

# PCN

PEST CONTROL NEWS®

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124

## Cluster flies – more than one!

While many of us are familiar with the common cluster fly *Pollenia rudis*, it may come as a surprise that there is more than one species of cluster fly.

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## Exclusive: Game-changing non-anticoagulant rodenticide launched in the UK.

BASF have announced the UK launch of the non-anticoagulant, cholecalciferol-based rodenticide, Selontra®.

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## Surprise resistance surveillance results prompt wake-up call

The spread of rats against which some rodenticides don't work has taken a "surprising and troubling" turn, according to Campaign for Responsible Rodenticide Use chairman Dr Alan Buckle.

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Pest Control News Limited,  
Wakefield Road, Ossett,  
West Yorkshire WF5 9AJ.

tel: 01924 268400

e-mail:

editor@pestcontrolnews.com  
technical@pestcontrolnews.com

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## Independent pest management consultancy

Precision Consulting is now an independent company offering pest management audits, inspections, training and expert advice. As a stand-alone organisation they will be able to provide objective impartial advice to customers. Ian Adamson has been welcomed onboard as General Manager. Ian is a highly qualified auditor, field biologist and trainer with many years experience working as a pest management consultant, supporting some of the largest food companies in the UK and Europe.

Ian commented; "Our goal is to create an independent consultancy, based on technical excellence and integrity that provides science based, solution driven reports to find the best outcomes for our customers and their pest management contractors. I would like to reassure my colleagues in the wider pest management industry that our intention is to work constructively and co-operatively, to ensure the best product and brand protection for our mutual customers."

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**PCN® Junior**  
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**PCN® Junior Success!**

After the great success of PCN JNR, which was launched with our last issue, we have treated you all with a special PCN JNR Christmas edition this time too! It is full of more fun facts for children to learn, easy recipe tips for chocolate treats and more adventures from Clara!



## Prompt Relaxes Rules on CPD Point Collection

With industry events, conferences and meetings across the UK cancelled, PROMPT has taken the decision to relax its CPD requirements for Register members.

Full PROMPT members are required to gain 20 CPD points annually. However, they will now need to collect 40 points over the two-year period.

"This flexibility will enable our members to remain on the PROMPT Register, while ensuring standards remain consistent, allowing essential pest control work to continue," said Stephen Jacob, PROMPT CEO.

[www.pestcontrolnews.com/news](http://www.pestcontrolnews.com/news)



## BPCA Launches New Digital Event PestExtra as PestEx Postponed Until 2022

British Pest Control Association is launching a brand new digital event following the tough decision to postpone PestEx 2021.

Given the most recent government guidance surrounding events, BPCA has made the difficult but necessary decision to postpone PestEx until 16-17 March 2022.

In its place will be PestExtra - a virtual event taking place over Tuesday 16, Wednesday 17 and Thursday 18 March 2021, it's the familiar PestEx vibe in an all-digital environment.

[www.pestcontrolnews.com/news](http://www.pestcontrolnews.com/news)



## ICUP 2021 Conference Postponed

With much regret, the organising and executive committees of the International Conference on Urban Pests (ICUP) have decided to postpone the 10th ICUP Conference. This had earlier been rescheduled to September 2021 in Barcelona, Spain. The intention is still to hold the next ICUP in Barcelona, but it is not possible yet to propose an alternative date.

This postponement is based on the continued spread and impact of the Covid-19 virus. The health risks to ICUP delegates together with the continuing uncertainty and disruption, effectively prevent the planning and organisation of a successful international conference.

As Dr Rubén Bueno, chairman of the ICUP organising committee, explained: "These are unprecedented and challenging times. We will be in contact again as soon as we have more positive information. In the meantime, we value the support of the ICUP community during this response to the unprecedented global situation. We wish you all well in these challenging times," he concludes.

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## California Governor Signs Bill Banning Most Rodenticide Uses

On 29th September, California Gov. Gavin Newsom signed into law AB 1788, "The California Ecosystems Protection Act," which prohibits most uses of second-generation anticoagulant rodenticides (SGARs). AB 1788 was passed by the California Legislature on August 31st.

AB 1788 prohibits most uses of rodenticides containing brodifacoum, bromadiolone, difenacoum or difethialone to reduce the poisoning of non-target wildlife until the re-evaluation by the Department of Pesticide Regulation (DPR) is completed; the Department of Fish and Wildlife (DFW) also will play a consultation role in the re-evaluation.

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# Asian Hornet Identified in Hampshire



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**B**eekkeepers and members of the public have been asked to remain vigilant after an Asian hornet was spotted in the Gosport area of Hampshire.

The National Bee Unit has confirmed the sighting and monitoring is underway to detect any other Asian hornets, *Vespa velutina*, in the vicinity.

The Asian hornet is smaller than our native hornet and poses no greater risk to human health than our native wasps and hornets. However, they do pose a risk to honey bees and work is already underway to monitor for any hornet activity and to identify any nests nearby.

This is the first confirmed UK sighting since October 2019, when two related nests were detected and destroyed near Christchurch, Dorset.

Defra's Chief Plant and Bee Health Officer Nicola Spence said:

"By ensuring we are alerted to possible sightings as early as possible, we can take swift and effective action to stamp out the threat posed by Asian hornets. That's why we are working at speed to locate and investigate any nests in the area following this confirmed sighting.

While the Asian hornet poses no greater risk to human health than other wasps or hornets, we recognise the damage they can cause to honey bee colonies and other beneficial insects.

Please continue to look out for any Asian hornets and if you think you've spotted one, report your sighting through the Asian hornet app or online."

It is important to take care not to approach or disturb a nest. Asian hornets are not generally aggressive towards people but an exception to this is when they perceive a threat to their nest.

If you suspect you have seen an Asian hornet you should report this using the iPhone and Android app 'Asian Hornet Watch' or by using our online report form. Alternatively, e-mail [altrnonnative@ceh.ac.uk](mailto:altrnonnative@ceh.ac.uk).

Please include a photograph **if you can safely obtain one**.

Identification guides and more information are available and if you keep bees you should keep up to date with the latest situation on the [gov.uk](http://gov.uk) sightings page and on BeeBase.



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# Cluster Flies

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It's that time of year for a reminder about our familiar foe, the cluster fly *Pollenia rudis*.

It's that time of year for a reminder about our familiar foe, the cluster fly *Pollenia rudis*.

## *Pollenia rudis*, cluster fly.

Recognising the cluster fly *Pollenia rudis* can be quite straightforward. Although an entomologist will always request a physical sample, for reliable identification, an experienced pest controller can have a good idea of what they are dealing with based on the nature of their client's phone call. The usual story is, in Autumn, when temperatures dip below 10°C (e.g. late September / early October) the calls for 'lots of flies in my attic' start to come in. *P. rudis* is creeping in at this point, typically basking on a sunny south-facing wall before making a way inside to overwinter. This creeping into properties can continue until November depending on temperatures. When we say 'lots' we mean it too – hundreds to start with, eventually numbering in the thousands in roof spaces. The flies are quite docile, 'dopey' even, in flight. In fact, you'll see them huddled together in a cluster within recesses, hence their name.

Looking at a physical specimen, *P. rudis* has distinctive golden hairs on the thorax and also a black and white pattern on the abdomen, similar to a chess board. Size-wise, they are 6 – 10mm, larger than houseflies *Musca domestica* but smaller than bluebottles *Calliphora vicina*.

## Where are they found?

Well, typical overwintering sites include attics / roofs-paces, cavities, cladding 'skin' of buildings, sides of caravans, bell towers, spires, silos voids and more. They can be in any property, from domestic to industrial to churches and hospitals.

## Getting to the source

It's the familiar but effective mantra of public health pest control and integrated pest management: 'get to the source of the pest problem'. Can we do this with cluster flies? Short answer: no chance! Longer answer: their larvae parasitise earthworms. That's right, earthworms. So we can't get to the source as their life cycle depends on earthworms in grassy areas while the adult flies are capable of a flying a distance away to overwinter. Perhaps biological control is the answer (!) and we leave any moles, *Talpa europaea*, to do their work in consuming earthworms with voracious gusto (tongue-in-cheek comment). A 100g mole eats roughly 62g of earthworms a day, which is some going. Leave the moles to make a stash of earthworms, with up to 1,500g of earthworms having been noted in mole stores before...enough to keep a mole going for around 24 days. It wouldn't work though...

Cluster flies themselves can be a source of secondary insect activity. Carpet beetle larvae, *Anthrenus verbasci* a.k.a. 'wooly bears' feed on insect carcasses. It makes sense to remove dead cluster flies then, either by sweeping them up or using a vacuum cleaner. You could be removing the source of that persistent carpet beetle problem.

## Can we keep cluster flies out of a property?

Fly-screen mesh creates a barrier for flies but proofing an entire property isn't feasible.

There are no fool-proof methods to keep them out, even with chemicals – treating the outside of a property is not advisable. In fact, few insecticides are approved for outdoor use and the UK weather conditions would negate any useful effects anyway. As brick is a porous material, the effectiveness of some insecticides is almost zero due to them being absorbed into the brickwork. Plus, any insecticide applied to the outside of a building represents a threat to pollinating species. In short, don't do it.

### Will there be a problem with cluster flies here next year?

Yes, most likely. Cluster fly problems often occur at the same property every year, year after year. Perhaps the previous 'residents' leave some kind of chemical cue / signal to encourage the next batch of flies to setup home... whatever the reason, you should expect to be back at that property in subsequent years to administer control measures

### Control measures - insecticides

Before we get into appropriate control measures, have a think about the timing of treatments. Fogging is the most suitable treatment but when is the best time of year to do this? It all depends on your customer really. It might be a sensitive client, or site, who require multiple fogging treatments to keep numbers of cluster flies down as they enter in 'drips and drabs' throughout winter. If your customer can wait until later in the year for a treatment, it may be possible to time the fogging so that nearly all the cluster flies have made their way in. Be ready for the impressive 'buzzing' noise of thousands of cluster flies stimulated by a pyrethroid fogging treatment – music to the ears!

A favoured treatment is the use of specialist Ultra Low Volume (ULV) cold foggers to deliver non-residual insecticide to the volume of the space, acting as a quick knockdown to cluster flies. If it's been a while, remember to read the insecticide label, follow the ULV machine instruction booklet, and get the dosage calculations right for the volume being treated (ideally set the timer on the machine). Also, leave enough time before re-entry (1 hour typically), allow ventilation prior to re-entry, don't forget that smoke alarms can be set off, close any clear gaps, check you can enter and exit the loft safely, exclude people and animals, check for bats first, extinguish naked flames, cover water tanks and so on. A reminder on the situation with bats is available here <https://www.bats.org.uk/> from the excellent Bat Conservation Trust and we recommend keeping an eye out for training courses on bat awareness.

There are other treatments available for cluster flies, mainly following the principles of fogging / space treatments as per ULV. Water-activated devices are available that disperse the insecticide throughout the volume – think of a traditional smoke generator but without the combustion side of things. If you are using these types of product, do remember to check the label and use enough generators for the volume you are treating. Also, make sure you don't 'paint yourself into a corner' i.e. set off the water-

activated or smoke generators in sequence, to allow you to get back to the loft hatch in safety. A golden rule with smoke generators – place them on a piece of slate or similar material to avoid scorch marks of surfaces. One-shot aerosols are available for space / volume treatments and other cold foggers exist as a cheaper alternative to the highly effective ULV machines.



### Other control measures

It is true that UV light fly traps are highly effective in attracting and capturing *P. rudis*. There are some issues with this approach in a loft space though. If glue board UV light fly traps are used, the boards will be filled very quickly with cluster flies and rendered ineffective for further catches. It isn't feasible to change the glue boards very frequently. UV light fly traps with an electrocution grid have a greater capacity for flies due to their catch tray. However, for cluster flies, never use a UV light electrocution unit with a standard catch tray that cannot be detached without the unit turning off. Huge numbers of cluster flies will build up in the catch tray and there is a risk of fire as a spark could ignite the dry fly carcasses. It is possible to install specialist UV light electrocution units with a detachable catch tray that allow the unit to remain on, allowing cluster flies to fall through into a larger receptacle. Still, these units must be maintained regularly as dry fly carcasses can build up on the electrocution grid and combust. Think carefully before going down this route as it is not broadly recommended. Even though this is not a chemical option, bats (fully protected under the Wildlife and Countryside Act 1981) should still be checked for and Bat Conservation Trust advice consulted before any work is undertaken.

