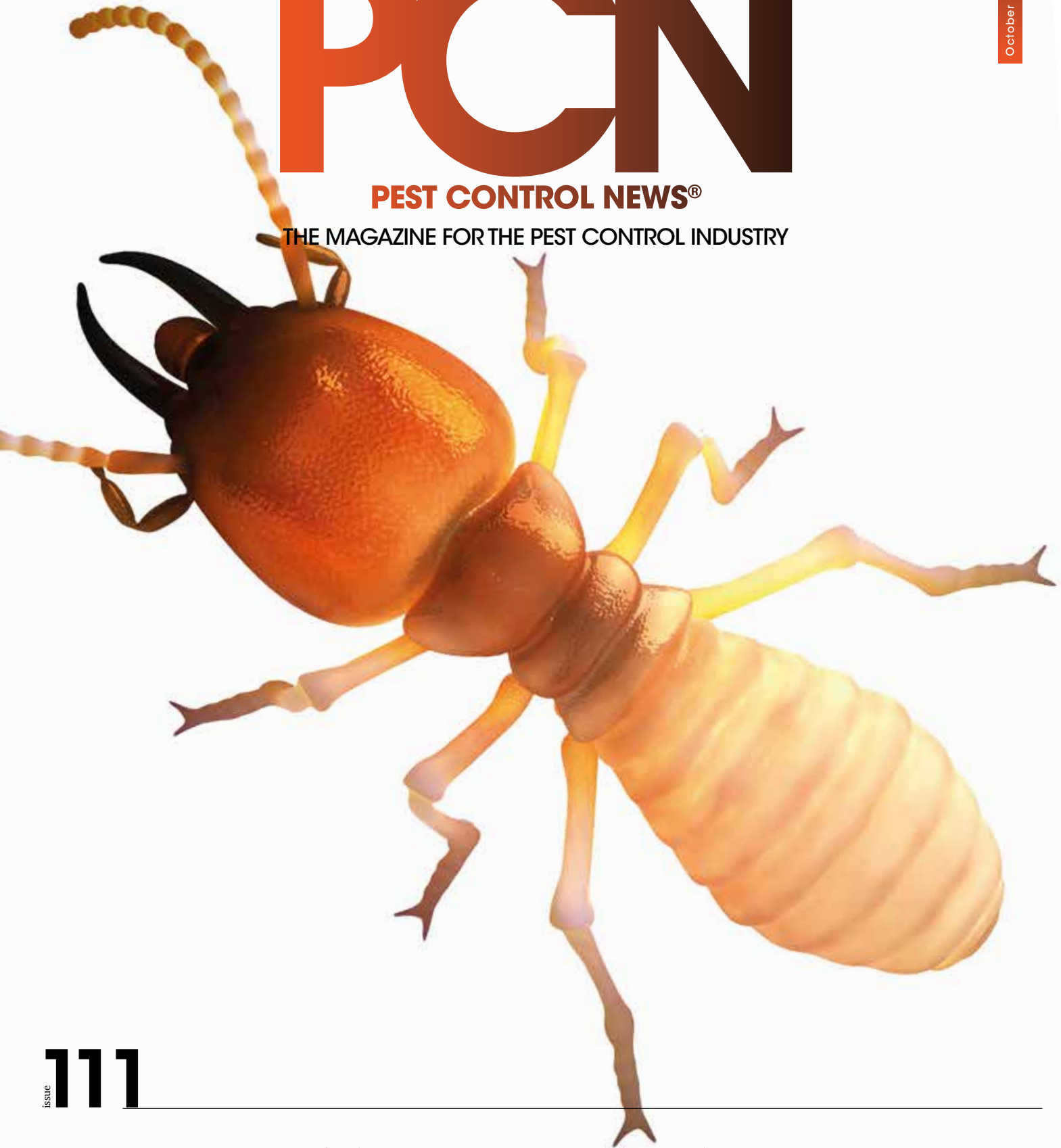


PCN

PEST CONTROL NEWS®

THE MAGAZINE FOR THE PEST CONTROL INDUSTRY



issue **111**

Termite activity confirmed in the Midlands, UK

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Technical director of CSS Services alerts PCN of confirmed termite activity.

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Prof. Moray Anderson, an exceptional contributor to the industry, retires after 20 years of distinguished service at Killgerm.

Asian tiger mosquito eggs found in the UK for a second time. 18

Specialists from Public Health England (PHE) and Ashford Borough Council have assessed and treated an area for non-native mosquitoes *Aedes albopictus*.

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THERE IS NO OTHER EVENT IN THE WORLD THAT CAN MATCH THE INTERNATIONAL CONFERENCE ON URBAN PESTS (ICUP).

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Whistleblower process introduced for rodenticide point-of-sale breaches

A reporting process for suspected breaches of UK Rodenticide Stewardship Regime point-of-sale checks has been introduced. It can be found at <http://www.thinkwildlife.org/stewardship-regime/crru-uk-point-of-sale-non-compliance-reporting/>.

Point-of-sale checks apply equally to pest controllers, farmers and gamekeepers. All supply outlets – trade and retail, premises and internet – require buyers of professional use rodenticides to provide an approved certificate of competence or documentation confirming membership of an approved farm assurance scheme. Otherwise, the seller is forbidden to supply.

For the full story go to: www.pestcontrolnews.com/news/



HSE confirm position on insect monitors

The recent European Commission proposal to class monitoring traps (that contain attractants) as biocides sent shockwaves through public health pest control, the food industry and the museums / conservation sector.

If the UK Health and Safety Executive were to accept the proposal, these products would have been lost from the pest control market imminently. Such products would have needed to go through a very long and costly approval process. Companies manufacturing such devices may not have been willing to invest in gaining expensive authorisations, as the economic return may well not justify the costs for 'niche' products.

Fear not, as common sense has prevailed and HSE will not insist on insect monitors requiring authorisation.

For the full story go to: www.pestcontrolnews.com/news/

Bell Laboratories announce appointment of Shyam Lakhani



On 4th September Shyam Lakhani joined Bell Laboratories as their new Regional Manager with responsibility for the UK, Eire and Sub-Saharan Africa.

Shyam joins Bell from his previous role as Regional Account Manager for Kingfisher Beer.

Commenting on the appointment, Arnaud del Valle, EMEA Business Manager for Bell, said, "I am delighted to welcome Shyam to the Bell team. In his role, Shyam will be supporting our customers and channel partners in the UK, Eire and Sub-Saharan Africa, and building upon our excellent existing relationships in these countries."

Shyam himself adds, "I am very excited to join Bell Laboratories as the world leader in rodent control. Bell has a great team and an outstanding range of products, and I look forward to supporting the growth of these products throughout my areas of responsibility."

For the full story go to: www.pestcontrolnews.com/news/



Photo RSPCA

The importance of professionals using Glue Boards

It has been reported that one of Dorset's tawny owls is the latest victim of a 'lethal' glue trap which was meant to solve a resident's rat problem.

The owl became trapped in the device, which was bought off the internet, after a woman from Wareham planted it to get rid of rats.

The woman called the animal charity, the RSPCA, for help when she found the owl trapped.

An officer drove the owl to the West Hatch wildlife centre for treatment, but due to the extensive damage he had suffered, vets felt the most humane option was to put him to sleep.

The traps, also called 'glue boards' or 'sticky boards' are legal however the RSPCA says that per industry codes of practice, only trained operators should use them, so retailers should not be selling them to the general public.

In January 2017, the Pest Management Alliance released the Code of Best Practice Humane Use of Rodent Glue Boards.

Download the PMA code of best practice here:

www.pestcontrolnews.com/downloads-resources/



Independent audits for rodenticide point of sale controls ‘significant for stewardship success’

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Independent audits for rodenticide point of sale controls ‘significant for stewardship success’.

Plans for independent auditing of rodenticide point of sale controls have been announced jointly by BASIS Registration and the Campaign for Responsible Rodenticide Use.

The BASIS Stores Inspection Scheme, which already uses independent assessors to ensure compliance with regulations for the storage and distribution of professional pesticides, is set to be extended by the two organisations.

Lindsay Smith-Boam, Logistics Manager at BASIS, says the creation of an audit process specifically for rodenticides will be significant in ensuring the success of the UK Rodenticide Stewardship Regime.

“Applying controls at the point of sale, such as checking distribution staff are aware of the regulations and best practice requirements, is an important part of stewardship,” she said.

“For distributors already operating within the long-established Stores Inspection Scheme, the fact it will now cover rodenticides too should be seen as good news.

“It will provide further evidence that the entire supply chain is controlling availability of these products, as a result enabling continued access to them without further restriction.

“Those who have not been involved with BASIS before can rest assured that our experience will help their business meet stewardship requirements.”

Audits will apply to all supply routes – trade and retail premises and internet – with the first audit cycle conducted by BASIS between February and November 2018.

Rupert Broome, CRRU UK Point of Sale Work Group leader, says: “Any company or outlet selling professional use rodenticides must have passed a BASIS Point of Sale audit for rodenticide stewardship compliance by November 30, 2018.

“This is a planned progression from proof of competence checks on rodenticide purchasers, which were rolled out in October 2016.”

CRRU UK and BASIS will advise the supply chain of the precise audit process, and the requirements that have to be met, during July to December this year.

Failure to comply with any aspect of the stewardship regime may lead to the company concerned being reported to HSE, Trading Standards and any other relevant body.

It may also lead to cancellation of the authorisation for sale of the product concerned.

Termite activity confirmed in the Midlands, UK

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Jason Cholerton (CSPC IOSH), Technical Director of CSS Pest Services, alerts PCN of confirmed termite activity in the Midlands.



P PCN's first question to Jason was 'is the identification reliable?' as booklice are commonly confused with termites among other insects.

Of course, with Jason's level of training, experience and professionalism it was no surprise to hear that he had already sought out confirmation from a consultant entomologist, Professor Moray Anderson.

"I knew the crucial importance of an accurate identification and Moray identified the sample as 'Kalotermitidae' known as non-subterranean termites," reported Jason. In the US, 'drywood termite' is the common name.

Since the confirmation that the insects are indeed termites, Jason has kept more samples to obtain an identification to genus or even species level. The Non-Native Species Secretariat have also been notified.

Source of termite activity

The termites were associated with reptile vivaria (housing), being active in driftwood.

The driftwood had been procured from a timber supplier here in the UK but the source of that wood is currently unknown. However, the on-site staff stated that the wood had been in the tanks for around 18 months.

Winged termites were observed and after disturbing the reptile bedding, 'workers' were also found (without wings).

On-site staff reported many holes in the driftwood and evidence of chewing damage, evidenced in the photographs overleaf.

As well as the availability of suitable wood, the warm temperature in the building is conducive to termite activity.

The building itself is maintained at approximately 26°C during the day and does drop to a little lower than that during the night.

