



World Cup 2014

Fever Pitch - watch out for mosquitoes in Brazil

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- The legacy lives on - Jonathan Peck
- The hazardous waste regulation
- When ants say 'follow me', that's where we go
- From making tea to MD

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

News, articles, letters and editorial are always welcome!

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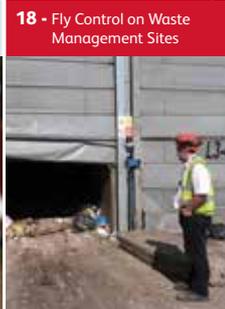


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Use pesticides safely. Always read the label and product information before use

ConExPest 2014

ConExPest is the main Polish pest control exhibition, held every three years. The exhibition took place in Krakow on the 8th and 9th May at the new International Exhibition and Convention Centre EXPO Krakow. Its location in the south of Poland helps attract visitors from across central and eastern Europe. ConExPest has now been held three times and attracts over 30 exhibitors and 300 visitors.

On the first day of the exhibition, Cepa held a conference which was attended by around 150 delegates. The conference covered two key topics; requirements and competences in pest control and current regulations in pest control treatments in the food industry.

The exhibition gala dinner was held on the night of the 8th May at the Niepołomice Castle, which dates from the 14th century. A number of awards were presented, including

best rodent product, won by Killgerm Polska for the AF® Rat Box and best pheromone products, won by Russell IPM. Themar, who had party favourite 'Dance Heads' on their stand, which involved filming participants' heads superimposed onto the bodies of professional dancers, won best stand.





Field Biologist

Up to £30k pa, plus bonus and 25 days annual leave

Acheta Consulting Ltd provides independent audit, inspection and training services in pest control to a wide range of blue-chip companies in food and allied industries.

Continued growth means that we require additional consultants. The successful applicants will ultimately be responsible for a diverse range of site inspections, some in very challenging environments.

Working from home, the role will entail significant travel within the UK. The successful applicants will ideally be located somewhere in the Midlands / M1 corridor or Manchester / Liverpool area, but potential candidates outside of these areas should not be deterred from applying. A driving licence is essential.

The ideal candidate will have at least 5 years' experience of inspecting warehouses and food-manufacturing sites, a thorough working knowledge of pest control products and practices, excellent interpersonal skills and be computer literate. However, we are prepared to commit time and money to develop a less experienced candidate from the pest control or food industry who shows exceptional promise.

This is a fantastic opportunity for an ambitious individual who wishes to be integral to the growth and development of an innovative company working with very high profile clients. Those interested should send a CV and handwritten covering letter, including details of current salary and benefits to: **Dr John Simmons, Acheta Consulting Ltd, Church View, Front Street, Churchill, North Somerset, BS25 5NB.**

For an informal discussion about the position call **John Simmons** on **07855 944 049**.

BRC release their guide to: "The Role and Responsibilities of the Pest Control Field Biologist"

The British Retail Consortium (BRC) have expanded on their global standard for food safety (Issue 6) and their best practice guideline for pest control by issuing a new guide to in-depth pest control surveys. The full title of this new and useful document is "Introduction to in-depth Pest Control Surveys: The Role and Responsibilities of the Pest Control Field Biologist."

The guide is designed to help address any confusion concerning the role and responsibilities of the field biologist and the service they provide. It goes without saying that field biologists should read the guide, to be sure that they are fulfilling their role. The guide is also important to the pest controller who has the BRC site on contract, as they need to be aware of what they and their customer should be looking for in an independent field biologist.

Appropriate qualifications and experience that field biologists should possess are listed in the guide, as are recommendations for report format and content, among other guidance.

The guide can be downloaded here:
<http://publ.com/BookData/MqEVIGu/common/downloads/publication.pdf>



You've got to be in it to win it

The pest control industry has seen many changes over the years and keeping up-to-date is not always easy. Pest Control News is the magazine that aims to provide you with everything you need to know and we cannot do this without YOU.

At PCN we like to carry out regular research in order to gain accurate knowledge and understanding of what our readers want. To do this we have provided every reader with a Freepost survey that can be sealed and sent back with no need for an envelope.

The survey aims to explore:

- Sections of the industry that are relevant to you
- Your information gathering and experiences of recent pest activities
- Any opinions you may have regarding PCN and the industry

We kindly ask you to take five minutes out of your busy day to fill out our survey. The surveys that are returned

will generate invaluable information in order to produce an industry magazine that provides you with up-to-date knowledge, technical information and industry news updates, supporting you in your pest control activities now and in the future.

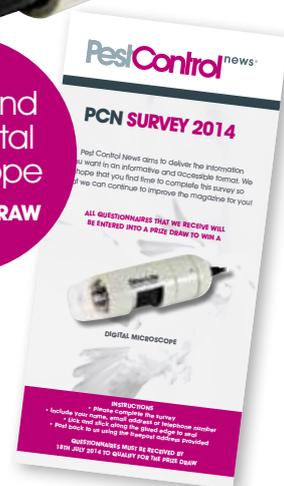
As a thank you we shall place all completed and returned surveys into a free prize draw with the opportunity to win a hand-held digital microscope.

The hand-held digital microscope is compatible with Windows software, has an adjustable magnification and built-in LED light. It's the perfect tool for any industry professional to use for pest identification.

We look forward to receiving your surveys by the closing date, Friday 18th July 2014.



Win a hand held digital microscope
FREE PRIZE DRAW



Review of RSPH Pest Management Qualifications

As an Awarding Organisation that is regulated by Ofqual, RSPH qualifications are subject to periodic review. This means that we have to consult with our centres and anyone that has a legitimate interest in our qualifications to ensure that the qualifications are still fit for purpose and relevant and to modify them if necessary.

The following RSPH pest management qualifications have a review date of 30 June 2015:

- L2 Award in Pest Management**
- L2 Certificate in Pest Management**
- L2 Diploma in Pest Management**
- L3 Diploma in Pest Management**

Although 30 June 2015 seems a long way off, time soon passes, and if the review indicates that one or more of these qualifications is no longer appropriate RSPH will have to spend time developing a revised qualification and submitting it to Ofqual for approval.

With this in mind, **RSPH is seeking the views of readers of Pest Control News to find out if we need to make any changes to the qualifications.** We can make minor changes to the content of the qualifications without having to submit the new version to Ofqual, but if we decide that the learning outcomes or assessment criteria are no longer suitable then a resubmission will be required.

Is there anything that you would like to see added to the qualifications? For example SGARS has been much in the news recently.

Do our qualifications cover this area sufficiently or do we need to put in additional material? There is a danger of making a qualification too large if we simply add material, so are there any topics that can be removed because they are no longer relevant to the pest controller?

If you have any views on this, please submit your thoughts to Richard Burton at rburton@rsph.org.uk, marking your emails in the subject box with, 'review of pest qualifications'.

ALUMINIUM PHOSPHIDE

The Plant Protection Products (Sustainable Use) Regulations 2012 require all users of aluminium phosphide to hold an accredited qualification in order to continue to buy the product after 26 November 2015. RSPH strongly advises pest controllers to obtain this qualification as soon as possible as places on training courses may be in short supply due to the high demand as the deadline approaches.

RSPH has now approved a number of centres to offer our L2 Award in Using Aluminium Phosphide Safely for the Management of Vertebrate Pests, which is an accredited qualification under the PPP sustainable use regulations. The advantage of the RSPH qualification is that centres can assess their own candidates, so there is no need for pest controllers to first of all take a training course and then try to find someone to assess them. Centre assessment decisions are subject to external verification by RSPH.

Centres approved so far to offer the qualification are:

Killgerm Chemicals, SX Environmental, Russell IPM, Gassing.co.uk, and Pest Solution Ltd. The approval of other centres is in the pipeline.



Wayne Penrose of Northumbria Pest Control, Hexham (trained by Killgerm Training) was the first person in the country to receive the RSPH Level 3 Diploma.



THE JONATHAN PECK MEMORIAL

The legacy lives on

13 November 1946 – 15 September 2013

Held at the breathtaking Southwark Cathedral on 11 April 2014, the memorial was a charming occasion and a true celebration of Jonathan Peck's life. Over 200 people attended the humble occasion to remember the work, life and the truly fine gentleman that Jonathan Peck was. People attended from all over the world, including Japan, Spain, Germany, America, Poland and the Netherlands.

The memorial service was led by the Dean and included a phenomenal choir, whose beautiful music filled the enormous cathedral; a reflection of Jonathan's infectious personality, which would often fill the largest of events and venues.

A touching appreciation written by Jonathan's wife, Fionnula, was read by her sister, Una Warrington. Peter Kitson, chairman of Killgerm Group, presented an updated version of the eulogy he had presented at Jonathan's funeral. It provided a detailed account of his life and anecdotes from his younger days, most of which were extremely humorous and provoked laughter and nods of the head from people listening who were clearly reminiscing of similar times with Jonathan.

Other readings were given by Rupert Broome, managing director of Killgerm Group, Gai Murphy of Salford University and Graham Jukes of the Chartered Institute of the Environmental Health (CIEH).



After the service, people gathered outside of the cathedral to catch up with colleagues, old friends and acquaintances. In the beautiful spring sunshine people casually strolled down to the CIEH building at Chadwick Court for lunch.

