



## FUMIGATION

RAMPS UK in successful negotiations with CRD for the Fumigation industry

- How to get the most out of your web agency or developer
- Diatomaceous what on earth?
- PestTech 2015
- Whats biting me?
- Squirrel trapping

Where compromise is not an option; **don't take risks!**  
**Ask for PestWest Quantum<sup>®</sup>!**



INNOVATION // QUALITY // POWER

## Protect your business with **PestWest<sup>®</sup> Quantum<sup>®</sup>!**

Don't compromise your good reputation with low quality tubes. Quantum<sup>®</sup> is the name the commercial food industry has relied on for years. **Ask for them by name!**

- Tried and trusted brand
- 100% European technology
- Higher and more durable UV attraction power
- Industry compliant FEP shatterproof coating: 5% UVA light loss maximum and glass retention under impact to BS EN61549
- Environmentally responsible choice: no lead, less mercury
- Large diameter T12 20 Watt + 40 Watt available.
- Original large diameter 20 and 40 Watt tubes available (T12)

**FAR STRONGER, LASTS LONGER!**



Selection of PestWest Quantum tubes. Other sizes available.



## The leading voice within the Pest Control Industry

Published quarterly reaching over 26,000 readers.

### UK editor

Sadie Baldwin

### Technical editor

Dr Matthew Davies

In order faithfully to reflect opinion within the Pest Control Industry PCN relies on information and correspondence.

**News, articles, letters and editorial are always welcome!**

Please address any of the above to:

### Pest Control News Limited,

PO Box 2, Ossett,

West Yorkshire WF5 9NA.

**tel:** 01924 268400

**fax:** 01924 264646

**e-mail:** [editor@pestcontrolnews.com](mailto:editor@pestcontrolnews.com)  
[technical@pestcontrolnews.com](mailto:technical@pestcontrolnews.com)

### Advertising

Contact the Editor on the above address for rates and specifications. In order to meet print deadlines, all space bookings must be made eight weeks in advance and artwork received no later than four weeks prior to publication date.

### Design & production by

Albatross Marketing

### Printed by

Duffield Printers, 421 Kirkstall Road  
Leeds, West Yorkshire LS4 2HA.

Pest Control News is printed by Duffield Printers of Leeds. Back in 1998 Duffield was the first SME in the country to achieve Environmental Accreditation and Pest Control News is proud to further this environmentally conscious approach to printing

## In this issue...



26 - PestTech 2015

### 21 - What's biting me



### Industry News

4. Killgerm expands its UK warehouse capacity
7. Fumigation article
7. Australian acquisition announced by Killgerm Group Ltd
8. The Pest Management Alliance update
10. Hills Waste Solutions implements the Exodus®
11. Three mor assurance schemes approved for UK Rodenticide Stewardship compliance

### Marketing Advice

12. How to get the most out of your web agency or developer

### Interview

14. Maureen O'Shea Interview

### Technical

16. Know your enemy - Asian Tiger Mosquito
17. Know your friend - The Ivy Bee - An Emerging Species
18. What no cheese?
19. What's biting me?
20. Flexible working to combat cutbacks
24. Squirrel Trapping

### Events

26. PestTech 2015
27. Pestworld 2015

### Products

28. New Products
30. Kit Maintenance

### Association News

31. RSPH
31. BPCA

### Legal

33. Employment news round up

### Training

34. Training dates
35. Training dates

PestControl<sup>news</sup>

### KEEP UP TO DATE WITH YOUR PROFESSIONAL DEVELOPMENT

All Pest Control News readers can now receive two BASIS PROMPT CPD points per calendar year.

All you need to do to claim these points is include PCN on your annual BASIS PROMPT record using the following code:

**PC/40660/15/g**

For further information on the BASIS PROMPT scheme or to register, please visit [www.basis-reg.com](http://www.basis-reg.com)

Pest Control News is a registered trademark of Pest Control News Limited. All material published remains the copyright of Pest Control News Limited. No part of this magazine may be lent, sold, hired out, reproduced, copied or otherwise disposed of in a mutilated condition or in any unauthorised cover by way of trade, or annexed to or part of any publication or advertising, literary or pictorial matter whatsoever, without the express prior permission of the publisher.

Pest Control News cannot accept responsibility for any unsolicited material whether advertising or editorial. Pest Control News cannot accept responsibility for any claims made in advertisements nor for any results or misadventures experienced from using products advertised therein.

**Use pesticides safely. Always read the label and product information before use**





## KILLGERM® EXPANDS ITS UK WAREHOUSE CAPACITY

### WORK IS NOW COMPLETE ON A NEW WAREHOUSE AT KILLGERM'S HEAD OFFICE IN OSSETT.

As part of the ongoing growth of the Killgerm UK operations, the new warehouse will play a key role in maximising the efficiency of order fulfilment and providing important space for continued growth.

Chris Lawrence, Killgerm's Operations Director commented, "This exciting expansion will have a significant and positive impact on our efficiency, and is a great step forward for our operations".

The new warehouse will store a combination of packaging, raw materials and finished goods. The site, which was previously a cement works, has undergone a complete renovation with new security fencing, gates and lights, as well as the new warehouse. In addition, the development will provide more parking space for staff, and help to improve customer access to the on-site trade counter.

The new warehouse is a key part of Killgerm's continuous expansion, and will play an important role in ensuring the company continue to deliver the very best service to Killgerm's customers.



**The Board of Trustees has appointed Stephen Jacob, previously Business Development Manager of BASIS, as Acting Chief Executive Officer pending the appointment of a new CEO.**

Stephen will lead the management team in running BASIS.

The Board of Trustees are confident that the business is in capable hands and is well resourced to provide service to the membership and to address future opportunities and challenges.



## ENTOMOLOGIST JOINS KILLGERM CHEMICALS TECHNICAL DEPARTMENT

Following the retirement of consultant entomologist Maureen O'Shea, Killgerm Chemicals have employed **Jonathan Binge** to take over the provision of insect identification services.

Jonathan comes from an entomological and practical pest control background, having worked for Rentokil since the early 1980s, both as a technician and senior field biologist.

Holding a degree from the University of Durham that covered entomology, Jonathan is also a Fellow of the Royal Entomological Society, a Member of the British Butterfly Conservation Society and notes insect identification and entomology as a keen hobby, as well as being part of his profession.

*"I am passionate about the pest control industry and take great enjoyment from being able to use my entomological knowledge to provide accurate and informative insect identifications. My aim is to continue the tradition of technical excellence at Killgerm Chemicals and I am honoured to take on the role of entomologist for such a well-respected company."*



## Rob Simpson has advised the Board of Trustees that he has decided to leave BASIS Registration Ltd to pursue other opportunities in the agricultural, horticultural and pesticide industries.

Rob has worked for BASIS for 17 years, 11 of those as Managing Director. Under his management and leadership, BASIS has grown considerably in size, scope and reputation. An innovative approach has ensured that BASIS has adapted to the changing requirements of the industry, incorporating new technologies and new needs for the industry. Today, there are 51 qualifications, accredited by Harper Adams University and its Professional Registers contain some 10,000 individuals ranging from agronomists to professional pest controllers.

**The Board of Trustees wish Rob well in the future and success in the development of his career.**

## BASC LOBBIES MINISTERS TO KEEP STOAT TRAPS LEGAL

BASC has written to ministers in Westminster and the devolved parliaments in Wales, Scotland and Northern Ireland to ensure that legal traps used to control stoats, which predate on ground nesting birds, are not caught by an international agreement designed to regulate the fur trade in Europe and North America.

An international agreement between the European Union, Russia, Canada and the USA on humane trapping for fur threatens to outlaw by default widely-used legal traps. Traps are not used in the UK for the fur trade but are used to protect ground-nesting birds and other wildlife. The Agreement on International Humane Trapping Standards is due to be implemented in the UK by July 2016. BASC has asked each responsible minister to ensure that a derogation is applied which will exclude already tested and approved spring traps from being outlawed as an unintended consequence of an agreement designed to regulate the capture of stoats overseas for the fur trade. BASC is working with the NGO, SGA, GWCT, NFU, Moorland Association and Countryside Alliance on this issue.

Ian Grindy, chairman of BASC's game and gameshooting committee, said, "Humane spring traps are widely used in the UK for pest and predator control to protect wildlife, particularly ground nesting birds. If the trapping agreement is implemented without the derogation then conservation will suffer."

Tim Russell, BASC director of conservation, said,

*"The use of these traps has been regulated by the existing spring trap approval orders since 1957. These orders are regularly updated. The legislation for England was highlighted as an example of better regulation in 2014."*

*"BASC has therefore approached ministers at Defra and in the devolved parliaments asking them to apply a derogation allowed for in the international agreement which makes provision for the use of spring traps to catch stoats to protect fauna and flora."*

## DIATOMACEOUS WHAT ON Earth?

**THE DIATOMACEOUS DUST APPEARS TO HAVE CLOUDED JUDGEMENT AND CREATED CONFUSION! SO LET'S BE CLEAR, HERE ARE THE MAIN POINTS YOU NEED TO KNOW.**

The impact of Article 95 of the EU Biocides Regulation (BPR) means that from 1st September 2015, Diatomaceous Earth products that were not from an approved source could not continue to be sold as biocides.

This resulted in ALL current Diatomaceous Earth products being removed from sale as biocides in the professional pest control market.

To name but a few products that were removed from sale: Killgerid, Oa2ki, Dia-Secticide

Originally Diatomaceous Earth did not fall under the scope of the BPR because it had an indirect effect on target organisms as set out in the 'Manual of Decision' which allowed this active substance to be exempt from registration. This no longer applies, and therefore approval through the BPR is required.

To provide further clarity the official explanation as to why the manual of decisions guidance had been repealed was published in a European Commission guidance note.

"The concept of 'biocidal products' set out in Article 2(1) (a) of Directive 98/8/EC must be interpreted as including even products which act only by indirect means on the target harmful organisms, so long as they contain one or more active substances provoking a chemical or biological action which forms an integral part of a causal chain, the objective of which is to produce an inhibiting effect in relation to those organisms."

"In view of this ruling, the guidance provided in the Manual of Decision indicating that products acting only by indirect means on the target harmful organisms should not be regarded as biocidal products must be reconsidered."

Diatomaceous Earth stocks purchased before 1st September 2015 can still be used as normal for controlling insects. (Article 95 is in relation to selling the product and not its use)

Certain forms of Diatomaceous Earth are still undergoing the EU BPR review process, so no use-by date has yet been set for products that were removed from the market 1st September 2015.

**So what are you safe to use?**  
**The only known general insect control products available at present for sale containing Diatomaceous Earth, from an Article 95 approved source that can legally be used for insect control, is Vazor DE Powder.**

NEW FOR  
**2016**

[www.killgerm.com](http://www.killgerm.com)

BOOK ONLINE OR CALL... 01924 268516

JOIN US FOR YOUR  
**FREE**  
BREAKFAST

### NORTHERN

27th January - Durham  
28th January - South Yorkshire  
30th November - Warrington

### SCOTTISH

7th September - Glasgow  
16th November - Penrith

### MIDLANDS

24th February - Kings Lynn  
12th May - Coventry  
21st September - Shropshire  
23rd November - Nottingham

### SOUTHERN

10th February - Bedford  
17th February - Kent  
11th May - West London  
19th October - East London

### WELSH

13th January - Wrexham  
5th October - Cardiff

SAVE THE DATE 2016  
OPPORTUNITIES FOR PROFIT BREAKFAST MEETING

# Manufactured by experts for use by **professionals**



 **vazor**<sup>®</sup> **DE POWDER**  
FOR INSECT CONTROL

**Killgerm are proud to present our NEW and EXCLUSIVE range of approved insecticides.**

Vazor<sup>®</sup> DE Powder works physically rather than chemically by damaging the waxy outermost layer of the cuticle of the target pest and kills the insect by desiccation. Vazor<sup>®</sup> DE Powder is effective and long lasting, especially when applied in dry environments.





# Australian Acquisition Announced By Killgerm Group Ltd

Killgerm Group Ltd is proud to announce the completion of its acquisition of the Starkeys Products business. Based in Perth, Western Australia, Starkeys Products has been producing high quality insect light traps and electric fly killers under the Starkeys brand for the Australian, New Zealand & Asian markets for over four decades. More recently, the business has also diversified into the manufacture of bespoke toolbox systems under the Brute Toolboxes brand.

Commenting on the acquisition, Rupert Broome, Killgerm Group Managing Director said,

“Our PestWest Division has been competing with Starkeys Products for many years, and in that time we have developed a deep respect for the quality of the Starkeys products, their market penetration and – most importantly – the dedication and professionalism of the staff within the Starkeys Products business.

We see many synergies between the PestWest and Starkeys businesses in terms of products, customers and geographic coverage. Acquiring a strategic manufacturing asset in Australia will

also complement and strengthen the existing global footprint for the PestWest Division, alongside existing operations in the USA, the UK and in China.

Cultural fit is also extremely important to us and I am delighted that the existing management team, led by Adam Carew-Reid as CEO, will continue to drive forward the Starkeys business; now with the added benefit of the resources of the whole of Killgerm Group to support their efforts.”

Given the strength of the product and company name Starkeys Products will continue to trade under that name, as part of the PestWest Division.

