest control companies with thousands of branches across the UK allows you to search by:

- Domestic or commercial contract
- Pest type – bed bugs, wasps, rats, mice, birds, mammals and many more
- Distance from your premises
- Area covered

Also search for a local consultant pest expert to audit your existing contract, provide independent advice or deliver training.



## Worried about anything you've read in this issue of alexo?

Has your business bought pest control solely on price?  
What criteria did you use to select your servicing company?  
Are you convinced it would stand up in court?

We can help with...

- Producing pest control specifications, contracts and tenders
- Pest awareness training
- Associate membership of BPCA
- Consultancy services
- Pest identification
- Finding you a professional contractor
- General pest advice

Find out more at [www.bpca.org.uk/advice](http://www.bpca.org.uk/advice)



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