Some of the reptile vivaria are kept slightly warmer depending on the species housed in there.

There was some initial concern about termite damage to the structure of the building itself. The building is a stand-alone wooden structure, made mainly of marine ply.

Staff had noticed small holes in the ceiling and some of the walls but further inspection revealed that this damage was not related to termite or other insect activity.

Termite control and prevention

Jason commented, "It was recommended that the timber in which these termites are living is destroyed. This includes destroying any animal bedding where termites are found. Our recommendation to the client is that all of this should be incinerated.



Cryptotermes gestroi - Copyright Reiner Pospisil



Cryptotermes gestroi - Copyright Reiner Pospischil

“Replacement wood can then be introduced, making sure none of it shows signs of termite activity. This procedure is currently being discussed with the client and will be introduced very soon.

“Having destroyed the bedding and re-housed the reptiles, it is important to inspect frequently for any recurrence of the termites. We are monitoring the housing and surrounding area at regular intervals (monthly).

“We chose to recommend a non-chemical treatment to start with, especially considering that the termite activity is present within the reptile housing where live reptiles are present, giving us concerns about the risks of using traditional pesticides.

“It’s been a challenging but highly interesting problem to deal with and certainly illustrates the attraction of being in this industry – it really is the case that no two days are the same in pest control!”

Subterranean termites have been found before in the UK and they ended up becoming established in 1998 in two adjoining properties in Saunton, North Devon. The species in question was *Reticulitermes grassei* of the family Rhinotermitidae, so very different to the Kalotermitidae termites reported in this article. At the time, the UK government launched a termite eradication programme costing £190,000.

What are termites?

Termites are of the Order Isoptera. They are soft-bodied, social insects that form colonies with a king and queen.

These colonies can be long-lived.

The majority of individuals in termite colonies are juvenile workers. Termite soldiers are present in colonies but they represent only about 5% of the colony. The soldiers are distinctive with their large jaws for defensive purposes.

Wings are present only in the reproductive forms. These wings are rather delicate. ‘Isoptera’ means ‘equal wings’, which is a reference to the forewings and hindwings being virtually identical.

There are lots of species of termites worldwide – over 2,000 in fact. Having said that, there are just two species native to southern Europe. Both of these species live in tree stumps and other dead wood where they chew out their living quarters.

Digesting wood isn’t straightforward and termites can do this thanks to masses of protozoans in their gut – the perfect example of mutualism.

These protozoa die outside of the termites and termites would starve without them and their ability to break down cellulose.

Reminiscent of mating flights in garden ants *Lasius niger*, swarms of termite reproductive forms periodically emerge, lose their wings after a short flight, then following mating some become kings and queens of new colonies.

The termites described in this article are non-subterranean termites of the family Kalotermitidae, not to be confused with Rhinotermitidae the subterranean termites.

Subterranean termite colonies have large colonies, made up of several thousands of individuals.

As their name suggests they are found typically in damper wood such as building timbers at or below ground level.

The non-subterranean termites form small colonies of just a few hundred individuals, in dry wood, hence the name.

Termite Control

In the United States, termite control techniques are well-established and these are described as follows.

As non-subterranean termite activity is direct and not linked to the ground, the most suitable methods of treatment are replacement of the wood, or local insecticide treatment or even fumigation in some cases.

Fumigation is only recommended if termite activity is widespread and difficult to access. Where activity is isolated and straightforward to access, local treatment is sensible. Such treatments include intergallery injection or surface treatment with an insecticide labelled for the control of termites.

If the termite activity is confined to a piece of furniture, picture frame or other similar items of wood that can be removed easily, then heat or cold treatments or destruction of the item is recommended.

Other treatments include the use of microwaves and electrical currents. So, there is more than one way to kill a termite!

Please note that the cover image and image displayed here are for illustration purposes only and are not representative of the termite finding described in this issue.



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Prof. Moray

Prof. Moray Anderson an exceptional contributor to the industry, retires after 20 years of distinguished service at Killgerm

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The delegates on my course were MUCH more interested in the bend/stretch instructions than how to apply rodenticides and insecticides safely.

We want to know about some of the glamorous...and less so training venues that you have worked at. Can you tell us about that?

One week I remember well, in which I gave a presentation to the Entomological Society of America in a very plush Atlanta venue to over 400 delegates. This had been preceded in the same week by talking to 4, less than interested pest control technicians, in a garage-like building where the power failed half way through, the talk and the session ended as a chalk and talk effort!

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

Not necessarily memorable for the exotic nature of the pest but always memorable for the importance in getting it right are the forensic entomology cases I have been involved in.

It is always a difficult business attending a crime scene and assessing the entomological presence at the scene. You only have "one go" at it. It is vitally important that the correct samples are collected and labelled accurately for subsequent identification.

Furthermore, in such cases the tragic nature of what you are dealing with is forever present.

Who had the most influence on you in terms of your entomological experience?

My first boss at the University of Birmingham was a great influence on me. He was always very keen on getting things factually correct before expressing any opinions on any topic.

He was insistent that all who he worked with put in the hours of research before making statements.

He would have hated working in the "Twitter era" where instantaneous responses are required and produced with little evidence of reflection or thought.

Do you have any tips for those interested in developing their entomology skills?

Most entomologists who I have encountered have developed their skills through having a great deal of self-motivation and indeed that is what is required I think.

There seems to be little formal training available either at colleges or universities for those interested in pure entomology.

Where do you see the industry going over the next 5 – 10 years?

There is a growing trend for the pest control industry workforce to be trained and equipped with the information before embarking on a career.

I hope that the training will remain rigorous and thorough, it must be for it to be worthwhile, despite the fact that there will be individuals who don't make the grade.

All the training must be aimed at improving the quality of pest control.

In addition, I hope that the industry can get away from the work being under-priced in order to gain work. Quality pest control takes time and knowledge.

Pest control operators should not be rushed into carrying out stop-gap treatments for the sake of cost cutting. If they have received detailed training they should be allowed to put into practice the principles they have learned.

What has been your biggest challenge during your career?

I found it sometimes tricky when I joined Killgerm to gain acceptance from those with an industrial background. Coming from a University background, it took time to convince people that I did have practical experience in pest control which I could bring to my role as technical director.

Which species did you encounter the most often?

Through the Killgerm identification service, undoubtedly the species I have encountered most commonly has been the biscuit beetle, *Stegobium paniceum*.

They are such a frequent visitor to storage warehouses, food manufacturing and processing facilities and domestic properties that every week they turn up in samples submitted to the Killgerm identification section of the technical department.

Do you have any pest control 'horror stories'?

In the mid-1980s I was involved in running a small pest control operation in Birmingham. It was then when I first encountered a building with a serious Pharaoh's ant problem.

I carried out a monitoring exercise followed by a treatment.

I had occasion to return to this building 7-years later a non-pest control matter, and in conversation found out that the ants were still present and 3 other companies had, in the intervening years, tried and failed to control the outbreak.

Your engaging training style is talked about with enthusiasm by those who have attended your courses. What is the best training experience that you have had? Perhaps a particular course or lecture sticks in your mind...

It is very difficult to single out one "best training experience." I have always enjoyed running training courses particularly in insect biology.

I thoroughly enjoy the 3-day mosquito courses we have run over the years where there is interest and enthusiasm in the delegates to find out as much as they can about a group of insects.

Recently, courses to International Search and Rescue Teams, who have recently taken on a pest control role, have been stimulating to give and the delegates interested and interesting.

Do you have any training course mishaps to confess to?

I had an interesting experience the first time I used a radio microphone on a course.

I was running a course on the safe use of pesticides in a local authority building in a large room attended by around 40 delegates and it was considered prudent to use a radio microphone.

Unfortunately, about 15 minutes after I started, the radio microphone started to pick-up the words of a fitness instructor who was taking an aerobics class on the floor below!

Anderson



THE INTERVIEW

This was all before the advent of good gel treatments.

Have you ever unwittingly let any samples loose at home?

Frequently – In our house we have healthy populations of Indian Meal Moth and White-Shouldered House Moth, etc. They seem to be doing very well.

On one occasion, I had been carrying out some searching and identification of fly larvae from manure samples from a chicken farm.

This is work I frequently do in my “lab” in the garden!

I inadvertently left the lids of the boxes open and the boxes were at the top of my garden.

In conversation with three of my immediate neighbours in subsequent weeks I was asked by them all if there had been a plague of flies in the area as they had all noticed significant numbers of flies in their kitchens.

I am afraid that four bunches of flowers had to be purchased as “peace offerings”!

What is your ‘pet hate’ as an entomologist?

I hate the way that most people do not attempt to pronounce the scientific names of insects.

The great thing to remember when reading the names is that they are truly phonetic and if you say it as it looks you are generally correct!

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?

Yes, there is a great deal of truth in the statement that insect taxonomy is greatly ignored as an academic topic.

Most good entomologists are self-taught being driven by an interest in a group or groups of insects. I noticed in a recent scientific journal that this lack of taxonomists is not restricted to entomology but widespread in biology.

Students find out about the cells and cellular functions in plants and animals but have no idea how to identify the plant or animal from which these cells originate.

What did you do before you got into the industry?

I worked at the University of Birmingham for 25 years teaching entomology and comparative neurobiology and researching into neural control of insect functions.

I had done a 4-year degree in Glasgow in Agricultural Zoology which comprised 2 years of pure entomology.

The training was invaluable when I entered the world of public health insect control.

What job would you have done if you hadn't been successful in the pest control industry?

I didn't start my career in the pest control industry. I went to University wanting to be a farmer! I didn't marry a farmer's daughter nor win the football pools so I ended up studying insects.

When I finished my BSc, I fancied a job clearing timber in Scottish woodlands so I got a job in a sawmill to earn enough money to buy a chainsaw.

While there, a stack of timber collapsed on me and broke my leg – end of job, no chainsaw – carried on at university working for my PhD.

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

I have very few plans. I am not a planner – that is not to say I will be idle but I have always been fairly happy to do many things spontaneously.

I love change and getting involved in new things. I have very good friends who are Samaritans and they do a wonderful job – I may see if I can train to be a Samaritan.

What is your favourite group of insects?

I love dragonflies – very primitive, fast flying predators.

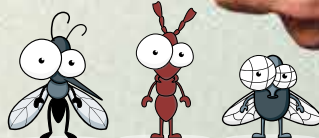
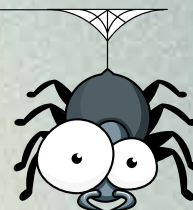
My neighbours gave me membership of the British Dragonfly Society for my 60th birthday.

What will you miss the most about the industry?

While working for Killgerm I have spent a great deal of my time helping pest controllers solve problems.

I love doing that.

I also love teaching people “things” about insects from sexing a cockroach to dissecting a maggot.



