

PPC

PROFESSIONAL PEST CONTROLLER

WHAT DOES 2010 HOLD
FOR PEST CONTROL?



ISSUE 58 WINTER 2010

THE JOURNAL OF THE BRITISH PEST MANAGEMENT INDUSTRY



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2010'S 'BIG CHANGES'



Dear All

Firstly, may I wish everyone a Happy New Year and I hope 2010 brings you success and happiness.

Obviously I have to say some words about the departure of our CEO Oliver Madge. Oliver is a great guy and I enjoyed working with him at BPCA for the last 3½ years; I know I am not alone from the good wishes passed on by so many of you. However, the time had come for Oliver to try his hand at something new. He has left some fairly important milestones in his path for the industry and the Association, ones that will be around for some time and will, I hope, continue to develop as we move forwards. I wish Oliver well on behalf of all at the BPCA and all members and I'm sure we will see him again in the industry before too long.

Clearly then 2010 holds some big changes for BPCA. We are currently looking to recruit a replacement and you will see the advert for the role on page 10. We will be looking to recruit as quickly as possible whilst ensuring, most importantly, that we have the right person for the job. I look forward to receiving interested parties' applications and we will keep members updated as soon as we have any more news.

This issue of PPC highlights some of the important questions and issues we all face in 2010, including the general election. How might this impact us? What might we want the incoming Government to change? What can we help to influence for the pest control industry? Some interesting views are expressed. Take a look through and if you have any comments of your own please do send them in.

Regards and see you soon.

Martina Flynn, BPCA President
president@bpca.org.uk



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LOOKING AHEAD

There is no competition to guess this month's cover image.

However, the winner of the Issue 57 cover quiz was Martin Baker of Northern Pest Control in Northern Ireland who correctly identified the bird.

If you see anything that interests, intrigues or even annoys you then feel free to comment on PPC and let the BPCA know by calling 01332 294288 or e-mail: enquiry@bpca.org.uk.



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Hungary hosts Europest 2010

The third Europest event, jointly organised by CEPA (the European Pest Management Industry Association) and the Hungarian Pest Control Association (MaKOSZ) will be held on 22 - 23 April in Budapest.

Organisers say the aim of the event, like the previous ones in Rome and London, is to raise standards within the industry by providing a forum for information exchange, business networking plus the sharing of skills and knowledge.

Gunnar Akerblom, CEPA President, says: "Europest provides an opportunity for the European pest control industry to meet and discuss the key political factors affecting us all.

"CEPA aims to unify the European industry and take the initiative on such important matters as a European Standard for Pest Management. We are delighted to hold this Europest in Budapest and wish to thank MaKOSZ, the Hungarian Association, for hosting it."

National associations, manufacturers, distributors, leading service companies and consultants are all expected to be represented.

The conference programme has two



main strands. The first looks at the current structure and activity within the pest control industry and explores how the various international associations can work together for mutual benefit.

There will be an update on CEPA activities, including the project with the European Committee for Standardisation (CEN). There is also a presentation on where the industry sees itself in 2020.

The second half of the programme addresses the technical challenges facing the industry. The latest thinking, techniques and information concerning such international pests as bedbugs and mosquitoes will be discussed.

Visit the Europest website at www.cepa-europest2010.com.

Killgerm training

Some readers may have been a bit confused by the content of the article produced about Killgerm's training courses held in Norfolk in issue 57 of PPC.



Some of the notes taken by our reporter Sarah Allen were muddled and as a result the article may have appeared misleading or confusing. I'm sure most readers will already be aware of Duncan Bosomworth's (pictured above) technical knowledge and his position within Killgerm and we are sorry for the confusion created by our article. It goes without saying that the courses run by Killgerm's technical staff are beyond question in both their technical content and quality, as many of you will know. Just for the record, Professor Moray Anderson (Killgerm's Technical Director) remains as head of technical/training at Killgerm and Duncan remains as technical manager for training in the south of England. Sorry for any confusion.

Del Norton - obituary

Former BPCA Director Del Norton lost his fight against cancer on 20th October 2009 and will be deeply missed by us all.

Del was known to most of us as one of the most knowledgeable and experienced fumigation practitioners in our industry. His great strengths were that not only was he a good teacher of the subject but, as a result of extensive experience in the UK and overseas, he could introduce a practical element which candidates could identify with.

His easy style and willingness to assist with surveys and treatments, meant that many today owe the confidence to carry out fumigation properly and safely to Del.

As chairman of the Fumigation Committee he helped steer the BPCA through the phase out of methyl bromide and engendered an enthusiasm for embracing the new

techniques which were to maintain fumigation as a viable option in pest control. Always one to look on the positive side he has left a legacy of well-trained fumigators as a testament to his skills.

Del will be sorely missed by all who had the pleasure to work with him, particularly his ex-colleagues who have treasured memories of escapades around the country from finding the cheapest accommodation while fumigating Russian factory ships, to sourcing a selection of smoking jackets for a tribute to former President Graham Crowe. During the annual sailing trip aboard the Brummie Gem we saw Del at his most relaxed; enjoying the sea, the coastal path walks and the pub grub in some very pleasant anchorages.

The BPCA's kindest thoughts go out to Del's wife Barbara and his sons Stuart and Daniel.

Have you got TV's 'X Factor'

A TV programme on Channel 5 is looking for a small pest control operation to feature among a number of small British businesses that will look at the major issues they face daily. The series by Optomen will include a top UK entrepreneur who will help advise small businesses, helping to investigate everything from controlling cash flow to increasing profit margins. Casting producer Gemma Yardley says: "We can see that some small businesses are feeling they're stuck in a rut and should be taking an informed risk to grow - just how they do this is often enough to stop people in their tracks, but we'd like to change this.

"The series will feature eight small businesses and we'd particularly like to film a small pest control business - it not only lends us great colour to film, but adds great variation to the series. "Britain is alive with creativity - we have more passionate entrepreneurs than any other country in Europe - but when it comes to the practical business skills we often fall down. "And with 30,000 independent businesses estimated to go bust this year it couldn't be a tougher time to run a small business in Britain." To nominate your business e-mail: smallbusiness@optomen.com or telephone 020 3227 5900.

BPCA competition winner

PestTech 2009 saw the BPCA conduct an industry questionnaire and everybody who completed it was entered into a prize draw. The winner was Keith Burkett of Envirocare GB Ltd, who decided to donate the prize of a magnum of champagne to St. Andrews Children's Hospice in Grimsby. Keith now reports that a charity auction of the champagne helped raise £174 for the hospice.

Mark Long joins PelGar team

Mark Long has been appointed UK account manager for British rodenticide and insecticide manufacturer PelGar International, based in Alton, Hampshire.

After leaving Brighton University with a business and marketing degree he joined Ford as a business centre co-ordinator, managing the import and export of fleet cars for clients such as BT and the Armed Forces.

For the last three years he has worked

for Langmead Farms in West Sussex, a leading supplier of prepared salads and fruit to leading UK supermarkets. The role gave him knowledge of the agricultural sector, developing and improving relationships with international farm suppliers, expanding the client base to Europe and the US. At PelGar he will manage existing customers and develop new business for the company's branded ranges of rodenticides and insecticides.



