

PCN

PEST CONTROL NEWS®

THE MAGAZINE FOR THE PEST CONTROL INDUSTRY

MARCH 2017



issue **110**

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To Prep or Not to Prep?

6

Is Preparing Homes for Bedbug Services Necessary?

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Are you a CRRU supporter?

The Campaign for Responsible Rodenticide Use UK (CRRU) is keen for those who use rodenticides responsibly, and in accordance with the CRRU code, to register their companies as CRRU Supporters.

A CRRU supporter company is permitted to display the CRRU Think Wildlife logo with their business livery, and will also have their name listed on the CRRU Supporters' Club webpage. A CRRU Supporter will not use that status as an endorsement for any products or specific services, but rather as an indication of their desire to be seen as a responsible user of rodenticides.

To become a CRRU supporter go to: www.thinkwildlife.org



Date change for PestTech 2017

Due to unforeseen circumstances the annual PestTech exhibition organised by the NPTA, will take place at the Ricoh Arena, Birmingham on the 15th November 2017 (a week later than expected).

Make a note of it in your diary. There will be reminders running up to the event to ensure you don't forget. PCN dinner, the annual dinner on the evening of PestTech, will also take place at the Ricoh Arena in the Premier Lounge.

As well as a new venue, NPTA have gone for a new look. The bright, new image is part of their ongoing commitment to promote a professional approach to pest control. If you are a member you can download the new logo.

Remember; New Date & New Venue. www.npta.org.uk/pesttech



Andrew Cawley joins BASF

BASF changes to the P&SS North Europe team. As of February 1st 2017 Andrew Cawley joined the P&SS North Europe team as Country Sales Manager UK/ Nordics & Baltics, succeeding Gavin Wood. In this role he will report to Caren Hoffmann, Head of Sales P&SS North Europe.

Andrew has a degree in agriculture and is joining from Dow AgroScience, where he has held various positions in the marketing and sale of non-crop products. With his experience he will be a valuable addition to the team and we wish him a good start in BASF and the P&SS team.

www.pestcontrolnews.com



CRRU release their first Annual Report following the implementation of the Stewardship Regime & guidance on internet selling of rodenticides.

The first ever UK Rodenticide Stewardship annual report has been published and marks "the end of the beginning", according to CRRU Chairman, Dr Alan Buckle. The report is available to download and is a thorough read. Copies will be available at PestEx.

CRRU has also released guidance on internet selling of rodenticides to combat any illegal sales. Online sellers of rodenticides are being reminded that the UK Rodenticide Stewardship Regime requires the same stringent point-of-sale controls as all other outlets. A guidance note published by the CRRU reaffirms that buyers self-declaring proof of competence or assurance scheme membership by ticking a box is not acceptable.

To download recent CRRU documents go to: www.thinkwildlife.org or www.pestcontrolnews.com

Registration and preliminary programme available NOW!

www.icup2017.org.uk

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
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**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.



To Prep or Not to Prep: Is Preparing Homes for Bedbug Services Necessary?

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Jeffrey White, respected US entomologist and Director of Innovation and Technical Content for BedBug Central, provides his take on the need (or not) for detailed room preparation in bedbug treatment. This thought-provoking article challenges the way in which the industry thinks...perhaps it is time to re-evaluate UK approaches based on experiences from this particular US perspective.

FFrom emptying wardrobes of clothes to stripping beds of bedding, what is often required of residents to prepare their home for bedbug treatment has been a heated topic within the pest control industry for at least the past 10 years. Getting residents to cooperate with bedbug preparation lists is often an uphill struggle that many pest control professionals blame for difficult-to-eliminate infestations. These preparations are often advised to every client receiving bedbug treatment and one of the more frustrating questions for pest management professionals is as follows: “How do we handle clients who don’t prepare the home for bedbug treatment?” In addition to bedbug prep work being a volatile topic amongst pest management professionals, it has also been the source of many arguments between residents, property management, and pest control technicians. As the industry and experts gain more knowledge about treating bedbugs, the question now isn’t “how do I get my clients to cooperate?” but rather “do I require any of this prep work in the first place?”

Why Prep a Home?

Before discussing why bedbug preparation may not be necessary in most bedbug cases, it’s important to first review why bedbug prep is often required. Prep is often split into two groups:

Group 1: Standing furniture on-end for inspection and treatment, moving furniture away from walls and emptying items out from underneath beds (amongst others)

Group 2: Emptying closets and dressers of clothes and laundering them prior to treatment, as well as bagging and treating personal items that cannot be laundered

The first group is often recommended to ease the treatment process as well as access areas that may be blocked by furniture and other clutter. The second group is recommended to treat bedbugs hiding within items that cannot be treated by pest management professionals. The reality of both of these approaches is that they require a significant amount of time to complete and many clients may not have the physical health or time available in their lives to complete the tasks in the first place. This often leads to verbal altercations, which strains relationships between clients and pest management professionals and further complicates the elimination of bedbugs. In addition to verbal altercations, pest management professionals often blame the inability to eliminate infestations on the fact that the tenant is not cooperating.

The Harm of Prep Group 1: Don’t Lose Control of the Bedbugs!

When it comes to stripping beds of bedding, standing bedding up prior to a service, moving furniture away from walls and removing belongings from underneath beds and sofas, these recommendations are usually made to make the treatment process easier and faster for pest control companies. The question you need to ask yourself when making these recommendations is how residents altered the environment prior to you treating it and whether they spread bugs throughout the home by performing these tasks. When residents strip the bed, what do they do with the bedding once it’s stripped? If they stand the bed up prior to your service and expose the bugs to light, where do the bugs disperse to before you arrive to treat the home? If they empty belongings from underneath the bed, where do those belongings go and are there bedbugs now in other areas of the home that they weren’t before?

Ultimately, these tasks often only require a few minutes of the pest management professional's time to complete and if the resident completed them, it may be the reason why bedbug activity seems unpredictable when you arrive. By asking residents to perform these tasks you are losing control of the bedbugs and most experienced pest control companies would rather take the few minutes it requires to carry out these simple tasks in order to see bedbug activity in its original state.

Emptying Wardrobes and Drawers (Group 2): The 70:20:10 Rule

Many experts have been recommending for quite some time that pest control professionals create a system to categorise infestations at the start of a service. The thought behind this recommendation is that service protocols should change depending upon the extent of the activity. Quite simply: you shouldn't be using the same protocol for all bedbug jobs.

One example of categorising the level of bedbug activity is as follows:

- If 20 bedbugs or fewer are found in the initial service it will be classified as a low-level problem
- If 21–100 bedbugs are found it will be classified as a moderate-level problem
- If over 100 bugs are found it will be classified as a high-level problem

The numbers used to classify activity in the above example are fairly arbitrary and only intended to suggest when the dynamics of a bedbug population may change based upon the number of bedbugs being observed. That being said, using the above numbers and categories, BedBug Central documented that within an average apartment community, 70% of what you encounter will be low-level bedbug activity, 20% moderate-level, and 10% high-level (White, 2012).

It should be noted that the 70:20:10 rule can change by environment, as observed in the work conducted by Rutgers University in affordable/social housing settings in New Jersey (Wang et al., 2016). In this study, slightly different levels were used and the percentage of each level was different but less than 10% of the apartment surveyed had over 100 bedbugs. This study supports the work conducted by BedBug Central in that the majority of bedbug activity levels in most apartment communities comprise fewer than 100 bedbugs (90% are low- and moderate-level infestations).

How Does the 70:20:10 Rule Impact Emptying Wardrobes and Drawers?

The 70:20:10 rule provides the greatest insight into one of the most common requirements that pest control professionals ask of residents, which is to empty drawers and wardrobes and launder all of their personal belongings prior to a service. The concept behind this requirement is that if bedbugs are in clothes and other personal belongings the pest control industry cannot treat those items with pesticides. Therefore, laundering them is the only way in which to eliminate bedbugs from these items. The reality is that bedbugs are often only found in wardrobes and drawers in cases of high-level bedbug activity (an average of 10% or less of the problems encountered). This means that in 90% or more of bedbug problems, large numbers of bugs are not found in wardrobes and drawers. This suggests that making recommendations to empty and launder the contents of those items may have little impact on the success of treatment.



Rutgers University has now put data behind the concept of 'limited/no prep' and found that in a study conducted in New Jersey, 95% of 114 bedbug cases were eliminated with no assistance from residents (Wang et al., 2014; Cooper et al., 2015a).

Try "Prep as Needed" Instead

One of the misconceptions that many pest control companies have when considering this approach is that it is suggesting you should NEVER require prep. This is not true, as prep work may be required but is only done so 'as needed'. This means that if observations are made on the initial visit and bedbug activity is noted within the wardrobe in the master bedroom, the closet should be emptied and contents laundered for the first follow-up service. If bedbugs are noted in items stored underneath the bed, those items should be cleaned by residents and should not be stored underneath the bed until the activity is eliminated. Prep should be required based upon visual observations and where bedbug activity is noted instead of "because the bugs might be there".

How Monitors Can Help

One of the concerns of companies hesitant to try the limited-prep approach to bedbug management is as follows: if there are one or two bugs in the wardrobe, how will they be eliminated if nothing is being done to the clothes in there? Always remember: bedbugs must feed. Therefore, if bedbugs are hiding in the wardrobe you can attempt to put pesticides and devices between them and the food source in an effort to capture or kill the bugs as they move from one point to another. Of course, evidence exists which shows that treating bedbugs directly with insecticides is more effective than barrier treatments. For this reason, putting a physical device between the bugs and the food source might be preferable. One such tool that has been found to be extremely successful in this approach is a bedbug interception device. These devices can be installed either under the legs of beds and sofas or next to the legs, and will trap the bugs as they travel around the home (pitfall devices).

Research has demonstrated that interception devices can be valuable tools as part of a bedbug management plan by capturing bedbugs over time and assisting in reducing populations (Cooper et al., 2015a; Cooper et al., 2015b). In addition to reducing populations, these monitors can provide valuable information about the direction from which bedbugs may be coming when travelling to the bed. If bugs are being trapped primarily

under one leg of a bed it suggests that bedbugs are harbouring close to that leg; this information can be used to perform targeted follow-up treatments, which can also shorten the time required to eliminate a bedbug infestation.