After the lunch, there followed a series of presentations to reflect on Jonathan's achievements and the impact and contributions he had made in the industry. Bob Mayho, principal policy officer for the CIEH and the chairman of the National Pest Advisory Panel (NPAP), was the chair of presentations and ensured a smooth transition from speaker to speaker.

The first speaker was Rupert Broome, who provided an entertaining walk through time in relation to Jonathan's business experience. 'From modest beginnings to global presence' was the aptly named presentation. In 1976 Jonathan did a management buy-out and began his journey with Killgerm starting with 13 employees and a turnover of £333,000. At the time of Jonathan's passing, there were 17 operating companies around the world, based in 10 countries and 3 continents with a Group turnover of £34 million and 170 staff, which is very impressive, by anyone's standards. More importantly, he saw his business and the people that worked for him as a family.

Dave Oldbury, secretary of NPAP, shared many stories about his meetings with Jonathan and how they would often continue for hours, a common factor that ran through most speeches on the day, a reflection of his passion and dedication to the industry. Dave spoke of how NPAP all started from a CIEH conference in Harrogate over 14 years ago.

Jennifer Leggett of Lindsey Pest Services, Florida spoke about Jonathan's 'outreach beyond the UK' and referred to him as an 'honorary chick' of the Professional Women in Pest Management (PWIPM). Jonathan would regularly attend the PWIPM meetings and provide his support where he could, which included extending PWIPM to the UK. Her parting words to end her presentation were, "I am proud to call him a friend."

Alan Buckle, chairman for the Campaign for Responsible Rodenticide Use (CRRU), spoke of how Jonathan was fundamental in the creation of CRRU in 2005 and CRRU Ireland in 2013. Alan also detailed Jonathan's drive in the Stewardship Regime and how Jonathan would often say, "Who can do as good a job as we can?" and "If we don't take the role, who will?" Jonathan was instrumental in these projects up until only a few weeks before his death.

Jonathan had a passion for the charity Water for Kids, and Peter Minhinnett gave a warming presentation about Jonathan's contributions to the charity and his marvellous fundraising skills. He

“Jonathan’s drive and enthusiasm is sadly missed,

HIS CONTRIBUTION TO **NPAP, protecting public health**
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WERE IMMENSE!

HIS WORK WILL CONTINUE TO SUCCEED HIM... **It will be his continuing legacy”**

spoke of an occasion when they met at a CIEH conference in 2003 and Water for Kids were doing a raffle to raise money. Peter described the raffle as being pretty standard with the usual prizes of a bottle of whisky and wine, until Jonathan walked in with the most extravagant prizes such as televisions and the latest technology. That night Jonathan walked around tables to raise as much money as possible, asking for notes and not coins! Peter said that they were quickly trying to count note after note at the end of the evening, ecstatic with the result, then Jonathan doubled it (a small habit Jonathan continued to do).

Michel Bayoud, from Boecker Public Health in the Lebanon, attended to provide further insight in to Jonathan’s impact overseas. As part of helping Jonathan’s legacy to live on, Michel announced that there would be an outreach conference every three years, with the first in Beirut in 2016, and there would also be an annual education grant named the Jonathan Peck Award for a pest controller in the Middle East.

As a final surprise Michel announced that a cedar tree had been planted in memory of Jonathan in a Lebanese memorial forest and a framed certificate confirming this was presented to Fionnula.

Graham Jukes OBE, chief executive of the CIEH, gave the final presentation by outlining some of the work Jonathan had done,

in particular his contribution to the World Health Organisation’s book, Public Health Significance of Urban Pests. Graham, of his own admission, compared this book to the bible.

Graham announced the original annual bursary of £1,000, which was originally set up in memory of Xavier Bonnefoy for the funding of an environmental health student, would be re-named the JIP/XBO award – to continue the legacy.

Graham ended the presentation with the most fitting of quotes, “Jonathan’s drive and enthusiasm is sadly missed, and his contribution to NPAP, protecting public health and raising standards within the industry were immense. His work will continue to succeed him... It will be his continuing legacy.”

The NPTA will be organising a golf day in aid of Jonathan’s charity campaigns during the month of September. The final details are yet to be confirmed, however it will be held at the Forest of Arden golf club, Warwickshire. Anyone who would like to attend can register their interest with the NPTA or Killgerm to receive further details.

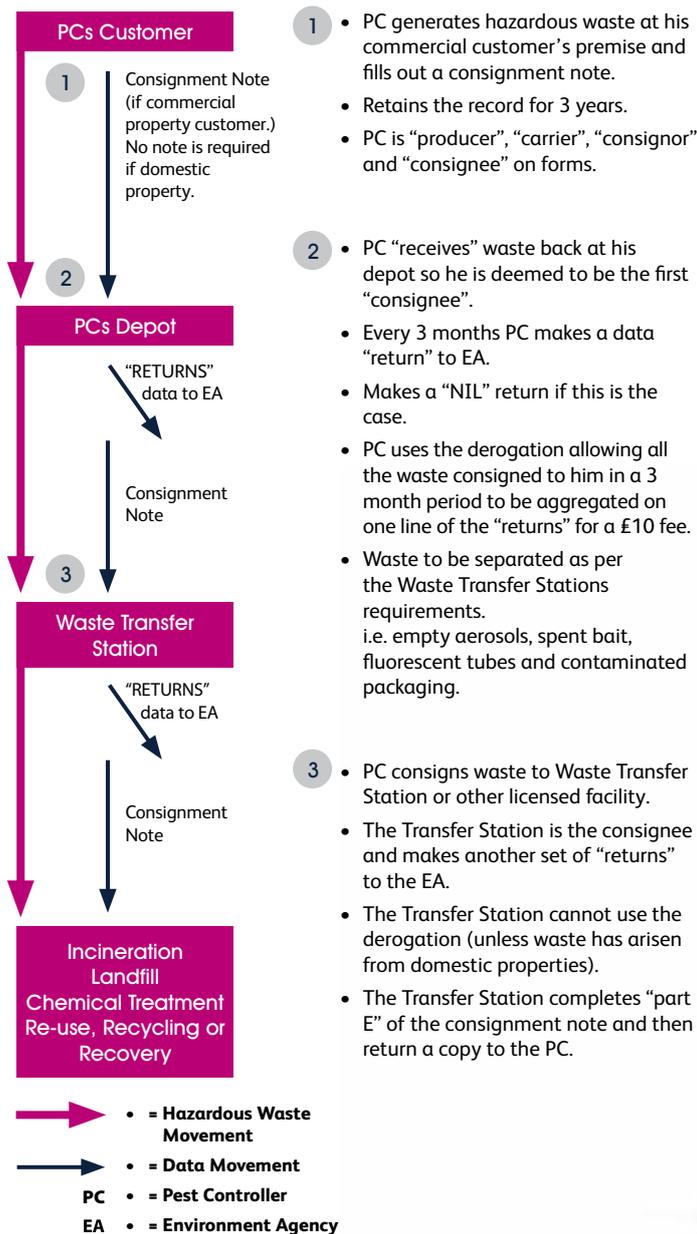
The amount raised so far is £13,610 towards Jonathan’s chosen charities, Cancer Research & Macmillan Cancer Support.



The Hazardous Waste Regulations

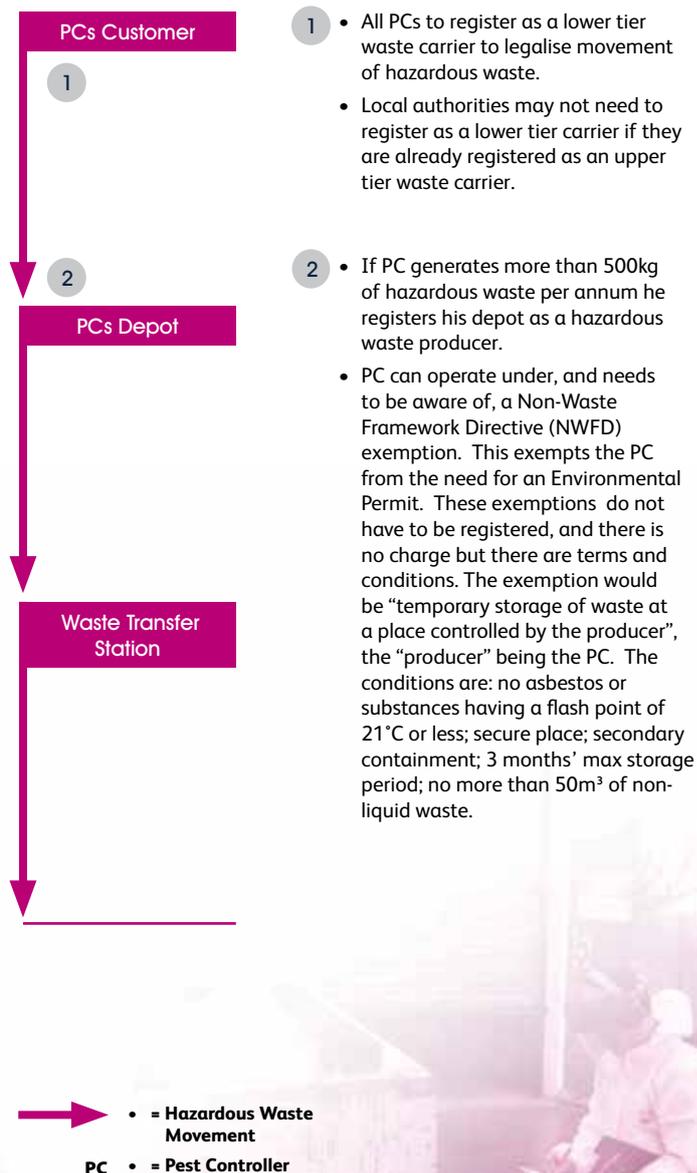
Guidance for pest controllers in complying with the law

Note 1 – Movements and Records



- PC generates hazardous waste at his commercial customer's premise and fills out a consignment note.
 - Retains the record for 3 years.
 - PC is "producer", "carrier", "consignor" and "consignee" on forms.
- PC "receives" waste back at his depot so he is deemed to be the first "consignee".
 - Every 3 months PC makes a data "return" to EA.
 - Makes a "NIL" return if this is the case.
 - PC uses the derogation allowing all the waste consigned to him in a 3 month period to be aggregated on one line of the "returns" for a £10 fee.
 - Waste to be separated as per the Waste Transfer Stations requirements. i.e. empty aerosols, spent bait, fluorescent tubes and contaminated packaging.
- PC consigns waste to Waste Transfer Station or other licensed facility.
 - The Transfer Station is the consignee and makes another set of "returns" to the EA.
 - The Transfer Station cannot use the derogation (unless waste has arisen from domestic properties).
 - The Transfer Station completes "part E" of the consignment note and then return a copy to the PC.

