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**PREVENTING  
INSECT DAMAGE IN  
DRY FOOD STORAGE**

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**JAPANESE  
ADVENTURE**  
Pest Summit 2022

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**FREE SSIP ASSESSMENT**  
Just one of a round of great new  
benefits for BPCA members!

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**THE GOOD, THE BAD  
AND THE UGLY**  
Three Counties Pest Control: Year One

# PPC110

**FOOD CLIENTS  
AND THEIR  
REQUIREMENTS:  
A GUIDE**



**BPCA**  
**FLIP ME OVER**

**PPC LIVE**  
The professional pest control show

**PESTS? TAKE CONTROL AT THE SHOW DESIGNED FOR PROFESSIONALS!**

**BPCA**  
**ANNUAL REPORT 2022**



**PROFESSIONAL PEST CONTROLLER MARCH 2023**  
THE JOURNAL OF THE UK PEST MANAGEMENT COMMUNITY



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# Selontra®



We identified resistance to both first and second generation anticoagulants on the site. We switched to Selontra® and had really impressive results in just a matter of weeks and would definitely recommend the bait to other pest control professionals. We've actually widened its use as well to some of our other sites because of the results achieved."

*Andrea, Manchester Port Health*



» **Core benefits**

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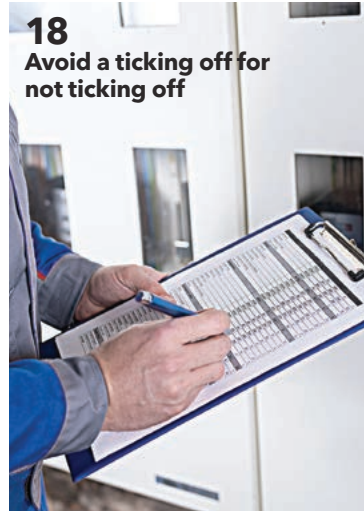
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PPC has been printed using carbon-balanced papers, showing our commitment to choosing a sustainable supply chain and reducing our carbon footprint with each edition.



**BPCA Registered CPD points**  
Online CPD quiz = 1 point each

Remember to log anything else you've learned in your CPD diary for even more points. [bpca.org.uk/add](http://bpca.org.uk/add)



**Basis Prompt point allocation**  
Reading PPC mag = 2 points  
Online CPD quiz = 1 point each  
[bpca.org.uk/cpd-quiz](http://bpca.org.uk/cpd-quiz)

# The sustainable pest management magazine.

The year's first issue is always the most complicated to put together.

If you flip PPC110 upside down, you'll be reading the PPC Live showguide. The professional pest control show is back on Wednesday, 22 March 2023, at the stunning Yorkshire Event Centre in Harrogate.

Just like the magazine the show is named after, PPC Live is a truly unique event. It sprawls outside and focuses on demonstrations and interactivity. Like the mag, it's designed for those on-the-ground pest professionals, out there every day, protecting clients.

If you've never been before, please join us for the day.

Register in advance, and we'll even throw in a free breakfast roll and a hot drink on arrival [ppconline.org/register](http://ppconline.org/register)

Also packed into this issue is the BPCA Annual Report 2022. This is where our member volunteers reflect and report to the sector all we've achieved. 2022 was another demanding year for the Association, but thanks to the 70+ member volunteers, we've made headway on some exciting projects.

You've probably noticed a few changes in this issue of PPC – especially if you're reading the print version.

We've scrapped the plastic wrap and moved to a more sustainable paper that's easier to recycle.

We've still packed in the same in-depth technical features and member interviews. However, now it won't take 500 years for the mailing sheet to decompose!

We hope you've had a great start to 2023. As always, if there's ever anything the PPC team or BPCA can help support your business with, please shout up.

See you in March at PPC Live!

*Scott + Dee*

**Scott and Dee**  
PPC editors  
[hello@bpca.org.uk](mailto:hello@bpca.org.uk)

**FLIP TO THE BACK COVER FOR OUR PPC LIVE 2023 SHOWGUIDE - but don't forget to come back here to read the goodness that is PPC!**



## RODENT TRAPS ARE A SUITABLE ALTERNATIVE TO CHEMICALS FOR CONTROLLING HOUSE MICE

The European Chemicals Agency (ECHA) now considers mechanical traps suitable alternatives to anticoagulants for controlling indoor mice infestations.

Anticoagulant rodenticides are authorised on the understanding that no other practicable alternatives exist. A statement from ECHA indicates that, in their opinion, mechanical traps can replace anticoagulants for the control of mice.

BPCA has significant concerns with this position and is writing to ECHA to explain this is not the experience of our members that control mice.

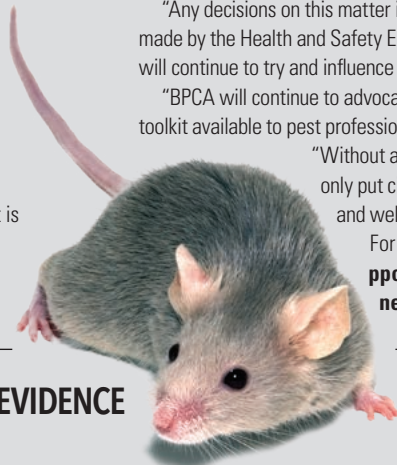
Post-Brexit, UK chemical registrations are handled by the Health and Safety Executive (HSE).

However, to date, HSE has remained closely aligned with ECHA. ECHA said: "In its November meeting, the Biocidal Products Committee (BPC) adopted its opinion on the comparative assessment for the second renewal of all anticoagulant or anti-vitamin K (AVK) rodenticides in the EU.

"This assessment, which looked at chemical and non-chemical alternatives to anticoagulants, was done by ECHA at the request of the European Commission."

Erik van de Plassche, Chair of the BPC, said in an episode of the Safer Chemicals podcast: "For the use and effectiveness of rodent traps for indoor control of mice, we had one test available. This test was carried out according to existing EU guidance.

"The committee discussed if one test is sufficient, but as it proved that the trap used was effective, we concluded that rodent traps are suitable alternatives."



## BPCA CHIEF EXEC GIVES EVIDENCE ON GLUE BOARDS

BPCA's Chief Executive Ian Andrew represented the pest control industry in the fight for glue board use at a Welsh Parliament Select Committee last year.

The hearing took place on 9 November, and was an opportunity for a committee of Welsh members of parliament to scrutinise the proposed legislation in the Agriculture (Wales) Bill.

Part of the Bill includes the provision for a ban on the use of snares and glue traps, and stakeholders were invited to present evidence, both for and against.

In defence of glue traps, Ian Andrew began: "The use of glue traps is to protect public health. When rats and mice are out there, they're doing their own thing ... whenever they're inside and in contact with humans, that's when the issues start.

"The glue board is the only tool we have in our toolkit to catch a rat or a mouse quickly. There's nothing else. We have other tools and they will control rats and mice eventually, but it's whether

you're willing to wait ... for that to happen. So, it is an issue of speed.

"But, let's not forget, from a public health perspective, rats and mice carry lots of nasty diseases. Most are notifiable diseases to the UK Health Security Agency. Thankfully, they don't occur often because pest controllers do a good job at keeping rats and mice out of buildings."

He also stated that BPCA is strongly against the amateur use of glue traps, and supports a licensing system for professional use only.

When asked what a licensing system for a pest professional should look like, Ian explained that any system would need to account for speed of use and that BPCA would be happy to help build a workable licensing scheme.

An update will be released soon on the Select Committee's decision and further plans for BPCA to lobby for the protection of our toolkits.



REPRESENT

### BPCA's concerns

BPCA firmly believes that one test is insufficient to declare that mice infestations can be controlled in every situation without chemical controls.

Dee Ward-Thompson, Head of Technical at BPCA, said: "It's very odd that ECHA would put such a sweeping position statement off the back of a single study.

"Speaking to members, we know that traps aren't suitable to replace rodenticides in every situation, particularly in urban areas. Mechanical traps are an important tool in our kit bags and should be considered as part of an integrated pest management (IPM) approach.

"However, mice infestations can be challenging to treat, and the public health risks are very high.

"We do not consider mechanical traps a total replacement for chemical controls, and we'll be writing to ECHA to make our position known."

She continued: "While the UK is no longer in the EU, chemical regulation remains closely aligned with the Union. Plus, our HSE will undoubtedly be looking closely at ECHA's statement.

"Any decisions on this matter in the UK will be made by the Health and Safety Executive, and BPCA will continue to try and influence its decisions.

"BPCA will continue to advocate for a well-rounded toolkit available to pest professionals.

"Without an array of tools, it'll only put citizens' health, safety and wellbeing further at risk."

For the full story, visit [ppconline.org/ppc-news](http://ppconline.org/ppc-news)

## WITHDRAWAL DATES FOR FICAM D ANNOUNCED



Phase-out dates for Bendiocarb, the active ingredient in Ficam D, have now been confirmed by the HSE.

The dates will be applied from the expiry date of the active substance from 31 January 2024; 180 days sell out period and additional 180 day for the use of existing stock. Therefore, the phase-out dates are as follows:

**Sold by date** 29 July 2024 (product can no longer be purchased after this date)

**Use by date** 25 January 2025 (product can no longer be used after this date).

BPCA member Envu UK announced the withdrawal due to 'regulatory measures'.

For over forty years the product has been used as a control method against wasps, hornets and ants. It's a common tool in the kit of pest management professionals across the UK, and so the news will come as a blow to many in the industry.

Envu said that in recent years there have been "significant assessments and investments, including changes to the product labelling in 2020, to keep the product available for pest professionals."

Paul Fisher, Head of Sales for UK and Ireland at Envu, commented: "The withdrawal of a product is something we work very hard to avoid. We continue to defend our product registrations and remain committed to constant innovation and new product development to ensure our customers have the best possible solutions to help them protect public health."

### Worried about wasp control?

Check out Ask the technical team on page 15 for practical product advice on wasp work.

## DEALEY ACQUIRES CPC

BPCA Member Dealey Environmental has announced acquisition of fellow Member, Countywide Pest Control in Hertfordshire. Martin Cobbald, MD of Dealey Environmental says, "Another acquisition for us really improves our service site density in the south, which of course leads to better service for customers and better efficiency for us."

Dealey Environmental is looking for more acquisitions in 2023; "A quick heads-up to any pest control, bird proofing, and fumigation company owners out there who are considering their exit strategy. We are looking for businesses with 2-10 employees in the south, East Anglia and midlands. We are here to talk and would be delighted to hear from you."

Read full story at [ppconline.org](http://ppconline.org)

## HYBRID RESISTANCE: ANTICOAGULANT RESISTANCE IN RATS AND MICE

 Campaign for Responsible Rodenticide Use (CRRU) UK has published a new summary of anticoagulant resistance data for rats and mice in the UK, including 2021 and 2022 data.

The report includes details on hybrid resistance (when a rat or mouse has developed two mutations).

### Sample data

During the period 2009 and 2022, a total of 489 Norway rat and 129 house mouse tissue samples have been examined, with DNA extracted from them and sequenced.

Among these samples, it was found that 77.9% of rats and 94.6% of mice carried one or more single nucleotide polymorphisms (SNPs), which are known significantly to affect the efficacy of anticoagulant rodenticides.

These results may not reflect the true frequency of resistance in the two species, however, because samples are generally sent by those experiencing difficulties in obtaining control of rodent infestations with anticoagulants.

### Norway rats

Norway rats in the UK carry five different resistance mutations known to have adverse consequences for the effectiveness of anticoagulants (Y128Q, Y139S, L120Q, Y139F and Y139C), and house mice carry three such mutations (L128S, Y139C and the 'spretus introgression').

The latter was found for the first time in 2022 in three mice from Hertfordshire.

Large numbers of samples permit the geographical distribution of resistance in Norway rats in the UK to be determined.

- Y128Q is largely restricted to Scotland and the north of England
- Y139S is found mainly in Wales, on the Anglo-Welsh border and in an expanding focus in North Yorkshire
- L120Q is very widespread across central southern England
- Y139F is found mainly in Kent, East Sussex and Greater London
- Y139C is ubiquitous, with no distinctive geographical central focus.



**"All UK house mouse infestations should be assumed to carry resistance, and treatments should be conducted against them accordingly."**

However, particularly with regard to the three most severe Norway rat mutations, namely L120Q, Y139F and Y139C, outlying resistant foci occur with an increasing frequency almost anywhere in England, either disseminated by natural rodent movement or by human transportation systems.

Although there remains evidence of an area of remnant susceptibility in some counties of the Midlands and on the English north-east coast, these areas are now increasingly infiltrated by resistance.

### House mice

All UK house mouse infestations should be assumed to carry resistance, and treatments should be conducted against them accordingly.

Fewer house mouse samples are obtained, but these show that anticoagulant resistance is also widespread in this species.

In this respect, it is the position of the Rodenticide Resistance Action Group (RRAG) that all UK house mouse infestations should be assumed to carry resistance, and treatments should be conducted against them accordingly [rrag.uk](http://rrag.uk)

### Hybrid resistance

As foci of resistance in both rats and mice spread and overlap, there is an increasing occurrence of 'hybrid resistance', in which individuals carry more than one different resistance SNP.

We know little of the consequences of hybrid resistance on rodenticide efficacy, but evidence is emerging from studies of house mice in France that hybrid resistance may render rodents less susceptible to anticoagulants than those that carry only one SNP.

### Recommendations

The maps of Norway rat and house mouse resistance foci presented in this report permit reasonably fine-grained advice to be given to rodenticide users about which interventions to use and which to avoid, following recommendations of RRAG.

Implementation of that advice would:

- Facilitate faster and more effective rodent control for the better protection of human and animal health
- Prevent the increasing severity and spread of anticoagulant resistance, and of great importance to the objectives of CRRU and rodenticide stewardship
- Reduce unnecessary and ineffective emissions of anticoagulants into wildlife and the wider environment.

