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ISSUE 56 SUMMER 2009

THE JOURNAL OF THE BRITISH PEST MANAGEMENT INDUSTRY

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LET'S SPEAK WITH ONE INDUSTRY VOICE



This is my first time in PPC as President (see me pictured left with past president Nigel Binns) and firstly may I thank you all for this fantastic opportunity. I am really proud to be BPCA President and thrilled to hold the reigns during what is an exciting period for this industry and the Association in driving forward. I hope I, working together with the BPCA team and members, can positively contribute in some small way to progress the drive. Also, I must thank all of you who have passed on your good wishes.

On to more serious matters and I want to reiterate what the key factors are for me, and they don't relate purely to BPCA. As I said at the Association's AGM, I strongly believe that if we, the professional pest control industry, are to make progress, and with key influencers and officials in tow, then we have to work together as one with a strong, joined-up voice. I have said before, and you will continue to hear me say, I am not talking about one association – just a closer relationship between us all. That includes all PCO associations, local authorities and other relevant bodies.

I know we in the UK like to think we are not part of Europe, but our moat of the Channel is no longer protecting us from EU legislation. We need to work together to promote and position our industry as the professionals we really are, and even set the level for others. I would hope I can confidently say we are ALL committed to achieving one voice for the common goal of a brighter future – this has to be the way forward. Oliver talks further on this on pages 6 to 7, and it's certainly worth a read. We have already made great strides, since I last wrote in Issue 52 (www.bpca.org.uk/ppc/ppc52/index.htm) and I will ensure we keep you involved and up to date with progress in the coming months. If anyone wants to share their ideas or comments please do not hesitate to contact me at president@bpca.org.uk.

Best wishes

Martina Flynn, BPCA President



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GOT IT?

We all know where PestEx 2009 was held, but what does ExCeL stand for? If you know, call the BPCA on 01332 294228 or email: enquiry@bpca.org.uk. All correct answers go into a draw for a prize and we'll announce the winner next issue. Winner of the Issue 55 cover quiz was Mark Sheldon of Pestproof Ltd, who identified the American Cockroach (*Periplaneta Americana*).

NEWS

MITIE backs royal climate change event



Prince Charles meets a Harris Hawk at Billingsgate market

For the second year running MITIE has supported the Business in the Community (BITC) Prince's May Day Summit on climate change as its largest corporate sponsor.

Taking place at 10 event locations across the UK, it is the UK's largest gathering of businesses committed to taking action to tackle the issue.

MITIE joined the activities at the Billingsgate market event in London. Among its stands was one demonstrating recent activities to reduce carbon emissions and to use more natural means of pest control.

Initiatives have included:

- Increased use of LPG vans and mapping technology
- Increased use of natural predators as opposed to
- Chemical rodenticides
- Paperless reporting

Use of LPG in its fleet of 120 vehicles is saving 144 carbon tonnes a year, while hawks and dogs are used, where appropriate to control pigeons and rats.

Learning about BPD authorisations

A recent industry workshop tackled the issue of reviewing the current UK requirements and processes involved in Product Authorisations under the Biocidal Products Directive (BPD).

It was held at the industry's request and included the BPCA, 12 of its member companies and representatives of the Chemicals Regulation Directorate (CRD) of the Health and Safety Executive, including Peter Evans and nine of his key staff from the Control of Pesticides Regulations (COPR) approval and BPD product authorisation teams. Presentations from Ian Pepper of Rentokil Initial and Oliver

Hockley wins trade award

Hockley International Limited won the International Trade Award at the recent Chemicals Northwest Awards in Manchester.

Shortlisted for both the SME Award and International Trade Award, Hockley claimed the UK Trade & Investment award from among companies such as Brunner Mond and RS Clare and Co Limited.

Judges said Hockley's "superb international strategy and foreign language capabilities made the company shine out amongst competition".

Sales Manager Mark Murphy said afterwards: "The UKTI provides us with a vital source of information and support when entering new markets. We are thrilled to have won this award as it is in exporting, really where our focus, knowledge and experience have grown and so developed our company into the success it is today." Hockley started life as Mostyn Chemicals in 1979 and is celebrating its 30th birthday this year.

Exporting to 90 countries, the company specialises in the supply of products for agriculture, animal health, public health and industrial use worldwide, including pesticides, insecticides, acaricides, herbicides, fungicides and rodenticides.



Sales manager Mike Murphy at the awards ceremony

Madge of the BPCA provided an overview of the issues, concerns and opportunities facing the pest control industry as a direct result of the BPD.

Dr Peter Howden outlined how the CRD planned to handle BPD Product Authorisations and the phase out of COPR. Questions from industry had been put to CRD prior to the meeting and any that were not addressed during the presentations and discussions were dealt with separately.

To get the most up to date UK information visit: www.hse.gov.uk/biocides/bpd or contact pa.biocides@hse.gsi.gov.uk

Bell launches new website



Bell Laboratories has launched its new company website, which a spokesman said "seamlessly integrates the manufacturer's roots in the US

rodent control market with its growing presence on six continents".

Pest control users can now readily view Bell's complete line of rodent control products available in their respective markets.

Country specific product pages contain detailed descriptions and pictures of items in Bell's five major categories: rodenticides; bait stations; mechanical traps; glue traps; and attractants.

Rupert Broome, the company's business manager for Europe, Middle East, Africa and Asia, said users can now get easy access to all Material Safety Data Sheets for rodenticides. There is also a What's New listing of news stories and industry articles and the company newsletter The Bell Report can be downloaded. The website has the same URL as the old one, www.belllabs.com

Rodent carcase disposal

The National Pest Advisory Panel (NPAP) of the Chartered Institute of Environmental Health (CIEH) has set up a dedicated website to deal with the issue of rodent carcase disposal.

The NPAP is responsible for monitoring this on behalf of pest controllers who were granted a concession already given to farmers and gamekeepers allowing them to burn or bury rodent carcases in rural areas.

The concession was granted by the Environment Agency for two years and will lapse in 2010 unless the NPAP can prove "there has been no risk to wildlife and the environment as a result of pest controllers taking advantage of the concession". The NPAP is urging pest controllers to visit the website and provide feedback on how the concession is operating to avoid making it more difficult in future to persuade the Environment Agency to allow any further concessions. It can be accessed at www.rodentdisposal.info

New officers for BPCA

The British Pest Control Association annual meeting held during PestEx '09 was an opportunity to welcome new faces and thank others for services rendered.

Pictured here (left to right): Nigel Binns, immediate past president (PestEx Services); Ross Graham, honorary treasurer (Graham Environmental Services Ltd); Martina Flynn, president (BASF Pest Control Solutions); and Henry Mott, deputy president (Conquer Pest Control).



Brandon Training PestEx Winners

During this year's PestEx, Brandon Training ran a prize draw in which 10 show visitors each day won a free place on a training course of their choice.

The company announces that the following people were the winners and will be contacted by Brandon Training to arrange their free places:

Ian Cunningham from Stop The Pigeons
Edward Blane from Natural England
Daniel Forbes from Hygienezone
Michele Porter from Crystal Services Plc
Bryn Wall from Kings Lynn & West Norfolk Borough Council
Peter Chivers from Pest Contract Services
Alun Davies from Pro-Tec Pest Control & Environmental Services Ltd
Russell Bowen from Ellbow Pest Control
Simon Dymott from Bird Management Solutions
Andy Miller from Destrorent Pest Control
Tom Cunningham from Cunningham Pest Control
Graham Hurdle from Envirocare
Danny Tillyer from Premium Pet Control Ltd
Mark Sanderson from A & H Pest Control Services
Sean Whelan from Whelan Pest Prevention
Mark Wilkinson from Envirocare
Gary Williams from Armour Environmental Services Ltd
Alistair Cairns from Expert pest control services
Richard Browning from Prevent Pest Interception and Cure
Fidelis Joseph from Ealing Council

• Our full, 24-page coverage of PestEx 2009 starts on page 10.