Note 2 – Registrations and Exemptions



- All PCs to register as a lower tier waste carrier to legalise movement of hazardous waste.
 - Local authorities may not need to register as a lower tier carrier if they are already registered as an upper tier waste carrier.
- If PC generates more than 500kg of hazardous waste per annum he registers his depot as a hazardous waste producer.
 - PC can operate under, and needs to be aware of, a Non-Waste Framework Directive (NWFDD) exemption. This exempts the PC from the need for an Environmental Permit. These exemptions do not have to be registered, and there is no charge but there are terms and conditions. The exemption would be "temporary storage of waste at a place controlled by the producer", the "producer" being the PC. The conditions are: no asbestos or substances having a flash point of 21°C or less; secure place; secondary containment; 3 months' max storage period; no more than 50m³ of non-liquid waste.

PLEASE NOTE:

If in doubt, seek advice from Environment Agency at www.gov.uk



CRRU-IASIS One-Day Course for Pest Control Technicians



Irish Rodent Pest Control Technicians now have the opportunity to become accredited as Wildlife Aware Accredited individuals who can operate to the highest practical standards to achieve effective pest control with minimum adverse effects on wildlife and the wider environment.

Rodent control, using second generation rodenticides (SGARs), has been shown in recent research to impact on Irish birds of prey. We now know that over 80% of our barn owls have detectable levels of rodenticides in their bodies. It is thus essential that pest control technicians have an understanding of the routes of exposure of wildlife to rodenticides and that they become aware of the techniques that minimise wildlife exposure.

Organisations that employ rodent pest control technicians should ensure that they operate to the highest standards to achieve effective pest control with minimum adverse effects on the environment and on wildlife.

CRRU-IASIS Wildlife Aware Courses and accreditation are now available to professional rodent pest control technicians. These courses will also be of interest to Local Authority pest control operatives as well as Quality Assurance Scheme Auditors and Inspectors.

Accreditation will provide evidence that the organisations which employ Wildlife Aware accredited technicians will operate to the highest practical standards to achieve effective rodent control with minimum adverse effects on wildlife and the wider environment.

Course Location and Date	Closing Date for Registration & Payment
10 June 2014, Teagasc Moorpark, Fermoy	Friday 30th May 2014
12 June 2014, Ballyhaise College, Co Cavan	Friday 30th May 2014
24 June 2014, DAFM Laboratories, Backweston Campus	Friday 30th May 2014
30 October 2014, DAFM Laboratories, Backweston Campus	Friday 10th October 2014
18 November 2014, Teagasc Moorpark, Fermoy	Friday 31st October 2014
20 November 2014, Ballyhaise College, Co Cavan	Friday 31st October 2014

Those who wish to attend should download the registration form from www.iasis.ie/coursesavailable.php and complete and return it with a cheque to cover the registration fee (€210) to the following address:

IASIS Ireland Ltd., 31A Raven's Rock Road, Sandyford Industrial Estate, Dublin 18.

If preferred, payment can be made by electronic transfer:
AIB Bank Centre Branch, Ballsbridge, Dublin 4.
IBAN: IE18 AIBK 9312 6800 7370 26. SWIFT Number: AIBKIE2D
www.thinkwildlife.org

“Organisations should ensure that they achieve effective pest control with minimum adverse effects on the environment and on wildlife”



Killgerm Apprentice 2014

Killgerm has announced the winner of their 2014 Apprentice Scheme, Jordan Moscrop of AAA Pest Control Services in Littleborough, Rochdale.

Jordan started working for AAA Pest Control Services at the start of 2014, having helped out a few times over the past five years. “I trained as a bricklayer” says Jordan, “but pest control is great. I like to be out and about and there are loads of different things you can do. I don’t know why, but I find cockroach control really interesting! Now that the weather is warming up I’m learning about wasp control.”

AAA Pest Control Services provides domestic and commercial pest control and covers most of the North West, from Liverpool to Wakefield and Cheshire to Lancashire. Mark

Harris, owner of AAA Pest Control Services, has worked in the pest control industry for 17 years and started the business in 2005.

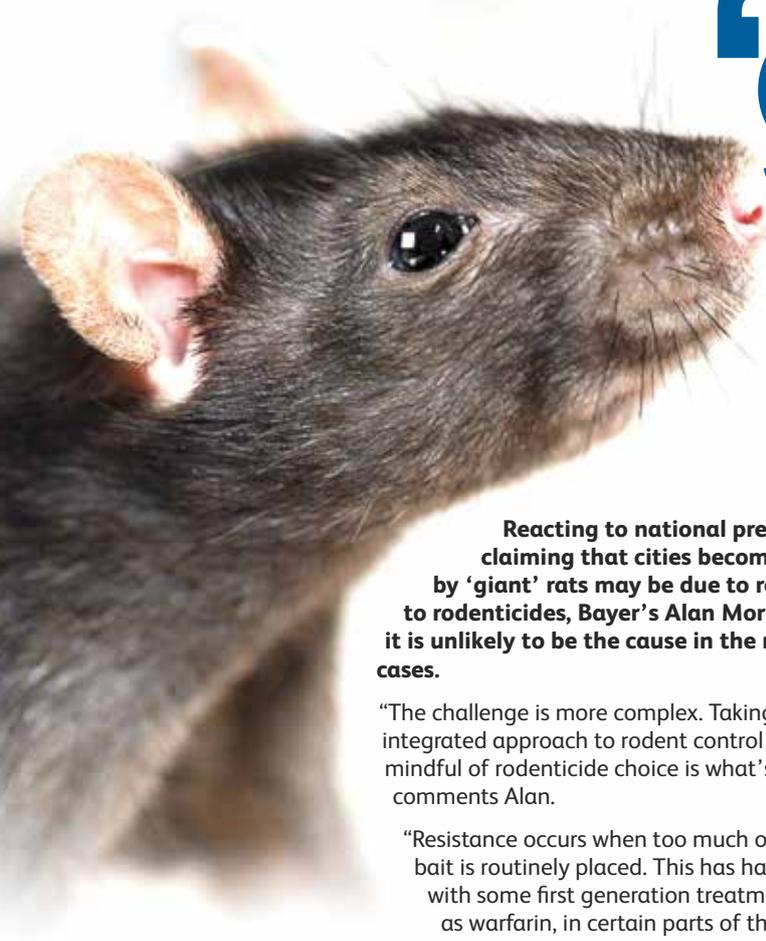
“I’d heard about the scheme before,” says Mark. “It’s an ideal opportunity to help me grow my business from one person to two people. When you’re on your own the enquiries don’t stop coming through.”

The prize includes clothing, equipment and training worth approximately £3,000. Mark plans for Jordan to take over some contracts which will free up time to grow the business.



Resistance not likely to be the cause of

'giant' rats



Reacting to national press reports claiming that cities becoming blighted by 'giant' rats may be due to resistance to rodenticides, Bayer's Alan Morris believes it is unlikely to be the cause in the majority of cases.

"The challenge is more complex. Taking an integrated approach to rodent control and being mindful of rodenticide choice is what's required," comments Alan.

"Resistance occurs when too much of a single bait is routinely placed. This has happened with some first generation treatments such as warfarin, in certain parts of the country. If rodenticide users try to overcome an infestation by continuously placing a higher toxicity, second generation product, they also run the risk of generating resistance."

"This is obviously important to guard against, but modern rodent control in urban areas has thrown up some real challenges in environments where alternative food sources can be more attractive than some baits," says Alan.

He suggests that an integrated approach, including habitat management, the removal - where possible - of potential food sources and a strategic baiting programme, is key to the control of rats and resistance prevention.

"Rats in towns and cities have a huge selection of foods to choose from and often some rodenticide formulations prove to be less tempting than dropped chips or even fat that's been poured down the kitchen sink and solidified," notes Alan.

"Resistance occurs when too much of a single bait is routinely placed. This has happened with some first generation treatments such as warfarin, in certain parts of the country"

For this reason, he explains that carefully selecting bait that is highly palatable is equally important. "Of Rodilon's four formulations, three are tailored with rats in mind. Each has been formulated to appeal to their tastes, and feeding habits."

