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When only the
best will do, BPCA
members deliver.



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PEST TECH**

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Knowing common non-pest
insects saves time and money,
and ensures customers have a
positive experience.



SUPER FEATURE
**ANIMAL
WELFARE...**

...OBSTACLE OR OPPORTUNITY?

PLUS
**THE FUTURE OF
GLUE BOARDS**



PROFESSIONAL PEST CONTROLLER AUGUST 2021
THE JOURNAL OF THE UK PEST MANAGEMENT COMMUNITY



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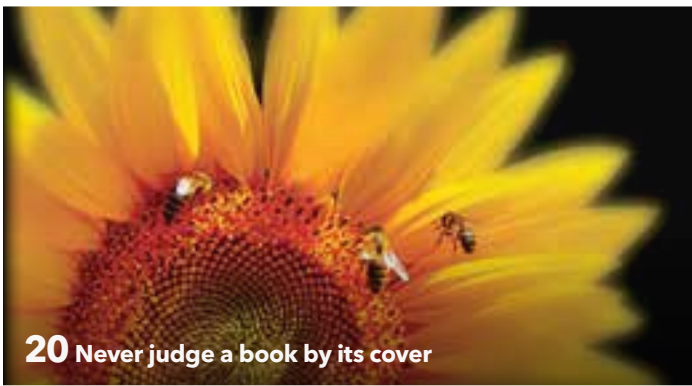


PPCCONTENTS

OUR ACTION PLAN FOR ANIMAL WELFARE



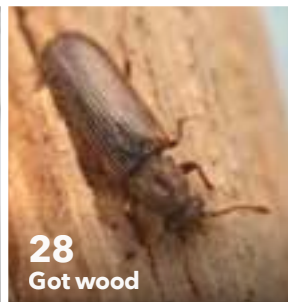
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British Pest
Control
Association

MEMBER



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HOPE IS NOT A STRATEGY

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bpca.org.uk/cpd-area
Remember to log anything else you've learned in your CPD diary for even more points.

Basis Prompt

Reading PPC mag = 2 points
Online CPD quiz = 1 point each
bpca.org.uk/cpd-quiz



I write this while we're still heading with great hope and anticipation towards the lifting of lockdown.

Hopefully, soon pubs and restaurants will ease restrictions, companies will start to bring employees back to the office, people will travel and look forward to actual summer holidays - at home or abroad.

The gloom and the costs of the pandemic are slowly giving way to optimism about economic growth.

During the pandemic, many of us lost loved ones, friends, acquaintances and colleagues. Some also lost their livelihood, their job, their business. Many more will have experienced disruption to contracts and customers. The pandemic will likely continue to impact many lives for a long time to come.

Many of us clung to the hope that the world we found ourselves in would pass and better times were to come.

We might hope that our businesses survive the pandemic. Or hope that the government leaves our toolkit alone. Or hope that our people and professionalism improve to meet tomorrow's challenges.

However, hope is not a strategy.
Hope doesn't maintain our health or wellbeing.
Hope doesn't put shoes on our kids' feet or food on our tables.

Hope doesn't bring new business to our door.
Hope doesn't mean our customers are satisfied with our service.

For some, there is no doubt that they are helped by the psychological mindset that comes with hope. For others, the mindset that comes with faith helps. Having a positive mindset can make a lot of difference to whatever situation we find ourselves in.

However, sitting around thinking about how things could be better is not going to change anything.

While hope is not a strategy in and of itself, no doubt having a hopeful mindset helps. Hope gives us the encouragement that things will be better. Hope helps us cope with what we find ourselves in now.

But hope on its own can stagnate.

Hope is the companion of effort. Together, hope and effort are the catalysts of success.

From a business perspective, as your Association, we're here to support you on your journey.

Whether you're one of our many new members just starting on a journey; if you're growing and diversifying; even if you're winding down - we're here for you.

Likewise, if you're fed up with hoping for changes in the sector, why not volunteer some of your effort? BPCA is brimming with working groups, committees and passionate individuals wanting to make a change - but there's plenty of work to go around.

We can share your hope, whatever it is you want to achieve (assuming you've got the effort to match your ambitions).

HOPE to hear from you soon!

Ian Andrew

BPCA Chief Executive
ian@bpca.org.uk

FIRST-CLASS BUMBLEBEE PHOTOS



Pest technician Sandra Tisdale, from BPCA member company Leo Pest Control Environment Services, snapped some amazing pictures of bumblebees hiding in a letterbox. The letterbox had been repurposed as a bird box, however it works just as well as a place for bees to relax!

Send us your pictures and we might print them here.

hello@bpca.org.uk

RODENT CONTROL UPDATE

Rodenticide use for permanent, pulsed or burrow baiting, or in covered and protected bait stations, is now only legal if the product label permits these 'non-standard' scenarios specifically, says the Campaign for Responsible Rodenticide Use (CRRU). This applies equally to pest controllers, farmers and gamekeepers. It comes into force, according to CRRU chairman Dr Alan Buckle, amid "stubbornly static" rodenticide residues found in barn owl surveillance.

This is one of the main practical changes in a newly updated Code of Best Practice from CRRU in its operation of the UK Rodenticide Stewardship Regime.

The updated code also includes new information about two active substances returning to the UK market, cholecalciferol and hydrogen cyanide, including their roles in rodenticide resistance management.

The 2021 Code of Best Practice and writeable environmental risk assessment template can be downloaded from thinkwildlife.org/downloads

The new CRRU Code can also be found on the BPCA website, with all of BPCA's up-to-date Codes of Best Practice.

Complying with the CRRU Code is a requirement for all BPCA Servicing members – make sure your team is up-to-date with the new changes.

bpca.org.uk/codes



UK 'RIGHT TO WORK' CHECKS CHANGE



Changes came into force on 1 July 2021 which will affect how a UK employer should conduct 'right to work' checks for EEA citizens.

On 22 June 2021, the Home Office issued a communication informing employers that their 'Employer's Guidance' has been updated to reflect upcoming changes in right to work legislation in the UK.

The key changes are:

- From 1 July 2021, EEA citizens require immigration status in the UK and can no longer rely on an EEA passport or national identity card to prove their right to work
- The majority of EEA citizens who were successfully granted immigration status under the EU Settlement Scheme can only prove their right to work using the Home Office online right to work service
- Employers are not required to carry out retrospective checks on EEA citizens who were employed up to and including 30 June 2021. Where checks are carried out before 1 July 2021, EEA citizens may continue to evidence their right to work using their EEA passport or national identity card.

A full copy of the employer's right to work guidance can be accessed here gov.uk/government/publications/right-to-work-checks-employers-guide

BAYER ANNOUNCES RELEASE OF NEW HARMONIX® RODENT PASTE

Bayer is bringing a new professional-use cholecalciferol rodenticide, which can be used in open areas and burrows, to the market this September. Tim Peeling, product manager at Bayer Environmental Science, says, this is the first new product on the market with extensive label usage for a very long time. "Harmonix® Rodent Paste marks a new era in pest control, and we're really excited to bring it to the market, at a time when anticoagulants resistance and labels on other products are becoming more restrictive," says Tim.

As well as its label advantages, Tim highlights that, due to its mode of action and unique formulation, the new solution has many environmental benefits, such as a low secondary poisoning hazard compared to traditional anticoagulants. It also has a stop feeding effect.

"Once available, I'm confident that Harmonix® Rodent Paste will be the go-to rodenticide, due to its high performing formulation and environmental credentials," says Tim.



AN EIGHT-LEGGED TOURIST

On 24 June, Martin Watret at Covkill Pest Control got a panicky phone call from a contract site, asking if someone could attend as soon as possible: a spider was found in a shipping container from Vietnam at its destination in a distribution centre in Coventry.



A quick-thinking member of staff quickly trapped the spider until Martin's arrival. Martin said: "Once collected we were able to identify the spider as part of the Huntsman spider family - commonly known as a Vietnamese bath spider, its span was approximately four inches.

"Now identified, we had to figure out what the next step would be! I called Matt Towler at Lodi UK who managed to get in touch with a specialist reptile and exotic animal shop: KBZ reptiles in Coventry. They were happy to take the spider off our hands."

KBZ have since put the Huntsman into a suitable container with food and water, to aid its recovery from the long journey.

"In 16 years of being in the pest control industry this was definitely a first for me," says Martin. "It's definitely up there with the craziest call outs I've ever done!"

CLEANKILL THRIVES DESPITE COVID-19



BPCA member Cleankill Pest Control announced that in April 2021 its contract portfolio hit the £2million mark and total turnover exceeded £3million.

In March 2020, Cleankill staff were told that they could only attend emergency call outs under strict conditions. Meanwhile, BPCA lobbied Government to ask for pest controllers to be considered as key workers.

To ensure sufficient funds to run the business and to bridge any bad debts, the directors secured a Covid-19 Business Interruption Loan.

Despite not being able to carry out routine calls, losing income and having to furlough half of its staff during the height of the pandemic, turnover has been maintained and is now at similar levels to pre-pandemic.

The secret, says Cleankill Managing Director Paul Bates, is being proactive rather than retreating and reducing spending.

"We looked at the pandemic in a similar way to the last recession. It was a question of burying our heads and holding fast, or doing the exact opposite.

"So we took the decision to strengthen our sales team, increase training for technical staff and focus even more on brilliant customer service while increasing our advertising, marketing and PR activities - although all the exhibitions we had planned to attend were sadly cancelled.

"Making sure we communicated strong messages about our team being highly trained and the most highly qualified in the industry was incredibly important during this difficult time for all our customers and potential customers."

1ENV HOLDS NHS BIRTHDAY BAKE SALE

On 5 July, as the National Health Service celebrated its 73rd anniversary, BPCA member 1env Solutions held a charity bake sale at the company's head office in Leigh-on-Sea.

1env's Head of Marketing, Ollie Hewett, baked a selection of cakes and sausage rolls with the help of fiancé Georgia. Together they hosted the bake sale to celebrate 73 amazing years of healthcare



provided by the NHS and to raise money for NHS Charities Together.

Supporting our amazing health service frontline heroes, NHS Charities Together funds projects that improve services for patients, and helps NHS staff and volunteers both practically and emotionally so that they can continue with their vital life saving work.

The bake sale raised just over £70 for the charity, with 1env Solutions very kindly matching each purchase made, taking the total raised to £140.

Ollie praised the dedication of healthcare workers, saying: "The NHS continues to do incredible work, especially over the last year or so; we are very grateful for everything they have done and continue to do every day.

"NHS Charities Together provides much needed support for NHS staff, volunteers and patients, so it's great to be able to do our small part to help support them where we can."

Find out more about NHS Charities Together and how to offer your support.

nhscharitiestogether.co.uk

LETTERS TO THE EDITOR

Response to 'should UK pest control be licensed?' (PPC103)

"That has to depend upon the conditions attached to the licensing. I have seen and audited sites serviced by licensed PCOs in Europe. The danger to my mind is that the drive becomes retention of the licence, not improvement of knowledge of skills.

If licensing is accompanied by a requirement to achieve CPD points, and/or otherwise prove competence, I'm all for it. If it is a simplistic licence at the lowest common denominator level, then we are better off with a properly professional body overseeing training and competence."

George Houston

Boxing clever

Hi BPCA,

PPC 103, the sustainability special, was a great read from front to back and had some very interesting articles.

I'm dropping you a line regarding the article on plastic waste and, more specifically, plastic bait stations (page 33).

Sustainability and environmental impact is very much at the forefront of our box manufacturing. We produce all of our boxes in-house and use recycled plastics that are already in circulation (misformed car parts, reground).

To this end, our carbon impact is improved two-fold: we're not importing and we're using plastic that's already in the environment.

We would love to welcome you to our facility to have a look at the process. Equally, if you would like some facts and figures as to how much CO₂ we have offset by using this material, we would happily provide this information.

Darran Lebeter, 1env Solutions



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LNPS CONTINUES VITAL MOSQUITO MONITORING

BPFA member London Network for Pest Solutions is playing an important role in monitoring one of the planet's deadliest insects.

Newham was one of several councils originally asked to help with a vital mosquito monitoring project by Public Health England (PHE).

Newham Council's pest control team started work on the project several years ago and it has been continued by LNPS - a limited company owned by the London Borough of Newham. LNPS is part of the Greater London Pest Liaison Group (GLPLG).

The annual survey takes place over a three month period. A static trap called a mosquito magnet, located in Newham, is used.

How does it work?

The magnet is attached to a propane gas cylinder which gives off a low level of carbon dioxide. Mosquitoes are attracted to warmth and CO₂ given off by humans and, by mimicking humans, the mosquitoes are attracted into the unit from many miles away.

They fly into an attached bag where they die because of lack of food – normally human blood.

The trap is run for four days every fortnight. At the end of each run period, LNPS staff check and change the bag and send it to PHE where it is physically counted and each species of mosquito caught is identified. This is done around the UK and an annual report is produced.



World's biggest killer

LNPS Managing Director Paul Cooper said: "I am so pleased that LNPS has continued the work started by LBN. It is far more important than people realise.

"It is an often forgotten fact that mosquitoes kill far more humans each year than any other creature. Figures vary but it is generally accepted by the WHO that mosquitoes are responsible for about three quarters of a million deaths worldwide each year.

"There are lots of mosquito solutions on the market, from personal wrist bands, small spray repellents, mosquito nets, noise emitters and the

larger UVL machines but, as always, the best method of protecting yourself against mosquitoes is to ensure you remove any sources of standing water.

"That is where you can easily see their larvae. The standing water does not have to be big or deep, anything is suitable, such as old tyres or unused plant pots."

PHE runs the nationwide mosquito surveillance project in collaboration with a range of organisations across the country. The project aims to develop and update our understanding of the status, distribution and abundance of these potential endemic vector species.

Millions of years in the making

Mosquitoes are responsible for transmitting serious diseases such as malaria. With no vaccine currently available, malaria – an ancient disease that began afflicting humans from the beginning of agriculture and modern civilization – remains a deadly threat to people around the world.

Caused by Plasmodium parasites, malaria shows up in historic texts as far back as the first millennium BCE. In fact, the first traces of malaria parasites were found in mosquito remains over 30 million years old.

Malaria's probable arrival in Rome in the first century AD was a turning point in European history. From the African rainforest, the

disease most likely travelled down the Nile to the Mediterranean, then spread east to the Fertile Crescent, and north to Greece. Greek traders and colonists brought it to Italy.

Malaria has affected every continent except Antarctica, and remains a widespread problem in parts of the world including Sub-Saharan Africa, South Asia, and the Caribbean. Over 200 million people still contract malaria each year. In 2010, 90% of malaria deaths occurred in Africa.

Although its chief sufferers today are the poor of sub-Saharan Africa, Asia, the Amazon basin, and other tropical regions, 40 percent of the world's population still lives in areas where malaria is transmitted.

BEAVER ANNOUNCES NEW HEAD OF COMPLIANCE AND CLIENT RETENTION

BPFA member Beaver is pleased to announce that James Wood has been offered the position of Head of Compliance and Client Retention.



The job has many facets and James will work closely alongside the directors, the managers and a small team.

In his new role, James will continue to develop the post of Training Manager, while monitoring and implementing various industry standards to assure compliance.

He will maintain health and safety compliance, ensuring the company's family of ISOs are delivered and complied to, while exploring the incorporation of ISO22301 and ISO45001.

James will be responsible for ensuring excellent quality standards, delivering training courses such as the RSPH Level 2 Award in Pest Management, both internally and externally.

He'll also take part in industry committees such as the BPFA Servicing Committee and Special Interest Groups, and the RSPH Advisory Panel, to maintain Beaver's presence on these groups.

David Lodge, Director at Beaver Pest Control, said: "James impressed us massively in his present role but also during the intense interview process.

"We're sure that he will continue to develop his skills in this new position and offer great support to the directors. We are very proud of him."

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CEPA PRESIDENT STEPS DOWN

After three years, Henry Mott resigned as President of CEPA, the European Pest Management Solutions Professional Association. Following Henry's resignation, former Vice-President Marc Aubry has been voted as President and Monica Biglietto as Vice-President of CEPA until the next elections planned for 2023.

Legacy

During his tenure, Henry has overseen the revolutionising of the governance of CEPA, while making it a visible and active player on the European political scene.

As President during the Covid-19 pandemic, Henry had the enormous task of building recognition for the pest management industry's valuable work in Europe.

In a year that saw public health thrust to the forefront of government agendas, CEPA made strides to increase the visibility of the pest management sector's vital role in protecting

public health at a European level.

CEPA and Henry were busy lobbying key decision-makers and stakeholders in Brussels, while supporting pest management workers across Europe and monitoring the effects of Covid-19 on SMEs across the sector.

He oversaw the launching of several initiatives and worked with stakeholders to support the sector and share key information on operating during the pandemic, such as a tracker to highlight which countries had officially declared that pest managers would be allowed to continue their work during lockdowns.



What is CEPA?

Find out more about CEPA and what it does.

cepa-europe.org

SPOTTA STRENGTHENS GLOBAL REACH



BPCA Member Spotta has strengthened its global reach with three new distributor agreements: Pest-End Exterminators and Colorado Tri-Flo Systems in the USA, and Amicus Environmental Services in the UK.

Each of the new partnerships will centre on Spotta's monitoring solution for the accommodation sector, which detects bed bugs in hotels, motels, hostels, student residences, care homes and other multi-room accommodation businesses.

The resellers will also assist customers in their region with installation and servicing, training and ongoing customer support.

Pest-End will incorporate Spotta as a part of its

integrated pest management solution. The provider works with residential and commercial properties in Massachusetts, New Hampshire and Maine.

Colorado Tri-Flo will offer Spotta's always-on monitoring technology alongside its own industrial heaters for treating the pests.

Amicus Environmental Services plans to utilise Spotta's technology as part of its focus on delivering technology-driven solutions to the pest control market.

Robert Fryers, CEO of Spotta, says: "Each partner company shares our belief that technology can help the pest control industry work in a more proactive way. Monitoring leads to early detection, and early detection of pests leads to more effective treatment and the opportunity to reduce pesticide use."

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NATIONAL PEST AWARDS 2021 FINALISTS ANNOUNCED



The shortlist of finalists for this year's National Pest Awards has been announced by organisers Pest magazine.

Run in association with BPCA, the National Pest Technicians Association (NPTA) and Basis Prompt, the National Pest Awards are aimed at recognising and rewarding the best in the industry.

The judging panel is headed by Simon Lewis, group managing director of Lewis Business Media, the publisher of Pest magazine.

The rest of the panel consists of Ian Andrew, chief executive of the BPCA; Steve Hallam, chief operating officer of the NPTA; Stephen Jacob, chief executive of BASIS; and Simon King, editor of Pest magazine.