The information presented here should be the subject of a concerted effort of dissemination, in an attempt to prevent the purchase of certain rodenticides in areas where there is compelling evidence that their use would be ineffective.

### The full report

This summary is taken from the CRRU report VPU/22/002. It is available to read in full at [thinkwildlife.org/downloads](http://thinkwildlife.org/downloads)

# Nordisk

# LOCK

**Rat Blocker with Locking Flap!**





Flap A stays locked unless flow opens Flap B.



A B




## NEW BPCA MEMBER BENEFITS



## DISCOUNTED TYRES, MOTS AND SERVICING SUBSCRIPTIONS WITH KWIK FIT CLUB



BPCA has partnered with Kwik Fit to give members discounts on car and van maintenance needs.

BPCA members get 4% off Kwik Fit Club, a subscription service that helps take the hassle out of vehicle maintenance. You can choose from the following:

- Tyres only
- Tyres and MOT
- Tyres and Full annual service
- Tyres, MOT and full annual service.

This offer is open to BPCA members, their employees, friends and family.

BPCA's Head of Membership, Dee Ward-Thompson, said: "One of the biggest costs for pest professionals is keeping your vehicle on the road. We're pleased to have partnered with Kwik Fit to give members a discount on their vehicle maintenance needs, so we can help you keep your vehicle safe."

[bpca.org.uk/kwikfit](http://bpca.org.uk/kwikfit)

## LIFE, VEHICLE AND MORE INSURANCE PRODUCTS FROM STUBBEN EDGE (RISK)

**stubben edge**  
INSURANCE DONE DIFFERENTLY

BPCA has partnered with Stubben Edge (Risk) to offer members a growing range of insurance products that meet the demands and needs of those working in the pest management sector.

With your BPCA membership, you can now get access to the following products:

- Term life
- Guaranteed over 50's life assurance
- Income protection
- Commercial vehicle and fleet
- Group life.

[bpca.org.uk/stubben](http://bpca.org.uk/stubben)



## PERSONALISED WORKWEAR WITH 1ENV



BPCA member 1env is offering members exclusive discounts on their personalised workwear. Buy any four embroidered clothing items and get one more free as a BPCA member.

1env now supplies a wide range of high-quality, in-house embroidered workwear to help you and your team look smart and professional.

Ollie Hewett, Head of Marketing at 1env said: "Our in-house graphic design team will work with you to create your perfect design and present you with a digital mock-up for you to approve. With no minimum orders on clothing, competitive pricing and with fast turnaround time, we can provide you with high quality,

professional work wear that's designed to stand the test of time."

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[sales@1env.com](mailto:sales@1env.com)

[bpca.org.uk/1env](http://bpca.org.uk/1env)



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**stirland paterson group**

Scott Johnstone, BPCA Marketing and Communications Manager, said: "Not only does Stirland Paterson provide great value for money, but they're incredibly reliable and will bend over backwards to meet your deadlines. We're printed every issue of PPC magazine with them for years, so we're very excited to share their expertise with our members."

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## SPECIAL OFFERS, FREE GIFTS, TRAINING DISCOUNTS AND MONTHLY PRIZE DRAW WITH



### EDIALUX PROFESSIONAL

Edialux Professional is now offering a whole host of exclusive benefits for fellow BPCA members.

BPCA member companies now have access to:

- A monthly prize draw
- Early access special offers
- Discounted Edialux Training courses
- Access to the Pelsis Academy.

Rob Henry, Group Marketing Manager from Edialux, said: "As proud BPCA members, it's great to offer something to BPCA's servicing members."

To learn more or sign-up, contact Edialux today!

[bpca@edialux.co.uk](http://bpca@edialux.co.uk)

## DISCOUNTED HIRE EQUIPMENT FROM WOWNOW HIRE



BPCA has partnered with WowNow Hire to give members discounts on tailor-made hire solutions for pest businesses.

BPCA members get discounts on:

- Powered access
- Tool hire
- Rope access
- Waste disposal and collection
- IPAF and PASMA training
- ...and much more.

"We understand your clients want a fast, reliable service, which is what WowNow Hire can provide to you, covering a wide range of needs. With access to over five million hire products, we've got you covered nationwide with all the equipment that you need to get the job done." –

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## AN EMBARRASSMENT OF RICHES

Noting the new BPCA Member benefits on page 7, you may think these are so good that you're greedy for more. Well, relax. BPCA has you covered – grab yourself a copy of BPCA's Big Book of Benefits to see the full range. There's literally something for everyone. But remember, these are for members only! [bPCA.org.uk/benefits](http://bPCA.org.uk/benefits)



## ALEX ASHMORE APPOINTED AS PELSIS CEO



Pelsis Group is delighted to announce the appointment of Alex Ashmore as Chief Executive Officer (CEO), effective from 1 February 2023.

With over 30 years of cross-industry

experience in the automotive aftermarket and the broader industrial sector, Alex joins Pelsis as it continues to accelerate its development as the leading technical product manufacturer and distributor to the global pest control industry.

Alex said: "I am delighted to join the Pelsis team at this exciting time for the company. Pelsis is known for its leading role in driving quality and innovation in the pest control market, and I look forward to working with our customers, suppliers and colleagues to address the needs of the industry, and continue to drive sustained growth."

Alex assumes the role from interim CEO, Derek Whitworth, who will continue at the firm as Non-Executive Chairman of Pelsis Group.

## PESTWORLD 2023 TO BE HELD IN HONOLULU, HAWAII



**17-20 October 2023  
Hawaii Convention Center, Honolulu, Hawaii, USA**

All international pest professionals are invited to PestWorld once again this year, held and organised by the National Pest Management Association (NPMA).

PestWorld is the largest international gathering in the pest control calendar. It provides an ideal opportunity to experience the scale of the industry on a global basis, to meet pest professionals from around the world, establish new contacts and network with industry colleagues.

PestWorld 2023 details, which will be updated regularly, covering registration, the programme, exhibition, hotel accommodation and travel arrangements can be found on the PestWorld 2023 website.

At last year's PestWorld, held in Boston, Massachusetts, the exhibition was a complete sell-out with international visitors attending from over 56 countries.

A video, shot at PestWorld 2022, illustrating what delegates can expect at this event can be viewed on the PestWorld 2023 website.

Although selling fast, reservations for an exhibition booth can also be made via the website.

[pestworld2023.org](http://pestworld2023.org)

# STAND 1

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The software for ambitious pest control companies.

SCAN ME



## NEW PROOFING SERVICE PAYS DIVIDENDS

A new proofing service is proving so successful that it has halved repeat infestations of rats and mice.

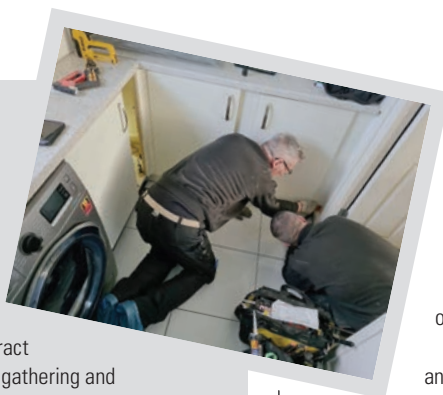
London Network for Pest Solutions (LNPS) has a contract with a local authority to deliver pest control. The contract has been in place for five years and, after gathering and analysing data, it became obvious that the same properties kept being reinfested.

LNPS came up with the idea of developing a specialist team that would make sure any gaps or holes through which rats and mice can enter are found and filled in or blocked with specialist rodent-proof materials.

The new LNPS team has been in place for approximately nine months. During that time, there has been a month-on-month reduction in the average number of visits per property.

Before the innovation, some properties had up to 10 visits to eradicate problems. Now only 2% of properties need more than five visits. To put this in perspective, an inner city borough would normally expect that figure to be as high as 10%.

Paul added: "We have proved that the strategy of Integrated Pest Management, along with innovative thinking, really does work and that simply putting down poison or traps to treat pest problems isn't the best solution."



## ORKIN ACQUIRES MANCHESTER'S PESTPROOF

US-based Rollins Inc, best known for its subsidiary pest control brand, Orkin, has once again expanded its presence in the UK with the acquisition of Pestproof Ltd, based in Failsworth, Manchester.

Pestproof was established in 1993 by Steve Ivell and David Harrison.

Commenting on the sale, Steve said: "We had been talking to Rollins for some time, as it is always a difficult decision to make when you get to a crossroads in life.

"I know they will continue to invest in the business and allow it to continue to grow, while also supporting all our key employees and customers."

Caspar Appeldoorn, managing director of Orkin International for Europe and the Middle East stated: "I could see the opportunities to help support and grow this business as it shares the same high standards and core values. Everyone at Orkin is looking forward to working with Pestproof and developing the business."



# Secret Garden

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## MEET THE MEMBER THE RETURN OF STEPHEN NEVEU

Last year, AGS One re-recruited a former staff member, Stephen Neveu, and gave him a very tempting opportunity: head up our new branch in southwest England and south Wales.

It turns out that you don't have to ask Stephen twice! Here he tells PPC magazine how it all came about and why he's eager to get stuck into his new challenge.

**PPC** Tell us about your journey with AGS One.

**SN** I had worked for one of the big corporates for many years and needed a change. In 2018 (as they were 'stalking' me on LinkedIn) I saw an advert for AGS One. I met up with Disco (Pest Control General Manager) and the deal was done.

About ten months ago I got a call about a position elsewhere. Although I wasn't unhappy, it seemed like a great opportunity and career progression. Unfortunately it didn't work out for me so I gave Disco a call and a week later I returned to AGS.

I had always kept in touch with various people here, so it was great to see everyone again. It was like I had never left.

**PPC** What's the news on a new branch opening?

**SN** AGS currently provides specialist cleaning and related services to the transport industry in the southwest England and south Wales region, based out of an office in Bristol. When I spoke to Disco about coming back to AGS, I initially said that it would be for a few months until I moved to South Wales, where my wife had recently landed a great job. During the course of the conversation, it became apparent that me moving to the area represented an opportunity to expand the geographical footprint of the company's pest control operation. We have recently expanded along the south coast and are making moves north too; it's an exciting time to be part of a growing company!

In a business sense, AGS is expanding organically but is also keen to acquire any small pest control companies that are ready to sell up but don't want to sell out. We're a family-owned company and everyone is treated as one of the family, hence why they let me back in after I ran away from home!



**PPC** Can you explain what your new role is and how it will fit in?

**SN** We haven't quite worked that out yet, but initially I will be surveying and delivering general pest control services, overseeing bird proofing and other larger projects. I like the title 'Pest Control Midfield Maestro' but I'll need to run that past the gaffer.

**PPC** What are the biggest challenges that you're looking forward to facing in your new role?

**SN** Probably, like many of my industry colleagues, recruiting good quality staff will be the biggest challenge initially. There's a lot of staff turnover within the bigger pest control companies, but the good techs tend to get looked after and stay where they are. I will be leaning on George from Cala Recruitment who initially poached me from AGS, as he has some contacts in the industry/area. Other than that, I suppose it will be a bit of a culture change as I'm used to the 24/7 London life. Although I am originally from Cheltenham, so it should be easy to adapt.

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## BPCA WELCOMES NEW MEMBERS

### Full servicing members

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- Apex Services, Sheffield
- Invicta Environmental, Durham
- NI Pest Control and Proofing, Belfast
- Newcastle City Council, Newcastle-upon-Tyne
- Pest Piper Ltd, London
- Pest Right Ltd, Cambridge
- R&A Services (South East) Ltd, Hartley
- Tornado Pest Control, Doncaster
- Town and Country Pests, Brentwood
- Verminate City and Rural Pest Control Ltd, London

### Observer members:

- Eneritech Contracting and Cleaning WLL, Doha
- Greentop Pest Control and Cleaning Services Est, Saudi Arabia
- Debbane for Modern Agriculture, Iraq
- SITCO Pest Control and Facility Management, Doha

### Associate members:

- Nationwide Hire Ltd T/A Wownow Hire, Hampshire



## GRAHAM PEST CONTROL CELEBRATES 30 YEARS IN BUSINESS

Founded in 1993 by Jim Graham, 2023 sees Graham Pest Control's 30<sup>th</sup> year in business.

"Jim's ethos of 'good service breeds good sales' has helped this company successfully grow year on year," says Jamie Graham.

"All credit to GPC staff, for the many awards

they've won over the years. From local and Scottish business awards to the 'Large Business of the Year' and overall 'Pest Business of the Year' at the National Pest Awards 2021."

Happy birthday, Graham Pest Control!

## BEAVER RAISES MONEY FOR AMNESTY INTERNATIONAL

Beaver Pest Control held a sweepstake with a twist, to celebrate the FIFA World Cup which took place in December last year.

David Lodge, Director at Beaver, said: "While we enjoyed the World Cup very much, we also recognised that some processes from the host country, in particular leading up to the tournament, were not acceptable. Because of this, we decided

to donate 20% of the takings from our World Cup sweepstake to Amnesty International, an organisation which does great work in the area of human rights. Four lucky staff shared out the rest of the money. It was great fun and a good cause to support at the same time.

"Well done to staff member Dave Pullinger for organising this – superb!"

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## BPCA LAUNCHES EQUALITY, DIVERSITY AND INCLUSION COMMITTEE

As part of BPCA's ongoing commitment to helping members tackle recruitment and retention issues, the Executive Board has given the go-ahead for a new committee: Equality, Diversity and Inclusion.

BPCA President, Chris Cagienard, said: "The UK pest control industry lacks diversity. We are a little one-dimensional; an industry dominated by middle-aged white men.

"Not that there's anything wrong with all the fantastic, middle-aged white men in the sector. Diversity shouldn't mean doing away with who we already have. But, to be the best version of the professional pest industry we can be, we need to open up to and attract the best talent from all walks of life.

"We need to make our industry accessible to all.

"Many excellent potential recruits who could do so well in the industry are not even aware that we exist, let alone that we have excellent and fulfilling career opportunities available."