### *Thaumatomyia notata*, Small yellow swarming fly

The small yellow swarming fly does exactly what it says on the tin... it's small, it's yellow, it swarms and clusters. Interestingly, it's size and general appearance means it is commonly confused with fruit flies *Drosophilidae*. Of course, the source of fruit fly activity is very different and *Thaumatomyia notata* is not associated with fermenting materials such as waste fruit, alcoholic beverages, drains and so on.



### *Musca autumnalis*, autumn fly, face fly

The last one for this article is *Musca autumnalis*. Its common names include autumn fly and face fly. It earns the name face fly on account of being active around the eyes and nose of livestock, with female flies feeding on secretions from the wounds and orifices of cattle and horses. Yummy!



Just like *P. rudis*, this species *M. autumnalis* enters properties in large numbers in autumn to overwinter (hence the autumn fly common name). Control measures are as per *P. rudis* too. Note that *M. autumnalis* is commonly confused with the housefly *M. domestica* in terms of appearance.

P.S. cow dung is a source of two more cluster fly species – the green cluster fly *Eudasyphora cyanella* and the blue cluster fly *Dasyphora cyanicolor*. Confusingly (or interestingly, depending on how you look at it), they look just like greenbottles *Lucilia sericata* and bluebottles *Calliphora vicina* respectively. As always, send any suspect samples to an entomologist for identification.

# EXCLUSIVE:

## Game-changing non-anticoagulant rodenticide launched in the UK



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**B**ASF have announced the UK launch of the non-anticoagulant, cholecalciferol-based rodenticide, Selontra®. This resistance-breaking rodenticide active ingredient, with a strong environmental profile (arguably lower-risk to some non-target species versus certain other rodenticides), could be a game-changer in the pest control industry.

Pest Control News takes an exclusive look at this extremely important development regarding rodent control.

### Haven't we seen this before?

Getting the potential negatives out of the way first, as some experienced readers will remember previous cholecalciferol rodenticides needing pre-baiting (potential bait-shyness in rats) and palatability having room for improvement, we are informed that these historic concerns are not the same for Selontra®. Sceptics may say that this isn't a product 'launch' but more of a 're-launch' as we've had this active ingredient before. However, there are enough differences; in palatability, application technique, label directions and more, to call this a true launch of new technology. And oh, don't we need it, with significant concerns regarding resistance to anticoagulant rodenticides and their residues in non-target species such as birds of prey.

**Is this one of the few pieces of good news for 2020? You bet!**

### Key facts?

**Swift control.** Speed is of the essence - the high palatability and unique mode of action means that rodent activity can be eradicated within seven days. A strong claim and this won't be applicable to all sites but with data to back this up (field data too - not just from the lab!), there is confidence to be had. The way that cholecalciferol works means that rodents experience a 'stop-feeding' effect soon after consumption (don't worry - high palatability means they consume enough for a lethal dose and avoid sub-lethal doses and bait-shyness), therefore allowing sub-dominant rodents to feed and increasing speed of control. Don't forget neophobia though.

**Environmental profile.** Cholecalciferol, is neither persistent in the environment, nor bio-accumulative, and is readily metabolized by rodents. Studies on birds (quail and mallard) have shown that compared to rats and mice, they are approximately 50-times less sensitive to cholecalciferol.

**Resistance management.** Cholecalciferol controls all anticoagulant resistant house mice and Norway rats. Through its unique mode of action, the development of future resistance is considered highly unlikely.

### How does it come?

The currently available formulation is a ready-to-use soft block, weighing 20g, containing cholecalciferol at 0.075%. The soft block means it is readily securable in bait stations. Of course, a taste deterrent and warning dye are included as expected. Experience dictates that palatability of rodenticides is hugely important, especially when there are competing food sources present. The bait-base is a highly palatable food-matrix and odours are released, therefore readily detected by pest rodents, through the permeable film around the blocks.

### I'm still not convinced by the palatability claims...

OK, the historic concerns about palatability may linger...but it's time to shake this off...remember that the palatability ratios of many anticoagulant baits are between 0.5 and 1.5. This cholecalciferol bait has a palatability ratio of 2.0 - more palatable than many anticoagulant baits and scientifically proven to be so. It compares favourably, in terms of palatability, to many anticoagulant rodenticides, maize silage, pig feed, and...wait for it...beef burgers (*now that's my kind of science - tech ed.*)

### How does cholecalciferol work?

Very differently to anticoagulants, hence the resistance-breaking mode-of-action and different environmental profile. In short, consumption increases calcium levels in the blood of the rodent, which results in a 'stop-feeding' effect after 24 hours (loss of appetite is a symptom of cholecalciferol toxicity in rodents and a practical benefit is less wastage of rodenticide - anticoagulants continue to be consumed even after a lethal dose is eaten), causing death by hypercalcaemia (a build up of calcium in organs, tissues and vessels).

### Which rodents can it be used against?

No surprises here - Norway rats *Rattus norvegicus*, house mice *Mus musculus* and if you ever come across them...black rats *Rattus rattus*

### How important is this, really, for resistance management?

With resistance problems increasing in Norway rat, *Rattus norvegicus*, populations in the UK it is a relief that we have a resistance-breaking product. Of course, there is no known resistance to Brodifacoum, Flocoumafen and Difethialone (they are resistance-breakers themselves) but their environmental profile is different and they cannot be used for permanent baiting at all. See the 'hybrid resistance' reports in this issue.



**I bet it can't be used for permanent baiting though?**

This incarnation of cholecalciferol *can be applied in permanent baiting programmes both indoors and around buildings. Naturally, this is limited to sites with a high potential for reinvasion when other methods of control have proven insufficient. Warning – while permanent baiting is permitted, do not expect control without regular revisits. More on this to follow.*

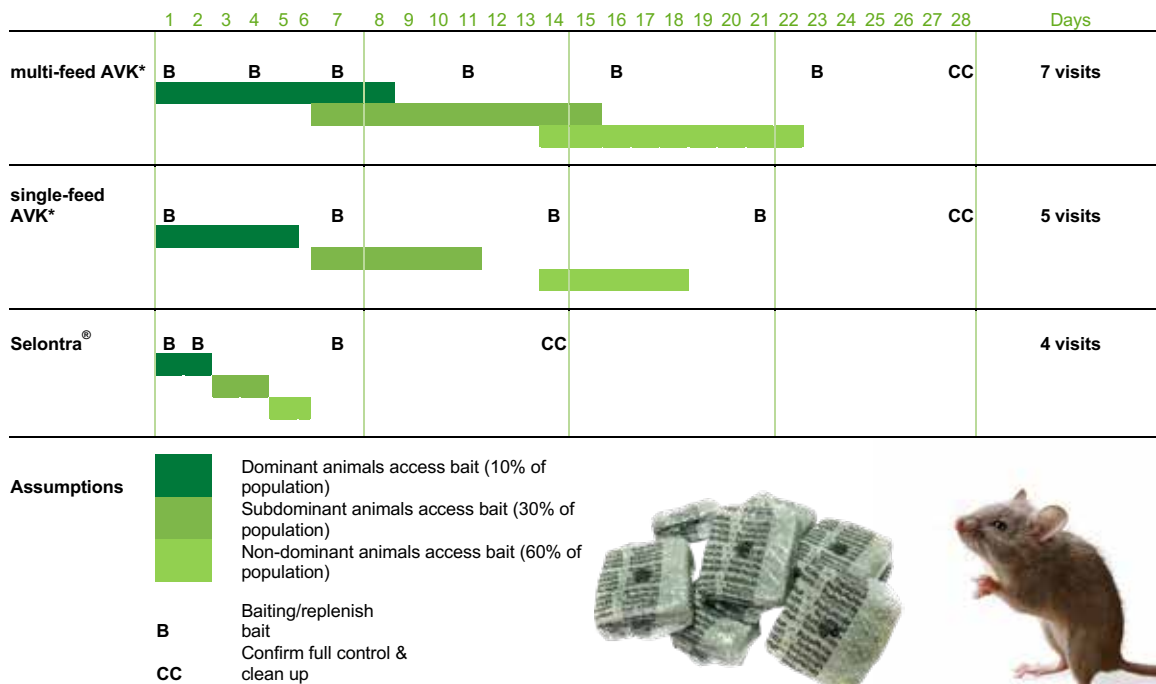
**The 7-day baiting schedule (important key point)**

For the so-called 'multi-feed' anticoagulants (difenacoum and bromadiolone baits and all first-generation anticoagulant baits), and this new cholecalciferol bait, saturation baiting is used. Saturation baiting is when enough bait is always in place all the time to allow any and all rodents to feed at any time. This means the active ingredient can be accumulated over several days. Once a lethal dose has been eaten the animals that have fed on anticoagulants will die within 4-10 days. Death of the entire hierarchy levels therefore takes several weeks and bait must be in place on the site for all this time.

For the so-called 'single-feed' anticoagulants a lethal dose is consumed in a single feed, and therefore bait can be replaced weekly so that each of the hierarchies present can feed once the higher level above them have consumed the bait and died. So, bait is offered in a pulse every week and rats also die in this pulse pattern.

For the new cholecalciferol bait, saturation baiting is used, but because rodents feel the toxic effects of the Selontra after only 1 day, and then remain in their burrows / harbourages, each of the hierarchy levels get to feed on the bait much sooner and control is achieved more quickly. Control can be quicker and fewer visits required. **Do remember that bait needs to be replenished on 'day 2' to achieve results** – this reaches the next hierarchy of rodents with the 24-hour 'stop-feeding' effect in mind. Note that, on average, 4 visits can be enough to confirm control.

It deserves a diagram for further explanation...



**We're told to 'read the label' so what does it say?**

Our favourite three words when it comes to rodenticide labels are 'covered and protected'. This means the product can be applied at 'covered and protected' bait points – so tamper-resistant bait stations are not always required, which unlocks the ingenuity of an experienced pest controller and allows flexibility in use. Some other useful extracts follow.

**Application rates:**

Species	Situation	Application rate for each bait point
House mice	Domestic, commercial, rural	20 g to 40 g (1 or 2 blocks) every 1-2 meters
Brown rats and Black rats	Domestic, commercial, rural	100 g to 140 g (5 to 7 blocks) every 5-10 meters

**Frequency of application and use requirements:**

Bait may only have to be placed for 7 days to achieve control provided that sufficient bait for the size of the infestation is placed on day 1 of the treatment. Inspect baits 1-2 days after the first placement and replace eaten bait. Inspect baits regularly (at least weekly). Continue placing bait every 7 days until consumption ceases.

While there is no antidote, this is not an issue as the label states 'Treat symptomatically. Treatment would include a low calcium diet, a high

salt and fluid intake and avoidance of exposure to sunlight. Monitoring serum calcium levels may aid treatment. Cortisone has been used successfully in some cases.' It is noted that the product is for in and around buildings and burrow baiting isn't permitted.

The label also states: 'For professional users with demonstrated competence. When this product is supplied to a user for the control of rodents, it shall only be supplied to a professional user holding certification demonstrating compliance with UK rodenticide stewardship regime requirements.

So the usual training requirements apply (as expected) but there is some supplementary, yet swift and simple, training required to allow purchase.

**Where can I take the supplementary training required?**

It's all available here free of charge <https://www.training.selontra.com/>

**More about secondary poisoning and the environmental profile**

This is a big one. Cholecalciferol is neither persistent in the environment, nor bio-accumulative, and is readily metabolised by rodents. Hold that thought – very different indeed to second generation anticoagulants.