PCN

Pest Control Direct offer a 'one stop shop'

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PCN interviews Sheryl Cooper, Managing Director of Pest Control Direct, about their decision to add a find a pest controller feature to their website.



How was Pest Control Direct formed? The business was established in the year 2000 by Bob Guy after the sale of a family washroom hygiene business "Femgiene". Femgiene was sold to the Johnson Dry Cleaning Group in the late 1990's.

Initially Pest Control Direct was established as a hobby for Bob and was one of the first online retailers of pest control products. We now believe we are the longest standing such business, based in Hailsham, Sussex.

Why did you decide to add the feature of 'find a pest controller' to your website?

We always wanted to offer our customers a more complete "One Stop Shop"- whether they wanted a DIY solution or a contractor to carry out the work required.

We attempted to set this up in 2003, but not enough pest controllers were using email or websites for it to work effectively. Now pest controllers cannot survive without up-to-date communications methods.

Do you think adding this feature will affect your sales?

We have given this very serious consideration.

Yes, we do think that some customers may choose to go for a pest controller rather than buy products however, over the years we have had a constant stream of phone calls asking for a service.

We think that some of the public think the we are a pest control service as our company name does not indicate that we sell products. Pest Control Direct is quite a broad name.

Also, the bounce rate on our website is quite high, indicating that people were possibly looking for a service when they clicked on to our site and we didn't offer one so went straight off again.

Having access to contractors will keep people on the website longer and provide what they are looking for, even if it wasn't to buy our products.

Have you seen a change in behaviour on your website since adding the feature?

It is too early to say with any certainty whether there is any impact in any direction.

The number of calls asking for a service has decreased but that could be due to the poor summer infestation levels we are experiencing this year.

Can any pest controller be listed on your website or is there a criterion?

We were concerned about just adding anybody to our database so we selected BPCA and NPTA members and businesses listed in directories such as Checktrade etc.

If we receive complaints from customers regarding specific pest controllers on the list, they will be removed.

How do you think this feature will benefit your business?

We have always put our customers first and even those that are looking for a service took the trouble to visit our site. We therefore feel an obligation to direct them to suitable contractors if we can.

The database links to the website of over 300 pest controllers and this assists our own website to remain one of the best listed on the internet, which is beneficial to both the pest controllers and us.

Pest controllers that take the time to link back to our site may expect better rankings for their own website due to Google giving higher listings to those with outgoing links to well established and respected websites, such as ours.

Will you be getting any form of financial gain from pest controllers? Is there a fee?

At this time, there is no fee for being listed in our database and we have no current plans to introduce fees for a single listing.

Should pest controllers wish to be listed in postcodes away from their base operation location, we will be charging a nominal fee for additional entries.

Where do you see this going in the future?

Our long-term plan is to make this a great place for pest controllers to gain business and for our customers to find a pest controller when they need one.

At the moment, the link to find a pest controller is only on our home page, we can extend this through the site once we are confident that it works successfully without impacting our main purpose.

You may also like to know that if you google 'find a pest controller' it is already on 1st page of google listings.

Pest controllers who are interested in this service should contact sales@pestcontroldirect.co.uk



Stay alert for Asian hornets this autumn

Pest controllers are being urged to remain vigilant this autumn and report sightings of Asian hornets, as there is a chance they could be back, following the first confirmed case in the UK last September.

Richard Moseley, Bayer technical manager explains why the pests are likely to return this season.

“As part of the Asian hornet’s lifecycle, between August and October, fertilised queens leave the nest to find a secluded place to over-winter. This means that if they left before the nest was destroyed last September, they could have created a whole new population, which will peak in size again this autumn,” he says.

“Additional Asian Hornets could also be introduced into the UK at any time from Europe via transported goods and vehicles”

They threaten honeybee colonies and could cause anaphylactic shock by stinging humans.

Richard points out that it is essential that even professional pest controllers do not attempt to deal with an outbreak, until permission is granted by Defra and the Animal and Plant Health Agency (APHA) as they are still a reportable species being monitored by these agencies.

“When the sighting was confirmed last autumn, and the nest site discovered, Defra and the APHA approached Bayer for guidance in their search for an appropriate insecticide to effectively treat the pests,” explains Richard.

“Ficam® D was the product that APHA chose to control this Asian hornet case, and they liaised with the Bayer Pest Solutions Team on several occasions when planning the treatment, to ensure that this was the most suitable product for the target species,” he adds.

For more information on Asian hornets, and how to report a case please visit www.nationalbeeunit.com or to find out about Ficam® D, head to www.environmentalscience.bayer.co.uk/Pest-Management.



Signs to look out for when identifying a case of Asian hornets:

- Asian hornet nests can be considerably larger than a standard wasp nest
- The nests are also often very high up in trees, but can also be found in buildings
- While wasps enter from the bottom of the nest, Asian hornets’ entry points are around the sides of the nest
- The Asian hornet is bigger in size than a wasp, but smaller than a European hornet
- A dark brown or black velvety body, dark abdomen and yellow tipped legs are all characteristic of an Asian hornet, *Vespa Velutina*



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A beginner's guide to mastering Google Analytics

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Your company website is a vital part of your business. It helps you understand the needs of your competitors, attract new customers, and promote the industry as a whole.

Your website is like an employee of your business, it's important to know their strengths and weakness and help them turn those weaknesses into a strength.

But how can you highlight these weaknesses and cracks?

Some of the most important questions to ask yourself are, how do people find my website? How long do they stay? What is their experience across different devices?

The best way to solve this riddle is with Google Analytics (GA)!

Before we delve in to the data blackhole that is GA, it's important to understand the basics of Search Engine Optimisation (SEO).

In this ever-changing digital age people, will arrive at your website from a whole range of different sources such as search engines, social media and other webpages.

Google Search dominates over Bing, Yahoo and other search engine provides and with their ever-changing search ranking algorithm the battle to be at the top for your search results can be hard.

There are plenty of tools available to monitor and track your web traffic but GA is one of the most popular free tools to use. Here's an overlook of its key features.

Getting to grips with Analytics

Before diving into the data pool of Analytics you must firstly have a Google email account.

Using your Google email address, sign into the analytics and provide them with your website URL. You will then be asked to select data sharing options and to accept the tracking ID.

The tracking ID allows Google to send your traffic data from your website to GA. Copying and pasting the ID into your website is easy or get your web developer or agency to do this on your behalf.

Once this is set up you're good to go.

When you first log into your analytics account, you're welcomed by the default dashboard which gives you an overview of web activity for the past 7 days.

As you navigate your way around the dashboard you have a menu on the left-hand side with the following headers:

- Real time – this allows you to see who is live on your website right now!
- Audience – this allows you learn more about your web visitor's demographics and interests
- Acquisition – this allows you to discover how users have arrived on your website
- Behaviour – this allows you to see how users have navigated through your site
- Conversions – this is only relevant if goals have been set up

What should I be looking at?

For any beginner, you're going to find the most useful data in the acquisition and behaviour sections.

These sections allow you to gain the most invaluable data such as in acquisition you find out how people have found your website.

The data is broken down into sources such as unpaid search engine and social media as well as paid for traffic from campaigns such as AdWords.

Acquisition is a great way to see which traffic source is working for you and where you can make improvements.

The next section to look at is Behaviour. This allows you to see what users are doing once they have landed on your website, where are they going, what are they reading and most importantly why are they leaving?

If you find that a page has a high bounce rate (meaning that users land on the page of your website and leave the immediately without navigating to another page), it might be worth look at the page and asking why users aren't finding it useful, is their misleading information, is there no call to action?

Finding the weak spots

Once you'd had a play around on the console and you feel happier and understand what each section means you can put on your trilby and magnifying glass to start seeking out the cracks and weak spots of your site.

A great place to start is in behaviour flow, which is in the behaviour tab, this show the normal path your user takes whilst on your website; form the moment they enter to the time they leave.

You may see that a high percentage of your users are leaving on a certain page, this could be for several factors such as, is the page too long, not enough images, no clear call to action?

Desktop, Laptop, Mobile and Tablets! Oh my!

Since the inception of smartphones, mobile web has been on a sharp increase.

It's been over two years since mobile searches surpassed desktop and since then it's never looked back.

GA is a great tool to see how many people are viewing, or trying to view your website on a mobile device.

The report is easily accessible in the dashboard, click on audience and then mobile. This will then break down all the devices people are using to browse your site.

Once you get to grips with the dashboard the web is your oyster!

You'll soon be well on your way to further developing your website and making it work for your business.

More information can be found online and there is plenty of support from Google, including their Digital Garage Programme which is free to businesses to help them grow the digital skills and confidence.

Find out if there is a digital garage near you by check out this link: <https://learndigital.withgoogle.com/digitalgarage/>

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and so much more.



Image accredited to www.AntWeb.org

Argentine ant, *Linepithema humile*

Users of Formidor ant gel will have noticed an addition to the label, with the Argentine ant *Linepithema humile* now included on the list of target species.

It is likely that many pest controllers will be unfamiliar with this species, as it's not exactly one of the most frequently encountered ants in the UK.

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A Although seemingly scarce, it must be important for manufacturers to add it to a product label.

Entomologists who operate an insect identification service told Pest Control News that only 12 samples of the Argentine ant have been received by them in the last 12 years.

Perhaps this isn't too surprising, as it is not a native of the British Isles.

However, recent reports highlight *L. humile* as an important threat and one to watch for the near future, with Prof. Helen Roy of the Centre for Ecology and Hydrology saying, "A little bit more climate warming for the UK and we could see the Argentine ant settling in very well."

Prof. Roy also noted that some indoor populations of *L. humile* in London (and other areas) are now spreading outdoors. Furthermore, *L. humile* is listed on the UK non-native species secretariat website, as an important invasive species. So, now is the time to learn something about it!

What does it look like?

L. humile workers are the same small size with a body length of 2-3mm. Their colour is medium/dark brown and they are notably smooth with a hairless head, thorax and abdomen. They have a single petiole or 'node'.

Where's it found?

The insect identification service consulted by PCN listed the following locations as examples of sites where *L. humile* samples were submitted from: Fulham (multiple locations), SW6 (London), SW1 (London), Surrey and Doncaster.

How did they get here?

L. humile hitches a ride on vehicles such as planes and ships and can be imported on goods, soil and even plants.

What else do we need to know?

- *L. humile* has multiple queens and colonies disperse by 'budding'.
- Workers do form regular trails.
- Colonies tend to be located in moist situations near a food source.
- Preferred food source include; sucrose sugars, honeydew, protein-based foods also consumed.
- A super colony exists in south-eastern Europe, made up of billions of ants occupying an area of approximately 3,600 miles.

Are there risks to public health?

Yes – these ants could transfer bacteria mechanically, as they crawl over refuse, sewage, bodily excretions and more...