Bayer's Rodilon® is a second generation rodenticide which contains the newest active ingredient difethialone. This works like no other anticoagulant because, once ingested, it remains in place even when genetic mutations occur, hence product resistance is eradicated.

Rodilon® Wheat Tech is a whole wheat grain bait which is 'turbo impregnated' with the active ingredient for ultimate control. The wheat used is of the highest quality which aids consumption even in the most difficult treatment environments. Similarly, Rodilon® Soft Blocks have been found to be an extremely palatable formulation due to their high-food-grade ingredients, texture and blending of the bait.

The Rodilon® Blocks formulation made from highly palatable, high-food-grade ingredients have multiple edges which are specifically designed to encourage a rat's gnawing habits.

"The most effective weapon in a pest controller's arsenal is strategy," concludes Alan. Without the incorporation of integrated control measures, combined with a tailor-made baiting approach, effective control is difficult to achieve, however large the rat.



Rodilon contains difethialone (0.0025% w/w). IE/ BPA 70009, IE/BPA 70010, IE/BPA 70011, IE/ BPA 70012, IE/BPA 70181, IE/BPA 70182, IE/ BPA 70183, IE/BPA 70184 Use biocides safely. Always read the label and product information before use. Pay attention to the risk indications and follow the safety precautions on the label.

ARE THE RED SQUIRRELS' DAYS NUMBERED?

The war on grey squirrels in the UK may be coming to an end with the possible 'scrapping' of the regulation that aims to control them.

Since 1937 the plan to eradicate grey squirrels from the UK has been regulated by the Grey Squirrels (Prohibition of Importation and Keeping) Order, which meant, anyone failing to report grey squirrels on their land would be prosecuted. However, the Department for Environment, Food and Rural Affairs (DEFRA) says it has "no record" of any prosecutions from failing to report a grey squirrel on land.

The grey squirrel is the cousin of Britain's native red squirrel. During the 19th century the grey squirrel was introduced into the country by ships docking in UK ports from America, putting the native red squirrel and their future survival in the UK at risk. Since the introduction of the non-native grey squirrel, the reduction in the number of red squirrel populations across the UK has been substantial. Today there are an estimated 140,000 red squirrels left in the UK with the majority of these being found in Scotland, compared with 2.5 million grey squirrels across the whole of the country. This means the red squirrel is outnumbered 18 to 1.

The grey squirrel is better adapted to survive in nature with the ability to better extract proteins and energy from acorns. The grey squirrel can also eat up to seven times more food than that of the red. Additional to their eating, grey squirrels carry a virus called 'squirrel pox'. The squirrel pox virus can be, and often is, fatal in the red squirrel. Grey squirrels are the main host for this virus and are immune from its effects; the red squirrel does not share this immunity. It is estimated that 60% of the grey squirrel population are carrying the squirrel pox virus in England and Wales today.

The reason for this possible 'scrapping' of the regulation was highlighted by a recent report in the Telegraph, where Solicitor General, Oliver Heald, told MPs it was no longer considered feasible to eradicate grey squirrels across the UK and suggested it would be scrapped as part of the governments "war on red tape."

MPs in the north of England believe that the loss of this regulation will greatly impact on the red squirrel population in their area, which is said to be one of the last bastions in England. There are many associations, societies and trusts all dedicated to protecting the native red squirrel. DEFRA has recently stated, "We remain committed

to protecting red squirrels and tackling the threats greys pose on them and to broadleaf woodlands." Even His Royal Highness, Prince of Wales, patron of the Red Squirrel Survival Trust (RSST), released a statement on their website expressing his concerns regarding the future of the red squirrel populations in the UK and Scotland and thanked those supporting the work of the RSST.

The protection of the remaining red squirrel populations will only be possible by controlling the grey squirrel populations, something that can prove difficult in practice. Discussions with the Health and Safety Executive (HSE) and DEFRA regarding the use of warfarin squirrel bait, which is a vital tool for the control of grey squirrels, are currently taking place in relation to its continued outdoor use. The outcome of this was yet to

be decided at the time of publication. As with any topics covered in PCN magazine, updates will be provided as and when information is available.

For more information on red squirrels please visit

scottishwildlifetrust.org

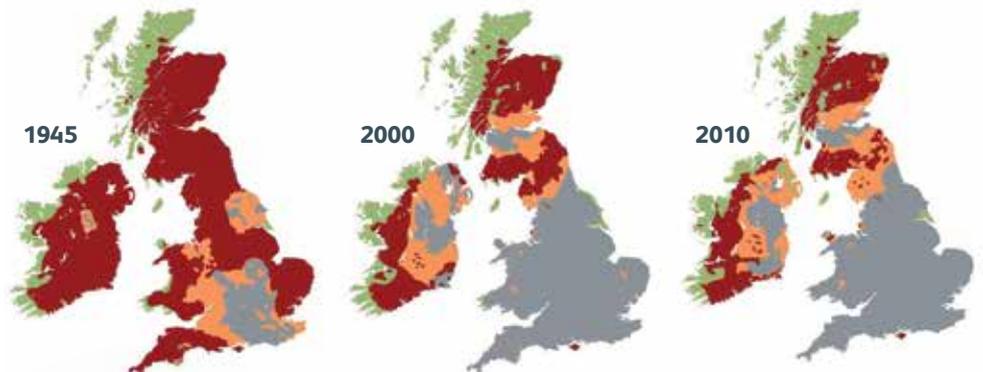
www.rsst.org.uk

www.forestry.gov.uk/forestry/redsquirrel

UK RATIO OF 18 GREY SQUIRRELS TO EVERY 1 RED SQUIRREL



Squirrel Distribution Maps 1945-2010



THE NATIONAL PEST ADVISORY PANEL

Keeping you up-to-date

Chartered
Institute of
Environmental
Health



Pest Control News magazine welcomes a new regular feature to its printed edition.

Set up in 2001, the National Pest Advisory Panel (NPAP) provides specialist advice to the Chartered Institute of Environmental Health (CIEH) on issues relating to public health pests, their management and control. NPAP panel members are pest management experts from within the environmental health and pest control profession, private sector and academia, who have been selected for their individual expertise within their sector.

NPAP has a library of 29 documents covering best practice procedures and pest management information across several public health pest species with this number growing every year. NPAP documents and the information they provide are relevant across all pest control and pest management industries, including the public and private sectors.

This new PCN feature will keep you up-to-date with the work of NPAP, its people, future events and documents to look out for.

“NPAP documents and the information they provide are relevant across all pest control and pest management industries, including the public and private sectors”

PANEL NEWS:

Due to recent austerity cuts, local authorities have had to make some drastic decisions resulting in loss of in-house pest control services, redundancies and early retirement. Richard Bevan, Park Estates, Play, Cemeteries and Crematoria, Manager for Bristol council and panel member since its inauguration, has a career spanning over 48 years in the pest control industry. As a result of cuts in public funding, Richard has taken the decision to clip his wings and retire. Although Richard will no longer be sharing his expertise and knowledge with the residents of the Bristol area, the CIEH is pleased to announce he will continue to be a member of NPAP and continue to contribute to present and future NPAP projects, sharing the wealth of knowledge he has through NPAP for many more years to come.

In addition to this, the panel also welcomed two new members. Paul Butt, Regulatory Improvement and

Specialist Services for Natural England and Rodney Calvert, Senior Wildlife Management Advisor, also from Natural England, both selected for their knowledge of rural and urban wildlife. Paul and Rodney recently consulted NPAP, along with the help of Public Health England and Wales and the Animal Health and Veterinary Laboratories Agency on the Urban Fox Management document, which was published at PestTech in 2013.

TOPICS CURRENTLY BEING COVERED BY NPAP:

In the very near future NPAP will be publishing two new documents. The first will cover social insects, wasps, bees and ants with the other tackling the topic of vertebrate trapping. Each is in its final consultation stages and the panel aims to have them available for download soon.

EVENTS:

NPAP will be displaying their documents at a CIEH, Housing Seminar being held on 25 June 2014 at the National Railway Museum, York. Details can be found at: http://www.cieh.org/housing_seminar.html