Adam Carew-Reid, CEO of Starkeys Products, added,

*“We are delighted to now be part of Killgerm Group; the joining of businesses is truly a substantial step forward for the future of Starkeys Products. We will continue to manufacture our products*

*to the same high standard in Australia, while maintaining our renowned personal service & regular contact with all our customers around the globe.*

*“I am looking forward to an exciting future with Killgerm Group, which is both professional & highly respected in the pest control industry. Our businesses will share a great synergy, while enjoying the added benefits of each other’s experience in the international market”.*

**KILLGERM**<sup>®</sup>  
Group Limited



## NEWSFLASH

### RAMPS UK in successful negotiations with CRD for the Fumigation industry

Regulatory requirements for the use of professional plant protection products require users to hold a specified certificate (demonstrating sufficient knowledge of safe and sustainable use) issued by an officially designated awarding body.

The BPCA Fumigation Diploma has been accepted for many years as the only viable qualification for invertebrate fumigation and is currently held by all practicing fumigators in the UK. However the BPCA fumigation qualification is a certificate issued by the trade association for the sector, and not by an officially designated

awarding body. It would not therefore be deemed to be a specified certificate from the 26th November 2015. We have been able to demonstrate that the qualification covers the subjects required to demonstrate that users have sufficient knowledge to work safely and sustainably in this highly specialised discipline.

We have been working hard with the authorities to gain their acceptance of this qualification and minimise the burden of the incoming legislation as much as possible; we have come to an arrangement which addresses the immediate issue.

BASIS (Registration) Ltd have agreed to adopt the BPCA qualification as part of their training suite. As BASIS are an officially designating awarding body operators who hold the BPCA diploma and relevant modules will be able to continue fumigating under plant protection requirements after the 26th of November 2015.

It will be necessary to review this arrangement in the medium term and will obviously keep the

industry informed as matters progress. In the meantime we can confirm to fumigators and store keepers that it will be business as usual after the 26th November and we are confident a sensible, pragmatic and sustainable resolution will soon be achieved regarding the longer term approval of the qualification.

If you would like to discuss these issues further please contact one of the numbers below: –

David Cross (Rentokil and RAMPS Chairman) – 07515 064474

Helen Ainsworth (Barrettine and RAMPS Pest control supplier representative) – 07730 832879

Ian Pepper (Biotactix and RAMPS approval holder representative) – 07767 392420

Kevin Brown (Rentokil Products and RAMPS Vice Chair) – 07810 505514

Martin Cobbald (Dealey and Associates, RAMPS invertebrate fumigation representative and BPCA Fumigation and Controlled Environment (FaCE) Forum Chair) – 07739126453

Mandy McCarthy (BPCA Training Manager) – 07710 305148

Paul Hoyes (Killgerm Chemicals and RAMPS Training representative) – 07866 454404.

# THE PEST MANAGEMENT ALLIANCE

PMALLIANCE.ORG.UK



## UPDATE FROM THE PEST MANAGEMENT ALLIANCE: RODENTICIDE STEWARDSHIP AND THE PROFESSIONAL PEST MANAGEMENT SECTOR

Two years ago manufacturers and users of anticoagulant rodenticides were presented with a clear choice: ensure stewardship of these products or potentially lose their use. The members of the Pest Management Alliance were consulted by HSE/CRRU as part of the professional pest control sector. We made several key recommendations around qualifications and ongoing competence, all of which were adopted by CRRU and subsequently agreed by HSE earlier this year. It is clear that HSE and government recognise the professionalism of our sector – they certainly did not need much persuading that we are the gold standard. The gamekeepers have got on board with this, recently developing a course and qualification and providing support for their members to stay up to date with changes in rodent control. The agricultural sector has realised that they too must comply with the stewardship regime, and have asked to have two different ‘routes to competence’ available to farms. The first is the same as ours – to get qualified and stay up to date. The second is by remaining on an audited and accepted Farm Assurance Scheme (FAS). These are not a lower standard, as some have claimed. Nor are they an easy way out. They involve annual site audits which include the CRRU Code of Best Practice (CoBP). Failure to comply may result in expulsion from the FAS. The training of auditors in the requirements of the CRRU CoBP will be vital, and the Alliance will be pushing for high standards to be set and maintained.

Only around half of farmers are in a FAS. The remainder, if they wish to have access to rodenticides, will be forced to achieve a qualification (the same qualification as everyone else), or contract out the work to a certified professional such as those represented by a member of the Pest Management Alliance.

It is clear that the professional user sector is well placed to benefit from stewardship. Most technicians have a relevant qualification, or can obtain the CRRU-approved safe use of rodenticides qualification either in person or online. If users in other sectors do not come up to the standard by December 2017 then professional pest controllers will be ready to take on this lucrative work. We have training, qualifications and CPD in place. The Stewardship regime has proven to be a great opportunity to raise standards within our sector.

Point of sale guidelines will be coming in soon, and things will change rapidly, with strict controls to prevent the sale of professional use only rodenticides to non-certificated users. This will be brought in by the end of March 2016.

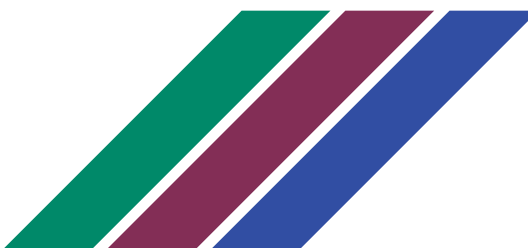
Many have called for licencing, and with no appetite from government to do this, setting a high standard is the next best thing. For those who do not meet this standard, the future looks bleak. Also, if residue levels of rodenticides in non-target species do not decrease, HSE will have to consider tightening up their user criteria, and we feel confident that trained and competent pest controllers will be the last to lose these anticoagulant products. There are no assurances over what might happen. However, our sector is the ‘high water mark’. We have complied with everything set by HSE, and have a strong position going forward.

Are we happy with the deal we have secured for our collective memberships? Broadly, yes. We now have a standard within our sector to which all users must aspire. This also makes life much more difficult for the ‘cowboys’ and while licencing is a remote possibility, this provides a strong benchmark against which to measure professional rodent control.

### ABOUT THE ALLIANCE

The Pest Management Alliance consists of representatives from the British Pest Control Association, the CIEH National Pest Advisory Panel, and the National Pest Technicians Association. The purpose of the Pest Management Alliance is to gather, consolidate and focus the views of the professional Pest Control Industry on specific key issues of concern, and then relay and promote those views to the main Centres of Influence in government and/or associated agencies.

[www.pmalliance.org.uk](http://www.pmalliance.org.uk)







# Storm<sup>®</sup>. Powerful, fast and effective.



Mini bits

Pasta

Secure



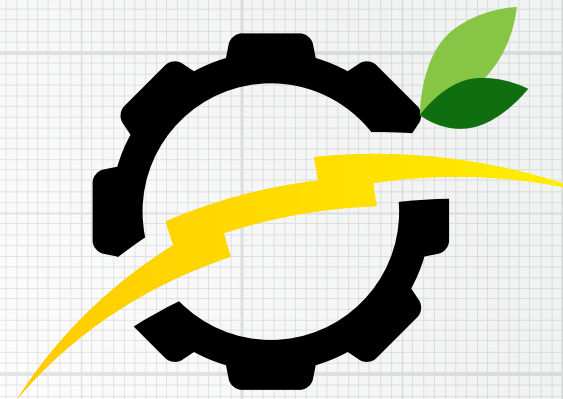
Available in Secure and two new formulations, Pasta and Mini bits.

- The most potent rat killer
- For use around as well as inside buildings
- Effective even against resistant strains
- Palatable formulations for every need

[www.pestcontrol.basf.co.uk](http://www.pestcontrol.basf.co.uk)

 **BASF**  
We create chemistry

# Hills Waste Solutions Implements The Exodus<sup>®</sup>



The Northacre Resource Recovery Centre (NRRRC) operated by Hills Waste Solutions (HWS) processes around 60,000 tonnes of general household waste each year. Using mechanical biological treatment technology, the waste is processed to create a Solid Recovered Fuel (SRF) which is baled and exported to Holland and Germany where it is used in energy from waste plants to generate electricity.

The process of manufacturing SRF begins with collection vehicles delivering household waste to the site where it is tipped into reception bays. The waste material then goes through a giant rotating drum to separate it into oversize and undersize fragments.

The material is then laid out in rows in the bio-hall area where natural organisms accelerate the decomposition process in a negative pressure environment. This process takes 14 days and 30% of the weight of the material is lost through this 'drying' process. The material is then shredded and finally moved into the refinement hall where a series of screeners remove metals which are sent for recycling.

Once the refinement process is complete the SRF material is baled ready for export, with a portion of bio-stabilised residue sent to landfill. Dealing with this type of waste stream requires robust preventative measures to combat the natural level of flies in and around the site.

HWS has worked alongside the Environment Agency to continuously improve the fly suppression systems at NRRRC and develop a robust fly management system. Several





options were examined, including a comparison of the efficacy of the existing machinery and fogging systems against the performance of the Exodus ULV machine. After careful consideration HWS selected the Exodus ULV on the basis of its positive performance and significantly reduced costs.

Following the successful tests, 13 Exodus ULV machines were installed in the bio-hall on a ring system controlled by a timer. This enables the system to be set to work whilst the site is closed overnight.

HWS swaps between the strong performing Bayer Aquapy and ULV 500 insecticides on a monthly basis because it is believed that this will give good results.

Although the system is still in its infancy there has already been a reduction in the level of flies and the system is using an efficient level of insecticides. The NRRC team continue to monitor the effects by using fly papers and their own analysis. Staff members have seen a noticeable drop in the number of flies.

Paul Scriven, plant manager at NRRC, commented, "Mondays tended to be the days where we would see an increase in flies as the site has been closed over the weekend however as the week progresses the levels get lower as the Exodus system runs during the night."

As the system has only operated for one full summer, next year will enable the team to compare against the previous year's results. PCN will catch up with the NRRC team then to see how they get on and if their Exodus system is still performing well.



## Three more assurance schemes approved for UK Rodenticide Stewardship compliance



Three additional assurance schemes have been approved for compliance with the UK Rodenticide Stewardship Regime: British Egg Industry Council Code of Practice for Lion Eggs; Duck Assurance Scheme (Breeder Replacement, Breeder Layers, Hatcheries, Table Birds, Free-Range Table Birds); and Agricultural Industries Confederation (Compound Feeds, Combinable Crops and Animal Feeds).

These add to five previously approved schemes: Red Tractor Farm Assurance (Beef and Lamb, Dairy, Combinable Crops and Sugar Beet, Fresh Produce, Pigs, Poultry); Quality Meat Scotland (Cattle and Sheep, Pigs); Farm Assured Welsh Livestock (Beef and Lamb); Scottish Quality Crops; and Northern Ireland Farm Quality Assurance Scheme (Beef and Lamb, Cereals).

From April 2016 onwards, rodenticide products with new 'stewardship conditions' labels for use outside by professionals, including farmers, will be introduced carrying the following statement: "For supply to and use only by professional users holding certification demonstrating compliance with UK rodenticide stewardship regime requirements".

Farmers who have completed an approved training course and obtained a certificate will be permitted to buy and use these products. As an interim measure, membership of a stewardship-approved assurance scheme will also permit purchase and use of these products until the end of December 2017.

More assurance schemes are being reviewed for stewardship compliance, which depends on inclusion of a standard requiring systematic rodent pest management. CRRU will also hold discussions with all stewardship-approved schemes with the objective, before the end of December 2017, to bring their standards into alignment with the CRRU Code of Best Practice (CoBP).

Beyond December 2017, such CoBP-aligned schemes will continue to provide proof of competence for purchase of professional rodenticide products. Members of schemes that have not come into alignment will not be able to use their membership for rodenticide purchases beyond the end of December 2017.

**More background context is available at [www.thinkwildlife.org](http://www.thinkwildlife.org).**



# HOW TO GET THE MOST OUT OF YOUR WEB AGENCY OR DEVELOPER



**In 2013 people using their mobile phones to search surpassed the number of searches performed on desktop PCs. It's now more important than ever that your company website represents your profession and brand across multiple platforms. Building a website can be a difficult and often a long and costly project.**

There are website platforms out there which will help you build and develop your own website. However after a long day at work who has the time to sit down and learn about HTML, domain registration and hosting? Many pest controllers opt to outsource this work to a web design agency or a contact that has experience in web design. Even though your website might be at the bottom of your list of priorities you need to make sure that it works for you and your customer.

Sitting down with a web agency or developer can be a daunting experience for many. If you're considering a new website you should make sure that you are armed with what you want from them ahead of discussing your potential project. To aid you with this here's a couple of things you need to consider.

## **WHAT WORKS FOR YOUR BUSINESS AND THE CUSTOMER?**

No one knows your business like you do. Any web agency worth its salt will want to sit down with you to discuss you and your business. If you have requested them to write the copy for the website it's key that they know what your business is and what you do. It's more than likely that when a customer is visiting your website it's going to be a distress visit.

They're not going to be browsing the internet and looking through the local pest controller websites with a glass of wine in one hand after a long day at work. When briefing your developer or agency you need to make sure that your contact details are clear, visible and easily accessible.

## **WHAT WEBSITES DO YOU LIKE?**

Ahead of any meeting go online and take a look at websites. They don't have to be pest control websites. They could be anything from boiler companies, insurance providers or even clothing websites.

The web is full of innovative sites which can inspire you and your developer to possibly create something interesting and unique for your project. Just make sure that you remain realistic before the developer runs away and your budget skyrockets.