Lastly, it should be noted that the requirements asked of residents can differ by client, meaning that many of those living in social housing may be unlikely to cooperate with long bedbug prep lists, but clients in single-family homes may have a different mind-set with regard to bedbug prep work. When a client owns their home they are often willing to do whatever it takes to eliminate bedbug infestations as quickly as possible. In this situation, while not necessary to require lengthy bedbug prep, a more involved approach may be better suited for a heavily involved homeowner. The bottom line is that a shift in mindset behind bedbug prep work is upon us and you should ask yourself not why your clients won't cooperate but whether that cooperation is even necessary (in most situations).

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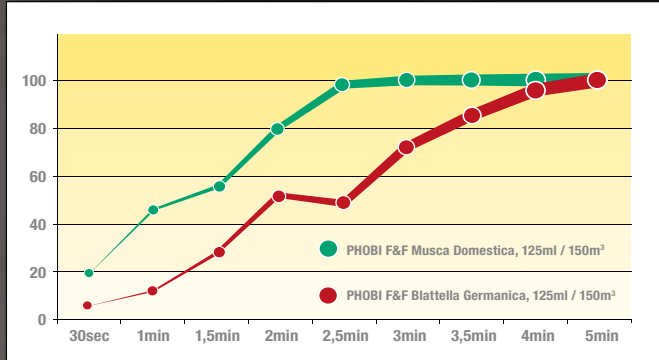
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2 min	80%	51.1%
2,5 min	98.3%	47.8%
3min	100%	71.1%
3,5min	100%	84.5%
4min	100%	95.6%
5min	100%	100%

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Squeaky Clean Five Year Plan

Bever Pest Control has enjoyed over 25 years in business. Set up in 1990 by brothers, David and Graham Lodge, the company has now grown to a team of 45 and two additional business partners;

Julie Pittman (Sales & Marketing) and Rafal Brymer (Bird Control Systems).

In a bid to further grow the business and build on their success, the partners thought it was time to engage with a company called Engineering Business Growth. Here's David's story...

"After over two decades of business we felt that from our small beginnings we'd brought the business a long way, but what was going to be our next step and how would we achieve this? It was clear amongst the partners that we all shared a similar vision of where we wanted the company to go next however we didn't know how to formalise these plans, filter it into the business and ensure that all managers and team members were engaged and on board.

"Julia and I were aware and interested in the concept of Strategy on a Page, also known as SOAP. We chose this method because we needed a clear plan of where we were heading and for this to be easily seen and followed by all members of the team. The idea of SOAP is to have our Values, Vision, Purpose, Company

Promise USP, Market Space and BGIs all on one page. This can be easily viewed and referred to at any one time; everyone can then see where we are headed and where their accountability lies. For us this was how we thought we'd best strategize our development, so we confidently pitched it to our fellow partners who were on board on developing and getting this strategy in place.

"Ahead of rolling this out to managers and team members we, the partners, first met with Engineering Business Growth to start the ball rolling. The meeting forced us to think about targets and what we wanted in an emotional and professional sense from the business. We were quick to decide on wanting to double our turnover and increase staffing levels to 74. We also set further goals and targets that drive everything from training to staff wellbeing, plus workspaces and other resources. The whole first phase of this project was expensive and time consuming but it allowed us to clarify our purpose, value and vision.

"The next step was to involve our management team. The reason for this was that we didn't want to drive the business against their will and knowing. By involving them in this process and incorporating their thoughts, goals and aims into the strategy then they'd be able to share in the success. Thankfully the Family Values which

were established back in 1990 are still filtering through our management and team today. We were pleased to see that their vision and values fitted almost exactly with ours (the partners) and were inclusive of honesty, hard work, opportunities, good pay, customer care and team work; just to name a few. Hearing this was an affirmation of what we'd hoped the outcome would be.

"Following the second meeting we decided to roll this out and engage with the whole team. On the 2nd February we gathered the whole team together and met off site to share our 9 Business Growth Indicators. We decorated the room in all blue and requested that all the staff wear something blue. We were pleasantly surprised to see that our team was positive and fully backed the vision. We requested feedback following the meeting and everyone was 100% on board.

"We're in exciting times with a number of challenging targets which include 0% loss of contracts due to poor service and 0% loss of staff following their probation period. Coming up this March we're delighted to have been nominated for the BPMA's Pest Control Company of the Year at PestEx."

Licences for bird control:



A review of changes for 2017, for the UK and Eire

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With another year gone so quickly, it is that time again to review the new General Licences and Class Licences for bird control. These have now been published for 2017 by the relevant regional agencies.

This year there are some changes that operators need to be aware of. We should also take the time to remind ourselves of the facts before we engage in any bird control activities.

England: Natural England

www.gov.uk/government/collections/general-licences-for-wildlife-management

Relevant licences: WML- GL04, GL05, GL06, CL03 & CL12

There is only one change for 2017, with reference to 'CL12: To Preserve Air Safety'. The Jay (*Garrulus glandarius*) has been taken off the decoy list (point 8).

Contact details have also changed for enquires and reporting back to Natural England.

Telephone 020 802 61089

Email wildlife@naturalengland.org.uk

Postal address Technical Services (Wildlife Licensing), Natural England, Horizon House, Deanery Road, Bristol, BS1 5AH

Scotland: Scottish Natural Heritage

www.snh.gov.uk/protecting-scotlands-nature/species-licensing/bird-licensing/general/

Relevant licences: GL01/2017, 02, 03 & 04

A new layout for the Scottish licences can be found this year. The licences are similar to previous years although a few changes have been added.

For example, when trapping using a Larsen Mate trap or Larsen Pod Trap, meat-based products may be used in addition to previous baits (eggs or bread). However, those intending to use meat baits must register their intent with SNH and provide a report on those birds caught.

When using multi-catch cage traps previously, only the rook and jackdaw could be used as decoys. Now, the carrion crow, hooded crow and the magpie have been added to the list of decoys.

Regarding licence GL02, (to prevent serious damage to livestock, foodstuffs for livestock, crops, vegetables and fruit), the Greylag Goose *Anser anser* has been added to the list to be taken or killed but only during the months of July & August.

Wales: Natural Resources Wales

www.naturalresources.wales/apply-for-a-permit/protected-species-licensing/uk-protected-species-licensing/general-licences-2017-birds/?ang=en

Relevant licences: 001-2017, 002, 003 & 004, plus 016

No changes have been noted to general licences 001-004. However, a new licence '016-2017 (to take certain wild birds from food premises for the purpose of preserving public health and public safety)' is available.

Similar to CL03 from Natural England, the 016-2017 allows for the hand catching or trapping of certain songbirds and subsequent release of them from food premises. Similarly, a report should be submitted within four weeks into the start of the following year.

Northern Ireland: Department of Agriculture, Environment and Rural Affairs

www.daera-ni.gov.uk/articles/wildlife-licensing

Relevant licences: TPG/12016, TPG2 & TPG3

Licences for Northern Ireland operate between 11th September 2016 to 10th September 2017.

No changes have been made to these licences.

Republic of Ireland: National Parks & Wildlife Service

<https://www.npws.ie/legislation/irish-law/eu-birds-directive-derogations>

Information required; declaration for May 2016 – April 2017, State-Wide and Air Safety.

The state-wide declaration has not changed.

The declaration for air safety now includes the addition of the Grey Heron (*Ardea cinerea*), the Mute Swan (*Cygnus olar*) and Whooper Swan (*Cygnus cygnus*), all of which are to be controlled only at Shannon Airport.

Finally, remember that these licences although easily downloadable, do not give you the right as pest controllers to cull / administer lethal control to a pest species without appropriate justification. The first thought that should come to mind before any lethal control action is considered should be, 'is there no other satisfactory alternative?'

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Code of best practice Humane use of rodent glue boards

In order to protect public health within high-risk environments, the use of rodent glue boards remains an important route if all other options are considered inappropriate. Although rodent glue boards are not designed to physically harm rodents, their use raises valid concerns and they should only be sold to or used by technicians who have been given adequate training and are competent in the effective and humane use of this technique. The following principles must be followed in order to minimise animal welfare concerns:

A All interventions aimed at the removal of rodents, including the use of rodent glue boards, have the potential to harm non-target animals and the environment.

Although following best practice can mitigate these risks, they cannot be entirely avoided. Therefore, the principal strategy when choosing methods for the control of rodents is to employ the method or methods that have the least potential for adverse impact (i.e. are the least severe and least likely to catch non target animals) but which will be effective in the prevailing circumstances. This is the concept of “risk hierarchy”. For more information see the CRRU Code of Best Practice via www.thinkwildlife.org

The definition of a rodent glue board is “any adhesive-coated surface used to catch rodents”

1. Consider the risk hierarchy

All other options for rodent control must be carefully considered before rodent glue boards are used. Detailed records must show why other control methods are either considered inappropriate or have failed. Where there is a rodent in a high risk environment, it may be appropriate

for rodent glue boards to be placed strategically to ensure immediate control. Use of rodent glue boards should be based on individual risk assessment, but their use should be reviewed every 24 hours.

2. Trained and competent user

Those selecting the use of or using rodent glue boards for rodent control should be trained and competent in their use. This normally means a relevant certification/qualification and familiarity with the Code of Best Practice for their use.

3. Check rodent glue boards frequently

Where rodent glue boards are used these must be inspected at appropriate intervals. This should be within 12 hours of placing, or at least as soon as is reasonably practicable, including weekends and bank holidays. The pest controller may train one or more on-site personnel to check the rodent glue boards at more frequent intervals in order to minimise the rodents’ time spent on traps and/or free non-target species, but it remains the responsibility of the pest controller (under the Animal Welfare Act 2006) to deal with any animals trapped on the rodent glue boards, and to revisit at a minimum of every 12 hours.

If unavoidable events cause slight extensions to inspection intervals then the reasons should be recorded. Longer delays must be avoided (see contingency plan below). Where possible and practical, inspection times must be organised to minimise the time rodents are likely to be on the rodent glue board (e.g. if rodents are known to be active during certain periods, inspection times should be arranged with this in mind). The Animal Welfare Act 2006 requires that caught animals must not display any signs of undue suffering, therefore inspections times should be as frequent as necessary to mitigate against this. Records must be updated after all inspections.

4. Have a contingency plan

A contingency plan must be in place so that in the event of an emergency a second competent person can be called upon to inspect the rodent glue boards and deal with any captures or safely remove the rodent glue boards as appropriate. Where it is known rodent glue boards will not be inspected at appropriate intervals they must be taken up (even if only temporarily).