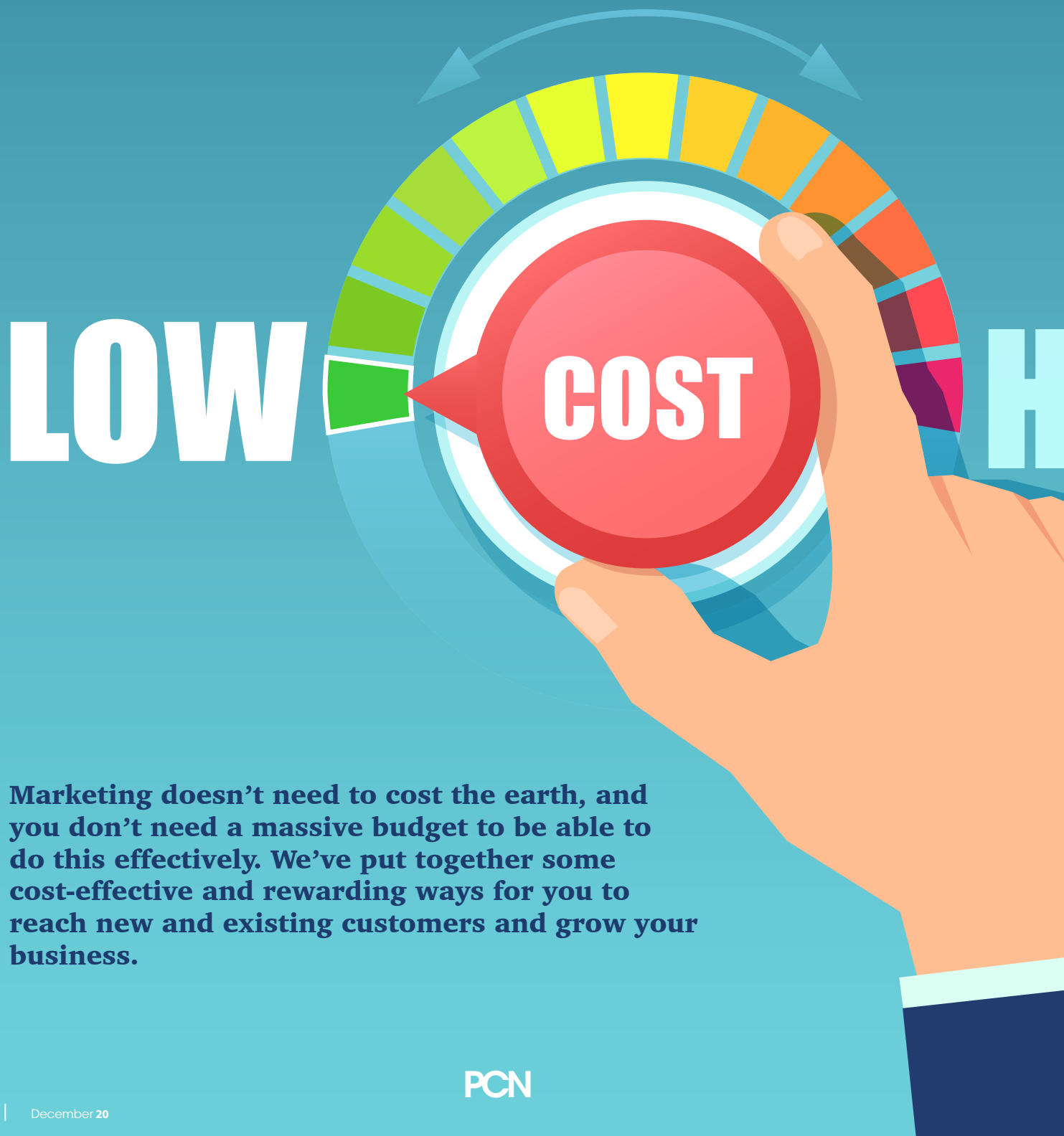
An essential consideration when undertaking an **Environmental Risk Assessment** perhaps...and what might the impact be regarding CRRU and the success of the UK rodenticide stewardship regime?

# Cost-Effective Marketing

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**Marketing doesn't need to cost the earth, and you don't need a massive budget to be able to do this effectively. We've put together some cost-effective and rewarding ways for you to reach new and existing customers and grow your business.**

### Social Networking

Facebook, Twitter, LinkedIn and Instagram enable you to connect, share and stay in touch with customers. Use social media sites to post updates, share pictures and videos and interact with customers. Make sure that you keep your updates professional and relevant to your industry. Look for hashtags, trending topics and groups that you can add value to by joining. Successful activity will improve the number of visitors to your profile and website. See Pest Control News issue 123 for an introduction to social media.

### Customer Reviews

Don't underestimate the power of referrals. Good news spreads and people will often ask for recommendations from friends before making a decision. Ask your customers to write you a referral that you can display on your website, or leave you a review on Facebook, Google, or a dedicated reviews platform such as Trustpilot or Reviews.co.uk. These reviews can be used across your business. Placing reviews on your website near call-to-action buttons will encourage people to contact you.

### Search Engine Optimisation

Search engine optimisation sounds like something for a specialist, but it doesn't have to be! You can help improve your search engine rankings on Google and other search engines by completing basic optimisation yourself. The most important factors that search engines are looking for when ranking your website are:

- Crawl accessibility – your website needs to be visible in order for search engines to discover it
- Compelling content – does your content answer the users search query?

Put yourself in your customers shoes and think about what questions they might type into Google that you would be able to answer. Include the answers to these questions and matching keywords in your website content.

Important: Always ensure that you are following best practices and strategies that abide by search engine rules. If you use techniques and strategies that attempt to spam/fool search engines it puts your website at risk of being penalised and/or removed from search results completely.

### Google My Business

Google My Business is a free and easy-to-use tool that helps you manage how your business information appears across Google, including in searches and on Google Maps. You can display important information about your business, including the opening/closing times, contact phone number and a link to your website. Your Google reviews will also display here.

### Email Marketing

Email marketing is the process of targeting your audience and customers through email. You should use email marketing to build upon existing relationships with your customers by providing relevant, valuable information that will help them. You can organise your customers into different target groups based on the type of services that they require. Give people the option to sign up to your email list from your social media profiles and your website. Ensure that you always include a clear call-to-action in each message to help direct your customer to take the next step e.g. to call you or visit your website.

Ensure that you are always up to date and compliant with the latest General Data Protection Regulations when collecting and storing customer details for marketing purposes.

### Content Marketing

Promoting your business through content marketing or blogging might seem like an impossible task, however, it is just another form of communication and it has great benefits.

You can use different types of content to help customers and you will find that this also boosts your search engine optimisation efforts! Hosting your content on your company website will help to increase search engine traffic. Use your content to answer questions that customers frequently ask. This allows you to individually target specific concerns that customers have whilst showcasing both your expertise and your personality. You can use this content to post across your social media channels and use it as part of your email marketing to reach a broader audience.

### Pay-per-click Advertising

Search engine advertising is one of the most popular forms of pay-per-click advertising. It allows you to bid for ad placement in a search engine's sponsored links area. You tell the search engine what keywords you would like to be found for and if someone searches for one of the terms relevant to your business, the search engine would consider showing them your ad. It's not just the amount of money that you are willing to pay that determines if your ad is shown or not. Instead it is a combination of factors, including the quality and relevance of your keywords and ad campaigns, and how well these align with what the user may be searching for, as well as your maximum bid. Unlike traditional advertising, you wouldn't incur any costs unless someone was to click on your ad and visit your website. You can make changes to your ads at any time, if you feel that your current ad is proving unsuccessful.

Research: It is especially important to undertake appropriate keyword research before embarking on a pay-per-click advertising campaign. This can be time consuming, but it is also incredibly important!

### Partnerships

Membership of trade associations show that you are a professional, qualified pest controller. It gives you credibility, promotes your training and puts you on a register from which potential customers can access your details. You have worked hard to attain your training and qualifications so ensure that you promote this. Customers want to know that they are in safe hands!

### Before you start

No matter what your marketing budget is, there are a few things that you will need to do first in order to ensure that your marketing efforts are successful:

#### Identify your market

Understand what your strengths are and what customers you want to attract. This could be commercial customers from a specific sector, or residential customers from a specific area. You cannot be all things to all people so it is important to identify your target market, understand their priorities and what it is that motivates them, so that you can communicate with them effectively.

#### Create a plan

Ensure that you have a plan of what you want to achieve and how you plan to get there. Sticking to your plan will ensure that you are disciplined and not trying everything and anything!

#### Measure your progress

As with any marketing campaign, it is important to analyse the effectiveness of your efforts so that you can identify the best and worst performing channels. Social media analysis will provide insight into who you are currently reaching and where potential customers might be found. You can track content performance in tools like Google Search Console, Google Analytics, and other analytics platforms to learn what content your customers engage with the most.

# HIGH

# Rodenticide alert prompts reminder of permitted target species

## No UK products authorised for control of wood mice

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**U**sers of rodenticides covered by the UK stewardship regime are reminded that no product is authorised for control of wood mice (*Apodemus sylvaticus*), also known as long tailed field mice.

This arises from an alert to the Campaign for Responsible Rodenticide Use complaints procedure. On grounds that the label had said ‘for the control of rats and mice’, a service company was found to be using a product specifically to control wood mice.

The product label in question carried neither common nor scientific names of target species. The service company had taken this to mean the product could be used against wood mice, which it halted immediately once the error was identified.

As a result, CRRU has also reminded all authorisation holders that target species, for example Norway rat (*Rattus norvegicus*), Black rat (*Rattus rattus*) or house mouse (*Mus musculus*), should be shown prominently on the outer package of all UK professional rodenticide products. This is additional to a statement on leaflets inside the pack.

For the avoidance of doubt, CRRU confirms that marketing statements saying a product may be used ‘against mice’ does not imply permission to use it against wood mice.



# Additional biosecurity for rat and mouse tail samples

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**A**dditional biosecurity measures when sending rat and mouse tail samples for rodenticide resistance testing have been introduced. Farmers, gamekeepers and pest controllers are asked to follow new packaging guidance here.

Two main changes are to double-bag the samples and include a UN3373 label, which can be downloaded from [www.thinkwildlife.org](http://www.thinkwildlife.org), on outer packaging.

This free service is run by the Campaign for Responsible Rodenticide Use. The DNA testing is conducted by the Animal and Plant Health Agency (APHA), Weybridge, Surrey.

CRRU chairman Dr Alan Buckle says samples from freshly killed rats and mice are wanted from pest controllers, farmers and gamekeepers who either think they may have resistance problems or who may just want to learn more about rodents in their area.

“The spread of resistance can only be tackled if we know where it is and where it isn’t,” he explains. “We are entirely dependent on people using this service for the necessary data.”





# Surprise resistance surveillance results prompt wake-up call

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**T**he spread of rats against which some rodenticides don't work has taken a "surprising and troubling" turn, according to Campaign for Responsible Rodenticide Use chairman Dr Alan Buckle.

New 2019-2020 survey results show not only that 74% of rats analysed carried a resistance gene but, of those studied, one-in-five had two different genes in widespread locations: County Durham, West and East Yorkshire, Greater Manchester, Merseyside, Dorset and on the West/East Sussex border.

"Although one such rat was found in 2017, this is the first time in the UK that 'hybrid-resistance' has been found on this scale, with potentially unknown difficulties for pest rodent control," says Dr Buckle. "This is happening because different resistance foci, that were once separate, are now merging and interbreeding.

"A critical upshot is that pest controllers, farmers and gamekeepers should avoid using rodenticides that don't work where resistance exists or resistance-busters where they're not necessary: Both are bad for wildlife residues."

Heightening concerns further, other recent CRRU research finds 58% of professional pest controllers say they are "not very" or "not at all" concerned about resistance. "We want them all to be concerned and know what to do about it," Dr Buckle urges. "Equally serious, this research also identified that one-third of farmers couldn't recall brand names of rodenticides they use, and only 28% claimed to know the active ingredient.