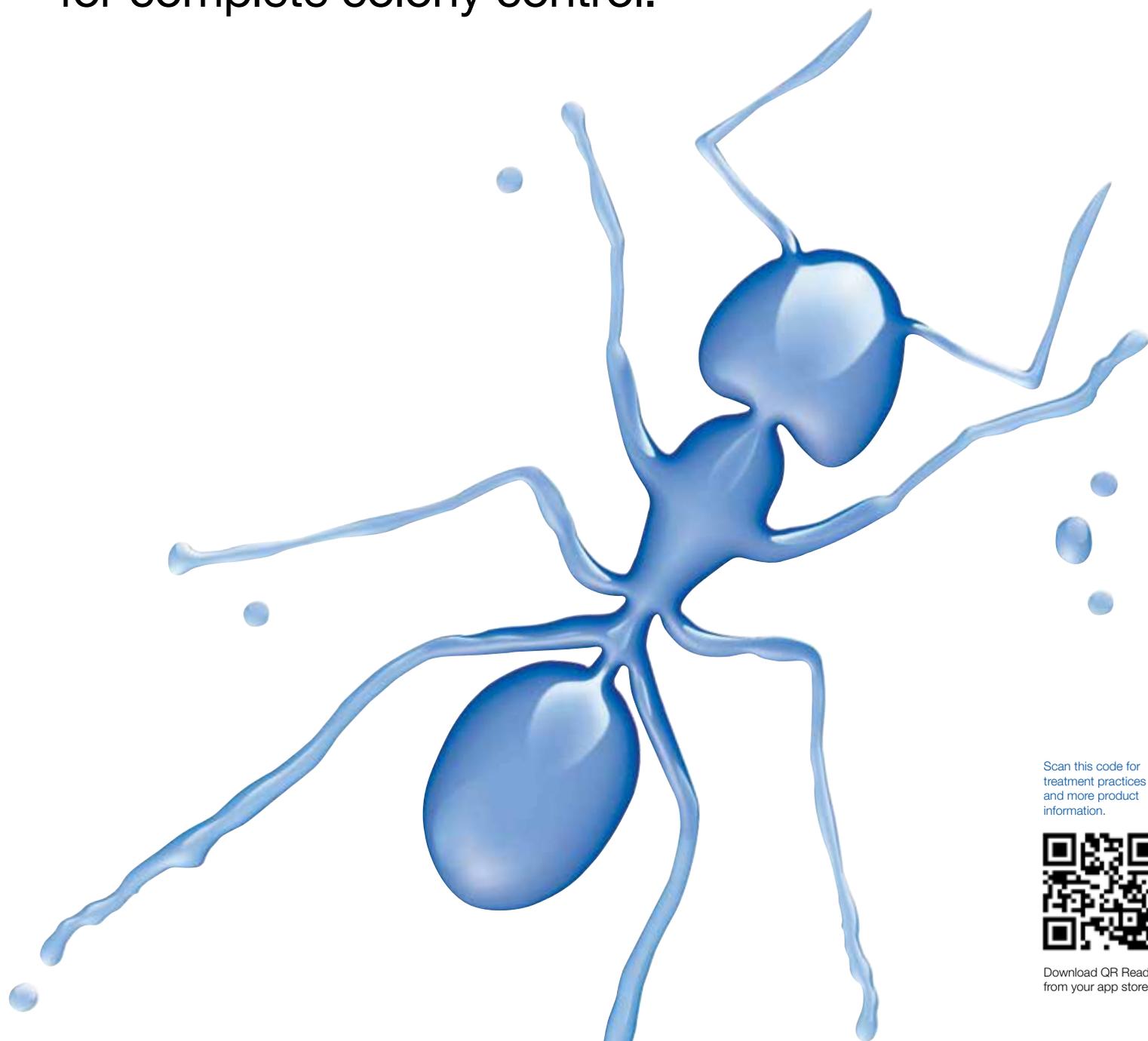
NPAP AND THE FUTURE: NEW HORIZONS

Many readers of PCN will be aware that Jonathan Peck was an NPAP panel member and one of only two honorary members of CIEH. At Jonathan's memorial in April this year, CIEH Chief Executive Graham Jukes OBE explained that the profile of NPAP should be enhanced so that it could become a vehicle for the national and strategic coordination of pest management matters. At the NPAP meeting held at the CIEH headquarters on 27 May 2014 Graham set out his vision for this. The World Health Organisation Europe publication 'Public Health Significance of Urban Pests', calls for government to take a strategic approach to pest control management and public health protection. Since the publication of the book in 2008, no government organisation in the UK has taken on this role and Graham believes this role should be taken on by NPAP. There is still a long way to go, but a positive and exciting future for NPAP within the industry and guiding government on the importance of pests and their control gives not only NPAP but the whole industry something to look forward to.

NPAP documents can be downloaded for **FREE** at www.urbanpestsbook.com or contact the panel at info@npap.co.uk

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DISINFECTION PROCEDURES FOR HANTAVIRUS & OTHER RODENT-BORNE DISEASES

Much has been said about the emergence of hantavirus in the UK and the significance of other rodent-borne diseases, such as leptospirosis a.k.a. Weil's disease. What is currently lacking is clear guidance on disinfection procedures and precautions that pest controllers should take to protect their customers' health as well as their own. This article aims to fill the knowledge gap.

The starting point for the concern was the identification of a potentially deadly hantavirus that had infected a farmer and was isolated from rats for the first time in the UK in 2012. A paper by the Health Protection Agency (HPA) described this incident (Jameson *et al.*, 2013) and the key points are discussed as follows.

ROUTE OF INFECTION AND TYPICAL SYMPTOMS TO BE AWARE OF

It is of crucial importance that pest controllers understand how human infection with hantavirus most often occurs, which is via breathing in dried aerosolised excreta from infected rodents. Other rodent-borne diseases, such as leptospirosis, *Salmonella* and *E. coli* most often infect people via ingestion.

Also of importance is the ability of a pest controller to recognise symptoms of hantavirus, should they be concerned that they might have become infected. To quote HPA (now Public Health England) guidance, 'The majority of hantavirus infections present as non-specific, mild flu-like illness. Symptoms of more moderate disease are fever, headache, respiratory symptoms and kidney dysfunction. The most severe forms of disease have haemorrhagic (bleeding) manifestations.' If you are concerned that you may have contracted hantavirus then it is advised that you seek medical advice.

HANTAVIRUS OUTBREAK IN THE UK

In January 2012, the Rare and Imported Pathogens Laboratory (RIPL) at the HPA Porton, detected a suspected case of hantavirus infection in a patient diagnosed with acute kidney injury from Yorkshire and the Humber, United Kingdom (UK). The patient showed evidence of antibodies specific to hantavirus.

The patient had been exposed regularly to rats at their home and reported an increase in the rat population over a number of months. Trapping of rodents in the vicinity of the family residence and farm was undertaken. The aim was to confirm the presence of a pathogen in these rodents that might be responsible for the patient's illness. An isolate designated Seoul hantavirus, strain Humber was isolated from two Norway rats, *Rattus norvegicus*.

This is the first case in the world of this infection in humans with simultaneous reported identification of the causative virus from rodents. Hantavirus is here in the UK and the threat to health is real.

HANTAVIRUS PREVALENCE IN THE UK POPULATION, A SIGNIFICANT RISK TO PUBLIC HEALTH

Following on from the case of hantavirus isolation from UK rats, the HPA launched a study into prevalence in humans in the UK.

The HPA reported a 7.6% prevalence of hantavirus in adults living or working on farms in Yorkshire (Jameson *et al.*, 2014).

Based on these HPA figures, it is possible to estimate the number of workers in the agricultural sector that have been exposed to hantavirus.

DEFRA has issued national statistics giving an estimate of the number of people working on agricultural holdings in England on 1st June 2013. The DEFRA estimate is 464,000 workers. The HPA reported hantavirus prevalence of 7.6% in farm workers therefore translates to 35,264 individuals potentially having been exposed to hantavirus. The mortality rate in humans, for the type of hantavirus that has been isolated from UK rats, in the HPA study is 15%, which translates to 5,290 potential deaths.

The HPA / Public Health England will be releasing hantavirus prevalence figures for pest controllers this year, so 'watch this space' for an update. We'll know how many of us have been infected with hantavirus before!



DISINFECTION PROCEDURES FOR HANTAVIRUS – PROTECT YOURSELF AND YOUR CUSTOMERS

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

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

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

PRACTICAL APPLICATION OF DISINFECTANTS

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

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

PRECAUTIONS

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

PPE Item	In use
Respirator	Half mask to EN140 + Type AP filter (to EN141 minimum) to required protection factor. P3 filter is recommended for protection against rodent-borne diseases.
Gloves	Unlined synthetic rubber / PVC 300mm e.g. Solvex Nitrile gloves to EN 734.
Footwear	Impervious footwear.
Overall	Type 5/6 coverall.
Goggles/ Face shield.	Face shield to EN1663F when handling concentrate. Safety goggles when the diluted product is in use, to BSEN 166 3459B.

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

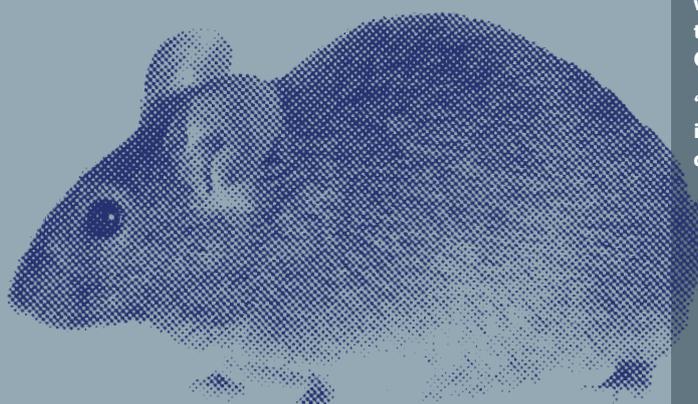
“WITH THE NEWS THAT HANTAVIRUS IS NOW HERE IN THE UK, RECOMMENDATIONS ARE BEING MADE THAT PEST CONTROLLERS SHOULD UNDERTAKE CLEAN-UP OPERATIONS TO REMOVE RODENT CONTAMINATION FROM AREAS OF RODENT ACTIVITY”

READER’S COMMENT

PCN got in touch with David Mason from Masons Pest Control, to find out more about the hantavirus disinfection treatments they have started to offer since May this year.

David commented, “I was on a Killgerm training course and we were told about hantavirus and that there may be requests for the treatment from customers. So, I read up on hantavirus via Pest Control News (March edition) and I got my information from this.”