YOUNG PEST CONTROLLER OF THE YEAR

Sponsor: Bayer

Sam Bogie, Environmental Health Solutions
Gabrielle Hogg, Pest Solutions (BPCA member)
Oliver Roe, Cleankill Pest Control (BPCA member)

PEST CONTROLLER OF THE YEAR

Sponsor: Lodi UK

Christopher Dean, AMS Pest Control (BPCA member)
Kevin Pugh, Pest Solutions (BPCA member)
James Wood, Beaver Pest Control (BPCA member)

LOCAL AUTHORITY OF THE YEAR

Sponsor: Barretine Environmental Health

Blaenau Gwent County Borough Council
Luton Borough Council

SOLE TRADER OF THE YEAR

Sponsor: Edialux Professional

Matthew Freeman, Hawthorn Pest Control (BPCA member)
Andrew Hancock, Greenway Integrated Pest Management
Phil Martin, PGM & Son Pest Control

SMALL COMPANY OF THE YEAR

Sponsor: Killgerm

Combat Pest Control
Dealey Environmental (BPCA member)
Pest Solutions (BPCA member)

LARGE COMPANY OF THE YEAR

Sponsor: Bell Laboratories

Beaver House Service (BPCA member)
Graham Pest Control (BPCA member)
Rokill (BPCA member)

UNsung HERO OF THE YEAR

Tim Bloomer, Killgerm (BPCA member)
Jonathan Giles, Aderyn Pest Control (BPCA member)
Richard Packer, Rentokil (BPCA member)

PEST BUSINESS OF THE YEAR

Sponsor: Syngenta

Taken from the winners of Local Authority, Sole Trader, Small Company and Large Company of the Year categories.

LIFETIME ACHIEVEMENT AWARD

To be revealed at the ceremony



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RODENTICIDE STEWARDSHIP REPORT PUBLISHED

A report of the UK Rodenticide Stewardship Regime's work covering 2016 to 2020 has been published by the Campaign for Responsible Rodenticide Use. This feeds into a formal five-year review being carried out by its HSE-led Government Oversight Group.

The regime's work and achievements to date were discussed by GOG members with CRRU UK chairman and six work group leaders at an online meeting in May.

Informally at the meeting, the GOG response was that the regime's programme of major changes in

rodenticide supply and use during its first five years was "fit for purpose".

This was qualified by recognition shared by both parties that the regime's ultimate goal of reducing rodenticide residues in GOG's declared sentinel species, the barn owl, has not yet been attained.

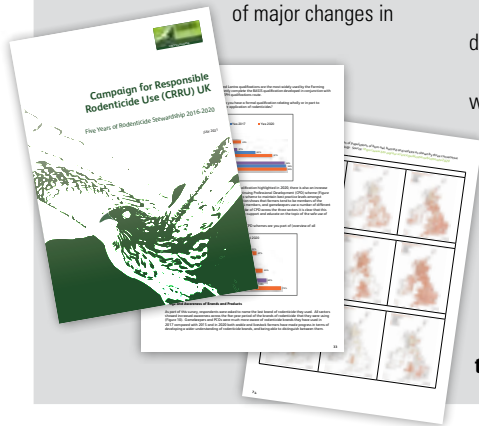
From available evidence, it is deemed not possible by GOG and CRRU alike to establish whether insufficient time has passed for stewardship measures to take effect or that the measures themselves are insufficient.

The GOG's formal response will follow in due course.

Meanwhile, CRRU continues to seek ways to strengthen the regime while also maintaining its promotion of responsible wildlife-aware rodent control by pest controllers, farmers and gamekeepers.

'Five Years of Rodenticide Stewardship 2016-2020' can be downloaded at **thinkwildlife.org/downloads**

Find out more about CRRU, Think Wildlife and the Stewardship regime at **thinkwildlife.org**



CRITICS ARE BUZZING FOR THE HIVE

Looking for something new to read? We've got one for you to recommend to your book club.

The Hive is a story about class in America and the fates of four midwestern sisters and their family business. In The Hive, the Fehler family's four daughters and their newly widowed, doomsday-prepper mother struggle to keep their pest control business from bankruptcy during a recession.

Melissa Scholes Young writes from a familiar setting; she grew up in a pest control family business herself.

Critics are buzzing for this novel, with one calling it a "gracefully and compassionately-written" story of four young women seeking out their own independence while always being drawn, time and again, back into the family business.

The Hive was released in the UK on 24 June, and has already been optioned for a series by Sony.



"The Hive by Melissa Scholes Young is real and raw, and will pin you back in your seat."

Alex George, author of The Paris Hours

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- ✓ Make a difference
- ✓ Be your own boss
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The core businesses were started 15 years ago with help from the Prince's Trust and, due to increasing customer demand, now have opportunities for franchisees across the UK.

Interested? Lets chat!

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HM The Queen and Founder and Managing Director Peter Higgs discussing how PGH Beegone rescues bees



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TECHNICIANS TAKEOVER BPCA IN LEAD UP TO WORLD PEST DAY

Between 1-5 June, five technicians took over BPCA's social media channels to show the world the essential work of a pest technician.

World Pest Day takes place on 6 June every year, and is a worldwide campaign that aims to increase awareness of the important role pest management plays in protecting public health.

We celebrated by inviting technicians from member companies to post on our social media feeds in the week leading up to World Pest Day. Our volunteers were:

- Simon, Goodwin Pest Management
- Sam, Cleankill Pest Control
- Bryan, Beaver Pest Control
- Sarah, SGC Environmental
- George, NBC Environment.

The #TechnicianTakeover campaign was really well received. Our Facebook page saw a huge spike in activity over the week:

- 23,353 people saw a Technician Takeover post
- 1,912 people liked, clicked, commented or reacted to a Technician Takeover post
- Facebook performed nearly 20% better than an average week of BPCA socials.
- Twitter did nearly as well: 21,600 people saw a Technician Takeover post
- 966 people liked, clicked or retweeted a post.

BPCA Chief Exec Ian Andrew said: "All too often we focus on the pests and the damage and distress they cause.

"This year we wanted to shout about the people on the ground



level who work to protect public health, by sharing our platform with them.

"Technicians are the lifeblood of the sector. For many of them, this was completely out of their comfort zone. The support they received was fantastic and they did a wonderful job."

From BPCA, we'd like to say thank you to all the pest technicians, support staff and companies that make our sector so great and keep people safe, even when times are tough.

JOIN OUR NEW WORKING GROUP FOR MEMBER COMPLAINTS

BPCA is reviewing its member complaints procedures and is looking for some members to get involved with a new complaints working group.

The BPCA Professional Standards Committee is looking for a small group of volunteers to review the whole member complaints process with the support of the BPCA Staff team.

You'll be expected to attend between two and four virtual meetings via video call and produce a set of recommendations for the Committee, who will then have the updated process ratified by the Executive Board.

Get involved

Anyone from a full member company in good standing can be on the working group (with the permission of the main contact from your organisation).

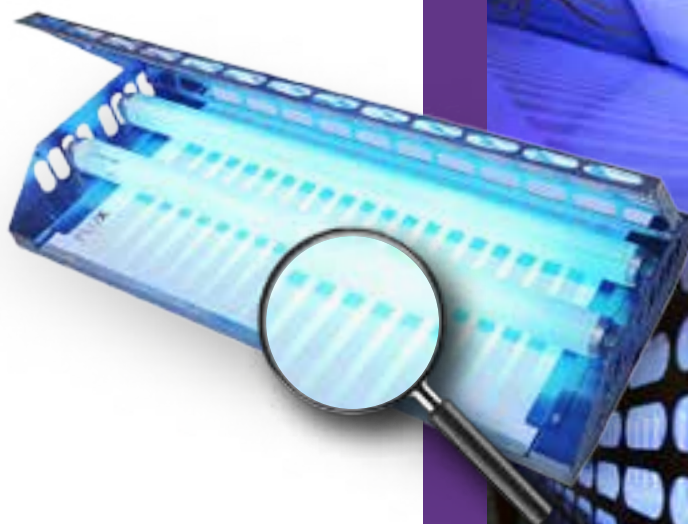
To register your interest, contact membership@bpca.org.uk or to have an informal chat about joining, call Natalie on 01332 225 104.

FLUX

glueboard

The new concept of glueboard

Able to attract and trap up to 180% more flies and other flying insects than traditional glueboard of the same dimension!



Patent Pending


ekommerce
PestControlProducts

ANIMAL WELFARE ACTION PLAN AND PEST MANAGEMENT

THE STORY SO FAR

On 12 May, the government published an action plan for animal welfare which has implications for the whole pest management sector. While the ban of glue boards via the Glue Traps (Offences) Bill might be making the biggest stir at the moment, it's by no means the only consideration for our industry.

SPEED VIEW

The action plan includes a commitment to a range of new welfare measures to protect pets, livestock and wild animals

The Glue Traps (Offences) Bill was introduced to Parliament as a Private Members' Bill but has the full backing of Government and Defra

77% of members voted in favour of lobbying to change the Bill and fight to keep glue boards in our toolkit

BPCA is now collecting case studies and evidence of where glue boards have been essential for protecting public health and well-being



The Action Plan for Animal Welfare was launched by Environment Secretary George Eustice (pictured right) and recognised animals as sentient in law. The action plan includes a commitment to a range of new welfare measures to protect pets, livestock and wild animals.

The colourful twenty-page document (complete with the Environment Secretary cuddling a kitten on page three) promises sweeping reforms to how the UK protects our pets, livestock and wildlife.

Glue board bans

On 16 June, Defra and Lord Goldsmith issued a press release stating that the "Government backs Glue Traps (Offences) Bill to crack down on inhumane traps".

While the Action Plan did indicate restrictions on the use of glue boards, this

was the first confirmation that a total ban for professional and amateur use was on the cards.

The Glue Traps (Offences) Bill was introduced to Parliament by Jane Stevenson MP as a Private Members' Bill but appears to have the full backing of Government and Defra.

No draft Bill has been published at the time of writing and isn't likely to be until its second reading in November.

If Parliament passes legislation (which seems likely given the universal appeal of the Bill), Defra has indicated that a ban is unlikely to come into effect for at least two years.

The proposed legislation would affect England and Wales. However, with the Scottish Animal Welfare Commission's report on the use of rodent glue traps (released 23 March this year), Scotland will likely follow suit with similar legislation.

Lead ammunition, snares and tougher sentencing

Several other areas highlighted in the Action Plan also could impact the pest management industry, including restricting the use or sale of lead ammunition and a call for evidence on the use of snares.

The issue of animal sentience is central to the report. The government plan to tackle animal welfare issues is via harsher sentencing and enforcement of wildlife crime.



FIGHTING THE BAN ON GLUE BOARDS

On 24 and 25 June, BPCA called member summits to help decide the future of glue boards. Every member was invited to attend and vote on BPCA's decision to either back the government's ban or lobby to change the Bill.

77% of members who attended the summit voted in favour of lobbying to change the Bill and fight to keep glue boards in our toolkit. The BPCA Executive Board later ratified this decision in a July meeting.

We're collecting case studies and evidence of where glue boards have been essential for protecting public health and well-being - for example, hospitals, food factories, care homes, and vulnerable people's homes.

We're also building a case for the use of glue boards to capture rodents stuck in a single room. No viable alternatives for this specific use causes less distress to rodents than a supervised glue board and immediate dispatch by a technician still on site.

BPCA will then help draft co-signed letters so members can lobby their MPs. We aim to find sympathetic MPs and drum up enough support to amend the proposed Bill.

To support the campaign, go to bpca.org.uk/glueboards



What else is in the plan?

There are many other changes that we imagine will have little effect on pest management.

Improving pet welfare

- Import rules changes to curb puppy smuggling
- Compulsory microchipping for cats
- Crack down on pet theft through a new government taskforce
- Ban remote controlled training e-collars.

Protecting wild animals

- Make it illegal to keep primates as pets
- New laws to crack down on illegal hare coursing
- Fund wildlife conservation projects both at home and abroad.

Protecting animals abroad

- Ban the import of hunting trophies from endangered animals
- Ban ivory sales by implementing the Ivory Act this year
- Prohibit import and export of detached shark fins to protect shark species
- Exploring a ban on the sale of foie gras
- Ban advertisement in this country of unacceptable low-welfare animal practices abroad – such as elephant rides.

Improving welfare for farmed animals

- End export of live animals for fattening and slaughter
- New measures to improve welfare during transport
- Give police more powers to protect farm animals from dangerous or out of control dogs
- Examine the use of cages for poultry and farrowing crates for pigs
- Improve animal welfare at slaughter
- Incentivise farmers to improve animal health and welfare through future farming policy.



VICTORIA,
AUSTRALIA
AUSTRIA
DENMARK
FINLAND
GERMANY

IRELAND
NEW ZEALAND
NORWAY
SWEDEN
SWITZERLAND



WHAT IS A PRIVATE MEMBERS' BILL?

Private Members' Bills are public bills introduced by MPs and Lords that are not government ministers. As with other Public Bills, their purpose is to change the law as it applies to the general population.

A minority of Private Members' Bills become law, but they may indirectly affect legislation by creating publicity around an issue.

Very few Private Members' Bills get the level of support we've seen for the Glue Traps (Offences) Bill. Defra, Secretary of State George Eustice and Lord Goldsmith have all promised their full support.

It's a long road for a Private Members' Bill to become law. If the Bill passes its second reading in November (without any back-bench MP intervention), it'll need to be legislated before the end of this session of Parliament next April/May.

BPCA

British Pest
Control
Association

BPCA POSITION STATEMENT ON GLUE BOARDS

BPCA has adopted the Pest Management Alliance (PMA) position statement on glue boards. It reads as follows:

Glue boards are an essential tool in the professional pest controllers' toolbox to ensure the rapid knock-down of rodents where there is an imminent threat to public health and safety, and they must be retained for professional use only.

Glue boards should remain available for use by professionals in accordance with the PMA Code of Best Practice.

UK governments should consider banning the purchase and use of glue boards by amateurs and the general public.

Professionals using glue boards should undertake a course of training equivalent to the PMA's training syllabus.

Distributors of glue boards to professional users are encouraged to ask for proof of training at point-of-sale.

Professional users of glue boards are required to keep accurate records of risk assessment, deployment and location of boards, count of boards laid and removed, count of rodents caught.

THE PEST
MANAGEMENT
ALLIANCE
PMALLIANCE.ORG.UK



The PMA comprises BPCA, the Chartered Institute of Environmental Health (CIEH) and NPTA.

THE GLUE BOARD BAN IN NEW ZEALAND



Ireland, New Zealand and the Australian state of Victoria are regularly cited examples of places that have successfully banned rodent glue boards. How have professionals in these countries adapted? We asked Peter Barry from the Pest Management Association of New Zealand (PMANZ) to recap the story of their 2015 ban.

In New Zealand, the Animal Welfare (Glueboard Traps) Order 2009 restricted the use of glue boards and banned the sale and use from 1 January 2015. legislation.govt.nz/regulation/public/2009/0316/latest/whole.html#DLM2439712

Glue boards were seen as both a monitoring device and a control method as, for example, are traps. Although glue boards were available for rats and mice, they were mainly used for mice here.

Despite their extensive use worldwide, there was little published information about their efficacy as control or monitoring devices for either rodent species.

Animal welfare groups had raised concerns about their humaneness, leading to restrictions on their use to specified persons, and situations (eg commercial food manufacturing premises), or requirements for ministerial exemptions and their phasing out in New Zealand by the end of 2014.

Between 2009 and the end of 2014, the use of glue boards in New Zealand was restricted to:

- Commercial pest control operators
- Persons employed to conduct pest control on food production premises
- Department of Conservation contractors or employees
- Boat operators transporting persons or goods to, from, or in close proximity to mammalian-pest-free islands.

The Ministry for Primary Industries (MPI) supported the phasing out of glue boards by working with affected users, regulators, and rodent control experts, practitioners and manufacturers to identify and enable the implementation of alternative control techniques.

Discussions were held with the permitted users of glue boards to clarify the situation regarding their use as monitoring and control tools and practitioner views about possible alternatives.

The review revealed that comparing glue boards and alternative devices is complex for both technical and animal welfare reasons. Firm conclusions about the relative merits of glue boards and alternative devices, and the feasibility of transition to other methods for rodent monitoring and control, are hampered by an absence of quantitative data on welfare impacts, efficacy, and cost-effectiveness.



KEY FINDINGS FROM THE NEW ZEALAND EXPERIENCE

Large numbers of glue boards (circa 90,000 in 2012/13) continued to be sold in New Zealand since the 2009 restrictions on their sale and use – most of the glue boards sold were for mice infestations.

Glue boards for rodents have two distinct advantages over all other currently available methods: they can be used in places where other devices cannot fit, and they are not prone to false triggering.

No modifications to glue boards were found to be commercially available that are likely to reduce the current welfare impacts of glue boards.

From a technical perspective, enclosed single and multi-catch live and kill traps are potentially suitable alternatives to glue boards for rodent monitoring and control in most situations – toxins (baits) are also a suitable alternative to glue boards where toxin use is not restricted, particularly when combined with non-toxic control methods in an integrated control programme.

"The review revealed that comparing glue boards and alternative devices is complex for both technical and animal welfare reasons."

SPEED VIEW

Concerns raised by animal welfare groups saw glue board use restricted to specified persons or situations, such as food manufacturing premises

There was a lack of data on glue board welfare impacts, efficacy and cost-effectiveness

Efforts to avoid the loss of glue boards ultimately failed

Pest managers have moved on from the loss of glue boards, relying now on remote monitoring or other devices

Animal welfare groups will always dislike what pest technicians do, so we need to evolve better ways of working to keep ahead of the game

To address this there needed to be:

- Better data about numbers of glue boards used and rats and mice captured, including data on multiple captures on single traps, and the fate (alive/dead, injuries) of captured rodents - obtaining this information would require close assistance from the pest control industry
- Better data about the efficacy and cost-effectiveness of glue boards and alternative methods for rats and mice - this would require trials to assess trapping efficiency and to collect data on operational costs
- Comparable welfare data on glue boards and other methods/devices for rats and mice - this would require observational assessments under controlled conditions for some devices and a review of existing data
- Information on the current economic costs of rodent impacts to sectors currently using glue boards - this could be obtained from the sectors concerned
- Research into new alternatives to glue boards that are acceptable to the industry - this would require assistance from the industry with testing.

Most deployments of glue boards were found to be by registered pest control companies. But there were few data sets on the numbers of rodents caught in the types of premises where glue boards were mostly used.

One study showed that of 1,950 devices set across 26 premises, they caught only 34 mice. We believe MPI concluded in the absence of other data, and if those figures were typical, they suggest the total catch of rodents may have been a few thousand per year.

While a number of meetings and presentations were held during the transition period with MPI by PMANZ and other

stakeholders such as Ecolab, Rentokil, Air New Zealand, Fonterra, Department of Conservation and other suppliers to try and avert the impending loss of glue boards, it never succeeded in changing the ultimate banning of glue boards by Animal Welfare and MPI.

In the meantime, single and multi-catch live and kill traps (used with trap covers where applicable) seemed to be the only potential practical alternative for rodent monitoring and control where the use of toxins was not acceptable, and that was what ultimately started happening, as suppliers and distributors started trialling different kill trap options including the use of remote monitoring to replace glue boards.