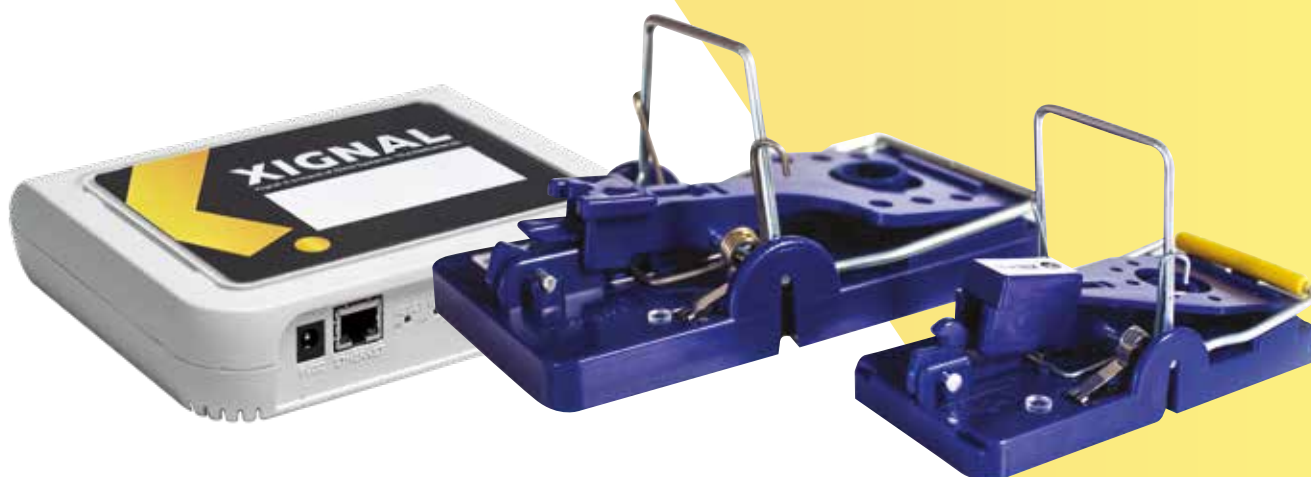
"Everyone connected with rodenticide use needs to wake up to this issue, pay attention to the information available and change the way they use anticoagulant rodenticides accordingly.

"The onus is squarely on rodenticide users to maximise their knowledge and make responsible fact-based decisions about control measures. This can start, of course, with using the CRRU Code of Best Practice, first published in 2015, as the basis of control measures."

In addition to CRRU, advice is available from the Rodenticide Resistance Action Group about which anticoagulants will work according to location and resistance status. Every time before rodenticide bait is laid, Dr Buckle suggests that users ask themselves, "will this active ingredient work here against this pest?"

"Quite what this means for the future of pest rodent control would be inadvisable speculation right now," he adds. "But it's certainly bad and CRRU is examining the potential implications and strategies as a matter of utmost importance."

The CRRU Code of Best Practice can be downloaded from [thinkwildlife.org/code-of-best-practice/](http://thinkwildlife.org/code-of-best-practice/).

 **DIMO SYSTEMS** **XIGNAL**  
Xignal is a brand of Dimo Systems - The Netherlands

# Xignal from Dimo Systems:

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“Reports of pests on the rise due to Coronavirus”, reported the Dutch Pest & Wildlife Expertise Centre (KAD) in 2020. A statement that Dimo Systems, experts in the field of pest control, can wholeheartedly endorse from years of experience. This is a problem facing not just the catering and hospitality sector and the foodstuffs industry; the buildings of public bodies, warehouses, hospitals etc. are also being confronted with pests on an increasingly regular basis.

---

There is only one effective solution in such cases: the use of mouse and rat traps. Inspection and checking of these traps, time consuming and labour intensive as it is, is a costly element in the process. Surely there's an easier way? Dimo Systems thought up a smart and, more to the point, sustainable solution that is now deployed around the world: Xignal Solution. What makes this system special is that it combines the traditional method of catching vermin and pests with the modern technology of sensors and digital monitoring. That sounds complicated, but it is actually very simple: the mouse and rat traps are fitted with a sensor that detects and monitors activity, movement and the temperature of the trap 24/7. The system is connected to the online Xignal portal via a LoRa gateway and reports the status of the trap:

- Trap armed
- Trap closed without catch
- Catch alarm



The user of the system downloads a free app (for iOS or Android) and receives a push notification when movement or a change in status is detected. A fast and smart system that is always up to date!

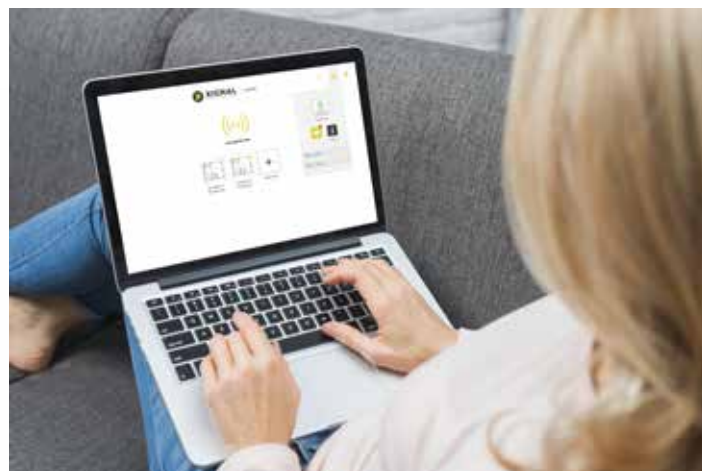
Dimo Systems are not alone in being enthusiastic about this innovative solution. Dimo Systems' customers around the world - pest control organisations, wholesalers and countless other companies that perform their own pest control - are particularly pleased with Xignal.

“OptaScan has been using Xignal mouse traps for a number of years; not because we want to spend less time with our customers (large foodstuffs companies), but precisely because we want to devote more time to fundamentally preventing and solving problems with pests. So, the Xignal traps are a very good match for OptaScan's pest-control systems.” Loek Kloosterman – Optascan.

“Dimo Systems is leading the way in terms of digitisation of the pest-control industry with their Xignal Solution. Being able to receive information 24/7 is a relevant benefit. It makes a contribution to an effective and professional control plan. The developments continue apace, and I am delighted to be able to give our customers sound information on digital pest control.” Jan Jaap van Dorst – Killgerm Benelux.

As far as cost savings are concerned, imagine that you are working on pest control in several large buildings which, apart from anything else, are in different parts of a city. That means that a whole host of mouse traps have to be checked and inspected. This is a time-consuming and very labour-intensive chore that is no longer required if you use Xignal. As the system lets you know where and when a mouse or rat has actually been caught, it is only then that you need to take action. So, you can save costs and invest your time in other work.

Another significant advantage is that it is good for hygiene: there will never be a mouse or rat in the trap for a long time. This is inevitable with traditional methods, with all the unhygienic consequences that implies. With Xignal, the information that the user receives via the app on a mobile phone, tablet or laptop is always up to date.



Dimo Systems is a company that prides itself on its sustainability and environmental friendliness. As you might expect, Xignal Solution is 100% non-toxic, meets all requirements set by current legislation and is compatible with integrated pest management (IPM).

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## Health and Safety

# Personal Protective Equipment COVERALLS



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### What do you need to protect you? What procedures do you need to follow?

These are key questions for those working in areas contaminated, or potentially contaminated, with microorganisms. We all have a heightened sense of protecting ourselves at the moment and with that, a natural focus on Personal Protective Equipment (PPE). As pest controllers our usual spotlight is PPE suitability when applying biocide chemicals. With a heightened risk of contact with microorganisms e.g. Coronavirus, Hantavirus (even though it is breathed in, the dust could settle on clothes), and of course not forgetting *Leptospira* (our well known Weil's Disease source) we may need to review our PPE in general to ensure it's up to standard and providing sufficient protection.

In this, the first part of the 3 part mini-series covering PPE, let's consider coveralls and the part they play in our protection.

It's essential that:

- We know the capabilities and limitations of our PPE
- We have the correct PPE for the job
- The PPE is fit for purpose
- PPE fits correctly and is as comfortable as possible
- We follow the correct procedure for putting it on and taking it off
- We use our knowledge and stay safe

Hand washing is paramount and wearing PPE doesn't change that. There is arguably a greater risk to health if wearing PPE in the wrong way! For example, gloves. However, removing PPE incorrectly can contaminate us with the pathogen we are trying to avoid. Hence handwashing is highlighted as an essential measure.

Much of the standard PPE we already have for applying biocides and disinfectants is acceptable in terms of protection against viruses. The basics for protection against biocides include gloves, coveralls and respiratory protection. Let's set a few benchmarks for virus protection. Starting at the top, the most protection possible is the Type 1 suit, ranging to a Type 6, giving the least protection.

Type 1	This suit gives protection against liquid and gaseous chemicals.
Type 2	Non gas tight but does protect against liquid and gaseous chemicals.
Type 3	Liquid chemical protection for a limited time.
Type 4	Liquid chemical protection for a limited period but spray tight.
Type 5	Liquid protection for a limited time. Only covers body partially.
Type 6	Protects parts of the body against liquid chemicals.

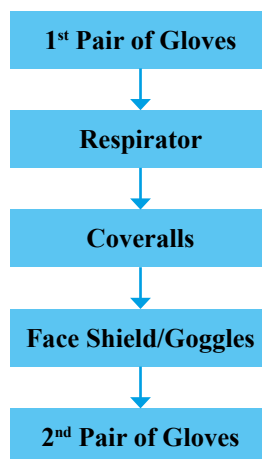
A function of a protective suit, when working in an area of possible virus contamination, is to prevent physical contact between the wearer and the virus. All protective suits must be CE marked to conform to standards. Category III (you will see the biohazard symbol displayed on packaging and possibly the suit label) provide viral protection.

It would also have to comply chemically; this refers to the type of suit and the material it is made of. You also need to consider actual risk of exposure via a risk assessment for likelihood of exposure. The exposure risk for Ebola, for example, is much greater than the exposure risk for COVID-19. This is due to the large amounts of body fluids, vomit and diarrhoea (up to 8 litres), produced by Ebola sufferers. Compare this with a decreased amount of viral shedding exposure, based on the volume of expelled body fluid, from COVID-19 patients.

A lower risk situation could be the disinfection of a school with potential virus presence. In this scenario it is likely that a standard category III, type 4, 5, 6 (possibly type 3) suit with taped seams would suffice. However, all works should have a site-specific risk assessment anyway. We also cannot dismiss other pathogens too which we may come into contact with whilst working in known rodent areas, such as Leptospirosis (Weil's disease) and Hanta virus.

#### Removal of PPE

In general, we can follow this simple order to put on our PPE and also remove it, by reversing the order. It would make things easier if you did decide to double glove, removing the outer glove first then reverse order for the below procedure. Followed by the all-important handwashing.



#### Summary

- ✓ Check the COSHH, label and MSDS of any biocides you are using, it may go beyond the PPE needed for viral protection
- ✓ Check PPE packaging and product information
- ✓ Get your PPE from a reputable source

#### For current recommended viral protection:

- ✓ Type 4, 5, 6 coveralls are sufficient
- ✓ Check current HSE guidance, it does change!
- ✓ Follow procedures for safe working/method statements

# There are more than just textile pests in historic houses and museums: What else hides there?

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**Textile consuming insects have long been a nuisance for museums, historic houses, priceless articles and collections. But as the colder months approach, are we harbouring these typical textile pests in places other than the expected areas and normal materials? Are there any other pests diversifying to progress?**

Deathwatch beetle *Xestobium rufivillosum*



**W**hilst some of the more common textile pests such as clothes moths and carpet beetles are well known and frequently associated with wool fibres right the way through to feathers, there are also other materials such as wood which must be considered, let alone the scavenger insects that are generalists within their feeding capacity.

### Moths

Starting with some of the common types of moth, webbing clothes moth or common clothes moth (*Tineola bisselliella*), case bearing clothes moth (*Tinea pellionella*). The larvae stage are not just capable of consuming wool but also fur, skins, feathers and silk – anything that contains keratin. Scavenger moths are our next concern, including brown house moth (*Hofmannophila pseudospretella*), white-shouldered house moth (*Endrosis sarcitrella*) and even typical stored product moths can be considered scavengers in this particular environment. Such as Indian meal moth (*Plodia interpunctella*), a surprisingly small amount of material, food is needed to support a population.