Ant threat trial site at Hidcote Manor

Hidcote Manor Garden has been named by pest control experts Bayer as a European trial site in the on-going attempts to stop the spread of the invasive Asian super ant.

Since the surprise visitors were officially recognised in summer, news of Hidcote's ants has spread far further than the ant itself, with reports stretching as far afield as Russia and Czechoslovakia to Germany, as well as Asia.

As the National Trust hoped, shining a light on the discovery of the ants and their distinctive behaviour has helped

home-owners spot similar colonies elsewhere with calls coming into Hidcote and the Trust's Nature Conservation Advisers from across the country.

The ants, *Lasius neglectus*, look just like ordinary common black garden ants, but form huge colonies and are attracted to electrical circuits.

Mike Beeston, Hidcote's Property Manager said: "We've had calls from London, Manchester and Leicester from people who had long thought their ants were unusual and have been relieved to hear they're not alone.

"We've had other calls from those who are worried their garden ants are going to burn their homes down because of the scary headlines - which have doubtlessly helped spread the word, but also worried some people needlessly."

The charity is working with Bayer to research the biology of the ants and to see if a control can be found at Hidcote, which could then be used elsewhere. *Lasius neglectus* was first identified in 1990 from a colony that had become established in Hungary. It's believed to have originated from Turkey.

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News

Killgerm Apprentice Scheme 2010

Killgerm has announced the launch of the Killgerm Apprentice Scheme for 2010. The company calls it a 'Working Together Initiative' aimed at supporting pest controllers who would like to grow their business.

The winner of the scheme will get up to £3,000 worth of Killgerm training and pest control products.

In 2009, the winner of the Killgerm Apprentice Scheme was BPCA member



AG Pest Management Ltd of Barnsley. For further details on how to enter the 2010 scheme please email apprentice@killgerm.com. All entries should be received by the end of February 2010.

Network joins P+L Systems

Leading international bird control brand Network has been acquired by P+L Systems. As the single source for Avishock and Avipoint, plus a wide range of bird proofing netting and control systems, Network joins the P+L Systems portfolio of established brands serving the pest control industry worldwide.

Network have developed an innovative range of products to give pest controllers a choice of effective, discreet and humane bird control solutions for a wide range of applications, supported by expert technical advice and experience. "We're extremely pleased that Network has become a part of the

P+L Systems group, expanding our offer to the pest control industry alongside our successful acquisition of the Insect-O-Cutor brand last year. "The acquisition allows us to continue to produce innovative solutions designed with pest controllers in mind, alongside superb customer service" said Peter Mangion, managing director of P+L Systems. The group also includes TimeMist, Europe's leading fragrance, dispenser and washroom solutions provider. To become a distributor of P+L Systems products or to find out more about their ranges please call 0800 988 5359 or email info@pandlsystems.com.

Get 'wise' tackling rats

New company ScanWise is entering the market with two products that aim to systematically control and eliminate a rat infestation within a sewerage system, killing the rat quickly and humanely and using no harmful toxins or poisons. The WiseCam and WiseTrap are used in tandem to create an optimal control plan, targeting key problem areas within a sewer. The WiseCam can survey a problem area using infrared lighting to provide the user with both streaming data and images. Once that data has been analysed, the WiseTrap will then be put into place to completely isolate areas of the sewer and control the infestation. The WiseTrap will do this while being in constant communication with the outside world via SMS and email. The WiseCam has been used in London to provide insight into the number of rats within the sewer system. It has also been used in a UK hospital and in conjunction with Bristol City Council. For more information visit www.scanwise.co.uk or call 01704 227711.

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- Excellent communication and interpersonal skills
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- Enthusiasm, energy and a passion for the job

Experience of the pest control industry or experience of a role in another trade association is preferred, but not essential.

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WHAT DOES 2010 HOLD?

We asked a group of senior industry leaders and opinion-formers what 2010 has in store for the pest control management industry. Here's what they said

Clive Ticehurst - I see better standards and improved remuneration, the industry must have hit a low with regards to pricing, end-users have paid less but experienced some pretty poor standards with it. I have always pushed service and competence and found that in most cases it's not a deal breaker - As the economy improves companies will look for further efficiency and reliability in their supply chain and I think that will benefit us all (well those that want to deliver). Residential work will continue it's thrust upwards, warmer climate looks a bit far off at this point but a more transient population and fortnightly bin collections will certainly help procure our pest foes, however, I believe distribution of business may change as companies such as Homeserve and British Gas will further develop their pest control insurance schemes offering homeowners a fixed cost choice outside of the sporadic shocks.

Henry Mott - For the servicing side I see 2010 very much as business as usual. There were some interesting mergers and buy outs of companies last year and I see this trend continuing particularly as the facilities management industry look to increase margins through bolting on perceived higher margin services. This may provide smaller

PPC'S 2010 FORECASTERS

We contacted a range of pest control professionals to ask them to try a bit of crystal ball gazing and offer up some views on the issues they see ahead.

Clive Ticehurst - Prokill Hertfordshire (franchisee of Prokill Group)

Henry Mott - Deputy President of the BPCA

Graham Muggridge - service manager

Chris Parmiter - Barretine

Paul Butt - Natural England

Clive Boase - The PestMmanagement Consultancy

Alan Buckle - consultant and specialist in rodent control and rodenticides

HSE - Compliance Branch, Chemicals Regulation Directorate, Health & Safety Executive (HSE)

Dave Oldbury - CIEH NPAP Response

Killgerm spokesman - products supplier, training/support provider

national account sector as choices of national providers becomes very narrow for customers.

Graham Muggridge – There are more pest control companies starting up. One-man bands who have been made redundant from their previous jobs, so more price competition. With pubs/restaurants/factories closing down, there is more competition for their work. In my experience, getting a contract in the first place is a lot to do with price, although recommendations have open a lot of doors for us. I expect a lot of price competition for any wasp nests this year, and having to do more work/visits for the price we charge. We are finding that some of the national pest control companies are getting in with councils and facilities management companies, so are doing cleaning, gritting, gardening and throwing pest control in as a freebee/extra. The quality of their pest control work is often suspect as we have found when going in after to sort problems. We are also carrying out cleaning, and other bits and pieces that we wouldn't have done in the past.

Alan Buckle – In 2010 the Biocidal Products Directive will really start to take effect. Annex 1 inclusion of one of UK's most widely used anticoagulants, difenacoum, comes into force on 1st April. The joke that day is on manufacturers of difenacoum baits who have not submitted for Product Authorisation. They will have to leave the market. The same will then apply to other active substances over the next year or two. This is the start of a re-structuring of the UK rodenticide market.

HSE – The Chemicals Regulation Directorate (CRD - once called the Pesticides Safety Directorate but now part of the Health and Safety Executive instead of Defra) will be working hard on the implementation of EC Regulation 1107/2009 and the Sustainable Use Directive (SUD) 2009/128/EC, both of which were published at the end of last year. They come into force in 2011 and we will need national legislation to implement and support them. The Regulation and SUD apply to plant protection products only but there is an intention in the EC that biocidal products will eventually be covered by similar controls in the future.