5. Use the correct size rodent glue board for the pest species

The size of rodent glue board must be appropriate for the target species.

6. Detailed records

Detailed copies of records and location plans should be available on site at all times for all rodent glue boards laid during any treatment and must be updated as necessary to ensure traceability. Copies ensure information is available should site records be lost or unavailable.

7. Dispatch of trapped rodents humanely

Rodents trapped on rodent glue boards must be dispatched quickly and humanely by technicians with appropriate training in methods of dispatch. Drowning is not an acceptable method of dispatch.

8. Protect non-target animals

Rodent glue boards must be placed in such a manner that they do not present a risk to non-target species. In the event that a non-target animal is trapped, a freeing agent (a suitable food grade oil or similar emollient) should be applied to the animal for removal. If the trapped animal is injured in such a way that release would result in unnecessary suffering, it should be killed humanely. Non-targets should only be released at their site of capture, not elsewhere, and only if they appear to be physically unharmed and their release

is not prohibited by law. Ensure when using rodent glue boards that a suitable emollient is available to hand.

9. Remove rodent glue boards at the end of treatment

At the end of treatment all rodent glue boards must be accounted for, removed by the technician and the records endorsed accordingly.

10. Dispose of rodent glue boards safely

Rodent glue boards should be disposed of with care. The sticky surface must be covered to avoid the accidental trapping of any species or subsequent misuse, and the rodent glue board should be disposed of safely and discretely in accordance with legal waste requirements.

11. Communication with the customer

This Code of Best Practice must be provided to the customer to make them aware of the standards to which the operative is working.

The humane use of rodent glue boards is the legal responsibility of the pest controller, and cannot be delegated to untrained people. All technicians must be suitably trained and competent in their application, maintenance and ultimate disposal including the dispatch of the target species and safe removal of non-

target species. This Code of Best Practice was produced after consultation with Defra, APHA, and Natural England. The Pest Management Alliance consists of the British Pest Control Association, the Chartered Institute of Environmental Health, and the National Pest Technicians Association.



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Welcome to the new world of monitoring for rodents outdoors

Dr John Simmons, Managing Director of Acheta Consulting Ltd, shares with PCN his recommendations regarding monitoring of rodents outdoors.

This image shows excessive exterior baiting

PCN

The changes in how the second-generation anticoagulant rodenticides (SGARs) may be used externally, and the reason for these changes, have been well publicised and it is to be hoped that all pest controllers have now stopped using these products for routine monitoring purposes. Although most customers, and their auditors, should now be aware of the changed situation they will still expect to see a monitoring programme in place. If permanent rodenticide baiting is to be dispensed with as a routine practice, what alternative monitoring and control strategies are available and appropriate?

Monitoring **Non-toxic feeding stations**

A non-toxic food material can replace rodenticide, demonstrating that pro-active monitoring is still taking place. However, these are attractive to slugs and insects and being a food source could also encourage foraging rodents to venture close to the building. Furthermore, whether the attractant is the food material in the box or the protected environment the box provides is open to debate.

Trapping stations

The use of break back traps in external monitoring boxes for long term monitoring has several disadvantages. First, what type of trap should be installed? A mouse trap is not likely to catch a rat and a rat trap is not likely to catch a mouse (although we have seen instances of both). There may also be a risk to non-target wildlife, such as water voles, squirrels, toads and small birds etc. many of which are protected by law. Third, once sprung - a trap is ineffective.

Overall, break-back traps are probably best used in external bait boxes when dealing with known infestations, where regular follow-up inspections are being carried out and care should be taken when protected species are likely to be present.

Using attractants to enhance the effectiveness of traps

An attractant can be used to enhance the attractiveness of break back traps. Food materials such as chocolate, dried fruit or nuts (including peanut butter) can all be used (although individual site restrictions must be ascertained first). Alternatively, one of the preparatory lures that are appearing on the market might be more appropriate. Just like baits, these products will not attract all rodents within a population all the time, so trial and error will be required to determine the most effective product for a particular situation.

Tracking boards

Tracking dusts, some of which fluoresce under UV light, are frequently used for monitoring rodent presence and movement patterns. This technique is generally employed indoors, as wind and rain are likely to render the dust ineffective outdoors.

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However, there are alternatives that can be used outdoors. Tracking boards, typically consisting of fine sand, offering an option that is widely used in small mammal ecological surveys. Although such products are, to our knowledge, not being used at the moment in commercial pest control this may well change and we may see ready-to-use tracking boards appearing on the market in coming years.

Empty bait stations

Some pest control contractors have decided to retain empty (without bait, non-toxic feeding materials or traps) external bait stations in position and inspect these and the surrounding area for signs of rodent activity during routine inspections, only when such evidence is found will the station be brought 'back into service'.

“Permanent baiting should no longer be applied as a routine practice in rodent pest management.”

This approach obviously depends on a rodent entering the empty box. It is our view that, in alignment with CRRU Guidelines, best practice would be to use either a species-specific trap, or non-toxic attractant, rather than an empty box.

Electronic/ remote monitoring

Although still a comparative rarity, a variety of remote monitoring systems are now appearing (seemingly almost by the week) on the market. Most have been designed primarily for internal use, but many of these systems also have the capacity to be used outdoors.

They potentially allow external rodent activity to be monitored remotely on a real-time basis; 24 hours a day. By collecting intelligence on rodent movement, appropriate control measures can then be put in place.

These systems do not differentiate between species, and they may themselves be activated by non-target wildlife.

Inspection frequency

Having decided on an alternative monitoring approach, a decision has to be made as to how frequently the chosen devices need to be inspected.

Routine inspection

The frequency of external inspections needs to be determined by risk assessment. Irrespective of the non-toxic monitoring approach employed, if the routine inspection frequency remains at 4 or 6-weekly (still the most frequent service intervals that we encounter) then there is a significant risk that rodent activity will go undetected or uncontrolled. More frequent inspections (some of which might perhaps be done by site personnel) would ideally be required to identify any significant external rodent activity associated with the building fabric. When such activity is identified, toxic bait can be introduced.

Follow up inspection frequency

Irrespective of the wording on the label of any rodenticide used externally, it should be regarded as best practice to follow up any definite evidence for rat activity externally at least weekly. External mouse activity may also be problematic and the decision as to whether follow up visits are justified in such cases would typically be based on risk; which species of mouse is involved, how close is the activity to the building, is there a significant risk of entry being gained etc.

Summary

The move to a non-toxic rodent monitoring system outdoors requires much thought. In many respects it is easiest to reach a decision around those sites with known rodent problems, as a risk assessment may well justify rodenticide use, albeit on a temporary or regularly reviewed basis. However, environmental considerations mean that the pest control contractor and site personnel **MUST** give consideration to manipulation of the environment. The changes to product labels that are happening mean that pest control contractors are simply **NOT** allowed to use rodenticides in the way that they traditionally have.

It might be more appropriate to use non-toxic monitors or traps, and to routinely inspect them more frequently, possibly on a weekly basis. This will almost inevitably require the client and pest control contractor to work more closely together, probably with both having responsibilities for inspecting such devices, something that we are increasingly seeing for indoor rodent monitoring. Documentation systems will need to be adapted to accommodate such practices.

All environments and circumstances are unique, and it is vital that the decision reached when implementing or modifying a rodent monitoring programme outdoors is based on the history and status of the site, as well as its location and geography. It **MUST** be recognised that:

- Permanent baiting should no longer be applied as a routine practice in rodent pest management.
- Rodenticide use is only permitted for responding to a known problem (or when there is ongoing threat of rodent infestation that might cause unacceptable risks to human and animal health)
- Rodenticide use externally must be subject to regular review to justify any prolonged use.

CRRU guidance 2016 regarding permanent baiting can be found at www.thinkwildlife.org

Marketing and brand touchpoints of your customer's journey

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Marketing your business can be a complex task. It's difficult to think about what channels you should peruse and how this actually gets the customer to pick up the phone. In this issue we're going to look at where your marketing activity reaches your customers, how they engage with you and what you can do to develop customer retention and advocacy:

Awareness: What can drive awareness of your business?

- **Print Advertising:** This is a classic form of awareness marketing. Advertising in local press such as newspapers, doorstep magazines and shop advertising are a great way to raise awareness of your company.
- **Social Media:** Listing your business on social media is a great way to create a local buzz. Keep posts current and use local hashtags to join in the local chat!
- **PR / Networking:** Grow and develop your little black book of contacts to get your name out there. Respond to local news stories which have a connection to pest control.

Consideration: How can I get customers to gain my trust?

- **Website:** Your website is your shop window. It's one of the first brand touchpoints for your customer. Make sure your website looks professional, reliable and approachable.
- **Reviews:** Gathering customer reviews and posting them on your website and social media is a great way to gather trust and answer some initial questions that the potential customer may have.
- **Accreditation and Training:** Your professional development and accreditations are a fantastic marketing tool. They show to your customers that you're dedicated to your professional development. This eases your customer's fears and lets them know that they're hiring someone who is professional.

Purchase: How can you get them to buy your services?

- **The Human Touch:** It's highly likely that this will be the first human contact that your customer will have with your business. The tone of your inbound call staff can really make the difference in whether or not your customer decides to make the purchase or not.
- **Staff:** Uniforms form a strong part of your brand. When the customer meets a technician for the first time they have to look the part, be considerate and professional. Small touches like shoe covers and smile can go a long way.

Retention: How can you retain their custom?

- **Customer Experience:** The experience that your customer has with your company is paramount to the way they feel about your business. Just like your website, first impressions count.
- **Branding:** Ensure that everything that carries your brand is clear and coherent. From your business cards to your vans, uniform and inspection reports, consistency with your branding will leave a lasting impression with your customers.
- **Flyers:** Once a job has successfully been completed leave a flyer with your customer and flyer houses either side to spread awareness of your business.

Advocacy: How do you turn them into a brand advocate?

- **Reviews:** Gathering feedback and reviews feed the consideration step of the customer journey. This gives your business proof of concept and gains trust with new and existing customers.
- **Newsletters:** As part of your data capture when you're onboarding customer, request their permission to sign them up to a monthly email newsletter. This will help your customer stay engaged with your brand.
- **Giveaway:** Once the job is done and dusted why not leave a small giveaway with your customer? Whether that's a pen, post it note, power bank or USB stick. You don't have to bust the bank on an item but it will leave a lasting impression, a talking point and instant reminder.