The EDI Committee plans to work on a strategy to showcase the industry as a sustainable career.

Chris continued: "I strongly believe that, with the ageing population of many of our seasoned industry professionals, the opportunities available for young people who wish to apply themselves are greater than most industries have to offer.

"This is an exciting fact that we should be shouting about from the rooftops. But, to date, we have not done well in this area, leaving the pest control industry wide open to a skills drain as the older generation retires without passing on its collective wisdom.

"Recruiting the best talent from the whole of the market early in their careers will only be a positive influence on the industry."

**"When people from different backgrounds and points of view work together, they create the most value for their clients, people and society."  
PwC 2022**

Dee Ward-Thompson, Head of Membership at BPCA said: "I have been involved with many organisations that have equality committees. I'm pleased that BPCA has now launched its own.

"BPCA not only wants to lead the way with EDI but also wants to help the whole sector

recognise the importance of creating a diverse workforce that feels safe, cared for and valued.

"I admit that being a gay female in a male-dominated career did worry me at first. I even reconsidered taking my first role in pest management.

"I'm happy to say, hand on heart, that I've only ever felt welcomed and encouraged while working in the pest management industry."

BPCA's EDI Committee will look to provide strategic oversight and direction to the equality, diversity and inclusion work of both the Association and the pest management sector as a whole.

Overall, the aim of the committee is to encourage people into the pest management sector and let them see that it does not matter what background you come from – pest management will welcome you.

### Join the conversation

We've set up the BPCA Equality, Diversity and Inclusion (EDI) Committee to help support pest businesses in recruiting and retaining a more diverse workforce.

We'll be sharing case studies of companies and employees who are trailblazing in this area and creating an inclusive recruitment campaign for those of you who wish to reap the benefits of a diverse workforce.

Register your interest today.

[membership@bpca.org.uk](mailto:membership@bpca.org.uk)

"Many excellent potential recruits who could do so well in the industry are not even aware that we exist..."  
Chris Cagienard



"BPCA ... wants to help the whole sector recognise the importance of creating a diverse workforce..."  
Dee Ward-Thompson



## OPINION

### SHOULD I CARE?

Julia Pittman of BPCA member company Beaver Pest Control has stepped up to chair the new BPCA EDI Committee. We asked her why BPCA and the sector should make inclusion a priority.

Equality, diversity, inclusion. Aren't they just the latest buzzwords?

Let's look at the current and future challenges we face, both as an industry and as business owners.

Good people are hard to find, and we are people businesses. Recruitment and retention will continue to be critical to us all.

Why should diversity matter to us running pest control businesses?

Take women as an example. There are 33.72 million males and 34.49 million females in the UK. Labour force participation is 75% for females and 83% for men, according to the PwC study published in March 2022 [pwc.co.uk/services/economics/insights/women-in-work-index.htm](https://www.pwc.co.uk/services/economics/insights/women-in-work-index.htm)

In our industry, current estimates are 4% for females and 96% for men. That's a lot of potential employees we are missing out on!

The same argument applies to ethnic minorities, albeit in smaller numbers [sharpist.com/webinars/leadership-in-multicultural-environments](https://www.sharpist.com/webinars/leadership-in-multicultural-environments)

Aside from an increased pool of talent, studies have found that diverse companies enjoy 2.3 times higher cash flow per employee, and inclusive teams improve team performance by up to 30% in high-diversity environments [achievers.com/blog/diversity-and-inclusion](https://www.achievers.com/blog/diversity-and-inclusion)

Diversity is important to younger generations as well. And let's face it, it's these generations who will be running our businesses when we are old and grey!

Diverse teams are better at decision-making. A recent study found that gender-diverse teams outperform individual decision makers 73% of the time. Teams who were diverse in geography, gender, and age made better decisions 87% of the time.

Companies with more ethnic diversity were found to outperform competitors by 35% and are 70% more likely to capture new markets.

Are you finding it difficult to break into certain market sectors? I know we sometimes struggle. Perhaps more diversity could be one of the answers?



# FREE CPD EVENTS AND WEBINARS

Event type **Webinar – Members only**  **Local forum** **Virtual forum**

Name	When?	CPD	Sponsor
DIGITAL 17 International Women's Day	8 March	3	Edialux



SAVE THE DATE!

THE PROFESSIONAL PEST CONTROL SHOW  
22 March 2023  
Yorkshire Event Centre, Harrogate

Social insects: biology, behaviour and control	29 March	1	
How to set up pest management contracts	19 April	1	
Tiny flies: drain and fruit fly pest control	3 May	1	
SCOTLAND 80 <sup>th</sup> birthday networking event	23 May		
GLASGOW	24 May	6	Deadline
DIGITAL 18 World Pest Day	6 June	3	Killgerm
The Consumer Rights Act for pest controllers	14 June	1	
WALES Senedd (Welsh Parliament) event	28 June		

**Pssst!** **NEW**  
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30/03/23, 20/07/23  
+ 23/11/23

## Non-member 'open day'

Special online event for pest management companies that are NOT members of BPCA. Learn about membership, meet Board members and ask questions. Learn more and book at [bpca.org.uk/secret](https://bpca.org.uk/secret)

Name	When?	CPD	Sponsor
Nuisance pests and how to manage them	12 July	1	
Biting insect pests and their control	2 August	1	
DIGITAL 19	16 August	3	BASF
BRISTOL	20 September	6	Lodi UK
Drains and rat control for pest professionals	27 September	1	
DIGITAL 20	4 October	3	Envu
Rodenticide stewardship and environmental risk assessments	18 October	1	
MANCHESTER	22 November	6	1env + PelGar
Non-pest mammals in the UK	29 November	1	
Control of Substances Hazardous to Health (COSHH) for pest control	20 December	1	

[bpca.org.uk/events](https://bpca.org.uk/events)

## PESTS IN THE PRESS: OCTOBER TO DECEMBER 2022

The seasonal push to raise awareness of rat and mouse issues took the lead in the press over Q4 of 2022, with work around this continuing into the new year, although other pests also got a look-in during a very mild autumn and early winter.

### Activity in Q4

Rodenticide resistance and glue boards have been key topics in Q4 with BPCA doing work around both to promote the value of retaining effective measures in pest professionals' toolkits.

The Herald Scotland Online examined the issue of rodenticide resistance in an article headlined 'Warning, Scotland's rats are becoming resistant to poisons as Brexit 'erodes' toolkits' while The Daily Record followed this up with 'Pest control warning as super-rats resistant to B&Q killer chemicals are booming in numbers.'

The Herald Wales Online also tackled the important issues around potential glue board bans in Wales, running an article based on a BPCA press release with the title 'Rodent risk to vital services in Pembrokeshire if ban becomes law.'

A press release advising householders to seek medical or veterinary attention for tick removal and call in a pest professional in the uncommon event of a tick infestation also garnered some coverage, with readers warned to 'Keep a wary eye out for ticks.'

Other pests to attract media attention were red spider mites, wasps and bed bugs, while BPCA also featured on BBC local radio across Yorkshire in October.

Targeted work remains a key element of BPCA activity, with bespoke articles provided for specific relevant titles.

In November and December this included an article on 'Limiting products, real-time data and innovation: What the UK's pest control trends mean for facilities managers' for FM Business Daily and a press release 'Time to team up against super rats' for farming titles, which was picked up by South East Farmer.

And for a final push in 2022, a timely reminder to check for pest activity when returning Christmas decorations to the attic generated coverage in regional titles in the last week of the year.

On-going work to position BPCA as a voice for the industry continues to remind journalists to work on stories around newly released advice as well as seeing previously issued information from the Association re-appear in national and regional news outlets.

Moving into 2023, further work around rats, rodenticide resistance and targeted press for related sectors is planned in the first quarter, alongside promotion of PPC Live.



### TOP 3 HEADLINES

**RAT OUT OF HELL**  
The Sun Online and Scottish Sun

**RED ALERT, HOW DO I GET RID OF LITTLE RED SPIDERS IN THE UK?**  
The Sun Online and Scottish Sun

**RATS BOOM IN CITY AFTER LOCKDOWN**  
Daily Record

TOTAL ARTICLES 2022 **430**

TOTAL CIRCULATION  
**191,873,706**

### Read all about it!

Spot something in the press? Idea for a press release? Tell us.

[hello@bpca.org.uk](mailto:hello@bpca.org.uk)

## PESTS IN POLITICS: WINTER 2022-2023

BPCA's lobbying work continues. Stay up-to-date with all things pest in the UK parliament and devolved administrations. PPC helps keep you firmly in the loop.

### ▶ Glue boards in Wales and implications for the rest of the UK

In November, BPCA's Chief Executive Ian Andrew represented the pest control industry in the fight for glue board use at a Welsh Parliament Select Committee (see news on page 5).

Unfortunately, much of BPCA evidence was dismissed out of hand at the committee stage report, despite support from UK Hospitality.

The report stated that:

- Local authorities in Wales do not use glue boards
- Rentokil has a "self imposed" ban on glue boards and can still "capture problem rodents in all circumstances"
- Defra is having difficulties implementing a licensing scheme for pest professionals (in England), "most notably with the fact there is no Standard Occupational Classification (SOC) Code for pest controllers and no qualifications or licence is needed to work in that type of role. Therefore, determining a legitimate application for a licence to use a glue trap would prove very problematic, rendering the definition of who is exempt in the regulations very difficult".

The report concluded: "Having considered the Minister's letter alongside other evidence received, the Committee does not object to the proposals in the Bill on prohibiting the use of glue traps.

"...The Committee supports the provisions in Part 5 of the Bill to prohibit the use of glue traps."



BPCA's glue board campaign in Wales hits the national press. The Express writes: "Mark Drakeford has been accused of placing the welfare of rodents above that of the people in Wales, with a plan to ban glue boards for catching mice and rats."

### Lessons learned

We're very disappointed with the report's findings. BPCA will continue to campaign for a licensing scheme. However, we are concerned about how much more influence we can have.

We've struggled to get pest control end-users to support our defence of glue boards, with all but UK Hospitality staying silent.

Local authorities and a single pest management company provided evidence contrary to ours when the sector needed to show a united front (despite BPCA and NPTA representing all our members collectively).

And, of course, the issue of licensing rears its head again. How much easier could this all have been if pest professionals were licensed to practice rather than our toolkit managed piecemeal?

We are concerned that Wales will be the domino that topples the stack. Scotland may follow Wales's lead. Once Scotland and Wales have broadly aligned rules, it'll likely make

Defra reconsider how viable a licensing scheme is in England.

We'll continue to advocate for continued access to glue boards for professionals. However, this process will be a hard lesson for our sector.

### ▶ Reform of public procurement processes

BPCA has submitted evidence on the Procurement Bill to make public tenders more accessible to SMEs. Our recommendations included:

- Scrap tenders by lots – instead, split large tenders into small, meaningful opportunities
- Introduce a threshold of SME involvement in service provision, forcing those successful in winning bids to subcontract to SMEs
- Streamline, standardise, and, where possible, simplify the pre-tender requirements across the public sector
- Allow intelligent and logical changes to contract terms, such as reducing the professional indemnity insurance requirement to match the actual need
- Redesign what quality might mean, and allow small contractors some latitude or exemptions to allow them to compete against large, multi-nationals for suitable contracts
- Include a schedule of documents issued with the tender so a document is not hidden within another document's pages or a page on the portal
- Remove contract rebates returnable to the client
- Include a schedule of documents or evidence to be returned, so the contractor can mark these off as they are completed
- Make pricing schedules simple to understand.

BPCA  
MEMBER AWARDS

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# ASK THE TECHNICAL TEAM

## Can I still use glue boards?

We're almost halfway through a two-year lead-in to allow for a licensing system to be created and rolled out. Defra is working on a draft licensing scheme as we speak, and we expect to be given the opportunity to review it and provide feedback. And as you can see from the update on page 14, the situation is precarious in Wales and Scotland, although Northern Ireland remains unchanged.

For now, you can carry on using glue boards in England (following the correct code of best practice) until that licensing scheme has been finalised and the lead-in period ends.

Once this period has been completed, new guidance will be in place regarding the licensing procedure, purchasing and use of glue boards.

## How do I know if I've found bat droppings?

When working in a small dark loft it can be very difficult to positively identify the difference between bat droppings and mouse droppings. They are very similar in size and shape, being 3-7mm long and often a spindle shape. You can sometimes have a large pile of bat droppings in one particular spot in the loft or even find them in spiders' webs inside, and also outside around the windows and gutters.

The key identification technique is the crumble test. Simply rub the dropping between your gloved fingers. Mouse droppings will normally smudge if they are fresh but with bat droppings they will crumble into a fine dust. Within these dust fragments you can sometimes find little bits of fly wings and insect exoskeletons. Yum!



## Do I need to have a storage unit?

No, you don't need a storage facility to run a pest control company from.

The storage requirements for each business will be different and this largely depends on the type of work you undertake, and the equipment and products required for that job. In recent years, with the improvement of faster delivery options from suppliers and the changes in product labels, the need to store lots of pesticide has been removed.

For companies that mainly carry out general pest control and small proofing work, a van has enough space to store what is needed on a day-to-day basis. The important thing to remember with all stored items, both in a van and a storage space, is that the products are stored safely with the required bunds, spill kits and first aid equipment and COSHH assessments in place.

## What can I do if I find field mice on my site?

Field mice are not a protected species and can be controlled in situations when they are deemed to be a pest. As with all pest infestation, the root cause should be identified before a treatment is carried out.

At present, no rodenticide has approval for field mice and treatment should be tailored to follow all legal requirements by using non-toxic means.

It's rare to carry out mouse control outdoors and it's recommended that all non-lethal options are undertaken to make the site less attractive to mice, before any lethal control options are considered.

A guidance document is available for BPCA members [bpca.org.uk/library](https://bpca.org.uk/library)

## Why can't we use Ficam anymore? Won't it make wasp control really expensive?

Products come and go. While we know Ficam is incredibly effective, other products with different actives will remain available.