“PUBLIC MONEY DRIVES A LARGER SLICE OF UK PEST CONTROL THAN IN OTHER COUNTRIES, SO CUTS ARE LIKELY TO HAVE A PROFOUND EFFECT” - CLIVE BOASE

Chris Parmiter – The industry has changed rapidly over recent years, and there's no reason for expecting anything different in 2010. Many of the changes continue to stem from Brussels and the pace of this is increasing with many of the projects and directives now coming to fruition after years in the planning and discussion stages. The impacts affect the whole industry from multinational manufacturer to single operator pest controller- some will be seen as positive and others as pure bureaucracy. Whatever people's views, the changes will come in and so the only advice I can give is for people to be aware and prepared for how they will affect their operations.

Paul Butt – Increasing demands for help at lower costs with greater pressure placed on contractors and companies to maintain a quality and responsive service.

Clive Boase – 2010 will be a challenging year, dominated again by the economic downturn. It will be a year when businesses will need to identify and focus on a few key issues. Adaptability will be very important.

CRD are consulting on the policy to be adopted in relation to the implementation of SUD and two aspects of the EC Regulation to do with notification of neighbours and record keeping. You can find the consultation document not only on CRD's website but also on Defra's and HSE's. At the same time, an amendment is being made to the Biocidal Products Regulation following a consultation that finished in November 2009. Watch the HSE website for further information about this legislation. The changes proposed include extending the transitional end date to 14 May 2014 so biocidal products with existing active substances can remain on the UK market while the EC reviews them and extending relevant data protection periods to the same date. It's hoped the Biocidal Products (Amendment) Regulations 2010 will be approved by Parliament later in the year.

Dave Oldbury – The industry is changing. As local authorities disband their pest control departments, there will be more opportunities for smaller pest controllers to gain business in their local areas based on high quality and

committed service. However, there will be a greater temptation for unqualified people to enter the industry, thinking that pest control is easy. It isn't. Overall, the pest control industry in the UK will continue to grow.

Will cuts in public sector spending have any impact?

Clive Ticehurst - No, well not unless the government unravels the Health & Safety legislation they have created over the last decade. Let's face it, if there's something around that we deal with it just has to go. No one in government should risk leaving a pest issue or risk of one unattended, otherwise they may become the victim of another government snowball - compensation culture.

Henry Mott - Cuts in spending will always filter down to a greater extent on the industry you are in. It will put pressure on margins as public sector buyers look to cut costs. Councils may disband pest control services however the evidence so far suggests this actually benefits the DIY market more than the professional pest controller.

Graham Muggridge - One of our councils puts its pest control out to tender, so makes money and has no costs. Two others have large pest control divisions and charge for all treatments. They also carry out routine work, and then their colleagues carry out the EHO visits. Councils will

Clive Boase - Public money drives a larger slice of the UK pest control industry than in many other countries, so cuts are likely to have a profound effect. On the one hand we may see changes in the way that pest control services are delivered via local authorities, and this could create opportunities for servicing companies. On the other hand, organisations such as the Health Service or Prison Service will undoubtedly still need their pest control contractors, but will need to show savings.

Alan Buckle - We can only suppose that this will have an impact on local authority spending on pest control, infrastructure maintenance and refuse collection. If that happens we will see rat populations continuing their inexorable rise.

Killgerm - Yes, as public sector pest control is reduced, there will be a significant reduction in the protection of the public from public health pests. This is because when pest control is outsourced by local authorities, it will never be as effective as a local authority service. This is not because local authorities are better than private companies, it is because local authorities can often carry out pest control as a community service whereas private companies can only afford to do the work if being paid.

What's the biggest issue facing the industry?

Clive Ticehurst - It's got to be more regulation in what we use and where, I'm all for non-toxic and the controlled use

"AS LA'S DISBAND PEST CONTROL DEPARTMENTS, THERE WILL BE MORE OPPORTUNITIES FOR SMALLER PEST CONTROLLERS" - DAVE OLDBURY

therefore carry on with this means of income.

Chris Parmiter - Public sector cuts will have an impact, especially on much of the excellent 'pro-active' public health work which is often left in the hands of the LAs. That said, if certain services are cut back due to funding, it could offer new opportunities to private sector companies in the area.

Paul Butt - Reduced budgets will make it more difficult when competing with other sectors for the funding necessary to provide pest control services.

of our artillery, but it really annoys me when I walk into my local hardware store or browse through pest control websites only to find that anyone who feels the urge can buy most things we use. I say regulation where regulation is due; if you are going to clamp down then make sure the application is across the board. To a certain extent you can excuse the general public for leaving trays of bait in their lofts or outbuildings, but when local authority or 'Bodgit & Scarper' leave things behind, it's not in the least bit acceptable.

Henry Mott - Without doubt European Union legislation particularly in relation to the continuing availability of a

broad range of pesticides along with how we are allowed to apply them will impact the industry massively.

Chris Parmiter - The biggest issue facing the Industry is acceptance of change. All aspects of pest control in the UK are changing and these will affect almost all aspects of our work whether in the training the Industry recognises, right through to the products we can use. Many of these will be welcomed as steps of further professionalising the trade but unless companies and Individuals accept and prepare for future, I fear some will be left behind.

Paul Butt - A continuing position where there are no statutory requirements for formal qualifications where individuals or companies provide a pest control service. This enables those less responsible and capable to undercut reasonable charges and contributes to poor practices and sometimes illegal actions, that reflect badly on the Industry as a whole.

Clive Boase - In the short term, finding a business model that ensures we emerge from the economic downturn in good shape, is occupying most people's minds. However in the medium term, the industry has to look at its

does not jeopardise our normal efficient service and so that the transition from one approval regime to another is seamless.

Everyone in the industry ought to keep up with what's happening with any new legislation, voluntary schemes or guidance issued as the EC Regulation and SUD are implemented. Keep an eye out at www.pesticides.gov.uk to see what's going on.

Killgerm - Making sure that pest controllers are suitably qualified and "professional only" pesticides are not available to the general public. The advent of unqualified pest controllers or amateurs buying professional only products will impact badly on the industry.

Will the outcome of the general election have any impact on your business?

Clive Ticehurst - Events over the last 18 months have caused most businesses to reassess their cost base and carefully consider short to medium term investment, the global debt crisis and it's huge wake has left many riding

"A MORE TRANSIENT POPULATION AND FORTNIGHTLY BIN COLLECTIONS WILL CERTAINLY HELP PROCURE OUR PEST FOES"

CLIVE TICEHURST

sustainability, and find ways of addressing its carbon footprint. This may require radical changes to working practices and structures.

Alan Buckle - I have no comment either way on that. At the University of Reading we are working on anticoagulant resistance. I think the biggest issue facing rodent control in the UK in 2010 is a complete inability to obtain satisfactory levels of control of rats in parts of central-southern England due to resistance to our two most popular rodenticides. Effective rodenticides are available but we cannot use them because of now outdated decisions by UK regulatory agencies.