## **HOW MUCH DOES A GOOD WEBSITE COST?**

This question is often asked by pest controllers. There is no right or wrong answer for this; a website can cost anything from £250 to well over £1000s.

It's important that when you're shopping around you get at least three separate quotes so that you can compare them against one another.

It's all well and good getting a friend of a friend to knock you up a quick website for £100 but its best to get them to spec out why it's costing that amount so you make comparisons against what else is out there in the market.

## **HOW LONG WILL IT TAKE TO BUILD?**

The length of time to build a quality website is really dependent on the size and complexity of the project. A typical straightforward website can take anything up to around one month or more.

It's really down to communication once a design has been confirmed and the development time has been booked in. At this point it's important to have clear milestones set in place between you and the agency or developer.

Set yourself your own tasks and make sure that you're in communication with them. Remember that you have hired them for this task and it's your business.

## **SIGN OFF!**

Sign off and go live can be one of the most stressful parts of the entire process. Don't let developer or agency rule when they deem the website to be ready for sign off. Spend your time reviewing your website. Why not share it with a family friend or customer? Get them to feedback their thoughts and ideas. Often a fresh pair of eyes can pick up on something that may have been overlooked.

## **ACCESSING AND MAINTAINING YOUR WEBSITE**

Once you're happy with your shiny new website you can't just forget about it, as it's an integral part of your business. The digital landscape is forever changing. Google change the way their search engines operate and you need to make sure that your website complies with this.

It's worthwhile when sitting down with your developer or agency you discuss the ongoing maintenance of your website and make sure that the website they are building for you falls in line with the current best practice.

Many pest controllers say that they have no access to their website or know how to update simple text. When in discussion with your developer or agency make sure that you bring up access.

You're not going to need full access to the back end of your website; however it would be useful for you to be able to add and remove pages, update content and contact details.

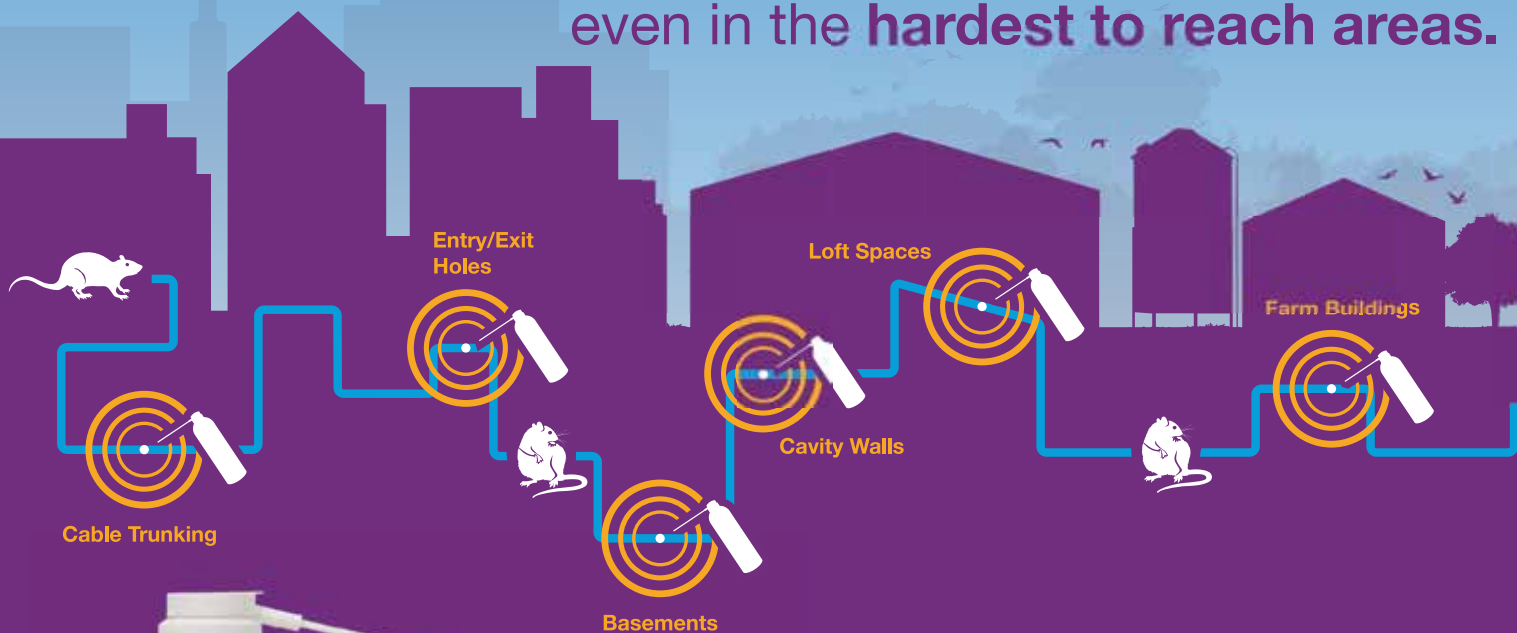
It's also important then when shopping around for different quotes you make sure that content management training is included in their spec.

By arming yourself with some key ideas, expectations and knowledge ahead of project like this, you can make sure that you get the very best out of your web agency or developer and eventually your website.



# Expand your rodent control...

even in the hardest to reach areas.



**New**

## Innovative rodenticide. All new formulation.

Racumin® Foam is an innovative, non-bait rodenticide from Bayer. Applied in known rodent runways, the foam sticks to the rodent's coat and is ingested through grooming.

- ☑ Quick and easy to apply; ready to use product
- ☑ Tackles palatability & bait shyness issues
- ☑ Can be placed in areas where traditional baiting methods are not possible

Racumin® Foam is the perfect partner to the range of Rodilon® rodenticides. Rodilon® contains the most recently developed anti-coagulant active ingredient, difethialone, and has four of the most palatable bait formulations. The Rodilon® range is approved for indoor use and outdoor use (around buildings) in the UK.



### Racumin® FOAM



### Rodilon®

USE BIOCIDES SAFELY. ALWAYS READ THE LABEL AND PRODUCT INFORMATION BEFORE USE. PAY ATTENTION TO THE RISK INDICATIONS AND FOLLOW THE SAFETY PRECAUTIONS ON THE LABEL. For further product information including warning phrases and symbols refer to product label or [www.environmentalscience.bayer.co.uk](http://www.environmentalscience.bayer.co.uk). Racumin® contains 0.4% w/w coumatetralyl. BPR:UK-2014-0860, IE/BPA 70160. Rodilon® contains 0.0025% w/w difethialone. BPR: UK-2011-0043, UK-2011-0048, UK-2011-0050, UK-2011-0051. IE/BPA 70181, IE/BPA 70184, IE/BPA 70182, IE/BPA 70183. Racumin® Foam and Rodilon® are a registered trademarks of Bayer CropScience Ltd. © Copyright of Bayer 2015. Bayer CropScience Ltd, 230 Cambridge Science Park, Milton Road, Cambridge CB4 0WB. Tel: 00800 1214 9451 Email: [pestsolutions@bayer.com](mailto:pestsolutions@bayer.com)

Image of can for illustration purposes only, the design of the can is subject to change.

# Maureen O'Shea

## Interview



Maureen attended Liverpool University which had strong links to the School of Tropical Medicine, and this is where her interest in entomology started. Following her degree she completed a PGCE and taught 'A' level biology very briefly before joining Cooperative Wholesale Society (CWS). Maureen was awarded fellowships to both The Royal Entomological Society and The Society of Food Hygiene Technology. It was whilst forging links between the pest control industry and the food industry that she encountered Killgerm; "I thought I might want to work for them for a couple of years. It turned out to be over 30 years." – **Maureen O'Shea**

PCN Thanks Maureen for her outstanding contributions to the industry and wishes her a fulfilling retirement.

### **What is the most memorable insect identification that you have had to deal with?**

Identifying a human bot fly larva that had emerged from the cheek of an individual in the UK who had recently returned from South America, and had been thought to have a facial cyst.

The life cycle of this fly is truly remarkable or truly horrific depending on your point of view.



**Human Bot Fly**

### **Who had the most influence on you in terms of your expertise in identifying insects?**

I must cite Edwin Bezant of MAFF Liverpool who was a huge inspiration to me and John Maunder of the Medical Entomology Centre Cambridge University who always made entomology fun rather than the dry subject it is sometimes perceived to be.

### **Do you have any tips for those interested in developing their insect identification skills?**

Well, my tip would be to realise that you are dealing with the most diverse class of animals on the face of the earth with who knows how many species. Perhaps 30 million. At times it is tempting to give a definitive identification based on a limited identification key.

The skill is to recognise that sometimes you will not be able to identify a particular specimen...something which now means I have a Japanese cerambycid specimen in the BMNH national collection which had not been seen in the UK since the 1920s.

### **What has been your biggest challenge during your career?**

It has to be travelling to Heidelberg to train PCOs in the use of the then newly available methoprene for Pharaoh's ant control.

I was in the ducting system of a large hospital with them and trying to explain the treatment when my only words of German were 'Haben Sie eine Briefmarke bitte?' (do you have a stamp?).

### **Which species did you encounter the most often?**

It has to be biscuit beetle. I think they have a mission for world domination.

### **Do you have any identification 'horror stories?'**

A mouse that had been baked in a loaf and neatly sliced.

A German cockroach looking as if it had been preserved in amber in a jar of marmalade.

A half-eaten meat pie containing a half-eaten adult Oriental cockroach.



Examining a radio, which had been used by a charity that was providing radios for the blind. These radios were recirculated when the current owner died or no longer required a radio. On inspection it was harbouring hundreds of bedbugs.

One of the horrors for the client rather than me is when I receive a sample of the innocuous worm *Eisenia fetida*. This is a red earthworm and occasionally finds its way into lavatory bowls.

Usually such samples are marked urgent or are couriered to me, as the unfortunate victim inevitably assumes it has emerged from their body. It is very satisfying to reassure them otherwise.

### **Have you ever unwittingly let any samples loose in your home laboratory?**

Of course all entomologists are sent live fleas, bedbugs even scorpions in unmarked containers from time to time, it is a hazard of the job. With an aerosol to hand and a swift exit route most calamities have been avoided.

One suspect sample resulted in the bomb squad appearing outside my home and closing all the local roads....try explaining that to the neighbours.

### **What is your 'pet hate' as an entomologist?**

SPIDERS! I don't like them, they are outside my area of expertise and yet people send them to me. It is the equivalent of asking a gynaecologist to check your prostate!

**Entomological expertise seems to be a little thin on the ground in the industry due to few who have the relevant expertise in identification. Do you believe there is some truth in this statement?**

Entomology has never been a particularly sexy subject, and so it doesn't attract many people and if you are an entomologist many will consider you odd. In addition to this it is so challenging that one may spend a lifetime in the study and still not know even 1% of what there is to know. On balance I would say there is truth in the statement.

### **Tell us about your early career and particularly your role in establishing the Killgerm Technical Department**

During my degree in entomology my particular study was the courtship behaviour of the desert locust *Schistocerca gregaria* which of course was an ideal introduction to pest control in the UK! This isn't quite as time-wasting as it sounds because the aim was to modify the courtship and prevent successful mating.

I became field biologist for what was then the second largest Pest Control business in the UK, part of the Cooperative Wholesale Society where we had wonderful access to great training, food science laboratories, entomologists and many clients within the food industry ranging from sugar refineries to cigarette factories.

Within two years I was Northern Regional Manager with a territory from Birmingham up to the Scottish border.

Having discovered that I preferred to control insects rather than people I joined Killgerm and set up the technical department. Jonathan Peck had realised that we could not simply supply products, we had to provide stewardship. For me, identification of the target is crucial to pest control. The days of having no knowledge of the insect and just aiming an insecticide in its direction are long gone...I hope.

One of the first things we did was to provide an ID service to our customers, which really gave them access to their own entomologist.

This together with providing training courses, auditing and developing new techniques and products helped Killgerm to establish arguably the best technical services in Europe.

### **So, make us all jealous – what are your plans for retirement?**

I have been studying Spanish and living in Spain for six months a year. I plan to continue teaching English to Spaniards (and learning from them). I am considering taking a degree in Hispanic studies but in the short term am simply going to enjoy a little time to myself.

### **What is your favourite group of insects? An inordinate fondness for beetles perhaps?**

I am still in love with insects in general, endlessly varied, fascinating and ultimately unconquerable.

### **What has been the highlight of your career?**

**There are three.**

Gaining registrations for novel products such as methoprene and Bti, which involved extensive trials work and some real science, and then to see those products in use was very rewarding.

Working on the successful campaign (initiated by the much missed Jonathan Peck) for the removal of Crown Immunity from hospitals.

Seeing horrendous conditions in UK hospitals and doing something to change this makes me rather proud. Plus the indefatigable Baroness Trumpington was instrumental in our success and I very much enjoyed playing roulette with her on several occasions (all in the name of research).