None of us get much say on which products get re-registered, however we do know it's a costly process, and manufacturers have to make tough business decisions.

Although we'll still have access to Ficam until 2024, we suggest you spend some time trying out different products and techniques this summer to prepare you for the change.

Ultimately, the price and complexity of wasp jobs might go up. However, this could be a good thing for pest professionals. We've all previously complained about the window cleaner that also does wasp work or the £30 wasp man advertising on a local roundabout.

As the complexity increases, fewer unqualified chancers will pick up cheap wasp work, which can only be a good thing for our sector. If you're worried or just want to be prepared for wasp season 2024, contact your distributor to better understand the products you still have access to.



Are you a  
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a technical question?  
Get in touch...

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## WHO YOU GONNA CALL?

The members of our technical team are happy to come out to visit sites with BPCA members who are struggling with a tough infestation and need hands-on advice. Get in touch!



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# BIOACOUSTIC BIRD MANAGEMENT

## WHY IT WORKS AND WHY IT DOESN'T

Peter Bowers-Davis is the Director and co-owner of Integrum Services, based in Sutton near London. With a lifelong passion for wildlife management, Peter is a specialist in aviation and airport pest management, including bird management, control and proofing.

**F**irst off: what are bioacoustics? Bioacoustics is a fancy word and it basically means 'the use of sounds produced by or affecting living organisms'.

Sounds have been used for years by humans to affect living things. One of the most notable is as an interrogation technique during wars, where the sounds of babies crying and screaming were used to affect the behaviour of enemy soldiers, causing distress and sleep deprivation.

### Wildlife management

Bioacoustics in bird management is the use of high quality digital distress, alarm and predator calls to disperse problem birds from a variety of sites, harnessing the natural reaction of the birds to the calls.

Sounds affect birds in a similar way to humans, causing a heightened state of alert and panic to the point where they leave the area to be able to relax.

Manually operated, vehicle-mounted bioacoustics are used at almost every commercial airport in the world, with great success. Paired with wildlife management professionals who can identify the species of bird and understand the behaviour of the birds, it allows them to disperse birds from critical areas.

### Will it work for the pest management professional? Yes and no

Using sounds to move problem birds does work for pest management professionals but sometimes fails, predominantly due to one of three human errors...

### Being used on the wrong species of bird

You need to think about flocking birds and then add in birds which use calls to communicate over longer distances – gulls, geese, starlings and corvids are great examples. If the problem bird is one of these, you're onto a winner!

### It's the wrong solution

If you're after 100% exclusion, then use a proofing method like bird netting, which prevents pest birds accessing an area. That will be 100% effective at

preventing birds from entering an area. That said, lots of sites won't allow for proofing measures like this, or they are just not cost effective. In this case, and if the birds fit the criteria in point 1, bioacoustics is an option.

### The 'I know best' factor

This is probably the main reason bioacoustics fail. We open our shiny new bioacoustics system quickly, and discard the instruction manual without further investigation, as we think we know best! We power up our new system, crank the volume to 11, pick a call at random, then aim and fire at the target birds and get little or no reaction. We then tinker with the system based on zero information, with continued failure until we declare the system broken!

### There's more at PPC Live 2023

During our presentation and demonstration we will explore the types of bioacoustics systems available, from timer systems and manually operated systems through to fully automated systems which can detect a bird's presence. We will look at how to operate each system effectively and correctly.

We'll also look at what species of bird's bioacoustic system work and how each species behaves when exposed to bioacoustics.

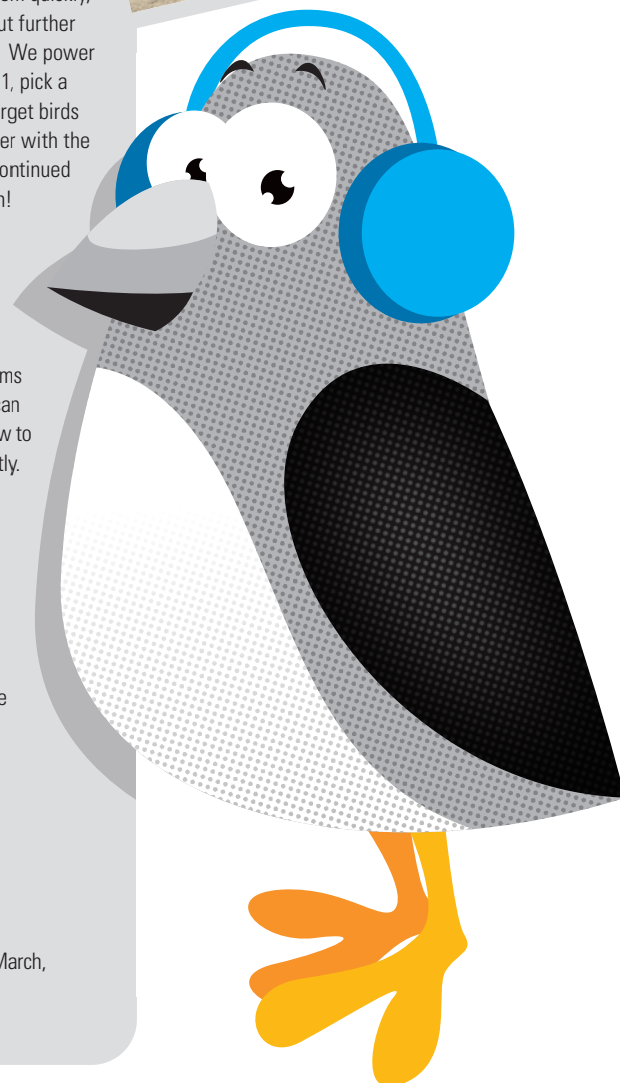
Some birds will leave the area immediately, others will come towards the sounds initially to investigate before leaving, so we'll show you how to operate the systems for each situation.



### Want to learn more?

Come see Peter's talk in Harrogate this March, at PPC Live 2023.

[ppconline.org/register](http://ppconline.org/register)



PEST CONTROL CONTRACT SPECIFICATIONS

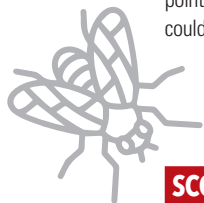
# A CHECKLIST FOR FOOD CLIENTS



Grahame Turner, from BPCA Consultant member company PestAcuity, is back! He's put together a checklist of items you might need to include for your food clients when working on a pest control specification.

**W**ith all contract clients, it is crucial that you establish a specification detailing the agreed service you are providing, so that both parties are clear on what the service includes and excludes. Clients working with a particular food or pharma accreditation, or supplier standards generally, need to incorporate and define certain additional elements within that specification.

This article provides a checklist of items you might need to include, depending on the standards you are working to. For clarity, I have divided the points under a series of headers. These headers could be used on your specification.



## SCOPE

The basis of food pest control is that while occasional pest intrusions can occur, they must be promptly eliminated and not present a risk to products. Ongoing infestation is unacceptable.



Using Integrated Pest Management (IPM) ideology and adhering to Control of Substances Hazardous to Health (COSHH) is essential. Prevention is the priority, and the most harmful control methods are a last resort.

The scope section could encapsulate these principles, along with some specific details such as:

- Client address
- The extent of premises under contract
- Which standards are to be followed
- Who is responsible for what (eg pest contractor might be responsible for removing droppings, and the site for providing high-level access equipment)
- Contract duration.

## PESTS AND SERVICES COVERED

Detail for this section could include:



- List of species controlled within the price of the contract (including the scientific names can help ensure no confusion)
- Whether they are controlled both internally and externally or just internally (eg rats might be both, but field mice just internal)
- Species monitored, which might differ from those controlled within the contract (eg invasive ants)
- Any treatments or services excluded (eg heat treatments or fumigations)
- What treatments you would provide for each pest type
- How specimens or pest evidence will be identified.

## MONITORS

Some of the standards restrict monitor type or how or where they are used.



You might include in this section:

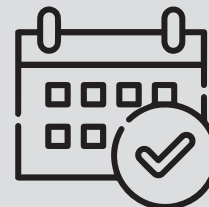
- Type of box/holder to be used and their features, eg robust, metal-detectable plastic, tamper-resistant, lockable
- If they are to be secured in position and how
- What they will contain, eg toxic/non-toxic, edible/inedible, pheromone/no pheromone
- If the contents will be spill-proof
- How often baits, pheromones, and sticky inserts will be replaced
- How locations will be determined
- If box keys will be held on-site.

**“Increasingly, standards now specify that the pest species being managed should be determined by a pest risk assessment.”**



## VISIT FREQUENCY

Increasingly, standards now specify that the pest species being managed should be determined by a pest risk assessment (PRA).



PRAs can be required at least annually, but also whenever there is a change to site or site activities, or if there is a major infestation. Thus, the visit frequency needs to be flexible throughout the year, depending on any updated PRA outcome (so, perhaps for your quotation, it would be easier to specify a price per technician or biologist visit rather than a price per annum).

Detail for this section could include:

- Range of visit frequency (note that some standards specify a minimum)
- Inspection intervals (generally, these will be equally spaced but allow for variations due to technician availability)
- Will any electronic monitoring reduce the number of physical inspections or just allow a different focus?
- Can technician and biologist visits be made to coincide?
- Expected duration of visits.

**“Some supermarkets specify exactly what this needs to be for some pests, while others allow for it to be risk dependent.”**

**FLY KILLERS**

It is impossible to keep all flying insects out of food premises, so it is important that fly killers are installed to eliminate flies that do enter, as well as provide a monitoring tool for flies that might be breeding within the facility.



A detailed specification on fly killers might include:

- Where EFks will be located
- If the tubes are going to be shatterproof
- When the tubes/LED strips will be replaced
- How far away from the product and packaging can EFks be placed
- The categories of catch to be recorded
- The frequency of unit servicing and the catch counts to be completed (perhaps determined by the PRA)
- Time of day for the EFks to be serviced
- The form that the catch analysis will take.

**TECHNICIAN AND BIOLOGIST VISIT ACTIVITIES**

- The form of proof for checking the monitors (eg dating boxes internally, barcode scanning)
- The personnel assessing proofing and housekeeping and making recommendations
- The minimum proportion of the monitors checked by the biologist



- What happens if any monitors are found to be missing
- If any other inspection will take place in addition to monitor checking
- The documents to be completed at each visit, and the form the records will take
- The liaison with site management that should take place each visit
- The timeframes given for recommendations to be completed, and how they will be followed up.

**COMPETENCE AND QUALIFICATIONS**

- The method for demonstrating ongoing competence (minimum qualifications/ accreditations/ BPCA membership/ CPD scheme membership).



**LEGISLATION**

- A sentence stating that you will comply with all relevant local legislation and codes of best practice.



**REVIEWS**

- The frequency that contract reviews will take place and who will attend.



**TREATMENTS**

- Call out maximum response times
- Who can request a call out
- Follow-up frequency and number of clear visits required

**Note >** Some supermarkets specify exactly what this needs to be for some pests, while others allow for it to be risk dependent. It can vary depending on the type of control being implemented, eg Tesco requires daily visits when using break-back traps.

- If night visits are required
- If any treatments require authorisation
- If there are any prohibited treatments (eg pesticides in the vicinity of organic products).



**TREND ANALYSIS**

- The infestations that will be analysed for trends
- The format of the trend analysis
- The frequency of trend analysis
- The tolerance levels of pests before any enhanced analysis and action plans are implemented.



**FOLDER DOCUMENTATION**

- What individual records and documents will be provided (see article in PPC108).



There is no set format for the specification. It could be a generic form with tick-boxes, or it could be a bespoke document for each different client.

Note that the contract specification is an important document for the demonstration of due diligence, so whatever form it takes, it is necessary for it to be both comprehensive and clear.

When drawing up a specification, it is essential to refer to the relevant standards documents to ensure you are complying with all requirements.

**Do you want help with your specification?**

If you're a BPCA member and you have questions about standards or specifications, get in touch with our team.

**technical@bpca.org.uk**  
**01332 294 288**

# PREVENTING INSECT DAMAGE IN DRY FOOD STORAGE

Mike Kelly presented this article at the International Association of Operative Millers (IAOM) Conference 2022 in Zanzibar.



An online CPD quiz based on this feature is now available on the BPCA website. BPCA Registered members and affiliates can take a CPD quiz at any time [bPCA.org.uk/cpd-quiz](http://bPCA.org.uk/cpd-quiz) or sign up at [bPCA.org.uk/affiliate](http://bPCA.org.uk/affiliate)

Fumigation is a simple technique designed to alter the air a target species breathes to prevent it from surviving. While simple in essence, fumigation as a pest control technique requires a good understanding of the whys and wherefores. Get it wrong, and the wrong species can die!

I have spent over 45 years doing real fumigations and running fumigation training courses in lots of the warmer climates.

Infestation of mites or insects can easily occur both during milling and particularly during storage of the milled products. These contaminants are completely against the standards required throughout the developed world. They will be an immediate no-go in all human foods, yet they so commonly occur because so few people understand how and why they occur, or have yet to develop successful pest prevention programmes.

It would be more accurate to say that effective invertebrate detection systems remain rare, despite the commonness of the pests within the industry worldwide. An additional and very significant issue is that the pest control systems in use are always many times more hazardous to humans than the invertebrate contaminants.

Successful systems will often include poison gas fumigation, usually involving phosphine gas. We have long moved away from methyl bromide fumigation due to this risk to human health.

Using heat is a non-toxic control method, but requires a huge energy cost.

The only practical way of de-infesting a substantial bulk storage of dried foods, without damaging or de-naturing the food, is fumigation, which a trained and professional fumigation contractor must do. Water must not contact the fumigant. The fumigation must be continuously monitored so any gas leakage can be immediately detected and the leaking area sealed quickly for human safety.

This will require careful planning, in order to ensure sufficient trained and expert staff can handle all the activities which will occur throughout the entire fumigation procedure. This planning will occur days or weeks in advance to ensure there are no last-minute glitches that could otherwise be dangerous to warehouse staff.