How best to control it?

Many ant gel baits are available, which are labelled for the control of *Linepithema humile*.

What to do if you think you have Argentine ants
Send samples to an entomologist for identification.

Hazel dormouse

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A As UK government websites have been re-organised, a number of useful Natural England advice leaflets have been withdrawn or archived, presumably with no plans to be updated any time soon.

Going by their formal title of 'Natural England Technical Information Notes' these advisory notes contain practical and sensible advice.

In this edition of 'know your friend', Pest Control News consults their collection of these notes, to share information about rodent control practices on farms and precautions to take to protect the hazel dormouse in such areas.

If you haven't heard of the hazel dormouse until now, you can be forgiven as it is one of the United Kingdom's rarest mammals.

Known also as the common dormouse, *Muscardinus avellanarius* (to give it the proper scientific name) it is fully protected by European and British legislation.

Readers in Scotland and Northern Ireland can be excused for turning the page right now, as the hazel dormouse is completely absent in these areas. For readers in Wales and the north of England, keep reading!

Although there are only sparse populations of hazel dormice in Wales and some northern counties, they are an important and protected species, so we need to know something about them.

Readers in southern England should certainly read on, as hazel dormice are more common in the south, although even in ideal habitat its population density is just 10 adults per hectare.

Ecology

The nocturnal and reclusive hazel dormouse is identified by its orange/yellow fur and its thick, fur-covered tail.

Adults measure 11-16 cm from the tip of the nose to end of their tail.

They frequent the tree and shrub layer where they feed on a variety of food items, including fruits, flowers, insects, seeds and nuts.

Hazel dormice are inactive during the day. Typical sleeping sites include disused birds' nests or tree hollows. They are known to take refuge in bird or bat boxes from time to time.

Summertime is their breeding season (June – September). Nesting sites are above ground, typically in a tightly woven ball of honeysuckle suspended in the shrub layer.

They hibernate from October to May and it is only during this period that they spend time on the ground, their hibernation nests being located under logs, in leaf litter, or at the base of coppice stools and thick hedges.

The most suitable hazel dormouse habitat is mixed deciduous woodland or overgrown hedgerows with plenty of oak or hazel and a good bramble or honeysuckle understorey.

Protection for the dormouse

The dormouse is protected by both the Wildlife and Countryside Act, 1981 and the Conservation (Natural Habitats & c.) Regulations 1994.



It is an offence, with certain exceptions, to deliberately disturb, capture, kill or injure a dormouse or to damage or destroy a nesting place. It is also an offence to keep, transport, sell or exchange any live or dead dormouse.

Rodent control on farms and holdings

The good news is that dormice are very unlikely to inhabit farm buildings.

However, they could be found in scrub and woodland around the exterior of farms. Even in scrub and woodland areas, they seldom seek out food at ground level.

This behaviour means that using baits and traps in and around the farm buildings for rodent control is very unlikely to result in any offence being committed.

Nevertheless, bait points should be adequately protected from non-target species in accordance with rodenticide label directions. To minimise risk to dormice, rodent traps should be positioned where there is evidence of rat and house mouse activity, for example on well-used rat runs around the farm buildings or along the inside walls.

If bait or traps do need to be placed along ditches and hedgerows surrounding the farm buildings, additional consideration should be given to the possibility of dormice and other protected wildlife being adversely affected. Carrying out rodent control in winter should minimise risks to dormice.

The Campaign for Responsible Rodenticide Use (CRRU) has produced a code of best practice to enable effective rodent control to be undertaken with minimal exposure to all non-target animals.

This should be followed whenever rodenticide is used.

The seven-point summary code can be seen at the end of the full code of practice and further information is available from the CRRU Think wildlife website www.thinkwildlife.org.uk/

A final note on non-chemical control measures - scrub clearance for rodent control, or any other purpose, could result in destruction of dormouse habitat and disturbance to nesting animals.

This work, if required, should be carried out in late autumn and winter to avoid the nesting period for dormice and other protected species, such as birds.

Know your friend

Asian tiger mosquito eggs found in the UK for a second time.

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*Specialists from Public Health England (PHE) and Ashford Borough Council have assessed and treated an area for non-native mosquitoes *Aedes albopictus*.*



Action was taken to eradicate eggs and larvae of an invasive species of mosquito, *Aedes albopictus* (Asian tiger), which has become more common in Europe during recent years.

Though the mosquito poses no immediate risk to public health, the decision was to treat the area and prevent it becoming established in the UK.

PHE and Ashford Borough Council have ensured residents and businesses in the area have been fully informed of all treatment taking place and both agencies are working closely with Kent County Council.

The eggs and larvae were discovered through PHE's ongoing mosquito surveillance programme, which monitors 30 UK ports and airports.

Since invasive mosquitoes became more widespread in France, surveillance has been conducted by PHE at motorway service stations in south east England on the main routes from the south coast ferry ports and Eurotunnel.

Dr. Jenny Harries, Deputy Medical Director at Public Health England, said, "PHE operates a surveillance system to monitor mosquito species and check for any that are new to the UK.

"Through these activities we identified a small number of eggs and larvae from the *Aedes albopictus* (Asian tiger) mosquito in traps at Ashford International truck stop. Enhanced monitoring of the area was carried out and no further evidence of this mosquito has been found.

"As a precaution, we advised the local authority on measures to eradicate the mosquito and remove any suitable habitats in the area. We will continue to monitor the situation closely through our surveillance system. There is no immediate risk to public health in the UK.

"We are also grateful to the truck stop for their cooperation and support as a responsible business.

"This is the second time this species has been found in the UK, and is likely to have resulted from the importation of one adult female across the Channel via vehicular traffic. A similar discovery was made by PHE in Folkestone last September. Adult mosquitoes can only fly a very short distance and so control measures are implemented up to a 300 metre radius.

"The presence of a mosquito does not mean that it is carrying any diseases as they first need to bite an infected person and then move on to infect a second individual. There are currently no cases of diseases known to be carried by this mosquito circulating in neighbouring countries and therefore no risk to health locally."

Andrew Scott-Clark, Director for Public Health in Kent added,

"This has been a great example of close working between local government and Public Health England to safeguard people in Kent.

"The surveillance system has been highly effective in detecting this invasive species and enabled a swift response from Ashford Borough Council to treat the site and ensure this species does not become established.

"Having been consulted throughout, I can assure people in Kent that this poses no current risk to the public's health.

"PHE and Ashford Borough Council will continue to monitor the site for any further signs of invasive mosquitoes and ensure there are no suitable habitats."

***Aedes albopictus* (A. albopictus)** *Limited ability to fly*

The species has low ability to fly and therefore the focus for control measures needs to be across a 300 metre radius area around the truck stop.

There are fewer than 10 residential properties in the area and we have made contact with all of the households and are working to remove aquatic habitats found at these properties.

These findings indicate individual mosquitoes that have travelled into the UK via traffic, and laid eggs.

There is no indication of the source of the mosquito eggs captured at the site but given the location, importation of an adult mosquito by a vehicle arriving from Europe entering through one of the ports is the most likely route. As a precaution, we have recommended that local authorities take steps to remove potential mosquito breeding grounds in the area.

There is no indication this mosquito is carrying any virus that is a risk to human health.

Low risk to the public

As a result of PHE's surveillance network we were able to identify the mosquitoes and take prompt action to eradicate them at an early stage. We will monitor the situation closely to ensure no further mosquito eggs or larvae.

Characteristics of an A. albopictus mosquito

This is a small mosquito with characteristic black and white striped legs, a white line on the thorax, and black and white markings elsewhere on the body. It is easily confused with a native species that is much larger, and also has similar markings. More information can be found on this at the PHE website.

No evidence of disease risk

The presence of a mosquito does not mean that it is carrying any diseases. For an *A. albopictus* mosquito to carry a virus, it needs to first bite an infected person.

Incidences of this in Europe are not common and there have only been a few instances of dengue and chikungunya in Southern Europe and only where the mosquitoes are established.

There is currently no evidence to suggest *A. albopictus* is established in the UK.

There is no evidence to suggest that Zika can be carried by *A. albopictus*. It has been implicated in the transmission of other viruses like dengue and chikungunya.

First find in 2016

Mosquito eggs found in one trap near Folkestone were confirmed as *A. albopictus* on 30 September 2016. This was the first detection of this non-native mosquito species in the UK. Enhanced surveillance was implemented. There was no further evidence of them at the Folkestone site despite extensive surveillance.

Surveillance helps prevent invasive species establishing

A. albopictus has shown an ability to adapt to its environment and can lay diapausing eggs that survive winters in temperate areas, which means they can 'hibernate' and hatch the following spring.

Following the first detection, all other traps at the location were re-surveyed and found to be negative.

Enhanced surveillance is being conducted at the site and in the vicinity, including the deployment of additional traps and larval sampling. So far, no further evidence of *A. albopictus* has been found, and there is no evidence so far that it has become established.

Background

PHE has run a surveillance system with partners (Port Health Officers and Edge Hill University) since 2010.

This now includes surveillance at more than 30 UK sea and airports and at the largest used tyre importers.

Since invasive mosquitoes have become more widespread in France, surveillance has been conducted by PHE at motorway service stations in the south east of England on the main routes from the south coast ferry ports and Eurotunnel (since 2014).

The surveillance system combines several traps that detect mosquito eggs, host-seeking and blood-fed mosquitoes and larval sampling.

PHE has also run a mosquito recording scheme since 2005, receiving mosquitoes from the public and environmental health for identification.

PHE encourage the public to continue to submit mosquito samples for identification through a collection scheme.

Please note, all samples returned by the public are of native mosquito of which there are known to be more than 30.

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- Closing the sale
- Handling objections
- Increasing turnover through added value sales.

Delegates will have a different experience of this process, but the course is structured to provide practical examples and ideas that can be used in everyday business.

The course is designed to be interactive and give you the chance to put the learning into practice on the day.

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Killgerm Train Specialist Search and Rescue team

Killgerm continue to provide on-going “vector-control” support to the UK – ISAR team.

After the successful completion of 2 specialist training courses earlier in the year, Killgerm have recently provided valuable practical support in the use of equipment and chemicals.

The United Kingdom International Search & Rescue Team (UK-ISAR) is the official search and rescue response of the UK Government and is on call 24 hours-a-day, 365 days-a-year. The team responds to sudden onset disasters anywhere in the world and comprises of search and rescue specialists, medical personnel and engineers. The UK-ISAR team is supplied by 15 UK Fire and Rescue Services, who are responsible for providing logistical support to a new UK Emergency Medical Team. This includes the ability to undertake safe and effective vector control.