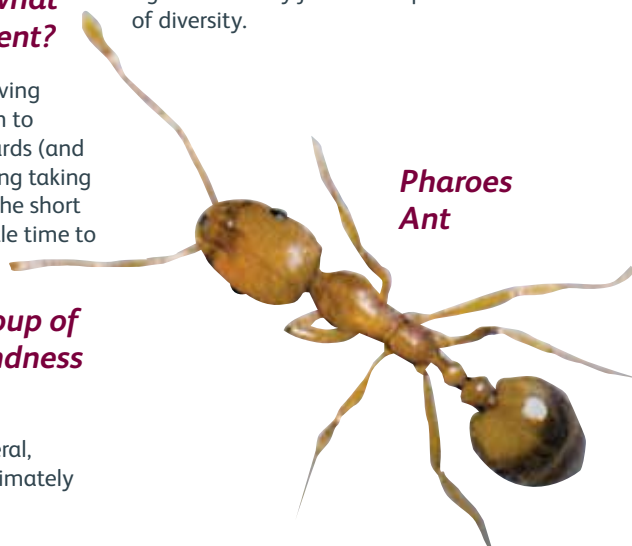
At a time when the number of Pest Control Companies was diminishing due to takeovers and buyouts, working with the Monopolies Commission to ensure that smaller pest control companies were not engulfed by the larger players.

### **What will you miss the most about the industry?**

Without a doubt friends and colleagues, but on a more philosophical note, the opportunity to gain access and insight into so many aspects of our life and culture. As an entomologist I have travelled extensively and particularly enjoyed my times in Dallas, San Antonio, Washington, Trinidad and Barbados.

I have worked in palaces, prisons, aircraft disinsection (royal jets included), funeral parlours, intensive care units, theatres and football clubs, and deodourised a major snooker tournament venue after a circus in the same arena left a distinct pong of male tiger - not many jobs would provide that level of diversity.

**Pharoes Ant**





# KNOW YOUR ENEMY

## ASIAN TIGER MOSQUITO

In this instalment of 'know your enemy' we focus on an invasive species that is now even closer to reaching the UK. The Asian tiger mosquito *Aedes albopictus* has recently taken hold in Paris and it is surely only a matter of time before it makes it to the UK, bringing with it a history of severe biting nuisance and transmission of Chikungunya virus and Dengue virus in Europe. With such a threat to public health, it is essential to be able to 'know your enemy' when it comes to *A. albopictus* and appreciate that we all have a duty to send any suspect samples to Mosquito Watch for identification [www.cieh.org/policy/npap\\_mosquito\\_watch.html](http://www.cieh.org/policy/npap_mosquito_watch.html).

In fact, any mosquito species should be submitted to Mosquito Watch, in order to add to the understanding of mosquito biting nuisance in the UK.

### **Aedes albopictus highlighted by Public Health England**

Dr Jolyon Medlock, Head of Medical Entomology and Zoonoses at Public Health England, spoke about *A. albopictus* and other invasive species at the 115<sup>th</sup> CIEH conference (20<sup>th</sup> - 21<sup>st</sup> October, 2015), where he gave the Jonathan Peck Memorial Lecture.

In a fitting tribute to the late and great Jonathan Peck, Dr Medlock gave an informative and engaging presentation covering the public health significance of invasive mosquitoes, invasive ticks and urban ticks. Dr Medlock went on to describe research showing that *A. albopictus* is spreading rapidly via highway systems, according to monitoring / sampling data. So we are spreading it by our activities! This is a startling piece of information, adding to the understanding of the introduction of *A. albopictus* eggs via importation of used tyres and other containers, with the infamous lucky bamboo (unlucky!?) also being implicated. It is thought that the recent rapid expansion of *A. albopictus* in France is linked to the described spread along highway systems via ground vehicles.

Of course, this mode of transmission makes sense, as *A. albopictus* cannot fly very far at all – their flight range is only about 200 metres. Last year's *A. albopictus* eggs have been found in Paris and Strasbourg, with adult mosquitoes now present in botanical gardens in Paris. Dr Medlock reported that Public Health England has upped their monitoring efforts for *A. albopictus* and they are surveying tyre stores and now also monitoring at UK service stations due to the realisation that highway systems are an important route for mosquito introduction.

### **Aedes albopictus facts**

- *A. albopictus* is listed as one of the top 100 invasive species by the Invasive Species Specialist Group
- It is an aggressive biter outdoors during the day, with bite rates of 30 – 48 bites per minute. This is most definitely a serious biting nuisance and the word 'nuisance' really does not do it justice.
- The biting 'nuisance' is so bad that the quality of life is significantly reduced for people living in infested areas
- It is reported widely in Europe, found in: Albania, Belgium (not established), Bosnia & Herzegovina, Bulgaria, Croatia, Czech Republic (not established), France (including Corsica),

Germany (not established), Greece, Italy (including Sardinia and Sicily), Malta, Monaco, Montenegro, the Netherlands (not established), San Marino, Serbia, Slovenia, Spain, Switzerland, Turkey and Vatican City.

- Eggs are cold- and drought-resistant, aiding their global spread
- Italy is the most heavily infested European country
- They are well-known for breeding in artificial containers such as tyres, barrels, rainwater gulleys and drinking troughs
- There is no vaccine available for Chikungunya
- *A. albopictus* has been misidentified in the UK in the past and samples turned out to be the native 'banded mosquito' *Culiseta annulata*

### **Play your part and 'know your enemy' by contributing to Mosquito Watch**

Mosquito specimens (which should be placed in a crushproof container) should be sent to Killgerm Chemicals Limited, PO Box 2, Ossett, West Yorkshire, WF5 9NA. Don't forget to go on the Mosquito Watch website to fill in a report form as well [www.cieh.org/policy/npap\\_mosquito\\_watch](http://www.cieh.org/policy/npap_mosquito_watch).

In fact, if you come across any mosquitoes, send them to Mosquito Watch. Even if you think you have just found a UK species of mosquito, send it to Mosquito Watch anyway. This is because part of Mosquito Watch's work is to obtain a better understanding of the incidence of nuisance mosquitoes that are biting humans in the UK and make entries into a dedicated database to record the incidences of mosquitoes nationally.

As well as the mosquito species we already have in the UK, the possibility exists for the importation of exotic mosquitoes (such as *Aedes albopictus* in this article) that could cause a greater biting nuisance and may become involved in the transmission of infectious diseases. These species should be spotted before they take hold and for Mosquito Watch to act as an 'early warning system', the efforts of pest controllers, environmental health practitioners and members of the public are required. Be vigilant!





# KNOW YOUR FRIEND



## THE IVY BEE – AN EMERGING SPECIES

There has been some confusion amongst pest controllers both from September until November 2014 and this year during the same period, as numerous reports of solitary bee activity have been flooding in to those providing technical advice to the industry. We all expect to see solitary bee activity and their signature volcano-shaped mounds in loose sandy soil during spring but why have they been so active at such an unusual time of year? Well, it's all down to a particular species, as is often the case with mysterious goings-on in the world of insects. In this case, the rather strange behaviour of being active very late in the year is down to a species that is relatively new to the UK and was only described as a separate species in 1993!

### A new species to the UK

The 'ivy bee' is the species at play, *Colletes hederæ* to give it its full name. If you haven't heard of it yet, there is a reason why. *Colletes hederæ* was recorded for the first time in Britain in 2001 at a site in Dorset, so it hasn't been around for long. Furthermore, its range has been relatively restricted to southern coastal areas. However, it is spreading and there are now records of *Colletes hederæ* across much of southern England, even as far north as Shropshire, Staffordshire & Norfolk and into south Wales. You are bound to come across it sooner rather than later. It is probably most common from Cornwall to Kent, in Wiltshire, Somerset, Surrey and Essex.

### Recognising the ivy bee

For once, you don't strictly need the help of an entomologist to know what you are dealing with. The late flight period of the ivy bee, from September to November actually makes it the last solitary bee species to appear in the UK. So timing is everything. This timing is linked to the flowering of its key source of pollen, ivy (*Hedera helix*), coinciding with peak flight activity of *Colletes hederæ*. On behaviour alone you have a good chance of being able to identify what you have. It can be this simple - bees visiting large stands of flowering ivy during October in large numbers are very likely to be the ivy bee.

When you are presented with or encounter *Colletes hederæ* it can be recognised by some key features that are visible with the naked eye, clearer still with a good hand lens. It is a typical *Colletes* for starters but it is larger than other species in the same genus and it can be as large as a honeybee or even a bit bigger than that. The pale, broad banding on the abdomen of the ivy bee is also a giveaway, having a distinct orange hue in fresh specimens, fading over time.

### Nesting areas and mating behaviour

Apart from the timing of appearance and the fact that it visits ivy, this species can be recognised by its nesting and mating behaviours. Nest sites are not just in loose sandy soil. South-facing banks that are sparsely vegetated are a preferred nesting area, as well as cliffs. You won't just find a handful of individuals either. *Colletes hederæ* form enormous, dense aggregations and there can be thousands of nests in a suitable area.

The males are first to appear, timing things right by waiting for the emergence of females for mating purposes. The males aren't exactly polite about it – they form frenzied mating clusters, 'swarming' over the ground to look for emerging females. When they find a female she is subject to being 'mobbed' to put it gently.

### Significance

Their presence in lawns may be unsightly but this is only temporary. They could reappear on lawns the following year but remember that their flight period is only 6 weeks. What about getting stung? Well, female *Colletes hederæ* do possess a sting but solitary bee experts know that this species will only attempt to sting if you pick a female up and squeeze it, so the risks are about as low as you can get. In fact, it is reported that even sitting amongst nesting aggregations of tens of thousands of ivy bees has not resulted in any stings. Many of the ivy bees in the nesting aggregations will in fact be males and they do not possess stings anyway.

### Control measures

Absolutely no control measures are necessary due to the completely minimal risk of being stung. Destruction is totally unnecessary especially as ivy bees are important pollinators of ivy, which is in turn a valuable food source for birds into the winter. *Colletes hederæ* is described as safe with children and with pets, which is all we need to know really. Even if someone wanted to apply pesticides for the control of the ivy bee, they would be restricted by the product label as public health insecticides cannot be applied directly to lawns, soil, banks, cliffs etc. Furthermore, solitary bees are not on product labels.

### Contribute to the ivy bee project

If you have a confirmed sighting of *Colletes hederæ* make a submission to the BWARS mapping project here <http://www.bwars.com/index.php?q=content/colletes-hederæ-mapping-project>

### Where to go for further information

Much of the information in this article is based on the BWARS website and their information sheet on *Colletes hederæ* is available here [www.bwars.com/sites/www.bwars.com/files/info\\_sheets/01\\_Colletes\\_hederæ\\_20100908.pdf](http://www.bwars.com/sites/www.bwars.com/files/info_sheets/01_Colletes_hederæ_20100908.pdf)

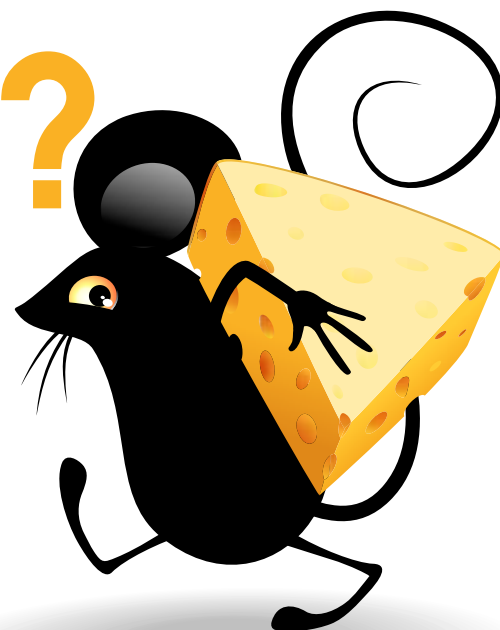
Image used with permission from Nick Owens.





# WHAT – NO CHEESE?

## EFFICIENT HOUSE MOUSE CONTROL IN DWELLINGS



**BY PETE NEWBROOK**

The control of mice is in many ways more tricky than the control of rats, although, of course, both are rodents and share many common features of biology. In other ways, especially behavioural, they are very different.

Professional pest controllers will be aware of this and adjust their treatment methods accordingly when using rodenticides against rats and mice but let us look in depth at why this needs to be so.

### **Biology relevant to control**

The treatment of a rat infestation is usually quite straightforward for the skilled pest controller. Rats are creatures of great habit and follow established “runs” all the time. A “run” of course is the safest perceived route between the burrow or nest and the feeding and watering points in their territory. This is also their downfall from a pest control point of view, as one rodenticide baiting point placed in the correct and safest place will almost always be successful. Of course, skill is needed to get this right but that is another matter.

Mice on the other hand can and do confound pest controllers, sometimes even experienced ones, because of vital differences in their behaviour and requirements. For example, so long as a food source contains 15% or more moisture, mice are capable of living their entire lives without ever drinking.

In addition, they are sporadic and unpredictable in their routines and cannot be relied on to visit baiting points with any regularity.

The possible lack of the need to drink means that mice can sometimes live exclusively in void spaces without the need to go outside, once access to a premises has been gained. Void spaces may be harder to access for treatments but can be turned to our advantage if a little thought and skill is employed when treating.

The sporadic feeding and behaviour patterns of mice usually mean that multiple baiting points must be used to be successful and even then it can be a struggle. If we were to think like a mouse then that would help and I suggest that to do that we use our experience and think like a young child for there are remarkable similarities. All

parents know that if you give a young child a new toy then it will be played with avidly for a short space of time and then discarded and ignored.

This is how it is with mice and rodenticide baiting points. Supposing you place trays of bait or boxes containing bait in all the correct places in a premises and you place sufficient quantity to overcome the sporadic nature of the movements of the mice, then you can still struggle.

The bait points should attract initial interest from the mice and feeding may well occur very rapidly. However, some while afterwards, less interest may be shown in these baiting points, especially if other foodstuffs are available.