WESTMINSTER DEBATE

WHY PEST CONTROLLERS MUST LOOK TO EUROPE

Don't be misguided that Westminster is the Mecca for increasing the professional status and understanding of this industry. All roads may have led to Rome but in today's environment, all roads don't lead to Westminster writes Oliver Madge, CEO, British Pest Control Association



Westminster in London may be the centre of all distances on road signs leading into London, but this industry may have to go a lot further than London to raise the awareness and professional standing of this industry. Why, you ask? As an industry we pay our taxes so surely we should have the ear of politicians – but alas, no.

Do you take the fight to the Government in office and try to influence their points of view, or do you try the shadow opposition and get something added to their manifesto for the future? Well we doubt that either approach will work.

Unless issues are on politicians' own agendas or delivered through Parliamentary Lobby Groups (which unsurprisingly cost) then meetings are, in reality, little more than lip service.

Believe me, Central Government will not 'impose' standards on the use of pesticides or qualifications, and the drive to remove cowboys from the industry will not come from them.

As has been suggested previously, we are not seen as a particularly dangerous industry nor a very large one and

so why should government revenues be spent on 'policing' the pest management industry? In short, we are going to have to do it ourselves.

At a recent forum for Trade Associations, Mr Christopher Macgowan OBE spoke of the need to lobby any party as one industry. The message was clear – "don't go fragmented to Government". Government departments mostly want to talk to an industry as a whole and Trade Associations must be able to deliver the whole picture.

COMMON VOICE

Martina Flynn, president of the British Pest Control Association (BPCA), spoke during PestEx'09 of the need for a common voice and to progress as one unified industry.

Now must be the time for the two Trade Associations to work closer together, not only for the conservation of revenue but also to represent this industry for a beneficial step forward.

So if Westminster isn't going to support us, who is?

This brings me back to Rome. When CEPA (Confederation of European Pest Control Association –

www.cepa-europe.org) released the Roma Protocol (www.bpca.org.uk/UserFiles/File/Roma%20Protocol%20-%202008.pdf), it did so because it was distinctly aware that individual countries would have difficulty influencing their own governments to defend against Biocidal Products Directive (BPD) and the Service Directive.

Having received criticism for trying to 'take control' of the UK pest management industry the document, which only intended to provide a map of the potential systems and benefits, now appears to be one of the main signposts for Brussels to understand how this industry can progress.

One reason for this is that the German, French and Spanish industries have been proactive and already developed, agreed and published national industry standards recognised by CEN (European Committee for Standardisation).

Acknowledged as part of BPD, the opportunity now exists for a European Standard to be created for the UK Professional Pest Control industry.

The process, through CEN, will take around three or four years to come into existence and we will ALL have the opportunity to become involved to guarantee that the UK has the correct level of qualification.

The important items to ensure are that we become distinguished as professionals, whilst at the same time keeping certification costs under control.

The UK needs to communicate as one and for some time the National Pest Technicians Association (NPTA) has been requesting to join CEPA.

As an Executive Board member of CEPA, I am pleased to inform this industry that a mechanism has been made for countries to be multi-represented at a European level.

This is not just to get the logo, this is a place at the table to help deliver a better future for all parties concerned. I hope the opportunity is accepted and the workload ahead spread to represent all interested parties.

Westminster may not be our best friends for many decisions needed for the future of this industry, but don't be alarmed, we do have allies. Groups such as Business Enterprise Regulatory Reform (BERR); British Standards Institute (BSI); CEPA; and the European Commission in Brussels do have our best interests at heart and want to support our cause.

It won't be easy or indeed quick, so patience and communication will be required from all parties. The first step has been taken. Who is prepared to join the common cause for the protection of all our futures?

HOW MITIE KEEPS WORK ROLLING IN

An end-to-end mobile solution from Codegate is enabling MITIE, the strategic outsourcing and asset management company, to increase the volume of pest control jobs by 20%

"We chose to partner with Codegate as it demonstrated a wealth of experience in tailoring its mobileworker field service and workforce automation software, to exactly meet the requirements of its customers," says Peter Trotman, managing director of MITIE's pest control business. "Key for us was that Codegate was able to further develop and integrate our legacy SQL database with its mobileworker software."

MITIE needs to reactively transfer knowledge and data from its main office to its remote technicians so that they have instant access to information when and where they need it. To meet this requirement Codegate worked with MITIE to customise its mobileworker software. Its software runs on Dolphin 7900 rugged mobile computers, the integration with MITIE's SQL database and the building of a secure customer focused web portal.

"We needed to move to a real-time mobile data solution that enabled the capture of all the key information within our business processes and which would integrate with our existing SQL database," continues Trotman.

"The customer web portal has already resulted in a large educational organisation choosing us as its preferred provider. Additionally, the integrated image capture capability of the Dolphin 7900 allows our technicians to capture proof as to how recommendations to prevent infestation are being ignored. This is a key tool in ensuring that service level agreements are met."

Using a web browser and a secure log-on facility, MITIE's customers can now access the portal and view site visit details such as where bait is located, materials used, actual SLA delivered and, of increasing importance, download reports to provide evidence of how they are meeting health and safety regulations.



Trotman concludes: "mobileworker has helped MITIE to increase job volume by 20% and is saving us approximately £15,000 a year in reduced telephone calls and postage costs. We have decreased distribution of materials through more efficient use of stock ordering and the real-time data capture has reduced timesheet manipulation and increased the accurate and timely capture of chargeable extras."

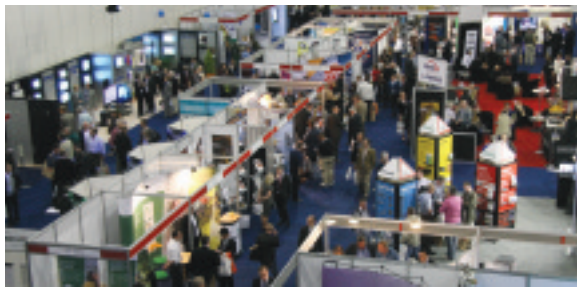
MITIE provides everything from strategic consultancy, to world-class delivery on the ground. Codegate provides mobile enterprise solutions that deliver a rapid return on investment. For more details on these companies log on to www.mitie.co.uk and www.codegate.co.uk

PESTEX 2009

WHEN PESTEX MET EXCEL

For the largest event of its kind, word had clearly spread faster than bed bugs as PestEx saw it's biggest turnout yet. Sarah Allen reports





Clockwise L-R: More than 1,300 visitors flock to the exhibition; networking opportunities for visitors; an array of informative and free seminars took place; first come, first serve for a seat; exhibitors travelled from around the world to bring the latest product developments to the UK

In the last issue, we told you that the PestEx'09 exhibition was the show to watch. And we weren't wrong as more than 1,300 members of the pest control industry flocked to London to visit the ExCeL centre in Docklands, London.

For two days in April, manufacturers and suppliers from around the world came to the show to discuss everything from product development and management to training and safety. A new addition to the show was the Bed Bug showroom. The themed room was home to some of the best specialists who were available to discuss methods of managing the notorious pests.

As well as exhibitors' stands laden with handy products and company literature, there were also a host of free seminars running during the show.

Programmes included increasing profits without cutting corners, good practice agreement, rodent resistance and the bed bug code of practice.

Almost everyone who was anyone exhibited at the event visited by primary decision makers in the industry. Some attendees weren't strangers to the show as many who came to the last event in 2007 were impressed with the turnout. "It's a lot better than the last one," said one visitor. "There's a lot more going on and there's much more people at this one."

PRACTICAL DEMO AREA

There was a lot going on in the busy Practical Demonstration Area. Sarah Allen reports a round-up of seminars that took place



FLY TRAP TRAINING BY BRANDENBURG

Brandenburg displayed a variety of its flytrap UV light units at its seminar.

The Optica 180, Cobra translucent and the high voltage Killer from the Liberator range were all available for visitors to test out. Each guest was seated behind a unit.

Some of the units come with a device, similar to a remote control, to detect the output of UV rays.

Roger Perry, quality product safety manager, assured guests that all units adhere to HACCP standards.

Topics covered in the presentation included servicing and maintenance, fault finding and an electronic versus iron core ballasts comparison.

On this subject, Perry explained the environmental

benefits of electronic high frequency ballasts with increased lamp efficacy promoting energy efficiency.

Also on display was a selection of glue board replacements available from the company in various styles and sizes.