And again, remember that the fumigant in use will be more lethal to humans than to the target insects or mites.

In most countries, fumigation must only be attempted by trained and certificated professional staff that have access to effective and calibrated gas detection and monitoring equipment. This is usually set up and operated from outside the storage facility. Gas readings will be viewed from behind this barrier ie remotely.

Where the scale of the fumigation is very large, there will probably be a site planning meeting to ensure that all eventualities are considered.

Ideally, all senior staff will contribute comments on all aspects of the fumigation as envisaged. This means that staff holidays must be planned into the timescales, and only when everyone agrees to the outcome can the actual fumigation start.

## FUMIGATION WORK IN INDIA



On top of a very large sheeted stack in Andhra Pradesh



Training programme based near Kolkata



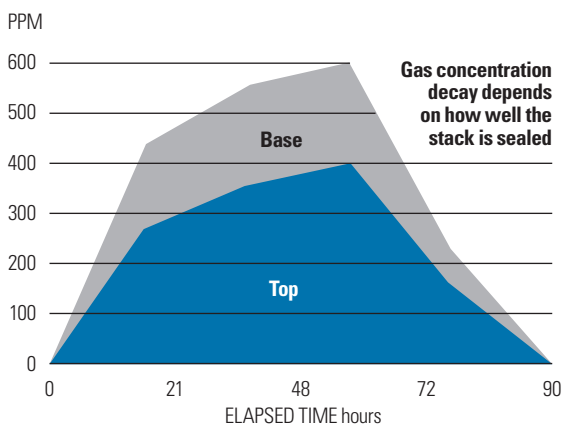
Sorting fruit for export



Tobacco beetle pheromone-baited trap

– use many of them and check very regularly, record every week in a report to be shared with the whole management team

### PHOSPHINE GAS MEASUREMENTS IN A WELL-ORGANISED SHEETED STACK (1.5g PH<sub>3</sub>/m<sup>3</sup>) Straw bales @ 13-11-3°C over 90 hours



**CASE STUDY: SOUTH AFRICA**

One large-scale fumigation I was involved with in southern Africa resulted in several steel warehouses being completely destroyed because the fumigation took place over a 'quiet' Christmas break, which unfortunately coincided with heavy tropical storms. The warehouse management knew in advance that the corrugated roofs were not watertight.

During a thunderstorm, lightning struck one of the warehouses, allowing heavy rain inside, which created a fire (the phosphine generating material is often magnesium phosphide, which will catch fire if wetted).

This was a real incident a few years ago, and it makes you question the technical training and the simple lack of common sense.



A hired drone shows just what had happened – several of the warehouses and storage units and goods totally destroyed, with only the office block in the foreground acting as a firebreak against further damage.

The photo shows the extent of the widespread destruction. Water and phosphine do not mix!

None of the work was particularly complicated, but the timing of the work coincided with the Christmas break. Christmas parties took place, and warehouses of valuable dried goods needed to be locked up when not actually being worked in, so the fires could not easily be accessed by fire-fighting workers, and the local fire brigade was kept out for too long while they searched for keys.

The warehouse staff had not been charged with maintaining a watchful eye on their warehouses throughout the fumigation.

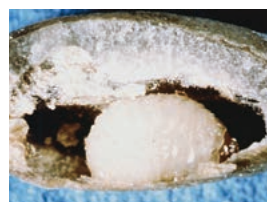
All people with experience in this part of South Africa know for certain that heavy thunderstorms frequently take place over the Christmas period.

The warehouse manager also knew that the roofs leaked in the rain. There had been no pressing urgency to fumigate these stocks over Christmas. In any case, there are no surviving stocks to be fumigated or warehouses to contain the tobacco now.

**SOME OF THE MOST DAMAGING INSECT PESTS IN THE WORLD**



Grain weevil adult (*Sitophilus granarius*)



Grain weevil larva



A freight container after overnight pheromone trapping



Cigarette beetles by the score

**“ It’s worth asking a professional entomologist for identification before spending large amounts to attempt control.”**

**TOBACCO BEETLE**

Never forget that high standards of good hygiene will always pay dividends. The tobacco beetle lays its eggs in tobacco dust as well as on dried tobacco fragments.

It may be noted that there’s no shortage of funds in the tobacco industry to ensure high standards.

**Know your beetles**

Here are a small group of similar-in-appearance beetles which can easily be mistaken, but not all are serious pests. It’s worth asking a professional entomologist for identification before spending large amounts to attempt control. All species are very small, approximately 1-2mm and light brown.



Grain weevil (*Sitophilus granarius*)



Drugstore beetle (*Stegobium paniceum*)



Cigarette (or tobacco) beetle (*Lasioderma serricorne*)



Khapra beetle (*Trogoderma granarium*)



Rust-red grain beetle (*Cryptolestes ferrugineus*)

# JAPANESE PEST SUMMIT 2022 ADVENTURE



A limited number of European delegates braved the onerous Japanese Covid-19 travel restrictions and made their way to FAOPMA Pest Summit 2022 held in Kyoto, Japan. The event was organised by the Japan Pest Control Association (JPCA) on behalf of the Federation of Asian and Oceania Pest Managers Associations (FAOPMA) and was held between 8-11 November 2022. Report and pictures from BPCA Life Member Frances McKim.

**G**etting to this event was no easy task. Not only because it's a long way to travel, but also due to the rigorous Japanese entry requirements in place. Once there, wearing face masks was still compulsory.

However, the event was a sell-out.

Over 800 delegates attended, representing the full range of countries embraced by FAOPMA from across the Asia Pacific area. Impressively, FAOPMA is the largest global pest control federation, taking care of the public health of over half of the world's population.

The event followed the traditional path of such international events, namely: conference presentations, an accompanying exhibition plus time to network and socialise.

The sole UK-based exhibitor was PestWest, working in conjunction with its Australian company, Starkeys.

## Climate change - an overview

Although a coincidence, the venue and timing could hardly have been more apt; this event was being held in the very same building in Kyoto as the COP3 conference in 1997, from which emerged the Kyoto Protocol designed to address greenhouse gas emissions.

As for the timing, this coincided exactly with the running of the COP27 Conference on climate change, held at Sharm el-Sheikh in Egypt.

So, it was more than appropriate that a whole morning's session was devoted to climate change and how it will affect pest control.

Well-known entomologist, Dr Partho Dhang from the Philippines gave an overview which set the scene for the presentations that followed.

Put simply, climate change is earth's temperature steadily rising without control. The average temperature of earth is 13.9°C, but



Speakers at the climate change session. From left: Dr Chow-Yang Lee, Carol Lam, Stephen Doggett, Dr Shinki Kasai, Dr Partho Dhang accompanied by Vasilis Tsoutouras who led the discussion.

this is rising by 1-1.5°C, so by the years 2030 to 2050 the average temperature will have risen to 14.5°C.

In August 2021 the Intergovernmental Panel on Climate Change (the international body that monitors and regulates on all matters relating to climate change) came out with a damning report that identified mankind as the cause of climate change.

In summary, the report predicts temperatures will continue to rise, as humans have yet to act to prevent this. Extremes of weather will become more common, arctic summers could soon be free of ice and seas will continue to rise no matter what. Frighteningly, the report declares mankind is running out of time.

## Effects on pests

Dr Chow-Yang Lee from the University of California, Riverside, USA explained the effects of raised temperature on insects themselves.

Dr Lee reminded delegates that insects are unable to regulate their body temperature, with it remaining similar to the ambient temperature.

An increase in temperature will affect their behaviour, development, survival, dispersal, distribution and reproduction, which may cause an additional one to five generations per season.

For urban pests this would mean activity earlier in the year, especially in locations with marked seasons, resulting in more pest generations, and so increased pest numbers per season.

With extreme temperatures, outdoor pests may be driven to seek refuge indoors looking for cooler conditions, as well as moisture and food, causing new pest problems indoors.

Pest ranges would be expanded into new geographic areas, and their number and frequency would increase – a significant problem for medically important pests, such as mosquitoes.

Climate change also affects insecticide performance and increases levels of insecticide resistance.

## Effects on pest control

How is climate change going to affect the pest control industry? Session chairman, Stephen Doggett from Westmead Hospital, Sydney, Australia explained how society, and our own pest management customers, may well prove to be the key drivers of change.

An increasing number of global companies are committing to carbon neutrality, and are demanding that their suppliers and service providers become carbon neutral too.

Pest professionals can reduce their carbon footprints by such practical activities as effective scheduling of technicians' routes. Not only does this save on miles travelled, it reduces technician stress level and provides the company with a more profitable service.

BPCA's Contract Sharing Network (CSN) was highlighted as an example of a scheme that promotes such savings. The CSN allows BPCA member companies, in confidence, to cover dispersed contracts for each other.

The use of a remote monitoring system for rodents was also highlighted as a means of being proactive rather than reactive, offering better service to the customer, a reduced visit frequency and so providing a reduction in your carbon footprint.

### Some personal reflections

Having been involved with the European and American professional pest control sector for over 40 years, I've built up a feeling of familiarity and confidence when attending events. However, attending Pest Summit 2022, and spending time in Japan, brought me to an abrupt stop. I was totally out of my comfort zone.

Despite the language barrier, when visiting Japan you can be assured of a warm and very polite welcome. One of the first things you notice is how organised and clean everything is – not a spot of litter can be seen anywhere (regrettably not the case in Europe).

Judging by the exhibition, there are pests but they too seem very discrete. Not a single flying or crawling insect was spotted, nor a single rodent bait box in use!



From left: former Prime Minister of Japan, Yoshihiko Suga, with other VIPs and armed guard behind.

Attempting to report and photograph events at the conference posed quite a challenge too. Never before have I been instructed to remain seated when attempting to photograph the opening speaker, ex-Prime Minister Yoshihiko Suga, as he opened the conference. For fear of attack following the assassination of the former Prime Minister, Shinzo Abe, in July last year, he came with armed guards and if I stood up I was told I might well be shot!

We were also all forbidden from taking any photos of one of the speakers, Chan Hyuk Chyun, the President of CESCO from South Korea, for his fear of being kidnapped. Even a large percentage of his own employees do not know who he is, or what he looks like.

As the event unfolded and I started to find my feet, I soon became awestruck by Japanese business culture.

In his presentation, Taro Kanazawa, President-elect of FAOPMA, and CEO of pest and hygiene company Hysia, explained the culture embedded in Japanese companies and how they survive for generations. He used a quote from Eiichi Shibusawa (1840-1931) who is fondly referred to as the 'father of Japanese capitalism'. He stated that ethics and business growth can be achieved simultaneously – a very different model to traditional Western capitalism where the aim is to maximise shareholder value.

He said: "People who just chase money for personal interests are looked down on."

Other staggering features of Japanese companies are not only their scale and their commitment to research, but also the very high degree of family ownership and longevity. Mr Kanazawa detailed some remarkable statistics, taken from a survey by Nikkei BP Consulting Inc. It shows companies that have operated for 100+ years, sorted by country. Japan came top: 33,076 companies are over 100 years old (41.3% of the global total). And there are 1,340 companies over 200 years old (65% of the global total).

By comparison, the UK has 1,861 (2.3%) companies over 100 years old and only 83 (4%) that are 200 years old or more.



Taro Kanazawa (right) accompanied by Dominique Stumpf, CEO of the National Pest Management Association, USA

Mr Kanazawa's own company, Hysia, was founded by his grandmother in 1969, but arguably more impressive is the company heritage of one of the other speakers, Shiro Ueyama, a director of insecticide manufacturer Kincho, founded in 1885.

He is the great-great grandson of the founder, Ueyama Eiichiro, holder of a significant place in the history of insecticides. He acquired chrysanthemum seeds, the source of pyrethrum, from a British plant trader in 1886 and then promoted planting in the Wakayama prefecture.

He had the idea of kneading pyrethrum into incense sticks and then invented the spiral-shaped mosquito coil, regarded as the world's first industrialised insecticide.

**"Despite the language barrier, when visiting Japan you can be assured of a warm and very polite welcome. One of the first things you notice is how organised and clean everything is - not a spot of litter can be seen anywhere."**

## MEMBER BENEFIT IN FOCUS

# FREE SSIP ASSESSMENT



Kerry Howe, Director of CQMS, explains the CQMS health and safety accreditation, and help you understand how it works for your business.

**A**re you aware of a new member benefit – a free SSIP assessment completed by CQMS?

We know that many BPCA Members require a SSIP health and safety assessment to satisfy client's pre-qualification requirements. With assessment fees for some schemes escalating and reaching into the hundreds of pounds, this new relationship with CQMS represents a significant benefit for BPCA Members.

It all sounds great, and we're very excited about it, but you probably have some questions.

## SSIP

**acronym** *es-es-ai-pi*:  
**Safety Schemes in Procurement (SSIP) is an umbrella organisation that pulls together multiple occupational health and safety schemes with the aim of reducing costs and duplication for both suppliers and buyers.**

### Spot the difference

What's the difference between SSIP assessments provided by different schemes?

This frequently comes up and the answer is – nothing!

An SSIP assessment from one member scheme is the same as an SSIP assessment from another member scheme.

Let's use an analogy. Think of the assessment in the same way as a tin of Heinz baked beans. There are lots of shops where you can buy a tin of beans, and the product is exactly the same regardless of where you buy it from.

The price will be different though, and some shops may have offers to tempt

you into buying other items, but if you just need the tin of beans you can choose any shop to get them from – you would probably use the one selling them at the lowest price!

All SSIP member schemes have to ensure that the standards of our assessments and the competence of our assessors comply with the SSIP Rules and Bylaws, and schemes are audited annually to ensure these standards are met.

This is a condition of our membership of SSIP and allows mutual recognition of assessments between SSIP member schemes, so you only have to undergo one assessment to SSIP standards each year.

It is worth noting that many SSIP schemes offer products, modules and services in addition to the SSIP (health and safety) assessment, such as assessment of the company's environmental, quality, anti-bribery compliance or an assessment to the Common Assessment Standard etc.