This particular issue can be combated by the moving of bait points every day so they constantly become “new objects” but that is not practical for a pest control officer to do. Alternatively this issue could be resolved by attempting a 100% kill with the use of genuine single dose baits. So how do we successfully control and eradicate mice in dwellings and overcome the above mentioned difficulties?

### **Control strategies for mouse eradication**

Readers of this publication will know that I advocate a two-visit rodent control strategy for rats in gardens. With very few exceptions, I advocate two-visit pest control treatments for all instances, where either one visit is not legal or not possible. Mouse treatments in dwellings are no exception on the grounds that what you cannot achieve in two visits correctly done, you are not certain to achieve in three or four. Let me explain.

### **Inspection; Types of premises and their relevance to mouse control**

Like rat in garden jobs, the key is in getting the first treatment right. Let’s go right back to the start of a call to a pest control mouse treatment. I hazard a guess that most pest controllers who are called to a domestic premises pull up outside and immediately knock on the door to announce their arrival - well time is money is it not? I say not

in this case, for errors and lack of appreciation on visit one can and do lead to (sometimes multiple) unnecessary return visits thereby costing you time and therefore money, as we should not be asking a customer to pay for our poor treatment quality.

Rather, take time to examine the premises you have parked outside. Less than a minute will do but you can learn so much in that time. Is it detached, semi-detached, terraced or multiple occupancy building? That is the easy bit. It is important though, for semi-detached, terraced and multiple occupancy dwellings may well be viewed as separate properties by the occupiers but are viewed as one building to infest by mice. Any amount of pest control treatments applied in and proofing work on just one dwelling in any sort of block can fail to provide a permanent cure to rodent issues if co-operation between neighbours is not forthcoming.

Then, is it a cavity wall or solid wall property? If there is exposed brickwork look to see if rows of bricks are “end on” or not (usually every fourth course – but can vary). If these “header” bricks are present then it is a solid wall house - if not it is cavity.

As a general rule pre-Second World War houses are solid and post-war are cavity but it is only a guide (I have seen cavity wall premises dating from 1896). Cavity wall houses are much easier for mice to comprehensively infest as access at one point provides scope to infest the whole building, no matter how many dwellings that may include.

If you cannot see the brickwork because of cladding or rendering then determine to look at the back walls as soon as you can, as back walls especially (and sometimes side walls) are rarely rendered.

Still unsure? Some new houses are built to look retro-style. Look for telephone service ducting covers in the pavement – they have a date stamped on them which corresponds to the build date.

Next does the building have suspended floors at ground floor level? Look for air vents low down in the wall of the house.

If some are present then this means that there are suspended floors (the air vents are there to provide ventilation and preserve the supporting timbers) and mice will access these sub floor spaces of the premises from the garden, as a standard air vent has holes larger than 6mm and is therefore vulnerable for mouse access. This will affect the information you give to the customer.

Lastly, before you jump out of your van look for climbing plants, or low walls joining on to the house. These make for easier access for mice to porch roofs and other low roofed outbuildings.

So, in a short space of time you have gained so much information before you even knock on the door, and information that the vast majority of pest controllers would have missed. In addition, before you survey the inside of the dwelling you are already clued up on what you are likely to find.

### Surveying inside properties

Armed with this knowledge for your survey once inside the property, be aware that almost without exception mice will infest from ground floor / sub floor spaces upward. Surveys and inspections should as a requirement examine all areas from the bottom of the building to the top, or at least till upper parts are reached with no evidence being found.

For example, if there are suspended floors at ground floor level, begin there to see if there is access to that space and if evidence is found in a cavity wall premises on the first floor / second floor then it is very likely that mice have found their way into the loft. You get the drift? Solid wall premises are harder for the mice to progress through but they can and do climb to upper areas via pipe and cable ducting.

Once inside the dwelling listen to what the occupier is telling you. How long have mice been in evidence, where have they been seen, where have droppings been found? I find that the customer needs to outline the issue for you from their perspective and appreciates your attention. Then always look for yourself though and look at the “hot spots”. Hot spots? Yes for although mice can turn up anywhere and are unpredictable they will go to certain places for reasons - which are food, warmth and safety. Therefore always inspect the following places with the above in mind.

- Rodent access points to the building followed by:
- Sub floor where possible and if there are such cavities.
- Under the stairs (often where the gas meter can be found with corresponding large hole in the floor to allow a relatively small pipe through).
- Any electric boxes in the hall? Especially if suspended floors present.
- In the kitchen: The cupboard under the sink, under the kitchen unit kick-boards (if possible), back of the cooker, behind the fridge-freezer, rear of the microwave oven and in any pantry.
- Living rooms: Has the house had an old open hearth which now has a gas or electric fire planted on the blocked up and disused open fire place? Mice love these warm secure cavities. Under a TV unit. These pieces of equipment get warm and mice will hide there. Upend arm chairs and suites and look for holes chewed in the hessian base covers.
- In upstairs downstairs houses next progress to the airing cupboard (if there is one) and then see if you can look or peep behind the bath panel. Evidence of mice means that the loft space should be examined.
- The loft

### Application of control measures

OK, so your survey has now discovered the possible access points and the extent of the problem, but what are you going to do? Firstly, if you have reason to believe that the problem affects more than one dwelling (with regard to the reasons above) then honesty with the occupier is vital. You are unlikely to be successful with any treatment by just by treating one half of a semi or one house in a terraced block.

The action you take will be palliative only. The time of year is important too. High summer infestations are often rarer and less severe than autumn / winter instances. I have known some mouse issues evaporate as the summer season comes on but don't rely on it happening.



**Pete Newbrook** is Wirral Council's Pest Control Manager. He has 38 years' experience of the industry including 26 years as a district pest control officer. He sits on the Merseyside and Cheshire Public Health Pest Control Sub Group and is the current Chairperson of the group.

This is where your skill and understanding can make the difference. We need to be smart in our treatments to maximise the chances of success, while making that treatment affordable and efficient. I advocate that we start by recognising three basic points.

Firstly, that rodenticides are vastly superior to traps, cats and other more outlandish solutions like ultra sound devices. Yes, it is true that traps have their place in some cases e.g. when dealing with a single mouse or very low numbers of mice and should be considered as part of the 'risk hierarchy' laid out in the CRRU code of best practice. However, rodenticides will be the justified control measure of choice for many mouse infestations indoors.

Secondly, the combination of the best rodenticide on the best bait base is crucial. Let's assume that you are not routinely going to encounter reluctance by mice to consume starch based cereal products. Such reluctance is out there but not routinely found - and anyway a whole article could be written on that subject alone.

For my money it is going to be hard to beat difenacoum on canary seed or perhaps brodifacoum on pinhead formulation. I would usually go for difenacoum on canary seed, which is particularly efficient at controlling mice that seem to have little capacity for tolerance to it.

Old timers like me lament the passing of the calciferol ingredient but in reality it has made very little difference because mice are so susceptible to difenacoum in my geographical area and generally don't seem to become resistant to it where I am based.

Thirdly, where you are going to place the baits. Loose bait in tamper resistant boxes defeats the point of using such boxes in my opinion, due to potential spillage.

Open trays are not always an option in living areas, as although huge quantities have to be consumed in order to harm a human or pet dog or cat, the customer cannot always be convinced and in any event open trays are liable to spillage by being kicked or trodden on. Evidence is destroyed or at best misleading.

### Bait placement

With the above mentioned hot spots in mind it is often possible to bait efficiently by placing a number of small trays of suitable rodenticide say under the kitchen unit kickboards (many come off easily being only held by plastic clips), and to the rear of kitchen appliances especially in the chassis by the motor at the rear of fridge-freezers.

Trays can similarly be placed in say an electric cupboard, under the stairs, sometimes behind a bath panel and in an airing cupboard.

Lofts are usually easy to treat. You don't have to put bait in the four corners of a roof space to be successful. Within reach of the loft hatch will do just as well as there is no competition for food in a roof. If the mice are there then they will find it.

Do your visual survey though and look for bat activity. Make sure any droppings you see are mouse and not bat. The presence of bats does not preclude a mouse treatment as bats are insectivores and therefore not attracted to rodenticide baits, but they must not be disturbed. Even more reason, then, to place the mouse bait within reach of the hatch. Remember that if you find bat activity you must contact the Bat Conservation Trust before proceeding.

What about void spaces between upstairs and downstairs areas in a standard house? Mice will often be present in these voids (the evidence for which is the reporting of noises in such areas by the customer although this is not always reliable) and floorboards are not always loose or easy to get up without damage occurring.

If floorboards come up easily then fine. It is a most important place to gain access to but what if that is not the case? Carry a half inch paint brush as part of your equipment.

What has a paint brush got to do with it? Well the majority of homes have radiators and where the small bore pipes come through the floor boards the hole will be bigger than the pipe.

Small quantities of canary seed bait may be carefully swept down these holes to the sub floor void. Just bear in mind what current rodenticide labels say about removing bait which may remain uneaten in such circumstances, although ordinarily one would expect such small quantities to be eaten fully in conducive locations like these thereby not causing any conflict.

In any event there are instances where baits can safely and legally be left in some places at the end of the treatment if it is clearly "not reasonably practical" to recover them, so long as you have either the expectation that there will be a full take or that access can be gained if need be. The modern slim fibre optic CCTV devices can often be threaded in to check for full takes and be of assistance here.

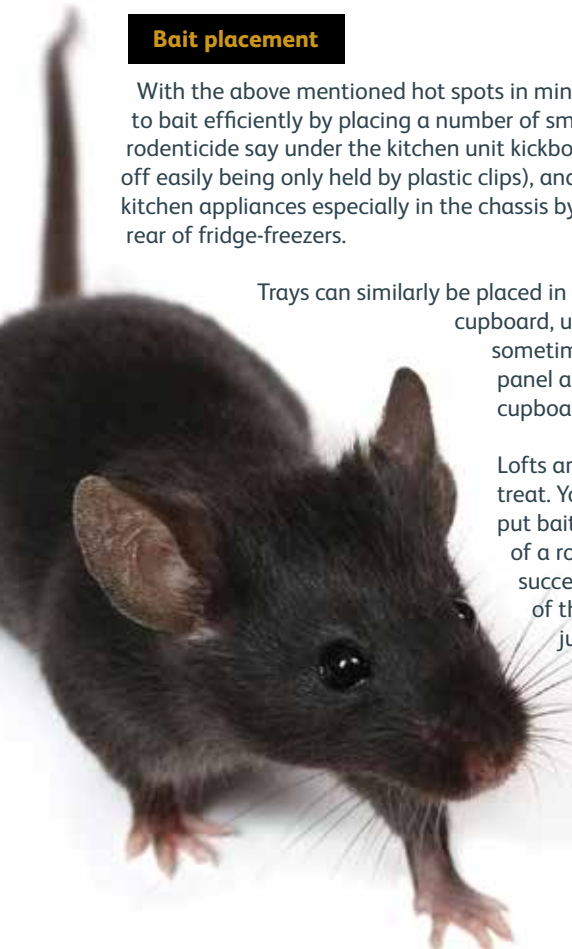
Set your baits in this fashion and revisit in a timely way to comply with product label requirements. In detached premises I say you will be successful almost always and even in cavity wall terraced dwellings you will make a noticeable difference. If you haven't been successful in these two visits then making more will probably not fix it, so clear the baits you can retrieve and have a rethink.

See, the baiting and revisit is easy if you get the whole process correct from the outset.

### Conclusion

Finally always point out to the customer your recommendations on proofing and repair work required to lessen the risk of re-infestation - by way of meshing air vents and gap reduction - and remind the customer as well of the importance of neighbouring premises issues (as discussed above) for sometimes neighbours do talk to one another and co-operate when a crisis happens.

“Co-operation – well, we all live in the hope of that anyway don't we?”





# What's Biting Me



By Stuart Mitchell, DO, PhD, MPH, CMI, BCE

Images credit to U.S. Centers for Disease Control and Prevention

Have you ever had a customer or client tell you about, or show you bites they have received and asked, “What’s biting me?” Most pest management professionals have had this experience, especially if you consider this question pursuant to the current bedbug pandemic.

In this edition of Medical Q & A Brief, I address questions regarding “What’s biting me?”

## Q: What do bedbug bites look like?

A: Bedbug bites (cimicosis) are pruritic (itchy), small macular spots, prominent wheals, or bullae formations (red bites) on the skin surface. In most cases, bites are on the arms or shoulders. Bedbug bites are not an immediate health hazard, but it is possible that secondary infection from scratching may result. If there are localized allergic skin reactions, creams with corticosteroids and/or oral antihistamines can be an over-the-counter treatment. If needed, be sure to see a doctor, and, of course, eliminate the bedbugs by using a pest management professional.



Bedbug bites



Bedbug bites with secondary infection

## Q: What do flea bites look like?

A: In some cases, individuals have immune systems that are quite sensitive to flea bites and this can result in Flea Allergy Dermatitis (FAD). Similar to bedbug bites, scratching flea bites can cause a wound or secondary infection. The best solution is to eliminate fleas on pets and the environment in partnership with veterinary and pest management professionals. Keep pets out of beds and be certain to vacuum specifically where pets rest and sleep.



Flea bites



Cat Flea

## Q: What do tick bites look like?



Embedded tick

A: As a questing tick latches onto skin, it will generally travel to the warm, moist axillary areas (armpits and the groin). The tick can then take a blood feeding and pass on any disease pathogens it may vector (for example Lyme disease). A bite from a tick can trigger chronic or acute allergic reactions. If a tick is confirmed, it is important to remove it properly. As a preventative to tick bites, keep arms, legs, and head covered when outdoors. Use a repellent labeled for ticks containing DEET. Inspect for ticks especially after spending time in grassy or wooded areas.