Perry said that boards would need to be replaced more often during busier periods of the year and stressed the care required for removal, reminding that the boards would inevitably be covered with flies.

When it comes to cleaning, Perry is adamant that solvent based cleaners are unsuitable for the job.

Visitors were also given the opportunity to ask questions not covered in promotional literature to get the most out of the unique opportunity.



WORKING AT HEIGHT BY BRANDON HIRE

Andrew Williams, the company's technical training manager, was on hand to talk steps and ladders. In a rare



opportunity to experience what would otherwise be a full day course costing up to £200, visitors were able to attend this bite size but invaluable training course free of charge. They were even given certificates saying that they had taken part.

Williams went over the safe use of ladders and steps including inspection regulations tailored to suit a particular establishment.

The Health and Safety at Work act (HASAWA) featured heavily in the presentation, and with good reason. Williams said that employers' duties according to the act include providing and maintaining a safe place to work without risk to health including access and egress and providing information, instruction, training and supervision.

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He stressed that in completing the course, an employer would then be prepared to train his staff efficiently. If an employer is found to be in breach of the HASAWA, they could face a fine or even a prison sentence. "Regulations can and do change frequently and it's important for employers to be aware of these changes," he said. Williams also talked about the importance of risk assessment within an establishment. Where there are five or more employed, the employer must ensure this, recording any significant findings. Emergency procedures should be implemented and the employer must also provide clear information and training to employees. Although one might think that using a ladder safely is obvious, Williams informed guests that this wasn't always the case. He said that between 2003 and 2004, 67 fatal accidents and 3,884 major accidents occurred, a significant number of those caused by falls from ladders. Two thirds of all major injuries are caused by low falls, which is classed as less than two metres.

Work equipment to aid with safety includes guardrails, working platforms such as scaffolds, nets and airbags, personal fall protection systems including work restraints and rope access.

Some of the most important things to consider when selecting a ladder include style, size, material and duty rating. Ladder load capacity is broken down into three categories: Domestic steps and ladders are BS 2037 Class 3 and suitable for DIY use at home with a maximum static vertical load of 125kg; trade steps and ladders are BS 2037 Class 2 and are suitable for more frequent and robust professional use with a capacity of 150g; and heavy duty industrial steps and ladders are Class 3 and suitable for use within industrial environments with a 175g capacity. By the end of the presentation, it was time to bring out a selection of faulty ladders that had been sent back to the company. On the surface they seemed fine but visitors soon realised that this was far from the case.

"REGULATIONS CAN AND DO CHANGE FREQUENTLY AND IT'S IMPORTANT FOR EMPLOYERS TO BE AWARE OF THESE CHANGES"



FACE FIT TESTING BY BRANDON TRAINING

Jim MacCall of Brandon Training, a division of Brandon Hire, focused on face fit testing in the company's session. Industries attracted to the event include asbestos removers as well as pest controllers using sprayed chemicals to eradicate pests.

MacCall displayed a wide selection of masks, placing them on every table for guests to take a look at and test out. He also said that there were hundreds of types of respiratory protective equipment (RPE) that could be used.

When selecting a mask, he said it must be based on risk assessment of the activity it is needed for; materials and hazards likely to be encountered; length of continuous use; and disposal limitations of the RPE. A mask that has been used in a harmful environment full of dangerous chemicals, for example, should not simply be discarded in a domestic bin.

Considerations when using a mask should include a risk assessment identifying exposure concentrations. Air monitoring may be required to identify this.

Assigned protection factors are: FFP1 with 20% allowable penetration; FFP2 with 6%; FFP3 with 1%; and P3 with 0.05%.

Once the type of mask needed has been selected, face fit tests need to be conducted by the employer. Important factors include size, comfort, mobility, thermal strain, visibility, eye, ear and head protection and speech, the latter being the most important of the list. Medical fitness should also be checked, particularly for asthmatics. The wrong mask could bring on an attack. Things like glasses and facial hair also need to be accommodated. Even something as harmless as stubble could compromise the comfort of the mask if the wearer had no facial hair when they were first fitted.

Guests were invited to volunteer for a live face fit, measuring and testing kit on a brave, Brandon salesman. As with Brandon's Working at Height presentation, visitors were given certificates of training for their attendance.

FLY SCREENS BY P&L SYSTEMS

P&L Systems attended the event to enlighten those in the industry on the necessity of fly screens. Hosted by sales executives Jeff Callaghan and David Frisby, one of the main objectives of the presentation was to stress the importance of food safety in restaurants and other dining outlets. Callaghan recited several court cases brought about by restaurants failing to comply to food hygiene regulations and facing fines of up to £19,000 for their transgressions.

He also reminded attendees, mainly consisting of suppliers and distributors, of the legal necessity of fly screens, particularly for windows and doors. According to the pair, Regulation 4 (2) chapter 2 states that ports "which can be opened to the outside environment must where necessary be fitted with insect proof screens which can be easily removed for cleaning".

"P&L'S MAIN FOCUS WAS THE IMPORTANCE OF FOOD SAFETY"

As well as displaying some of the most recent products launched by the company, P&L offered spectators the chance to make their own fly screen samples for their customers. Frisby was on hand to demonstrate the ease of removal from windows for cleaning. When this is deemed necessary, the company takes the screen away to a designated area to be degreased, disinfected and jet washed.

The company supplies custom made doors fitted with screens which can be removed from its frame for cleaning.

All screens come with a standard five-year guarantee if a maintenance agreement is purchased.

Also on display was P&L's plastic strip curtains and the company demonstrated how to measure for fly screens.

THE BED BUG HOUSE

In a new addition to the exhibition, The Bed Bug House was home to a select group of bed bug exterminator specialists over the two days. RIWA, creator of Insect-O-Cutor, were in the house represented by Paragon's finance director Mark Rawsthorne. He brought the company's Gloria 14IT S/S sprayer to the house. The five-litre stainless steel pneumatic sprayer needs to be connected to the customer's source of CO₂. Although traditionally sprayed on the offending mattress, the chemicals can also be sprayed onto electrical items such as telephones and remote controls. Rawsthorne commented: "A lot of people focus on the bed and not the rest of the room. Bed bugs are becoming an increasing problem worldwide." The high pressure sprayer is available to rent for a 12-month period. Killgerm was also housebound with its Protect-A-Bed representative Simon Zamet.

Zamet displayed the company's latest invention, the Allerzip Smooth encasement. The pouch wraps around a mattress using a patented bug lock. This ensures that bugs cannot penetrate the pouch and infest the mattress. The pouch is also waterproof and stainproof.

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PESTEX 2009

A LEARNING EXPERIENCE

A busy seminar programme held over the course of PestEx 2009 allowed the BPCA to bring together people from all sides of the pest control industry to share expertise, knowledge. Siobhan O'Neill reports





BACK TO SCHOOL • VISITORS LEARN INVALUABLE TIPS

As busy professionals in a highly competitive marketplace, you need information that can help you gain an advantage. From practical information that allows you and your staff to do the best possible job for customers, through to information about training, workplace safety and keeping up with the latest legislative changes – the PestEx seminar programme offered a range of dedicated presentations with relevant material.

In short, the aim of the many seminars and presentations over the two days was a chance for senior decision makers to hear the thoughts of front line workers, for contractors to learn more about technical pest control issues, and for those on the peripheries of the industry to make

suggestions for better business management or changes of focus in key areas.

Here's a summary of the seminars – many of which sparked lively debate sessions afterwards.

INCREASING PROFITS WITHOUT CUTTING CORNERS

In the Business Theatre the first item of the day was a split session by speakers Pauline Elliott from Ford Business Partner - which also had a stand in the main exhibition - and David Nash of Chancery, chartered accountants. Both speakers had some interesting suggestions as to how pest control operatives might reap rewards from partnerships

PESTEX 2009

with their respective companies.