These are outside of the scope of SSIP and therefore not covered by the 'deemed to satisfy' (cross-recognition) process, so the products often cannot be directly 'mapped' against those offered by other schemes.

### The content of the assessment

The assessment is undertaken to the SSIP Core Criteria standard.

We have produced a useful guidance document, held in the H&S module on our portal, which explains the requirements of each section and typical examples of suitable evidence to demonstrate how to meet the necessary standard for each of the 12 mandatory assessment areas.

The assessment criteria are applied to your organisation in a sensible and proportionate way, taking into account your company size and the activities you carry out.

You will not be expected to provide evidence for items which are not applicable to what you do or are not required by law.

## HOW TO OBTAIN CERTIFICATION WITH CQMS

**1** Register to join CQMS – go to [cqms-ltd.co.uk/cqms-safety-scheme](http://cqms-ltd.co.uk/cqms-safety-scheme) and click 'Apply Now'. At the bottom of the form under 'How did you hear about CQMS?' select 'Other' and enter 'BPCA member'.

**2** CQMS will verify your membership with BPCA then create your profile on our portal, set up the modules ready for your completion and enable your access to the system.

**3** When you receive your login details via email, log in to the CQMS portal and go to the 'Modules to do' tab. The modules to complete will be listed down the left hand side of the screen.

**4** Simply click to open the module, answer the questions and upload your supporting evidence. You can save your progress at any time and come back to the assessment later. When all areas have been completed, click to 'submit' the module.

**5** The CQMS team will receive a notification of your submission and assign it to one of our assessors.

**6** The assessor will review your responses and evidence against the SSIP Core Criteria standard and determine if the required standards have been met.

**7** If any areas require further information or evidence, the CQMS assessor will provide clear and concise feedback on additional information and ask you to log in, amend your submission and resubmit. A further assessment is then undertaken by the assessor.

**8** Once all areas are assessed as compliant with the SSIP Core Criteria, the assessment is complete and you will receive your CQMS Safety-Scheme certificate. CQMS will then ensure an entry is made onto the SSIP Portal which enables your compliance to be verified by client buyers and other SSIP member schemes.





**"You won't need to undergo any further assessment against the SSIP core criteria, as all SSIP member schemes should accept our assessment under the 'deemed to satisfy' criteria."**



**THIS SUPPORT IS TOTALLY FREE OF CHARGE**

#### The benefits for BPCA members

By taking part in this exclusive offer, you get the following free of charge:



- A health and safety assessment as per the SSIP Core Criteria, an industry recognised standard demonstrating your compliance with UK health and safety standards
- Fast assessment responses – the CQMS team will review your assessment within seven working days
- Full support through the process, including access to the CQMS assessment team
- Inclusion on the CQMS live portal
- Inclusion of your company details on the SSIP portal, allowing mutual recognition with other SSIP schemes, reducing the cost and paperwork burden through the 'deem to satisfy' agreement
- A CQMS Safety-Scheme certificate
- Five CQMS Safety-Scheme vehicle stickers
- Use of the CQMS Safety-Scheme logo for stationery, website etc for the duration of your certification.

#### What to do if your clients still require you to be registered with another SSIP member scheme

You can register with another SSIP member scheme to meet your client's requirements using your CQMS certificate via the mutual recognition route.

You won't need to undergo any further assessment against the SSIP core criteria, as all SSIP member schemes should accept our assessment under the 'deemed to satisfy' criteria.

You may be required to complete other modules which are outside of health and safety, eg environment, quality, anti-bribery, with your client's preferred scheme to be compliant with your client's requirements.

These additional modules are not covered by the cross-recognition ('deemed to satisfy') agreement as they are not included within the SSIP Core Criteria, but you can be assessed against these separately if it is needed.

#### Help and support

If you can't find the information you are looking for in the guidance document in the module, you can access assistance from CQMS via email or phone.

For assistance using our portal the administration team will be pleased to help or, if your query relates to the technical content of the questions and you need help understanding how to meet the requirements, you can speak directly to a member of the assessment team.

The CQMS assessment team is always happy to support members undergoing assessment.

We strive to provide excellent value and outstanding customer service.

Furthermore all support and guidance for suppliers through the process is included at no cost to BPCA members, which includes the reassessments of your modules if you don't pass first time.

We frequently receive excellent feedback from suppliers thanking us for the invaluable support given to them during their assessment, and we see it as a cornerstone of our service.

There are also template documents available from the CQMS portal which you can download and complete to help you to provide suitable evidence.

We cannot provide advice or consultancy during the assessment process as this would be a conflict of interest, however as a BPCA member you can access this from the BPCA membership team.

They are very familiar with the SSIP Core Criteria requirements and will be able to give you specific and targeted help through the process.

#### Want to know more?

If you have any questions please get in touch.

We would love to speak to you.

[safety-scheme@cqms-ltd.com](mailto:safety-scheme@cqms-ltd.com)

01476 594410

## MEET THE MEMBER

# THE GOOD AND THE BAD AND THE UGLY

## MY FIRST YEAR AS A PEST CONTROLLER



Jonathan Ely is the Director of Three Counties Pest Control, based in Devon, England. Jon set up Three Counties and joined BPCA membership in 2021. Here he talks about his experiences as a new pest control business owner and why being a BPCA member is important to him.

“Well, what do I know about anything?” is the nagging question running through my mind at the outset of writing. Why would anyone want to read this?

To counter this negativity, I am thinking that every industry and sector needs new blood. Maybe there is someone considering a pest control career or a newbie like me that reads this and finds it helpful in some way. If so, I hope it encourages them to push on through those early challenges.

Perhaps the person reading has been immersed in pest control long-term and can empathise with the newcomer “in the often difficult world of pest control”.

Even if no one else reads this, categorising my first year’s memorable experiences is a really good exercise in perspective. I already know that the good outweighs the bad. And the ugly...?

What were the highlights?



### THE GOOD

#### Location

I live just near the convergence of Somerset, Devon and Dorset and had the idea that the business name should give strong locality clues to any potential customers.

Finding a suitable business name and website URL was a big deal: I had to get it right and get the business off to a good start. I was lucky enough to be able to consult with some friends who work in website development and SEO. Their advice gave me the confidence to go ahead and secure the company name and web address.

I definitely recommend running ideas past different knowledgeable professionals if possible. Do some opinion testing with friends – “if I called my business ‘The Animal Killer’, would that make sense or put you off contacting me?”.

Later on, I realised that there were some other pest control companies using the ‘Three Counties’ moniker, but they were in another part of the country. Phew – got away with that one!

Google is definitely helpful for businesses when it comes to providing local populations with trades on their doorstep. Before I started, I realised that providing a service that could help local communities was what I envisioned for my new company.

Within my first few weeks and with appointments still quite sporadic, I followed a lead from one of those relentless lead generation companies.

The job was about a two-hour round trip, and I had to visit a number of times. So I learned the lesson very early on that a few miles’ radius is the optimal use of time and fuel, and working hard on Google has placed my service in a well-defined area.

### BPCA membership

There is no paid promotion here. People have asked why I chose to get into pest control, but it was a simple recommendation from my brother-in-law.

He had been doing it for a number of years, was enjoying the work, the challenge and made a decent living. Crucially, he was a BPCA member, and from the beginning of my journey I had in mind to become a member.

The fees might seem offputting especially when initial income is low, but I am glad I joined for a number of reasons:

- You cannot just pay the fees and be a member. The criteria for membership that make you a professional are well worth facing up to early on in the life of the business. I wanted to be known as a professional, and the support provided was crucial, especially working alone.

- Going back to that “what do I know about anything?” feeling, I found all the content for continuous professional development to be vital in my progress and understanding. All the videos, webinars, and articles have been invaluable, and the more I understand and learn, the more I feel I am adding value to the service.
- I recently came across a word in an article about the climate crisis that I had never seen before but is obvious in its meaning. Solutionist: someone who provides solutions, a problem solver. I could never have foreseen that pest control could be so problematic, and I have had some real moments of anxiety in just not knowing how to deal with a situation. The technical team at BPCA have helped me many times, and they enjoy being involved. They’re always happy to take a phone call or reply to an email. Often, they have an angle that I do know, but am unsure of its application in a given situation or they have ideas I’ve never heard before.

BPCA has played a vital role in getting me through the first year. Definitely one for the good category!

### 80/20 Rule

I’d read about the 80/20 rule, or Pareto principle, years ago, and it really helped me to counteract those times of feeling overwhelmed with it all.

The rule or principle is that 80% of outcomes result from 20% of inputs. It can be used in business settings or in life generally, where prioritisation and focus are beneficial.

How did this help me in practice? Before I qualified and went on to establish a business, I knew that 80% or more of my work as a pest controller would be two things: rodents and wasps. The business was starting in autumn, so I had seven or eight months where I didn’t even need to think about wasps or spend any precious budget

# "I'm sensitive to a deteriorating economy and would hate to think that a customer feels ripped off, but I need to stay in business and make a living."

on all the gear. There was one exception as I had purchased a really decent pest control suit, and that enabled me to train with my brother-in-law, but it meant that I could concentrate on the majority of work I was going to do – rodents.

It took the pressure off and enabled me to have the head space to gradually add to my knowledge and equipment base rather than be overcome by the idea that I need to know everything immediately and cover every eventuality, which is a tendency of mine. I have to say that other pest controllers have been very forthcoming with collaboration and advice on the other 20%.

## Suppliers

I have used a number of suppliers and know how important they are. My experience is that as a new business with a low turnover, you tend to find out which ones are more suitable and willing to embrace the start-ups. But I have to say the support and advice have been excellent.

## Free of charge

British people seem to have an innate sense of value for money, me included. It has been a challenge to know how to price treatments. I'm sensitive to a deteriorating economy and would hate to think that a customer feels ripped off, but I need to stay in business and make a living.

You might think doing work for free doesn't make much sense. I'm not a hard-nosed businessman, so FOC isn't a calculated loss leader or promotional gimmick.

Occasionally, I have been called out, and there just isn't a treatment to be done, but have given the customer a little of my time and some advice. More often than not, they ask how much they owe, so they're surprised when I give them my card and tell them to call me when they actually need a control measure. I get a good review or a recommendation out of it, so it's worth it.

We are encouraged to add value to our services, and I just think doing something for free in certain circumstances adds more value to the long-term reputation of the business than insisting on a callout fee does.

## You can please most of the people most of the time

I did have concerns about how customers would respond to my service. Would they be happy with my approach? Would they allow me to manage their expectations? Would they pay me?

Happily, the answer to all three questions is 'yes'. In the area where I live, most people are glad to have someone local and are interested in finding solutions for future prevention. On the odd occasion, I have had to text someone with a kind reminder for payment, but it nearly always has been responded to with a sincere apology and funds transfer.

It certainly has contributed to growing confidence in the business and a positive customer experience.



## THE BAD

### You can't please all of the people all of the time

There is a reality check here. In reviewing the memorably good experiences from my debut year, there were a couple of customers with an unfavourable attitude.

Perhaps there was some naivety on my part, but they weren't open with me and just didn't want to listen. An understanding of human and animal behaviour is still an ongoing process.

## Labels

I do understand manufacturers wanting to provide some latitude for pesticide use, but often it seems so vague and ambiguous. As an example: wasps. As above, for suppliers, they have been excellent, but even they seem to disagree with or contradict each other: "Yes, you can use the product externally," then "No, you can't use the product externally." Then I re-read the label for the umpteenth time to see if I missed something to find that it just isn't explicit and is open to wide-ranging interpretation or misinterpretation.

I do want to be responsible about how I use pesticides, but I'm not sure the ambiguities and lack of clarity on some labels really helps. Of course, some are better than others, but what a frustration when a product seems to have a strong industry reputation and is so non-specific about the most obvious application needs of general pest control.

## Bureaucracy

I accept that this is a profession that has serious health, safety and environmental implications. But being new to the industry, I find the bombardment of bureaucracy and the lack of coherent, straightforward direction on how to implement it frustrating. Human beings seem to prefer simplicity to complexity, especially this one, but somehow it seems unattainable.

Or maybe, it's there, and I just haven't found it yet. I'll keep searching!

## ...and THE UGLY

My worst moment, which to this day I still don't really know how it happened, involved the trigger of a compressed DR5. I don't really want to talk about it!



## To sum it up?

Pest control is a challenging but rewarding career. There have been many ups and downs so far, but I look forward to seeing what the future has in store!

## Looking at starting your own pest management company?

Contact the BPCA membership team today to find out more.

[membership@bpca.org.uk](mailto:membership@bpca.org.uk)

01332 225 112

[bpca.org.uk/membership](http://bpca.org.uk/membership)



# TREATMENT REPORTS: TIPS AND TEMPLATES TO GET YOU STARTED

Paperwork, paperwork, paperwork! Is it all really necessary? BPCA Technical and Compliance Manager Natalie Bungay is here to give you some great reasons to fill in and file those reports.

Sometimes we can create unnecessary processes that only make our jobs that little bit trickier and time consuming. But a treatment report should not be viewed as unnecessary. It is, in our opinion, one of the most important pieces of paperwork: it will demonstrate your professionalism and could potentially protect your business.

This is why BPCA has created two template treatment report forms for our members to utilise. Whether you are fully digital or still use handwritten treatment methods, this template can help you create the perfect way to communicate with customers.

You can use the template in its raw form or you edit it to add more capabilities – it is up to you. But either way, we are hoping that it at least gives you a good starting point.

## Report writing - where to begin

Pest infestations for your customers can cause significant distress, whether they are a commercial or residential tenant. When they place that call with you, they expect one particular thing: for you to get rid of their pest problem.

In the process of doing this, they will also expect you to communicate some specific things.

Let's take a look at this and why the information is important.

When filling out the 'inspection details' it can be tempting, when you have been busy all day, to simply say 'nothing found' or 'found XYZ, treatment laid'.