Lyme disease rash

# FLEXIBLE WORKING TO COMBAT CUTBACKS

## The transformation of Luton's in-house pest control team

Pest control services run by local authorities are facing challenging times.

Up and down the country, severe cuts to council budgets have forced a review of the delivery of in-house pest control activities, questioning the ever increasing cost and value of these services.

Historically, most local authorities have relied on in-house and dedicated pest control teams, although the number of staff involved and the areas given priority by each service have varied enormously.

All local authorities have a statutory duty under the Prevention of Damage by Pests Act 1949 to ensure, as far as is practicable, to keep the district free from rats and mice. Many authorities have provided a free service for controlling rats and mice in domestic premises, although an increasing number are now starting to introduce nominal fees for call outs. The dramatic effect of budget cuts on spending has prompted service reviews to ensure value for money. In many cases, in-house pest control services have been discontinued and work contracted out to private pest control companies.

Budget cuts present all local authorities with difficult decisions. Is it possible to maintain an in-house service such as pest control and survive the cuts? For Luton Borough Council, the answer is a resounding 'yes'.

Luton has always prided itself in maintaining an in-house pest control team offering a free service to deal with public health pests. Although the Council wanted to continue

offering this service, staff knew this required a big rethink on the day-to-day running of the service.

Historically, like many other councils across the country, only a limited number of pest species were treated by the in-house pest control team, with officers working set hours. The key challenge was how to cover costs without compromising the Council's commitment to public health.

The service has now transformed itself by actively seeking out commercial work to help cover financial restraints and contribute to the overall running of the service.

Many new commercial avenues have been embraced including bedbugs, ants, flies and selling commercial electronic fly killers. But commercial bird-proofing work is proving to be the most successful and lucrative service now on offer to the public.

Taking staff off the road to carry out bird proofing has its own set of challenges as core duties must still be met.

Expanding into new territory has only been possible because Luton's dedicated team has been prepared to embrace change and put in the extra hours, occasionally working overnight and at weekends for example to accommodate road closures for bridges. But the financial benefits of the new way of working are immediately evident, with the unit's annual income trebling since 2011 – much to the delight of the Council's accountants.

David Porter, Luton's Pest Control and Dog Warden Operations Manager, said: "The pest control team has just completed a bird proofing contract involving seven road bridges in Bedfordshire, and already met its financial targets for this year (2015/16).

*"But the most critical factor in the outstanding success of the service has been our employees' flexible and positive attitude towards new ways of working, helping us to exceed all our financial targets."*

Staff have already received various awards for their contribution towards the success of the service and, as a result of their achievements, the unit has now received the green light to engage additional pest control staff, supporting the Council's ongoing commitment to public health and commercial growth.

The ultimate goal for the future is to have a self-funding unit offering a free pest control service to meet the Council's public health commitments, alongside an in-house dog warden service.

So even in the most challenging times, the outstanding success of Luton Council's pest control unit shows us there are new, exciting and viable opportunities out there for in-house services prepared to explore and expand their horizons, rather than simply choosing to outsource.





EASY TO INSTALL  
LOW PROFILE DISHES

# 小島 **BIRD FREE**®

NOT A SPIKE OR WIRE IN SIGHT!

## AS EASY AS...

1



**REGULAR**

2



**MAGNETIC**

3



**NEW**

**CABLE TIE FIXING**

### READY-TO-USE DISHES

- Cuts your installation time in half
- Quick, easy, mess-free installation
- Making working at heights safer and easier
- Firm texture enables use on pitched roofs and angled surfaces
- More discreet low profile dishes
- Keeps all pest birds away from structures without harming them
- **NOW AVAILABLE** in magnetic dishes **AND** with the **NEW** cable tie fixing



小島 **BIRD FREE** 

Protecting the urban environment

Bird Free Ltd  
e [ian.smith@bird-free.com](mailto:ian.smith@bird-free.com)  
[www.bird-free.com](http://www.bird-free.com)



**Killgerm**®  
[www.killgerm.com](http://www.killgerm.com)

EXCLUSIVELY DISTRIBUTED BY:

Killgerm Chemicals Ltd., P.O. Box 2, Ossett, W. Yorks. WF5 9NA.  
t 01924 268400 f 01924 264757 e [info@killgerm.com](mailto:info@killgerm.com) [www.killgerm.com](http://www.killgerm.com)

December 15

23



# SQUIRREL TRAPPING

Grey squirrels are a non-native species that are found throughout the UK in both urban and rural environments.



In urban situations, the grey squirrel may cause serious domestic building damage by its incessant gnawing, or be a lesser nuisance at bird feeding tables. In rural locations, damage to forestry plantations, specifically ring barking young saplings in summertime can be disastrous. Hornbeams are a favourite target and often killed through bark stripping.

Although legal to control, by authorised persons using approved methods at any time, grey squirrel control techniques may have a huge variation dependent upon the environment in which the species are encountered. One must also bear in mind that squirrels have the Marmite effect on the general view of the public; you either love or hate them. Controlling grey squirrels in rural locations is not as fraught with the problems of discretion and limited choice of control method as is needed in urban situations, which in the main is where most pest controllers are employed for this work.

Specifically, the methods of grey squirrel control are as follows: shooting, cage and spring trap trapping and poisoning (only one Warfarin-based bait is approved for indoor use). However, as the use of Warfarin for outdoor use has been withdrawn then the other options listed need to be re-evaluated.

Shooting of grey squirrels can be very successful but is not suitable for every situation, being mainly employed in rural control campaigns. However keen one may be to use any form of weapon for squirrel control, it is a complex subject. If one does consider shooting may be suitable, then a full written site-specific risk assessment must be compiled with a full knowledge of your weapon, quarry and the law.

Trapping if carried out discreetly can have tremendous results in all situations. As with all trapping techniques, every trap whether live catch or spring trap must be checked at least once daily and any captured squirrels must be dispatched humanely. It is an offence under section 14 of the **Wildlife and Countryside Act (1981)** to release grey squirrels into the wild.

In addition, relocating squirrels increases the very real threat of spreading the deadly squirrel parapox virus to indigenous red squirrels,

which as a species has not yet developed resistance to this disease. Once humanely dispatched, be very mindful of how you are to dispose of these animals as transportation brings its own risks.

Incineration or burial are both legal options but you need to ensure you have the correct means for providing this. Under the provisions of the **Animal Welfare Act 2006** any person responsible for a squirrel trap, would only be responsible for any animal caught by it but not its offspring still in the wild. Under the Act, it is an offence to cause unnecessary suffering to a kept animal (this includes live caught animals).

The one bonus in the trapper's favour is that grey squirrels are reasonably easy to trap. Fortunately grey squirrels do not exhibit neophobia and dependent on the skill and experience of the trapper may be caught in as little as a few minutes. Another big advantage is that grey squirrels (along with stoats and weasels) simply cannot resist the urge to explore a tunnel with daylight at the far end.

During recent years there has been a huge amount of 'bigger and better' traps that have emerged on to the market. However, after forty years of trapping I am still something of a traditionalist. If my traps work, why change? If you are new to trapping I strongly suggest using live catch traps initially. Ensure the cage is deemed of suitable size for squirrels (i.e. a mesh size of not more than 6x6mm and an overall length of not less than 60cm). Some cage rat traps are illegal for grey squirrel control due to their size restriction.

The bonus of cage trapping is that if any non-target species should enter the trap they can simply be released unharmed. If you have wary squirrels try pre-baiting with a fixed open trap door with flaked maize for a few days and liberally spread the maize all over and inside the trap. Set your trap a few days after squirrels have overcome their fears and see how quickly you catch!

Always ensure traps are pegged and covered (normally an overhanging dense shrub or tree affords excellent natural protection). Natural vegetation in the form of small branches cut down is also excellent for pegging traps down. Whether you prefer multi or single catch types is

down to personal preference. For me, as traps are checked every day, I prefer single-catch used in bulk. Single-catch also prevents bullying under stress by more dominant squirrels if caught in groups as can occur with multi-catch traps. Should it really be difficult to prevent non-target species entering at ground level, the Elgeeco tree style cage trap is very effective. Small songbirds can even enter this trap and come and go as they please. Sited around bird tables it is a very effective method of control.

Squirrels vary enormously in their behaviour once caged. Some will sit quietly whilst others thrash and chatter for all their worth. At this stage you really need to have your humane dispatch plan formulated, as removing a live squirrel from a cage trap is about as difficult as it gets for the pest controller. My favoured technique is to use a small air pistol to dispatch the squirrel in the trap. Ensure discretion when carrying such weapons and ensure neighbours cannot see your actions!

I even make sure my clients are unable to view the proceedings as opinions can change in an instant on such an emotive issue. When shooting squirrels in traps do not be tempted to chase the squirrel around the trap, you will only stress both your target and yourself, far better to put the muzzle in a suitable killing area and gently guide the squirrel toward the point of impact.

Always ensure there is a soft background to your pellet as even an air pistol ricochet can have serious implications! Also ensure you have other pellets immediately to hand should your first shot not kill the squirrel outright.

For lethal traps I am a firm devotee of Fenn MK 4s in tunnels. However, never be tempted to try setting this trap without an experienced mentor. Fenns will break fingers if set incorrectly. The MK6 traps are even more powerful. The safety catch must be deployed as soon as the jaws of the trap are opened; never be complacent when setting lethal traps, they have no concern whatsoever for your wellbeing.

On large country estates I can often find every trap has caught every day for the first week or so of a trapping campaign. It is not unusual to trap fifty or so in the first week of squirrel trapping. I sprinkle finely sieved soil over my trap to disguise it within the tunnel. Some may swear by Kania traps on tree trunks and never set Fenns in tunnels. To my mind that is the great diversity of pest control; we all have such a varied skill set.

If you do use lethal traps please be mindful of the following maxims: **ALWAYS** ensure the trap is covered with a suitable cover with sufficient room for the trap to operate freely (I use wooden boxes). **ALWAYS** ensure there are no gaps at ground level on your covers. **ALWAYS** secure the holding chain extremely firmly, **ALWAYS** check at least daily, **ALWAYS** put two guards against the opening at each end to ensure non-targets cannot gain access, and **NEVER** trap if there is the slightest doubt regarding non-target access.

Pheasants can and will attempt to gain access to maize; they have very long necks. And hedgehogs out of bumbling curiosity **WILL** enter tunnels unless restricted! A spring trap cannot be selective on its victims; you must be the absolute guarantor for it. Should you trap an unintended victim by a slapdash approach and your error is not discovered by others, your conscience will not let you forget! If ever in doubt about lethal trapping ... **DON'T!**







# PESTTECH 2015

## Another Great Day Out – Another Cause For Concern

**WITH OVER 50 EXHIBITORS, 1,200 VISITORS AND PACKED SEMINARS, THIS YEAR'S PEST TECH WAS ANOTHER RESOUNDING SUCCESS.**

Drones to help you with your bird proofing surveys, Asian hornets about to invade and a new bed bug formulation from Pelgar were just a few of the new issues and products presented at the event that were of interest to technicians. But there was still room for plenty of 'old favourites' including another vigorous debate on the plans for Rodenticide Stewardship.

Once again the topic of the PCN Workshop, the packed auditorium heard the latest updates on this key topic from Dr. Alan Buckle and the leaders of several CRRU 'Work Groups' and representatives of the NPTA, BPCA and the CIEH.

And once again, questions and statements from the floor illustrated the apparent widespread belief amongst pest controllers that the problem lies with other professional

users and not with pest controllers!

Unfortunately, anyone with a bunch of bait box keys at their disposal can rapidly see that many, many pest control technicians, from big and small companies, seem unable to break the habit of 'permanent baiting'. Are they unaware of the potential threat this poses to non-target wildlife, or are they too afraid to take the risk of going 'non-toxic'?

Some pest controllers are outraged that a single day's training will make farmers and gamekeepers 'Stewardship-compliant', whilst other pest controllers are outraged that their particular certificates will not be.

The first group cannot see that setting a universal standard of training may have little effect on pest controllers, but will be a major step up in standards for others.

The second group cannot see that the certificate they may have got over 10 years ago is now out of date, as the syllabus made little or no mention of the significance of

non-target rodent poisoning in causing environmental damage.

The problem of persistent anticoagulant residues in wildlife is not solely down to the poor practices of other users - we've still got a great deal lot of work to do in our own sector.

As someone once said, don't worry about the speck of dust in your brother's eye when you've got a bloody great plank in your own....or words to that effect.



## PestControl<sup>news</sup> Dinner 2015

IT HAS BEEN DESCRIBED AS THE BEST PCN DINNER YET, WITH SEATS AND FULL TABLES SELLING OUT WITHIN A MATTER OF DAYS FOLLOWING ITS PROMOTION.

This year saw the 150-year anniversary of the classic children's book "Alice in Wonderland" - published by author Lewis Carroll in November 1865. In celebration

the PCN dinner was aptly themed around the Mad Hatter's dinner party.

A total of 210 guests attended representing the diverse pest control industry to enjoy a 3-course meal, a charity raffle and ending the night with a live band. The charity raffle was in aid of Water for Kids with a chance of winning sponsored prizes, including a wine subscription for a year, Harrods hamper, Apple watch, Go Pro Hero 4, Kindle Fire and many more. The raffle raised £1,700 which Pest Control News doubled to donate a total of £3,400.