HSE - The biggest issue is the stakeholder consultation work being done on the EC Regulation 1107/2009 and the Sustainable Use Directive 2009/128/EC. But as the EC Regulation affects the way approvals are evaluated CRD are also engaged in reviewing procedures to ensure this

the waves of uncertainty, things are going to stay tough for a long time and I very much doubt the outcome of this coming election will have any impact on my business. All parties are crippled by a huge government debt, the options for a way out are limited, but I'm certain tax receipts will be high on the agenda, that doesn't mean cutting off the hand that feeds you.

Henry Mott - Sadly I doubt any positive impact. The truth is the only people who can impact your business are yourself and your employees

Chris Parmiter - I can't see any significant impact on our business or Industry as a result of the General Election -

Paul Butt - A new government will seek to make various changes and introduce legislation that could have an influence on the workings and practices within the Industry. It will be important for those organisations that

represent the Industry to be aware of significant developments, to make their voices heard and ensure that the decision makers are aware of the key relevant factors.

Clive Boase - In many ways this is an absolutely crucial general election, but differences between the parties in terms of their likely impact on the pest business, or SMEs in general, remain to be seen.

Alan Buckle - It seems whoever wins there will be cuts in public spending.

Killgerm - It will impact on all businesses. The growth of the non-productive public sector during the last few years must be halted and reversed and Government borrowing must be reduced. Whichever party wins the next election must take some very hard decisions.

Dave Oldbury - It will impact on all businesses. The growth of the non-productive public sector during the last few years must be halted and reversed and Government borrowing must be reduced. Whichever party wins the next election must take some very hard decisions. There will also be further attempts by government to reduce "regulation" including retailers and increased self - auditing with possible third party verification. There will be further attempts by government to reduce "regulation" including retailers and increased self-auditing with possible third party verification.

What one action could a future Government take to help the pest control industry?

Clive Ticehurst - The obvious answer is stricter controls on rodenticide. However the recent economic events steer the answer more to the financial aspect, specifically taxation. I will answer for the smaller players, because there's a lot of us and our pockets are likely shallower than those up top. Downturns have always been followed by upturns and the opportunity for growth, so in our industry where low margins prevail, I would have to go for a higher threshold on Corporation Tax, allowing a profitable small business to keep more and therefore invest more.

Henry Mott - Many pest controllers would no doubt wish the stricter control of sale of professional pest control products to untrained individuals however for so many reasons this will not happen for the foreseeable future. Therefore this aside as a practical measure I would like to see water companies enforced to control rodent problems within the sewer systems.

Graham Muggridge - Wouldn't it be good if all pest control companies had to be BPCA or NPTA registered, ie Corgi. We are keeping our prices competitive and reducing them on many contracts due to competition, and to help keep our clients in business. I am disappointed to find all our suppliers putting their prices up. The way forward is to get into running a Safe Contractors scheme. We now have to belong to two different ones to carry out work for certain clients, and have registered with your Chas scheme in the hope this may lead to more work.

Chris Parmiter - The most significant action Government can take would simply be to listen to the Industry and trust what the experts in the field are saying. We are small in comparison to many trades and despite the importance of our work to both public health and the wider economy, too often the Industry is ignored or outshouted by more powerful groups and lobbyists. In this aspect, it is essential that wherever possible the Industry bodies also learn to speak as one voice on key issues and put personal agendas aside- this is the only way we can realistically expect our arguments to be taken seriously.

Paul Butt - To recognise more positively the vital role that the Industry plays in the production of safe, quality food from farm through processing to sale. This will take on greater importance with demands for more home produced produce given concerns regarding the resource implications of importation and the continuing high demands of the supermarkets.

Clive Boase - Passing legislation that required some form of certification of pest control technicians would undoubtedly be controversial at the time, but in future would be looked back on as a positive move.

Alan Buckle - The Government should review the indoor-only restrictions on brodifacoum and flocoumafen. Over large areas of resistance, technicians and farmers have no choice but to apply difenacoum and bromadiolone. Worsening resistance and government insistence on the continued use of ineffective products is the 'perfect storm' in terms increasing the rate of resistance spread. And the prolonged use of large amounts of useless products is a major cause of wildlife exposure to rodenticides - the wildlife the government thinks it is protecting with restrictions on brodifacoum and flocoumafen.

Dave Oldbury - Recognise that pest control is a fundamental part of public and environmental health and appoint a single minister with responsibility for public health pest control. Review and updating of the legislation including the Prevention of Damage by Pests Act 1949.

IT'S GOOD TO TALK

Communication is vitally important to keep your staff fully informed and 'on your side', says Stephen Woolley of Robinsons Solicitors

News of redundancies was an all-too-familiar story in 2009, but employment lawyers saw a different side of things. Whereas case books would usually be filled with claims of discrimination or disputes over pay or hours, these noticeably diminished.

This is not in itself a surprise - in exceptional times, worries over job security mean workers not only agree to painful cost-cutting measures, they are keeping their heads down. However, businesses can rest assured that grievances still exist beneath the surface. What's more, there may be employees with genuine concerns about job security who are also keeping quiet.

This combination can be disastrous for productivity, standards and service delivery. While disgruntled workers will operate below capacity, worried staff will be half-hearted in their work.

Employers have a choice. They can either conclude that silence truly is golden or they can take the opportunity to find out what their staff think.

I believe the businesses that survive and succeed are those which communicate. Even with bad news, keeping staff informed helps to dispose of unjustified fears, and it may be those employees who assist in generating innovative survival techniques for a business.

There is already a legal responsibility for companies to communicate with employees on a variety of matters including health and safety, a pivotal part of your operations, but there is also a framework for a regular and equitable two-way flow of further communication.

It is set out in the Information and Consultation of Employees Regulations 2004, which compulsorily apply to organisations with more than 50 staff. They allow employees to ask their employer makes arrangements to inform and consult them about issues beyond those which the employer is already legally bound to disclose. In reality, they aid the employer by enabling them to dictate the terms of communication, as long as they take the initiative. When employees request regular communication – in writing and backed by at least 10% of

“I BELIEVE THE BUSINESSES THAT SURVIVE AND SUCCEED ARE THOSE WHICH COMMUNICATE”

the workforce - employers are obliged to agree and must then negotiate the details of the information and consultation (I&C) agreement with an elected or appointed body of employees' representatives.

The onus is on the employer to structure the I&C process, including what subjects can be discussed, how often, when and with whom. They have six months to comply. If negotiations fail, or the employer fails to respond, a number of fall-back provisions apply, including the imposition of a standardised agreement on what subjects are acceptable for discussion, including the organisation's future direction, its financial position and any measures envisaged where there is a threat to employment. Whilst at present, not all employers have to go down this route, the Regulations give guidance to those who are unsure about the process and who wish to manage the consultation process.

Well-informed employees tend to be well performing employees. Perceptive employers will appreciate this is not a coincidence and will already be widely consulting, regularly and openly, with employees. It's good to talk!