“We decided to advertise this service via our website and publicised it on our blog. I’m glad PCN got in touch, it’s good to know the article has been read!” added David.



MAKING money **this summer** FROM FLYING INSECT CONTROL

PCN prides itself on high quality technical-based articles but we are also aware of the commercial aspects of pest control. We've got bills to pay too! So, for those of you who want to maximise your earning potential this summer, it's time to tap into the flying insect control market, trap some flies and explore this untapped resource...

PCN asked Nicole Roemer, the international sales manager for PestWest® Electronics Ltd UK, for her views on how best to make money from flying insect control this summer.

MAKING MONEY FROM FLYING INSECT CONTROL WITH PESTWEST

Flying insects are a major source of contamination. They live and breed in dirty conditions and are highly mobile. They also benefit from the apathy of customers, who will tolerate the presence of a few flies while they will not accept the presence of a single cockroach.

A recent PCO survey showed that flying insects pose a greater risk to food premises than do cockroaches, rats and mice combined. Yet the food industry spends far more on crawling insect and rodent control than it does on fly control.

Flying insect control is a part of HACCP 'due diligence' and good food hygiene practice. The Pests Act and the FDA 1999 Food Code states:

"Insects and other pests are capable of transmitting disease to man by contaminating food and food-contact surfaces. Effective measures must be taken to control their presence in food establishments"

It is also one of the most profitable sectors of the pest control industry, because fly control is a legal requirement in restaurants and an

absolute necessity in food production and packaging plants. For any food establishments, such as restaurants, fast-food outlets and shops, the cost of the bad publicity following a court summons for hygiene offences is far greater than the cost of installing and maintaining a proper flying insect control programme.

Supermarkets are the main distributors of food manufacturers and they are becoming more and more aware that most of their contamination is brought in from outside. One survey from a prestigious source has shown that 96% of contamination comes from goods delivered from suppliers.

Because supermarkets have to protect their reputations, they often set their own standards to be followed by suppliers. They also monitor standards by regular inspections. This means that the standards operating within customers' premises will often be laid down by the quality control managers of their customers who will expect the standards to be met irrespective of the cost. It is therefore very important and productive to educate quality assurance managers about fly control methods.

We should not forget that packaging suppliers are also very important, since they need to work to the same high standards as the food manufacturers. Contaminated packaging is a major risk for food producers and packers. The biggest danger of contamination to a packet of food often lies where the packet is manufactured, not filled.

There are many occasions when a PCO can make money from flying insect control and you should always be on the lookout for new opportunities.



THE RIGHT PROGRAMME

The sale and walk-away approach of fly control is the least profitable way to sell fly control units and may not be beneficial to either the pest control company or the end user. Customers do not normally keep their units clean or properly serviced, which means that they are wasting their money and failing to meet the requirements of good food hygiene.

A better way to supply units is to either sell the units with a maintenance contract or to lease the machines to the customers. The former will be better for cash flow and the latter will bring greater profit long term. The right option will depend upon circumstances. It should also be remembered that fly control units give valuable information about infestations and can be used to generate extra business, such as the provision of fly screens and other proofing measures.

THE RIGHT UNITS

PestWest supply a comprehensive range of units suitable for almost every budget and every situation. This includes shatterproof, draught-proof, splash-proof and explosion-proof options. Units, which are quick and easy to service and will always, be cheaper to maintain. This will benefit the pest control company but will also benefit the customer because the quicker the units are to service, the less disruption and down time there is in production. This is the reason why food companies prefer the installation of PestWest units.

PLANNING A PROGRAMME

There are 8 easy steps to providing a fly control programme under a regime of continuous improvement:

1. IDENTIFY YOUR MARKET

The customer that requires effective fly control generally considers product safety first. Manufacturers of food packaging, usually at the upper end of the market, are audited by regulatory bodies and customers' quality control programmes. To ensure a complete product safety programme these manufacturers require a total approach to their pest control needs.

These include:

- Effective monitoring system
- Comprehensive pro-active treatment programme for all pests (including flies)
- Technical advice and support
- Comprehensive documentary evidence to support a total product safety programme

Find a customer with these needs and you have found your market. However profits can be made from supplying units to the smallest establishment, especially if a leasing or servicing contract is also provided.

2. THE RELATIVE RISK OF CONTAMINATION

Spend time educating your customers about the relative risks of contamination from different pest groups. In most cases, you will find that contamination from flying insects offers a higher risk than both rodents and crawling insects put together. If possible refer to an example of actual contamination from flying insects.

3. COMPARATIVE COSTS OF DIFFERENT PEST CONTROL PROGRAMMES

Consider the costs that your customers are paying for rodent and crawling insect control, then consider the small amount of money they may be paying for flying insect control. Compare the actual risks of contamination against the comparative costs spent on the different pest control programmes. It will be obvious that the risks are considerably greater than the costs.

Your customer should realise that they should be spending as much on flying insect control as on rodent and crawling insect control put together.

4. POSITION AND INSTALLATION

Install fly killers and sticky trap units where they will least compete with alternative light sources but in areas that will actively attract flies. A compromise must always be sought between the ideal position to attract flies and a practical position for installation. PestWest fly killers

A Sunburst® Naturale from PestWest® in situ in a café



“There are many occasions when a PCO can make money from flying insect control and you should always be on the lookout for new opportunities”

come with a recommended coverage area. Install as many control units as required to provide adequate coverage. Both sticky traps and electronic fly killers should be used in a control programme and units that can be wall-mounted and ceiling-suspended.

5. MAINTENANCE CONTRACTS

If possible try not to sell the units directly. Try to negotiate a 3-year lease with a servicing contract. This will bind your client to you for his other pest control needs and provide a higher profit ratio than a one-time sale alone. A suggested monthly charge is based on the following formula:

Full retail cost of the unit plus 20% to cover costs of bank charges and interest	+	Cost of service visits (including profit) plus costs of tubes, boards, starters etc. at full price
Divided by		
Number of months of contract (36 months)		

6. INSECT COUNT ANALYSIS

Offer customers an insect count analysis from the catch trays and sticky boards of each unit as an additional service. Find an easy formula to consistently estimate the catches from various fly groups and plot these onto a spreadsheet. This information will easily identify overall levels of insects and unusual trends. PestWest now offers a grey board with a matrix grid patterning, which allows for easier identification and counting of the insects. These can be fitted into the Chameleon 1x2 and 2x2 units.

7. USE THE INSECT COUNT ANALYSIS TO IDENTIFY ADDITIONAL WORK

This is a key area where substantial extra work can be obtained. Look at unusual trends to find inconsistencies, which will highlight proofing deficiencies and areas where screens and extra fly control units are needed. Use this information as evidence to the customers that additional steps are needed to reduce the number of flying insects.

8. ANALYSE TOTAL REVENUE

Compare sales figures from customers receiving an effective fly control programme against those not receiving this programme. The result will be a surprise. At least 50% increase in revenue should soon be found. This can increase significantly to receptive customers. Each time the revenue is increased, analyse how this was achieved and apply the technique to future contracts. This way continuous improvement can be established.

Fly control on waste

A summary of the 2012 trial by Hurst *et al.* into the effectiveness of cyromazine in reducing fly numbers at a London waste treatment facility



Novartis has kindly allowed Pest Control News® to reproduce aspects of its trial with a waste treatment plant, which examined the effectiveness of the larvicide Neporex® in reducing fly numbers.

Before the details of this trial are discussed, it is important to understand the background of fly problems at waste management sites and the legislative requirements.

BACKGROUND

Waste management sites can be a source of large populations of flies, which may be active at nearby premises in local communities. Studies show that the most common nuisance flies at waste sites can be houseflies *Musca domestica*, greenbottles *Lucilia* sp and blowflies, *Calliphora* sp. Such flies have been implicated in the spread of disease and are a threat to public health. Furthermore, their nuisance value can be considerable. Fly activity in local premises may have originated from a number of sources other than waste management sites and it would be difficult to prove their origin but waste management companies have a duty to undertake fly control. A programme of fly control at waste sites can minimize disputes with local communities. Importantly, legislation also highlights the need for fly control.

Local authorities must take reasonable steps to investigate complaints of such nuisance and can issue abatement notices once satisfied that a statutory nuisance exists. The complaint threshold density of houseflies at waste management sites may be 150 individuals per flypaper per 30 minutes. The threshold for domestic premises is likely to be very different and there are no objective levels for statutory nuisance, although 25 or more flies caught over a 48-hour period may be considered a nuisance.

So, it follows that an integrated fly management programme at waste management sites is essential in order to comply with the legislation. Integrated fly management programmes will include fly monitoring procedures along with the use of adulticides and larvicides. Adulticides are insecticides that control adult flies and are often applied as fogging treatments, paint-on fly baits and residual spot-treatments (one particular product can be used with sugar added). Larvicides are insecticides that control fly larvae and include Neporex.

Integrated fly management programmes will include fly monitoring procedures along with the use of adulticides and larvicides

LEGISLATION

Advice can be found in the Clean Neighbourhoods and Environment Act 2005 (CNEA) guidance notes which are available from DEFRA, and the following information is summarised from this source.