Company Biologist Mark Butler said “we at Killgerm are very pleased to be able to provide on-going support to the UK-ISAR team. As UK – ISAR have responsibilities for the operation of the Field Hospital, equipping individuals with sound knowledge of

products and application techniques will ensure that risks from vectors such as rats and mosquitoes are minimised. We are very happy to be able to assist such a worthy organisation.”





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The Snapfast Bird Stopper is an innovative new way to prevent birds from nesting under roof solar panels. The system has been designed to clip onto the inside lip of the solar panel without scratching the solar panel surface. The Snapfast Bird Stopper is supplied in 20 x 1.4 metre lengths and is easy to fit, requiring no drilling. The system is made from black PVC and can be cut to length using a sharp knife or hacksaw. This easy to fit system can help to reduce installation time and is particularly useful on installations where pan tile roofs are present. Suitable for 40mm thick solar panels.

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New Products

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AF[®] RODENT PROOFING CONE

The AF Rodent Proofing Cone is a quick and simple solution to help prevent rodents from gaining access to properties. The cone can be used on both round and square pipes of various sizes from 50mm to 110mm. It is easily attached to the pipe using cable ties and the cone can be cut to size to create a rodent proof barrier. The kit comprises of 10 cones, cable ties and fitting instructions.

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ADDICT GEL

The all new Addict Cockroach gel by Lodi is a bold new product with a new active ingredient coupled with alluring formulation for fast acceptance by both gel-averse and non-gel averse cockroaches. Formulated with Dinotefuran – a leading active in US cockroach control that acts on both contact and ingestion.

www.lodi-uk.com



HARMONIX MONITORING PASTE

Harmonix Monitoring Paste is a new non-toxic monitoring bait. Fully traceable during the day and night, it is also free from the big 8 food allergens and is HACCP certified, making it suitable for use within the food industry. Using Harmonix Monitoring Paste is the first essential step in integrated pest management (IPM), ideal for use in early detection of rodent activity and to encourage bait acceptance ahead of treatment.

www.bayer.co.uk



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RODENTICIDE WARNING SIGN

This reusable rodenticide warning sign ensures that the pest control technician complies with current legislation when using rodenticides in public areas/open areas. The Rodenticide Warning Sign has space to write the details of the pest control provider, baiting period, areas baited, contact numbers and the rodenticide used. The sign also includes a warning notice of the risk of both primary and secondary poisoning by anticoagulants, as well as the first aid measures to be taken in the event of an accident. The sign is made from 2mm PVC Foamex measuring 210 x 148mm. Each pack contains 25 pre drilled signs that are quick and easy to attach to posts, fences or trees in a variety of outdoor baiting situations.

www.killgerm.com



AR BULB DUSTER

The AR Bulb Duster is a new type of hand duster where the dust is placed in a powder chamber separate from the hand pump. Dust is expelled through a flexible extension pipe by squeezing the hand-held air bulb which attaches to the powder chamber. It has the advantage of the 30cm flexible stay put nozzle of the AR 8 system, and comes supplied with a push fit nozzle for accessing cracks & crevices. The insulated plastic tip enables it to be used for dusting electrical sockets & appliances etc. This is a very useful tool for anyone involved in bed bug treatments.

www.lancelab.com



TALON TRACK

A highly palatable bait for rodent monitoring. Supplied in a 300g tube for use with a caulking gun. Talon Track is a non-tox monitoring complement of Talon Soft, and can be easily replaced by Talon Soft after identifying signs of rodent activity.

www.killgerm.com



STORM PASTA & SOREXA GEL

The manufacturer BASF made the decision to stop supporting two of their products, Sorex Gel and Storm Pasta.

This is a reminder that Sorex Gel and Storm Pasta were removed from the market. The last available date for purchase was the 26th August 2017. All product must be used by 22nd February 2018.

Sorex Gel contains 0.005% difenacoum
Storm Pasta contains 0.005% flocoumafen



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Bayer Essential Flea Guide



Pest controllers can now get their hands on the highly-anticipated Flea Guide from Bayer. Don't miss your free copy.

The guide contains the most up to date information on controlling fleas, from advice on detecting the pest, technical information on the flea life-cycle and its behaviour, to current pest management best practice guidance.

Richard Moseley, Bayer technical manager, explains that it's an essential tool for any pest controller to have to hand. "Although most pest controllers have a good knowledge of flea treatment, the guide offers the most current information, and detailed advice, which is a great reminder to even the most experienced professional."

"The flea life-cycle is fully described, and a good knowledge of this is crucial when deciding when to apply an insecticide for the best results."

Richard says pest controllers can also use the guide to educate their clients. "It will help explain the reasoning behind certain procedures."

"Details about non-toxic control measures and site preparation are explained in the guide, showing how practices such as hoovering areas that are at risk of infestation can greatly improve the success of the treatment," adds Richard.

To get hold of your free copy of the Flea Guide www.pestcontrolnews.com/downloads-resources/



New CIEH Mosquito Publication

The CIEH, in conjunction with Public Health England, has released their latest guidance document on the Management of Invasive Species of Mosquito. This publication couldn't have come at a better time following reports of the Asian Tiger mosquito (*Aedes albopictus*) eggs found in the UK.

This comprehensive, go-to document is packed full of useful information on *Aedes aegypti*, *Aedes japonicus* and *Culex modestus*; including biology and identification tips. This paper will give you guidance on how to monitor and implement treatment strategies effectively.

Download: www.pestcontrolnews.com/download





The PA2 is a highly popular insecticidal dust applicator for professional pest controllers and it is easy to understand why.

It is fast and easy to use, plus there is no pressurising required, which allows for more wasps' nests to be treated in less time.

From a practicality point-of-view, it is light to carry and the powerful CO₂ gas cartridge propels dust to a height of 4.5 metres and above, allowing operators to reach and treat many wasps' nests from ground level.

If it has been a busy wasp season for you (it has been quiet for most), it is probably now time to 'let the dust settle' (get it?!) and give your PA2 a rest.

Rather than your PA2 'gathering dust' (I'll get my coat...) as the wasp season dies down, have a think about keeping it in best condition for next year.

Here are some tips from the manufacturers:

- As you pack down your kit, remember to store the CO₂ gas cylinders in a cool place (maximum temperature of 45°C), out of direct sunlight
- Remember to fully discharge CO₂ gas cylinders before removal from the PA2
- Make sure you are wearing protective gloves because the discharged CO₂ gas cylinder will be very cold to the touch
- When it comes to re-stocking your supply of CO₂ gas cylinders, don't be tempted to use the PA2 with any alternative gas cylinder. This is because the PA2 gas control regulator is designed solely for use with the 12g CO₂ filled gas cartridge

Here are a handful of useful reminders when it comes to using your PA2 again soon:

- With a brand new PA2 (lucky you!) you may experience some resistance when screwing the CO₂ cartridge and holder to the regulator. This is normal and the action will become increasingly smooth and easy with use
- Remember – consistent doses of powder from the discharge nozzle can only be achieved when the powder container is 1/2 to 1/3 full and pointing upwards or just above horizontal
- Keep your stabiliser handle close by, to support the use of extension lances
- The next time you pick up the PA2, use this as a cue to look at the label text of your chosen powder a) to refresh your memory regarding the label directions b) to check for any changes to the product label



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PA2 Powder Applicator

Kit Maintenance

Birmingham plays host to the ninth ICUP conference



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There is no other event in the world that can match the International Conference on Urban Pests (ICUP) for its strength and depth of urban pest management expertise.

Held every three years, the 2017 event which came to Aston University / Conference Aston, Birmingham, UK from 9 to 12 July, attracted some 250 pest management academics and service professionals from across the globe including a good number of UK delegates.

This was a truly international conference. Delegates and speakers came from a total of 37 different countries, from as far away as Australia, Brazil, China, Colombia, India, Iran, Japan, Thailand, Saudi Arabia, Singapore and the Philippines as well as from many European countries.

With the event on 'home turf', the UK was well represented with delegates attending both the main three-day event as well as about a further 50 who took advantage of the opportunity to attend the one-day workshop.

As Dr Bill Robinson of the Executive Committee opened the conference and introduced the Chair, Dr Matthew Davies, he asked the assembled delegates to raise their hand if they were a first-timer at ICUP.

A sea of hands went up and we asked Matthew how he felt at this moment, "I was waiting to give my opening words after Bill's introduction and watching that sea of hands go up really made me think job done, we've succeeded in attracting a new crowd.

"I caught the eye of some of my Organising Committee at that point and I could tell they thought the same." remarked Matthew.

Some new ideas

In addition to introducing a themed plenary, the emergence of rodents as an important topic for 2017 was noted. Ten papers and five poster presentations covering rodents and vertebrates, represented a continuing trend for a conference which had traditionally focused on the science of invertebrate pest management.

The poster session took on a new lease of life. Some posters were projected onto high definition television screens as an alternative to traditional printed posters. This allowed one particularly striking poster to feature video footage.

Authors were also encouraged to use a standardised format for their posters and the results were visually impressive. Several full poster presentations will be uploaded to the online Proceedings after the Conference closes, a new initiative for the 2017 incarnation of ICUP.

Delegates stayed in the Aston University campus accommodation, all enjoying breakfast together each morning, thus encouraging the social aspect of the conference.

Delegates benefitted from the university venue, with all session rooms being very close to each-other and on the same floor, allowing an easy flow of people from one session to the next.

Perhaps something that may be scaled up at future events, a small group of delegates accompanied the Chair on a post-conference excursion to the historic mediaeval market town of Stratford-upon-Avon followed by an exploration of the stunning Warwick Castle

Emerging environments impacting on old and new pests: the opening theme

Insects and how to combat the threat they pose dominated the programme.

The opening plenary session, introduced by Dr Matthew Davies, chair of the ICUP 2017 organising committee, included global issues such as climate change, the emerging environment of waste recycling / processing facilities, plus the correlation between urbanisation and mosquito population dynamics.

Also included were more local topics such as how the UK is detecting and dealing with invasive mosquito species, arthropod diversity in the home environment and, from Japan, a paper on how artificial light from a new shopping centre (a change to the local environment) is boosting massive flights of aquatic insects.

Dr Matt Bertone, from North Carolina State University, opened the plenary session with a fascinating look at indoor arthropod communities and distributions in U.S. homes.

The urban environment provided by homes is not a well-studied area and the work of Matt and his team unveiled an impressive level of insect diversity, with some homes featuring up to 128 arthropod families per home.

Of interest was that at the urban landscape scale, the indoor arthropod community conformed to the 'luxury effect' with houses in higher income neighbourhoods having higher arthropod richness.





ICUP TEAM 2017

Partho Dhang, an independent consultant from the Philippines detailed how over 50% of the world's population now live in cities, often located near seas or rivers, yet this represents just 1% of global land mass.

These conurbations provide ideal habitats for pests with an abundant supply of food, water and habitat. The predicted rise in global temperature by 2°C could cause radical changes for insects.