The beverages provided were plentiful with Bayer sponsoring a limited free bar, BASF

sponsoring the wine on the tables and Killgerm sponsoring the welcome drinks reception of "potion".

Bell Laboratories sponsored the live band, The Subterraneans, which created an electric atmosphere for guests to dance the night away. The band received amazing feedback from guests; let's see if they make another appearance in the future...

**THANK YOU TO ALL OUR SPONSORS FOR ENSURING THAT THE DINNER IS A GREAT SUCCESS YEAR ON YEAR.**

You're Entirely **BONKERS!**  
BUT I'LL TELL YOU a **SECRET**  
ALL THE BEST PEOPLE **ARE!**





# Pest World

**Over 3,300 pest management professionals navigated to NPMA's largest trade show yet, with 207 exhibitors and over 120,000 square feet of exhibit space, during PestWorld 2015, held in Nashville.**

Proving itself once again as a premier platform to conduct domestic and international business in the pest management industry, the feedback from exhibitors and attendees was valuable in maintaining the success of the trade show.

With expert-led educational sessions, attendees discovered the latest business trends. Additionally, PestWorld featured inspiring General Session speakers Jason Dorsey and Alison Levine.

Make plans now to be in Seattle, October 18-21, 2016 for next year's PestWorld. If you have any questions or comments, please do not hesitate to contact [npma@pestworld.org](mailto:npma@pestworld.org).

## 2015 AWARD RECIPIENTS ANNOUNCED

During its annual awards ceremony at PestWorld, several key awards were presented, including the Pinnacle Award, the Women of Excellence Award, the Young Entrepreneur Award, the Committee of the Year Award, the Chairperson of the Year Award, and the Entomological Society of America's ACE award.

NPMA CEO Bob Rosenberg was presented with NPMA's highest honor - the 2015 Pinnacle Award. The award, NPMA's most coveted and prestigious accolade, honours an individual who has contributed not only to the success of the association but to the industry as a whole over a lifetime or career.

"It's the things that we don't see, that we don't always know about, that are Bob's legacy," stated NPMA President H. Russell (Russ) Ives in his remarks. "He has worked tirelessly on our behalf to defeat dangerous and overreaching legislation and regulations that could have disrupted our businesses, impacted our employees, and harmed the health and welfare of the customers who we

work so hard to protect. Whether we have been aware of it or not, there isn't one person in this audience who hasn't been positively affected by Bob. His enthusiasm for this industry, and the people in it, is infectious, and I cannot be more pleased to have this opportunity to present him with this award."

Copesan Services President Deni Naumann was the recipient of the 2015 Women of Excellence Award, sponsored by Target Specialty Products, which recognizes female pest management professionals who demonstrate outstanding leadership and have made notable contributions to the development and growth of other women in the industry.

Stanford Phillips of Northwest Exterminating in Marietta, Georgia, received the 2014 Young Entrepreneur Award, presented by Rentokil. The Young Entrepreneur Award recognizes young entrepreneurs (40 years of age or less) working in the professional pest management industry who have helped create or develop an industry business and/or those who have stewarded a meaningful industry concept to fruition. This year, three rising stars were also acknowledged: Andrew Richardson with Edge Pest Control in Provo, Utah; Joey Toth with Pitbull Pest Control in Las Vegas, NV; and Daniel Collins with On Point Pest Control in Newton, NJ.

NPMA's Commercial Committee was awarded Committee of the Year and Justin McCauley of the NPMA Technology Committee was awarded Chairperson of the Year.

The Entomological Society of America also presented an award during the industry awards presentation to Michael Goldman of Purity Pest Control of Thornton, Ontario.

Finally, NPMA presented the Global Ambassador Awards, sponsored by Univar, during the International Reception. The recipients of this year's awards were Motokazu Hirao, Mirko Baraga, and Bertrand Montmoreau.



# NO3 BAIT TRAY

Killgerm are pleased to present their innovative new bait tray. The new bait tray has an improved stable design which reduces the risk of being tipped over and feed being wasted. The robust and durable tray is made from polypropylene which is easy to clean and likely to be more acceptable to a feeding rodent.



[www.killgerm.com](http://www.killgerm.com)



# CYPERPRO SX

Cyperpro is a micro emulsion concentrate insecticide for professional use only. This great all-rounder insecticide contains a high level of the killing agent Cypermethrin which is complemented by the rapid knockdown agent Tetramethrin. Designed for use against crawling and flying insects such as: flies, moths, beetles, fleas, ticks, bedbugs, cockroaches, crickets, silverfish, booklice, mites, ants, mosquitos, wasps and centipedes

[www.sxenv.com](http://www.sxenv.com)

**WANT YOUR PRODUCT TO FEATURE IN THE NEXT ISSUE OF PCN?**

Send us the details at:  
[editor@pestcontrolnews.com](mailto:editor@pestcontrolnews.com)

[www.pestcontrolnews.co.uk](http://www.pestcontrolnews.co.uk)



# THE MINI WEDGE FROM TRAPTEC

A smaller more discreet version of the wedge. Allowing use with snap traps in the speedbreak and other bait stations.

[www.traptec.com](http://www.traptec.com)





# VAZOR® DE POWDER

FOR INSECT CONTROL

**KILLGERM ARE PROUD TO BRING TO THE MARKET VAZOR® DE POWDER FOR INSECT CONTROL.**



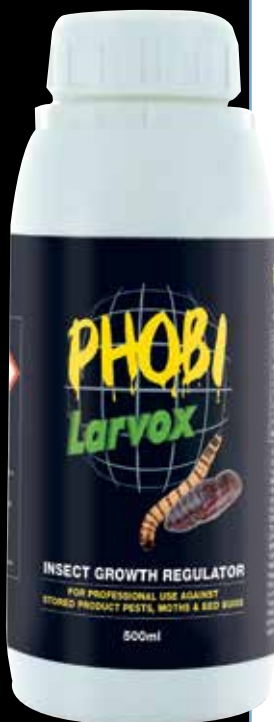
Available in two formulations, Vazor DE works physically rather than chemically by damaging the waxy outermost layer of the cuticle of the target pest. It kills the insect by desiccation. Vazor DE Powder is effective and long lasting, especially when applied in dry environments.

[www.killgerm.com](http://www.killgerm.com)

## PHOBI LARVOX – LODI

Phobi Larvox is an innovative and highly effective Insect Growth Regulator for the control of bedbugs, moths and stored product pests.

Phobi Larvox is a unique formulation using the active S-methoprene, that targets the eggs and larvae of insects and stops development. S-Methoprene acts by mimicking the natural juvenile hormone that must be absent for a pupa to moult to an adult. This in turn prevents the insect reaching maturity so they are unable to reproduce causing a decrease and ultimately death of an insect population.



[www.lodi.com](http://www.lodi.com)



## PERMOST CS – HOCKLEY

Permost CS is a microencapsulated insecticide containing permethrin which is effective against various flying and crawling insects and has a long residual activity up to 60 days. Can be used as a barrier application in and around buildings, such as surface spray, as space spray (ULV) and for cold or hot fogging.

[www.1env.co.uk](http://www.1env.co.uk)



# LOOK AFTER YOUR PESTICIDES THIS WINTER

THE PCN SERIES OF ARTICLES ON KIT MAINTENANCE HAVE TYPICALLY FOCUSED ON APPLICATION EQUIPMENT. HOWEVER, LET'S NOT FORGET THAT THE PRODUCTS THAT WE ARE ACTUALLY APPLYING THROUGH SUCH EQUIPMENT ALSO NEED TO BE IN THE CORRECT CONDITION. WITH THIS IN MIND, IT IS TIME TO CONSIDER THE CORRECT STORAGE OF PESTICIDES IN FIXED STORES WHICH IS EVEN MORE IMPORTANT TO GET RIGHT THROUGH THE WINTER.

## SHELF LIFE OF PESTICIDES

When it comes to setting time aside to check your pesticide store, make sure that your products are within their shelf life. If they are not, they may not be as effective as they should be and it is recommended to dispose of them through an appropriate waste scheme.

Typical shelf-life of common products in standard storage conditions

- Insecticidal dusts: 3 years
- Liquid insecticides: 3 years
- Insecticide gel baits: 2 years
- Rodenticide baits: 3 years

Please note that these are just typical examples of shelf-lives and specific product information should always be consulted.

A typical recommendation is that the above shelf-lives of certain insecticides are relevant only when stored in a dry place and at temperatures not exceeding 35°C.

## RECOMMENDED STORAGE CONDITIONS TO MAINTAIN EFFECTIVENESS OF PESTICIDES

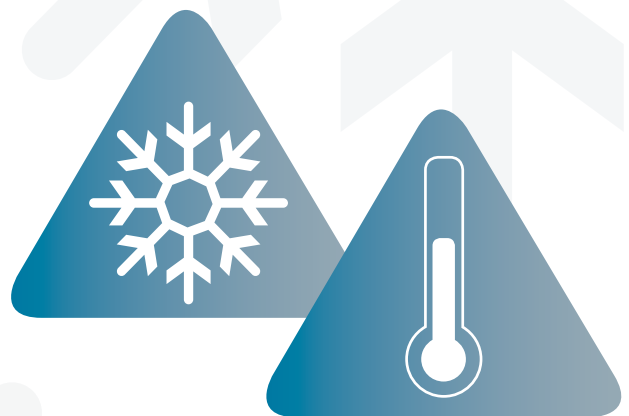
- Ensure that your store is adequately heated to protect pesticides from frost
- It is not just the cold that can have an impact – extremes of temperature and direct sunlight should be avoided
- For example, rodenticides should not be stored below 0°C or above 40°C
- Store powders above liquids because liquids can leak if the containers are damaged
- Make use of your fixed store as pest control vans should not be used as a permanent store – it is recommended that pesticides are returned to the fixed store at the end of the working day. HSE guidance states that mobile storage is normally for less than 24 hours
- The store should also be dry as unwanted moisture may damage pesticides in storage

## RECOMMENDED STORAGE OF PERSONAL PROTECTIVE EQUIPMENT TO MAINTAIN UNCONTAMINATED STATUS

- Personal Protective Equipment (PPE) should be held in a designated storage area segregated from where pesticides are stored, so that it is away from any potential contaminants
- By the same principles, contaminated and unused PPE should be stored separately

## FURTHER INFORMATION

Further information on the storage of pesticides in fixed stores is available in the HSE information document AIS16, here <http://www.hse.gov.uk/pubns/ais16.pdf>





### Pest Tech 2015

RSPH was as usual represented at PestTech with two members of the qualifications team, Amber Speed and Richard Burton, staffing a stand. They were on hand to provide visitors with information about RSPH's range of pest management qualifications and other qualifications in subjects such as food safety, health and safety and asbestos awareness which are all of use to pest controllers and often critical in enabling pest controllers to gain access to sites in order to carry out their work.

The Qualifications' staff were joined for part of the day by two members of RSPH's External Affairs team. This team is responsible for publicising public health issues such as calorie labelling of alcoholic drinks and the amount of sugar in our food which is held to be a major factor in obesity in children. Their mission at PestTech was to talk to pest controllers and pest control companies to try to identify any public health themes in pest control that they could publicise and so promote the work of the

industry. They did seem to spend rather a lot of their time firing air rifles and having their photos taken with snakes however, so I'm not sure how much of their mission they accomplished!

### SGAR Stewardship

This is obviously still very much in the news. RSPH has developed a qualification specifically to enable pest controllers to prove their competence in the use of rodenticides and so continue to be able to purchase and use SGARs. The RSPH L2 Award in Safe Use of Rodenticides is regulated by Ofqual. The qualification is assessed by a multiple-choice test and courses for the qualification can be completed in a day. RSPH has seen good take-up of this qualification and the first successful candidates have already received their certificates. Most of RSPH's pest control centres have signed up to deliver this qualification.

### Fumigation

By the time that you read this RSPH will have launched their Level 3 Award and Level

3 Certificate in the Safe Use of Fumigants for the Management of Invertebrate Pests. This qualification will be for anyone wishing to carry out fumigation operations once the requirements of the Plant Protection Products (Sustainable Use) Regulations 2012 come into force. The qualification consists of a mandatory theory unit and a number of option units that cover all the different type of fumigation operations.

Candidates can achieve the Award by successfully completing the mandatory unit and any one of the option units. The theory unit and at least two option units (depending on their size) are required for the Certificate. Assessment for the option units will be by a portfolio of evidence of the candidate having successfully carried out fumigation operations, including direct observation of an actual fumigation by the assessor.



# BPCA CONTINUES TO PROMOTE PROFESSIONALISM THROUGH ITS MEMBERSHIP STANDARDS

**The British Pest Control Association continues to lead on professional standards by once again increasing its membership criteria for servicing members. From January 2016, servicing members will be audited against the European Standard for Pest Management Services (EN16636). BPCA will be the first pest management association in the world to measure its members against this standard.**

The move is a cornerstone of the BPCA strategy to promote a positive image of the pest management industry and the vital role it plays in public health, gaining strong support from its Servicing Committee and Board.

EN16636, with its accompanying certification scheme (called CEPA Certified®), was launched earlier in the year by CEPA and is the European standard for the pest management industry, providing clear requirements and guidance for pest management companies.

The Confederation of European Pest Management Associations (CEPA), in partnership with European Standards Institute (CEN), sponsored the development of this standard which clients and specifiers alike have welcomed. The standard gives a clear definition of competency, and the European Union has already indicated that it will likely form part of future legislation for the use of biocides. Clients such as AIB, Nestle and Tesco have also indicated that it will be built into their specification soon.