Indian meal moth, *Plodia interpunctella*

### Beetles

There really is a whole host of beetles to be aware of, not simply carpet beetles damaging carpets [who knew!] and other keratin containing articles, but also building materials such as wool based insulation. The majority will of course feed on decaying birds' nests and the associated materials. One of the most common is the varied carpet beetle (*Anthrenus verbasci*) often referred to as one of the prettiest beetle pests with its varied brown, green, gold and white scales. Others include the brown carpet beetle or vodka beetle (*Attagenus smirnovi*) and the two-spot carpet beetle (*Attagenus pellio*). The brown carpet beetle is a very well known intruder in museums and has a typical liking for older carpets and tapestries.

### Scavenger beetles

Spider beetles are well known pests in all sorts of environments and all types of building, usually attributed again to birds' nests, but are truly just optimising on whatever is available. Common examples are the Australian spider beetle (*Ptinus tectus*) and golden spider beetle (*Niptus holoeucus*). Spider beetles have a nifty behaviour of playing dead when they feel threatened, only to spring their legs out after a few seconds and crawl away.

Not usually classed as a scavenger but as stored product beetles the biscuit beetle (*Stegobium paniceum*) and its cousin the tobacco beetle (*Lasioderma serricorne*) can both cause damage in non-food locations. Occasional reports are now seen with both these beetles originating in food product but later diversifying to softer building materials such as softer woods and also insulation type products (they are physiologically adapted to harder materials).

### Hard core beetles

The deathwatch beetle (*Xestobium rufivillosum*) optimise hard woods that have usually been subjected to damp, so clearly can cause significant damage structurally. In a similar feeding trait, wood weevils also damage damp wood, examples are (*Pentarthrum huttoni*) and (*Euophryum confine*). We cannot miss out the furniture or woodworm beetle (*Anobium punctatum*). Larval forms will attack sap woods and hardwoods.

Characteristic exit holes are seen in the wood which can leave building rafters and joists unstable and priceless historical articles with irreparable damage.



Biscuit beetle *Stegobium paniceum*

### Other pests diversifying?

Research emerged just a few years ago that common stored product insects such as flour beetles *Tribolium sp.* can eat polystyrene. Bukula *et al* (2016) presented at the International Symposium on insects\* showing evidence that non-food materials can support namely flour beetles, amongst others. This is potentially a new avenue for a typical stored product insect. This does however support the rising number of reports of flour beetles in domestic cases, not from a food source but feeding on redundant wasp nests and mysteriously appearing on the upper floors of houses, not near the kitchen.

### In Summary...

- Regardless of the environment, get the insect identified, something atypical might have been found.
- Monitoring is a key part of integrated pest management especially with moths and beetles.
- In general, most generic crawling insect traps such as the AF® Crawling Insect Trap from Killgerm Chemicals Ltd, Trappit Corner RTU, Ecotrap Insect Monitor (all general insect traps) could be used.
- More specialised insect traps could be used depending on the species, such as Demi Diamond traps or Black Stripe Funnel Traps for moths or the Xlure FIT.
- In general, hygiene and housekeeping are absolutely paramount especially when conserving and preserving historical items and textiles.
- Carefully consider the use of biocides as they may taint the item, area or cause significant damage – so if it does have to be used, test on an inconspicuous area first.
- A specialist may be needed for woodworm treatments along with structural assessment.
- Consider other options such as heat treatment, cold treatment, dry cleaning or advanced techniques such as oxygen scavenging.

\*Full references can be obtained from [technical@pestcontrolnews.com](mailto:technical@pestcontrolnews.com).



# Rat Detection in Drainage

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This is one of the trending topics in pest management at the moment. It's not that the rats have changed their behaviour, they have always been in drains and the savvy pest controller has always checked the drains for evidence. This is usually a stumbling block; we can check the drains with smokes and dyes to find a fault but that's it, unless you start digging deeper. Use of these products can be a pre-cursor to further works, and investigations come to the fore. This is where drain inspection and surveys fit in, and where Davy Brown and his team at [RatDetection.com](http://RatDetection.com) have well and truly identified a niche market and stepped up to the podium. There are good drainage inspections and bad drainage inspections, [RatDetection.com](http://RatDetection.com) provide platinum standard results with decades of drainage engineering prowess to back them up.

**R**ats have long been in drains, there is no question of that. Rats are not simply evolved to live on land, they are exceptional swimmers and could potentially tread water for three days. As drain materials and construction techniques evolve so do the issues related. It is common now to find plastic pipes gnawed through, pipes fitted using moles (the piercing tool, not *Talpa europaea!*) which can go through pipes, as other services are installed underground. Previously concrete pipes were used, which indeed could fracture and crack but were less likely to be gnawed. Whereas the HDPE pipes which are now commonplace can be subjected to rodent damage. Once rodents have gained access to a building drainage system and then internal cavities the treatment becomes much more challenging and complex, adding time and of course labour.

We are also facing restrictions on rodenticide labels and also rising resistance to the main SGARS (second generation anticoagulant rodenticides). It is no longer a case of putting bait down and the problem is solved. All aspects of behaviour, habituation, preference, hygiene, housekeeping and proofing have a part to play and finding the root cause is paramount.

Root cause sounds more complex than it is, but '80-90% of domestic rat issues are drain related' according to Davy's own research and experience. This comes as no surprise considering the agility and physiological adaptations by rats to gnaw and climb. It does however come down to several influencing factors, as noted previously, that have turned pest controllers to the drains.

Pest Control News spoke to the man himself to get a little more insight.

#### **What is the most common drain fault?**

The main cause of rat infestations in buildings are redundant and uncapped drains, very often connected to extensions, building works etc. After that it's impact damage to below ground pipe work and movement to pipe work due to ground heave or undue loading.

#### **Which has been your favourite recent job?**

Most weeks we solve 10 or 20 year old infestations, which is always satisfying as you can see what it means to the homeowner. In 2019 we were asked to attend a large NHS site where rats were in the fabric of the buildings and had been seen in the wards etc. they were at the point of closing sections of the hospital, as this was a major infestation.

We undertook a full site survey and working with their pest control contractor, implemented interim measures until we could carry out all the drain repairs necessary and there were many! Hospital sites evolve over many years and you have all kinds of drainage systems added and discarded as buildings are extended or have a change of use. The problem was resolved, and the site is now rat free.

#### **What got you into drainage work?**

A lack of education [Davy laughs out loud at this before continuing], I left school quite early by mutual agreement and started working for a company called Metro Rod when they had just a couple of vans. They are now one of the big three companies in the UK. It was the very early 1980s and they were one of the first to run a franchise operation, I worked on the CCTV Survey Unit, we undertook surveys for franchisees around the UK and offered technical support on the drain repair side of things.

## *Some infestations are due to drainage systems that don't actually serve the current property on the site*

#### **Who trained you?**

There was no training as such in the early days, you just learnt as you went along on the basics like drain inspection and repair. The industry changed in the 1990s as no-dig repairs came into the UK. There is now a healthy training market and I sit on the training committee for the National Association of Drainage Contractors. I spent 15 years or so undertaking drain inspections to investigate property subsidence and it was vital that the entire drainage systems were surveyed. The techniques we developed to access blind junctions and connections to get up to the drainage adjacent to foundations and beneath buildings are ideally suited to rodent investigation surveys.

#### **What has been your toughest drain job so far?**

Some jobs are a challenge such as terraced properties where rats are passing between the party walls, but that's more to do with getting all parties on board than the actual drain inspection itself. Some infestations are due to drainage systems that don't actually serve the current property on the site, this can be an old land drain system or a culvert beneath the footprint of the property, or a drainage system that served a property that sat on the site previously. We often see this where a factory or large house is demolished, and new houses are built.

#### **What is the best top tip you can give someone?**

As many infestations are due to building works, extensions etc. try to look at a neighbouring property that hasn't been altered, you will often see where the original soil vent pipes, gullies and manholes have been. If this ties into the area of activity you can use the information to lead the client towards committing to a drain survey inspection.

#### **Are there any myths or misconceptions about drains?**

Many, and a lot of lost knowledge particularly on modern drainage system design, we are inviting rats into our houses with some of the modern building techniques and materials. The most common misconception from drain surveyors is you don't find rats in storm water systems, so they don't survey them.

#### **What job would you do if you weren't surveying drainage?**

I used to enjoy building my own websites so maybe something along those lines or graphic design, not sure how I would cope with being inside all day though!

#### **Summary**

- Always consider the drainage systems as a source of an infestation, including storm drains
- Surveys should include blind junctions and connections, part surveys are not sufficient
- Survey reports should include, video files, site plan and data sheets in a digital format, so that information can be shared and reviewed

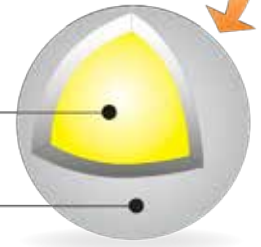
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## MICROENCAPSULATED INSECTICIDE EFFECT MICROTECH CS PRO

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**Microencapsulated insecticides are suitable especially for crawling insects control.** The primary reason for microencapsulation is for sustained or prolonged release of active ingredient. This technique has been widely used for targeted delivery of the actives, reducing mammalian toxicity and managing risks to non-target organisms. The actives, such as natural pyrethrum, which are sensitive to sunlight or moisture can be stabilized by microencapsulation. As there is controlled release from capsules, fewer treatments are needed and that is why the product is also more user friendly.

**Effect Microtech CS PRO is non-systemic insecticide with contact and stomach action, based on a combination of three different active substances.** All three active ingredients interact and improve product effectiveness. Product has been formulated using microencapsulation technology to provide a product designed specifically for the urban and household environment. A contact insecticide is especially effective against crawling insects. It is meant for the control of cockroaches (*Blatella germanica*, *Blatta orientalis*) and ants (*Lasius niger*).

The microcapsules are in a diameter from 5 to 15µm and are obtained by the process of polymerisation. **The size of the microcapsules enables them to stick on the insect body so that they later carry them into their nest or harbourage, thus causing the entire insect population to be eradicated.**

The role of the microcapsule wall is to slowly release the active substances on the treated surfaces. They slowly degrade when exposed to air. At the same time, the microcapsules protect the active substances from the environmental conditions like heat and moisture. This mode of action, the size of the microcapsules and their wall thickness enable a gradual and even release of the active ingredients, which ensures the product is effective up to six months on the treated surfaces (even on porous surfaces). The majority of the active substances are inside the microcapsules, except 2% that is in the space between the capsules, which ensures fast action.

Due to the added synergist the microcapsules in Effect Microtech CS do not sink over time but remain evenly distributed.

It is most important to remember that having the right formulation is key to the long-lasting, and effective protection against insects while working to minimise risks. **Microtech CS PRO achieves an extremely long-lasting effect for up to 6 months.**

Microtech CS PRO is used to control crawling pests, such as cockroaches (*Blatella germanica*, *Blatta orientalis*), ants (*Lasius niger*) and bed bugs (*Cimex lectularius*), in places where crawling pests appear/move – along wall cracks, along the lower edges of indoor walls and furniture. Moreover, the product can also be used on the exterior walls of buildings. The effectiveness of the Microtech CS PRO product is visible within the first 24 hours.

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





# Kit Maintenance

## Exodus ULV Machine

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**A**s we sit in the middle of cluster fly season, it's time to dust off the Exodus ULV machine for some simple maintenance. We also share a few useful tips to help.