But, is this a good indication of the work you have actually been doing? Does it show the effort you have put into inspecting the site? Probably not.

(Well, I hope so anyway!)

A better way to approach it is to think about how the reader of your report will view your ability and your professionalism. Using good English and writing a report that fully describes what you have done is important for you, the business and your customer.

State where you have inspected, what you have and haven't found, and general observations. Think about noting things that are good – for example, has the customer carried out some good proofing work or housekeeping? If yes then note it. This shows your good observations, as well as recognising the collaboration between you and your client.

## Managing expectations

This is a common phrase I use and I believe it to be an important one that we all should remember.

Make sure you write down your intended following actions. If it is a call out and you intend to return, then note this in the report and make sure you honour it.

## Risk and environmental assessments

You can use your treatment report to demonstrate that you are carrying out health and safety and/or environmental assessments. Noting simple things such as having completed a risk assessment, and that you have observed the significant hazards, will add lots of value to your report.

Always make sure that you include mitigation measures; it's always great to note hazards but you have to also say what you are doing to reduce the risk!

Your customer must always know what pesticides and products you have used on their site. If using pesticides, always include the active ingredient and quantities. Too often we see treatment reports with only a 'trade' name listed which is not overly helpful in the instance of the customer needing the active ingredient information.

## And finally...

Take pride in what you do. We all want the industry to be viewed and rightly perceived as being a professional one and so, utilising your treatment report to record your efforts, knowledge and successes will ensure this, as well as protect you, if ever needed.

**"A better way to approach it is to think about how the reader of your report will view your ability and your professionalism."**

## ON THE DOTTED LINE!

Get signatures from the technician and from the customer; all the effort you put into a treatment report can mean nothing if you do not have a customer signature to accompany it.

To offer an example of why: let's say something goes wrong and a customer tries to blame you for an incident or lack of information. You will defend yourself by saying "I wrote it in the treatment report" but, if the customer has not signed that report, there is no evidence of you ever providing it. They could just state that it was never given to them.

And think of the times when you've asked your customer to do something that was integral to the success of the treatment (ie vacuum before flea treatment) and they haven't. It affects the success levels of your treatment plan, and customers may request extra visits, denying that you gave them the advice at all. With a written report that's signed, you can demonstrate that they were informed and that this is likely why the treatment failed.



## Templates and more

Find the treatment report templates at [bpc.org.uk/library](https://bpc.org.uk/library)


**BPCA**

## Driving excellence in pest management

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

# ANNUAL REPORT 2022

## 2022 MILESTONES

A look back at what BPCA and our members have achieved together in 2022. Another challenging year to be sure, but BPCA coped admirably.



**FEBRUARY** BPCA Registered was independently verified by the CPD Certification Service, joining the ranks of the CPD schemes for Oxford University, The Football Association (FA), the Carbon Trust and the Royal Air Force (RAF), who all hold the accreditation.

PestExtra won the event of the year award at the Trade Association Forum Best Practice Awards.

BPCA Chief Exec, Ian Andrew was elected to the Global Pest Management Coalition council.

The Financial Working Group was formed, which looks at best practice regarding the Association's finances.

**MARCH** We hosted a parliamentary reception for members and special guests in Westminster Palace to celebrate the 80-year anniversary of BPCA.

PestEx returned to ExCeL in London after a three-year pause due to the pandemic. 1,458 people attended from around the world.

**APRIL** A flurry of new benefits – BPCA membership now gets you 10% off at B&Q with free TradePoint cards, discounted computing equipment with Dell, discounted products from PestFix and bespoke business funding via FundOnion.

**MAY** Long-serving president Phil Halpin stepped down. Chris Cagienard, director of Pest Solutions, took up the role.

**JUNE** BPCA unveiled TechAssure on World Pest Day. BPCA TechAssure is a virtual competency assessment for rodent control, unlike anything the sector has produced before.

**JULY** We began consulting on the BPCA Qualifications Framework, a document that sets out the future for what members want pest management qualifications to look like.

BPCA released a batch of new member benefits, including discounted waste service through Reliance Service Solutions, discounted training via Wade Environmental, and a new booking system for pest control, health, safety, marketing and communication support.

**AUGUST** BPCA gained accreditation as a real living wage employer.

**SEPTEMBER** BPCA offered members a free SSIP Health and Safety Scheme accreditation through a new partnership with CQMS.

The BPCA Board voted to create the brand new Equality, Diversity and Inclusion Committee.

**NOVEMBER** BPCA Chief Exec Ian Andrew gave evidence on glue boards to the Welsh Parliament/Senedd. He asked that The Agriculture (Wales) Bill is amended to include a glue board licensing regime for pest professionals.

BPCA continued to try to persuade the Scottish government that banning glue boards “will affect the most vulnerable” by issuing a series of templates and writing to MSPs.

**DECEMBER** We launched new membership benefits with Kwik Fit, WowNow Hire, Veritas Consultancy and Stirland Paterson printing suppliers.

Our annual report is published in PPC magazine – making it accessible to thousands of pest professionals and the entire sector.

It's BPCA's job to...



**REPRESENT**



**SUPPORT**



**ASSURE**

## PRESIDENT'S REPORT

# CHALLENGES AND PROGRESS



At BPCA, we're working hard to deliver on the 2025 strategy to REPRESENT, SUPPORT and ASSURE our members as we continue to drive professionalism within the industry.

We've got a lot to celebrate from our last Association year.

## 80 years of BPCA

We're currently celebrating the 80<sup>th</sup> birthday of BPCA. To mark this significant milestone, we've held several 80th-anniversary member events in the south, midlands and north west, with similar events planned for Wales and Scotland over the next few months.

We held a successful 80<sup>th</sup> Anniversary reception at the Houses of Parliament attended by many members, industry leaders, MPs and government ministers. This was an excellent opportunity for BPCA to REPRESENT our members and champion professional pest control.

## A professional register for a professional workforce

BPCA Registered continues to go from strength to strength. BPCA Registered is now the only pest control CPD scheme independently verified by the CPD Certification Service. That means if you're BPCA Registered, your CPD scheme meets the same standards as Oxford University and the Football Association's schemes. In 2023 we're aiming for more than 3,000 pest professionals to gain their CPD points via the scheme.

We carried out consultation events on the new BPCA Qualification Framework. We aim to train pest professionals to the right level of knowledge, skills and competency to ASSURE professionalism, safeguard our future and protect our toolbox from further scrutiny.

## Small sector - big voice

We've seen at first-hand the effect of the investment that BPCA has made in our public affairs work. This has given our members a unified and strong voice to defend our industry and toolbox from ongoing attacks and tightening regulations. This is demonstrated by the work done to get licensing built into England's Glue Traps (Offences) Act 2022. We are working hard to influence Glue Board legislation in Wales and Scotland. This is essential work to protect the future of our industry for our members.

Your Executive Board has created a new Policy Officer role on the Staff team, with the aim of further protecting members with a stronger and more proactive voice in public affairs work. This sound investment will allow us to push for public policy that will benefit our members' businesses in 2023 and beyond.

## Attracting talent

Making our members stronger within the industry is an important goal. I'm delighted that with the Board's unanimous support, we have constituted a new committee of the Association. The BPCA Equality, Diversity and Inclusion Committee has been formed to begin the vital work to help make our industry more accessible for all.

We all love our industry, and a career as a pest professional is a fantastic opportunity, but more people need to learn that we exist. The work of this committee will start with a focus on showing that pest control is not just a job. It's more than that. It's a professional career that can attract the best talent from the whole employment market.

## Celebrate volunteers

It's been a privilege to work with the BPCA Staff team, the Executive Board, the committees and the working groups of the Association to continually improve how we can SUPPORT members.

I thank all the volunteer members for their commitment and hard work. Your Association would not be the same without your efforts. Remember, BPCA is your Association. Please get in touch if you want to get more engaged in our work.

I want to thank our Immediate Past President, Phil Halpin, for all his mentoring and support in my first year as President of the Association. I plan to continue building on his foundation of good work.

## A tough year ahead for a tough Association

For many of us, times have been challenging. We have many unknowns ahead in our immediate future. The aftermath of the pandemic and Brexit are still fresh in our minds. Biocide registrations and renewals are right around the corner. Pest control is debated in Westminster, the Welsh Senedd and the Scottish Parliament. The fuel crisis, cost of living crisis and impending recession will touch all our businesses.



## RUN BY PEST PROFESSIONALS

All BPCA Board and committee members are volunteers from member companies. No one gets paid. They all do it for the love and service of the sector.

If you're interested in volunteering with BPCA, we'd love to hear from you.

[membership@bpca.org.uk](mailto:membership@bpca.org.uk)

However, BPCA, your Association, is strong. We have an excellent team of staff and member volunteers working for the benefit of our members. We aim to continue to increase our REPRESENTATION and SUPPORT for our members as we ASSURE professionalism in our industry.

As you might have guessed – I'm proud of BPCA. But your Association needs you. I encourage all members to consider how you may get involved and become more engaged in 2023 as we push forward for the benefit of our members.

I wish all of you every success in the year ahead.

**Chris Cagienard**  
BPCA President  
[president@bpca.org.uk](mailto:president@bpca.org.uk)

## SERVICING COMMITTEE REPORT

### MEMBERS SUPPORTING MEMBERS



Last year, I was the Chair of the Professional Standards Committee, however Martin and myself have swapped to share our support better. It's been very interesting working

with two committees so close together!

Anyway, with a lot of help from the BPCA Staff team and all the members of the Servicing Committee, we managed another successful year.

We developed a tender package which has been quite a while coming. BPCA will show specifiers what a good tender looks like with this expansive document template and guidance. BPCA Head of Technical and Membership, Dee Ward-Thompson and volunteer David Lodge should be congratulated on the hard work they have put in.

Hopefully, you've spotted new member benefits throughout 2022 and the Big Book of Benefits dropping on your doorstep. Putting together benefits has been a significant project over the past year, where we've secured many special deals from suppliers just for BPCA members.

Natalie and the BPCA technical team have been busy developing new Codes of Best Practice. Many will soon be signed off, so we'll have approximately ten new Codes to share with you across 2023. Codes of Best Practice help show our professionalism to our clients, so please take the time to understand them when they're released. We all have to agree to follow them to maintain our membership.

We also decided to write to all members regarding cancelled assessments. While we understand all companies get busy, we have to minimise the number of lost days due to last-minute cancelled assessments.

We've also supported much of the other Committee's work, including testing BPCA TechAssure (our 3D Competency Assessment). We provided on-the-ground feedback on bird licences, supply chain issues, the dreaded glue board issue and a voluntary trap approval scheme. We do our best to ensure Servicing members have a big voice in how BPCA deals with these challenges.

One of our 2022 tasks was to encourage members to share technical knowledge or pest control-associated experiences at our events. We know the expertise in the sector lies inside our member companies, so if you'd like to speak at a Forum or write for our magazine – please let us know. We're all members because we believe in driving standards.

Once again, my thanks go to the BPCA Staff team and volunteer committee members. I hope all BPCA members have a great 2023.

**Malcolm Stowell**  
Servicing Committee Chair  
[membership@bpc.org.uk](mailto:membership@bpc.org.uk)

## PROFESSIONAL STANDARDS COMMITTEE REPORT

### INNOVATION DRIVING PROFESSIONALISM



2022 has been another hectic year for the Professional Standards Committee and an interesting first year as Chair. The Committee has

undertaken many projects, some of which will be released to support members soon and some ongoing.

First up, we've been hard at work supporting the Staff team undertaking a crossover project with the Servicing Committee: the BPCA Registered app.

The app is in its final phase after testing and will soon be released in app stores for iPhone and Android. As a technician, one of the things I can't wait for is a quick and easy way to log CPD points in the field. Hopefully, it will prevent the end-of-year rush to enter points, and help us register all the on-the-job learning we undertake and probably forget to log!

BPCA TechAssure is almost ready for its next update after lots of testing and helpful feedback. The virtual scenario is aimed at trainees or newly qualified techs just entering the industry who may not have yet had the benefit of undertaking pest control in a real-life environment.

I remember my first day out and about and how daunting it was. The opportunity to investigate in a virtual scenario would have been an enormous benefit.

We've been reviewing the practical training offered by BPCA. We're coming up with new ideas and assisting the Staff team, so that members can be supported by having access to a broader range of training.

The BPCA Qualifications Framework is a very exciting project which will be something we can all be proud of as we continue our collective journey in professionalism. We spent all of 2022 consulting on the framework, but the project will continue into 2023 and has the potential to professionalise our industry even further.

We've already had our first meeting this year, and 2023 looks full of many more projects supporting BPCA members! If you want to join in the fun, contact us today to volunteer your time!

**Martin Rose-King**  
Professional Standards Committee Chair  
[training@bpc.org.uk](mailto:training@bpc.org.uk)

## OUTREACH AND COMMUNICATIONS COMMITTEE REPORT

### TIME FLIES



It's been two incredible years since the inception of the BPCA Outreach and Communications Committee!

O&C (as it's affectionately known) was tasked with oversight of the influential work taking place in the area of public relations, public affairs and member communications. What does that mean? Well, members of the O&C help steer how we talk to the press, end-users, governments, civil servants, our members and the sector as a whole.

Prior to O&C, little volunteer time was allocated to communications. However, the triumphant accomplishments of key worker status and the work being carried out around the glue board ban have demonstrated the great importance of this field. We're one of the smaller committees and, as Chair, I am so grateful for all of the active participation from the committee members. Thank you!

In 2022, we had five big projects to oversee, and we've been smashing it.

Ian Andrew and Scott Johnstone have worked hard to get pest management on the national policy agenda by getting in front of MPs, ministers and civil servants.

Lauren Day has been setting up prestigious outreach events, and we've already had one in Westminster Palace. We hope to host events at the Welsh Senedd, the Scottish Parliament and the Northern Irish Assembly over the next three years.

Member volunteer Paul McCann has worked closely with Kat Shaw on trying to understand the services that local authorities offer and how they signpost to BPCA members. Member volunteers Christian Southall and Anna Mollins fed into a review of BPCA's marketing strategy.