Stephen Woolley is head of commercial litigation and dispute resolution with Robinsons Solicitors, which advises the BPCA. Tel: **01332 291431** or visit **www.robinsons-solicitors.co.uk**

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INCREASE BUSINESS EFFICIENCY

BPCA mentors Richard Moseley and Kevin Higgins say BPCA members are reporting that more and more customers are asking for electronic reporting systems suitable for the pest control industry and which can be used by solo operators and can also develop with companies as they grow.

Any system should save you time, paper and increase productivity and profits and be suitable to the needs of the individual business.

We hope that the following articles will assist you in making your decisions.

Pisys Digital

A low-cost, 'off the shelf' digital pen and paper package is set to revolutionise smaller pest control organisations by potentially saving them up to 55 working days

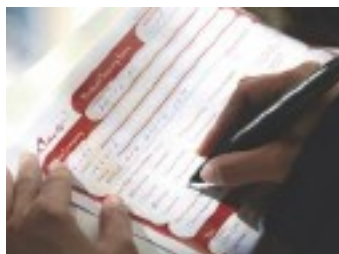
a year, according to Pisys Digital, one of the leading IT companies serving the pest control industry.

The Pest Controllers' Assistant (PCA) has been developed as a generic version of its existing bespoke digital pen and paper technology, which is currently in use by larger pest control companies. The standardised nature of the PCA, which will be offered at a reduced rate as a benefit of membership to the British Pest Control Association members, provides smaller companies with affordable access to digital pen technology and treatment report forms.

The digital pen looks like a normal ballpoint pen. A tiny infrared camera at its top tracks its movements relative to a grey dot pattern printed on the form, recording and storing what is being written. When technicians have finished gathering data on treatment forms, it is then transmitted to a secure web-based portal within seconds via a Bluetooth-enabled mobile phone.

Forms can then be accessed immediately from any computer with an Internet connection – and all whilst the technician is still packing his van on site.

Director of Pisys Digital, Jonathan Shapiro, said: "Until now the immense benefits of digital pen and paper



technology have remained out of the reach of the majority of pest control companies because of its inhibitive cost."

For more visit www.pisysdigital.com.

PSI Mobile and Bar Code Data

PSI Mobile, developers of mobile software solutions, have teamed up with Bar Code Data, providers of bar code equipment, to produce an out of the box

software solution, known as PestTrak which is designed to improve the efficiency of small to medium sized pest control companies.

PestTrak is being launched to give pest control technicians the tools they need to eliminate paperwork, streamline their operations and improve efficiency.

Beneficial rates will be available for BPCA members.

PestTrak is a truly mobile solution, loaded on to a hand-held device, such as a Motorola MC55, giving technicians access to live information while on site.

Customer details, job schedules and relevant work sheets are available at all times.

The technician completes a job and records their findings using the relevant form loaded on the device. Reports are generated immediately using the company's logo and contact details. This can then be printed on site, sent to the customer via email or on to a website portal that the customer can access using a login and password.

Ian Fearn, Managing Director of Bar Code Data says, "Many technicians we spoke to tend to record all their data on paper forms and file them away. With PestTrak they just have the hand-held device, which works as a mobile computer, phone and camera.

"Elimination of paper reduces the work load back at the office significantly ensuring all job completion, and compliance forms are up-to-date," says Joe Littlewood from PSI.

For more visit www.bcdata.co.uk/pest or www.psimobile.co.uk/pest.



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CONTRACTORS HEALTH AND SAFETY ASSESSMENT SCHEME AND BRITISH PEST CONTROL ASSOCIATION



WHAT IS CHAS?

It is a not-for-profit, public sector owned and managed, health and safety pre-qualification assessment national standard.

WHO IS IT FOR?

The scheme is open to all types of service providers, particularly the pest control industry, but it only assesses health and safety. The BPCA has designed assessment forms that only require relevant information about our sector.

WHAT ARE THE BENEFITS?

The aim of the scheme is to avoid the duplication of safety pre-qualification applications by you and your customers. Not only does this allow you to demonstrate your diligence for legislation, but it allows potential customers to access your details via our website for their requirements.

HOW MUCH DOES AN ASSESSMENT COST?

NOTHING - if you are a member of the BPCA. The usual cost* is around two hundred pounds, including VAT, for companies with over five employees and about half that for companies with less than five employees.

HOW DO YOU PREPARE FOR AN ASSESSMENT?

If you are confident your policies and arrangements are suitable and sufficient all you need to do is contact the BPCA and complete the relevant questionnaire**. We will contact you and arrange to complete either a site assessment, if one is due, or a desk top audit of your health and safety procedures.

DOES CHAS ACKNOWLEDGE OTHER SCHEMES?

Yes, as a founder member of Safety Schemes in Procurement (SSIP), CHAS recognises a need to satisfy other Safety Schemes.

DOES CHAS PROVIDE VALUE FOR MONEY?

Yes – it will save you time by avoiding unnecessary duplicate pre-qualification assessments. Companies who manage health and safety effectively will avoid accidents and that saves productivity and the hidden costs associated with accidents.

BEST OF ALL ITS FREE TO MEMBERS – AND YOU CAN'T GET BETTER THAN THAT!

*Please refer to CHAS website for re-assessment information www.chas.gov.uk

**Contact Rachel Eyre direct on 01332 225112 / rachel@bpca.org.uk

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Available at a reduced rate to British Pest Control Association members

For more information visit www.pisysdigital.com or call 01651 277000

SINK OR SWIM!

When Martin Harvey went from a big company to his own business start-up he had quite a shock. His story offers lessons for anyone in pest control



Martin Harvey: There's nobody else to rely on and nobody else to blame when you set out on your own

The date is April 2001.

"I'm not sure I like running my own business. It's not like working for a big company that has loads of customers, departments, coffee machines, a canteen and, above all, other people to talk to.

Here I am – no customers, no income, wife and 2 kids to support and a £20,000 bank loan hanging round my neck. So – sink or swim, and I'm not a quitter, better get out there and do it."

That's roughly the way I thought when I set up business with my wife Sue; it was a difficult, stressful but strangely exhilarating time.

I'd come from a big job working for a company that was (at the time) the biggest name in the business. I'd had over 200 people "under me" (awful phrase) – 17 managers reporting to me, departments that did this, departments

that did that, and of course quite a nice car to boot.

Having worked for that company for nearly 20 years I'd been yet another victim of "downsizing". I'd seen it coming and had another job lined up, but that only lasted a month, so it was back to what I knew best and actually what I loved – pest control.

Contrast the situation I found myself in: Nobody else to sell, service or administrate but me, and all from the drivers seat of my second hand Citroen dispatch van; nobody else to rely on and nobody else to blame for poor performance. When the buck really does stop with you it makes you get out of bed in the morning.

I'd been good at selling and I knew that you had to make a sale first and then service that sale, before you could present an invoice and hopefully get paid – so selling came first and out I went.



A small, but loyal team of workers has helped Harvey Environmental Services grow and become ambassadors for the company



I worked hard and managed to make some good sales. I'd service a new sale there and then, and then schedule the regular service. Customers were treated like royalty (they still are) after all – they pay my wages.