Following the prohibition, rodent glue boards could only be used in accordance with a Ministerial approval document from the MPI, containing conditions for use. Approvals normally are granted for no more than one year. An application must be completed.

mpi.govt.nz/dmsdocument/8784-Exemption-to-sell-or-use-a-prohibited-trap-under-section-8-of-Animal-Welfare-Glueboard-Traps-Order-2009-application

From this and in conjunction with MPI, PMANZ created a Code of Practice and a Standard Operating Procedure for glue boards and euthanasia of rodents.

Where we are now

The use of glue boards has come to a complete stop as indicated by the approvals on the MPI website table shown here. There are no approvals for 2021 so far.

mpi.govt.nz/animals/animal-welfare/animal-welfare-and-pest-management/traps-and-devices/

"While some hanker after the 'good old days' and lament the loss, they accept it and have moved on."

Approvals		
Year	For use	For sale
2015	22	2
2016	9	2
2017	7	2
2018	6	2
2019	4	2
2020	2	2
2021	None so far	



Our two biggest pest management companies that service most of NZ's food supply chain, tell us that they have not had a requirement in 2021 to use glue boards at all, one saying they last used them in 2018.

Pest managers in New Zealand have got over the loss of glue boards and now rely on either remote monitoring or devices such as illustrated above. While some hanker after the 'good old days' and lament the loss, they accept it and have moved on.

If anything can be learned from the New Zealand experience, it will be that no matter what pest managers might see as a practical solution to a problem, there will always be an environmental animal group that will see things differently. Pest managers will have to realise this and evolve to new and better ways of pest management in a rapidly changing world.



THE ELEPHANT IN THE GLUE TRAP

ATTITUDES TO ANIMAL WELFARE AND THE IMPACT ON PEST MANAGEMENT TOOLKITS



The attack on glue boards and the Government's Animal Welfare Action Plan represent a direct risk to our pest management toolkit. PPC Editor Scott Johnstone looks at the motivations behind reforms and speculates how the industry might have to adapt.

SPEED VIEW

Those championing animal welfare are intelligent, academic, organised, and well-financed

Animal welfare reforms are an easy win with voters; detract from slow progress of Brexit trade deals

Changing attitudes to how we interact with animals will play an increasing role in our work

To protect our toolkit, we will need to consider animal welfare impacts as much as environmental impact

Traditionally we've thought of our impact on the environment as the most significant risk to our toolkit. While challenges to our chemical arsenal will always be present, professional pest management has adapted well. Rodenticides stewardship, Integrated Pest Management (IPM) and environmental risk assessments should be a part of every pest company's thought processes in 2021.

But there's another significant threat to our toolkit only half a step away from environmental impact – our elephant in the room.

Animal welfare reform is popular

It's been easy to attribute this threat to 'antis', the 'woke left', 'radical vegans', 'wildlife nuts', and 'snowflake-zenials trying to do me out of a job'. However, the reality is that those who are championing the animal welfare agenda are intelligent, academic, organised and well-financed.

Two years ago, the challenge to bird licences was fronted by Chris Packham et al, but behind them stood hundred-of-thousands of people ready to sign petitions and fund the legal battles.

The government ban on glue boards is backed by Lord Goldsmith, the Conservative Minister of State for Pacific and the Environment. He said: "Glue traps cause slow and unimaginably painful deaths and there is no way of preventing other types of animals being caught by them, so I am delighted we are able to back Jane Stevenson MP's important Private Member's Bill today. We will do all we can to help her get this new law onto the statute books."

It's not usual for a government department such as Defra and a prominent minister to back a Private Member's Bill. However, as the legislation synergises with the Animal Welfare Action Plan, it's been given Government's full support.

Multiple petitions on glue boards have over 100,000 signatures signed by members of the public. High-profile organisations such as the RSPCA and British Veterinary Association have supported the ban.

In a 2015 YouGov poll of 2,000 people, 68% agree glue traps should be banned in the UK. If you don't support the ban on glue boards then you're in the minority.

It's easy to see why. Glue boards, even when used properly, are a stomach-churning tool. Factor in images of robins, cats and hedgehogs stuck on the devices, and any rational argument about public health is lost to the stronger emotional response.

Animal welfare, in general, gets mainstream support; we're a nation of animal lovers. I've never met an animal-hating pest professional. The vast majority of the plan could be backed by anyone, regardless of political belief. That's the point of it.

Brexit means bans

George Eustice states in the foreword to the plan: "Our departure from the EU has provided an opportunity to do things better. We can take action to ban live exports of animals for slaughter and fattening, take forward legislation on puppy smuggling and, now we are an independent trading nation and have regained our own voice on wildlife conventions, world forums and organisations, we can take a more assertive role on the world stage."

With such universal appeal, there's no doubt that animal welfare reforms are considered an easy win with voters and detract from the slow progress of post-Brexit trade deals with a good news story.

Not a change, but a sign of change

Glue boards are not the only warning flag for the sector. The challenge to using lead shot and snares might certainly affect our work, but there are more significant objections we need to plan for.

Here's a direct quote from the action plan: "At the heart of our reform programme is our commitment to recognise in law the sentience of animals. [...] Explicitly recognising and enshrining animals as sentient beings in law will be at the very heart of central government decision making going forward."

Stricter enforcement of wildlife crime is undoubtedly a welcome addition to the plan. We've always thought that better enforcement of wildlife crimes would negate the need for any additional legislation around pest management toolkits.

As an aside, in the Scottish Animal Welfare Commission's report on the use of rodent glue traps, they write: "The labelling of target species as 'pests' in this context should be discouraged in the future. It is important to recognise that 'pest' animals have the potential to suffer to the same extent as other sentient 'non-pest' species. In considering all 'pest' control methods, the Commission would like to see these ethical considerations higher up the agenda and explicitly addressed in all future discussions."

Animal sentience and distaste at the word "pest" hint at a significant attitude change.

And it won't stop with mammals. You might laugh at a customer's request to relocate a wasp nest now, but I'd be willing to bet that invertebrate empathy increases over the next decade and requests for this service increase.

Public health and well-being

Animal welfare has the potential to impact your toolkit just as much as environmental concerns.

Your customers care (and if they don't right now, they will over the coming years).

Glue traps are just the beginning because any layman can see conflicts with animal welfare – particularly when they're misused. But snares, rodenticides and snap traps all have animal welfare implications.

To protect our toolkit, pest professionals will need to consider our animal welfare impacts as much as our environmental impact.

As with all our work, it'll be about balancing the risk to public health, the risk of damaging our environment, the risk of harming non-target species and the risk of causing suffering to target species.

If you've already got a standing item for environmental risk on your team meeting agenda – great. But maybe it's time to add 'animal welfare' too?

OPINION

GLUE BOARD BAN AND THE FAILURE TO SELF-REGULATE



Losing something from our toolkit never feels great, but what are the ramifications for the sector? Henry Mott is MD of BPCA member company Conquer Pest Control and the former president of CEPA. He takes a step back to look at the ramifications of the Glue Traps (Offences) Bill.

The recent press on the use of sticky boards in managing rodent pests is merely a symptom of a fundamental problem in our industry.

Whether you consider banning this pest management tool as a good or bad idea based on personal preferences, is a mistake and a complete misunderstanding of the direction of travel in general.

Self-regulation has been the strategy behind the professional pest management industry to maintain access to as much of the toolbox as possible.

Should it not be us as pest management professional industry stakeholders to decide on what tools are needed and how they should be used? Or should we leave it to the self-appointed lobbyists and activists? Those who've never operated in our industry or been responsible for protecting the public at large from the damage and disease pest's cause?

It has, however, become evident that this laudable strategy is failing catastrophically.

We will find ourselves increasingly faced with direct legislation such as the removal of sticky boards being proposed. It'll be driven via the immensely powerful green agenda lobbyists that will erode almost every tool at our disposal to control pests and therefore our fundamental ability to protect human health and property.

The continuing failure of our industry to self-regulate effectively is the responsibility of all stakeholders. Given the serious nature of the risk to our industry, you'd imagine that:

Professional pest managers would embrace the introduction of much higher mandatory levels of qualifications (academic and practical) with far more regular and stringent testing

and auditing and even licenses to remove the 'cowboy' element once and for all (as has much of mainland Europe).

UK manufacturers and distributors would welcome a more stringently controlled UK biocide user market into which to sell their products. This would therefore assist in preventing products being misused by poorly or inadequately trained persons, helping to protect their image and reputation by reducing any risk of damage to the environment.

End users would be far more thorough in vetting prospective suppliers and conduct greater due diligence into who they allow onto their sites, fully recognising and valuing the importance of official accreditations, formal training levels, CPD etc.

National associations, and any other relevant accreditation/audit bodies, would ensure anyone practising pest management that comes under their jurisdiction abides by

agreed industry codes of best practice. In the event that they discover failures, they must be ruthless in either removing any members that breach them or reporting them to an

appropriate organisation for action to be taken.

Sadly, in the last 26 years that I have been involved directly in the industry, I see little evidence to suggest that anything more than lip service is being applied to much of the above.

You don't need to be Einstein to understand that to achieve this requires financial investment and risks a potential loss of revenue.

We need the strength of will from industry leaders, and an honest appraisal of the situation, to make this happen. We can't keep kicking the can down the road and taking positions that benefit ourselves in the short term.

If we're ever to make headway, all four (intrinsically linked) stakeholders need to pull in the same direction. If we fail to do this we'll continue to remain at the whim of influential individuals and bodies that don't have our best interests at heart, and would happily see the industry disappear.

I can only hope that either a new generation of industry leaders comes along and adopts a more pragmatic approach to this task or that the old guard accept their mistakes and do something about it to ensure we can continue to protect public health effectively.

Reply from the Editor

There's nothing particularly fast about self-regulation. Change needs to be sustainable, and the whole professional industry needs to follow where others lead.

Remember, for BPCA (or any other membership organisation) to investigate a complaint based on poor practice, you need evidence. This includes the who, what, where and when of what occurred. It doesn't take much to snap some photos on your phone and write a short report. It can then be followed up appropriately. BPCA has a Professional Standards Committee of members that is responsible for complaints.

Remember, a trade association has no powers to investigate a non-member and isn't an enforcement agency.

"...driven via the immensely powerful green agenda lobbyists that will erode almost every tool at our disposal to control pests..."

What do you think?

Would you invest in higher qualification and accreditation standards to protect your toolkit? Let us know your thoughts.

hello@bpca.org.uk

OPINION

THERE'S NOTHING EVIL ABOUT ME

IS THERE SUCH A THING AS HUMANE PEST MANAGEMENT?



'Humane' – a word we often hear these days. But what does it mean, and how does this relate to pest management? Regular columnist Alex Wade of member company Wade Environmental investigates.

To start, we must understand that to be humane is to show compassion and benevolence when faced with a situation, which places us in pest management in a quandary. How can we be compassionate and benevolent while undertaking a pest management strategy that we know will result in the death of pest animals? Is this paradox of ethical thinking?

Let's get philosophical

Ultimately to talk about humaneness is to talk about ethics and, by extension, philosophy. There are two philosophers I know of who might be worth considering: Jeremy Bentham and Peter Singer.

Jeremy Bentham expounded the concept of utilitarianism which, when boiled down to its very basics, claimed that an action that resulted in the greatest good for the greatest number of people was the right decision to make. Does this therefore erase the negative connotations and actions of pest management? Consider this phrase we have all heard parroted at us: "I don't mind pest control; it is just a necessary evil".

Although I understand that there is (usually) not an intentionally negative connotation within this remark, it does show there is an inherent and underlying bias towards this industry, a necessary evil.

While it does very much justify the position of Jeremy Bentham and his utilitarianism views, it does not quite do enough to take the sting from the sentiment.

Pest management does do the greatest good for the greatest number, and so is undoubtedly necessary, but it's by no means 'evil'.

A hierarchy of sentience

Peter Singer wrote a treatise on the Moral Status of Animals. In synopsis, this paper claimed a moral hierarchy when it came to every animal on the planet. This hierarchy broke all life down into three groups:

- Sentient animals that are self-aware (such as adult humans)
- Sentient animals that are not self-aware (such as rats)

- Inanimate objects/insentient organisms (like the grain that is soon to be devoured inside your equally insensate bait box).

The distinction between these groups essentially boils down to the ability for each animal group to perceive itself and consequently an end to existence, so therefore having the innate compulsion to preserve their own lives (beyond the visceral fight or flight mechanism).



Death and pest control

And so, finally, we get to what this entire dilemma pivots on. It is that final curtain call, the big hurrah, the going belly up or simply put... it's about death.

How do we then gauge what is 'humane' in the tools that we use?

Let's take a cursory look at the lethal control methods we have at our disposal. The physical harm done by traps. The chemical damage done with rodenticides. Imagining these fates might be enough to have each of us curling into a small ball and whimpering softly. But is that not the case for any way we envisage our demise?

This brings us back to Peter Singer and the fact that we as humans actually can conceptualise our death without it being an immediate reality. However, rodents are seemingly incapable of this. They're unlikely to suffer any anxiety as a result of all but the most immediate of concerns.

To give this some context, if you were to ask

SPEED VIEW

To be humane is to show compassion and benevolence when faced with a situation

Pest management does do the greatest good for the greatest number

Humans can conceptualise our death without it being an immediate reality - rodents can't

Few wild animals ever really reach an age where they will ever succumb to old age

A glue board used correctly should be nothing more than a tool used to restrain an animal

me how I would like to die, I would tell you, "Just like my Grandfather, quietly and peacefully in my sleep... not at all like the passengers on the bus he was driving."

Joking aside, the statement does prove this concept. "In my sleep". "Quietly". "Peacefully". All reasonable requests, right?

But we as humans are almost unique in that this is a luxury afforded to us. This is not a consideration for wild animals and certainly never for rodents.

In the wild, the simple and rather bleak reality is that death in the natural world ranges from the short and terrifying to the protracted and decidedly unpleasant. In truth, few wild animals ever really reach an age where they will ever succumb to old age. If they do not become food for a larger animal, most animals will suffer the ignominy of a slow death at the hands of starvation. This will either be due to overwhelming parasite loads or from a lack of resources due to seasonal changes, ie freezing to death in a wet ditch while attempting to forage.

Pigeon ethics

This might feel like an ad hominem justification for using chemicals (they're okay because freezing to death in a ditch is worse).

Let's keep perspective of the mode of action of the most common rodenticides. With modern rodenticides, there is almost always a lag period between consumption and the onset of symptoms.

Within this time, the animal is entirely unaware of anything awry, continuing about its life as it would normally. It is only when a critical threshold is reached, the lack of vitamin K, the saturation

of vitamin D, that symptoms begin to present themselves. From there, the time between those symptoms and death is usually a matter of hours if not, in most cases, minutes.

Indeed, if you've ever come across a dopey rat, you'll know that these animals don't look to be in the throes of terrible pain.

Indeed, they do not exhibit anywhere near the terror that one would imagine being eviscerated by an owl would engender. Nor do they persist in the protracted suffering that starvation would bring about (although really, it would be the height of arrogance to assume we understood the mental landscape of another animal, let alone another species).

A humane attitude to pest management

Maybe the question shouldn't be, "Is pest management or its tools humane?" Instead, we should ask, "How can we ensure that our actions and attitudes never allow the use of these tools to become inhumane?"

Take, for example, the use of glue boards and other traps. In themselves they are simply tools, but it is their use (or rather misuse) that has the potential to make them become inhumane.

A glue board used correctly should be nothing more than a tool used to restrain an animal, allowing the professional to administer a swift and low-risk dispatch.

Conversely, the break back trap, a tool considered a safe and reliable mechanism, when placed incorrectly or manufactured poorly, can mangle and maim indiscriminately.

When these tools are misused, remember that it's not just a fault of the tool but also the user.

Therefore, it's now more than ever of paramount importance that this industry learns from this latest news and looks to do two things:

- Create a clear distinction between the professionalism and diligence of the people who are committed to upholding the standards of this industry from the untrained, who would then misuse or abuse these (or any) products
- Ensure that the tools we champion are of a standard that ensures the best possible outcomes are achieved without the risk or fear of failure due to substandard materials or design.

How humane is your pest management?

Do you agree with Alex's ideas around the humaneness of pest management? Do you talk about the 'necessary evil' of pest control with your non-pestie friends and family? Share your point of view, and we might print it here.

hello@bpca.org.uk

OPINION

WE SHOULD BE ANIMAL WELFARE ACTIVISTS

OUR IMPACT ON ANIMAL WELFARE IN THE SPOTLIGHT



We need to fully engage with this process of heightened animal welfare awareness; it's the best strategy to protect our industry, toolbox, and the direct threats to public health that unwanted pests can pose. Chris Cagienard explains...

Are we missing the mark?

Most of us are animal lovers who'll take every approach possible to remove the need for lethal control and, in particular, the use of direct physical control measures. I take no joy from having to trap or humanely dispatch any animal. If it needs to be done, I'm willing to be the one to do it because I want it done well. I'm sure you feel the same.

However, we're not telling the story at all well. We're failing to promote the pest professional as an animal lover, focusing instead on conservation, education and prevention.

In the past, when confronted with examples of glue board misuse, we've repeated the mantra "but we need glue boards" - which we absolutely do. Maybe we should instead be proclaiming, "yes, that's horrific; let's take this on together because here is what professional use looks like and the two are not the same."

Now we find ourselves lumped in with the amateur users and the unprofessional cowboys of the industry when it comes to glue board use.

What will come next?

From my involvement in some academic research, I know there are parties out there with an eye on spring traps, live traps and snap traps - and of course, traditional rodenticides.

With regulated spring traps and unregulated snap traps, we might not always consider the animal welfare impact. After all, we set the trap and return to find the animal dead most of the time.

We can easily forget that there was a time between when the animal encountered your trap and when it died.

- Are we thinking about this time and whether it was as humane as it could have been?
- Are we thinking about trap effectiveness and trap placement?
- Are we thinking about the competency of humane dispatch when live trapping or in the event of a foul catch?
- Are we thinking about minimising foul catches?

"...we risk giving up control of the discussion to people who may be very well-intentioned but don't have the insights of a pest professional..."

Building a culture of animal welfare

We need to become animal welfare activists.

Otherwise, we risk giving up control of the discussion to people who may be very well-intentioned but don't have the insights of a pest professional or consider the protection of public health.

As part of my role in the BPCA and as a member, I've been calling for the development of online and practical in-person training that'll ensure confidence and competence in delivering humane dispatch via blunt force trauma. This is a grey area that is mainly unspoken about.

This could be the most worthwhile contribution of my time at the BPCA and have a significant impact on improving animal welfare.

We discuss animal welfare considerations in our service meetings and training to support our young trainees to confidence and competency. From experience, I can say it's had a marked impact on our people's happiness and mental health.

Over to you

What are you doing well that you could share with members to help positively impact animal welfare? We need to hear from you. What are you unsure about? Where do you need help to do what we have to do as well as possible? Reach out for help. Let's talk about animal welfare.

hello@bpca.org.uk

DON'T BUG ME!