Jamie Graham and Scott Johnstone have been instrumental in a large tech project that we're hoping to unveil at PPC Live 2023.

Everyone on the Committee has been incredible, and I'd like to give a special shout-out to my Vice-chair Alex Wade and the Staff team for their consistent support.

This is my last report for O&C as I'm stepping down as Chair to take on the challenge of chairing the BPCA Equality, Diversity and Inclusion Committee. However, Alex Wade will be stepping into the Chair's chair – so the Committee is in safe hands.

If you're interested in any of the work above or just want to find out more, please do reach out. We're a small committee, and we've got a lot of work to do!

**Julia Pittman**  
Outreach and Communications Former Chair  
Equality, Diversity and Inclusion Committee Chair  
[marketing@bpc.org.uk](mailto:marketing@bpc.org.uk)

## TREASURER'S REPORT

## A GOOD YEAR AND STRONG SALES IN DIGITAL



2022 was a good year.

The Association's revenue and net surplus were above plan and largely explained by the performance of PestEx,

which returned to an in-person event. All metrics were excellent, and the exhibition space sold out.

The Association's finances also drew upon great support from its membership – thank you. Annual return revenues were up in most categories. Strong sales were also seen across our digital offers as we continue to look to invest in, and stay ahead of, the latest developments.

We dipped our toe in 3D virtual training, utilising grant income, and the initial results are very encouraging. We still recognise the benefit and importance of blended learning offers, and our practical training at Yarnfield continues to be well received. The variable revenue streams of training, advertising and events are vital to ensuring the Association is financially healthy, allowing us a strong plan for investment in our strategy, especially public affairs. Our PA work protects our toolkit, which seems relentlessly under pressure.

2022 saw us launch a new working group of the Board: our Finance Working Group (FWG). It's tasked with considering best practices and recommending matters relating to the Association's finances. The Group worked hard reviewing and formalising policies for Financial Governance, Strategy and Investment shared early in 2023 with members. There's more work to be done, with a complex piece of work reviewing categories of membership and fees, along with the value and cost of the benefits they deliver.

I want to thank you for your support and, as always, encourage everyone to become involved with what is, after all, your Association. To work, it needs you and your passion. Please attend BPCA Forums, join in with your local Contract Sharing Network and Special Interest Groups, serve on the Committees or consider a Board position to drive how the Association serves you and the wider sector.
















I wish everyone success in 2023.

**Mark Williams**  
BPCA Honorary Treasurer  
treasurer@bpca.org.uk

# THEY WORK FOR YOU

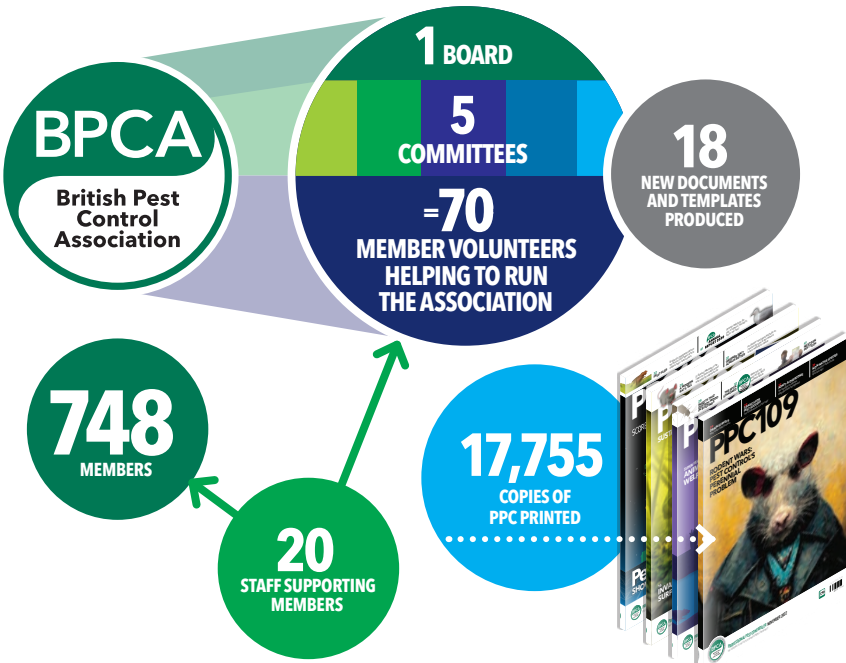
The Executive Board is the governing body of the Association, and Board Members, as Directors, have a duty of care to both BPCA Members and the BPCA Staff team.

The Board's emphasis is on strategy and performance, stewardship and conformance. The Board also ensures that resources are used appropriately (money, time, staff, etc), and that relevant legislation is adhered to.

			Meetings attended (max 9)
President		<b>Chris Cagienard</b> Pest Solutions	8
Vice Presidents		<b>Mike Ayers</b> Precision Pest Management	8
		<b>Martin Rose-King</b> Bounty Pest Control	9
Honorary Treasurer		<b>Mark Williams</b> Ecolab	6
Immediate Past President		<b>Philip Halpin</b> Countrywide Environmental Services	2
Manufacturers and Distributors Committee Chair		<b>Anthony O'Hare</b> BASF	6
Servicing Committee Chair		<b>Malcolm Stowell</b> Safeguard Pest Control and Environmental Services	7
Outreach and Communications Committee Chair		<b>Julia Pittman</b> Beaver Pest Control	9
Equality, Diversity and Inclusion Committee Chair (formed Dec 2022)			
Professional Standards Committee Chair		<b>Martin Rose-King</b> Bounty Pest Control	9
Board Members		<b>Jason Cholerton</b> CSS Pest Services	9
		<b>Chris Corbett</b> Aderyn	8
		<b>Mick Kilburn</b> Elite Pest Management	8
		<b>Michael Taylor</b> Contego Environmental Services	6
		<b>Paul Westgate</b> Veritas Pest Consultancy	4
		<b>Mark White</b> resigned January 2023 Dealey Environmental	1



# 2022 IN NUMBERS



## Spreading the word

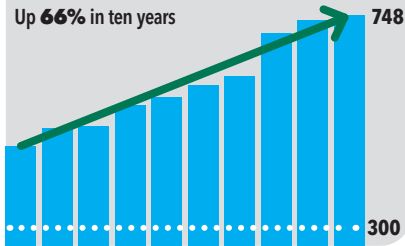
17,755 copies of PPC printed  
 PPC Now subscribers = >12,000  
 1.5M reached via Facebook and Twitter  
 10.8K followers with 408 new in 2022  
 BPCA releases were picked up by hundreds of news agencies with a total circulation of 191M across 428 news stories  
 Website visited 2M times (including the new PPC Online)

## Member benefits

77,151 clients searching Find a pest controller  
 48 exclusive member benefits  
 18 new member documents

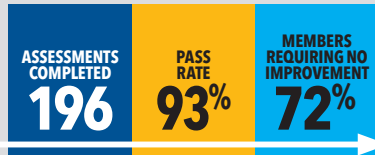


## Membership growth 2013-2022



## Technical assessments

BPCA took technical assessments back in-house in 2021.



## REWIND

BPCA put out 12 webinars and 6 digital forums - 85,000 people watched them on YouTube - totalling 12,300 hours!

Average feedback

90%



## Charity

**DementiaUK**  
 With the aid of members and the pest community at large, BPCA raised £1,783 for Dementia UK

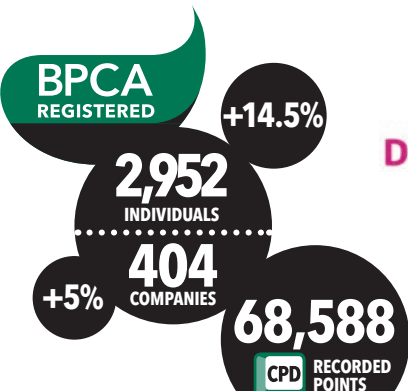
## Award-winning Association

PestExtra won the Event of the Year Award at the Trade Association Forum Best Practice Awards.



## Top ten PPC ONLINE articles

- 1 New study says some methods of rat control fail to consider animal welfare impacts
- 2 Glue Traps (Offences) Bill passes committee stage without amendment
- 3 PestWatch: field mice control
- 4 Monkeypox, rats and pest control - should we be concerned?
- 5 Pest control folder contents for food clients
- 6 Public health vs pests: medical problems and infections from pests
- 7 Plans to outlaw glue boards in Scotland announced
- 8 Avian flu: Warning for falconers as housing order introduced
- 9 The lifecycle of a wasp
- 10 Bill to restrict glue traps passes second reading in England



**BPCA PestEx**  
 The pest management show

VISITORS FROM AROUND THE WORLD

1,458



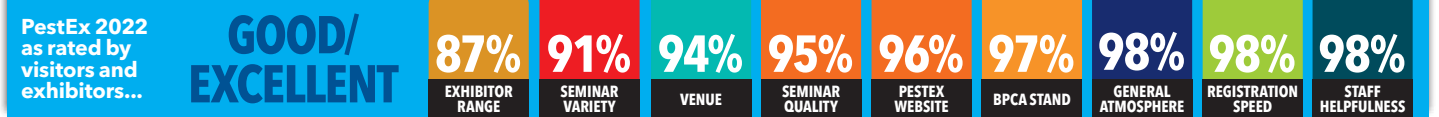
THE PANDEMIC EFFECT IS CLEAR - BUT NUMBERS ARE ENCOURAGING AND A SIGN OF A RETURN TO FORM.

RATING FROM VISITORS AND EXHIBITORS ALIKE

8.4 / 10

BPCA REGISTERED POINTS ISSUED

476



# TRAINING CALENDAR

**2023 DATES**

## Courses and exams

Course/exam	From (£)	Exam	Date	Location
<b>Level 2 Award in Pest Management (residential)</b>	1,110.00	✓	16-21/04/2023	Edinburgh
			04-09/06/2023	
			03-08/09/2023	Stafford
			29/10-03/11/2023	
<b>Hands On Practical Training</b>	165		03/06/2023 02/09/2023	Stafford
<b>Principles of Pest Identification</b>	104.50		23/05/2023 26/07/2023	Online
<b>Bed Bug Control</b>	104.50		20/04/2023 18/07/2023	Online
<b>Fundamentals of Rodent Biology</b>	60.50		04/04/2023 1/2 day 05/07/2023 1/2 day	Online
<b>Fundamentals of Insects Biology</b>	60.50		04/04/2023 1/2 day 05/07/2023 1/2 day	Online
<b>Root Cause Analysis for Pest Technicians and Field Biologists</b>	60.50		13/04/2023 1/2 day 12/07/2023 1/2 day	Online
<b>Mole Control</b>	60.50		11/05/2023 1/2 day 14/06/2023 1/2 day	Online
<b>Certificate in Bird Management</b>	104.50	✓	25/05/2023	Online
<b>Formulations and Applications</b>	104.50		17/05/2023	Online
<b>Stored Product Insects (SPIs) in Food Factory Environments</b>	104.50		06/07/2023	Online
<b>Introduction to Wildlife Management</b>	104.50		16/05/2023 17/10/2023	Online
<b>Aluminium Phosphide</b>	341.00	✓	16-17/03/2023 12-13/06/2023	Southwick
<b>Becoming a Field Biologist or Technical Inspector</b>	104.50		02/03/2023 02/06/2023	Online
<b>Starting Out in Pest Control</b>	104.50		01/03/2023 08/06/2023	Online
<b>Level 3 Award in Safe Use of Fumigants for the Management of Invertebrate Pests</b>	858.00	✓	27-30/03/2023 23-26/10/2023	Derby
<b>Steps to Leadership Management</b>	209.00		09+16/03/2023 04+13/07/2023	Online

## Exams only

Exam	From (£)	Date	Location
<b>RSPH Level 2 Award in Pest Management</b>	170.50	21/04/2023	Edinburgh
		25/04/2023	Stafford
		23/05/2023	Scotland
		09/06/2023	Stafford
<b>Technical Inspector Exam</b>	170.50	21/04/2023 09/06/2023	Edinburgh Stafford
<b>RSPH Level 3 Award in the Safe Use of Fumigants for the Management of Invertebrate Pests</b>	335.50	21/04/2023 09/06/2023	Edinburgh Stafford
<b>Certificated Field Biologist</b>	335.50	28/02/2023 11/04/2023	Derby Derby
<b>Certificated Advanced Technician (CAT) in Pest Management</b>	294.00	Book anytime	Online

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	From (£)
<b>Full Level 2 Award in Pest Management – online course</b>	363.00
<b>Using Rodenticides Safely – online course and exam</b>	75.00
<b>Foundation Certificate in Pest Management</b>	60.50
<b>Pest Awareness for Non-technical Staff</b>	
<b>Completing Risk Assessments</b>	
<b>Working at Height</b>	
<b>Asbestos Awareness</b>	22.00
<b>Manual Handling</b>	
<b>Ladder Safety</b>	
<b>COSHH</b>	



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## Terms and conditions

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BPCA reserves the right to cancel a programme if insufficient bookings have been received.

Delegates will be offered an alternative date or a full refund of the programme fee if a programme is cancelled. BPCA will not be liable for any costs incurred by the delegates.



**Enquiries and bookings**

[training@bpca.org.uk](mailto:training@bpca.org.uk)  
01332 225 113  
[bpca.org.uk/training](http://bpca.org.uk/training)

## Bulk booking discounts

We now offer discounts on bulk bookings for our Level 2 Award in Pest Management course, for both members and non-members: 0-2 licences – standard price; 3-9 licences – 20% discount; 10+ licences – 40% discount. Exam costs remain the same. Contact the training team to find out more.

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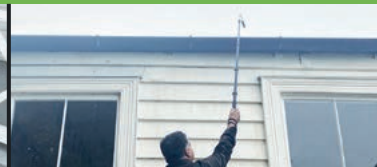
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