After a year the servicing portfolio had built up to a level that I couldn't service and continue to sell, so it was time to employ my first person – gulp. We had a bit of a hiccup with our first technician, and he didn't last that long - it happens.

Alan then joined as a technician and is still with me – he's a star. We then needed someone to sort out the

Always remember that it is the customer that pays your wages – treat them in that way. Hard work always comes before success – as confirmed by the dictionary.

Sure, we have a few more things that we do to make the business the way it is: Professionalism and keeping competences and training up to date are fundamental of course. But ultimately we try to keep it simple. The organisations that support the business are also key.

The team I have are good people – great ambassadors for the company and a great help in keeping the customers we have and growing the business wherever possible. We

“WHEN THE BUCK REALLY DOES STOP WITH YOU IT MAKES YOU GET OUT OF BED IN THE MORNING”

administration (not my strong point) so Debbie joined us – and she's still with me.

The sales effort continued at a good pace, customers were happy and the need for another technician was obvious – Phil joined and, yes, he's still with us. We're now a company of 10 people with over 800 regular contracts ranging from small businesses to large factories dealing with BRC and AIB auditing standards.

We won “The most outstanding Small Business” award in Pendle Borough council's business awards in 2008 and we were shortlisted for the 02 Small Business awards early in 2009. The business was founded on sound principles – and these remain.

- We offer our services to people who: Understand the need for good Pest Control; Have the means to pay for the work; Have automated systems to pay.

- We make the business no more complicated than: Sell; Service; Collect the debt.

are a good team; we have a laugh and a joke but get the job done correctly.

It's gone well so far and whilst I'm very satisfied I'm not complacent. Customers always have a choice and it's up to us to constantly impress them and make them happy to continue to buy our services.

And let's not forget that staff have a choice – the working environment and reward package has to be right. Continued growth will come from keeping customers, staff and high standards – “Simple” – as our friendly Meerkat would say.

Martin Harvey is managing director of BPCA member Harvey Environmental Services Limited

W: www.harveyenviro.com

E: martin@harveyenviro.com

T: 01282 866554

A ONE DAY CONFERENCE FROM RSPH



Wednesday 19th May 2010
28 Portland Place, London W1B 1DE

Pest Control Front Line Public Health: Best Practice and Future Challenges

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Pest control and public health are inextricably linked, and whilst modern solutions to pest control have radically affected the way in which health is protected by the pest control industry and the government, pest control still presents significant challenges.

Methods and processes of pest control are constantly evolving to protect public health in safer and more efficient ways. Keeping up to date on pest control is vital and this conference will focus on pest control policies in the morning and pest control in practice in the afternoon, providing a vital and comprehensive update.

TOPICS WILL INCLUDE:

- Practical hints and tips to help you perform your role in pest control more effectively
- Advice on the most up to date and effective pest control methods

- Which methods do not work and should be avoided
- The effect of chemical safety policies on pest control effectiveness
- A comprehensive look at future issues and challenges
- Working with small companies on taking pest control seriously

There will also be networking opportunities.

WHO SHOULD ATTEND?

- Environmental Health Practitioners
- Hospital Managers
- Consultants in Communicable Disease Control
- Pest Controllers

The conference would also be of particular interest to anyone working in health care settings, the hospitality and food industry and local and national government.

Programme will include

Welcome and Introduction

David Clapham, Principal EHO, Bradford Council

Morning Session: The Future of Pest Control

Keeping Pest Control on the Public Health Agenda

Stephen Battersby, President, CIEH

HACCP and Pest Control: Getting the Critical Control

Points of Pests Under Control

John Charlton, John Charlton Associates

Running out of Options –

Pest Control in the Next 5 Years

Jonathan Peck, Killgerm

Pest control on TV – Public interest

Richard Strand, Pest Information Consultancy

National Rodent Surveys – What are They Telling Us?

Peter Crowden, Director, NPFA

Afternoon Session:

Making Pest Control Work for You

Pest Control in Hospitals: The Big Challenge

Savvas Othon, Technical Director, Rentokil

Bed Bugs – Hospitality and Hospitals

Clive J Boase, The Pest Management Consultancy

Is There a Rat in the Kitchen?

Phil Bentley, Divisional Operations Manager, Health, Safety and Fire

Pest Control in Smaller Food Businesses:

Practical Ways Forward

Kevin Higgins, British Pest Control Association

Qualifications in Pest Control

Dr Richard Burton, RSPH

**For more information, please contact Jennifer Tatman,
Conference and Event Officer on 020 3177 1614
or jtatman@rsph.org.uk**



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An opportunity has arisen for a pest control technician to join our team at AVRO Pest Management. The position will be on a part technical/part sales basis and will be an opportunity for someone looking to make the move from Technician to Surveyor.

Our ideal candidate will have a good background in the pest control industry, be self motivated, ambitious and dedicated to help drive our company forward whilst upholding our promise of excellent customer service.

Requirements

Full UK driving licence

Minimum BPCA part 1 or equivalent

Competence in Bird Proofing and Netting Installation

Well organised and capable of working alone or part of a small team

Ambitious and Confident of generating sales and developing new business

Smart and well presented

Self motivated and enthusiastic

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Please forward your CV to gail.nicholas@avro.uk.com

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www.avro.uk.com

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The Surveyors positions will involve developing the pest control service business with new and existing high end clients within Dubai.

The Sales Manager Position will involve the management, development & supervision of our sales team, along with their own personal sales input and meeting company sales targets.

The candidates will need to have a minimum 2 years experience in the pest control industry, be presentable and self motivated, be able to effectively negotiate and achieve targets, possess a UK driving licence, and be able to live and work in a multicultural environment.

We are offering a tax free package of approx **£20K** for Surveyors and **£30K** for the Sales Manager position with attractive commission, loyalty rewards, private health insurance, bi annual flights and other incentives.

Please send your cv to Sean Baker at seanbaker@natpest.com or call him on 00971 50 6504436

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Business name and address:

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Please tick areas of activity:

- | | |
|---|---|
| ☐ Pest Control Servicing | ☐ Manufacture |
| ☐ Fumigation | ☐ Bird Work |
| ☐ 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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Location is flexible, however, you will need to live close to good road networks to fulfill the travel requirements of this role.

BASIS and/or RSPH level 2 qualified is preferred but not essential, you should be able to demonstrate a real understanding of the Rural Hygiene market, with at least 5 years selling experience and strong influencing and interpersonal skills.

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CHECK YOUR ACCREDITATION

Is your ISO 9001 certificate really worth it? It might not be if it hasn't been accredited by UKAS, says BPCA Assessment Mentor Robin Askey.

UKAS is the United Kingdom Accreditation Service and the only accreditation body recognised by government. It assesses certification bodies, and those issuing certificates that do not have the UKAS tick and crown do not provide assurances



Robin Askey

that they meet recognised standards themselves. Consequently, many customers and suppliers do not accept ISO 9001 certificates as credible unless they have the UKAS tick and crown displayed on the certificate.