### My ULV machine is 'coughing and spluttering', what can I do?

This is the most common of the Frequently Asked Questions (FAQ) when it comes to using the Exodus ULV machine. The 'coughing and spluttering' description refers to intermittent output of spray droplets from the nozzle i.e. in fits and starts. The reason for this is that there won't be a perfect seal between the dip tube and the ULV product bottle e.g. Vazor ULV 500. The Exodus ULV machine is just struggling a little to draw liquid out of the bottle. It is quite noticeable when it happens. Thankfully, the solution is very simple indeed. If you look at the dip tube under the nozzle, you'll see some clear rubbery / plasticky tubing wrapped around the tube. With oil-based products (i.e. insecticides containing kerosene), there can be some erosion of this seal, with frequent product application/use, over time. Thankfully, the solution is rather simple indeed and the only real maintenance measure periodically required when using this cold fogger. The answer – just change the seal! The old seal slides off by hand, without the need for any tools. Simply phone your pest control product supplier and ask for some 'tygon tubing' or 'tygon seal' and keep some spare pieces for future changes. The new tygon seal simply pushes into place by hand. That's it!

### Lever

There is perhaps another simple bit of maintenance/adaptation to look out for. The lever/clip, that holds the product bottle in place, has an important part to play. This lever should be pushed back into place when the machine isn't being used. Otherwise, it is easy to catch/bang the lever and damage it, so the bottle isn't held in place properly anymore. A 'tip of the trade' is to bend the lever arm upwards very slightly for a tighter 'purchase' on the bottle to hold it in place securely.

### Foil seal

A small, but significant, point to make is to take care with the foil seal on the neck of product bottles. These can be a little tricky to peel off. Firstly, peel off as much as you can to avoid blockages – stray bits of seal can block up the dip tube which is something we don't want. Secondly, don't be tempted to push the dip tube in to pierce the foil. This is a one-way ticket to blockages in the dip tube and an incorrectly functioning Exodus ULV machine. Finally, you can encourage the foil seal off with a neat incision from a Stanley knife. It is important to take the simple steps described. It's more than an inconvenience – an improperly functioning Exodus ULV machine may not be applying the correct and therefore efficacious dose rate, which may lead to treatment failure. Perhaps worse than treatment failure is a potential breach of the insecticide label due to improper application rates.

### Updated timer

Note that the timer has been updated and the following options are now available:

- One treatment each day, at different times, for up to 9 days.
- One treatment each day, at the same time, continuously.
- Up to 9 treatments each day, throughout the day, every day continuously.
- Continuously repeating wait then treatment, up to 23 hours apart.



# Kit Maintenance

## Electrostatic Sprayer

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**I**n a double-header of kit maintenance, we now cover the hand-held electrostatic sprayer.

The electrostatic sprayer has proven popular in terms of applying disinfectants and insecticides, especially this year. The main benefit of the electrostatic sprayer has been its ability to positively charge any solution sprayed through it. The sprayer electrostatically wraps any solution around objects to provide an even and 360-degree coating. This can be more efficient than using a typical pneumatic 5 litre surface sprayer.

The nozzle can be switched three ways so that different flow rates and droplet micron sizes are utilised. This means a tailored treatment with the ability to alter ‘dwell time’ (how long a solution remains on a surface – very important for disinfectants) and flow rates to suit the disinfectant / insecticide being used.

Micron size	Dwell time	Flow rate (ml/min)
40	9 mins 6 seconds	82
80	9 mins 45 seconds	106
120	11 mins 37 seconds	325

The convenience factor of the electrostatic sprayer being battery operated is also a big benefit in practical use. No power cords to navigate!

An easily maintained piece of equipment perhaps doesn’t make for a detailed article on kit maintenance. It does, however, illustrate a benefit of the kit – little to do to keep it running properly.

### Spraying tips

- Stand approximately 3-5 feet away from the surface/area, as the spray travels further than you think.

- Work in a methodical pattern to ensure an even coverage.
- Angle the sprayer slightly upwards and aim slightly above your target as droplets will drop slightly.
- If you want a longer dwell time (length of time the solution is wet on the surface) adjust the nozzle to a higher micron size.
- Don’t spray directly into sockets or electrical items.
- Always wear the correct PPE equipment for the chemical/solution you are spraying.

### Maintenance tips

- After each use before storing or before switching chemicals, spray water through the machine for 20 seconds to rinse out the line of any leftover chemicals that may start to build up.
- Do not transport or store chemicals in the tank while connected to the sprayer. If you want to store chemicals in the tank, it is recommended to purchase a tank cap and seal up the tank during transporting and storage of the sprayer. If you do not empty the tank, the user runs the risk of the liquid spilling in the case and damaging the electrical board in the unit or in the battery.
- A plugged nozzle can occur if the machine is not regularly rinsed. If you have a plugged nozzle, remove the nozzle, soak in hot, soapy water for 10 minutes, then blow out the nozzle with compressed air.
- An air block may sometimes occur with the electrostatic sprayer. To fix this, keep the trigger pressed and slowly swing the unit from hip to knee and back again. Repeat this until the liquid comes out of the nozzle again.



# ID Corner

In this edition of the ID corner we cover one of our favourite beetles - the rather attractive 'hump spider beetle'.

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*Gibbium psylloides*  
Family: Ptinidae

Although they look like spiders, these are beetles. Spiders have 4 pairs of legs (8 in total), beetles 3 pairs (6 in total).

Exist in dark and secluded places, being active mainly during the night. Often associated with nests of birds and mammals.

Their elytra (wing cases) are fused and they can't fly. They move by walking slowly.

Occasional pests of stored products like flour and cereals.

Despite its perhaps alarming appearance, they do not sting or cause harm to humans.

They range in size from 1.7mm to 3.2mm. Adults can live for more than 18 months.





# Rodenticides in fish: contamination of the aquatic environment by anticoagulant rodenticides

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## A new research paper highlights the contamination of fish by anticoagulant rodenticides.

Researchers have reported anticoagulant rodenticide residues in the livers of freshwater fish in Germany. This finding indicates a pathway of exposure via the aquatic environment i.e. rodenticides in rivers and streams.

The paper, authored by Julia Regnery and others from the Federal Institute of Hydrology and the German Environment Agency, is available online here: <https://www.sciencedirect.com/science/article/pii/S0048969720334252>.

The full title is “Heavy rainfall provokes anticoagulant rodenticides’ release from baited sewer systems and outdoor surfaces into receiving streams” so we can already see that sewer baiting has a contributory role to wider contamination of the aquatic environment, at least in Germany.

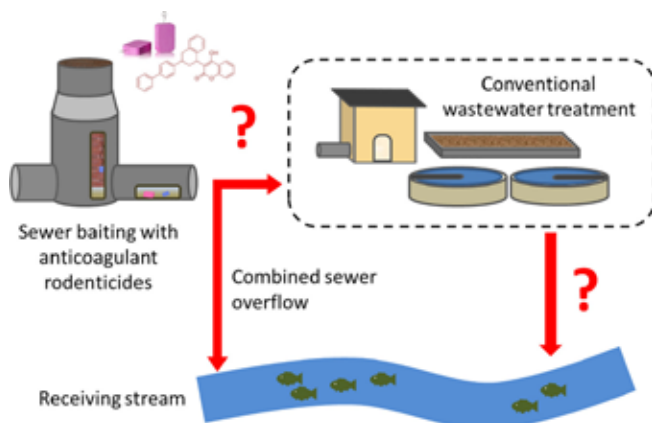
### Is the UK pest control industry aware?

Having a keen eye on this issue the National Pests Advisory Panel (NPAP) is working to update the existing NPAP CIEH (Chartered Institute of Environmental Health) ‘National Sewer Baiting Protocol Best Practice & Guidance Document’.

With already existing concerns over anticoagulant rodenticide contamination, in birds of prey, a similar observation in fish is another burden to bear. However, changes in advice and therefore practices can be undertaken.

### What are the routes of contamination of fish?

The following image is a graphical summary of the situation:



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The graphical summary shows clearly the routes of contamination of fish with anticoagulant rodenticides. Anticoagulants used in sewer baiting are entering streams and therefore fish via combined sewer overflow. Results also show that wastewater treatment is not fully removing anticoagulants. This means fish are also exposed by treated effluents entering streams. Periods of rainfall were highlighted as being problematic during sewer baiting – stimulating release of rodenticides into streams. A further observation was that the contamination pathways were not just limited to sewers and wastewater treatment. Rat control externally, at the surface and close to watercourse and untreated storm drains, was a contributing factor to contamination in streams.

### Would this present a problem to predators of fish?

It’s possible and the European otter *Lutra lutra* and common kingfisher *Alcedo atthis* could be at risk of contamination. The otter diet is largely composed of fish whereas the kingfisher consumes fish almost exclusively.

Mammal predators that eat fish, such as the otter and American mink *Neovision vision*, are known to be contaminated with anticoagulant rodenticides according to previous monitoring studies.

### Which rodenticides were found to be contaminating which fish?

Anticoagulant rodenticides found in fish livers, listed from lower detection frequency to higher, were coumatetralyl, difethialone, bromadiolone, flocoumafen, difenacoum and brodifacoum. Fish assessed in the study were; trout (*Salmo trutta fario*), perch (*Perca fluviatilis*), roach (*Rutilus rutilus*), chub (*Squalius cephalus*), and common gudgeon (*Gobio gobio*).

### Where do we go from here?

At the moment, best advice is to continue to follow the labels. Firstly, check that the rodenticide is authorised for use in sewers. Secondly typical label phrases regarding sewer baiting are ‘For the application in sewer systems, the ready-to-use bait is to be anchored or applied in bait stations or covered and protected bait points in a manner which prevents the bait from getting into contact with waste water’ and ‘Baits must be applied in a way so that they do not come into contact with water and are not washed away’. Furthermore, follow the NPAP CIEH National Sewer Baiting Protocol Best Practice & Guidance Document.

### Reference

Regnery, J., Schulz, R.S., Parrhysius, P., Bachtin, J., Brinke, M., Schäfer, S., Reifferscheid, G. and Friesen, A., 2020. Heavy rainfall provokes anticoagulant rodenticides’ release from baited sewer systems and outdoor surfaces into receiving streams. *Science of The Total Environment*, 740, p.139905.

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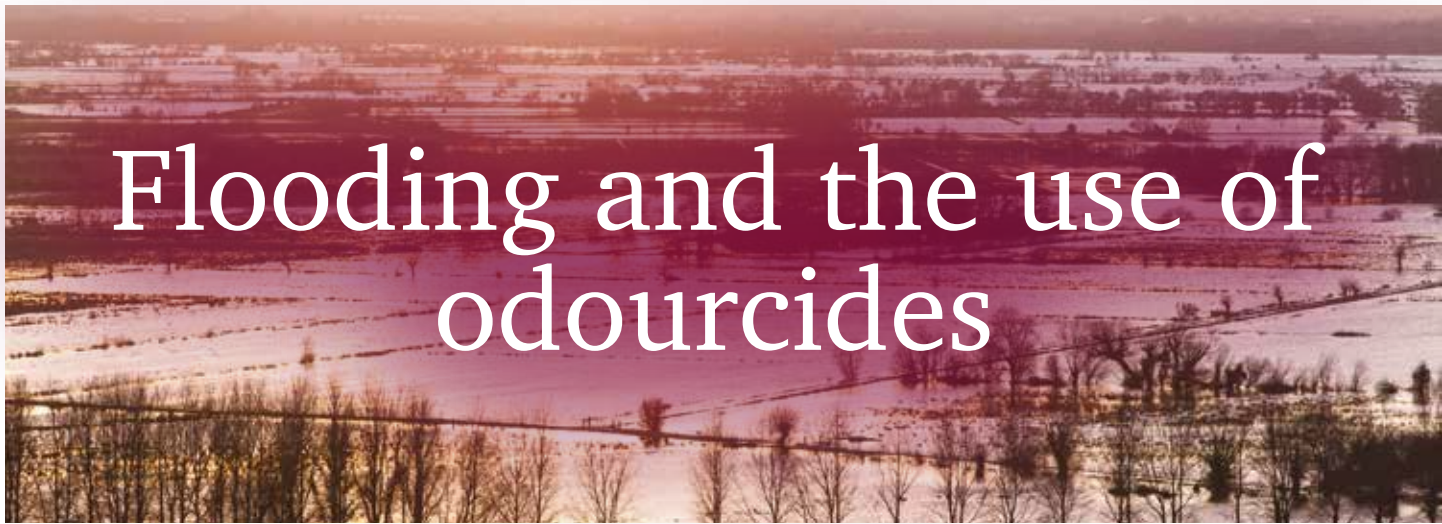
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# Flooding and the use of odourcides

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**S**torm Francis battered the UK at the end of August, resulting in widespread flooding, with autumn and winter potentially bringing further floods. Storm Alex is already taking hold at the time of writing (October). It is timely therefore to revisit flooding guidance and the use of odourcides in clean-up operations. With effective odourcide products becoming available relatively recently, it is interesting to look at a ULV (ultra low volume) product that can be applied through the Exodus ULV machine. We reproduce below, with kind permission from Killgerm Chemicals Ltd, flood clean-up guidance.