The CNEA, Section 101 adds to the descriptions of statutory nuisances listed in section 79(1) of the Environmental Protection Act 1990: '(fa) any insects emanating from relevant industrial, trade or business premises and being prejudicial to health or a nuisance.' Waste sites are listed in the CNEA guidance notes as being possible sites from which nuisance flies may emanate.



management sites

GET LARVICIDES ON YOUR SIDE!



NEPOREX TRIAL RESULTS

Background

- The operators of a large waste management facility in London have a legal requirement to control flies at their plant. Achieving effective control has historically proven difficult at this site
- Existing controls included knock down sprays and bait boards using Quickbayt®
- Neporex, the larvicide under test, contains the active ingredient cyromazine, a type of insect growth regulator which works by interfering with the chitin metabolism of the target insect thus preventing moulting and interrupting the life cycle
- Neporex was evaluated for its efficacy in reducing fly numbers. In addition a number of other factors were also assessed including:
 - Implications for leachate discharge consent
 - Potential to affect the bacterial process in the waste
 - Adverse effect on the bio-filter process
 - Health and safety issues
 - Blocked floors
 - Economic viability

Method

- Neporex, mixed with water, was sprayed to all waste passing through the primary shredder on line 3; lines 1 and 2 were not treated and acted as controls
- Baseline data on variables were collected over five weeks*
- Neporex was applied at a rate of 1kg per 10 tonnes of waste, with an estimated 220 tonnes of waste being treated daily and requiring 25kg of Neporex to be used
- Due to a shredder breakdown, the trial was extended to 10 weeks

*Variables included the following: CO₂ level, temperature, humidity in hall, temperature of waste being sent to refinement, tonnage into line 3, tonnage transferred to the shredder, tonnage transferred to the drying hall, tonnage transferred to refinement, SRF (solid recovered fuel) moisture, waste height, days in hall, leachate tanks, fan performance, breakdowns, shredder performance, cleaning regimens, fly board saturation times (examined by an external entomologist).

Results

- The application of Neporex started in week 7 and the fly population started to decrease two weeks after this
- The application of Neporex finished in week 16, after which the fly population started to increase
- The reduction in the fly population was significant compared with the previous four years
- Use of Neporex had no adverse effect on:
 - The mechanical biological treatment (MBT) process
 - Input volumes
 - SRF moisture
 - CO₂ levels
 - Internal temperature and humidity of the waste
 - Leachate composition or bio-filter performance

Conclusion

- Neporex improved the fly control programme at this plant, reducing the fly population by at least 76 % during this 10-week trial

Key points

- Neporex provided a significant improvement in the control of flies at a London (UK) waste management facility
- Neporex treatment of waste has allowed the waste management company to comply with its statutory obligations



WHEN ANTS SAY ‘FOLLOW ME!’ THAT’S WHERE WE GO...

By Dr. Stuart Mitchell

Pheromones produced by ants drive trail formation and recruitment of ants to a food source. Understanding the role of pheromones in ant behaviour can be a great help in terms of achieving successful control.

Before getting involved with the different types of pheromones, we need to define what a pheromone actually is. Pheromones are substances produced by an organism that bring about a response in another individual of the same species. They can be thought of as external hormones.

Ant trail pheromones have both recruitment (join me!) and orientation effects (which way now?), which are discussed here.

- A recruitment pheromone persuades worker ants to leave the nest site and travel to a work site e.g. a food source, such as aphids secreting honeydew, or a spilled sugary drink in a kitchen
- An orientation pheromone serves as guide for worker ant traffic. SatNav for ants! (You have reached your destination...)
- Trail pheromones stimulate worker ants to leave the nest or alter their task in the event of a new priority

DANCING ANTS

Interestingly, it isn't just honeybees that 'dance' to communicate with other workers. Some worker ant species are recruited by a motor or 'dance' display delivered by a recruiting worker. This is used as an orientation cue by nest-mates that have contacted the recruiting worker ant. Certain trail pheromones can bring about excitement and orientation in the absence of any other behavioural stimulus. This is a powerful effect, as just one 'whiff' or pheromone is all it takes to bring about a response.

SATNAV FOR ANTS

While one of the most advanced and efficient methods of establishing routes to food supplies is trail pheromones, additional behaviors have been noted. If a worker ant loses the trail orientation, it travels in slight circles until the trail is located or another worker ant intercepts the disoriented ant through touching of antennae and reorientation is established.

Worker ants maintain trailing orientation where both trails and pheromone continuity have been disrupted. Worker ants use both kinesthetic sense (a.k.a. 'muscle sense') and visual cues – they can recognise landmarks.

The way to an ant's nest, is through its stomach...

When a small quantity of food is found, a foraging worker ant recruits the aid of one other worker by giving small tastes of the food. This is known as tandem running behaviour. Keeping its antenna in contact with the other ant's posterior abdomen, the recruited worker follows behind the lead worker.

As the warm weather is upon us, many pestiferous ant species will begin to aggressively trail in and around human structures. Comprehending the 'follow me' strategy of ant trailing allows for intuitive inspection, species identification and colony location, interception, elimination, and ongoing evaluation of structural ant management practices.

DOC'S PRACTICAL TIPS

- Environmental modification hinders ant colony survival through manipulation or elimination of food, water, shelter, and space
- Proofing and mechanical control limits access or even excludes ant species. For example, use sealant foam or other sealants and vacuum any ants on the structural interior. Cleanse any interior ant trails to food (leave alone the ant trails leading to baits) with an appropriate detergent and take note of the surface, so as not to damage it
- Apply professional use products such as ant gel baits to eliminate ants, as per label directions
- Comprehend and use the applied biology of ant trailing to your advantage
 - Eliminate ants through an environmentally benign process of integrated pest management (IPM)
 - Place ant baits adjacent to where ants are currently trailing, to 'piggyback' on the already established pheromone trails
 - Recommend that your client avoids use of aggressive cleaning chemicals where it is known that ants are trailing to and from the bait points, to avoid disrupting pheromones
 - Tell your client to avoid using DIY 'bug spray' aerosols to kill worker ants. This 'defeats the object' as workers recruited to the food source (the gel bait) by pheromones should not be killed because this prevents them returning to the nest to present the bait to the rest of the colony. Be patient and let the pheromones do their job!
- Inform your client that they are likely to see increased ant activity after bait has been placed. This is a positive observation – it shows that ants are actively finding the bait, under the influence of recruitment and trailing pheromones. Managing the expectations of your client in this way may also save you a 'call-back'
- Facts regarding ant pheromones are also good information to relay to your client. Why not let them know that you take an interest in pest biology, showing professionalism and knowledge above that of the 'average' pest controller



Removal of wasp nests:

Don't get stung by this neglected source of other insect pests

Pest control news has become aware of a number of cases of wasp nests being a significant source of other insect activity. Could this be the answer to mysterious insect problems where the source of insect activity just can't be pinned down? Most probably yes!

A typical recommendation to pest controllers is that abandoned bird nests are a common source of insect activity in roof spaces and should be removed to reduce available breeding material. It is now being recommended that treated wasp nests should be removed as an addition to normal control services.

As well as providing harbourage for other insects, there are reports that foul odours emanate from treated wasp nests, which is probably due to decaying wasp larvae and other matter, illustrating another good reason to offer to remove wasp nests after treatment.

A further reason to remove wasp nests is to take away insecticide that may remain active in or on the nest, thus reducing risk of exposure to your customer.

INSECTS ASSOCIATED WITH WASP NESTS

Returning to the issue of insects associated with wasp nests, the most dramatic and most recent case we have become aware of is substantial carpet beetle activity, probably *Anthrenus verbasci*. The image below was kindly provided by Duncan Bosomworth, technical manager at Killgerm Chemicals. We're sure you'll agree, it's stunning and shows significant carpet beetle activity.

The background to this find is that a pest controller was having trouble with carpet beetle control. An inspection of the loft revealed the wasp nest as the source of carpet beetle activity and so it was subsequently removed.

As well as carpet beetles, hoverfly larvae, earwigs and booklice can be associated with wasp nests. A particularly curious 'paradox' beetle is discussed. Don't forget that 'drain flies' such as fungus gnats (family Mycetophilidae and Sciaridae), dung midges (family Scatopsidae) and lesser dung flies (family Sphaeroceridae) all have larvae that will feed on decaying matter in wasp nests. Have you ever thought to consider wasp nests as a source of 'drain flies'? Specific data regarding 'drain flies' of the family Phoridae exists, with one case of 21,933 fly larvae recorded in a single wasp nest!

HOVERFLIES

All members of the hoverfly genus *Volucella* sp. are in the larval stage scavengers in the nests of wasps.

Volucella inanis, *V. pellicuens*, *V. bombylans* and *V. zonaria* are particularly associated with wasps' nests. The female enters the nest, usually at dusk, and lays her eggs on the papery outer surface. Even when stung by the wasps, female *Volucella* are able to lay their eggs while dying. The majority of hatching larvae fall into the vault of the nest, which is where the wasps throw their dead adults and larvae. The *Volucella* larvae therefore have a ready-made food store.

Some hoverfly larvae enter the interior of the nest where they lie alongside a wasp larva and eat its excretory products. Strangely these larvae are not attacked by the adult wasps.

The adult fly of the common species *Volucella inanis* has a bright yellow abdomen with distinct black bands. It is found in woods, parks and gardens throughout Europe and temperate Asia; in the UK it is found in the South.

When wasps have nested in a roofspace, it is not uncommon for *Volucella* larvae to leave the nests and appear, often via light fittings, in houses.