Innovative Contact formulation solution used to treat rat infestation at food production site

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A successful animal feed production site situated next to a canal in the north of England, with a pronounced rat infestation, has seen the problem treated with the only foam-based rodenticide on the market, as part of a trial run by Bayer.

The feed company tried a number of contracted pest controllers, who were unable to tackle the problem due to the availability of an alternative ample food source, making conventional bait unsuitable.

Harvey Environmental came on board just over a year ago, to find a particularly high level of rodent activity. "To survive and thrive, there are three main requirements a rodent needs: food, water and harbourage, and due to the location and the nature of the business, the rat problem was severe. Finished product was being damaged by rats and sightings were regular, and this had significant implications for the business' reputation and regulatory status," says Martin Harvey, managing director of Harvey Environmental Services.

"We worked with Richard Moseley from the Bayer Pest Solutions Team, who recommended the contact rodenticide Racumin® Foam. It's pretty much the only contact-acting preparation (ingested by grooming rather than feeding) that's available to us.

"We were attracted by its mode of action, because it suited the site and the location of the problem areas. Bayer supported us with technical assistance and Richard made several site visits to help us with the initial application, but also to check progress and to provide further support.

"With liquid and contact dust formulations being removed from our armoury, Racumin® Foam has proved to be a very good product to control this difficult infestation," says Martin. "It's versatile in the way it can be applied to hard to reach places that rats frequent and to rat runways. The product covers the rat's coat when it runs through the foam, and appeals to the pests' grooming habits. When the rat licks itself clean, the active is ingested."

Martin believes that contact formulations are vital to pest controllers who want to do a 'proper job' of rodent control. "One of our mantras is to 'take the pesticide to the pest' rather than letting the pest hopefully find a bait box or bait tray (and then hope once again that they eat what is inside it). This also forces the technician to look carefully for where the rodent harbourage is located."

Using contact preparations requires an understanding of the pest. "When we went to the site we did a thorough survey, and this meant getting down on our hands and knees,

inspecting nooks and crannies and analysing the rodent behaviour, so we could locate the rat runways and apply the foam accordingly," he says.

The Harvey Environmental team started with visits twice a week, then weekly, then fortnightly and now they are achieving control with monthly routine inspections, and the call-outs that were a very regular occurrence at this site have now dropped dramatically. "The rat problem has improved no end and this is largely down to the use of Racumin® Foam," says Martin.

"The product has been extremely effective - we believe this is down to the fact that we have been able to employ the use of a contact formulation. The mode of application meant we could use the product in areas that we could not have previously used contact dust. The team reported to me that the applicator straw on the top of the Racumin® Foam canister allowed them to accurately reach alcoves and cavities, which is good for safety because the treatment has to be hidden from non-targets as much as possible.

"We've learned that there are more areas on the site that had rodent problems than we originally thought. Foam has given us indicators of activity, when we see traces of it, whereas we may not have picked this up through conventional means," adds Martin.

The technical manager from the feed production site is working towards a BRC Global Standards accreditation and is happy the rodent problem is contained. "Responsible rodent control and accurate reporting forms a major part of BRC stipulations and what I can say is that reports of rats are now at an all-time low. It's very rare to get anything reported inside the buildings at all.

"I've seen the foam strategically placed in locations inside the building and there is evidence of high efficacy - because the foam is being depleted by the rats running through it, so we know it's working. We have also proofed the building externally, as advised by the pest control team, and we're very pleased with the overall results," he adds.

For this particular site, the rodent behaviour had to be monitored in order to achieve control and this means consideration for the correct use of the product and observation is crucial. Also highly important are cultural practices such as sealing or obstructing external holes and cavities to deny rodents access.



Richard Moseley from the Bayer Pest Solutions Team recommended the product to Martin, and is clear that working closely with pest controllers to find solutions is of utmost importance. "We're always willing to get involved with difficult sites, and with this one we visited it a number of times to help establish the best method of treatment."

"In using Racumin® Foam an understanding of the biology of the pest is required. Rats groom extensively and spend up to 20% of their time cleaning and licking their fur and feet, and on a site where ample food source is available, traditional baiting isn't always a viable option.

"With the Foam the pest controller has to monitor the rodent's behaviour - find out exactly where their runways are, so that it can be accurately applied to ensure the rats are guaranteed to run through it," adds Richard.

When faced with situations where traditional baiting methods are not effective, Racumin® Foam can be used as part of the rodent defence armoury as part of an Integrated Pest Management (IPM) approach - it's a first generation active containing the active ingredient coumatetralyl - giving professionals more choice.

Get in touch with the Bayer Pest Solutions Team for more information at pestsolutions@bayer.com or call 00800 1214 9451.



Bayer

New product added to the Racumin® range

Bayer is launching a brand new first generation rodenticide to the Racumin® range, containing the same active ingredient as Racumin® Foam. To find out more about this new extension to

the Racumin® family, come along to the official product launch on the Bayer stand, number 88, at PestEx on 22 and 23 March at the Excel Arena.

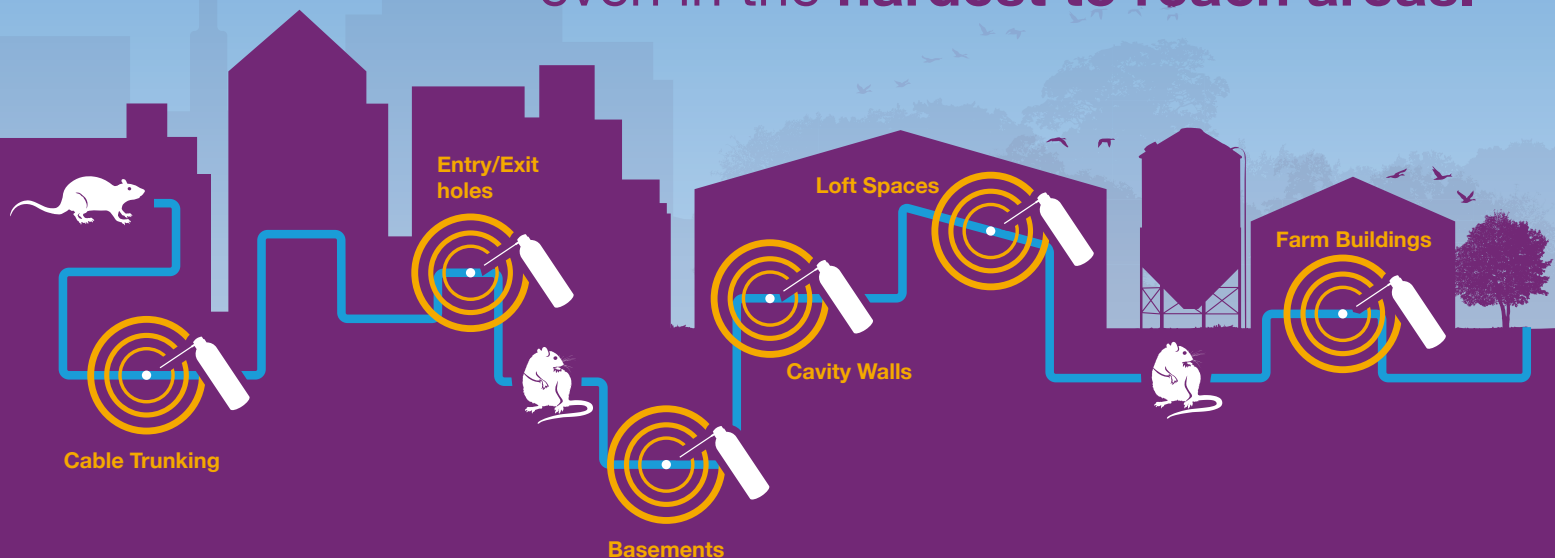
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Image of can for illustration purposes only, the design of the can is subject to change.

Cockroaches, common or controversial?

In this installment of know your enemy, we explore the importance of finding your enemy in the first place, by learning how to inspect for cockroach activity with the help of Dr Stuart Mitchell. To know your enemy, you have to find them first!

Traced back over 200 million years, through the fossil record, cockroaches are primitive but their diversity is almost unrivaled. Globally, over 4,000 species of cockroaches exist. Pest pressures are represented by about 50 species.

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Pestiferous species originate from tropical countries, have been distributed by international travel and trade importation and are found residing robustly within architecturally stable microclimates. With indiscriminate and omnivorous feeding behavior, cockroaches come into contact with numerous pathogens (such as those causing food poisoning and wound infections).

Common in private structures, commercial buildings, and food processing and handling facilities, cockroaches are gregarious (they huddle together under the influence of aggregation pheromones) and nocturnal. Their nocturnal activities can sometimes best be observed during night inspections. Remember that red filter torches are less likely to disperse cockroaches during a night inspection. Hiding cryptically in cracks and crevices, cockroaches pass the daytime hours next to sources of food and water (sinks, drains, cookers, backs of cupboards, in refrigerator motor compartments, etc.). Challenging to eliminate, some cockroach species prefer complex plumbing systems and service ducts within larger structures.

Poor sanitation and hygiene coupled with delayed maintenance issues can result in cockroach population explosions. The species, source and extent of infestation are discovered through inspection and investigation of the *entire* structure. The nature and extent of treatment (this can include insecticides, proofing and monitoring) as well as resultant success or failure are dependent upon competent structural assessment.

The number of cockroaches observed is usually a small percentage of a much larger population. Activity can occur when cockroaches are imported into premises on raw materials or packaging and enter through structural defects (damaged drains and drain covers, ventilation openings, under doors, etc.).

Evidence is a sign or proof of existence. Therefore intuitive inspection and investigation rely upon recognition of physical evidence.

Odour Evidence

Established cockroach populations exhibit a characteristic foul odour (produced by faeces, salivary/abdominal gland secretions and dead insects).

Marks Evidence

Established cockroach populations may be completely cryptic during daytime hours but the marks left behind are evident on numerous surfaces. They are most perceptible near cockroach harborages and show up as brown, irregular streaks of liquid excreta, which are produced when water is readily available.

Harborage Evidence

Search the following areas during an inspection

- In kitchens, behind and under sinks and appliances.
- Around plumbing and radiators (especially where pipes pass through walls).
- Inside cupboards, under tables, and behind wall tiles.
- Inside plugs and wall switches.
- Ventilation and service ducts.
- Basements and crawlspaces, store rooms, utility areas, and floor cavities.
- Brickwork and cracks in concrete.
- Outbuildings, rough-ground, landscaping drains, tree holes, compost areas, and refuse storage areas.