NON-PEST INSECTS



Paul Westgate, of BPCA member company Veritas Pest Consultancy, explains how a little entomology know-how can go a long way.



There's a staggering number of insect species in Britain. Estimates vary, but there are probably around 26,000 species on our little islands.

Of these, there are:

- 7,000+ species of true flies (Diptera)
- 4,500+ species of beetles (Coleoptera)
- 270+ species of bees (Apoidea)
- And even 62 species of fleas (Siphonaptera).

Knowing all these species is beyond the capabilities of even the most dedicated entomologist. However, being able to identify some of the common and most frequently encountered insects that find their way into people's lives is a sensible and productive skill to develop for all pest professionals.

SPEED VIEW

Pest species represent less than 0.5% of British insects

Knowing common non-pest insects saves time and money and ensures customers have a positive experience

The majority of hoverfly species superficially resemble social wasps and bees

By knowing ground beetle and rove beetle characteristics we can identify some 1,500 British insects

Bush crickets cause concern as their long antennae and curved abdominal cerci can resemble cockroaches

Of the 1,600+ recorded species of micro-moths, several may be confused with true pest species

Disclaimer: we know all insects aren't bugs. It's a pun.



An online CPD quiz based on this feature is now available on the BPCA website. BPCA affiliates can take a CPD quiz at any time bpca.org.uk/cpd-quiz or sign up at bpca.org.uk/affiliate

Know your imposter pests

As pesties, we're well versed in the need to identify our 'pest' species, be they German cockroaches or case-bearing clothes moths, and we should be consistently building this crucial skill. However, it is worth remembering that pest species represent only a tiny fraction (less than 0.5%) of the British species count.

The insects in this article are some of those which have been found or presented to me as 'pests' during 20 years of conducting fieldwork. They barely scratch the surface of what you might come across.

Knowledge of some of these common insects not only saves you time and money but it ensures our customers have a positive experience from a true professional that they'll recommend to others.

Hoverflies

Some insects don't help us and deliberately hide their identity. The majority of hoverfly species (Syrphidae) superficially resemble social wasps and bees. Upon examination, their generally flatter abdomen and hovering behaviour are usually sufficient to separate these from the true bees and wasps (Hymenoptera), although some can require further examination.

The presence of only two wings, with the rear 'wings' adapted to form knob-like halters, will quickly dismiss any other order of insects other than the true flies (Diptera).

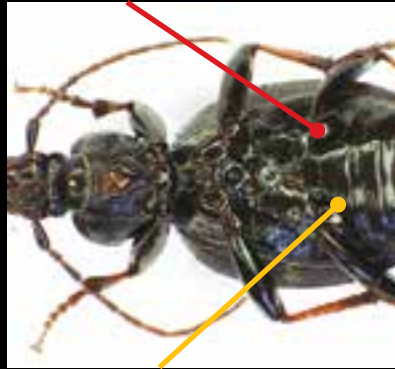


One insect commonly presented for identification is the rather seed looking pupal stage of the hoverfly that mimics hornets (*Volucella* spp). These are commonly found in lofts and attics, as the larvae are scavengers within hymenopteran nests. Image: martinsanford.

"There are eight species of chafer in Britain and, while they might annoy or frighten a customer, they pose no risk to human health..."

Ground beetles

It's not always necessary to identify insects through to their species. By knowing the characteristics of the ground beetle (Carabidae) and rove beetle families (Staphylinidae) we can identify (to family-level) some 1,500 British insects professionally resolving any potential treatment needs.



The most encountered family, ground beetles, are mostly simple and easy to identify. Normally they're black with long thread-like (filiform) antennae and legs adapted for running. To make certain, flip them over onto their backs and note that the hind coxa (image above, red pointer) completely divides the first abdominal plate (yellow pointer). Image: Siga.

Rove beetles, typified by the bold devil's coach horse (*Ocyrops olens*), are typically elongated, slender beetles with short elytra, which leave much of the abdomen visible.

Chafers

One of the most requested identifications from customers comes from the dung beetle family (Scarabaeidae). Most often it turns out to be one of the chafers (subfamily Melolonthinae).

In summer the cockchafer (*Melolontha melolontha*) is the most often encountered. Up to 35mm long, these large beetles are often mistaken for cockroaches and commonly enter houses as they're attracted by lights.

There are eight species of chafer in Britain and, while they might annoy or frighten a customer, they pose no risk to human health – although some can be horticultural pests, damaging garden plants.

Cockchafer or May Bug (*Melolontha melolontha*) Image: gailhampshire.

Weevils

There are several weevils (superfamily Curculionidae) that regularly require intervention from a pest professional. All stored product and wood boring weevils are no more than 4mm long, brown in colour with the typical weevil elbowed antennae and clear rostrum.



Pea leaf weevil (*Sitona lineatus*). Image: Udo Schmidt.

Two of the most common and obvious non-pest weevil species are easily distinguished from their stored-product-pest counterparts.

The vine weevil (*Otiorhynchus sulcatus*) is a common garden visitor, and is black and much larger at 7-9mm while the broad-nosed weevil (*Sitona lineatus*) lacks the typical weevil rostrum and is striped.



Broad nosed weevil (Curculionidae Spp). Image: gbohne.

/continued



DON'T BUG ME!

Crickets

Britain has around 30 species of grasshoppers and crickets (Orthoptera) with only the house cricket (*Acheta domestica*) considered a pest.

While most grasshoppers are easily identifiable by their short antennae and slender bodies, some bush crickets (*Tettigoniidae*) can cause concern as their long antennae and curved abdominal cerci can resemble some of the features of cockroaches. One of the most encountered species is the speckled bush cricket (*Leptophyes punctatissima*).



Speckled bush cricket (*Leptophyes punctatissima*).
Image: Fritz Geller-Grimm.

Moths

The Lepidoptera order is superficially split into moths and butterflies with the moth group further divided into macro and micros (ie big and small ones).

The macro moths, while fascinating and often beautiful, can easily be identified and offer no pest control issues (although their high numbers may indicate proofing issues that should be resolved as part of our IPM plan).

Of the 1,600+ recorded species of micro-moths, there are several that may be confused with true pest species. The bee moth (*Aphomia sociella*), often indicative of a previous wasp or bee nest in which the larvae develop, and the light brown apple moth (*Epiphyas postvittana*) are common moths that may be mistaken for the Indian meal moth. Both are two common non-pest micro lepidopteran species.

Right: Indian meal moth (*Plodia interpunctella*).
Image: Ilia Ustyantsev.



Bee moth (*Aphomia sociella*).
Image: Ilia Ustyantsev.



Light brown apple moth (*Epiphyas postvittana*).
Image: Danny Chapman.



Cockroaches

Those living in the southern parts of England may be lucky enough to find one of the three native cockroach species.

These small cockroaches from the *Ectobius* genus are not likely to set up home in ours, as they much prefer their natural environments in woodland leaf litter. Once identified, simply putting them back outside where they belong and setting up a precautionary monitoring programme will quickly help provide evidence to end the client's concerns.

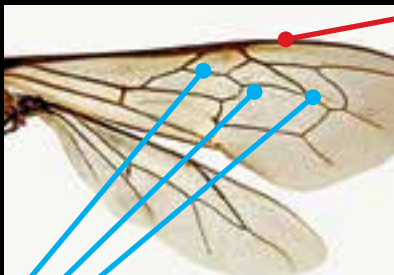


Tawny cockroach (*Ectobius pallidus*).
Image: Didier Descouens.

"Most bee species are solitary or small nest formers and usually require no actions."

Honey bee

The honey bee is one of 270 British bees. Most bee species are solitary or small nest formers and usually require no actions. Most don't sting and perform a valuable role as pollinators.



Honey bees can often easily be identified by their size, colour and actions, but a close look at their forewing, noting the three submarginal cells (image above, blue pointers) and extended radial cell (red pointer) will confirm their identity.
Image: Welcome Images.

"These small cockroaches ... are not likely to set up home in ours, as they much prefer their natural environments..."

Springtails

Springtails (Order Collembola), are not insects at all - they're hexapods. We come across them fairly regularly and can often be found under rocks, in bait boxes, within leaf litter or anywhere damp conditions are maintained.

As their name suggests they bounce around due to the presence of a spring-like organ (furcula), which is present towards the rear of the abdomen (although a hand lens might be needed to see this).

Springtails are always worth considering if a client is reporting seeing fleas.



Springtail (Collembola).
Image: INY State IPM Program, Cornell University.

Lacewing

Britain is home to around 40 species of lacewings (Order Neuroptera). The green lacewing (*Chrysoperla carnea*) is probably the most commonly encountered species, especially during winter when they often hibernate inside buildings.

These 10-15mm long, green or brown insects are harmless aphid predators and usually require no control other than being placed outside.



Lacewing (*Chrysoperla carnea*).
Image: AJC1.

True bugs



Shield bug (*Palomena prasina*).
Image: Laurence Livermore.

True bugs (Order Hemiptera) contain one major pest, the bed bug (*Cimex lectularius*). However, several other non-pest true bugs can find their way inside.

True bugs are easily identified by their long piercing mouthparts as shown in this common green shield bug (*Palomena prasina*).

In conclusion

Identification is crucial and the foundation block upon which our IPM plans are built. Identification enables us to carry out the correct treatment, give the right advice, and act professionally and effectively.

Although it might sometimes feel daunting to identify something you're unfamiliar with, never fear. One of the great things about professional pest control is that there's always someone to help. Most distributors and many consultants are more than able and willing to provide identification services, so if in doubt get some support.

Paul Westgate is managing director of BPCA member company Veritas Pest Consultancy, a support business for those involved in professional pest management. He's a BPCA Executive Board member, BPCA trainer and incredibly passionate about helping pest professionals deliver a first-class service. Plus, he's a massive entomology geek.

Further reading

It's impossible to list all resources needed to identify all non-pest species. However, here are some starting points:

The Collins Field Guide to Insects (Michael Chinnery) is a must-have resource.

Mike's Insect Key – general insect identification with many detailed keys.
sites.google.com/view/mikes-insect-keys

Guide to British grasshoppers and Allied Insects (D Ovenden and J Marshall, FSC Publications) – a handy condensed version of these groups.

The Royal Entomological Society (RES) has a range of identification books including keys to many major British beetles including Carabidae and Staphylinidae, lacewings (Neuroptera), booklice (Psocoptera) and a stunning new key to blowflies.

Ball and Morris's Guide to Britain's Hoverflies – a great tool for hoverfly identification.

Sterling, Parsons and Lewington's Field Guide to Micro-moths is also a must-have.

For true bugs, britishbugs.org.uk usually helps me find what I am looking for.



RODENTS DETECT LANDMINES, SNIFF OUT TB, FIND DISASTER VICTIMS

When it comes to thinking about disease, rats are usually thought of as vermin that carry plague and pestilence. But what about rats being used to sniff out diseases such as tuberculosis (TB) in people's saliva, or salmonella bacteria in contaminated food? Or what about 'camerats' – back-packed with miniature cameras and wireless transmitters to find people trapped after disasters? We've been exploring all of these.



Rats trained to detect TB have already been deployed in Tanzania and Mozambique, with further potential in African countries that have seen an increase in cases since the onset of HIV. Accurate and efficient TB diagnosis is one of the most pressing health problems in many African

countries, and it is something we've found rats are able to do particularly well. In Tanzania, about 26,000 saliva specimens of TB patients are now screened by rats annually in the capital Dar es Salaam.

African giant pouched rats (*Cricetomys gambianus*) are widely distributed in tropical Africa. In 2000, we began training these rats at Sokoine University in Tanzania to detect landmines. The sensitivity of rats is many times greater than that of dogs. And they are able to detect levels of TNT (used in landmines) which are much lower than could be detected by a machine.

Pavlov's rat

Whether it is for TB diagnosis, salmonella or landmine detection, the training of a rat as biosensor works on a very basic principle, very similar to the Pavlovian response or classical conditioning: a rat is given a deactivated culture of *Mycobacterium tuberculosis* to sniff before being given a reward for finding a TB-positive specimen from a series arranged on a test board. Much as sniffer dogs do when they're trained to find traces of drugs or missing people.

The rats are being used in Mozambique, which was left heavily laid with landmines following years of civil war, and at any given time we usually have between 15-20 animals in the field. The rats are now being used in Angola, and soon to be in Thailand and Cambodia. It is relatively safe for the rats and they are well cared for and get the attention of vets. They are replaced when they die naturally or due to unknown causes.

halotrust.org/where-we-work/mozambique

"A single accredited rat is able to diagnose 140-150 specimens in 20-25 minutes (which equates to six to seven specimens per minute). To give a sense of this speed, a laboratory technician using microscopy will work on about 40 specimens in an eight-hour working day."

Seven sniffs a minute

Since they proved so successful in sniffing out mines, we wondered about what else they could do. So we began training them to diagnose *Mycobacterium tuberculosis*, the causative agent of TB in humans, using saliva samples.

Rats are very accurate and specific when doing this and are phenomenally fast at diagnosis. We've found that rats are able to identify the TB bacterium with more than 90% accuracy and are able to pick up 44% more positive cases than microscopy.

ncbi.nlm.nih.gov/pubmed/21118940

Initially, the medical community was sceptical about this technology but, backed by various scientific studies that rats can do this with a high level of accuracy, the idea has caught on.

It takes about six months for a rat to complete training and to be accredited for TB diagnosis. A single accredited rat is able to diagnose 140-150 specimens in 20-25 minutes (which equates to six to seven specimens per minute). To give a sense of this speed, a laboratory technician using microscopy will work on about 40 specimens in an eight-hour working day.

However, the idea is to use the rats to complement the work technicians do, in particular because sometimes technicians report positive specimens as negative. Negative samples can be double-checked by the rats.

They can also be deployed in more routine diagnoses where speed and accuracy can save lives. And in emergencies, for example when hundreds of thousands of people face a TB epidemic in refugee camps, rats can be the only quick solution to identify patients of TB. At any given time we have a stock of trained rats ready for this purpose. Deploying them in this way would involve collecting saliva samples and getting them to the rats in the lab.

The number of patients being screened in this way is likely to increase as more health centres submit requests to use this biosensor technology. In addition to our rats at Sokoine, Apopo (a Belgian NGO that supports our work) has also built a special TB diagnosis laboratory at the Eduardo Mondlane University in Mozambique, which started operations in June last year.

apopo.org/en/mine-action/support-us/19-en/tuberculosis-detection

Send in the camerats

What is the potential of using rats in other disease situations? Well, we're currently training them to detect *Salmonella* bacteria that causes diarrhoea, fever and vomiting when an individual consumes contaminated food. The training is quite advanced – there are several strains of *Salmonella* and so far we have trained rats to detect four common strains with good progress – but we are still at the lab stage.

Another idea is to use the rats for rescue services in man-made or natural disasters. This is where 'camerats' come in, again using African giant pouched rats. The idea is that using their equipped backpacks, they'll be able to send back images of victims they find trapped in debris. Their small size will allow them to penetrate places where dogs cannot reach in the search for victims.

We are currently at the stage where we simulate a collapsed building with individuals trapped in it. What we need to establish is whether the rats are actively searching for individuals or if they are just finding them at random.

There are several advantages for using rats: they're low cost in maintenance; people don't have the same emotional attachment as they do with dogs; they have a keener sense of smell than dogs; and their small size and faster growth mean they can start training much earlier.

Rhodes Makundi

Research Professor
Sokoine University of Agriculture



Rhodes H Makundi (PhD-University of Newcastle) is a Research Professor at Sokoine University of Agriculture (SUA) and

is currently the Director of the SUA Pest Management Centre. He is the Coordinator of the project that trains the rats for biosensor functions. His major research interests are the ecology of small mammals and rodent-borne zoonotic diseases.

In the last 20 years, Professor Makundi has conducted intensive research on rodents focusing on their zoo-geographical distribution, ecology, disease transmission, and ecologically-based rodent pest management. He has published more than 130 articles being papers in international peer-reviewed journals and book chapters.

"Their small size will allow them to penetrate places where dogs cannot reach in the search for victims."

THE CONVERSATION

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theconversation.com/rise-of-the-super-rat-rodents-detect-landmines-sniff-out-tb-find-disaster-victims-22272

BACK TO BASICS

RODENT BAITING

TECHNIQUES AND TERMINOLOGY



The use of rodenticide baits has changed significantly over the last few years, but that's not to say that rodenticide use has altered. How we use them, but not why we use them, has evolved. Helen Ainsworth from BPCA member company BASF takes a back-to-basics look at rodent baiting strategies.

We still need 'baits' (the collective term) to control many active rodent infestations. In the eyes of many customers, not using bait to control rodents is, frankly, 'not professional'.

Considerations

What 'bait' do we use? We have various conditions, such as not using bait beyond 35 days, but this doesn't impact the bait used. This is down to the site assessment and skill of the operator, which is why we're the professionals in the customers' eyes.

Before any control options are deployed, either bait or physical, we need to complete site assessments. Let's put our actions and activity risk assessment to one side for a moment (but not ignore them, obviously!).



Operationally we need to complete a CoSHH assessment to consider the human elements within the location being treated (often resulting in the decision to simply 'put it in a box', which raises another question around safety versus efficacy (but we'll save that for another time).

Next, we have to think about an environmental risk assessment based on non-targets and 'potential impact'. The potential impact raises more questions and is increasingly a new area for the pest management professional (PMP) to understand, but more importantly, demonstrate as part of the use of rodenticides.

Pick your poison

In the good old days (around a decade ago), the use of bait was relatively simple: indoor-only (for the more potent, single-feeds) and indoor/outdoor (for the multi-feeds). Though, in reality, how many people used two different rodenticides?

"That's more containers in the vehicle" was an often-overheard negative point of view. Operationally, we understand why you might choose only to use one bait. Multi-feeds were the most common usage as they could be used 'anywhere', so why have two different rodenticides?

For over 50 years, the vast majority of rodenticides available contained one anticoagulant, being either multi or single-feed. Who had really heard of secondary poisoning? And as for resistance, these weren't mainstream topics.

However, these are topics that, in today's world of assessments and due diligence, are something service operators do need to consider and think about each time we reach for a 'bucket of bait'.

Language like 'first generation', 'second generation', 'multi-feeds' and 'single-feeds' just confuse the issue for the traditional approach of applying bait. However, as the understanding about 'potential impacts' becomes more commonplace, the need to understand which bait is used, where and why, is part of efficient rodent control.

The world isn't moving backwards, these terms are here and understanding them is part of the armoury of due diligence for professional pest control services.

A thorough inspection is essential to determine rodent activity (location and population numbers) and bait placement techniques. Continual assessment through the campaign is also best practice.

SPEED VIEW

Bait choice should be about an operator's skill and assessment as well as label conditions

A CoSHH assessment is needed to consider human elements, and environmental assessment to think about non-targets

A thorough inspection is essential to determine rodent activity (location and population numbers) and bait placement technique

IPM rodent plans need to minimise rodenticide use, improve hygiene levels, harbourage reduction and include rodent-proofing



"Multiple follow-ups cost more money ... time is the most expensive component in most pest control operations."