As cold blooded organisms, their body temperature reflects the immediate environment and with the predicted rise in temperature they could experience one to five additional life cycles per season. Likewise rodent populations would also thrive.

The presentation regarding surveillance of mosquitoes in the UK, provided by Alex Vaux of Public Health England, turned out to be particularly relevant and timely considering the recent second occurrence of *Aedes albopictus* in the UK.

Bedbugs to the fore

One pest that is clearly attracting the most academic interest and, by implication the most research money, is bedbugs.

The event was delighted to welcome three eminent bedbug experts from the USA, Dr Dini Miller of Virginia Tech, University of Kentucky's Prof Mike Potter and Jeff White from BedBug Central, New Jersey. All three presented interesting papers.

Dr Miller's research examined the impact of 'clutter levels' on heat treatments for bedbug control and concluded that these made little difference to the success of the treatment. The tactics used during the treatment such as heating the room quickly and then going in to shock the bugs by moving furniture, tipping up the bed etc. along with the use of sensors to identify cold spots, were much more important.

Prof Potter's paper highlighted the fervent responses bedbugs provoke in most travellers. When booking accommodation online, a single report of a bedbug infestation (whether it was accurate or not) would cause the majority of travellers to choose another hotel.

Bedbug presentations were also made by Corraine and Seth McNeill from Union College, Lincoln, Nebraska reviewed their work on gender specific vision in bedbugs and Dong-Hwan Choe from the University of California, Riverside who detailed his work analysing the pheromones in shed bedbug cuticle.

Bedbugs, as a specific pest, rounded-off the final day of the event with a discussion workshop. Delegates were split into two groups: those tending towards academia, chaired by Dr Richard Naylor from The Bed Bug Foundation, UK and those with a more practical bent chaired by Prof Moray Anderson, Consultant Entomologist at Killgerm, UK.

These were fascinating workshops as all those present spoke on the problems encountered in their country. What emerged was there is simply no uniform pattern from around the world!

Take the question of infestation levels. In many European countries, Norway, Sweden, Switzerland were specifically mentioned, bedbug infestations are rising, in others, such as the UK, the feeling was that levels had reached a plateau. In much of Asia bedbug infestations were said to be widespread. Only Australia was thought to have got on top of the problem.

On several topics, there was unanimous agreement, for example all felt that there is no silver bullet for control and that a single pesticide treatment is extremely unlikely to solve the problem.

Likewise, there was general agreement that there needs to be a standard way of confirming the success of a treatment. Some sort of monitoring after a treatment is probably the best approach.

Finally, everyone agreed that eradication should be the goal and that no-one, however poor, should have to live with a bedbug infestation.

Rodent pests covered

Rodents and other vertebrate pests were not forgotten with nine sessions devoted to these, rather more than at previous ICUP conferences.

Dr John Simmons, Acheta Consulting, UK, presented findings which clearly demonstrated how mice are deliberately avoiding trapping devices placed for monitoring purposes in food factories casting considerable doubt on their usefulness. His work indicated that the use of electronic monitoring systems that use rodent movement and body heat to trigger an alert can offer a more reliable alternative.

Dr Sandra Baker, from the Department of Zoology at Oxford University, outlined the study into the mechanical performance of rat, mouse and mole spring traps completed five years ago by her team at Oxford.

The findings from this research clearly demonstrated that there is significant scope to reduce the welfare risk associated with these traps.

Highlighting the double standards currently in place whereby all other spring traps must be welfare approved in the UK, she argued that research completed by her team makes a strong case for all traps to be tested and welfare approved before being marketed. In the UK there is no appetite to change trap legislation, so she called for a voluntary approach by the manufacturers.

There were parallel sessions on ants, mosquitoes, termites and fleas, houseflies and a variety of museum pests. Non-chemical controls were also well represented, including the use of parasitic wasps to control museum pests.

Poster Sessions

All ICUP events include a poster session. This gives the chance for more delegates to present their research, not as an oral paper, but as a poster paper which they can then discuss on a one-to-one basis with delegates. Remember that some of the poster presentations will be uploaded onto the main ICUP website in early 2018.

Network opportunities a key part

Whilst the scientific presentations provide the focus of ICUP events, the discussions over coffee and lunch prove equally important with a global exchange of opinions and friendships struck. Another unique feature is that both printed and digital copies of all the papers are presented as proceedings at the start of the conference.

For those unable to attend, these proceedings can be obtained from the 2017 ICUP organisers from chair@icup2017.org.uk. Proceedings, which are searchable, from all previous ICUP events are also available on the main ICUP website at www.icup.org.uk.

Sponsors and publicity

ICUP was indebted to the support given by sponsors and gratefully acknowledged their contributions to the Conference.

Main sponsors were: Killgerm, Boecker, Rentokil & Pelsis.

Sponsors were: PestWest, PCN (Pest Control News), Bábolna Bio, APC (AG), Starkeys, International Pest Control, Pest, B&G Equipment Company, FROWEIN GmbH & Co. KG, Syngenta, Lokímica laboratorios, BPCA (British Pest Control Association) & Russell IPM.

Publicity was provided by: Pest (Independent UK pest management magazine), International Pest Control Magazine and Pest Control News.

Organising committee

The true 'engine room' of the conference is the drive of the small team of dedicated and skilled volunteers who make up the Organising Committee – the 'unsung heroes' who generously give up their own time out of sheer commitment to the cause.

The team for 2017 was:

Chair:

Dr Matthew Davies, Killgerm

Sponsorship manager:

Edoardo Guerra, PestWest

Program managers:

Dr Carolin Pfeiffer, Killgerm

Dr Harald Fänger, Killgerm

Accounts:

Vikki Harling, Killgerm

Proceedings manager:

Dr Stuart Mitchell, PestWest

Poster manager:

Dr Matt Green, Rentokil

Marketing:

Sabra Everett, Killgerm

Shane Spence, Killgerm

Consultant:

Professor Moray Anderson, Killgerm



Concluding comments

In his concluding comments, Dr Matthew Davies said, "The 2017 Organising Committee would like to thank all participants, for their outstanding support and contributions to the conference. The collective efforts of all involved have contributed greatly to the legacy of the International Conference on Urban Pests. All that remains is to say 'see you in 2020' and we wish the new organising committee the greatest of successes in developing the event for the future."

Spain the venue for 2020

The final word fell to Dr Bill Robinson, from the Urban Pest Control Research Centre, Virginia, USA, who jointly with Clive Boase, from the Pest Management Consultancy in the UK, has masterminded these events since their inception in 1993. Bill announced that the tenth ICUP will be held in Spain at a similar time of the year in 2020. Details, as they are finalised will initially appear on the ICUP website www.icup.org.uk.

See you there!

PCN

DINNER 2017 THE GREAT GATSBY

New Date, Fantastic New Venue!

15th November 2017

Premier Lounge, Ricoh Area, Coventry

£75 per person + vat, or

£750 per full table + vat (maximum 10 people per table)

Drinks Reception • Charity Raffle • 3 Course Meal • Live Music from Grouper
Free Bar (limited) • Option to pre-order table drinks

Bar will close at 12.30 am with the after party continuing in the onsite Casino.
Each guest will get free entrance and 1 gaming chip.

The dinner is open to the entire pest control industry with more seating available however, early booking is recommended.

Dress Code: Smart Casual – No Jeans/ No Trainers

Onsite Accommodation: Hilton Double Tree: 0844 8736500

Nearby Accommodation: Contact Travelwise 01924 268611

To book please contact Sadie: 01924 268 433 or email: editor@pestcontrolnews.com

Tickets can be cancelled up to 4 weeks prior to the event, tickets cancelled after this time will be charged at full price.



PEST TECH

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15th November, Ricoh Arena, Coventry

SEMINARS

09.30am – 10.15am

The Industry Moves On – includes:-

Where are we now?

The Pest Management Alliance

Simon Forrester, Iain Turner & Sabra Everett

BASIS Prompt Setting the Standard,

Lucy Cottingham, BASIS Prompt

Accredited Membership of the NPTA

Adam Hawley, NPTA

10.30AM – 12.00 NOON

PCN WORKSHOPS

Controlling House Mice in the Food Industry,

Chris Swindells, Acheta

Changes Surrounding Aluminium

Phosphide,

David Cross, Rentokil

12.30pm – 13.15pm

Emerging Pests, Matthew Davies, Killgerm

13.30pm – 14.15pm

Flies on Waste; Changes and Challenges,

Clive Boase, the Pest Management

Consultancy

14.30pm – 15.15pm

Invasive Species, Chris Woodard, Pest Control

Services

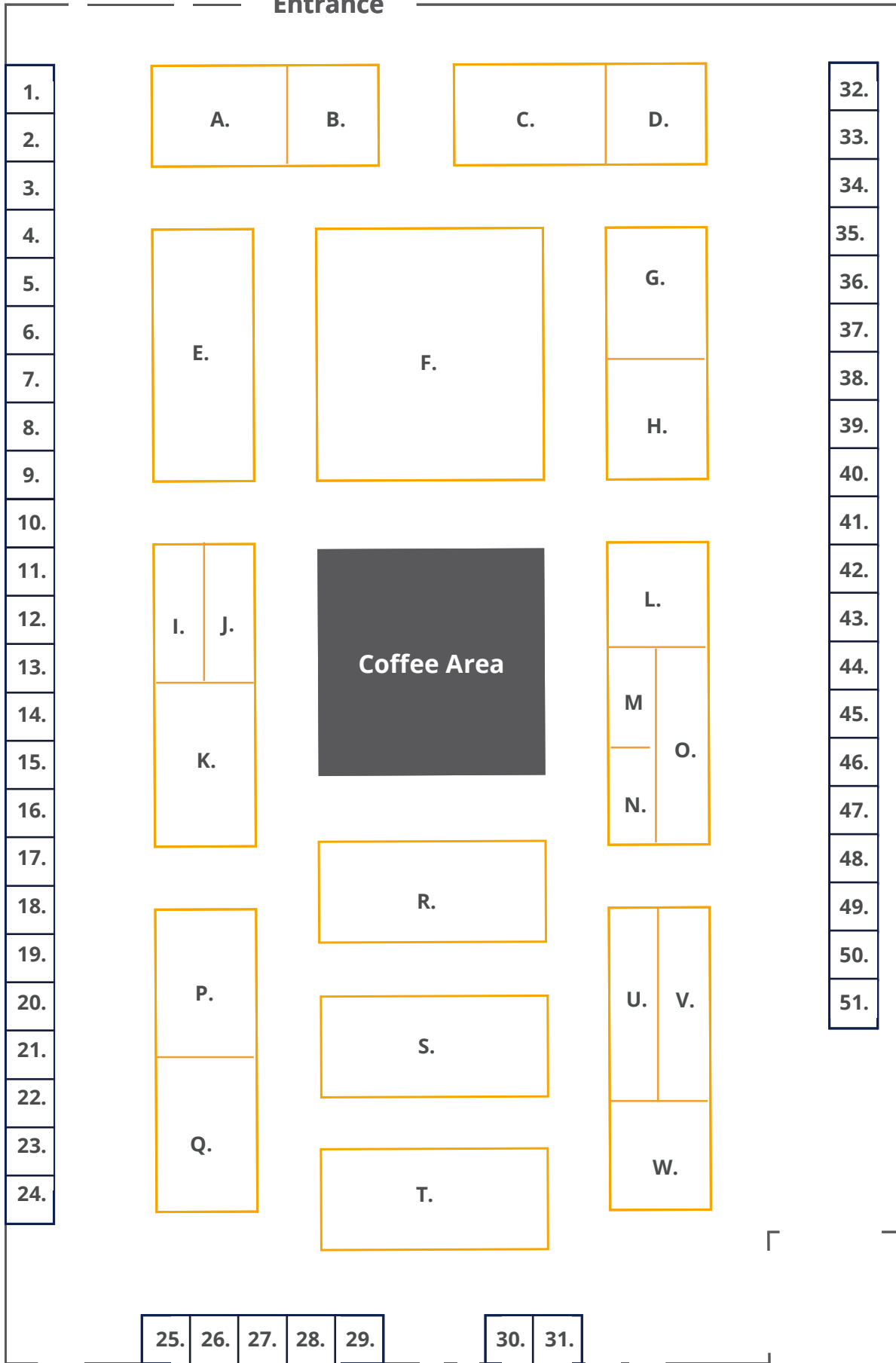
All talks will be taking place in the Ricoh Business Lounge which is situated upstairs from the Exhibition Hall.