By setting BPCA membership criteria against the EN16636 standard, companies that are members of BPCA will measure up against the best pest management companies in the world.

This will create a level playing for all pest management companies, whether sole traders or a PLC; the standard specifies the requirements, recommendations and basic competencies to be fulfilled in order that customer needs can be met.

BPCA Chief Executive Simon Forrester said "The EN16636 Standard was developed by the pest management industry to act as a marque of quality. It's effectively a demonstration of professional credentials and we're introducing this as our method of audit. We believe within a year or two most specifications will list EN16636 (or CEPA Certified®) as a core requirement. Just like with rodenticide stewardship, we want to keep our members ahead of the game, setting the standards others will struggle to achieve. Audits will be carried out by Bureau Veritas, an independent certification organisation. We chose Bureau Veritas because in-house audit is seen to be flawed – clients demand third party accreditation. The BPCA Board's brave decision to fund these audits from BPCA coffers was taken to allow every member the support to reach the standard without any direct cost to them".

Plans are in place to also offer every member a free pre-audit assessment to get them up to the level required to achieve EN16636, and to help them continuously improve. Companies wishing to meet the standard must be audited on joining the scheme and at 18-month intervals thereafter.

The standard will improve the value and profile of those pest management companies that have achieved the standard; and provide support to keep those biocidal products that are indispensable to the protection of public health.

HSE have said that some form of technician audit may be required to meet stewardship criteria – this is now built into BPCA Membership, whereas you will pay extra for it elsewhere.

From 2016, all paid up servicing members can say they are working towards EN16636 with the backing of BPCA, and once they've achieved the standard they are then able to tell the world.

One final bonus is, if your company is asked by a client to provide CEPA Certification to EN16636, you can simply pay one fee and get yours in the post –no need to re-sit another audit! Those wishing to get this certificate will also benefit from a lower price as a BPCA Member.

This standard will not only provide members with an internationally recognised standard and certification but a strong marketing message about the quality of their company.

[www.bpca.org.uk/join](http://www.bpca.org.uk/join)

## What is CEPA?

Set up in 1974 by the Belgian, British, Dutch, French and Spanish National Pest Associations, CEPA is the Confederation of European Pest Management Associations representing 25 national and regional trade associations plus major manufacturers, distributors and large servicing companies. CEPA was set up to defend the interests of members of national associations at a European level. BPCA is the only UK association in CEPA.

[www.cepa-europe.org](http://www.cepa-europe.org)





# EMPLOYMENT NEWS ROUND UP

**M**  
MILNERS  
Solicitors



**In this fast paced world we now operate in it is a good idea to try and keep abreast of some of the topical legal developments in the employment arena since failure to comply is both costly in time and money sorting out the fall out.**

#### **National Minimum Wage**

This has increased to £6.70 for the adult rate, £5.30 for 18-20 year olds, £3.87 for 16-17 year olds and £3.30 for apprenticeships.

Ensure you are compliant if you employ minimum wage employees and workers, particularly if you have a young workforce as their minimum wage may have increased significantly.

#### **Modern Slavery - this applies to all businesses with an annual turnover of £36 million or more.**

This is not as remote an issue as you may think since whilst slavery as most people understand it was abolished in the 19th century, modern slavery exists in the form of human trafficking, compulsory labour and servitude.

There is now an obligation on these larger employers out there, whose annual turnover exceeds £36 million, to take steps to ensure they and their supply chains do not engage in any form of modern slavery.

We understand that the Government are in the process of publishing guidance for employers in this area, although it is yet to be finalised. Irrespective of the finer details it is likely to be punitive in sanction for breaches that ought to have been reasonably known or ascertained. The duty is already in place and therefore for those businesses

affected, preparation is key. You can start by checking your supply chains, by looking at the risk management in place as well as the operational management and structures to ensure that at no stage 'slavery' has been used. Ignorance never has been a defence to the law so due diligence will be needed more than ever now.

You MUST then publish an annual statement on your website setting out what steps your business has taken.

#### **Safety Helmets - Sikh exemption**

Sikhs were exempt from wearing safety helmets on construction sites - this now applies to all workplaces.

This is relevant particularly if you have a factory or warehouse where workers and employees wear helmets.

#### **Smoking ban in cars when driving with children**

This filtrates into employment law because of the number of companies who supply company vehicles to their employees.

On the topic of the Company Vehicle Policy, you must also ensure that employees are insured for their business commute on their own insurance policy.

If you do not have a Company Vehicle Policy in place you need one.

If you already have one in place, you need to amend it to reflect this change in law, or contact us and we will be able to amend this for you or draft a bespoke company vehicle policy to meet the needs of your business and ensure you are protected in light of recent changes.

#### **NEW ACAS Guidelines on Equality**

We always keep an eye out for free materials and guidance for so please look at the following link which will be of assistance: <http://www.acas.org.uk/equality>

Like all things legal – prevention is far better than cure and if you are wondering where your employee handbook is, whether you do have a social media, smoking, or sickness policy that's up-to-date – now is the time to sort out the basics.

Should you have any queries, concerning the above or any other legal issues, please do not hesitate to contact

Giles Ward or Jodie Hill at Milners Solicitors  
[giles.ward@milnerslaw.com](mailto:giles.ward@milnerslaw.com)  
 0113 3801 850 / 07789 401411  
[Jodie.Hill@milnerslaw.com](mailto:Jodie.Hill@milnerslaw.com) -  
 0113 3801 876 / 07850 644426

 0113 245 0845

 [giles.ward@milnerslaw.com](mailto:giles.ward@milnerslaw.com) or

 [uk.linkedin.com/pub/giles-ward/31/187/6b3](https://uk.linkedin.com/pub/giles-ward/31/187/6b3)

 MilnersGiles



## NPTA 2015 TRAINING DATES

To book visit [www.npta.org.uk](http://www.npta.org.uk)

Courses	2016 Dates
RSPH Level 2 Award Safe Use of Rodenticides	2nd February 2016, 8th March 2016
NPTA Urban Deer Management	18th February 2016, 15th September 2016
NPTA Wildlife Crime Awareness	3rd February 2016, 6th April 2016, 15th June 2016
NPTA Humane Dispatch	19th March 2016, 22nd October 2016
NPTA Charity Golf Day 2016	7th October 2016
PestTech 2016	2nd November 2016



Bespoke courses can be arranged and group booking for small number events can be delivered

To book visit [www.pesttrain.co.uk](http://www.pesttrain.co.uk)  
email [oliver@pesttrain.co.uk](mailto:oliver@pesttrain.co.uk)

Thursday 10th December 2015	The Application of Aluminium Phosphide -Phostoxin or Talunex for Vertebrate Control
Friday 11th December 2015	RSPH level 2 Award in the safe use of Rodenticides
Thursday 17th December 2015	RSPH level 2 Award in the safe use of Rodenticides
Monday 21st December 2015	RSPH level 2 Award in the safe use of Rodenticides
Tuesday 12th January 2016	RSPH level 2 Award in the safe use of Rodenticides
Thursday 21st January 2016	The Application of Aluminium Phosphide -Phostoxin or Talunex for Vertebrate Control
Tuesday 9th February 2016	RSPH level 2 Award in the safe use of Rodenticides
Friday 19th February 2015	RSPH level 2 Award in the safe use of Rodenticides
Thursday 25th February 2016	RSPH Level 2 Award in Pest Management, RSPH Level 2 Certificate in Pest Management Day 1 25th February 2016, Day 2 26th February 2016, Day 3 3rd March 2016, Day 4 4th March 2016 Day 5 10th March 2016, Day 6 11th March 2016, Day 7 17th March 2016

Pest Solution Limited | A6 Risby Business Park | Newmarket Road | Risby | Bury St Edmunds | Suffolk | IP28 6RD  
T:01284 810197 | T:Freephone 0800 611 8140 | E:[graham@pestsolution.co.uk](mailto:graham@pestsolution.co.uk) | [www.pestsolution.co.uk](http://www.pestsolution.co.uk)



## Training Dates 2015

Courses	2016 Dates	Venue	Member Cost (exc vat)	Non-member (excl vat)
Fleas, Forcips and Formalin – an Introduction to Insect ID	7 April, 20 November	TBC TBC	£165	£195
Becoming a Technical Inspector	12 January	BPCA Offices, Derby	£165	£195
Using Rodenticides Safely (1 day Classroom course)	9 February, 2 March, 23 March, 13 April, 25 May, 17 June	Devon, BPCA Offices, Derby, Midlands, North, South, East, BPCA Offices, Derby	£125	£165
Using Rodenticides Safely (Online course)			£150	£195
Practical Equipment Usage for Insect Control	5 April 29 November	BPCA Offices, Derby BPCA Offices, Derby	£165	£195
Practical Vertebrate Trapping for Urban Pest Controllers	18 May, 16 November	BPCA Offices, Derby, BPCA Offices, Derby	£165	£195
BPCA Training Skills Course (leading to Level 3 Award in Education & Training)	7-8 Jan & 1-2 Feb (4 days) 8-9 Sept & 6-7 Oct (4 days)	BPCA Offices, Derby BPCA Offices, Derby	£450	£650



## SAFE USE OF ALUMINIUM PHOSPHIDE FOR VERTEBRATE CONTROL

A classroom and field-based training course in preparation for separate assessment by City & Guilds or other awarding body.

### COURSE CONTENT:

- Legislation and safety
- Practical control methods

### WHO SHOULD ATTEND?

Anyone looking to obtain the Level 2 Safe Use of Aluminium Phosphide for Vertebrate Control Qualification.

**PLEASE NOTE YOU WILL NEED TO CONTACT AN APPROPRIATE ASSESSMENT CENTRE TO ARRANGE YOUR ASSESSMENT.**

CPD Points: Awarded as appropriate

26th Jan 2016	Bretton	£130 Inc lunch
17th March 2016	Salisbury	£120 Not Inc lunch
19th May 2016	Nr Newmarket	£130 Inc lunch
25th Feb 2016	Cluny Clays Leisure Centre, Cluny by Kirkcaldy	£130 Inc lunch

### YOUR GUIDE TO THE PEST CONTROL 2016 TRAINING DATES

Killgerm Training run courses nationwide offering different types of courses for different levels of experience and knowledge. Details of all course dates and locations are available online at [www.killgerm.com/pest-control-training-calendar](http://www.killgerm.com/pest-control-training-calendar); there is also a full list in the Killgerm catalogue on pages 227-229. For further information or to book your place on a course call 01924 268445 or email [training@killgerm.com](mailto:training@killgerm.com).

To book visit [www.killgerm.com](http://www.killgerm.com)

## ROYAL SOCIETY FOR PUBLIC HEALTH & BRITISH PEST CONTROL ASSOCIATION LEVEL 2 CERTIFICATE IN PEST MANAGEMENT

This qualification is designed to provide a good grounding in pest control for anyone involved in the field.

### COURSE CONTENT:

The syllabus covers the biology, behaviour, and control of a full range of public health pests, health and safety, legislation, customer care and also incorporates valuable practical elements. The Royal Society for Public Health (RSPH) Level 2 examination, when completed successfully will result in the award of a professional qualification which is fast becoming the benchmark for the industry.

### WHO SHOULD ATTEND?

Anyone involved in the Pest Control field and new entrants in the profession Looking to obtain The 'RSPH and BPCA Level 2 Certificate in Pest Management.

Award: RSPH Certificate  
CPD Points: Awarded as appropriate

**FEE - £ 800 + VAT per person**  
(includes Killgerm Technical Manual, RSPH Exam, hot breakfast sandwich on arrival, lunch & refreshments)

### Venue: Ossett

Monday 8th - Friday 4th March 2016

### Venue: Ossett

Monday 15th - Friday 11th March 2016

## PEST CONTROL PROCEDURES IN FOOD PREMISES

### COURSE CONTENT:

- > Legal aspects of controlling pests in food premises (production, storage and retail)
- > Biology and recognition of rodent pests in food premises
- > Biology and recognition of insect pests in food premises
- > Control procedures for rodent and insect pests
- > Monitoring of rodent and insect pests

On completion an attendance certificate will be awarded.

### WHO SHOULD ATTEND?

Pest controllers who are wanting to take on the control of pests in the food industry.

AWARD: Killgerm® Certificate  
CPD POINTS: Awarded as appropriate

11th Feb 2016	Ossett	£130 Inc lunch
18th May 2016	Perth	£130 Inc lunch

## EQUIPMENT MAINTENANCE

A classrom based course, highlighting the need to properly maintain the common pieces of pest control equipment

### COURSE CONTENT:

- > Reasons for regular checks and maintenance, highlighting the consequences of poorly maintained equipment
- > Servicing of the commonly used 5ltr sprayers, Gloria, B&G etc
- > Maintenance of the commonly used dusters
- > Inspection and maintenance of Respiratory Protective Equipment
- > A look at some of the other equipment used in pest control

### WHO SHOULD ATTEND?

This course is recommended to all pest controllers who regularly use and have to maintain their own equipment.

You may be asked to bring your own sprayer to the course. If so please ensure that the sprayer is empty and has been cleaned.

AWARD: Killgerm® Certificate  
CPD POINTS: Awarded as appropriate

12th May 2016	Ossett	£130 Inc lunch
---------------	--------	----------------



Merry Christmas  
And Happy New Year!



FROM US ALL AT  
**PestControl**news®