"We have less rodenticide in the local environment (minimising the potential for non-target primary poisoning), albeit while using a 'stronger' active."



Saturation/surplus baiting

Saturation (aka surplus) baiting is used for multi-feed anticoagulant baits. This process requires the rat or mouse to feed 'multiple' times to ingest a lethal amount of that bait. The cumulative effect of these baits builds inside rodents every time they consume the active.

Therefore, to facilitate this multiple feeding, a 'surplus amount of the bait' is required to be always available at every bait point so that when the rodents eat, they eat a multi-feed bait.

The problem is that so could non-target species, such as field mice. However, the lower potency, compared to baits used for pulse baiting, was seen as a 'benefit' in terms of non-target primary poisoning. The problem is that larger quantities needed to be available as this is required for the target rodents!

The number of baiting points always needs to reflect the size and location of the rodent infestation. However, with saturation baiting, the bait point sizes need to be larger, typically up to 200g* for rats. Plus, bait replenishment needs to be undertaken more frequently to ensure that a surplus amount of bait is always in place.

More frequent follow-ups should be undertaken because, if the bait runs out, the rodents will not only find an alternative food source, but they won't have ingested a lethal amount. So the whole process starts again, but this time over multiple generations of rodents! This is also a contribution towards resistance.

Multiple follow-ups cost more money as more site visits are required. And time is the most expensive component in most pest control operations.

To overcome this, a common approach was to apply more bait and in longer-lasting formulations to support the length of time in between site visits. Those days are certainly well behind us now.

Pulse baiting

Pulse baiting is used for single-feed rodenticide baits.

Considering they have higher toxicity, a rat or mouse can eat a lethal amount of that bait in a single feed. A significant advantage with this approach is that the bait point sizes for single-feed baits can be smaller, eg 50g* for rats.

How does this affect our approach? We have less rodenticide in the local environment (minimising the potential for non-target primary poisoning), albeit while using a 'stronger' active.

This strategy also changes the service approach that PMPs can deliver as part of the eradication campaign, as there may be times when no bait is at some of the bait points.

Considering the ability to achieve a lethal dose in a single feed, why would larger quantities need to be applied? This reduces the potential quantity of rodenticide within the wildlife food chain.

Yes, some rats may not eat bait during this initial period. However, during the subsequent follow-up on day four*, baits can be replenished, and a smaller volume will be required as fewer rodents will be present.

Repeat* on day seven and every seven days, even if the bait is all consumed by the rodents before the next replenishment is due, that is, let the bait 'run out'. At each visit, re-assess the site and remainder of the infestation.

With both surplus and pulse baiting techniques, rats remain active from initial bait feeding until the start of potent effects (usually three to five days). With each technique, there remains a risk of secondary poisoning. Hence the need to search for dead and dying rodents and baiting periods of around three to four weeks are typically required to control a rodent infestation.

Speed baiting

Only Selontra® enables this novel and a highly effective new baiting procedure to be applied.

AN INTEGRATED APPROACH

Of course, all IPM rodent plans need to minimise rodenticide use and continue with improvements in hygiene levels, harbourage reduction, rodent-proofing and continual rodent monitoring to ensure an effective, professional service is delivered.

You can minimise rodent activity around a site after 24 hours (with death occurring after two to five days), and even large rodent infestations can be controlled within as few as seven* days.

All these significant advantages reduce rodent sightings by the customer. It decreases the possibility for damage to occur or disease to spread. Notably, it lessens the potential for secondary poisoning, as the rodents are inactive 24 hours after eating a lethal amount of bait.

Speed baiting also requires less rodenticide to be applied as part of the eradication campaign, as the rodents will lose their appetite a day after eating a lethal dose and so stop feeding. This minimises the take of the active ingredient and greatly reduces the potential for multiple-lethal doses, meaning there is less rodenticide in the dead rat. This also means that less bait needs to be applied, minimising the treatment costs.

It's an environmental benefit both in terms of reducing the quantities applied and the residues within the local environment. Selontra also overcomes resistant rat infestations, so this is an effective solution throughout the UK.

The unique combination of the stop-feeding effect and high palatability of Selontra® combine to make speed baiting a key strategy in controlling a rodent infestation within as few as seven days.

*Always read the product label.

Watch this space

Having taken us through the basics, Helen will be back next issue to go into a bit more detail on rodent baiting strategies. Keep your eyes out for PPC105 this winter.

Want to know more?

For more information and to set up a free online course, go to training.selontra.com

PESTWATCH

INSECTS THAT DESTROY WOOD IN BUILDINGS

We've had a few requests for information on the highly-specialised property care pests - wood-boring insects. The Property Care Association takes over our usual feature with an introduction to wood-destroying insect pests.

Finding signs of wood-boring beetles during a survey, particularly on older buildings, is not uncommon. While inevitably their presence will cause concern, attack by any of the wood-destroying beetles found in the UK can be treated.

Prior to undertaking any form of treatment, it is essential to establish if the infestation is active or historic. All timber should be investigated by a suitably qualified professional to determine evidence of current activity to justify any form of treatment. The insect may have already died out due to unsuitability of the timber, decreased moisture content or previous treatments. In these instances, treatment will not be justified.

This article highlights signs of activity from some of the more common beetles, their identification, and where to go upon their discovery.

Common furniture beetle (*Anobium punctatum*)

This is the most abundant of the wood-destroying insects found in buildings in the UK. Naturally, it inhabits dead and fallen branches. The beetle is significant because of its abundance and given the right conditions it can infest a wide variety of timber products, including structural building timbers, and furniture. If left unchecked, in the right conditions, infestations can lead to severe structural weakening and eventually total collapse.

Adult beetles are 2.5-5mm long and are reddish to blackish-brown. The upper parts of



the body are covered with fine, short yellow hairs. The rows of small pits or punctures on the wing cases are well defined.

Adult beetles emerge from timber in the spring and summer. Females lay eggs, typically into cracks and crevices in the timber. The larvae slowly burrow under the surface of the timber for two to four years. It is this phase that is most destructive to the timber.

Active common furniture beetle infestation

It's the appearance of new emergence holes (typically 1-2mm diameter) and the dust (frass) that falls from them that often indicates the presence of an active infestation of woodworm. The frass is similar to fine sand and other indicators include the presence of adult beetles and larvae in the timber. Most damage will be found in timber that has been in use for 10 years or more.

Adult beetles are capable of flight and this enables them to infest other timbers. From March to September, adults can be found on the window ledges of houses containing infested timber.

Mistaken identity?

The common furniture beetle could be confused with these 'usual suspects':



Bark borer beetle (*Ernobius mollis*)

Sometimes building timbers, particularly rafters, are used with the bark adhering to them. If holes are found in the bark it may lead householders to think that Common Furniture Beetle is present. The beetle responsible is *Ernobius mollis*. The workings are confined to the bark and there is no risk to other parts of the wood from attack.

Ptilinus beetle (*Ptilinus pectinicornis*)



Infests European Hardwoods and damage often originates in the sawmill or timber yard. Uncommon in buildings but when it is it's mainly found in furniture items. Emergence holes are 1-2mm in diameter. Bore dust is densely packed in tunnels and not easily dislodged. Treatment with approved insecticide when replacement is impractical.

"If left unchecked, in the right conditions, infestations can lead to severe structural weakening and eventually total collapse."

"Treatment with an insecticide ... is useful in destroying eggs and young larvae before they enter the wood, but it is doubtful whether such treatment will kill older larvae working below the surface at any considerable depth."

Powderpost beetles (*Lyctus* (lyctidae) and bostrichidae (false powderpost beetle))



Of the Lyctidae, *Lyctus brunneus* and *Lyctus linearis* typically occur in the UK. Lyctus beetles are found in unseasoned or recently dried hardwood timbers, principally oak. Like common furniture beetles, the exit holes are about 1.5mm but are usually filled with a fine flour-like bore dust (frass) – this differs from common furniture beetles where the frass is coarser, lemon-shaped and gritty.

Other common UK wood destroying insects

Wood boring weevil



Typical weevil damage

Arguably the second most common wood boring beetle encountered in the built environment in the UK. Adults are 2.5-5mm long, reddish-brown to blackish, with a snout (rostrum) and long flattish body. Life cycle is short at around 12 months and, unusually, adult beetle also lives for around 12 months. Adults therefore feed and leave characteristic striations (channels) on the timber surface.

Wood boring weevils are restricted in their activities to damp and, at least, partially decayed timber. They are often found behind skirting boards and decaying wall plates where fungal decay is present. Thus, they are normally brought under control by measures taken to deal with wet rot.

Deathwatch beetle (*Xestobium rufillosum*)



Its preference for certain partially decayed hardwoods, principally oak, means it is most commonly found in historic buildings, such as churches. The best indicator of an active infestation by deathwatch beetle is the presence of adult beetles, typically found on surrounding floors. Surveying during the flight season, typically between April and June, is advisable.

Timber damage can be easily distinguished from that of other wood-boring insects by the presence of small bun-shaped pellets in the frass produced by the larvae and noticeably larger (3mm) flight holes.

The beetle is 5-8mm long, and is dark chocolate brown with patches of short yellowish hairs, which give the insect a variegated appearance. In old specimens these hairs may have been rubbed off, in which case the mottled appearance is less obvious.

Treating an infestation by deathwatch beetles can be particularly troublesome. Treatment with an insecticide by brush or spray during the emergence period of the beetle is useful in destroying eggs and young larvae before they enter the wood, but it is doubtful whether such treatment will kill older larvae working below the surface at any considerable depth.

Pest calendar

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Ants												
Bed bugs												
Birds												
Bluebottles												
Carpet beetles												
Clothes moths												
Cockroaches												
Deathwatch beetles emerge												
Fleas												
Foxes												
Fur beetles												
Harvest mites												
Head lice												
House flies												
May bugs												
Mice												
Mosquitoes												
Moths												
Rats												
Red spider mites												
Spiders												
Squirrels												
Wasps												
Wood rot												
Woodworm												

WHO CAN HELP?



Members of the Property Care Association (PCA) that specialise in timber preservation are the recommended first port of call for practical advice on infestations from wood-destroying insects.

The ability to implement the correct and appropriate remedial treatments can save huge sums of money that would have otherwise been spent on expensive structural repairs. PCA members who specialise in timber preservation are proficient in a number of techniques that can be utilised to control beetle infestations.

The PCA's nationwide list of contractor members are carefully vetted before being awarded membership and are then subjected to rigorous ongoing auditing procedures once admitted to the association. Members of the PCA can offer insurance backed guarantees for much of the work they undertake.

property-care.org

Image attribution in order of display, left to right: Entomart; Siga; Janet Graham; Stanislav Snäll; Property Care Association; Cody Hough; Gilles San Martin.

THE BPCA STANDARD

WHAT DOES IT TAKE TO BE A BPCA MEMBER?



Dee Ward-Thompson, BPCA's Head of Technical and Membership, looks behind the BPCA logo to see what the 'BPCA standard' really is and why we think that BPCA membership is still the highest pest management standard a company can meet.



The back of a pest professional's van can be crammed with loads of logos hinting at standards, accreditations and accolades. Each of those logos means something: Trusted Trader, NPATA Accredited, Basis Verified, CEPA Certified, the list goes on. All set their own standards to display that logo - including BPCA and our BPCA member logo.

At the outset I want to clearly state some of things that I believe:

- There are some great pest companies out there that aren't BPCA members (but we wish they were)
- Meeting the BPCA standard for membership can be achieved by almost any company with the right attitude (and the right support)
- BPCA membership is the highest standard in the sector.

BPCA has the most stringent criteria in the UK, and it's only right that every member is held accountable to these criteria. We've spent the last six months re-imagining how we check new and existing members are continuing to meet the BPCA standard.

As part of the process, we provide the support needed to meet and exceed the standard. That's why I genuinely think any company that's willing to learn and adapt can be a member - regardless of size, structure or working practices.

To make this process possible, BPCA has established an 'enhanced technical team' with

two new recruits. See page 42 to meet Kristian and John.

What do you need to do to be a member?

Let's get back to basics - what are BPCA's criteria for membership?

Firstly, the BPCA member logo is earned - not bought. You can't put money in an envelope and receive a membership certificate.

Who decides what the BPCA standards are?

You do. Or, more specifically, your elected representatives.

The BPCA Executive Board decides what membership criteria should be. Members of the Board are from pest businesses just like yours. They're advised by the Professional Standards and Servicing Committees and other volunteer groups of members that have a passion for driving up standards.

If you're a member that wants to help steer these standards in the future, ask us about volunteering today.
membership@bpca.org.uk

How do we check members conform to this standard?

Having a solid set of standards is all well and good, but how does BPCA enforce them?

BPCA membership costs more than other accolades because we assess every single servicing member to the same standard. Whether you're a sole trader or a multi-national - you'll be evaluated every year.

Our assessment process has been completely revamped to better assure the quality of every member and provide way more support in meeting the standard.

Our aim is that we could recommend any BPCA member company to our gran and know they'll do a safe, humane, effective, legal and ethical job.

How does it work? Well, we assess all members every year, on a three-year cycle.

An assessment is a process of engaging, defining, selecting, collecting, analysing, interpreting, and using the information to check criteria and professionalism. The new approach is just as much about development and support as it is compliance. That's why we didn't call it an audit.

YEAR 1	Physical assessment	An initial on-site assessment including a client visit
YEAR 2	Digital assessment	Via a video call (such as Zoom)
YEAR 3	Desktop assessment	Document/evidence gathering only

/continued on page 32

BPCA MEMBERSHIP CRITERIA

STAFF TRAINING AND CPD

All staff involved in controlling pest species must be qualified and compliant on a recognised CPD scheme.

100% of technical staff need to be qualified to the BPCA/ RSPH Level 2 Award in Pest Management (or equivalent). Trainees have 18 months to get qualified but cannot work unsupervised until they pass their qualification.

Being on a CPD register is not enough to comply with BPCA membership criteria. You actually need to do all your CPD hours for the year to stay in membership.

BRITISH STANDARD IN PEST MANAGEMENT

Companies must be compliant with the BS EN 16636 Standard in Pest Management.

The standard specifies the requirements for pest management services and competencies to be met by professional providers of pest management services to protect public health, assets and the environment.

BS EN 16636 was developed by CEPA with the full support of BPCA and is the gold standard for pest management.

TRUSTED BUSINESS

Your company must be appropriately insured, and officers of the business must not be undischarged bankruptcies.

This includes a minimum of £2m public and products liability insurance. Companies with employees must have a minimum of £10m employer's liability insurance.

Officers include directors of the company or the senior management level within the company.

INDUSTRY BEST PRACTICE

Your company abides by Codes of Conduct and Practice and BPCA Articles and Regulations of Association. This includes adherence to CRRU Codes of Practice.

Best practice developed by BPCA members and committees becomes Codes of Best Practice, which must be followed to keep pest management work safe, legal and effective.

Other industry Codes such as CRRU UK are also adopted as BPCA Codes, meaning we're always up to date with the latest and greatest pest management practices.

WHAT'S THE BS EN 16636 STANDARD IN PEST MANAGEMENT?

Existing BPCA members will be familiar with the British and European standard BS EN 16636 - Pest Management Services. Since 2016 all Servicing members have been independently audited to this standard.



To meet the BS EN 16636 standard, you can expect to demonstrate...

Service level agreements

Evidence of communication, documentation, honouring of SLAs.

Application

Knowledge of equipment and tools utilised such as maintenance checklists, storage of pesticides, etc.

Assessing your customers' site/needs

The knowledge and skills required to survey and plan your pest management work. This may be evidence of qualifications, skills, knowledge when talking to the assessor and your customers, or proof of historical paperwork (surveys/treatment reports).

Maintaining competence

We want to see your commitment to CPD through activities such as in-house meetings, toolbox talks and staff support.

Root Cause Analysis (RCA)

Demonstrate that you have the skills and knowledge to seek out the root cause of a pest infestation.

Pest management plan for your customers

How you communicate your findings to your customers. This may include surveys, treatment reports and health and safety documentation, including COSHH.

Customer service and first contact

How you liaise with new and existing customers. This may be evidence of how work is scheduled reliably, managing expectations, dealing with complaints, etc.

Alternative pest management strategies

Integrated Pest Management (IPM) methods including skills and knowledge of monitoring, non-toxic pest management, use of pheromones, attractants and lures.

Implementing your agreed plans

Skills and knowledge on treatment processes, pesticide usage, safety on sites, MSDS knowledge, hygiene, disposal of pests, etc.

Supporting CEPA Certified

While we're not offering CEPA Certification as a member benefit anymore, BPCA has worked closely with certification bodies so the industry still has access to independent audits.

If you're interested in CEPA Certified and an independent audit to the BS EN 16636 Standard, contact the team today.

**bpca.org.uk/EN-16636
membership@bpca.org.uk**

All forms of risk assessment

Including health and safety, environmental and the impacts of pests on a client's site (both pre-treatment and post-treatment).

THE BPCA STANDARD

Over three years, our team will assess companies across 13 categories. They are:

- Employment
- Training and CPD
- Insurances
- Health and safety
- Subcontractors
- Environment
- Stores
- Vehicles
- Client site visit
- BS EN 16636
- Pests covered
- Complaints
- Documentation.

No other pest management membership, register, accreditation, accolade or scheme provides this depth of assurance.

From July 2021, every member company will start to fill out a membership assessment portfolio with your assessor that will follow your three assessments over three years.

This is a substantial 40-page document that hits every assessment point and ensures conformity to the BPCA standards. It will detail any noncompliances, recommendations and general comments about your pest management practices.

But it's not just for us – we wanted our assessments to be a completely transparent process. This is your portfolio. Feel free to use it as a tool to demonstrate how hard you work to meet industry standards.

It's a private document between you and your assessor. No one outside of BPCA, other than the main contact of your business will be given a copy by BPCA.

How does BPCA support members to meet the standard?

Seeing all the membership criteria and assessment points listed out in black and white might feel a little daunting. However, as I've said before – it's all about attitude.

If you're serious about pest management – we're serious about you.

We provide support in all aspects of your pest management business, meaning if you're missing something you need to pass your assessment, we can help you get it. This might be a template document or policy. It might be that you need some CPD resources or some technical pest control advice.

In short, if you're willing to grow, learn and adapt, then you needn't worry about your

NEW FOR 2021 – WHAT'S CHANGED?

From 2021, Servicing members will no longer be audited by a third party. Instead, you'll be assessed to the BS EN 16636 Standard and membership criteria directly by BPCA. The principles are the same, and the assessment will cover the same topics that were previously covered.

The crucial difference is that you will receive a lot more support and guidance from the assessment. The previous limitations meant that an auditor could verify your conformance but couldn't provide further help and advice.

The new system will still give you a structured assessment process; however, now you'll also get an opportunity to ask your assessor for help, advice, support, document templates, resources and more.

assessment: we'll support you through the process. If at any point you need guidance to help with your assessment, please ask.

Support isn't just about meeting the standard, it's about growing

Yes, we're a trade association for pest management, but that doesn't mean that's all we can help you with.