## FLOODS

Floodwaters often bring mass devastation, flooding homes and other premises, causing stress and deprivation. The presence of floods also frequently heightens the risk of disease. Floods can create the perfect environment for pests, such as rodents, since they are often displaced from sewers and burrows. The standing water, waste, sewage and debris left behind provide ideal breeding grounds for insects such as mosquitoes and other flies. Such favourable conditions can result in an abundance of disease carrying and nuisance causing flies, posing a significant risk to health.

## DISEASE

Coliform bacteria and other faecal organisms can be associated with floods, storm drains, sewer back-up incidents, etc. Weil's disease or Leptospirosis, carried by rodents, has been associated with flooding. Some studies have found a 15-fold risk of the disease associated with walking through floodwaters. A report revealed that there were 92 cases of Weil's disease reported in England in 2017. Epidemics may be associated with changes in human behaviour, animal or sewage contamination of water, changes in animal reservoir density, or following natural disasters such as floods. It is important to be aware of the flu-like symptoms caused by a Leptospirosis infection. Those who may be exposed to Leptospirosis should take relevant precautions listed on the 'Leptospirosis (Weil's disease)' cards, which should be kept with you at all times.

## INSECT PESTS

Filth and debris left by the floodwaters create excellent breeding conditions for houseflies, mosquitoes, other flies and insects associated with decaying organic matter. Those insects may be capable of causing significant nuisance and in some cases spreading disease.

Control of such insects involves removal of the breeding source, which can be standing/stagnant water, and accumulations of organic matter in drainage systems.

Flooded cellars in particular, can harbour *Culex pipiens* biotype molestus, a human-biting mosquito. Accumulations of decaying organic matter can provide breeding sites for a number of different 'drain' flies that may be involved in disease transmission and can certainly reach nuisance proportions. Such families of flies include the lesser dung flies family Sphaeroceridae, fruit flies family Drosophilidae, owl-midges or bathroom flies family Pyschodidae, fungus gnats family Mycetophilidae, sciarid flies family Sciaridae, window gnats family Anisopodidae and others. Sites that are very wet, for at least part of the year, may favour the development of biting midges, family Ceratopogonidae.

## RODENT PESTS

After flooding, many rodents are displaced from their natural habitat. The rodents will then find areas that provide food, water and harbourage. Inevitably, rodents enter houses, sheds, barns, and other buildings. Flood-damaged premises are particularly attractive and provide easy access for rodents. These unwelcome rodents may cause damage to property directly by gnawing or indirectly by depositing faeces and urine. Rodents can threaten public health, as they may carry diseases such as E.coli, Salmonella and leptospirosis. The high instance of recent flooding in the UK has increased concern regarding exposure of householders to these diseases and rodent control is likely to become increasingly important.

## GENERAL SAFETY PRECAUTIONS

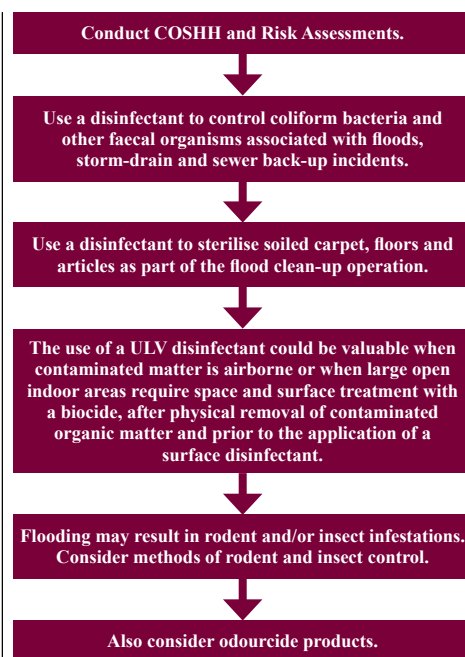
The Environment Agency recommends the following Safety Precautions:

- Wear protective clothes, sturdy boots and waterproof gloves and face masks when handling debris
- Floodwater may be contaminated by sewage, chemicals, or rat's urine (leading to Weil's disease)
- Keep your hands away from your face while cleaning and always wash your hands if you come into direct contact with floodwater or silt
- Wash all cuts and grazes and cover with a waterproof plaster. Get a tetanus jab if you are not already inoculated

Contact the Environment Agency for further advice on cleaning up after a flood: 0345 988 1188.

## SUGGESTED FLOOD CLEAN UP PROCEDURE

After referring to the Environment Agency's advice above, it is suggested to follow this general flow diagram to ensure a low-risk and efficient flood clean-up procedure:



specifically formulated to deal with rodent-borne diseases, such as Leptospirosis. It is important to only use disinfectants that state an effect against the micro-organisms that you are attempting to control.

## ODOURCIDES

Modern odourcides remove unpleasant odours by chemically combining with odour molecules upon contact and modifying their molecular structure so they no longer smell.

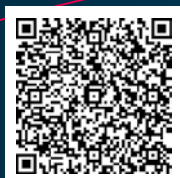
A concentrated odourcide is available, to be diluted in water, for spraying into the atmosphere or onto surfaces. Also available is a ready-to-use, ultra low volume, odourcide for application via the Exodus ULV machine.

Both are described as odour control formulations providing proven, highly effective odour control activity against a range of malodorous compounds including hydrogen sulphide, mercaptans, ammonia and others. While their use in flood damaged buildings is of interest in this article, they can be used in agricultural, industrial, commercial, municipal and domestic sites for a variety of purposes. 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, maggot farms, sewage works, farms, industrial works, cess pits, animal processing by-product units, waste and landfill sites, drains, demolition works, kennels, catteries and more.

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# New Products

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## Selontra®

Contains 0.075% cholecalciferol

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Selontra® enables complete control of large rodent infestations within as few as 7 days.
- **Selontra® stops wasting resources**  
A unique product with a stop-feeding effect that prevents rodents from over-consuming and wasting bait.
- **Selontra® - balancing performance and environmental impact**  
Cholecalciferol is neither persistent in the environment, nor bio-accumulative, and is readily metabolized by rodents.
- **Selontra® breaks the cycle of resistance**  
Selontra® controls all rodents – even those that are resistant to other rodenticides.

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## Talon Glow

Contains 0.0025% brodifacoum

- A new addition to the Talon rodenticide range.
- Contains an integrated UV tracer that reveals when target pests have been successfully treated.
- Highly palatable pasta-based bait supplied in 15g sachets.
- Quick and clean to use in boxes and baiting points.

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## Cimetrol Super RFU

- Professional ready for use water-based spray specifically designed to control bedbugs, fleas and other crawling and flying insects including ants, fleas, bedbugs, mites, flies, wasps and mosquitos.
- For use indoors on hard non-porous surfaces, cracks and crevices, hard and soft furnishings, including mattresses and carpets.
- The unique 300ml bottle delivers a fine and continuous spray at any angle and even upside down.

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PCN

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

# Rat Tape

- Rat Tape is a seriously tough rat and mouse proofing tape that incorporates a stainless-steel mesh.
- It is incredibly flexible, virtually impenetrable and has excellent adhesion to most building materials and may be overpainted to blend with its surroundings.
- The tape is 50mm wide and is used to cover holes and cracks in all building substrates.
- For larger defects it can be lapped.
- Rat Tape is available in a 5 metre length and can be simply cut to required length.

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# Bacon Rat & Mouse Lure

- Bacon Rat and Mouse Lure is a blend of food-grade material and oil designed specifically to attract bait and trap shy rats and mice.
- The long lasting formula is non-toxic and has no known allergens.
- For use with any device such glueboards, live traps and snap traps.

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# New Products

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# Bayer Rodent Monitoring System



- The Digital Pest Management System is a wireless network of high-tech trap sensors that provide 24/7 monitoring, real-time capture alerts and up-to-the minute rodent activity verification.
- Prevent: Manually checking each trap can divert focus from the true purpose of Integrated Pest Management programs. Whether you rely on a third party pest management service or manage an in-house program, the Bayer Rodent Monitoring System can provide the time needed to think outside the trap and proactively manage the risks associated with rodents

- Correct: With 24/7 monitoring, real-time capture alerts and up-to-the minute program verification, you have the data to take immediate corrective action, preventing further infestation.
- Predict: Bayer provides valuable data, allowing you to protect your brand, your reputation and your site by analysing patterns to find root causes and predict future rodent problems. It can improve accountability with concise records to deliver compliance.

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# BPCA recruits for two new committees

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BPCA is calling out for employees of member companies to join its new committees. The Outreach & Communication Committee and the Professional Standards Committee will launch later this year.

**The new Committees of the Board will sit alongside the Servicing Committee and the Manufacturers and Distributors Committee to help drive the Association's strategy with members taking the lead.**

To sit on a BPCA committee, you must work for a BPCA full member company and have the permission of your employer. You'd be expected to join a meeting four times a year (sometimes remotely over Zoom, sometimes in person).

Ian Andrew, Chief Exec, said:

"BPCA Committees are the life-blood of the Association. Almost everything we achieve is at the behest and with the support of our current committee volunteers. If you've ever thought "BPCA should sort out this" or "pest management would be better if..." , now is the time to make it happen".

## Professional Standards Committee

This committee was established to support the Executive Board in reviewing and formulating strategies for promoting professionalism across BPCA's membership.

It will manage the review and implementation of any amendment to professional requirements. It'll also work to ensure adherence to BPCA's Code of Conduct and have oversight of complaints.

You should join this committee if you have an interest in:

- BPCA's membership criteria
- BPCA audits and standards
- Training, qualifications, CPD and competency
- Business processes
- Support resources
- High professional standards.

## Outreach and Communications Committee

Being the voice of members in the sector and beyond is as vital to BPCA as raising professional standards.

Currently, public relations, public affairs and member communications have no single point of accountability within BPCA's governance structure.

The new Outreach and Communications Committee will look at our channels of communication and their effectiveness.

It will also consider how BPCA can extend the reach of communications and support communication in the critical market sectors (food, retail, facilities management, housing, etc) where we seek to raise awareness of BPCA membership.

You should join this committee if you have an interest in:

- Lobbying legislators and governments
- Press and public relations
- Promotion and marketing
- Collaborating with other sectors
- Trade shows, BPCA Forums and events
- PPC magazine, email bulletins, social media and our website.

## Top reasons to join a BPCA Committee

Beyond supporting the Association, volunteering for a committee can be an excellent opportunity for you personally.

1. Support your Association and help it grow
2. Have your voice heard directly by the Executive Board and the Staff team
3. Make a difference to BPCA and the whole professional sector
4. Learn from your peers in different companies and share ideas
5. Collaborate and network with organisations
6. Develop your skills and knowledge
7. Earn CPD points from your committee work
8. Have some fun (Committee meetings are very social affairs)!

## WANT MORE INFORMATION

If you have any questions or want an informal chat about a particular committee contact

+44 (0) 1332 294 288  
[membership@bpc.org.uk](mailto:membership@bpc.org.uk)

## Who runs BPCA?

The ultimate bosses of BPCA are the members. BPCA don't have shareholders or a managing director's pocket to line with subscriptions. BPCA is a not-for-profit organisation here for the benefit of its members. Any money is invested back into improving the professionalism, profile and profit of members.