Live Cockroaches Evidence

- Live cockroaches can be detected by using a bright torch directed into harborages (just remember your red filter).
- A night inspection will identify areas where cockroaches are foraging (record the areas of activity, so you can map out the distribution of cockroaches).
- Effective flushing can be accomplished using compressed air or a 'flushing agent' such as a handheld insecticide aerosol.
- Care must be taken to avoid contact of certain propellants near combustion appliances.
- Crawling insect monitors placed for one night are likely to produce conformational evidence of cockroach activity.

Its possible common cockroaches may no longer be the structural pests they once were, but they are very controversial as a public health challenge as well as capable of a strong resurgence.

Know your enemy

The *Carcinops* beetle, a natural predator of housefly larvae in manure

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*It can be too tempting to reach for a broad-spectrum insecticide to provide a 'quick-fix' fogging treatment for fly control, in places such as animal units. Despite the fact that, in isolation, this doesn't provide full control or address the source of the flies (e.g. houseflies), broad-spectrum insecticides can also harm beneficial insects that predate on fly larvae. We want to avoid killing our predatory 'friends' in these situations, as they are so very beneficial. Specific 'larvicides' that only affect fly larvae are the answer in situations where animal manure is the source of the housefly problem. Of course, careful use of broad-spectrum insecticides alongside the more specific larvicides is possible. This careful approach preserves our predatory 'friends' such as the *Carcinops* beetle, *Carcinops pumilio*.*

B **Breeding sites**
Carcinops pumilio is a member of the beetle family Histeridae, which has 94 European species, 50 of which occur in the British Isles. Their larvae and adults are predacious and hunt the larvae of other insects such as houseflies. They are active not just in animal manure but also in decaying plant and other animal matter. They are found chiefly in carrion, dung, rotting fungi and under bark - a few even frequent ants' nests.

Also found in stored products, *Carcinops pumilio* is the commonest histerid beetle in such commodities, the adults and larvae being predators of mites and insect pests. As already indicated, it is found in other types of intensive animal units where it attacks fly larvae. Specifically, it is considered to be an important regulating agent in deep-litter poultry houses. It becomes obvious therefore, that in an animal house, treatment of the beetle population is not typically desirable as they are a beneficial insect.

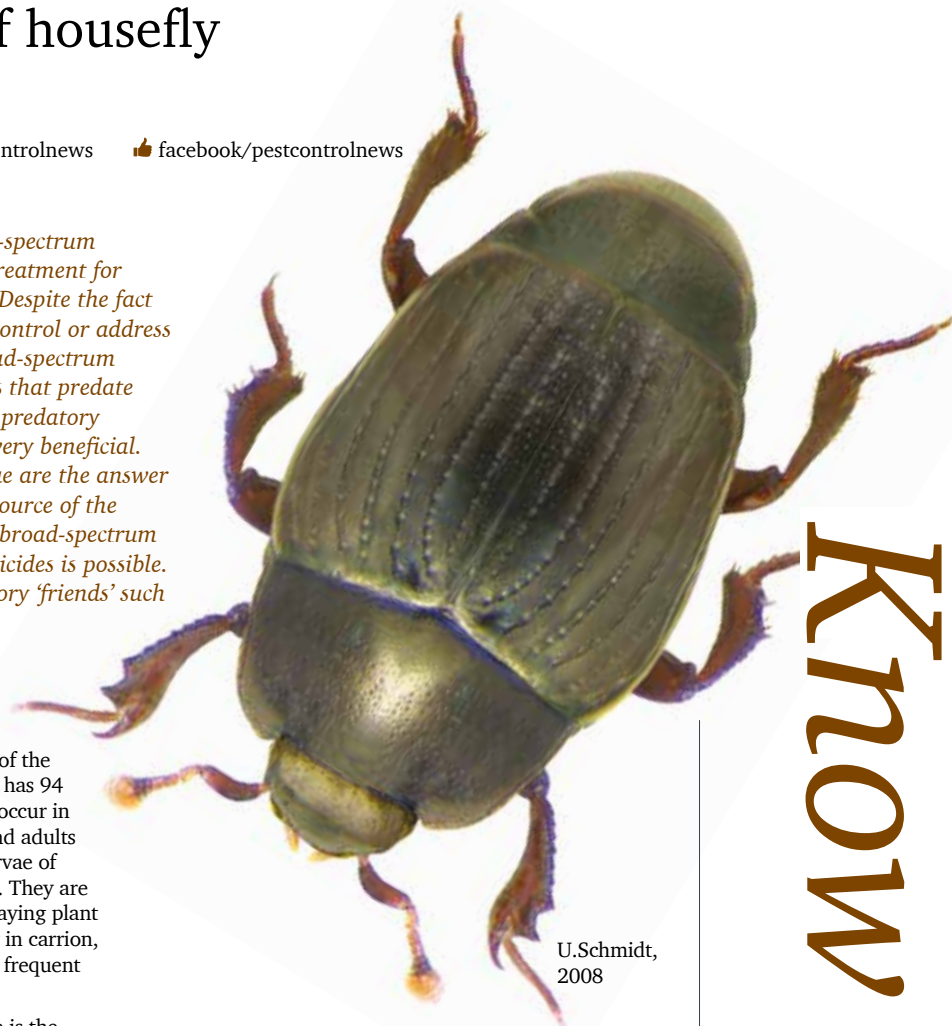
Identification

As always in this feature, we discuss the importance of correct identification of the subjects of 'know your friend'.

- Adult beetles are 2 - 3 mm in length
- Body shape is largely oval and flattened
- The beetle is a shiny dark brown to black in colour
- Wing cases (elytra) are reasonably long, with part of the abdomen exposed
- Antennae have a distinctive orange clubbed appearance
- First antennal segments will fitting into grooves in front of eyes are the first antennal segments
- When disturbed, their legs can be withdrawn underneath the body

Specially adapted for taking advantage of manure

Natural colonisers of manure in poultry houses, the beetles prefer the drier parts the manure. They prefer the 'crest' of the manure as this can be the driest area.



U.Schmidt, 2008

Know your friend

It can take a number of weeks for large populations to develop as the beetle is a coloniser of the manure at a later stage, due to its preference for drier conditions. Adults are specially adapted for digging and are capable of tunnelling into the manure. *Carcinops pumilio* can withstand a great range of conditions and larval colonies can survive temperatures well in excess of 30°C. They are also known to disperse from the manure, so problems away from these areas can sometimes be traced back.

Beneficial to manure management

Not only are the beetles beneficial by consuming up to 24 fly eggs and up to 54 immature larvae a day, their behaviour also effects the manure. Their tunnelling behaviour actually aerates the manure, helping it to dry out and therefore making it easier to clear up. Their behaviour that results in the manure drying out means it is less suitable for flies to lay eggs on and for any fly larvae to proceed through their life cycle.

It must have its bad points?

Yes, *Carcinops* is implicated in the transfer of Salmonella and parasites such as tapeworms. Nothing is perfect then!

Second generation anticoagulant rodenticide residues in barn owls 2015



The Centre for Ecology and Hydrology has produced a report on SGAR residues in barn owls, for birds analysed during 2015. PCN reports on the findings of CEH, from their contract report to the Campaign for Responsible Rodenticide Use UK (CRRU), which is part of the monitoring being undertaken through the UK Rodenticide Stewardship Regime.



Many bird, mammal predators and scavengers in Britain are exposed to Second Generation Anticoagulant Rodenticides (SGARs). The barn owl

Tyto alba is a sentinel (an indicator) for other species that are also generalist predators of small mammals in rural areas, so it makes sense to look at barn owls. Analysing liver SGAR residues in barn owls is a key part of monitoring the progress of rodenticide stewardship. Reducing residues in wildlife would be good news for stewardship; the efforts of the industry would be making a difference. Annual monitoring of residues in 100 barn owls per year will be conducted using birds that die in 2016 and in following years. Measurements will be compared with those for 395 barn owls that died between 2006 and 2012 ('baseline years'), prior to changes in anticoagulant rodenticide authorisations and onset of stewardship. The idea is to look for changes since stewardship began.

How was the monitoring done for 2015 birds?

Liver SGAR residues were analysed for 100 birds. The owls were collected as part of the Predatory Bird Monitoring Scheme (PBMS). Carcasses were submitted to the PBMS by members of the public throughout the year and were from across the whole of Britain, although predominantly England and Wales, as in previous years. All barn owls received by the PBMS were autopsied and they were found to have died from various causes, but mainly from road traffic collisions or starvation. Importantly, any haemorrhaging detected at post-mortem in birds was always associated with signs of trauma and so there was no clear evidence that any individual had died from anticoagulant rodenticide poisoning.

Why use barn owl data from so long ago?

The rationale for using data on SGAR residues in barn owls that died between 2006 and 2012 as a baseline was because all measurements had been made using the same analytical techniques, there had been little clear change in exposure over time, and the data were the most recent available. However, lack of data for birds that died between 2013 and 2015 meant that there were no data available for SGAR exposure in barn owls immediately prior to change in authorisations and implementation of stewardship.

What was the aim of the 2015 study?

The aim was to measure SGAR exposure in barn owls that died in 2015, which was immediately prior to changes in rodenticide authorisations and the start of stewardship. Then, to determine if SGAR exposure in 2015 was similar to concentrations measured in barn owls from baseline years. A further purpose of the project was to provide an example analysis and report of residues that could be broadly followed in future years of monitoring.

What were the main results?

In barn owls that died in 2015 the *compounds detected most frequently were bromadiolone,*

difenacoum and brodifacoum, which is the same as in baseline years.

Overall, *most birds (95% of the sample) had detectable liver residues* of one or more SGAR.

Comparisons between 2015 and baseline years are reported below.