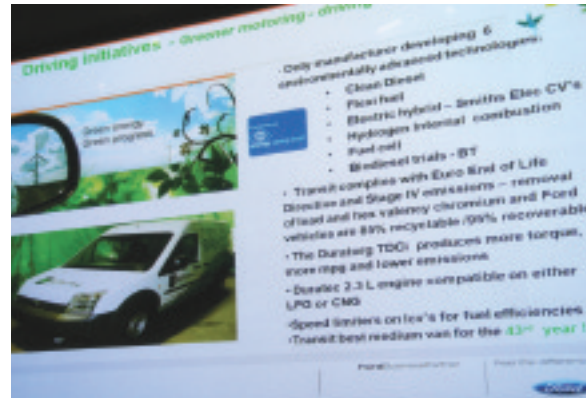
Elliott discussed the range of greener vehicles Ford were producing and the ways they could help businesses save money. The new ECONetic range of vans produces less than 120g of carbon dioxide per mile making them exempt from the road fund license.

Elliott admitted she drives an ECONetic car, making the switch from diesel, and had been pleasantly surprised by the savings she had made on fuel costs. She outlined how drivers could save fuel with simple changes to the way they drive.

Closing the windows and sun roof can save 15% on fuel costs, removing roof bars when not needed, and ensuring tyres are filled to the correct pressure can also improve fuel efficiency.

Looking to the future Elliott said Ford couldn't say which way the Government was going on biofuels or electric cars, so for now Ford were looking to make the greatest savings and the biggest environmental changes with standard fuels.

Elliott also mentioned that Ford were keen to team up with the BPCA to offer members great potential savings on



FORD WERE KEEN TO TEAM UP WITH THE BPCA TO OFFER MEMBERS SAVINGS

vans. They were hoping for good feedback after PestEx to determine the way forward.

Taking the stand for Chancery Partnership Accountants, David Nash talked about ways his firm hoped to increase turnover and decrease expenses for their partner companies. Speaking on the day of the Budget, when it was hoped the Chancellor would be offering breaks to business owners, Nash said that proper structuring of a business could lead to big savings and his company was keen to find ways to help business owners avoid paying as much tax as possible.

Nash discussed limited liability partnerships which offer the benefits of a company but the tax breaks of being self-employed.

He highlighted some of the tax changes that had occurred in recent years which small businesses could use to offset losses against better performing years, and he highlighted some of the ways businesses could reinvest money that would be destined for tax, that could reap rewards in future years – property investment in Enterprise Zones, and backing independent films – as well as more straightforward options like paying into pension plans. Nash said it was all about giving your tax money the chance to make you a return, which is doubtless something that many business owners would be interested in.

He said Chancery were extremely practised in working with similar business structures to pest control companies, and they would welcome enquiries from anyone keen to learn more about saving themselves – and their business – some of that hard-earned cash.

RSPH / BPCA LEVEL 3 DIPLOMA IN PEST MANAGEMENT QUALIFICATION

Dr. Richard Burton, qualifications development manager at the Royal Society for Public Health, announced the launch of a new diploma in Pest Management.

While the main structure for the diploma was set out, Dr. Burton said the RSPH were open to suggestions for the

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BELOW: DR. RICHARD BURTON, QUALIFICATIONS DEVELOPMENT MANAGER AT THE ROYAL SOCIETY FOR PUBLIC HEALTH



diploma as they were hoping for course accreditation later in the year.

The new diploma will replace the existing Level 3 Certificate in Pest Control and is aimed at providing a professional, certified qualification to operatives wishing to demonstrate a specific expertise to clients. Modules will cater for people working mainly in a specific area of pest control, so will enable operatives to show clients a certain level of experience and expertise in their specialism.

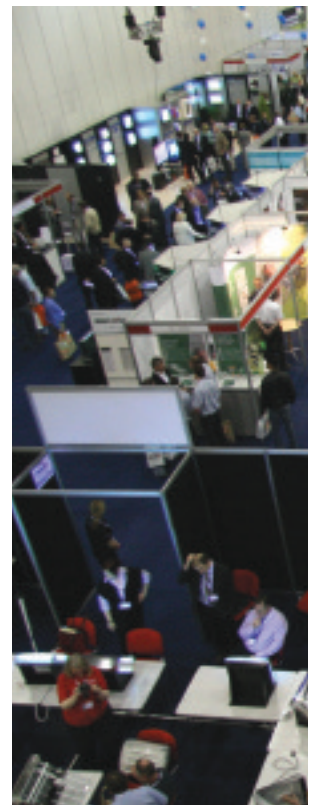
The qualification can also offer a broader knowledge base for those working at supervisor level, overseeing other operatives working across multiple specialisms, and it can offer superior expertise for those moving out of practical application and into sales or marketing arenas.

Dr. Burton said the qualification had been developed with input from leading pest control experts and others within the industry, and the course had been approved by the Pest Control Education and Training Forum that is run by Asset Skills.

Centres around the country would run the courses and assessment would depend on the modules selected by the student. Some are exam based, but most provide a portfolio of coursework including practical applications in the field.

Students coming to the course who are already in possession of the RSPH / BPCA Level 2 Certificate in Pest Control would be exempt from the Level 2 units of the qualification and could pass straight onto the Level 3 units

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which are optional and can be chosen based on the specialisation of the operative.

The units are diverse and cover all manner of pests from birds, mammals, rodents and invertebrates, but also looking at supervision of pest control and sale of pest control services.

With the compulsory Level 2 units amounting to 50 hours of study, and the practical elements requiring two approaches to pest management demonstrated in the field – both chemical and non-chemical control methods – and with students showing an understanding of the need for pest control, strategies for pest control, and identification of pests, there's no doubt that the qualification will verify operatives' broad knowledge, expertise and adaptable approaches to pest management for their clients.

WORKING WITH AUDITORS AND SATISFYING CONSUMER STANDARDS

A trio of presenters took to the stand to discuss the need for independent workplace auditing of pest control – with a specific view to food handling environments.

First up was Lloyd Evans of McDonald's Restaurants who explained why McDonald's take pest control so seriously, and why they rely on strong partnership working with their auditors and their pest control contractors.

Evans said McDonald's wanted to serve safe food in safe restaurants and that "pests have power". He talked about the damage pests could do in terms of bad media coverage, literal damage to equipment, and to customer and staff relations, to which end the chain take pest prevention very seriously.

And he said it can only be done in partnership with local authorities, enforcement agencies and restaurant staff. Evans added pest prevention contractors were the experts the restaurants rely on for guidance and good service which includes good communication and excellent reporting.

Since the Food Standards Agency's introduction of the Scores on the Doors scheme, restaurants were facing higher visibility and testing of pest control standards. Evans said any pest activity in the vicinity of a restaurant was viewed as an emergency situation having a direct impact on service excellence. Their expectations from a PCO included pesticide safety, ongoing training, a commitment to health and safety with a specific regard to food handling, and ongoing assessment of the business' needs.

Jeff Wilson, an auditor for the American Institute of Baking (AIB), came to the stand to explain the role of auditing in the workplace. He said AIB view audits not as a policing role but as educational.





People who visit outdoor leisure attractions that use low efficiency wasp traps are up to 100 times more likely to be stung by wasps than those visiting areas using WaspBane*. Low efficiency wasp traps frequently look busy and frequently catch large numbers of wasps but because they also release large numbers of wasps they attract more wasps than they kill. To put this into perspective, in a large UK theme park, low efficiency wasp traps helped contribute to as many as 150 life threatening allergic reactions calculated over a 25 year period compared with just 1 life threatening allergic reaction over the same period for the same theme park when protected by WaspBane. There are some 46,000 people in the UK with a potentially fatal allergy to wasps and each year some 12 people die. Up to 300,000 people are treated for stings each year and about 1000 people are hospitalised. Don't make this list bigger than it needs to be. Make sure you only install high efficiency traps.

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* Figures obtained from first aid records over 3 years from major theme parks, zoos and outdoor attractions

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AIB audit at every level from raw material in the fields right through to processing and production to the finished product or restaurant. They highlight food safety and best practice in pest control and are a globally recognised standard.

They work to the ICE philosophy – Identify, Control and Eliminate. An AIB audit is a measure of excellence in food safety, it offers a risk assessment to highlight a facility's weaknesses and show possible improvements. Wilson said the AIB system could be a tool for raising awareness of pest control and possible threats to a premises, a management device for driving improvements, a sales tool and a challenge to internal programmes. He outlined some of the issues he encountered in the field, and the ways in which companies could battle basic misconceptions by staff. He said he encouraged PCOs to get a copy of the AIB standards, to attend the audit and to get a copy of the relevant section of the report. Working together – client, PCO, and auditor – is the way to beat pest threats he concluded.