We can support you with questions on:

- Training and developing staff
- Continuing professional development resources
- Marketing, sales and promotions
- Communications and technology
- Tenders and winning contracts
- Contract sharing and subcontracting
- Finance and HR
- Health and safety
- Volunteering or getting involved in the Association.

And when things do go wrong, remember we're always here to offer a hand. A problem shared is a problem halved.

More information

BPCA has a guidance document available on the new assessment process.

bpca.org.uk/member-documents

If you have any further questions or feedback, our membership and technical team are on hand to chat through the process.

membership@bpca.org.uk
01332 225 112

THE POWER OF
ASSOCIATION



THERE'S NEVER BEEN A BETTER TIME TO JOIN BPCA

Do you believe in a better, more professional pest management sector? Do you want to grow your business sustainably and ethically? Do you want support and guidance throughout that journey?

If you're willing to work towards the BPCA standard, we'll:

- **REPRESENT** you to legislators, customers and influencers inside and outside the sector
- **SUPPORT** you to be the best, safest, most profitable business you can be
- **ASSURE** your customers you're held to the highest standards in the sector.

We've had a considerable influx of new members over the last 18 months. There's never been a better time to take a look at our membership offering.

We developed a 12-month member induction programme to help companies of any size find themselves a home in the Association. Meet the team, explore the benefits and show your clients your commitment to excellence in pest management.

Join 700+ like-minded companies and help us show the world what we're really about.

membership@bpca.org.uk
01332 225 112



ASK THE TECHNICAL TEAM



Subject: Field mice in food production

Our client's site has field mice outside, close to a high-risk food production area. What can we do?

The first task here is to assess the necessity of control. If you and your customer feel that action needs to be taken because of the high risk of ingress and food hygiene breaches, then you have some essential things to remember and consider.

Firstly, no rodenticides in the UK are authorised for use on field mice (of any species), only *Mus domesticus*, the house mouse. Your options are:

- Change the environment to deter the mice (harbourage, cover, foliage, etc)
- Housekeeping – remove food sources and attractants
- Proofing – sealing holes that may allow ingress, gaps under doors, etc.

If these steps are not enough, you may consider the safe use of a break back trap programme (subject to an environmental risk assessment).

Subject: Relocating wasp nests

A client has asked me to relocate a wasp nest, and I'm considering offering it as a new service. How do I do it safely, and where should I put the nest?

Relocating them is possible figuratively but, in practice, it often goes wrong. When dealing with *Vulgaris germanica*, a few problems may be:

- Nest structure - a wasp nest is fragile when of considerable size and (from experience of removing dead nests) it is hard to move them without severely damaging the integrity of the nest
- Wasps will not take kindly to relocation – they will attack, and this could put you and others at risk
- Where will you relocate it so that it is not putting anyone else in danger? A small, new nest may be easier to detach into a jar and relocate somewhere safe. If you have a larger established nest then relocating it will upset the worker wasps' flight paths and cause confusion – this could result in increased activity and danger to those close by.

These are the things to consider but ultimately it is your decision whether you do it at all.

Subject: Bait box tampering

A client on a food site has put a note in our bait box to ensure that we're checking them when we say we are. When challenged, they say they are required to do their due diligence and check that we're doing our work correctly. Are they allowed to do this? How do I tell them to leave the boxes alone?

I am not sure you can. From a legal point of view, it may be debatable whether accessing a box like that, for a non-professional, is legal or not. After all, they are not using the contents of the bait box, they are just inspecting it.

You may feel that it is your property and so unauthorised access is 'trespassing'. However, I'm sure the customer will be unhappy at this suggestion; it may be better to talk to them to find out why they have chosen this method, then possibly educate them on the fact that you are not just a 'box checker'.

You may also want to discuss your baiting strategy in detail, including your schedule for checking the bait boxes and explain what you're doing to reassure them.

Subject: Misuse of amateur pesticides

I've spotted a member of the public doing something dangerous with rodenticide, and I want to report it. Who do I report it to? Can CRRU do anything?

Amateur-use rodenticides are not something that CRRU has involvement in. They can only deal with professional pest management, farmers, gamekeepers and local authorities.

If you suspect misuse of rodenticides from a member of the public, then you should report it to the Wildlife Incident Investigation Scheme (WIIS) [hse.gov.uk/pesticides/reducing-environmental-impact/wildlife/wildlife-incident-investigation-scheme.htm](https://www.hse.gov.uk/pesticides/reducing-environmental-impact/wildlife/wildlife-incident-investigation-scheme.htm)



Are you a BPCA member with a technical question? Get in touch...

technical@bpca.org.uk
01332 294 288
twitter.com/britpestcontrol

SPEED VIEW

No rodenticides in the UK are authorised for field mice

Relocating wasp nests can be tricky and dangerous

Bait boxes shouldn't be tampered with, but your client may not be breaking any rules by doing so

Misuse of rodenticides can be reported.

INTERVIEW

18 MONTHS ON

ESSENTIAL PEST MANAGEMENT

On 13 April 2020, George Eustice, Secretary of State for Environment, Food and Rural Affairs (Defra), confirmed pest management was an essential sector during the Covid-19 pandemic. At the time of writing, Covid-19 restrictions have been significantly eased across the UK. We thought it would be a great time to reflect on what we've learned from the pandemic. We grabbed a few BPCA Executive Board members for a quick roundtable interview on the subject.



COVID-19
CRISIS



PHILIP HALPIN PH
BPCA President



JULIA PITTMAN JP
BPCA Outreach and
Communications
Committee Chair



MARTIN ROSE-KING MRK
BPCA Servicing
Committee Chair



MALCOLM STOWELL MS
BPCA Professional
Standards Committee Chair



MARK WILLIAMS MW
BPCA Honorary Treasurer

PPC Do you think the pest management sector stepped up during the pandemic?

JP I think the pest sector rose to the challenge of protecting public health and businesses throughout the pandemic. Many of us continued to work throughout all lockdowns protecting the food industry, businesses, buildings and domestic customers.

MRK Absolutely. For many years we've been reminding people that the value of our profession is understated. Working through the pandemic to help keep the public and businesses safe from other dangerous diseases has been challenging.

JP Many of us spent significant amounts of resources re-organising visits and talking to customers who were temporarily closed to gain access. We found buildings (with no previous history of pest problems) suddenly had infestations as rodents travelled further to source food.

PH The sector, led by BPCA, was extremely proactive in getting advice out to members from the outset of the pandemic. When lockdown came into force, BPCA was at the forefront in lobbying for pest professionals to be recognised as key workers.

This was supported by members writing to their own MPs, and as a result, the sector got the recognition that pest management is an essential service.

PPC Why is it essential for the general public and government bodies to know pest management is critical?

MW Professional pest management is another cog in the gears that helps protect public health; if they break, ultimately, many more things break.

MS It's all about public health. Even in a pandemic, the UK needs food establishments to be free from rats and mice.

MRK We play an integral part in the food chain by helping to keep food fit for consumption. We help to keep NHS sites running and free from pest-related diseases. We help to keep businesses and their products safe from damage. The list goes on.



We need to show
that pest control carried
out professionally is safer
for the environment and
more humane for the
animals involved.

JP If pests are left uncontrolled, there'll be an increased risk to food manufacturing, businesses – particularly the hospitality industry. In domestic homes, people may suffer mental health problems linked to uncontrolled pest activity.

PH Less talked about is the negative effect on mental health that many people experience when suffering from a pest problem. Living with bed bugs or a rodent infestation can cause great anguish and anxiety, and effectively solving these infestations is essential to mental health.

PPC Why wasn't pest control specifically on the list of key workers in the first place?

MW I think that's a little unfair. There was a lot of chaos around the first lockdown, and we saw several sectors struggling for recognition and a role. I don't think the government classifies workers by category based upon scenarios of war or pandemics.



This should be a catalyst for us all to continue raising our industry's profile.

PH It's probably purely down to the sector's size and that we're just not on the radar of many government departments.

MRK Agreed. Decision-makers may simply not have been aware of our industry. Maybe this is because we don't have one clear voice as a profession.

PH If asked, I bet local authorities and environmental health would consider us essential. Public Health England would consider us essential, as would the National Health Service. The problem is we don't just fit into 'one box', and our voice is quieter or our influence more diluted as a result.

JP Pest control becomes an issue when there is an issue. If the pest control industry does its prevention job well, we stop pests from becoming an issue. If pests were running around visibly, then the industry would be more of a priority. You could say we are a victim of our success!

Pest control is very much seen as an environmental problem rather than a public health one.

MS The sector must learn from this and lobby local authorities, governments, and the health sector with 'proper' facts. Ultimately we want them to contact us asking for our professional opinions.

MRK When lobbying our MP as lockdowns were announced, we were asked to provide examples of what we do. At the time, we sent information about controlling cockroaches at a food bank and rats at a GP surgery, among a few other case studies. Our MP immediately began conversations in parliament fighting for pest control to be added.



The sector, led by BPCA, was extremely proactive in getting advice out to members from the outset of the pandemic. When lockdown came into force, BPCA was at the forefront in lobbying for pest professionals to be recognised as key workers.

Coordinating these actions with other BPCA members around the country and with the BPCA lobbying almost anyone with influence, we all managed to get our profession added. This should be a catalyst for us all to continue raising our industry's profile.

PPC What lessons should we as a sector take away from the pandemic?

MW Digital is the future; the pandemic has given it the boost; it certainly challenged the status quo in how we all do business. The more successful businesses will get the balance right.

PH For me, it's recognising that anything can happen and that it's essential to have contingency plans should a problem arise out of nowhere. I think we need to add unpredictable events such as a pandemic to our risk register!

I don't think we, as a sector, could have done anything differently though, if a new pandemic or another disaster came along. We thought quickly on our feet and moved at pace when the various challenges presented themselves.

What is clear is that our voice is not quite loud enough, and a more proactive approach is required to raise the profile and visibility of the sector.

MRK We did learn that if we work together, we have a strong voice!



Even in a pandemic, the UK needs food establishments to be free from rats and mice.

PH BPCA's member support was 'award worthy', and we can be proud of how the association supported its members throughout these times.

The team has adapted to new ways of working, which has not been easy for anyone. They have promoted the work of pest management companies at every opportunity and found time to create some exemplary guidance documents.

MRK The BPCA Staff Team cannot be praised enough for the support given to us all since this pandemic began.

JP I think we need to continue to show why pest control is an essential service. We need to improve the visibility of BPCA and the sector to local and national governments.

MS That's right. We need to be more critical in these governing bodies' eyes.

JP One of the issues we have is that the domestic market can access rodenticides, insecticides and glue boards. And then they can use them without training – in some cases very irresponsibly.

We need to show that pest control carried out professionally is safer for the environment and more humane for the animals involved.



Digital is the future; the pandemic has given it the boost...

Let us know your thoughts

How do you feel the last 18 months have gone for the industry? What lessons have you taken away from the pandemic? Share your views and we might print them in the next issue of PPC.

hello@bpca.org.uk

MEMBER BENEFIT IN FOCUS



BusinessShield

"...a one-stop-shop for your business information needs."

Did you know you have a free health and safety and employment law service at your fingertips? It's called BPCA BusinessShield and is just one of the many value-added benefits available to all BPCA members.

We understand that busy management teams don't always have the time to keep up-to-date with changes in workplace legislation and health and safety policies, which is why we partnered with Stallard Kane to provide BPCA BusinessShield.

Established for a number of years, BPCA BusinessShield has proved to be an invaluable resource for many members.

A mine of information

As part of your BPCA membership, you have access to various templates and documentation that are all available for free via the BPCA BusinessShield portal (bpca.business-shield.co.uk) as well as the added benefit of unlimited telephone advice for both health and safety and HR/employment law support.

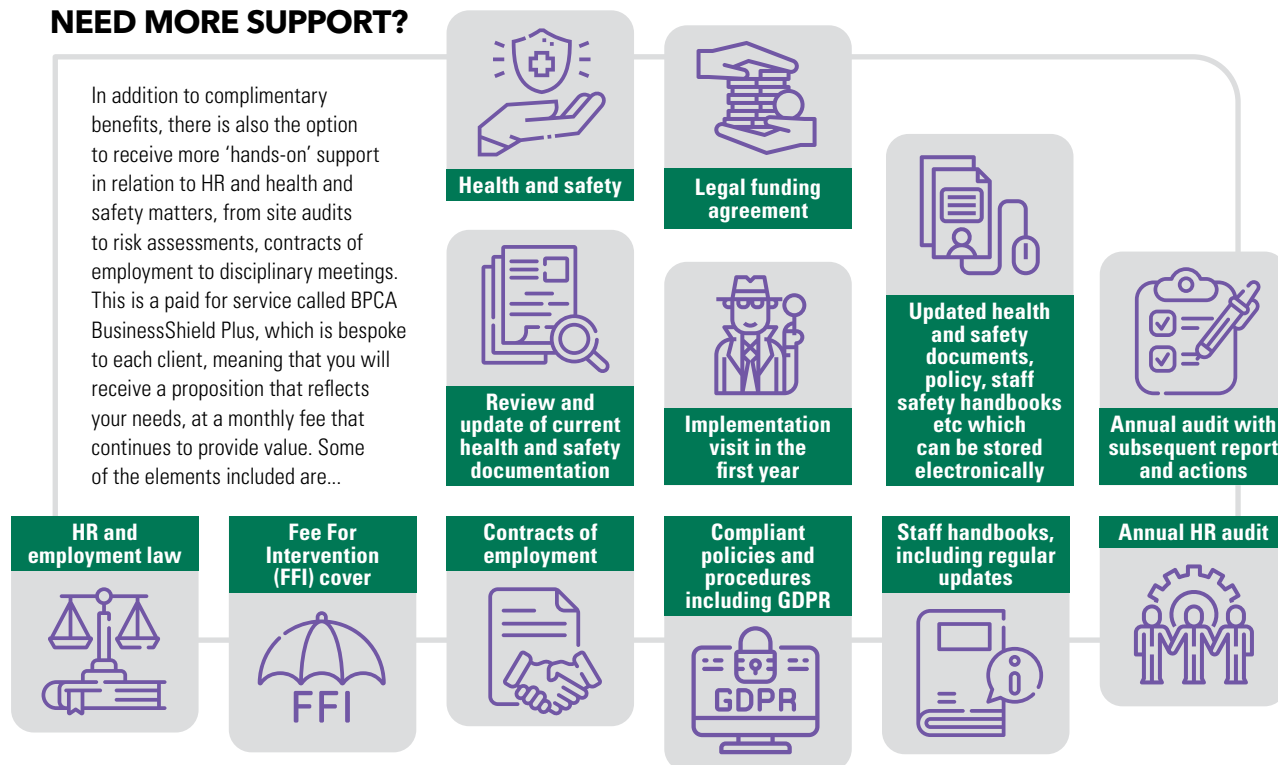
BPCA BusinessShield is an unrivalled, comprehensive online service providing you with a one-stop-shop for your business information needs.

"To access a similar service most businesses will be paying upwards of £500 each year and therefore BPCA BusinessShield is a real 'value add' that will provide even greater value the more that it is utilised."



NEED MORE SUPPORT?

In addition to complimentary benefits, there is also the option to receive more 'hands-on' support in relation to HR and health and safety matters, from site audits to risk assessments, contracts of employment to disciplinary meetings. This is a paid for service called BPCA BusinessShield Plus, which is bespoke to each client, meaning that you will receive a proposition that reflects your needs, at a monthly fee that continues to provide value. Some of the elements included are...



Over the years the system has evolved and now allows for BPCA members to set up additional users at no extra cost, meaning that multi-level contacts can access the support 24/7, allowing for quick and efficient consultancy.

With legislation changing on a regular basis, monthly e-newsletters and regular news updates in the members' area provide key information for members, along with the document upload notifications for all those registered on the system, meaning that you are kept in the loop whenever key changes occur.

As has happened over the years, BPCA BusinessShield has continued to evolve, and with that, so too has the support that it provides. Therefore, as new risks are identified and assessments carried out, these become freely available to all those registered.

While there is an extensive library available online, from time-to-time it can be difficult to find just what is required and so members are able to contact the team via the helpline to request help with any specific issues.

Unlimited telephone support

The BPCA BusinessShield helpline (0345 076 6491) provides unlimited telephone support for health and safety and HR/employment law, with no restrictions on the number of calls made, nor indeed the length of each call.

Recently calls to the BPCA helpline have covered the following:

- Furlough
- COVID PPE
- Redundancy
- Disciplinary due to inappropriate social media posts
- RIDDOR reporting query
- Accident investigation guidance
- COSHH assessments
- Contracts of employment
- Induction process
- Working at height
- Lone working
- General legislation query
- Short service employee termination of employment.

One of the many benefits of the BPCA BusinessShield helpline is that we do not operate a call centre set up. Instead, the calls are answered by our team of consultants, ensuring that the guidance provided is bespoke and not on a 'general' basis, giving you peace of mind.

To access a similar service most businesses will be paying upwards of £500 each year and therefore BPCA BusinessShield is a real 'value add' that will provide even greater value the more that it is utilised.

One complimentary benefit that is available to members is a free gap analysis audit on your existing health and safety and/or HR arrangements. Carried out in-person or remotely, this 90 minute session allows Stallard Kane to identify any possible shortcomings which will then be highlighted on a report with recommended actions.

These benefits are designed to help BPCA member companies thrive as businesses – make sure you use them.

Want to know more?

If you would like to set up extra users to access the BPCA Business Shield service, do not know your log-in details, or wish to discuss a potential gap analysis or the Plus service, please feel free to contact Barry Nicol at Stallard Kane.

barry@skaltld.co.uk

MEET THE MEMBER

TO BEE OR NOT TO BEE

Ian Fuller (B.Eng) at Swarmcatcher has been removing and relocating live honey bees for more than a decade. In this article, BPCA's Comms Officer Kat Shaw talks to him about his bee removal business, qualifications and the increasing interest in bee preservation.



Having kept bees himself for many years and being around bees as a youngster, it seemed like the perfect choice to go into the bee removal business.

"It began as a general interest thing and has grown organically over the years. I thought it would be nice to encourage my son to help, so we attended a winter WBKA (Welsh Beekeepers Association) course together," says Ian.

He explained, "It was a basic beekeeping course, to provide novices some experience in dealing with well-mannered bees in hives.

"That should probably be the bare minimum qualification you need to even think about doing before removing an easily accessible swarm."

"Initially as a business we started out collecting swarms locally, from difficult-to-access locations, as part of our local pest control service.

"As time passed we started carrying out removals from buildings, usually soffits, flat roofs and other relatively easy access locations.

"As our knowledge grew we increased the variety and the type of work that we were doing, bringing in professional assistance from other trades to ensure we could carry out the removals effectively and professionally."

Mistaken identities

During this time Ian says they found many pest controllers were misidentifying honey bees as being wasp nests. "We found this a lot when it came to nests in chimneys and places like that," comments Ian.

"Many of the more unskilled operators will treat these, with no thought for things like proofing against foraging bees or removing the comb. This can be quite hazardous to local bee populations in many ways and detrimental to the building for several reasons."