PCN

STAND	COMPANY
1	Service Tracker
2	Bower
3	Bower
4	Bower
5	Jones & Son
6	The Forces Group
7	Lantra
8	The Bat Conservation Trust
9	The Bat Conservation Trust
10	The Bat Conservation Trust
11	Colin's Traps
12	Colin's Traps
13	Colin's Traps
14	County Workwear
15	County Workwear
16	County Workwear
17	Hockley International Ltd
18	Hockley International Ltd
19	National Working Terrier
20	Roythornes Solicitors
21	W. F. Fountain Insurance Agent
22	W. F. Fountain Insurance Agent
23	Lodi
24	Lodi
25	Perdix
26	Blattodea Culture Group
27	BPCA
28	BPCA
29	International Pest Control
30	Pest Management Alliance
31	BRC sas
32	BASIS Prompt
33	Pest Trader
34	CRRU
35	Kness
36	Rundlebeck Art & Taxidermy
37	Rundlebeck Art & Taxidermy
38	Syngenta
39	Syngenta
40	Rentokil
41	Rentokil
42	Service-Pro
43	International Herpetological Society
44	International Herpetological Society
45	International Herpetological Society
46	Wasp Bane
47	Wasp Bane
48	RSPH
50	Inspector Pipes
51	Inspector Pipes

Entrance



STAND	COMPANY
A	BASF
B	PestFix
C	Barrettine
D	Octavius Hunt
E	Bayer
F	Killgerm
G	Pest West
H	Bell Laboratories
I	Cliverton Insurance
J	1env
K	Agrisense
L	Russell IPM
M	Bradshaw Bennett
N	Woodstream
O	DOA srl (italifert)
P	Rat Pak Engineering
R	Pelsis
S	NPTA
T	CJs Birds of Prey
U	Pelgar
V	Huck Nets
W	Airgun Training & Education Org

 Represents a 2mx2m space



Why have a qualification in pest control?

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[facebook/pestcontrolnews](https://facebook.com/pestcontrolnews)

A qualification tells a potential employer what someone knows, understands or can do (or knew, understood and was able to do at the time of the assessment). It is therefore important that the specification (syllabus) for a qualification sets out what these achievements are.

The syllabuses for the RSPH pest management qualifications use learning outcomes to state what a successful learner can do, and assessment criteria to show how the learner has achieved the outcome. This is then completed by detailed content for each of the assessment criteria so that the employer knows what the candidate has covered and (more importantly) what must be learnt and understood by the learner. For example, one of the learning outcomes for unit 1 of the Level 2 Award in Pest Management states that a candidate must know methods for the management of vertebrate pests, and to be able to prove that he/she can do this the candidate must be able to review non-chemical methods for the management of vertebrate pests, describe chemical methods for the management of vertebrate pests and explain post-treatment procedures.

For the assessment for a qualification to provide the candidate with the opportunity to prove that they have achieved the requirements of the qualification all the learning outcomes and assessment criteria must be covered in the examination. Unit 1 of the RSPH Level 2 Award in Pest Management is divided into three learning outcomes with a total of 10 assessment criteria, so the content of the unit consists of 10 sections. The assessment for unit 1 consists of 15 questions, so each section is covered by either 1 or 2 questions in the examination. Additionally, as the unit is named vertebrate pest management and not rodent pest management, the questions must cover other vertebrate pests in addition to the rats and mice that most pest controllers spend much of their working day dealing with. So, 5 of the 15 questions are devoted to vertebrate pests other than rats and mice.

RSPH
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VISION, VOICE AND PRACTICE

If you are taking the exam soon, how much of a gambler are you?

The pass mark for each of the units is 50%. Only a third (33%) of the questions for unit 1 are not about rats and mice. You could ignore birds, squirrels, foxes etc. and still pass. *If the right questions on rats and mice come up.*

If the examiner marking your paper is in a good mood (don't worry about this though, papers are marked by two different examiners, they can't both be in a bad mood).

This strategy would be quite a gamble. Exams are something of a lottery and questions can come up on topics that you decided not to revise, or were covered on a day that you didn't attend your course and never got around to catching up with. You can increase your chances of winning the lottery by buying more tickets (although this will probably result in you just losing more money). But you can certainly improve your chances of passing the exam by ensuring that you revise as much of the syllabus as you can (if you can never remember anything about bird control you are probably not taking too much of a risk by ignoring this topic, but the more you leave out the greater the risk of not doing well in the exam).

There's no doubt that there is a lot to learn for the exam, but you don't have to learn it all at once. It is possible to take the exams for each of the three units that make up the qualification one at a time. But all three units must be passed within a year of taking the first exam. You could discuss this option with the centre where you intend to take the exam.

As stated at the start of this article, possession of a qualification tells an employer what you could do at the time of the assessment. An employer might want you to prove that you have maintained your knowledge, understanding and skills since obtaining the qualification. An excellent way of proving this is to sign up to a CPD scheme such as BASIS PROMPT.

Or there is always the RSPH Level 3 Award in Pest Management!



Tom Holmes elected as new BPCA President as Paul Rodman steps down

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Tom Holmes, Head of Durable Product Development at Pelsis Group, was elected as the new BPCA President.

T Tom replaces Paul Rodman of Monitor Pest Control who was sadly forced to step down suddenly from the position after just 12 months due to unfortunate family circumstances.

Outgoing President Paul Rodman said,

“It has been a whirlwind 12 months as BPCA President and as a community we have achieved a lot in a short space of time. A special thank you to all members and staff who have supported me in my role. I want to be the first to wish Tom congratulations on being elected as President, who I am sure will be an excellent figurehead for the Association moving forward.”

Tom, who will serve a two-year tenure as President said,

“Firstly, I need to thank Paul for all of his efforts as President, I will look to continue much of the good work he has put in place. I must also thank my Board colleagues who have elected me, and of course Pelsis Group for supporting me in being able to take on this position.

“It will be an honour to lead the BPCA membership through the next 24 months, which I’m sure will deliver further progress for the organisation and the wider industry. As President, I am committed to meeting the needs of all BPCA members, no matter what size, shape or specialism, and providing more inclusive platforms to listen and engage with the wider membership, will be at the heart of this.

“In the shorter term, we have a number of ongoing projects which need completing, so it is my aim to work with my board colleagues to deliver these with the best value for our membership, and then look to introduce a new corporate strategy to build an even brighter future for BPCA members.”

Tom acknowledged the following key priorities he will be working with board colleagues on in the immediate future;

1. Governance Review
2. Positioning the Association front and centre in leading and communicating Industries position with regards to further product controls [E.g. potential restrictions on insecticide use]
3. Driving a rolling three-year strategy for the Association

Tom was elected at BPCA’s June Executive Board meeting, which also witnessed the election of two new Vice Presidents; Philip Halpin (Countrywide Environmental Services) and Alan Morris (Bayer CropScience). The roles were left vacant due to James Ostler standing down from the board earlier in the year, and Tom’s existing position.

On his election to one of the two Vice Presidents, Philip Halpin said,

“I’m delighted to have been voted in as Vice President by the Executive Board. My role as Chair of the Servicing Committee these last few years has certainly helped me prepare for the role. I aim to put the knowledge I’ve gained to good use whilst working with Tom our new President”

Lewis Jenkins (Check Services) and Chris Corbett (Aderyn) were both re-elected onto the Executive Board alongside new members, Mike Ayers (Precision Pest Management Solutions) and David Lodge (Beaver Pest Control). Mike and David take the place of James (Ostler) and also Dan Gaskin who stood down from the Board prior to the June AGM.

Following the June Board Meeting, Rob Long (Sabre Kent Ltd) a long-standing member of the Executive also stood down from the board to concentrate on his role in the Servicing Committee.

PestEx 2019: 75% of stands gone already

With over 600 days left to go until PestEx 2019 – we’ve already got 75% of the available stand space booked or on hold for exhibitors, suggesting an even bigger show than this year.

I’ve been inundated with the early interest from exhibitors from around the world. The success of PestEx 2017 has meant companies are booking earlier and choosing larger spaces than ever before. Some people haven’t got their first choice for stand, but we’re working really hard to make sure everyone who wants to be a part of the show, can be. That being said, I’d suggest that anyone who hasn’t registered their interest in exhibiting yet – does so soon!

BPCA
PestEx
The UK’s premier pest control event



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The Trickling Effect of Modern Slavery Act 2015

☎ 0113 245 0845 ✉ giles.ward@milnerslaw.com or [in uk.linkedin.com/pub/giles-ward/31/187/6b3](https://www.linkedin.com/pub/giles-ward/31/187/6b3) [🐦 @MilnersGiles](https://twitter.com/MilnersGiles)

The International Labour Organisation estimates that there are 21 million people in forced labour in the world today. The Modern Slavery Act 2015 has provisions designed to encourage businesses to tackle slavery head on. Modern Slavery is a heinous crime that affects communities and individuals across the globe. The definition of modern slavery for the purposes of the Act includes not only forced or compulsory labour and human trafficking but also the exploitation of workers through low pay and poor and unsafe labour conditions.