Last to take the stand was Adri Bester, senior food technologist in the Department of Applied Science at the London South Bank University.

She told the assembly about SALSA – Safe and Local Supplier Approval – a scheme that meets public procurement and British Retail Consortium accreditation. The scheme aims to help local and regional food and drink producers supply their products to national and regional buyers. It was felt that for some smaller producers the BRC was too big, and this provided a new standard that aimed to add value to SMEs.

Run in co-operation with the National Farmers Union, the Food and Drink Federation, the British Hospitality Association and the BRC, it is self-funding, not for profit and is a robust scheme offering a low cost supplier approval process as an alternative to that provided by the BRC.

It offers assurances to buyers that the food they are buying is legal, and meets other food safety requirements. It is hoped the scheme, which operates a database of suppliers will help smaller producers widen their market, whilst allowing retailers to broaden their local supplier network. Large retailers like Waitrose and distributors such as 3663 have already signed up and the scheme is helping those organisations to reach and support smaller suppliers, Bester said.

GOOD PRACTICE AGREEMENT – AIMING HIGH

In the final session of the day a team from Westminster Council updated the crowd on collaboration with the BPCA to instigate their Aiming High initiative of good practice aimed at working with the more than 5000 food premises within the area and improve on the steadily climbing numbers of pest complaints that had been



ABOVE: ADRI BESTER, SENIOR FOOD TECHNOLOGIST, LONDON SOUTH BANK UNIVERSITY

observed over the previous three years. Team Leader David Hine introduced the presentation where Environmental Health Officer Anthony Atkins took the stand to explain the work of an EHO, the different aspects of environmental health that they cover, and the variety of complaints they receive. He explained that all food businesses need to be registered with the local authority and are subject to regular inspections – some unannounced. Atkins was succeeded by Sara Robinson, EHO, who talked about the Scores on the Doors scheme and how restaurants falling below a certain standard could be issued with legal notices with obligations to comply. A number of restaurants in Westminster had fallen below par on different issues, so awareness raising schemes had been set up to educate on issues of food hygiene, pest control and illegal foods. EHO on the Food Safety Team, Claire Ritchie then

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| ☐ Retail | ☐ Timber Treatment |
| ☐ Other (please specify) | |

Are you a member of BPCA? ☐ Yes ☐ No

Please indicate your current turnover by ticking the
relevant box:

- ☐ Under £100,000
☐ £100,000 - £250,000
☐ £250,000 - £500,000
☐ £500,000 - £1M
☐ Over £1M



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explained the need for a specific pest control project which would enable the team to work much more closely with pest control operatives to reduce pest complaints which had reached a high of 285 complaints in 2007. Westminster had identified three key areas of high complaints to focus on, including China Town and Covent Garden.

Hine returned to the stand to describe how his team had worked with the BPCA to foster collaborative working between the council, food businesses and PCOs. Between them they'd developed a good practice agreement that set out all parties' areas of responsibility, and instigated Pest Control Awards to encourage commitment to the scheme.

Businesses were given guidance on how to work better with their pest control contractors and at the end of the process the scheme appeared to have proved itself with complaints dropping by almost a third to less than 200 – fewer than the previous three years.

Hine said that partnership working and taking a positive approach to the problem with businesses had created good pest control awareness, and he announced the winners of the Pest Control Awards in two categories – National Chain and Small and Medium Businesses. Starbucks was the winner, sharing their award with its pest contractor MITIE Pest Control Ltd. In the second category the Young Cheng restaurant took the award with its PCO Pest Alert Ltd.



TECHNICAL DEVELOPMENT FORUM

THE RESPONSIBILITY OF MANAGERS AND SUPERVISORS

Over in the technical seminar room Jim MacCall of Brandon Training had the task of kick-starting the day. He talked about the responsibility that pest control managers have toward their staff in the regard of health and safety. He outlined some of the legislation that was in place such as CoSHH – Control of Substances Hazardous to Health – and the Health and Safety Act.

MacCall said employers have an obligation to make their workplace safe for staff via risk assessments and he discussed some of the measures employers might put in place to protect their staff – and members of the public who might be affected by their work.

He highlighted some of the limitations of the measures – for example PPE (Personal Protective Equipment) only protects the individual not the people they are working around.

MacCall listed some of the substances that could be deemed harmful to staff – such as dust – and mentioned WEL – workspace exposure limits. He said that the Health & Safety Executive and the BPCA were a good source of information, and that learning about risk assessments encouraged staff to ask the right questions regarding safety.

The risk assessment should be a useful tool for the workplace, and one that is constantly updated – not hidden away in a dusty binder. All members of the team should understand it which means avoiding jargon and ‘technospeak’.

MacCall also pointed out that if an employee’s first language was not English, it was the responsibility of the manager to have the document translated.

He gave some advice to people giving health and safety instructions. As well as pointing out that the most effective training is done on the job, MacCall suggested the trainer keep records of the instructions as people will deny that the correct information was given on the course.

He concluded his presentation by saying that he felt it



shouldn't be just a legal obligation, but a moral obligation for managers to maintain health and safety. "You want all your employees and customers to go home fit and well every day," he said.

BED BUG CODE OF PRACTICE

It was standing room only in the Technical theatre when Clive Boase of the Greater London Pest Liaison Group took the floor to announce the launch of the London Bed Bug Control Strategy that has been developed with the BPCA. Boase reported on the statistics for Greater London and how, with a 25% annual rise in reported bed bug infestations it had become a priority to deal with them – particularly with the 2012 Olympics just around the corner. Boase said a code of practice specific to the London situation had been needed and a working party had been set up involving local authorities across London aimed at bringing about a decline in bed bug populations.

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This would be achieved by quickly identifying the problems, raising awareness among target groups such as landlords and residents, and then ensuring complete eradication once an infestation had been identified. Bed bugs have a social and financial impact where they are a problem, Boase said, and that up to £1m per annum can be spent on treatment in some areas.

He pointed attendees to the Chartered Institute of Environmental Health website where the good practice guides were available online. For a small fee they could be 'badged' by individual local authorities. Boase said they are intended as a guide and are not legally binding. They will be updated periodically.

A representative from the London Borough of Lewisham described the residents' leaflet. It answers questions and outlines signs of infestation, how bed bugs are spread, and suggestions for people moving into new homes and acquiring second-hand furniture. It also makes clear that self treatment of an infestation is unlikely to be successful and professionals should be contacted.

Tim Stephens of Tower Hamlets talked about leaflets for those working in housing – landlords, estate agents, housing associations and hotel managers. It urged them to be aware of their duty of care to clients, the damage it could cause their businesses, and to take responsibility for problems in their own properties.

He also said the council can serve notices on responsible parties if they don't carry out required action.

Moving on, our attention was turned to health care professionals – often the first people to identify bed bugs from rashes and bites. GPs, practice nurses, school nurses, social workers, care assistants and dermatologists were being targeted to help with correct diagnosis, because residents themselves can take months to find an infestation.

The leaflet makes suggestions for the advice health care workers should give their patients on what next steps they need to take to tackle a bed bug problem.

The next level of information was for those whose homes were facing a bed bug treatment, offering practical guidance on how to get the home ready for a treatment. It was felt a leaflet detailing the steps that should be taken to

prepare a space was more effectively communicated than telling someone over the phone.

Gill Thompson, an EHO in Lewisham, detailed some of the legal options available to councils facing problems with compliance, however she underlined that co-operation rather than enforcement was a more effective way of treating bed bug situations.

Richard Moseley of the BPCA then took the floor to outline to PCOs some of the steps they would need to take in the field to effectively eradicate bed bug infestations.

The source of many infestations is often not discovered until full investigations are carried out on neighbouring properties or homes sharing the same block. Moseley said there are new tools and traps available to aid detection. He also said there were new treatments – some of them on display in the Bed Bug Alley practical demonstration area – involving heating or freezing for example, that avoided chemical treatments that require CoSHH risk assessments and therefore a time and cost implication when fast treatment was a priority.