Many companies have sought ISO 9001 or ISO 14001 certification but too often, either knowingly or unknowingly, cut corners or trimmed costs under the belief 'it's the certificate that counts. It has got ISO 9001 on it and the certification body issuing it just doesn't matter'. Unfortunately this is often not the case, much to the disappointment, and occasionally anger, of those companies that have taken the time, expense and genuine effort to demonstrate and apply high operational standards and systems.

The reality is harsh. If the certificate is worthless a company could find itself excluded from tendering for contracts. What's worse is that it is not aware this is the case and struggles to understand why its success rate is so low. They may also find their company is less efficient as the bulky manual clogging up their shelves, which is similar to those of other firms, is inappropriate to their needs.

Some organisations will accept the company's certificate at face-value or not know the difference. In that respect, it does have a value attached to it, but you could have wasted their money.

If you are completing tenders, your company works with local authorities and corporate clients or, more importantly, you want to work with such clients and have good contracts - why take the risk?

Make sure your company's certificate shows the UKAS tick and crown. It's the only way of ensuring the issuing certification body is accredited by UKAS and they are audited to ensure certification standards are being met. The UKAS tick and crown also means the auditor carrying out the assessment will have industry related knowledge and experience which should result in them adding real value to your management system. Many auditors see continual improvement is an important aspect of all management systems and they will want to see your company is driving forward.

And in case you were wondering, anyone can set-up as a 'certification body'. That may come as a surprise, but it is just a term. Using certification bodies that are UKAS accredited should minimise the risk of an important business development falling short of what it was planned to achieve. So ... what is your certificate worth?

For more visit: www.ukas.com

Robin Askey has wide, industry-specific experience of company management systems and certification bodies, helping incorporate CHAS standards within BPCA's membership assessment process. Contact him at the BPCA - T: 01332 294288; E: robin@bpca.org.uk.

ZERO RESIDUE MOTH CONTROL



The EU is increasingly putting pressure on the food production industry to integrate measures that minimise the presence of pesticide residues in stored product foods. But food manufacturers currently rely predominantly on

pesticide use for the control of moth infestations. This process can require factory shutdown, with resulting production loss, as well as producing residue levels which have already become unacceptable in some EU countries.

Now Exosect, a leading provider of Intelligent Pest Management solutions, has developed an award winning, environmentally-friendly moth control system, Exosex SPTab.

It offers an organic compliant, non-chemical solution which avoids the need for site closures or production disruption and ultimately, when used as part of an IPM program, offers retailers and consumers safe, high quality food with reduced pesticide residues.

Martin Brown (pictured), managing director at Exosect, says: "Pesticides in food factories have traditionally taken the form of fumigation or spray processes. However, we believe that there will soon be consumer as well as regulatory pressure on retailers, suppliers and manufacturers to use residue free pest management solutions."

Exosex SPTab is a small tablet consisting of Exosect's unique Entostat powder and uses pheromones as the method of pest control. It is formulated with minute quantities of the female sex pheromone common to all five of the major moth pests in food processing: *Plodia interpunctella*, *Ephestia elutella*, *Ephestia kuehniella*, *Cadra figulilella* and *Cadra cautella*.

It works by attracting male moths to the powder and female pheromone. As the male moths pick up pheromone loaded Entostat powder their receptors become overloaded and they are unable to locate females. A male carrying Entostat powder will form a mobile pheromone dispenser leading to effective mating disruption.

The tablet is placed inside a bespoke dispenser, located at five metre intervals throughout a manufacturing facility. A long-term solution, Exosex SPTab is easy to deploy, requires no special application equipment and can remain active for two months, at which time dispensers are easily refilled.

For more visit: www.exosect.com.

FLIES BEWARE ALLURE AND EDGE

Insect-O-Cutor has launched two new flykiller units Edge and Allure. Combining unique contemporary designs and astounding efficacy results produced from clever patented features, the company says they are "the most exciting and innovative developments the industry has experienced in many years".

It says Edge is proven to catch 31.5% more flies than traditional glueboard flykillers. As the glueboard is inserted into the flykiller it self-folds at the desired points, creating a unique form around high efficacy Synergetic UV tubes. The design forms edges that are more attractive to flies, maximise UV light output, and create a 30% larger glue area than traditional boards. Allure, meanwhile, is claimed to have 60% greater UV light output than traditional electric flykillers thanks to its innovative open top design to maximise light output of the Synergetic UV tubes.

The zapper flykiller releases light from the back, sides and top of the unit, creating 60% more useful UV light output than traditional flykillers utilising the same power UV tubes.

The patented Z-shaped killing grid provides a 20% larger fly killing area, ensuring that the unit easily copes with the increased number of flies attracted by the greater light output.

For more call 0800 988 5359 or email info@pandlsystems.com.



FIRST WHOLE WHEAT BAIT

Rodenticide manufacturer PelGar International has launched the first whole wheat rodent bait for the UK based on the active substance brodifacoum. Vertox Whole Wheat Bait made its first appearance at PestTech 2009. The formulation is licensed for professional use indoors and is a single-feed product. PelGar says it is extremely effective and will prove useful dealing with infestations in sewers and water treatment areas, or where populations are proving difficult to control using other anticoagulants. Vertox Whole Wheat Bait now complements and extends the broad range of rodenticides available from PelGar, based on all three of the commonly preferred active substances, difenacoum, bromadiolone and brodifacoum. The company says it delivers true single-feed kill of all commensal rodents, including those resistant to the earlier first generation anticoagulants, as well as those rodents



which may be resistant to difenacoum or bromadiolone. It is available in 50 gm place packs, 10 kg tubs and 20 kg polypropylene sacks. For more information about the products visit the website www.pelgar.co.uk.

NEW MOLE CONTROL



Bell Laboratories has introduced its new Talpirid Mole Trap, a heavy-duty, dual-spring trap designed for use by the professional pest control market. The company says it offers professionals speed and safety in servicing mole

accounts; specially designed as "hands-free" the trap is fast and easy to place and set.

Once an active mole tunnel is identified and properly prepared, the technician simply places the trap jaws in the active mole tunnel and step on the trap's yellow foot pedal which sets the trigger below the surface.

Once set, the low-profile mole trap sits close to the ground – no bulky metal or equipment sticking out of the ground. When a mole activates the underground trigger, the yellow pedal springs up making notification of capture easy and safe.

Made of glass-filled nylon, Talpirid Mole Trap will not rust and can be used in all types of soil over and over again. For more visit: www.belllabs.com.

RENEWABLE BIRD DISPERSAL

Scarecrow Bio-Acoustic Systems has launched Compact, the latest innovation to augment its existing internationally recognised portfolio of integrated wildlife management solutions.