- *Numbers of barn owls containing detectable residues of flocoumafen and difethialone.* The proportion of barn owls with detectable liver residues of *difethialone was significantly higher in 2015* than in baseline years but there was no such difference for flocoumafen. The rise in difethialone detections probably reflected the recent entry of this compound into the UK market.
- *The ratio of birds with "low" vs "high" concentrations for any single SGAR or for summed SGARs.* There was **no significant difference** between barn owls from baseline years and from 2015 for any individual compound or for summed SGARs (Σ SGARs)
- *Average concentrations of brodifacoum, difenacoum, bromadiolone and Σ SGARs in the cohort of owls with "low" residues and "high" residues.* There was **no significant difference** between barn owls from baseline years and from 2015 in the concentrations of either low or high residues for bromadiolone and difenacoum, for high brodifacoum residues, or for Σ SGARs.
- The median low brodifacoum concentration in birds that died in 2015 was marginally but significantly higher than in barn owls from baseline years. This reflected **an increase in the proportion of owls with detectable brodifacoum residues**. The median low brodifacoum concentration in 2015 owls was around the detection limit

Overall, the lack of major differences in residue data between birds that died in 2015 and those that died in baseline years suggests that the baseline dataset is largely suitable for assessing future changes.

About the project

This project was funded by the Campaign for Responsible Rodenticide Use (CRRU) UK. The Predatory Bird Monitoring Scheme (PBMS) provided barn owl livers for analysis. The PBMS is a citizen science project and relies on members of the public to submit bird carcasses to the scheme. Their efforts are key to the success of the PBMS and projects, such as the current one, which are dependent on the samples collected, and all members of the public who have sent in bird carcasses are thanked.

Where is the full report available?

Shore, R.F, Walker, L.A., Potter ED and Pereira, G. 2016. Second generation anticoagulant rodenticide residues in barn owls 2015. CEH contract report to the Campaign for Responsible Rodenticide Use (CRRU) UK, 17 pp.

<http://pbms.ceh.ac.uk/sites/pbms.ceh.ac.uk/files/stewardship-2015-owls.pdf>

The grey silverfish / 'paperfish' found in the UK

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A new species of silverfish has been found in the UK – is this an explanation for treatment difficulties, due to misidentification?

A 2016 entomological publication highlights the emergence of the grey silverfish as a pest new to the UK. This new species *Ctenolepisma longicaudata* was reported for the first time in the UK, from a domestic property in Whitley Wood, Reading, Berkshire. Previously, there were only two similar species in the UK, the common silverfish *Lepisma saccharina* and the firebrat *Thermobia domestica*. This finding takes the number up to three, with the addition of the grey silverfish *C. longicaudata*. On 7th December 2014, the first author of the paper (Goddard) discovered a rather large silverfish in her kitchen. It soon became apparent that this was not the common silverfish *Lepisma saccharina*, as the sample was quite hairy, with a longer body length [11mm] and long antennae and bristles at the rear. The specimen was just under 40mm in length from the tip of the antennae all the way to the tip of the central 'hair' projecting from the end of the abdomen. This is much longer than the common silverfish and its grey appearance also ruled out the firebrat.

Following the discovery of the first grey silverfish specimen, a number of other individuals were found in the same building up to 21 December 2014. Behavioural observations were made that backed up the literature references to *C. longicaudata* feeding on starchy materials, as all the grey silverfish individuals were seen to be attracted to breakfast cereals spilt on the kitchen floor. What about the rest of Europe? Through trade, *C. longicaudata* is considered cosmopolitan in its distribution, as are the two other similar British species, the common silverfish and the firebrat. The grey silverfish has been recorded recently in Belgium and the Netherlands (Shoelitz and Brooks, 2014), as well as Germany and is thought to be under-recorded. Another interesting point about this species is that anecdotal evidence suggests *C. longicaudata* has been noted in the UK before but not confirmed reliably and can be associated with imported food products (Goddard *et al.*, 2016). So it could have been around for longer than we realise.



Image by Loes Knoop

T

The grey silverfish in museums

As previously described, the first record of *Ctenolepisma longicaudata* in the UK was from 2014 and published in 2016 (Goddard *et al.* 2016). The record was from a domestic property, but these are not the only places in the UK that have become home to grey silverfish. Following on from the domestic record, David Pinniger and colleagues have reported a quantity of silverfish identified as *Ctenolepisma longicaudata*, located on insect monitors in the Museum of London’s costume store in 2015-2016. Elevated numbers of specimens were typically collected at the lower level of the basement level store, underneath a section of roller racking tracking.

While packing materials such as acid-free tissue were damaged by grey silverfish grazing, no collection items were seen to be affected. The grey silverfish activity is being dealt with by the use of desiccant dust. Crucially, *C. longicaudata* appears to survive and cause damage at lower humidities than *L. saccharina* and so the potential threat should be considered serious. Importantly, management of environmental and storage conditions by reducing humidity, which is the typical way of silverfish control, may not provide the same results when dealing with the grey silverfish. Based on this knowledge, the roller racking tracking in the Museum of London is being ventilated to lower humidity locally, but this is being done *in conjunction* with the aforementioned application of desiccant dust. The quantity of insect monitors has also been increased in the storage area, to gain more information on the population and distribution of grey silverfish.

This example represents the first recorded established activity of grey silverfish from a UK museum. Further activity has recently been reported from catches on insect monitors in a London Art Gallery in summer 2016. It is likely that grey silverfish activity in museums and similar environments is underreported throughout UK and Europe, due to its similar appearance to the common silverfish. Perhaps unfamiliarity with grey silverfish has a part to play, when those involved in Integrated Pest Management undertake initial identifications.

The grey silverfish in Austria

Researchers Pascal Querner and Doris Hassler, from the Institute of Zoology, BOKU University in Vienna, have also reported on grey silverfish problems, this time in Austria. Their results would have surprised UK readers prior to this PCN article. In the UK, it is safe to say that until now, most of us would expect the typical silverfish, *Lepisma saccharina* to be the most numerous silverfish in properties, such as museums or even domestic premises. In fact, for many of us, this is the only silverfish we have heard of. Using adhesive insect monitors, Querner and Hassler monitored museums and storage depositories for the presence of silverfish and related species, such as the grey silverfish, firebrats and four-lined silverfish. They found that the grey silverfish *Ctenolepisma longicaudata* was in fact the most common in museums and were reported to be damaging contemporary art objects made of paper. Similar patterns are also emerging from Northern Europe in the Netherlands (Shoelitzs and Brooks, 2014; Knoop, 2016) and Germany, where *C. longicaudata* is called the ‘paperfish’. In this part of Europe it is also possible that pest control technicians and even some entomologists may have been misidentifying grey silverfish as silverfish (or even firebrats!) for many years, which may have been contributing to the rise of these pests.

Identification

Well, let’s get the identification right...

It is essential that Integrated Pest Management professionals make sure that samples caught on monitors are correctly identified, so that the distribution of grey silverfish can be understood. A few key facts to help non-entomologists recognise grey silverfish:

1. Large and grey coloured ‘silverfish’,
2. Longer than normal antennae and bristles [cerci] at the rear
3. Check under a microscope for the presence of grouped setae (= hairs).

With the kind permission of entomologist Darren Mann at OUMNH and museum pest consultant David Pinniger, PCN is able to reproduce the following identification table, which should help with the identification of the four synanthropic ‘silverfish’ in Europe.

	Silverfish	Grey Silverfish	Firebrat	Four-Lined Silverfish
	<i>Lepisma saccharina</i>	<i>Ctenolepisma longicaudata</i>	<i>Thermobia domestica</i>	<i>Ctenolepisma lineata</i>
UK Occurrence	Widespread	London, Reading	Widespread, uncommon	Not yet recorded in the UK
Body colour	Uniform grey	Uniformly grey	Patterned, yellowish with dark transverse bands	Patterned, Greyish, with longitudinal stripes
Body Length (adults)	<10mm	<15mm	<11 mm	<13.5mm
Antennae	Shorter than body	Longer than body	Longer than body	Longer than body
Head	Scales pointing backwards; few scattered hairs on front margin	Scales pointing forwards; head with numerous setae on front margin	Scales pointing forwards; head with numerous setae on front margin	Scales pointing forwards; head with numerous setae on front margin
Tails	Shorter than body	Longer than body	Longer than body	Longer than body
Tergite macrosetae	1+1	II-VI = 3+3	II-VI = 2+2	II-VII = 3+3
Setae	Smooth	Barbed	Barbed	Barbed
Last abdominal tergite	Elongate truncate, posterior margin rounded	Truncate, posterior margin weakly emarginate	Broadly triangular	Broadly triangular

In summary, the implications for collections care (and beyond!) could be serious and research is needed to establish if the environmental requirements of this species are different and less demanding than *L. saccharina*.

References

Reference list available from the PCN technical editor on request.

PCN thanks David Pinniger for his assistance in preparing this article.



Disease control and odour management for PCOs

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DISEASE

Disinfection procedures for hantavirus – protect yourself and your customers

Disinfectants are now available that are used to control the disease organisms associated with pest rodents such as rats and mice, with PX Lepto being a typical product. Disinfectants like this are intended for use by pest control operators who might come into contact with rodent droppings, urine, nesting materials, carcasses and who will work in areas where rodents are active.

With the brand name being PX Lepto, it is clear that the disinfectant was made with the control of leptospirosis in mind and is effective against this microorganism. It will also kill those bacteria, fungi, protozoa and viral organisms identified as being transferred by pest rodents to humans and animals. To give specific examples, the most well-known of the pathogenic microorganisms that rodents are implicated in the transfer of include, *Leptospira* spp (Leptospirosis/Weil's disease) *E. coli*, *Salmonella* spp and hantavirus.

Alongside a surface-spray disinfectant such as PX Lepto, PX-ULV disinfectant is now available, allowing space-spray application of disinfectants. The ULV technique can be especially useful in treating hard-to-reach areas and also functions as an addition to traditional surface disinfection.

With the news that hantavirus is now here in the UK, recommendations are being made that pest controllers should undertake clean-up operations to remove rodent contamination from areas of rodent activity. The purpose of this is to protect the health and safety of humans and animals, by reducing the risk of contracting rodent-borne diseases. Don't forget that the use of an appropriate disinfectant will also protect *your* health, as the operator.

Practical application of disinfectants

Suitable disinfectants are typically diluted in water at label specified rates then applied by mopping, wiping or spraying over contaminated surfaces. For ease of application, a 5 litre pneumatic sprayer fitted with a flat fan nozzle can be used when treating larger areas.