Moseley also said pesticide resistance was widespread on

BED BUGS HAVE A SOCIAL AND A FINANCIAL IMPACT WHERE THEY ARE A PROBLEM

some products, and that operatives should note living conditions in the properties – for example, use of sheets or not on mattresses – as this would determine the course of treatment and advice to residents.

Follow-up inspections should always be carried out some months later to confirm efficacy of the treatment.

Clive Boase said the aim of the new code was not just about improving standards but actively decreasing bed bug numbers across London. Whilst they do not expect a reduction next year – in fact raising awareness could increase infestation reports – they would hope to see a reduction by 2012.

ULTRA VIOLET LAMP TECHNOLOGY

Rene Sijben of Philips arrived to outline the advances in ultra violet lamp technology that could improve PCOs' service delivery to clients and save them time and money.

The new Actinic BL lamps are enhanced across the board so as to deliver improved service for pest controllers and their customers. Sijben explained how house flies are

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high level of service standards and expertise you need.

The cover provided under the special scheme has recently been enhanced and the policy now automatically includes the following:

- Public/Products Liability - A limit of £5m is provided as standard but higher limits are available if needed. Unlike other insurers there is no excess applicable to the public/products liability insurance

- Financial Loss - Is automatically included up to a limit of £500,000, increased to £1,000,000 for BPCA members. (A 10% contribution applies to these claims – minimum £250)

- Professional Indemnity - Limit of Indemnity £500,000

- Legal Expenses - Limit of Indemnity £100,000 (includes legal helplines)

In addition, the policy can be extended to include: Employers Liability; Hired-in Plant; Property Insurance (Buildings, Contents, Tools, etc); Personal Accident (Income Protection); Directors and Officers Liability.

Scheme manager Steve Hughes says: "Bradshaw Bennett are committed to meeting the insurance needs of the pest control industry.

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attracted to ultra violet light in the range 350 – 370nm, peaking at 365nm.

The Actinic BL colour 10 lamp also peaks in the same range making it the most attractive lamp in the Philips range. It emits this in UV-A wave radiation with low UV-B emissions making it safe for the workplace.

Sijben demonstrated the safety of the lamp for Threshold Limit Values of occupational exposure to UV radiation on eye and skin, and showed the Actinic BL falls well below recommended limits.

In fact someone working near the Actinic BL 10 would be permitted 80 hours of exposure compared to 9.8 hours of sun exposure. Sijben also demonstrated Permissible Exposure Times at safe working distances from the lamp, again showing the extremely low risk if sitting the Actinic BL 10 in the work environment.

He explained how Philips use certain phosphors to create the right kind of UV light, and that the new Actinic range was now lead-free, and so environmentally friendly. The special reflector behind the bulb casts the light out in wider directions making it more effective.

Finally Sijben explained how the longer life span of the bulbs reduced maintenance costs. It had far greater longevity over burning hours and remained bright and effective for far longer periods over other bulbs.

It had a new shatterproof coating as an added safety feature with a blue ring indicator showing when it needed replacing. Sijben was certain the Actinic BL 10 outperformed similar lamps on all factors of reliability, effectivity, longevity, green issues, efficiency and safety. He said the bulb is safe and easy to use and environmentally friendly. Sijben said the lamp benefited the client as the lamp worked throughout the whole insect season, it benefited the PCO as it required changing perhaps once a year, and the brightness of the lamp made it far more effective. The bulbs were interchangeable for other lamps and in tests the bulbs outlasted the lamps themselves. He made a convincing argument that the new lamps were a dramatic improvement on what had gone before.

RODENT RESISTANCE

The final seminar of the day again found the room filled to capacity as everyone wanted to hear what the future was in terms of combating poison resistance in rats.

Chairing the presentation, Adrian Meyer began by charting the history of resistance to anticoagulants from the 1950s to the present day.

Warfarin and similar rodenticides had revolutionised rodent control, but reports of resistance had surfaced within very few years.

A second generation of anticoagulants had been developed but again pockets of resistance had been reported in some areas. More recent products on the market are licensed for indoor use only.

However, Meyer said it was important to note that a resistance to the first generation anticoagulants did not necessarily indicate a resistance to the second generation products, and vice versa.

He then went on to give a case study where three different contractors had tried and failed to treat a chronic rat problem in which over the period of a year more than 200kg of rodenticide had been laid with no apparent effect on the rat population.

Situations like this are a nightmare for PCOs because the customer will blame the contractor.

Meyer had successfully applied to the Health & Safety Executive for an emergency extension to the use of brodifacoum outdoors.

They were permitted the use of 25kg over six weeks, but in the end the treatment was successfully completed within 17 days and with less than 6kg deployed.

Five rats were taken for testing at Huddersfield University and were found to have the gene mutation that confirmed resistance to the usual rodenticides.

Dr. Alan Buckle from the University of Reading then took the stand to describe the nature of resistance via genetic mutation.

Resistant rodents have a selective advantage in nature and can become dominant in an infestation when vulnerable



rats have been removed from the population by baiting. He described the new testing methods on rat tails which can determine the presence of the genetic mutation, and also mentioned some problems which can present as resistance but aren't.

For example vitamin K in mammals promotes resistance. He also cited a French study that showed that in only 50% of cases where pest control was failing was resistance identified, meaning that incorrect baiting and other pest control methods were responsible for the other failures. Dr. Buckle mentioned the creation of the Rodenticide Resistance Action Committee and a range of interested companies involved in trials and testing.

PCOs could get information on resistance from their website. He concluded that the two most commonly used anticoagulants bromadiolone and difenacoum are showing resistance in some communities.

Brodifacoum, which is currently licensed only for indoor use but is widely used in the US, is showing greater efficacy to 100%.

Richard Moseley from the BPCA reassured the audience that the organisation was there to support members who were experiencing problems with resistance.

He said they will come on site visits and assist with clients who don't understand the situation, adding that in practice it is common to find the infestation is not resistant but that other things have failed.

Moseley said he would urge PCOs to go back to basics and examine all the issues such as food sources, proofing and

other environmental factors before assuming resistance. Will Golland of Bell Laboratories talked about some of the new products that had come onto the market in other countries that they hoped might be approved in the UK. He said the industry was on a steep learning curve and had discovered a lot in the last two years. He urged PCOs to look at all the options, including trapping, and to switch actives where rodenticides appeared not to be working. Golland said PCOs should always trade up on toxicity from 2nd to 3rd generation anticoagulants which was more likely to be effective than trading down to a 1st generation product.

Questions from the floor opened up a lively debate over the options and possibilities for the future. Some felt more pressure should be brought to bear on the HSE to license brodifacoum for outdoor use and hoped the BPCA would play an active role in heading up that campaign.

The fear is that the poison will have an adverse affect on other wildlife, although Adrian Meyer made the point that resistant rats carrying high doses of ineffective poison also carry a risk to wildlife.

Afterwards a Scottish pest controller said he hoped brodifacoum would not be licensed for outdoor use in his area because of the threat to endangered wildlife such as eagles.

All the seminars proved extremely enlightening for the attendees and highlighted important issues of the day, as well as looking ahead to the future of pest control.



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CASINO ROYALE AT PESTEX'09

The inaugural PestEx Industry Evening and Awards Ceremony kicked off with potential millionaires all over the ExCeL venue



L-R: Brian Lister with BPCA chief executive officer Oliver Madge

During the first evening of PestEx'09, 130 individuals joined together for the industry evening and awards ceremony which this year had a Casino theme. The evening was attended by many industry figures who were there not just for the food and entertainment, but to support the industry awards presented in the names and memory of some distinguished industry servants. The event started with an opportunity to relax following a

very successful day for exhibitors and delegates, and a full schedule of seminars.

With the highest ever attendance in one day at PestEx, the numbers present at the evening continued to show how the industry is looking forward and supporting new initiatives and ideas.

Martina Flynn, the newly appointed President of the British Pest Control Association (BPCA) commented it was heartening to see and meet new friends from all corners of the UK, making PestEx a national event rather than just regional.

She added that it was something that must be continued into the future as the industry looks to grow.

The industry awards, which recognise the hard work put in by so many in support of their companies and for their own personal development, continue to grow every year. The BPCA's congratulations go to the 2009 winners:

CHARLES KEEBLE AWARD

This award is for the individual who achieved the best overall results in the BPCA Accredited Technician in Pest Control qualification.