When a honey bee colony within a hard-to-access space is treated, that large comb structure stays in the building. If your treatment actually reaches the comb, the larvae will die but they will rot in that space, as will the comb. You might also invite secondary infestations, like wax moths.



"It is now toxic and needs to be treated as toxic waste – this does not include burning in the backyard or fireplace (as one of the chimney associations has suggested!) nor does it include being thrown into general waste."



Ian says, "Removing the combs with the bee nest having been pumped with pesticide adds the additional problem of what to do with the material.

"It is now toxic and needs to be treated as toxic waste – this does not include burning in the backyard or fireplace (as one of the chimney associations has suggested!) nor does it include being thrown into general waste.

"It requires a special waste carrier's license and to be disposed of at extra cost."

He continues, "Live bee removal really is the best option, but it's one that requires a lot of effort and knowledge when it's not just a swarm on a tree branch.

"When carrying out a removal of a bee colony from a building there is more at stake than just the removal of the bee nest. You need to think about possible damage that may be caused by the removal process, reinstatement, secondary infestations, proofing and re-infestation by future bee swarms."

Ian says that Swarmcatcher's aim since the start has been to limit the impact of their work on a property. "Only once have we removed a section of chimney stack and that was at the request of the customer, as they wanted the stack gone so it could be slated over."

"Over time we have increased the number of removals that we carry out year on year, gaining more knowledge and increasing our experience. Each time learning something new, improving our techniques and working in different scenarios."

Boom in bees

As the business has grown, Swarmcatcher has seen an exponential increase in the need for their service.

Early on they were carrying out the removals for like-minded people, who did not want to see bee colonies killed, and who could see the benefit of removing the complete colony and proofing against re-infestation.

However, in the last two to three years, pest controllers have seen a steady reduction in the number of insecticides that they can use to terminate a honey bee colony, often with a reduced level of success.

As insecticide products have come to the end of their Control of Pesticide Regulations (COPR) registration they have either not been reauthorised or granted registration that is very restrictive under new Biocidal Product Regulations (BPR), and this is likely to continue.

Alongside this, ownership of a bee colony or two has become very trendy, says Ian.

"Unfortunately many of these supposed beekeepers don't understand the need for proper management of these colonies and how to prevent them from creating swarms. As a result we are seeing an increase in swarm numbers, and combined with the loss of natural habitat for the bees, buildings become a very attractive prospect for swarms to occupy, particularly chimneys."

"So with a reduction of usable insecticides and the increased number of bee colonies swarming, there is a growing need for specialist bee removal services."

Ian doesn't necessarily think that this is always a good thing, however.

"This growing need for removal has been recognised by some of the more unscrupulous operators out there, who have realised that the cost for removal of an established colony can be very high and see it as a lucrative opportunity to offer a bee removal service."

"Unfortunately some of these individuals don't have a proper understanding of building construction, Building Regulations, bee behaviour, removal techniques or anything else really. Only that they see the professional businesses charging a lot for their service and think they can cash in too."

"These individuals are very happy to dismantle a property, leaving someone else to deal with extensive repairs because they have little knowledge on how to carry out a removal with minimum impact."



"Can you provide evidence that you are qualified to work with and remove live bees?"

Show us your credentials

Ian thinks the current standard of training and qualifications for any business carrying out live bee removal is too low.

"I occasionally get asked a very good question by customers," he says. "Can you provide evidence that you are qualified to work with and remove live bees?"

"Let's start off with the basics: in the UK there is no legal requirement to have any certification or training for working with or for keeping bees."

"I don't know if any of the UK's Beekeeping Associations have introduced a module on swarm removal yet – it would be a sensible thing if they haven't."

"But to be qualified for live bee removals – well, that's difficult. You need to know so much yet there are no manuals or extensive courses."

"There are a few introductory courses that are a day or two long, that cover a very broad spectrum but certainly not sufficient in time to cover anything in great detail. These courses are definitely the bare minimum, but I don't feel they provide sufficient knowledge and skill required to carry out honey bee removals safely."

A clean sweep

From the start of his venture, Ian, as a degree-level qualified engineer, was well aware that chimneys are defined as controlled devices within Building Regulations.

"So before we started to carry out removals from chimneys I went on a week-long chimney sweep course (now referred to as a chimney engineer course, though I don't recall seeing much on flue dynamics or any other engineering topic).

"This gave us some confidence in regard to what to expect to find on a chimney stack and helped identify what we could and couldn't do legally."

He continued, "We were also introduced to, and are still in contact with, some very experienced chimney builders who work on Heritage properties throughout the UK & Europe. They've been kind enough to advise us on reinstatement methods and, should we have any problems, they are just at the end of the phone to give us good advice."

Ian thinks that it's a surprisingly under legislated area in regards to required qualifications for working on chimneys, considering the consequences of poor workmanship.

"There was a case recently where a pest controller took a terminal off a flue liner, then accidentally dropped the flue liner, removed the bees and failed to reinstate the flue liner because he was not aware of the importance of it."

"Their poor workmanship was eventually found out about because thankfully the occupier's CO monitor alarm rang out."

Think before you leap

Ian poses a list of questions that he says are just some of the things you need to think about before attempting bee removal. How do you prevent wax dropping further down a flue and being caught between the liner and the flue, at a change in direction? How far from the heat source is this? What will the gas temperatures in the flue be at this point? What's the temperature at which wax will instantaneously combust?

Ian asks, "Have you seen a fire consisting of a large amount of beeswax comb and wax filled with honey stores? It's ferocious and very hot, sufficiently so to burn through a steel drum."

"These are amongst the many questions that we have spent considerable time investigating so that we can provide our clients the best advice and service that we can."

"My advice would be: if you don't know what you're doing, just don't do it without looking into additional training. Bee removal might seem lucrative, but the consequences if you're untrained and unskilled can be dire."

MEET THE MEMBER

25 YEARS OF PEST CONTROL



BPCA's Communications Officer Kat Shaw spoke to Ann Bone, of Des Bone Ltd, about their quarter-century journey as a pest management business. Sussex-based Des Bone Limited was established on 1 July 1996, after Richard Bone moved on from the well-established Boxhill & Headley, following its sale to Terminix.

PPC How was Des Bone Ltd born?

AB Following the sale of the pest control business my husband was working for, we decided to take the plunge and open our own. Our aim was to establish a small, well-run company so that we had a reasonable living.

We started Des Bone Limited in two stables in the garden of our house. It soon progressed to three stables and from there we realised we were quickly outgrowing that space too. We decided to move to somewhere larger, so that we could have more office space and a better storage area for products.

PPC Was your background in pest control too?

AB No! My background was running my own company with four beauty salons in West Sussex. I had experience in internal security, teaching and beauty – a far cry from pest control. But I joined my husband and ventured forward into unknown territory.

It was a big leap, but so worthwhile. We've had great fun over the years, met some amazing people and learned so much.



Richard's favourite pic of him and his trusted sidekick 'Inca' out controlling rabbits.

PPC How has Des Bone evolved over the years?

AB After we moved to bigger premises we took on our first employee, then two more and over the years we've had lots of employees come and go.

All except our lovely Deborah Boulton, who has been with us over the past 18 years. Some may recognise her name from the series on BBC2 'The LadyKillers: Pest Detectives', where she was asked as one of the few lady pest technicians to take part in the series.

Richard also took on the task of internally training our own staff to high standards. It was a big personal development move, and he took his City and Guilds teaching certificate to be able to do this. I already had my Certificate in Education, so we worked well together.



The start of DBL in one small stable in 1996.

Richard also began producing equipment to assist with the 'hands on technicians' with the DBL 2000 gas pump, along with the Kania paddle and bracket for ease of use with squirrel traps.

As the business evolved over the years, especially dealing with the progression of pesticides and chemicals, keeping up with technology was quite a challenge and still is.

Taking on new office staff to cope with the ever-changing demands of the industry seemed inevitable.

PPC What does the future hold for Des Bone?

AB Much like we've seen in the last 25 years, the future (not only for Des Bone Limited but the pest control industry in general) will be having to



Deborah Boulton, out riding her horse when she got a call out.

compete and adapt with unknown future changes in product removal and legislation demands. There have been some fantastic changes, such as CPD schemes like Basis Prompt and BPCA registered, along with events like PestEx.

These introductions, especially for the newer blood into the industry, are extremely important, ensuring that the pest control industry survives and promotes its professionalism way into the future.



DBL vehicles on display at Brighton Greyhound Ground which we sponsored in 1997.

PPC One last question! Your branding – why a cheetah?

AB Haha, one thing that has never changed over the twenty five years is our logo, and we do get asked this question on occasion. We chose this because we wanted to give the impression of a fast, responsive service. When clients have a problem, it is usually a panic situation or one that they are afraid of. We want people to know that when they call us, we'll deal with their problem quickly.

MEET THE MEMBER

NEXT GEN PEST TECH

Jack Tully is the first apprentice pest technician at BPCA member Integrum Services and passed his RSPH Level 2 earlier this year at just 17 years old. He took part in a quick-fire question session with PPC.

PPC How did you get into pest management?

JT I started with Integrum when I was 16, as a summer job helping one of the bird teams. I really enjoyed the work, I found it interesting and wanted to learn more!

When I spoke with Jamie (one of the directors) about it he started looking into how we could do it and managed to get the education authority to agree to the programme, which was great.

PPC How did you find the Level 2 Award in Pest Management?

JT It was challenging! It was quite in-depth and I had no idea it would be so involved. I enjoyed learning about rodents and insects, but found the legislation quite challenging.

PPC What are you most looking forward to now you're a qualified pest professional?

JT I'm really looking forward to passing my driving test and getting out in my own van. I think this will help develop me further and challenge me.

PPC Have you set your sights on any other training and development?

JT I'm looking forward to completing my IPAF, and once I've gained a bit more knowledge and experience I want to take my certificated advanced technician.

PPC How did Integrum support your learning? Did you learn most stuff in the field or did you spend a lot of time with your head in textbooks?

JT I spent most of the time in the field with my mentor, Ryan (field staff manager). He took the things I was learning in textbooks and in formal training, and put them into context, with real life practical examples. The online learning available from BPCA was also particularly helpful and informative.



We also spoke to Peter Bowers-Davis, Director at Integrum, about Jack's development.

PPC How did you approach Jack's training? What provisions and plans did you put in place?

PBD When Jack expressed an interest in developing pest management as a career, we looked at how we could offer this, there being no apprenticeship training programme in existence.

We ended up building a bespoke training programme, from general health and safety through to structured learning, finally with him completing his RSPH Level 2 Award.

PPC What were the challenges in taking on a 16 year old?

PBD The biggest challenge was Jack's age regarding the legal requirement to stay in education. Once we designed and documented his training programme, this was presented to the local authority which accepted this as formal training and education.

We also had to speak with our insurers to make sure our policies would cover Jack.

PPC What are your hopes for Jack?

PBD The next challenge Jack faces is passing his driving test! Unfortunately, Covid-19 has delayed this but his van is ready and waiting for him once he passes.

Jack has already completed PASMA training and is looking forward to completing his IPAF soon.

PPC Why do you think it's important to encourage and train new talent?

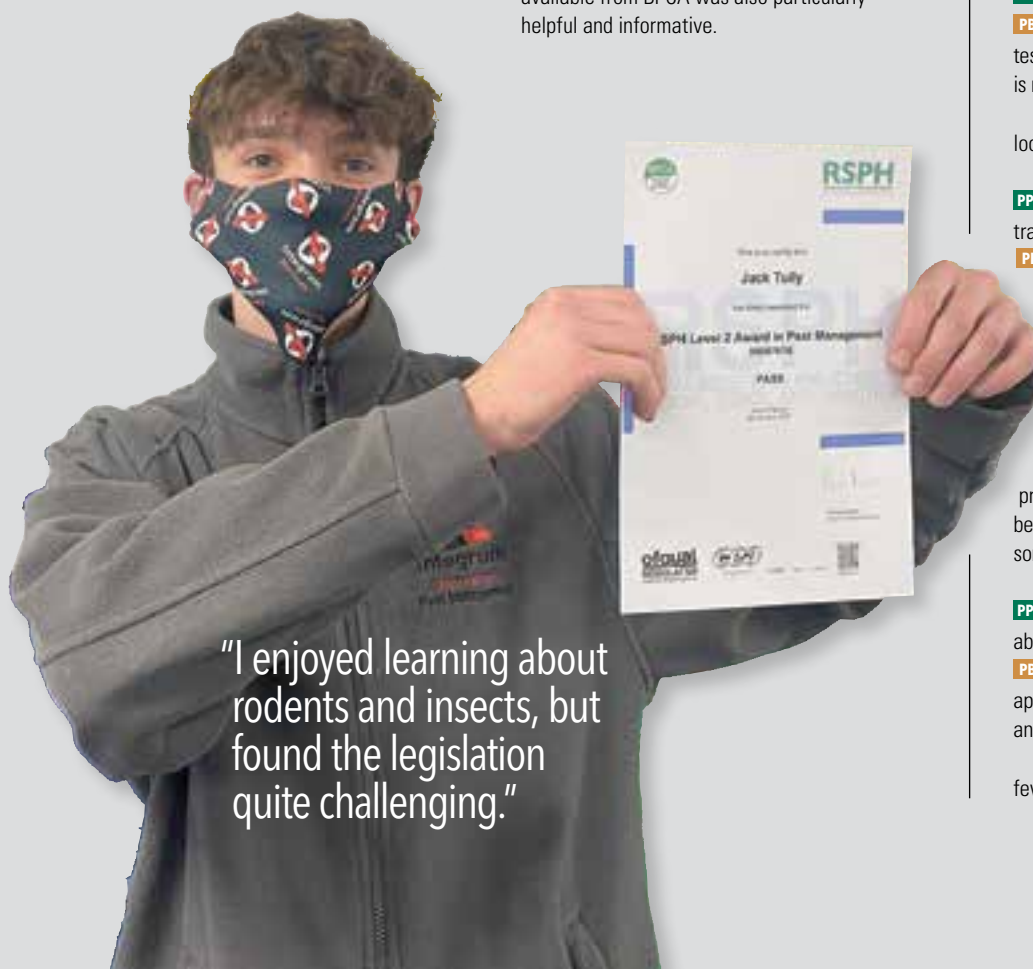
PBD It's important to encourage young blood and talent to our industry. Pest management is a great industry to work in! The lack of a formal apprenticeship is a real barrier to young and developing talent joining our industry.

By delivering in-house apprenticeship programmes, it allows us as an industry to bring in young people early and develop them into great pest professionals. We are seeing more and more technology being developed for the pest control sector and this is something younger pest controllers can really embrace.

PPC Do you have any tips for other members thinking about taking on a young trainee?

PBD Don't be disheartened by the lack of a formal apprenticeship scheme; design and build a programme and have a chat with the local education authority.

And check your insurance policies! You will find a few of them have an 18+ clause.



"I enjoyed learning about rodents and insects, but found the legislation quite challenging."

MEET THE STAFFERS

A FOND FAREWELL

After almost ten years of outstanding service, we said 'farewell' to our Finance Officer Stephanie Costopoulos at the end of July, who decided retirement was calling.

Despite being part of the 'back-office' of the Association, Stephanie had a high level of contact with members on the phone. We know we speak on their behalf when we say they have great respect for her approach and the supportive relationships she's built with them. Firm but fair, always ready to listen and happy to help anyone where she can, be that a member or colleague.

BPCA Operations Manager, Lorraine Norton, said, "In my time in finance, rarely have I come across a finance professional who has been so diligent. While that's been the source of many a fond joke in the office from those submitting expense claims, the level of respect for Stephanie amongst the staff team is off the chart.

"The relationships she built with members while doing the tough task of credit control has been admired by all, and we wish her the happiest of times in her retirement.

"Looking forward, we've been overdue expanding our finance team as a growing Association and, with Stephanie's help, we've been able to recruit two fantastic new team members in Emily and Rachael."

Now that her time is her own, Stephanie's planning a long holiday – when Covid permits – as well as spending time with friends in South Africa and meeting up with her daughter and family who live in Australia.

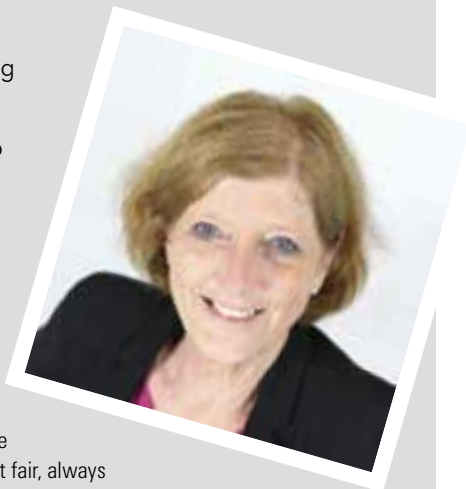
In between all that (no jealousy here!), she's hoping to volunteer in the Arts sector, sharing with others the enjoyment she finds in paintings, museums and nature.

After a long career in finance, Stephanie says: "I've never had time for myself and to enjoy doing that sort of thing. Retirement will give me the space to do what I want, when I want – whatever that might be."

Stephanie continues, "I've enjoyed working at BPCA with such a great team and have been very happy. I'll especially miss the banter with the members and hearing how their businesses are doing."

A huge presence in the Staff team, she will be sorely missed, but we all wish her the very best for retirement, which she thoroughly deserves.

And we promise to keep the radio down, Stephanie!



Mark Williams, BPCA's Honorary Treasurer, said, "it's with mixed emotions that we bid Stephanie farewell.

"She's done an absolutely marvellous job for us these last ten years and helped build a solid financial platform that has enabled us to become the preeminent membership association for the professional pest controller.

"I sincerely thank her for all her hard work, and wish her the very best of health and luck for the future."

MEET YOUR NEW BPCA TEAM MEMBERS

You may have seen that we've had a bit of a recruitment boost at BPCA recently. Four people are joining our Staff team in the coming weeks, in the Membership, Technical and Finance teams.

Here's your chance to get to know all of them.



SPEED PROFILE:
JOHN HORSLEY
TECHNICAL
SUPPORT OFFICER
john@bpca.org.uk

Hi, I'm John, the new Technical Officer with BPCA.

I started my career in pest control in April 2012, working around Lincolnshire and building a great deal of experience in rural and urban pest control.

During this time I passed my RSPH Level 2 Award in Pest Management, and then my BPCA Accredited qualification (now the CAT assessment) in 2015.

I began looking after the North Yorkshire moors and dales, which broadened my knowledge even further and offered me new challenges to overcome.

In 2017 I successfully applied for a technical officer role with my previous employer, so for the last four years I've played a pivotal role in training technicians, office staff and customers in all aspects of pest control, in the classroom and out in the field. I found my passion for working with technicians that are new to the industry, guiding them to become qualified and experienced technicians.

I applied for the BPCA position as I felt it was a great opportunity to use my experience to help others in new and exciting ways. I've enjoyed using the BPCA Registered system over the last two years and can see this being significant in driving excellence in pest control further.