- Spray over the droppings and contaminated areas prior to the commencement of clean-up operations
- During the cleaning operation, spray the solution onto droppings and the surrounding area to keep down dust and kill microorganisms
- Treat dead rodents
- Allow a 10 minute minimum contact time of the solution with surfaces and materials
- Wipe over the outer surfaces of re-useable PPE equipment e.g. gloves, goggles, boots and to treat the outer surface of spray tanks
- Treat other contaminated implements
- At the end of a clean-up operation spray the exposed, cleaned surfaces
- When spraying aim to apply the solution until surfaces are thoroughly wetted but before run-off occurs
- Use suitable ULV-droplet generating equipment to disperse ULV disinfectants

Precautions

Personal Protection Equipment is typically required for the use of disinfectants and to protect against rodent-borne diseases. The use of a suitable respirator with a relevant particle filter is recommended, especially to protect against hantavirus, which is contracted via breathing in dried aerosolised excreta from infected rodents. For example, from contaminated droplets of urine and particles of faecal dust 'kicked up' into the air in areas of rodent activity such as attics / roof spaces.

It is expected that disinfection services will become a normal part of rodent work in the pest control industry, in light of the recent hantavirus outbreak and the availability of specialist disinfectants. *Are you protecting yourself and your customers from rodent-borne diseases?*

ODOUR MANAGEMENT

There are now opportunities for PCOs to become involved with odour management, which is a great way to get the most out of your ULV machine. Waste sites could be one of the more obvious settings where odour control is useful but let's not forget about the multitude of other scenarios where odour management is beneficial.

Odour management with ULV 'odourcide' products

A ready-to-use ULV cold-fogging product now exists for effective odour management against a range of malodorous compounds. These include hydrogen sulphide (rotten eggs smell!), mercaptans, ammonia and others. These odours can emanate from a great variety of sites, including agricultural, industrial, commercial, municipal and domestic settings. Getting even more specific, ULV 'odourcides' can be used to combat malodours in prisons, waste transfer stations, waste bin storage areas, pest habitats and bodies (e.g. dead rodents), bird guano clearance jobs, house clearances, cellars, flood damaged buildings, maggot farms, sewage works, farms, industrial works, cess pits, animal processing by-product units, waste and landfill sites, drains, demolition works, kennels, catteries, etc. The list literally goes on and on...and many of these sites are being protected by pest management measures, so why not include odour management too.

Alongside the ULV option for odour management is a concentrated surface application, which is suitable for the same areas of use.

It is important to note that the newly available odour management products do not simply mask the smell with a perfume. They interact with odour molecules on a molecular level, firstly by encapsulating them and secondly to destroy them completely and immediately.

Simply removing pests (as is the traditional pest control way) is one thing: providing a clean, disinfected and malodour-free environment afterwards is another...

BLACK PEARL PASTE



Black Pearl Paste is now available in an easy to use 270g caulking tube! The 'sticky' paste formulation allows it to be easily applied into mouse bait stations and control of mice can be instant.

Black Pearl contains Alphachloralose which belongs to the narcotic family. Only a small amount needs to be consumed by a mouse and the active will start to take effect by reducing the body temperature of the mouse until it falls into a coma and dies. There is very little danger of any secondary toxicity issues with Alphachloralose as residues in dead mice are negligible and won't affect any predators that might prey on a mouse controlled by Black Pearl.

www.lodi-uk.com

GREEN DRAIN VALVES

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- Quick and easy to install
- Available in 4 different sizes

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- Made from high quality, micronized whole wheat
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- Single feed
- Indoor, in and around buildings

Contains 0.005% brodifacoum

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New Products

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PX-ULV DISINFECTANT

- Ready to use space spraying product which is effective against the control of bacteria, viruses and fungi
- Formulated for home dwellings where rodent and bird infestations cause risk to health
- Also approved for use at waste transfer and treatment sites
- The disinfectant can also be used where biohazard risks have been identified

Contains 6% Chlorhexidine and 8% w/w QAC.

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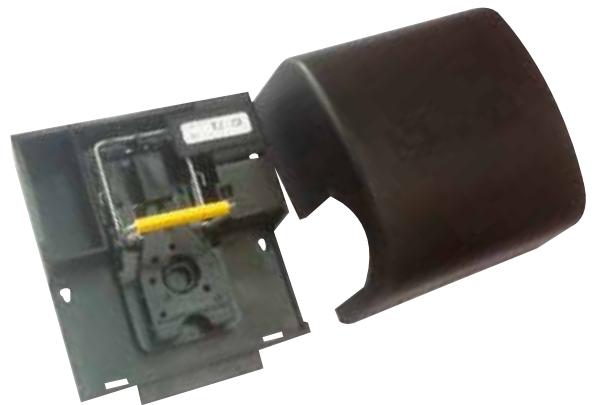


TITAN 200IP

Easy to install and with low running costs this weatherproof design is perfect for the agricultural market and notably in farms with livestock.

The Titan 200 IP is robust and powerful with a metal casing and a quality industrial transformer that will efficiently eradicate flying insects for years. Its servicing is quick with easy access to the catch-tray and the highly powerful 20 Watt Quantum® UV tube. Splash-proof rated to IPX4 suitable for farm conditions. All-around and environmentally responsible insect attraction with no pesticide and no risk of chemical resistance.

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PCN

New Products

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- The new XL8 Liquid Conversion Kit converts the XL8 dusting lance to a liquid sprayer
- The conversion kit contains:
 - 1x Pole Section (Tip)
 - 1x Flexi-Tip Kit
 - 1x Compression Fitting 6mm
 - 1x Hose Kit (Main 8m Hose)
 - 1x Adjustable Cone Spray Nozzle
 - 1x Yellow Flat Fan Spray
- The extension kit has been designed to easily fit into existing XL8 carry case

www.lancelab.com



FLEXIBLE AEROSOL STRAW KIT

- Extension straw designed for use with Racumin Foam, Bayer Crawling Insect Killer and Bayer Flying Insect Killer
- Made from robust chemical resistant tubing, it can be easily bent into to shape and remain its form
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New Products

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NET SUPPORT SYSTEM (NSS) BRACKETS

Through our continued efforts in supporting you and your business, we're proud to introduce our new bracket and stanchion range Netting Support System (NSS).

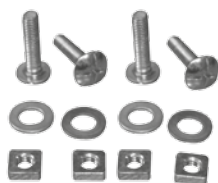
NSS has been designed to save you time and money.

This robust system is available in various sizes and eliminates the need for bespoke brackets.

NSS is also supported by our bird control specialists who can advise on its configuration and installation.

- Aids in fixing nets to the most challenging installation
- Eliminates the need for bespoke brackets
- Manufactured from hot dipped galvanised steel
- Strong, durable and resistant to rust
- Designed and produced in the UK

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PCN

Kit Maintenance

Paperwork, what to include in your pest control site folder

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In our regular feature on kit maintenance, PCN tends to look at physical pieces of equipment, the 'bread and butter' of pest controllers. This time we have decided to focus on the dreaded paperwork, as your pest control site folder is potentially easy to overlook in terms of maintenance and keeping it up-to-date. If something goes wrong, this is where your training records and treatment records can help, the all-important documented evidence of what you actually did. So it pays to maintain your paperwork. With it being early in the year, it is as good a time as any to dust off your folder and check that you have everything you need.

Typical components of a pest control site folder

Bear in mind that you will not necessarily need every bit of paperwork we refer to here. Some items are required for certain standards, particularly those in the food industry. Treat this as a reminder or friendly pointer towards the kind of information you should consider.

Documentation

Plan - Get a map of the site and mark on bait locations, monitoring points and UV-light flytraps.

Material safety data sheets (MSDS)

OK, so you will have MSDS in the folder, but are they honestly up-to-date? Many MSDS have been updated lately, to satisfy the recently introduced classification, labelling, and packaging requirements (CLP). If you haven't updated your MSDS file in the last year or so, they are likely to be out-of-date. It is good practice to re-visit your collection of MSDS once a year, to check for updated versions.

COSHH assessments & environmental risk assessment

Remember that a COSHH assessment is not the MSDS! Seek guidance here <http://www.hse.gov.uk/coshh/>

If you are using rodenticides externally, you must have an environmental risk assessment (ERA) – see here for more information on ERAs <http://www.thinkwildlife.org/>

Treatment report

Include your findings such as pest activity details, materials used, make recommendations ensuring they are signed off, plus date and sign the report.

Pest sightings log

Don't just rely on site staff telling you that they have 'seen a rat, might have been last week, think it was in the warehouse but I'm not sure'. Put a pest sightings form together, to encourage them to record useful information when it actually happens e.g. location, numbers, time, contact details (of the person, not the pest!).

Risk assessment regarding frequency of visits:

Basically, how often you need to visit to keep on top of things. Pesticide / Biocide label requirements will come into play here, as well as consideration of the type of product on site (raw materials are at greater risk of pest activity) and history of pest activity.

Training records (contractor and in-house)

Show your level of training, especially the fact that you hold approved certification in line with the requirements of the UK rodenticide stewardship regime.

Insurance details

Similar to the point about MSDS above, include your insurance details but make sure they are up-to-date.

Trade association membership certificates

Not always an absolute requirement but it is certainly a good idea to become a member of a pest control trade association.

Specification / Contract details for the level of service and a schedule of planned visits are often required.

Trend analysis - catch counts etc.

It is a good idea to document what you find in UV light fly traps or moth monitoring products, to look for recurring patterns in activity, so remedial action can be taken. This isn't always spotted when catch counts are looked at in isolation.

Lower tier waste carrier licence

If you transport any kind of waste regularly, as part of your business, then you need to register as a lower tier waste carrier; for pest controllers this includes spent rodenticide bait, aerosol cans, empty packaging, redundant stock and fluorescent tubes. Registration as a lower tier carrier is free-of-charge if you are just transporting your own organisation's waste. If you do not register you could be fined up to £5,000. Register here <https://www.gov.uk/waste-carrier-or-broker-registration>

BPR vs HSE numbers

Remember that nearly all rodenticides and now many insecticides will have a BPR number to indicate their authorisation, rather than the 'old' HSE numbers that we are most used to. Make sure the new numbers are represented in your records.

Allergen statements

Allergen statements are increasingly being requested by food sites and this is something new for a number of us. They are typically requested when the pest control product is food-based / edible such as a cereal-based rodenticide, or cockroach or ant bait. Food sites want to see whether certain allergens are included in products e.g. nuts, shellfish, wheat (yes for rodenticides!). Allergen statements from product manufacturers provide this information.

Contact numbers

It sounds obvious but make sure your contact number is listed, especially if an emergency arises.