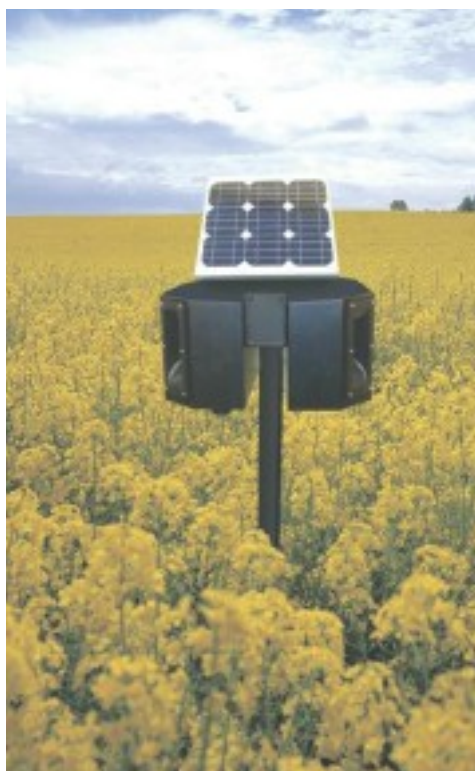
Incorporating Scarecrow's well proven bio-acoustic technology, the new Compact has been specifically designed for use in urban and rural environments.

It is portable, provides 360-degree dispersal with the additional benefit of solar power capability to allow independence from all external power supplies – a first for Scarecrow that heralds a new phase of integrating self sufficient energy technology within its products.

It can also be mains powered and can be wall mounted as a single unit or as a double unit on a scaffold pole for 360-degree output. Compact is suitable across a range of industry sectors, including agriculture, manufacturing, petrochemical, environmental management and recreational.

Compact incorporates a well researched and trialed bio-acoustic bird dispersal system using natural species distress calls to create an environment appearing 'hostile' to birds. It is humane, inoffensive and does not endanger their lives.

For more visit: www.scarecrow.eu



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

2010

12 MARCH

PWIPM
Imperial China, London
www.pwipm.co.uk

20-21 APRIL

Pest-Ventures 2010
Rising to the Challenge
Kegworth, Nottinghamshire
Email: moira@dewpointmarketing.co.uk

22-23 APRIL

CEPA: Europest 2010
Budapest, Hungary
www.cepa-europest2010.com

19 MAY

RSPH: Pest Control
Front Line Public Health: Best Practice and Future Challenges
28 Portland Place, London W1B 1DE
www.rsph.org.uk

21-23 SEPTEMBER

CIEH
Best of the Best 2010
Telford International Centre
www.cieh.org/events/

20-23 OCTOBER

NPMA
PestWorld 2010
Honolulu, Hawaii
www.npmapestworld.org/Events/

3 NOVEMBER

PestTech
National Motorcycle Museum, Solihull
www.pesttech.org.uk

Pest-Ventures rises to the challenge leaflet

'Rising to the challenge' is the theme for Pest-Ventures 2010. The two, one-day technical seminars are wide ranging and will take in rodenticide resistance, burrow management, bedbugs, birds and best practice. They will be held on Tuesday 20 and Wednesday 21 April 2010 at the Best Western Yew Lodge Hotel, Kegworth, Nottinghamshire.

The programmes, which have been put together by Adrian Meyer and Dr John Simmons of Acheta, have been eagerly awaited and should provide a stimulating two days. They both draw on expert speakers from the industry who will offer the latest thinking as well as give practical advice on challenging pest problems.

Day one devotes the first session to rodenticide resistance with three papers by recognised industry experts on this topic followed by a discussion led by chairman for the morning, Adrian Meyer. After the break Paul Butt from Natural England provides some much needed guidance on the use of the new explosive devices in managing burrow systems.

In the afternoon Dr Mark Lambert from the Food and Environment Research Agency (FERA) looks at the role of Integrated Pest Management. The focus then switches to best practice using Westminster City Council's 'Aiming High' project as an example.

Day two begins with an interesting review of pest control at the Beijing Olympics by Killgerm's Jonathan Peck (representing the CIEH National Pest Advisory Panel) and goes on to explore what's in store for London 2012. The remainder of the morning is reserved for the challenges posed by bedbugs with guest speakers including independent consultant Clive Boase from the Pest Management Consultancy and David Cain from Bed Bugs Ltd. There are three papers on stored product insect control, before the programme turns to birds with consultant Peter Rock on gulls and FERA's Andy Baxter on preventing bird strikes.

The price for each of the one-day seminars is £184 plus VAT. Alternatively delegates can take advantage of the discounted price of £324 plus VAT for both days.

Pest-Ventures 2010 has something to offer all pest professionals and provides an ideal opportunity to network and gain valuable CPD points.

Places can be booked by contacting Pest-Venture's Moira Hart on 01664 822678 or email: moira@dewpointmarketing.co.uk.



TRAINING COURSES					
Course Title	PROMPT CPD Points	2010 Dates	Venue	Cost (exc. VAT) BPCA Members	Cost (exc. VAT) Non-Members
GENERAL PEST CONTROL					
General Pest Control Course	24	21-26 March	Warwick University, Coventry	£840*	£995*
		25-30 April	Halo Crowwood Hotel Glasgow	£840*	£995*
		5-10 September	Warwick University, Coventry	£840*	£995*
Insect Identification	10	24 March	Warwick University, Coventry	£160	£185
		8 September			
PEST CONTROL AND THE FOOD INDUSTRY					
Stored Product Insect Inspection & Control	10	15 April	BPCA Offices, Derby	£160	£185
So you want to be a Field Biologist?	8	11 March	BPCA Offices, Derby	£160	£185
SPECIALIST SITUATIONS AND APPLICATIONS					
Urban Bird Control & Management	20	13-14 April	Hilton, Newbury North	£295	£350
FUMIGATION					
5 Day Fumigation Course	30	10-14 May	BPCA Offices, Derby	£830	£1,020

EXAMINATIONS				
Exam Title	2010 Dates	Venue	Cost (exc. VAT) BPCA Members	Cost (exc. VAT) Non-Members
RSPH/BPCA (Level 2) Certificate in Pest Control (exams can be arranged to suit the requirements of organisations at the discretion of the BPCA, minimum of 6 candidates, there may be an additional cost)	26 February	BPCA Offices, Derby	£125	£140
	26 March	Warwick University, Coventry		
	30 April	Halo Crowwood Hotel, Glasgow		
BPCA Certificated Field Biologist	3 March	BPCA Offices, Derby	£270	£370
BPCA Certificate in Bird Management	19 February	BPCA Offices, Derby	£85	£100
BPCA Fumigation Diploma	19 February	BPCA Offices, Derby	£120	£125
BPCA Fumigation Certificate of Proficiency	19 February	BPCA Offices, Derby	£200	£250

*includes full-board accommodation and RSPH/BPCA (Level 2) Certificate in Pest Control exam fee

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.

Who says you can't get them all?



SOLO® Blox™

Every technician knows that the true challenge is not getting rid of the first couple of rodents, but the last stubborn few. SOLO Blox combines the strength of brodifacoum with the exceptional palatability of Bell's superior bait formulations to create a powerful weapon to help you get every last rodent. SOLO is especially effective on mouse populations that are difficult to control. Use SOLO to get the job done. Available from your Bell distributor.

Use rodenticides safely. Always read the label and product information before use. Solo Blox contains Brodifacoum.



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