The Modern Slavery Act 2015 was introduced in 2015 to introduce transparency in supply chains and to support, motivate and incentivise organisations to understand the complex issue of modern slavery and how to tackle it. It will no longer be acceptable for an organisation to say that it did not know about slavery further down its supply chain. By increasing supply chain accountability more workers throughout the globe will be protected and consumers will have greater confidence in the goods and services they buy.

From October 2015 all large businesses (those with a turnover of over £36 million) have been required to publish a modern slavery statement setting out the steps they have taken to ensure that their business and supply chains are free from slavery. If the company has not taken any

steps to address modern slavery they would have to confirm so in their statement. The statement has to be published on a business' website. It would clearly be a public relations disaster to publish a statement confirming you are not tackling modern slavery in your business and supply chains.

Since the introduction of the Modern Slavery Act (the Act) in October 2015 it has become apparent that most large organisations now require their suppliers to be compliant with the Act as a condition of continuing to do business with them. Whilst your business may not fall within the criteria of the Act you should give serious consideration to ensuring your business is compliant with the Act as it is fast becoming a condition of remaining a supplier to large businesses.

There is no prescribed time limit in which to make the statement, but good practice would be to publish the statement as soon as reasonably practicable after the financial year end, alongside annual or non-financial reports or alternatively within six months of the financial year end to which the statement relates.

The modern slavery statement should include information about:

- an organisation's structure,
- its business and supply chains;
- its policies in relation to slavery and human trafficking;

its due diligence processes in relation to suppliers;

how a business is identifying risk areas and how they are managing that potential risk.

Organisations should have a separate modern slavery policy which sets out how to respond to an incidence of modern slavery. In the UK it should be immediately reported to the police. If slavery is discovered abroad the response should be tailored to the particular circumstances in a way to produce the safest outcome for the victim. This would normally involve contacting the local government and law enforcement agencies and approached in

Should a statement not be prepared, the Secretary of State may enforce the duty to prepare a statement in civil proceedings by way of injunction. Failure to comply with the injunction could be punishable by way of an unlimited fine.

Should you require any advice or assistance in ensuring your business is compliant with the Act or any other legal issues please contact the author Giles Ward at Milners Solicitors giles.ward@milnerslaw.com - 0113 3801 850/ 07789 401411.

Your guide to the pest control 2017 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; there is also a full list in the Killgerm catalogue on pages 211-213. For further information or to book your place on a course call 01924 268445 or email training@killgerm.com.

OCT 2017

03/10/2017	Pest Control Refresher - Bristol
10/10/2017	Killgerm Principles of Rodent Control - Ossett
10/10/2017	Insect Workshop 1 (Bedbugs & Fleas) - Guildford
11/10/2017	Pest Control Refresher - Ossett
11/10/2017	Safe Use of Air Weapons for Bird Control - Doncaster
12/10/2017	Safe use of Aluminium Phosphide for Vertebrate Control - Bretton
18/10/2017	Killgerm Principles of Rodent Control - Newbury
18/10/2017	Bird Control Theory - Ossett
19/10/2017	Bird Control Practical - Ossett
19/10/2017	Killgerm Principles of Rodent Control - Perth
25/10/2017	Practical Mole Trapping - Pickering
26/10/2017	Drainage Course for Non PCOs - Ossett
31/10/2017	Sales Skills Course Day 1 - Bracknell

NOV 2017

01/11/2017	Sales Skills Course Day 2 - Bracknell
07/11/2017	Killgerm Principles of Rodent Control - Ossett
08/11/2017	Killgerm Principles of Insect Control - Ossett
09/11/2017	Safe use of Aluminium Phosphide for Vertebrate Control - Nr Newmarket
09/11/2017	Safe Use of Pesticides - Ossett
21/11/2017	Selling and Marketing for Bird Control - Ossett
21/11/2017	Killgerm Principles of Rodent Control - Bristol
22/11/2017	Killgerm Principles of Insect Control - Bristol
23/11/2017	Safe Use of Pesticides - Bristol
23/11/2017	Working Safely in Pest Control (IOSH) - Ossett
29/11/2017	Practical Mole Trapping - Pickering

DEC 2017

12/12/2017	Killgerm Principles of Rodent Control - Ossett
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To book visit - www.killgerm.com



RSPH Level 2 Award 5 day - **9th-13th October**
RSPH L2 Exam Only - **13th October**
Rodent control - bespoke 1 day - **25th October**
L2 Safe Use of Aluminium Phosphide - **26th October**

How to make Sales Work- **7th November**
Rodent Control with less rodenticides - **13th November**

RSPH exam refresher day - **11th December**
RSPH L2 Exam Only - **12th December**



BED BUG CONTROL COURSE

- 14 November 2017, Midlands

USING RODENTICIDES SAFELY

- 21 November 2017, South

LEVEL 2 AWARD IN THE SAFE USE OF ALUMINIUM PHOSPHIDE FOR THE MANAGEMENT OF VERTEBRATE PESTS

- 26-27 September 2017, North

PRACTICAL VERTEBRATE TRAPPING

- 30 November 2017, Midlands

LEVEL 2 IN PEST MANAGEMENT - GENERAL PEST CONTROL (GPC)

- 3 - 8 December 2017

To book visit www.bpca.co.uk



OCTOBER 10TH 2017

Level 2 Award in the Safe Use of Aluminium Phosphide for Vertebrate Pest Control

OCTOBER 13TH 2017

RSPH Level 2 Award in the safe use of Rodenticides

NOVEMBER 2ND 2017

Practical Vertebrate Trapping

NOVEMBER 16TH 2017

RSPH Level 2 Award in Pest Management -
Day 1 - 16th November 2017
Day 2 - 17th November 2017
Day 3 - 23rd November 2017
Day 4 - 24th November 2017
Day 5 - 30th November 2017
Day 6 - 1st December 2017
Day 7 - 7th December 2017

NOVEMBER 16TH 2017

RSPH Level 2 Certificate in Pest Management -
Day 1 - 16th November 2017
Day 2 - 17th November 2017
Day 3 - 23rd November 2017
Day 4 - 24th November 2017
Day 5 - 30th November 2017
Day 6 - 1st December 2017
Day 7 - 7th December 2017

DECEMBER 8TH 2017

RSPH Level 2 Award in Pest Management Exam

DECEMBER 8TH 2017

RSPH Level 2 Certificate in Pest Management Assessment

DECEMBER 12TH 2017

RSPH Level 2 Award in the safe use of Rodenticides

DECEMBER 19TH 2017

Level 2 Award in the Safe Use of Aluminium Phosphide for Vertebrate Pest Control

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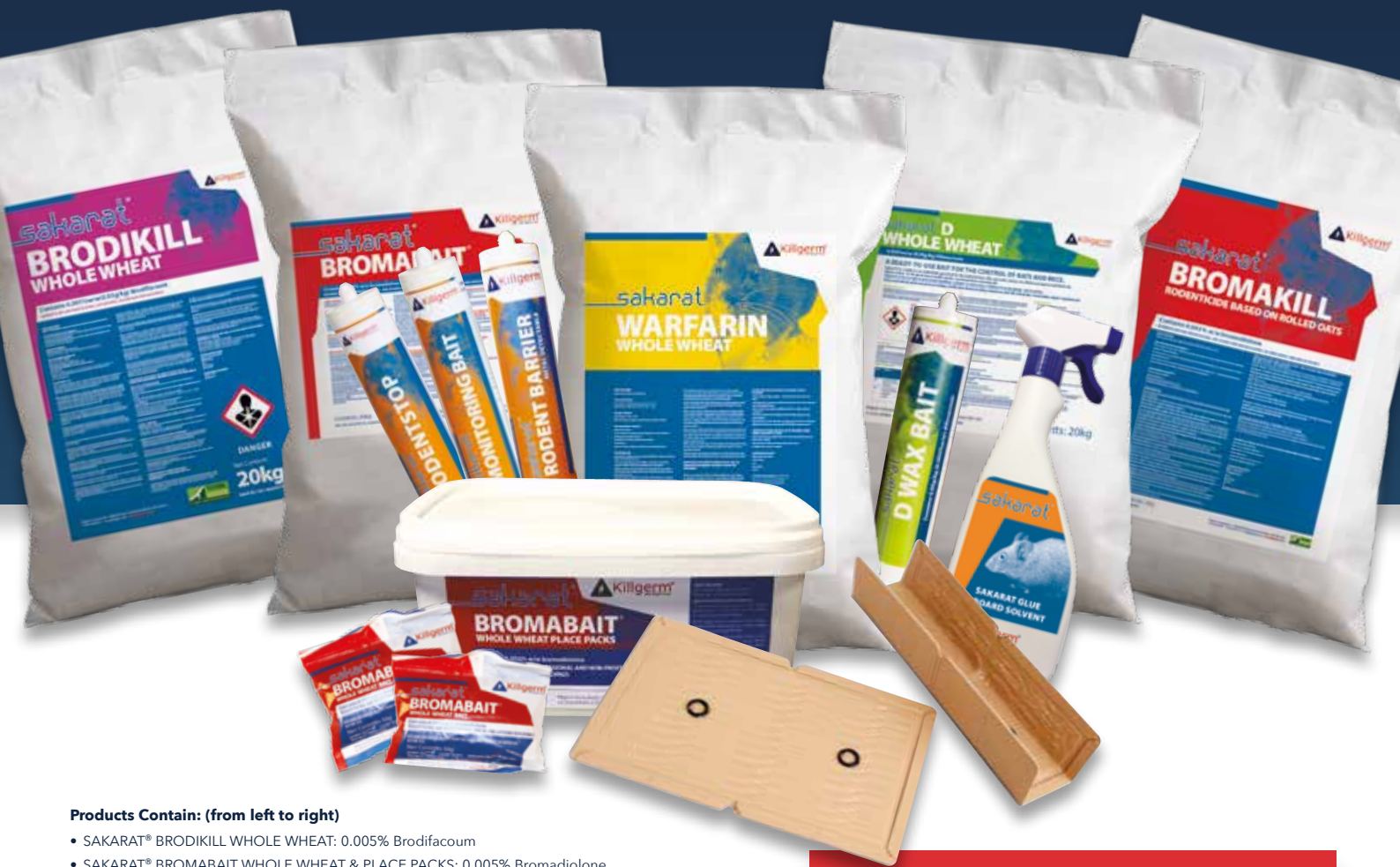
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- SAKARAT[®] RODENTSTOP
- SAKARAT[®] MONITORING BAIT
- SAKARAT[®] RODENT BARRIER
- SAKARAT[®] WARFARIN WHOLE WHEAT: 0.05% Warfarin
- SAKARAT[®] D WHOLE WHEAT: 0.005% Difenacoum
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