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

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BPCA 75th Anniversary Celebration and Dinner

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2017 will mark the 75th anniversary of the Association. BPCA will be celebrating this occasion with a special dinner held on the evening of Wednesday 22 March, after day one of PestEx 2017.

Taking place at the East Wintergardens, the largely informal dinner will give attendees the chance to celebrate the last 75 years of BPCA, as well as reflect on challenges facing the sector now and in the future. The 75th anniversary dinner will bring together the pest control sector's key stakeholders to champion the activities of the association, its membership and supporters in a fun and exciting environment.

BPCA President Paul Rodman said, "BPCA has come a long way since 1942, but we still hold the same virtues today in maintenance and preservation as we did then."

The dinner will be a chance for a number of people involved within the industry to come together in an enjoyable atmosphere, and perhaps talk about what things might be like in the next 75 years.

The celebratory 75th anniversary dinner has a maximum capacity of 200 guests, based on round tables of ten. After a semi-formal dinner (including awards), the venue also benefits from being able to facilitate further networking with casino tables, bars and lounges all open to dinner attendees to mark the memorable occasion.

Members and Supporters can book their place at the celebratory dinner by completing a booking form and sending to events@bpca.org.uk.

British Pest Management Awards (BPMAs)

The dinner will incorporate the inaugural British Pest Management Awards (BPMAs) which aims to bring the whole sector together to celebrate the achievements and professionalism of the wider pest control community.

LODI primary sponsor for BPCA 75th Anniversary Dinner

We're happy to announce our primary sponsor for the British Pest Control 75th Anniversary Dinner will be Manufacturing and Distribution Members LODI. In sponsoring the event LODI are supporting our progress in the industry, as well as the Association's vision for the future.

Roger Simpson, Director of LODI UK said: "Lodi is extremely proud to be playing a part in the BPCA's 75th Anniversary Celebrations! We place high value in our partnerships within the pest control industry and we greatly appreciate the loyalty and support that we are given by Pest Controllers up and down the country.

It gives LODI great pleasure to be the main sponsor at such a prestigious event giving us a vital opportunity to formally thank UK Pest Controllers and our association for their valued support."

Venue

The East Wintergarden is a truly unique venue nestled between the iconic towers of Canary Wharf in London which will form a stunning setting to mark such a special occasion. The venue boasts a mezzanine level suspended above the main hall where the evening will begin with a drinks reception before moving through to the Main Hall which definitely has the wow factor!

The venue has ample space for networking following the dinner and awards ceremony, with casino tables provided for the evenings entertainment. Located in Canary Wharf the venue is in a convenient and accessible location, a two minute walk from Canary Wharf Station and the Jubilee Line.

Location

East Wintergarden, 43 Bank Street, Canary Wharf, London E14 5NX

Exhibition Floorplan

ExCel London - Wednesday 22nd & Thursday 23rd March 2017





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W Whether you think the actions of Amir Khan and a certain young lady over in America, (allegedly weeks after his wedding) whereby he was performing certain actions to himself that he now would have preferred not to have done and made public, are morally bankrupt or not - is perhaps beside the point.

The very real point is that the way things are bought and sold, advertised, marketed, how relationships are entered into, or indeed ended, how businesses interact,.....how fundamentally we communicate - has changed 360 degrees from a few years ago and at such a pace that new trends are almost unrecognisable with what we once took for granted.

A straw poll in my office revealed that most of my younger lawyers saw their mobile phone as a means of talking to someone as a secondary function to everything else they use it for.

With knowledge comes great responsibility, and so often we are shown (on our smartphones!) that the Pandora's Box each and every one of us now carries is not fully understood or its repercussions for unwise usage. The news contains very real cases of inappropriate use, or proper use being used inappropriately and the problems caused, and especially so since your

employees whilst at work are not quarantined from the internet - far from it. In most work places they are encouraged to use it to enhance business opportunities.

I often get asked fairly standard questions as to what rights employers have regarding their employee use of their phones during work time, the messages that are sent if on a company owned smartphone, or indeed what implications are there regarding employees accessing various social media sites from other company property be it a laptop or I-pad etc.

The troubling fact is that the law is slow to keep up with modern technology and at best will play catch up eventually. There is no specific regulation of social media and as such existing employment and data laws apply.

To fend off as much ambiguity between what an employee can and cannot do, the rights and obligations of the employer to access materials published on firm time either on their or your device, and whether in a personal or corporate capacity, a robust and sensible social media / data user policy should be adopted clearly setting out the rights of both parties in the employee handbook.

The social media policy could also extend to ownership issues for example on linkedin, which

is predominantly a business platform where an employee may harvest a large number of followers for your business - you would not wish for that employee to leave with all of those contacts which you probably encouraged him or her to acquire during their time with you. Again, if this is covered in your social media policy it resolves the issue since your employee, you can argue, knew what the state of play was from day one.

No single policy is going to cover every eventuality, as the range of platforms is now so diverse, however, failure to embrace the problem will only lead to amplifying the difference between expectations when you come to part company.

If you want to see an up to date social media policy wording, please feel free to contact me, Giles Ward at Milners Solicitors by email Giles.Ward@milnerslaw.com or telephone 07789401411 and I will send you one on the house and by any means you want, but not by post!

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.

MAR 2017

01/03/2017	Safe Use of Pesticides - Belfast, Northern Ireland
07/03/2017	Insect Workshop 1 (Bedbugs & Fleas) - Guildford
08/03/2017	Insect Workshop 2 (Ants, Bees & Wasps) - Guildford
09/03/2017	Safe use of Aluminium Phosphide for Vertebrate Control - Cluny by Kirkcaldy
14/03/2017	Killgerm Principles of Rodent Control - Ossett
16/03/2017	Insect Workshop 2 (Ants, Bees & Wasps) - Ossett
21/03/2017	Killgerm Principles of Rodent Control - Newbury
28/03/2017	Killgerm Principles of Rodent Control - Grangemouth
28/03/2017	Killgerm Principles of Rodent Control - Norwich
29/03/2017	Practical Mole Trapping - Pickering
29/03/2017	Insect Control - Norwich
30/03/2017	Safe Use of Pesticides - Norwich

APR 2017

04/04/2017	Safe Use of Air Weapons for Bird Control - Cluny by Kirkcaldy
11/04/2017	Killgerm Principles of Rodent Control - Ossett
12/04/2017	Insect Control - Ossett
12/04/2017	Safe Use of Air Weapons for Bird Control - Bisley
13/04/2017	Safe Use of Pesticides - Ossett
18/04/2017	Killgerm Principles of Rodent Control - Bristol
20/04/2017	Working Safely in Pest Control (IOSH) - Guildford
25/04/2017	Safe use of Aluminium Phosphide for Vertebrate Control - Bretton
25/04/2017	Killgerm Principles of Rodent Control - Coventry
25/04/2017	Safe Use of Air Weapons for Bird Control - Kibworth
26/04/2017	Practical Mole Trapping - Pickering
26/04/2017	Insect Control - Coventry
27/04/2017	Safe Use of Pesticides - Coventry

MAY 2017

03/05/2017	Bird Control Theory - Guilford
03/05/2017	Insect Workshop 1 - Bedbugs & Fleas - Bristol
04/05/2017	Bird Control Practical - Guilford
04/05/2017	Insect Workshop 2 - Ants, Bees & Wasps - Bristol
09/05/2017	Killgerm Principles of Rodent Control - Ossett
10/05/2017	Insect Identification - Ossett
11/05/2017	Pest Control Refresher - Ossett
18/05/2017	Pest Control Procedures in Food Premises - Perth
23/05/2017	Pest Awareness for Non PCOs - Bristol
23/05/2017	Killgerm Principles of Rodent Control - Perth
24/05/2017	Bird Control Theory - Kibworth
24/05/2017	Insect Control - Perth
25/05/2017	Bird Control Practical - Kibworth
25/05/2017	Safe Use of Pesticides - Perth
30/05/2017	Killgerm Principles of Rodent Control - Guildford
31/05/2017	Practical Mole Trapping - Pickering
31/05/2017	Insect Control - Guildford

To book visit - www.killgerm.com



BED BUG CONTROL COURSE

- 11 April 2017, North
- 31 May 2017, South
- 20 Jun 2017, Scotland
- 14 November 2017, Midlands

USING RODENTICIDES SAFELY

- 8 March 2017, North
- 19 April 2017, South
- 24 May 2017, Scotland
- 21 November 2017, South

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

- 11-12 April, 2017 Scotland
- 26-27 September 2017, North

PRACTICAL VERTEBRATE

To book visit www.bpca.co.uk



7TH MAR 2017 RSPH level 2 Award in the safe use of Rodenticides

14TH MAR 2017 The Application of Aluminium Phosphide -Phostoxin or Talunex for Vertebrate Control

20TH APRIL 2017 Practical Wasp control

25TH APRIL 2017 RSPH level 2 Award in the safe use of Rodenticides

18TH MAY 2017 RSPH Level 2 Award in Pest Management
RSPH Level 2 Certificate in Pest Management
Day 1 18th May 2017
Day 2 19th May 2017
Day 3 25th May 2017
Day 4 26th May 2017
Day 5 1st June 2017
Day 6 2nd June 2017
Day 7 8th June 2017

9TH JUNE 2017 RSPH Level 2 Award in Pest Management exam
RSPH Level 2 Certificate in Pest Management Assessment

TRAPPING

- 7 March 2017, North
- 18 April 2017, South
- 23 May 2017, Scotland
- 12 July 2017, Midlands
- 6 September 2017, Midlands
- 30 November 2017, Midlands

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

- 14 - 19 May 2017
- 16 - 21 July 2017
- 10 - 15 September 2017
- 3 - 8 December 2017

13TH JUNE 2017 RSPH level 2 Award in the safe use of Rodenticides

20TH JUNE 2017 The Application of Aluminium Phosphide -Phostoxin or Talunex for Vertebrate Control

27TH JUNE 2017 Practical Wasp control

7TH SEPT 2017 RSPH Level 2 Award in Pest Management

RSPH Level 2 Certificate in Pest Management
Day 1 7th September 2017
Day 2 8th September 2017
Day 3 14th September 2017
Day 4 15th September 2017
Day 5 21st September 2017
Day 6 22nd September 2017
Day 7 28th September 2017

29TH SEPT 2017 RSPH Level 2 Award in Pest Management exam
RSPH Level 2 Certificate in Pest Management Assessment

www.pestsolution.co.uk

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