All full member companies (Servicing, M&D and Consultant) get one vote to elect members of the BPCA Executive Board. During the BPCA AGM in August, members voted in five new board members, four of which come from small, owner-operated pest control companies and one from a consultant member.

The Executive Board is the BPCA board of directors and is bound by the Companies Act 2006, along with BPCA's Articles of Association and Regulations.

Any full BPCA member in good standing can put themselves forward for election at Annual General Meetings.

All full members have the opportunity to join our committees, and influence changes both in the Association and the wider industry.

The responsibility of each committee is to represent the ideas, decisions and proposals of their peers to the Executive Board, and influence the strategy and direction of the Association.

The BPCA Staff Team is the only paid group in the Association's structure. Sixteen staff members deal with the day-to-day operations of BPCA and support the Executive Board to deliver the Association's strategy. The Staff Team is ultimately accountable to the Executive Board via the Chief Executive.

Membership of BPCA has to be earned. Employees of members have to meet minimum training and CPD standards, and the company needs to pass an audit to the BS EN 16636 Standard for Pest Management. The Staff team are on hand to help new members into the Association.

**Want to learn more about BPCA or join as a member?**

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# Pest Control Training for the 21st Century

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**F**ollowing on from our previous article and as the Covid 19 pandemic starts to re-escalate, it has made us all reconsider how we approach many things in life. Obviously, pest control forms a key component in protecting public health and must continue, particularly amidst all the stories of increases in rodent activity and sightings during the lockdown period.

However, training remains as important as it ever was, but this has been made more difficult due to the very sad and difficult decision of having to cancel our popular On The Road days and PestTech.

Although DAFM in Ireland and Basis Prompt have made provisions to compensate their members by allowing an additional year to obtain CPD points, this is merely a delay and will still place an obligation on the individual to achieve a considerable number of points by the end of this period (100 in Ireland and 40 for Basis Prompt)

To add to these pressures, we also need to demonstrate that we are keeping up to date with training to satisfy Governmental bodies and departments, demonstrated by the ongoing Glue Board debate in Scotland and the impending review of rodenticides in the UK. The importance of this cannot be understated, particularly if we are to keep more of the products we love and continue to support and protect public health.

At the NPTA we are keen to support our members during this time and are working hard to ease this burden by increasing our portfolio of virtual training. We have produced non-interactive webinars which are free to download through the members area of our website and have now started our programme of interactive video training sessions through the ever-popular Zoom platform.

We have recently run our first interactive remote session in Ireland, which focused on the importance of, and how to write an effective treatment report and what makes up a good commercial site folder, with the emphasis on increasing the professional image of our members.

This session is also to be run in the UK, focusing on UK specific products and procedures. However, it does not end there...

Additional sessions are going to be made available, including food safety for pest controllers. Although at first glance, this may seem an odd subject to cover, but it is extremely common for pest controllers to work in all types of food environment from restaurants right through to high end food manufacturing premises, where the ability for pathogenic organisms to infect food products and potentially cause illness is very high. Traditional food safety courses are not written with the pest controller in mind and concentrate more on food handlers. However, the work we do, potentially exposes us to many bacteria types that can compromise the integrity of the procedures put in place by food establishments.

As an added bonus, these sessions are FREE to all of our members and we are even canvassing members to ascertain what time in the day they would like sessions to run. Most pest control activities are carried out during daylight hours, so we are exploring the possibility of conducting these sessions in the evening to benefit members busy lives.

Future courses will also include rodent survey techniques and how to combat difficult problem site issues. This is just a flavour of the courses to be run in support of our members in, what is, undoubtedly a very difficult time.

Future courses will be announced in our monthly newsletter and via our website and social media pages.



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# COVID - Survival

**A** Looking at the sobering statistics on <https://www.worldometers.info/coronavirus/> the most successful virus of modern times has infected some 36 million people and now killed just over 1 million.

Of those 36 million infected a number will have long term injuries to varying degrees. Caution should be had when looking at these figures which are undoubtedly on the very conservative side.

In terms of the world economy, the Nikkei, Dow Jones and FTSE 100 are all down, with the FTSE being a huge minus 19.3%. Millions of workers have been furloughed with a staggering 19% of the UK's workforce being paid by the government and the financial tipsters predicting that the majority of all the countries in the world are on the brink of recession. High street retail, the hospitality and travel industries have been the worst hit with job losses and companies going under being a daily occurrence now. It seems that the perfect storm has landed and the only word not being used with any regularity is "depression" ... yet! Although it seems inevitable really.

So where does that leave us as businesses and what can we do to survive or indeed thrive? In no particular order and gleaned from numerous articles on the web, I detail below a few of the more sensible ideas (and avoiding as much as possible corporate type buzz words/phrases):

- **The future is now!** Six months of Covid has forced us to embrace new technology whether we liked it or not. This present way of working may now be the new normal and we may never revert back to the good old days of shaking hands,

meetings over coffee or Friday lunch.

There is no point in reminiscing over what was. Here and now is our market and workplace and we simply have to do our best to work around the difficulties.

- **Get digital** – Zoom, Teams, WhatsApp video calls and FaceTime were for the majority of us, things that the youngsters did on their mobiles. Whoever would have heard of a virtual trial, virtual settlement meeting or virtual mediation six months ago? Sales meetings over the web? They are now commonplace and simply downloading some apps that are largely free will allow you to enter this new way of business safely. Of course, it's not the same but it's what we have to use to move forward - so embrace it. And quickly!
- **Health** – both the mental and physical health of yourselves as business managers and your staff are utterly paramount. Taking the government measures as a minimum and ensuring social distancing is observed, that sanitising stations are everywhere, make sure that working from home is considered before working in the office and records are kept of who has met with whom, will all help to minimise the spread if infection strikes. But what if one of your staff is infected? Draw up a disaster plan for that eventuality and equip your staff with the knowledge and tools to work away from the office in advance.
- **Avoid remote working burn out.** As humans we are used to and expect social interaction since we need it in the main and now it isn't there. Be aware that your remote working staff are in a unique

position for themselves and by now will feel isolated and insecure. Try and combat that by holding weekly video business conferences or simply have them with your staff as a catch up and general discussion. Do not leave your staff to their own devices answering to the odd sterile email as they will gravitate to companies that are more inclusive.

- **Communicate and be agile** – speak but not in the traditional sense. Use blogs on YouTube, post on LinkedIn, Facebook, Instagram and Twitter both to your staff and the public at large. And be fast about how you react to things, as being in, or ahead of the pack, will keep your head above water.
- **Cash flow** – as ever cash is king so use each and every government option available and hassle the banks with your application. If they aren't working for you – go elsewhere. The financial markets are nervous, but buoyant at the moment – but do not expect the same lending terms or indeed lending at any reasonable rate next year as the markets harden and the prophesied property crash happens. Prepare now and act or repent at leisure.

A lot of the above points are common sense and a non-exhaustive list, but are there as a guide. Should you need specific advice on employment, contract, or commercial issues please feel free to call me on **07789 401 411** or email: [giles.ward@milnerslaw.com](mailto:giles.ward@milnerslaw.com).

# Your guide to the pest control 2021 TRAINING DATES



## We're looking forward to welcoming you back!

We have put everything in place to ensure our training facilities are COVID-19 secure, allowing you to focus and enjoy all our educational experiences.

**We hope to see you soon ~ The Killgerm® Training Team**

Killgerm Training run courses nationwide offering different types of courses for different levels of experience and knowledge. Details of all course dates and locations are available online at: [www.killgerm.com/pest-control-training-calendar](http://www.killgerm.com/pest-control-training-calendar). There is also a full list in the Killgerm catalogue on pages 223-225. For further information or to book your place on a course call: **01924 268445** or email [training@killgerm.com](mailto:training@killgerm.com).

### January 2021

**05/01/2021** - Killgerm Principles of Rodent Control – Ossett  
**06/01/2021 - 07/01/2021** Killgerm Principles of Insect Control – Ossett  
**26/01/2021** - Killgerm Principles of Rodent Control – Bristol  
**27/01/2021 - 28/01/2021** - Killgerm Principles of Insect Control - Bristol

### February 2021

**03/02/2021** - Trapping Techniques - Killamarsh  
**04/02/2021** - Pest Control Refresher/Update - Ossett  
**16/02/2021** - Killgerm Principles of Rodent Control – Ossett  
**23/02/2021** - Killgerm Principles of Rodent Control – Tamworth  
**25/02/2021** - Drainage Investigations & Rat Control - Tamworth

### March 2021

**03/03/2021** - Flying Insect Management - Ossett  
**04/03/2021** - Pest Control Refresher/Update - Kendal  
**09/03/2021** - Killgerm Principles of Rodent Control – Ossett  
**10/03/2021** - Pest Control Refresher/Update - Livingston  
**11/03/2021** - Insect Workshop 2 - Ants, Bees & Wasps - Ossett  
**16/03/2021** - Killgerm Principles of Rodent Control – Lingfield  
**17/03/2021 - 18/03/2021** - Killgerm Principles of Insect Control – Lingfield  
**18/03/2021** - Safe use of Air Weapons for Bird Control - Holmes Chapel  
**23/03/2021** - Pest Control Refresher – Tamworth  
**23/03/2021** - Killgerm Principles of Rodent Control – Norwich  
**23/03/2021** - Killgerm Principles of Rodent Control - Livingston  
**24/03/2021** - Trapping Techniques – Killamarsh  
**24/03/2021 - 25/03/2021** - Killgerm Principles of Insect Control - Norwich  
**30/03/2021** - Killgerm Principles of Rodent Control – Newbury  
**30/03/2021** - Killgerm Principles of Rodent Control - Tamworth  
**31/03/2021** - Insect Workshop 1 - Bedbugs & Fleas – Newbury  
**31/03/2021 - 01/04/2021** - Killgerm Principles of Insect Control - Tamworth

### April 2021

**01/04/2021** - Insect Workshop 2 - Ants, Bees & Wasps - Newbury  
**06/04/2021** - Killgerm Principles of Rodent Control – Ossett  
**07/04/2021 - 08/04/2021** Killgerm Principles of Insect Control – Ossett  
**07/04/2021** - Flying Insect Management – Newbury  
**15/04/2021** - Insect Workshop 2 - Ants, Bees & Wasps - Tamworth  
**20/04/2021** - Drainage Investigations & Rat Control – Ossett  
**20/04/2021** - Killgerm Principles of Rodent Control - Bristol  
**22/04/2021** - Safe use of Air Weapons for Bird Control – Reading  
**22/04/2021** - Pest Control Refresher/Update - Norwich  
**27/04/2021** - Pest Control Refresher/Update - Bristol  
**28/04/2021** - Trapping Techniques – Southampton  
**28/04/2021** - Safe use of Air Weapons for Bird Control – Kibworth

### May 2021

**04/05/2021** - Bird Control Theory - Bisley  
**05/05/2021** - Bird Control Practical - Bisley  
**05/05/2021** - Pest Control Refresher/Update – Ossett  
**06/05/2021** - Insect Workshop 2 - Ants, Bees & Wasps – Ossett  
**06/05/2021** - Pest Control Refresher/Update - Newbury  
**11/05/2021** - Killgerm Principles of Rodent Control – Ossett  
**12/05/2021** - Insect Workshop 1 - Bedbugs & Fleas – Bristol  
**13/05/2021** - Insect Workshop 2 - Ants, Bees & Wasps - Bristol  
**18/05/2021** - Insect Identification – Ossett  
**18/05/2021** - Bird Control Theory – Kibworth  
**18/05/2021** - Insect Workshop 2 - Ants, Bees & Wasps – Norwich  
**18/05/2021** - Killgerm Principles of Rodent Control - Livingston  
**19/05/2021** - Bird Control Practical – Kibworth  
**19/05/2021 - 20/05/2021** - Killgerm Principles of Insect Control - Livingston  
**20/05/2021** - Flying Insect Management – Tamworth  
**27/05/2021** - Insect Workshop 2 - Ants, Bees & Wasps - Livingston

These dates are to be reviewed in accordance with government guidelines

Some courses remain available online. <https://training.killgerm.com/>



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

**For further information call:**

**01924 268420**