Awarded to Charlotte Hollins, Precision Pest Management Solutions Limited

JOHN BULL AWARD

This award is for the individual who achieved the best overall results in the BPCA Fumigation Diploma.

Awarded to Michael Houareau, The Bug Thugs Ltd.

MALCOLM HADLER AWARD

This award is for the individual who achieved the best overall results in the new online learning system. This award was created and sponsored by SOREX / BASF.

Awarded to Andrew Turner, Pest Expel



L-R: Charlotte Hollins receives award from new BPCA president Martina Flynn



L-R: Michael Houareau receives award from former BPCA president Nigel Binns



L-R: Paul Hoyes, Killgerm Chemicals Ltd, accepting the Life Membership award on behalf of John Kay from Nigel Binns, BPCA Immediate Past President



L-R: Andrew Turner receives Malcolm Hadler award from BPCA president Martina Flynn

The evening also saw Life Membership of the BPCA awarded to an individual who has supported both the industry and Association for many years. Amongst many distinguished roles during his career, the recipient was a tutor on the BPCA Warwick residential course and also chairman of the Professional Register of Managers and Pest Technicians (PROMPT).

The 2009 recipient was John Kay, with Paul Hoyes of Killgerm Chemicals receiving the award on his behalf. The evening event started when the Casino tables opened. Using 'Monopoly' money, it was interesting to see

the more competitive nature of individuals outside their work environment with some adapting to the potential millionaire lifestyle very well indeed!

However a clear winner in Brian Lister came through at the end of the evening, demonstrating an excellent knack of spread betting whilst amassing a greater wealth than anyone else.

A fantastic evening was had by all and a solid foundation set on which future PestEx Industry Evening and Awards Ceremony will build and develop.

Congratulations to all of the winners – see you next time!

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BRANDON TRAINING

Jim Maccall, National Training Manager for Brandon Training (www.brandontraining.co.uk), talks about the success of practical training at PestEx 09 (www.bpca.org.uk/pestex/pestex.html)

Brandon Hire trained over 4,000 delegates last year across a range of courses, and its roots are in training related to equipment used in the construction industry.

This expertise, built up over a number of years, has meant a seamless move into training in other industry sectors, with an extended range of H&S and compliance training through to Management and IT courses designed to suit hands-on workers who need new skills as careers develop. Supporting PestEx was a real eye opener for myself, and Brandon, to an industry that tends to operate in the background in the UK. In the current climate, finding a recession proof industry to partner with may seem too good to be true but as I heard quoted, pigeons and rats aren't aware of a recession and always need controlling. "We ran three different practical courses on each day during the event. H&S essentials, Face-Fit Testing which is linked to RPE and Ladders & Steps training. In addition we had a stand and to ensure we didn't go un-noticed, we drafted in 10-metre scissor lifts via Brandon Hire's National Hire Desk - we couldn't be missed! Since the event we have delivered at least £500 worth of training per week to pest control companies and with more interaction planned with BPCA - watch this space!

This is a partnership that is sure to grow - we are now looking to contribute regularly to BPCA's membership newsletter - PestLines (www.bpca.org.uk/pestlines/June09/pestlines.html) - and the Association's regional meetings have already taken a practical direction, starting to be held at equipment depots with high/low access and H&S training provided. To leave you in no doubt, in February, Brandon Training committed to four different quality marks: Investors in People; ISO9001; ISO14001; British Dyslexia Association's Quality Mark.

Oliver Madge, BPCA Chief Executive Officer said: "For PestEx 09 we wanted to offer something that was truly value added for servicing companies and their staff. After a lot of research, live training at the event was considered



Jim Maccall on the Brandon stand

to be the best option to fit in with our programme of driving forward professionalism and qualifications." "We set out to find a training partner who could offer the most rounded service with the ability to put together a dynamic range of short courses by specialist tutors to deliver during each day of the event and beyond. "After meeting with the team from Brandon Training we were right to be confident of a great outcome. "The team from Brandon Training put together a first class programme to compliment industry specific courses we had running. The training events were over subscribed and we have received very good feedback." Hear what Jim Maccall had to say at PestEx by clicking here.

**JIM MACCALL -
NATIONAL TRAINING MANAGER - BRANDON HIRE**

T: 0117 9718183 **F:** 02476555832

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CEPA LOOKS AHEAD

European Pest Management Industry Association (CEPA) looks to drive CEN standardisation forward



The new CEPA president, Gunnar Akerblom, thanks the outgoing president, Robert Stuyt

European Pest Management Industry (CEPA) director general Rob Fryatt told the annual meeting held during PestEx 09 it can increasingly justify its claim to be the international organisation 'to lead and unify' the industry. Membership has increased with associations in Denmark, Greece and Romania joining, bringing membership up to 18 associations, with Turkey and Ukraine currently going through the application process. In addition two international members joined (Frowein from Germany and Italy-based Kollant) plus new associate members from Italy, Macedonia and Slovenia.

CEPA's Europepest event in April and the European Pest Management Day in November were well supported, liaison with other industry bodies had strengthened and the standing of CEPA with the European Commission had risen through its work in collaboration with Cefic on the

review of the BPD. In addition, CEPA was invited to present at the Spanish National Congress, ConExPro in Poland, the FAOPMA event in Japan and the AEPMA conference in Australia. A significant CEPA delegation attended PestWorld in the USA. The organisation also participated in the launch of the WHO book Public Health Significance of Urban Pests.

CEPA's commitment to the industry continues – The Rome Protocol, which was adopted during the 2008 General Assembly and subsequently endorsed by many national associations, being a prime example. Following this, extensive discussions have begun with the European Committee for Standardisation (CEN) to turn the Rome Protocol into a set of European wide standards for the industry. This process is likely to take anything up to four years to complete.

Addressing CEPA's plans for 2009, Rob Fryatt said: "This will be a challenging year with the current funds and physical resources available. There will be a need to target resources in the most effective way in this difficult economic environment."

A work plan, budget and core team of individuals has been established to drive the CEN standardisation project forward. CEPA will continue to be open to all applications from the industry – only this way will the organisation be able to be fully representative.

Strategic influencing with the Brussels community and communication with all its target audiences remain key objectives. A briefing meeting – The European Pest Management Briefing – open to all is to be held on 23 September in Brussels. A CEPA briefing pack is to be produced which can then be used by national associations to build their own local media activities.

After four years at the helm, Robert Stuyt stood down as president and Gunnar Akerblom from Swedish servicing company, Anticimex has taken his place.

He will be joined by two vice-presidents – Frédéric Verwilghen (vice president of the Belgium Pest Control Association) and Patrick Vernié (representing the manufacturer's college).

Rob Fryatt remains as director general.

BIOCIDAL PRODUCTS DIRECTIVE

‘IT PAYS TO BE NICHE’

BPD, or to give it its full expansion the ‘Biocidal Products Directive’, is starting to have an impact on how we deliver pest control. Kevin Higgins, Membership Mentor of the British Pest Control Association (BPCA) discusses what this means in simple terms ‘at the front line’ of pest management



What is a Biocidal Product?

Defined by the Biocidal Products Directive (BPD) as “active substances and preparations containing one or more active substances, put up in the form in which they are supplied to the user, intended to destroy, deter, render harmless, prevent the action of or otherwise exert a controlling effect on any harmful organism by chemical or biological means.”

In other words any pesticides you will use for the management of pests!

The concept of BPD is:

- To provide a high degree of protection for humans, animals and the environment
- To harmonise the control of biocides throughout the EU
- To remove barriers to trade between Member States
- To control the sale, supply, advertising and use of active substances in products which are not currently regulated

BIOCIDAL PRODUCTS DIRECTIVE

In delivering the concept, the number of active substances and products present on the market will reduce.

In short, there will be a European wide single list of pesticides (which you will have heard referred to as 'Annex 1'), with a single point of data submission for manufacturers and 'common conditions' of use.

Submission of data

Manufacturers need to present a data document to Europe on each active ingredient (new or currently in use) that they intend to support onto Annex 1.