I'm most looking forward to getting out in the field; meeting our members in the coming months.

Out of the office, I enjoy spending my time outdoors: rock climbing, canoeing, sailing and camping with my partner Kaitlyn and our two beautiful children, Aria and Otis. We live on the northeast coast and are regular visitors to the beach with our two working cocker spaniels, and a bucket and spade!



**LET'S CHAT WITH
KRISTIAN
NETTLESHIP
MEMBER
SUPPORT OFFICER**
kristian@bpca.org.uk

PPC Welcome to the team, Kristian! Tell us a bit about yourself.

KN Hello! I've been working in the pest control industry since I was about 24 when I came across it and fell into it, following several years of working in retail and hospitality. I'd never settled into any roles up to that point, but pest control really got a hold of me.

I've just come from Target Pest Control in Leicester, where I worked for eight years. I started as a technician, but when I left, I managed a team of eight as a service manager.

Outside of work, I have three young boys who keep me busy.

PPC What made you apply for the Member Support Officer role at BPCA?

KN I came across the job purely by accident because I was adding a job for Target on the BPCA jobs board.

I applied because I was looking to progress in the sector, share my experiences and learn from loads of other companies in membership.

My first thought when I got it was, "What am I going to tell my boss?" I wasn't planning to leave Target, they're a great team, but an opportunity like this doesn't come up very often. They were really supportive of me, which was lovely.

PPC What are you looking forward to most about your new role?

KN I can't wait to get stuck in, helping people and being that bridge for conversations between the Association and pest companies. There'll be a lot of listening, learning and sharing knowledge.

And once all the Covid restrictions are gone, I'm excited to start getting out and seeing members regularly.

Pest control is a small sector, so I know many people's names, and I'm looking forward to putting faces to those names. I can't wait to get out there and meet people at BPCA events.

I love problem-solving, investigating, reassuring people and ultimately winning their trust.

I can't wait to knock on members' doors to tell them that "we're here and we're ready to help". BPCA wants to work with them, and I share that passion. If I don't know how to help, I'll certainly know someone that can.



**EMILY WATERFIELD
FINANCE OFFICER**
emilyw@bpca.org.uk

Emily joins BPCA having several years of finance experience working in the education sector. She's very comfortable around a set of numbers and is completing her AAT studies, with BPCA supporting her next level of professional qualifications with the Chartered Institute of Management Accountants.

Emily said, "I'm looking forward to stepping up to the challenge of leading the day-to-day running of the Finance Department. I'm also excited to get to know the members, and I'm hoping to see lots of them at future events and getting to know how the pest management industry 'ticks'.

"I like that BPCA is not-for-profit with a smallish, stable, experienced team. I'm definitely a 'happy to help' person and enjoy being immersed in new things and experiences."

Emily enjoys the great outdoors and can often be found in the Peak District with her border collie, Ruby. Any other spare time she has is spent socialising with friends (normally involving food) or enjoying a good crime thriller book or podcast – a pest detective in the making!



**RACHAEL COOK
FINANCE ASSISTANT**
rachaelc@bpca.org.uk

Rachael most recently worked for a small not-for-profit organisation, covering a wide range of finance and administrative responsibilities. Her move to BPCA means she can focus on finance, where her real interest now lies. Rachael will also be expanding her financial knowledge supported with study for her AAT qualifications.

"I'm looking forward to speaking to members and hearing about the industry first hand," says Rachael. "As part of my responsibilities I'll be leading on credit control, but I'm hoping chasing overdue invoices is not necessarily the first contact I have with the majority of members!"

She continued, "I applied for the position after getting a good vibe from BPCA's website. Everything I saw about the Association and the Staff team told me BPCA looked like a nice place to work, and so far it gets the 'thumbs up'!"

Rachael occupies any spare time from work and family duties with running and book club (more like a cheese and wine club in reality). She likes baking and food - so she'll fit right in.

SINK OR SWIM?

KEEP YOUR HEAD ABOVE WATER AS A NON-TECHNICAL PEST CONTROL EMPLOYEE



NEW ONLINE COURSE

PEST AWARENESS FOR NON-TECHNICAL EMPLOYEES

CPD

Foundation > Online learning

BPCA Registered CPD points: 3

Not everyone in a pest management business is directly involved in carrying out pest control treatments. However, they're likely to come into contact with customers who require the services of a professional pest controller.

That's where this new course comes in. Understanding how pest management is conducted will help anyone in a supporting role deliver a seamless service.

During this course, you will learn:

- Definition of pest awareness
- The difference between vertebrates and invertebrates
- The common signs of pest activity
- The seven principles of pest control
- Different methods of pest control and monitoring
- Common pests
- How to manage customer expectations
- Triaging customer service calls.

Online programme

This is an online, e-learning course that can be taken at any time. Access is set at six weeks, with a study time of two hours. There are no prerequisite requirements to undertake this course.

Assessment and certification

- There is no assessment
- Upon completion of this online course, a BPCA certificate of completion will be available to print online.

How to book

Contact to register your interest or book
01332 225 113
training@bpca.org.uk

INTRODUCTORY PRICING!

Members: £55 +VAT
Non-members: £82.50 +VAT

The BPCA Staff team is packed with professionals who are specialists at what they do – our fab technical team, of course, but also other areas like finance, membership, CPD and marketing.

However, working in the pest management industry in a non-technical role can be challenging if you don't have a background in the sector.

You need a basic knowledge of pest control to deal with customer enquiries, even when you won't be carrying out treatments yourself.

Previously we would have them take our Foundation Certificate in Pest Management course, which was designed for both non-technical staff and pest technicians who were brand new to the sector, as an entry point.

Now, they'll take our new course: Pest Awareness for Non-Technical Employees. It's designed specifically for people whose role does not directly involve carrying out pest control treatments.

If you're in a supporting role and regularly come into contact with customers who may require the services of a professional pest controller, understanding the way pest management is conducted will help you ensure the delivery of a seamless service.

You only get one chance at a first impression

In many companies, the first point-of-contact isn't going to be a Level 2 Award in Pest Management qualified person or an experienced technician.

Every touchpoint in your business can impact your customer's impression of you. If the person who answers the phone doesn't have a basic understanding of pest management, then the potential client will struggle to trust you.

From sales to customer service to your accounts team – if you create a culture of knowledge, expertise and passion, you'll win more customers and keep your existing clients happier.

BPCA strongly recommends that everyone in your team knows a little something about the critical role pest management plays. It'll improve your client satisfaction, team cohesion and shows your commitment to upskilling your people.

"Every touchpoint in your business can impact your customer's impression of you."

The more you know

We don't expect Lorraine to head out on a pigeon proofing job or Katrina to go searching an attic for squirrels. Niall has never carried out a treatment on a wasp nest.

But when a member of the public looks to us for advice, we need to point them in the right direction.

Whenever we hire someone new to join the BPCA Staff team, we like to make sure they aren't thrown in at the deep end.

That's why everyone who works at BPCA, no matter what role, takes a course on pest awareness.

ENTER THE MATRIX

BPCA SECURES FUNDING FOR 3D COMPETENCY ASSESSMENT

Can you imagine a world where a learner driver takes their theory test and, upon passing it, is immediately allowed to drive unsupervised on the road? No, that would be dangerous and irresponsible!



Well this is the current situation in pest management, where you're only required to pass a knowledge-based test before you can go out to where people live, work and play, and use dangerous substances to control pests.

In some cases, those who pass this test will never even have seen a rat, a mouse, or a cockroach in its real-life environment. They'll never have used professional-standard chemicals or tools.

That is why BPCA strongly believes that ensuring the competency of pest management technicians is absolutely vital – both for their safety and for the safety of their customers.

With this in mind, BPCA applied for funding from the Ufi VocTech Trust to support the development of a simulated competency assessment.

Earlier this year we were successful in securing that funding for a pilot programme that will pave the way for integrating competency, alongside the knowledge and skills requirement, for pest management professionals.

L2P, n00b

This project aims to offer those new to the industry the opportunity to demonstrate their competency in a simulated 3D environment. It will mean putting that theoretical knowledge into practice in a safe and controlled way, before moving on to doing it in live situations.

Think of it like a video game - users will enter an environment on their device sort of like a new "level". It will look like a common situation pest technicians should expect to find themselves in, such as a home or a restaurant kitchen.

Don't worry, there are no bad guys to fight - just some pest problems to locate and eradicate!

Users will be able to move about freely and see the environment through 360 degrees, zooming in on areas where they need a closer look.

They'll be able to move from room to room as they would in a real-life situation, looking for evidence of infestations and their potential causes.

Once the user has identified an infestation, they will have a toolkit of solutions to choose from. They'll be able to place products and treatments

where they will be most effective, taking into account any safety or site-specific considerations they feel are relevant.

As part of the assessment, users will be required to highlight any hazards or risks associated with the treatment chosen and select appropriate risk mitigation methods, making recommendations to their 'customer' to reduce the risk of recurrence.

At the end of the assessment, users will receive a pass or fail grade.

A digital solution for a digital world

The competency assessment will be easily accessed with an internet connection and a desktop computer, laptop or tablet.

Karen Dawes, Training and Development Manager at BPCA says: "This is a really exciting project for us and for the industry as a whole, truly bringing pest management into the 21st century.

"Being able to simulate environments that are instantly recognisable and having the flexibility to include a range of contexts that the pest management technician may come across within those environments is something that we haven't been able to do before.

"This project will ensure that pest technicians have a safe place to put what they have learned in the classroom into practice, and will bring a new level of confidence both to them and those they work for."

Steering us into the 21st century

The development of the competency assessment is in its early stages and will be steered by a working group of the Professional Standards Committee which includes Martin Rose-King (Bounty Pest Control), Paul Blackhurst (Rentokil), Simon Taylor (Ecolab) and Alex Wade (Wade Environmental).

The steering group met for the first time on 9 June to discuss the types of environments, pest species and contexts that will be of the most benefit for the simulation.

The group will continue to meet at least every other month for the lifespan of the project.

The funding period is for 12 months and it is expected that the competency assessment will be launched early in 2022.



What is Ufi VocTech?

Ufi VocTech Trust is a grant-funding body focused on delivering an increase in the scale of vocational learning.

It supports the delivery of adult vocational skills through digital technology and aims to use the funding to catalyse change across the UK so that a significant increase in skills-based learning can be achieved.

BPCA Chief Executive Ian Andrew commented: "We are delighted to have been successful in securing funding for this project. The pest technician role is a practical, hands-on role that requires significant problem-solving skills.

"These skills cannot be taught using theory-based assessments alone. We believe this project is necessary in order to demonstrate the professionalism of those working in pest management through formal training, qualifications, and continued professional development and demonstrable competency."

Want to get involved?

When we reach the testing stage of this new assessment, we'll need willing volunteers to help us out. But we don't just want people who are great with technology - we need a mix of skill levels to help us really weed out any issues we might have. So even if you're not usually tech-savvy, we still want you to volunteer to help us test it out! Get in touch if you're interested.

training@bpca.org.uk

PESTFLIX AND CHILL!



FREE CPD RESOURCES FOR PEST PROFESSIONALS



Pest professionals love learning and sharing knowledge. Yet some of us still end up cramming in our CPD hours towards the end of the year leading to the value of professional development being somewhat diminished due to this lack of planning.

BPCA has an array of CPD activities. Are you making the most of them all?

- Monthly live webinars
- Digital Forums with guest speakers (local Forums will be back, post-Covid restrictions)
- Videos from past events, including PestExtra
- Articles and news via PPC Online
- CPD quizzes
- Pest management Codes of Best Practice.

The number of free, online events held has increased during the pandemic and the best part about holding these digitally is that we can record them, so you can watch them on-demand.

New content:

- ▶ Essential customer service skills for pest professionals
- ▶ Understanding pests in food businesses
- ▶ A complete approach to wasp and hornet control
- ▶ What's on the horizon after glue boards?
- ▶ Bird control lasers explained
- ▶ Inspections and pest activity: what to look for.

bpca.org.uk/cpd-videos

WATCH ONLINE EVENTS YOU MAY HAVE MISSED

BPCA webinars and Forums are available to watch back for free on our website. Plus, now we have loads of PestExtra sessions for you to catch up on bpca.org.uk/cpd-videos

We take requests for topics too, so if you have any subjects you'd like to see covered in 2022, let us know!

events@bpca.org.uk

- ▶ Trade marks for pest management companies – what you need to know
- ▶ Managing bees in pest control environments
- ▶ Syngenta providing the right support for PCOs
- ▶ Cluster and other small fly control
- ▶ Pest surveying techniques and customer communication
- ▶ Regulation of Biocides in UK – an update from the Health and Safety Executive (HSE)
- ▶ Understanding biological hazards of professional pest control
- ▶ A Modern Rat's Tale: Dutch Experiences With Rodenticide Reduction
- ▶ Amazing indoxacarb technology – how does it work?
- ▶ An introduction to CALM
- ▶ An introduction to the BPCA Manufacturers and Distributors Committee
- ▶ An introduction to the BPCA Outreach and Communications Committee
- ▶ An introduction to the BPCA Servicing Committee
- ▶ Baiting strategies, assessments, techniques and efficacy
- ▶ Bell Sensing Technologies – iQ products demonstration
- ▶ Bird mites – environmentally tricky, socially misunderstood, technically still challenging
- ▶ Competitive clout with Service Tracker
- ▶ Designing for IPM and stewardship
- ▶ Diseases transmitted by rodents and their parasites
- ▶ Evolution of bait boxes
- ▶ Five years of rodenticide stewardship: what have we achieved
- ▶ Futura vlog – digital and sustainable pest control is the future present
- ▶ How rodent behaviour influences a baiting plan
- ▶ How to leverage value from a VLINK system
- ▶ How to solve your cockroach problems quickly and cost-effectively
- ...and much more!

Learn, share and connect with your virtual and local pest events.

FREE EVENTS AND WEBINARS IN 2021

CPD points are available for all events. Physical events are subject to change or cancellation depending on Covid-19 restrictions.

Event type	Name	When?	Information
Webinar DATE CHANGED	LIVE CAPTURE TRAPPING IN PEST CONTROL	26 August 2021, 12:30pm	bpca.org.uk/webinars
Local forum	EAST MIDLANDS	8 September 2021, 8:15am	Sponsored by Killgerm bpca.org.uk/forum
Webinar	PRINCIPLES OF CLUSTER FLY PEST CONTROL	22 September 2021, 12:30pm	bpca.org.uk/webinars
Virtual forum	DIGITAL 10	28 September 2021, 9:30am	Sponsored by Bayer bpca.org.uk/forum
Local forum	SOUTH EAST	5 October 2021, 8:15am	Sponsored by BASF bpca.org.uk/forum
Webinar	USE OF RIFLES IN PEST CONTROL	13 October 2021, 12:30pm	bpca.org.uk/webinars

Event type	Name	When?	Information
Local forum	NORTHERN IRELAND	21 October 2021, 8:15am	Sponsored by Bell Labs bpca.org.uk/forum
Virtual forum	DIGITAL 11	3 November 2021, 9:30am	Sponsored by BASF bpca.org.uk/forum
Webinar	GUIDANCE ON CRRU STEWARDSHIP FOR RODENTICIDE USE	24 November 2021, 12:30pm	bpca.org.uk/webinars
Local forum	NORTH	7 December 2021, 8:15am	Sponsored by Deadline bpca.org.uk/forum
Webinar	PRINCIPLES OF WASTE MANAGEMENT IN PEST CONTROL	15 December 2021, 12:30pm	bpca.org.uk/webinars

For the latest information on all of our free events, visit bpca.org.uk/events

TRAINING CALENDAR

Courses and exams

Course/exam	From (£)	Exam	Start date	Location
Level 2 Award in Pest Management (residential)	1010	✓	05/12/2021 6 days 30/01/2022 6 days	Stafford
Fundamentals of Pest Biology and Behaviour	95		11/10/2021 09/12/2021	Online classroom
Principles of Pest Identification	95		15/09/2021	Online classroom
Bed Bug Control NOW ONLINE	95		29/09/2021 29/11/2021	Online classroom
NEW Flies and their Control	95		13/12/2021	Online classroom
What's in that Formulation?	95		07/09/2021 18/11/2021	Online classroom
Certificate in Bird Management NOW ONLINE	95	✓	14/10/2021 02/12/2021	Online classroom
Exploring Stored Product Insects (SPIs) in Food Factory Environments	95		02/09/2021 25/11/2021	Online classroom
NEW Introduction to Wildlife Management	95		01/09/2021 30/11/2021	Online classroom
Resistance isn't futile	95		22/09/2021 01/12/2021	Online classroom
Waste Management for Pest Control Companies	95		22/11/2021	Online classroom
Becoming a Field Biologist or Technical Inspector	95		15/11/2021	Online classroom
Starting and Managing your own Pest Management Business	95		16/11/2021	Online classroom

Exams only

Exam	From (£)	Start date	Location
RSPH Level 2 Award in Pest Management	155	13/09/2021 22/10/2021 10/12/2021	Edinburgh Stafford Stafford
Technical Inspector Exam	155	13/09/2021 22/10/2021 10/12/2021	Edinburgh Stafford Stafford
RSPH Level 3 Award in the Safe Use of Fumigants for the Management of Invertebrate Pests	305	13/09/2021 22/10/2021 10/12/2021	Edinburgh Stafford Stafford
NEW Certificated Advanced Technician (CAT) in Pest Management	294	Book anytime	NOW ONLINE

Online learning

The flexible approach to pest control training, learn at your own pace at times to suit you bpca.org.uk/online-learning



	From (£)
Individual GPC Level 2 Award modules – Introduction to Pest Management: Health, Safety and Legislation; Invertebrates; Vertebrates	110
Full Level 2 Award in Pest Management – online course	300
Using Rodenticides Safely – online course and exam	75
Foundation Certificate in Pest Management	55
NEW Pest Awareness for Non-technical Employees	55
Completing Risk Assessments PRICE DROP	20
Working at Height	20
Asbestos Awareness	20
Manual Handling	20
Ladder Safety	20



Enquiries and bookings

training@bpca.org.uk
01332 225 113
bpca.org.uk/training

Bulk booking discounts

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

Terms and conditions

All costs are members only and exclude VAT.

Venue details are provisional and may change – please check the BPCA website before booking.

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

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

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WITH LUMITRACK[®]
PATENT PENDING



Rodent faeces glow under black light



Schools

Ideal for monitoring sensitive accounts



Food Production Facilities

NON-TOXIC MONITORING BAIT

PRODUCT FEATURES:

- ▶ Biomarker
 - Special additive visible under blacklight
 - Easily detected in rodent faeces
- ▶ Non-Toxic
 - Contains no active ingredient
- ▶ Sensitive Accounts
 - Use to monitor rodent activity in schools, food accounts, etc.
- ▶ Tracking/Monitoring
 - Easily track rodent movement and identify harborage areas
- ▶ Prebaiting
 - Helps ensure fast acceptance of rodenticide when used as a prebait
- ▶ Highly Palatable
 - Formulated with more than 15 human food-grade ingredients



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