The cost for this:

- Per Active Substance - estimated cost € 2.74m (UK HSE estimate)
- Upgrade studies
- Regulatory resource
- Assumes a majority of compliant studies already exist for the substance
- Total cost € 534m
- Per Formulated product – estimated cost € 113k
- Total cost € 90m for 800 formulated products
- Total estimated cost to Industry € 624m

Just as a benchmark for UK sales, it has been said from many sources that the annual income for rodenticides is £4m, and the real 'knock out' punch is that only five years following inclusion onto Annex 1 they have to be re-assessed!

It's expensive and time consuming.

Some of the casualties along the way have been Diphacinone, Strychnine, Zinc phosphide, Calciferol and Bromethalin. Simple economics made several decisions – there was simply not enough revenue within the products to support such costs.

Suggested conditions of use (to date also known as rumours!) include:

- Loss of concentrates
- Rodenticides only applied in secure lockable boxes
- Maximum days in constant use
- Daily search / collection of rodent bodies when rodenticides on site
- No burrow baiting

In fact there is no hard and fast confirmation at this time. Please remember that this is not the doing or making of the manufacturers – this is a European decision to which ALL parties must adhere.

The most important point to remember is that service staff must READ THE LABEL of the product being applied.

For a number of reasons this is often overlooked – the biggest being service staff fearful of what customers will think.

Training must install this process and the importance of it – we can't remember all statutory conditions of every pesticide

Manufacturers may be trying to second guess the implications and thus influence potential decisions, but nothing is yet fixed.

However if it appears on the UK label, then those conditions will be the 'standard'.

But it gets worse

At a recent meeting between the Health and Safety Executive (the UK's competent body) and manufacturers, supported by the British Pest Control Association (BPCA), the true reality of BPD was confirmed.

Whilst the point of the exercise was to harmonise products across Europe, this is now seen as a potential conflict for individual state members.

So, if a particular country does not agree with the 'central' decision under BPD, they can refuse to accept the data and request fresh submissions – which would then apply for use in that country only.

Any clearer?

For manufacturers there is a very simple fact – all of these different restrictions will cost money, money which manufacturers will need to be 'repaid' by the industry with, we can only guess, increased prices.

However don't blame them, its not their fault

And for service providers, we are going to have to change the way we deliver pest management services, as the reality is we are unlikely to have the full barrel of weapons and arsenal we currently rely on.

Admittedly, many decisions have yet to be made but this is no excuse for failing to plan now for the inevitable future.

Need to know more? For the most up to date UK information, please refer to the following:

www.hse.gov.uk/biocides/bpd or contact pa.biocides@hse.gsi.gov.uk

Kevin Higgins can be contacted via the BPCA offices on 01332 294288 or email: kevin@bpca.org.uk and is more than happy to address any questions you may have.

CALENDAR

To help you plan your diary for the months ahead, our Calendar highlights the major shows, exhibitions, workshops and meetings coming up:

2009

8-12 SEPTEMBER

7th European Vertebrate Pest Management Conference
Lyon, France
<http://7evpmc.vet-lyon.fr/> <<http://7evpmc.vet-lyon.fr/>>

10 SEPTEMBER

BPCA South Mid Coast Regional Meeting
5.00 - 8.00pm Venue to be advised

21-23 SEPTEMBER

CIEH: Best of the Best 2009
East Midlands Conference Centre, Nottingham
www.cieh.org/events/best_of_best_09.html

23 SEPTEMBER

CEPA: European Pest Management Briefing Day Brussels
www.cepa-europe.org/Content/latestnews/calendar/2/index.html

15 OCTOBER

BPCA Northern England Regional Meeting
5.00 - 8.00pm Venue to be advised

26-29 OCTOBER

PestWorld 2009
Las Vegas, United States
www.pestworld.org

4 NOVEMBER

NPTA: PestTech Exhibition
National Motor Cycle Museum, Birmingham
www.npta.org.uk/assets/pages/pesttech.html

6 NOVEMBER

SOFHT: Annual Luncheon & Awards 2009
The Landmark Hotel, 222 Marylebone Road, London
www.sofht.co.uk/events/viewevent.asp?eID=66

12 NOVEMBER

BPCA South East Regional Meeting
5.00 - 8.00pm Venue to be advised

14-16 NOVEMBER

Parasitec 2009
Maghreb, Algeria
<http://www.parasitec.org/> <<http://www.parasitec.org/>>

25-27 NOVEMBER

FAOPMA 2009 Convention/Exhibition
Beijing, China
www.faopma.com and www.cpcacn.com

Prove you're competent with CPD

Recently an end user contacted the BPCA because the technician working on his site had a 10-year-old qualification and had never attended an update. The customer was worried the qualification would be well out of date and wanted to know how the industry proved it kept up to date with changes, especially in legislation. The customer was surprised and concerned to learn that whilst qualifications and continuous professional development (CPD) are recommended, they are not compulsory.

This question should alert all to the fact that you and your staff do need to keep up to date following qualification to prove continued competence. Companies have reported that some construction companies require ID before allowing access to their sites. The PROMPT membership card also acts as an ID card for companies who have their company logo and details on the reverse of the card. Most companies are already doing all the things that CPD require, but they are not recording it. As BASIS MD Rob Simpson explains: "Joining PROMPT is a great way of proving to customers and potential employers that you are at the top of your profession. We've developed a good workable scheme over the last few years and there are now plenty of opportunities to collect the CPD points you need to show you have kept up to date."

It is important that the industry gets behind the PROMPT scheme so the Government does not have an excuse to impose onerous regulations and additional legislation on the industry. Surely it's far better for the industry to show we can operate a viable and credible scheme without the need for official intervention?

So wise up, get points and recognition for the excellent work you are doing!

To join PROMPT visit www.basis-reg.com/default.aspx



TRAINING ... PROFESSIONALISM ... CPD



TRAINING COURSES					
Course Title	PROMPT CPD Points	2009 Dates	Venue	Cost (exc. VAT) BPCA Members	Cost (exc. VAT) Non-Members
GENERAL PEST CONTROL * includes full-board accommodation and RSPH/BPCA (Level 2) Certificate in Pest Control Exam fee					
Introduction to Pest Control	12	13 October	BPCA Offices, Derby	£155	£180
Pest Control Awareness for Administrators	8	22 September	Berkshire	£155	£180
General Pest Control Course	24	6-11 September	Warwick University, Coventry	£820*	£985*
		13-18 September			
Insect Identification	10	9 September 16 December	Warwick University, Coventry	£155	£180
PEST CONTROL AND THE FOOD INDUSTRY					
Stored Product Insect Inspection & Control	10	6 October	Hilton, Newbury	£155	£180
So you want to be a Field Biologist?	8	15 September	Berkshire	£155	£180
SPECIALIST SITUATIONS & APPLICATIONS					
Urban Bird Control & Management	20	17-18 November	BPCA Offices, Derby	£290	£345

EXAMINATIONS				
Exam Title	2009 Dates	Venue	Cost (exc. VAT) BPCA Members	Cost (exc. VAT) Non-Members
RSPH/BPCA (LEVEL 2) CERTIFICATION IN PEST CONTROL				
Introduction to Pest Control	14 August	BPCA Offices, Derby	£120	£135
	11 September	Warwick University	£120	£135
	11 September	S W England	£120	£135
	16 October	N England	£120	£135
	13 November	S E England	£120	£135
	18 December	Warwick University	£120	£135
BPCA Accredited Technician in Pest Control	23 July	Hilton, Newbury North	£210	£285
BPCA CERTIFIED FIELD BIOLOGIST	14 October	Derby	£265	£365
CERTIFICATE IN BIRD MANAGEMENT	25 September	Derby	£85	£100
FUMIGATION DIPLOMA	25 September	Derby	£155	£130
FUMIGATION CERTIFICATES OF PROFICIENCY	25 September	Derby	£180	£240

For further information, or to make a booking please visit our website,

www.bpct.org.uk, or alternatively contact **Tammy on 01332 225113 or tammy@bpca.org.uk**

VAT will be charged on all courses and examinations. While every effort is made to ensure all training events run as planned the BPCA reserve the right to cancel courses/exams at the discretion of the Association. A full refund will be given to all delegates booked onto a course/exam that is removed from the training program by the BPCA.