BEETLE PESTS ASSOCIATED WITH WASP NESTS

Metoecus paradoxus, family Rhipiphoridae.

These beetles live in the nests of the common wasp as a parasite. They are called "paradoxus" because it is a mystery as to how the larvae get to the wasps' nests since the female lays her eggs in old wood. Probably worker wasps carry eggs there in wood for nest building or young larvae of beetles attach to the wasps.

The adult beetles are common from August to October.

Let's not forget stored product beetles either. Fungus beetles of the family Cryptophagidae and plaster beetles of the family Lathridiidae have been reported in wasp nests. This makes sense, as wasp nest can support fungal growth, the foodstuff of said beetles. Surprisingly, there is evidence that the Mill moth *Ephestia kuehniella* and the biscuit beetle, *Stegobium paniceum* feed directly on the fabric of the nest.

Last but not least, consider wasp nests as a potential source of wax moth *Aphomia sociella* activity, as it is not just bumblebee nests e.g. the tree bee *Bombus hypnorum* that they feed on.

There is one recorded case of **21,933** drain fly larvae in a single wasp nest!

Carpet beetle activity in a wasp nest



FeverPitch

WATCH OUT FOR MOSQUITO(ES) IN BRAZIL!



PCN reports that England fans should watch out for Mosquito(es) and yellow fever at the 2014 FIFA World Cup Brazil.

When we say yellow fever, we don't just mean getting overexcited about the colour of Brazil's kit, however exotic it is.

When we say 'Mosquito', we don't mean Thiago Rodrigues da Silva, the Brazilian Under-17 sensation, a potential major star of the future and Atletico Paranaense wonder-kid. This is a shame of course, as PCN is partial to a bit of football. We do know that 'Mosquito' has earned his nickname for his swift movement and 'buzzing' round the penalty area.

Sadly, 'Mosquito' isn't in the senior World Cup squad this time but he's expected to be in the reckoning in the future and is certainly one to keep an eye on, as Chelsea, Man Utd, Juventus and Real Madrid scouts are rumoured to be doing. It has been said that he is deadly at close range, just like the yellow fever mosquito, *Aedes aegypti*.

Aedes aegypti will be an unwelcome acquaintance for many England fans visiting the World Cup this summer, as it's the human-biting carrier of the deadly yellow fever virus. Fans should be aware that England's opening group game against Italy on the 14 June is at the Estadio Amazonia in Manaus, an area where vaccination against yellow fever is recommended. England's final group game, against Costa Rica on the 24 June at the Estadio Mineirao is in Belo Horizonte, which is another area where vaccination against yellow fever is recommended.

THE YELLOW FEVER MOSQUITO

The University of Florida is able to give us some background information on *Aedes aegypti*, the yellow fever mosquito: "As the common name suggests, *Aedes aegypti* is the primary vector of yellow fever, a disease that is prevalent in tropical South America and Africa, and often emerges in temperate regions during summer months. During the Spanish-American War, U.S. troops suffered more casualties from yellow fever transmitted by *Aedes aegypti* than from enemy fire."

So, where does it breed? "Yellow fever mosquitoes are container-inhabiting mosquitoes, often breeding in unused flowerpots, spare tires, untreated swimming pools, and drainage ditches. They thrive in urbanized areas, in close contact with people, making them an exceptionally successful vector."

YELLOW FEVER – WHAT DO YOU NEED TO KNOW?

Advice from the NHS tells us that yellow fever is a serious viral infection that's usually spread by the mosquito *Aedes aegypti*. It can be prevented with a vaccination.

The typical yellow fever symptoms to watch out for are actually quite similar to being a bit too hot and having a hangover (watch out England fans!):

- High temperature (fever)
- Headache
- Nausea and vomiting
- Muscle pain, including backache
- Jaundice – yellowing of the skin and the whites of the eyes caused by liver damage

AEDES AEGYPTI, FACT SHEET, ADAPTED FROM THE CENTERS FOR DISEASE CONTROL AND PREVENTION

KEY FEATURES

Aedes aegypti is a small, dark mosquito with white lyre shaped markings and banded legs.

BIOLOGY

These mosquitoes can use natural locations or habitats (for example treeholes and plant axils) and artificial containers with water to lay their eggs. They lay eggs during the day in water containing organic material (e.g., decaying leaves, algae, etc.) in containers with wide openings and prefer dark-coloured containers located in the shade.

About three days after feeding on blood, the mosquito lays her eggs inside a container just above the

water line. Eggs are laid over a period of several days, are resistant to desiccation and can survive for periods of six or more months. When rain floods the eggs with water, the larvae hatch. Generally larvae feed upon small aquatic organisms, algae and particles of plant and animal material in water-filled containers. The entire immature or aquatic cycle (i.e., from egg to adult) can occur in as little as 7-8 days. The life span for adult mosquitoes is around three weeks. Egg production sites are within or in close proximity to households.

DISTRIBUTION

Most frequently found in tropical and subtropical areas of the world. Artificial or natural water containers

(water storage containers, flower pots, discarded tyres, plates under potted plants, cemetery vases, flower pots, buckets, tin cans, clogged rain gutters, ornamental fountains, drums, water bowls for pets, birdbaths, etc.) that are within or close to places where humans live are ideally larval habitats for this mosquito.



SIGNIFICANCE

Aedes aegypti historically is considered to be a primary vector of viral diseases such as the dengue fever, chikungunya and yellow fever. They prefer to bite indoors and primarily bite humans.

AVOID MOSQUITO BITES

Use personal protection to avoid mosquito bites. Wear long sleeve shirts, long pants, socks and shoes when mosquitoes are most active. Apply repellents such as DEET to exposed skin and/or clothing (as directed on the product label).

The original CDC advice can be found here <http://www.cdc.gov/dengue/resources/30jan2012/aegyptifactsheet.pdf>



There are other species of mosquito that may cause problems in Brazil, such as the Asian tiger mosquito *Aedes albopictus*.

So, make sure you've been in touch with your GP to discuss the areas you are visiting in Brazil and they'll advise you regarding a yellow fever vaccination.

It obviously goes without saying that you should seek medical advice if you think you have contracted yellow fever.

The other sensible thing to do is to prevent oneself from being bitten by mosquitoes in the first place.

MOSQUITO BITE PREVENTION

The mosquitoes that carry yellow fever bite during daylight hours. Although it may not always be possible, you should try to:

- Avoid places where mosquitoes live, such as swamps, forests and jungles
- Choose air-conditioned accommodation
- Choose accommodation with mesh screening over the windows and doors
- Wear loose fitting, long-sleeved tops and trousers
- Use insect repellent containing DEET on exposed skin
- Burn a mosquito coil or use a plug-in device that releases insecticide

MOSQUITO WATCH – SEND MOSQUITOES OVER

Last, but certainly not least, don't bring any yellow fever mosquitoes home with you!

If you do think you've brought one home, don't panic, kill it and send it to Mosquito Watch for a confirmatory identification. The mosquito specimen (which should be placed in a crushproof container) should be sent to Killgerm Chemicals Limited, PO Box 2, Ossett, West

Advice from the NHS tells us that yellow fever is a serious viral infection that's usually spread by the mosquito *Aedes aegypti*. It can be prevented with a vaccination.

Yorkshire, WF5 9NA. Don't forget to go on the Mosquito Watch website to fill in a report form as well http://www.cieh.org/policy/npap_mosquito_watch.html

In fact, if you come across any mosquitoes, send them to Mosquito Watch. Even if you think you have just found a UK species of mosquito, send it to Mosquito Watch anyway. This is because part of Mosquito Watch's work is to obtain a better understanding of the incidence of nuisance mosquitoes that are biting humans in the UK and make entries into a dedicated database to record the incidences of mosquitoes nationally. As well as the mosquito species we already have in the UK, the possibility exists for the importation of exotic mosquitoes that could cause a greater biting nuisance and may become involved in the transmission of infectious diseases. These species should be spotted before they take hold and for Mosquito Watch to act as an 'early warning system', the efforts of pest controllers, environmental health practitioners and members of the public are required. Be vigilant.

PPC **LIVE**

The Opening Show



BPCA's new PPC Live event was a success with delegates and exhibitors alike. The exhibition and conference was held in the AJ Bell Stadium in Salford, Manchester on 21 May, and attracted over 340 pest controllers from across the North West and further afield.

With a wide range of business seminars and practical demonstrations, PPC Live drew large and appreciative crowds of pest control professionals eager to hear the latest on topics including pesticide waste, SGAR stewardship, mouse treatment efficacy, and bedbug management.

BPCA President Henry Mott, who opened the event, said, "It was a thoroughly well organised and run event which matched exactly the remit that the Board had set out, which was to offer pest control technicians, supervisors and managers a range of seminars on key hot topics, plus the opportunity to see a wide variety of key suppliers all under one roof."

The BPCA prize wheel proved very popular, with pre-registered delegates able to take a spin of the wheel and win a guaranteed prize from one of the exhibitors. Aside from the wheel, several other lucky delegates went home with prizes, from England football shirts to hand-held foggers, all donated courtesy of the suppliers at the event.

Some stands such as Killgerm took the opportunity to show only new products, and Bayer hinted at a new foam-based rodenticide product that's yet to be launched in the UK.

Exhibitors were pleased with the day, as David Loughlin from Sentomol put it, "The calibre of visitors at PPC Live has been of a similar decision-making and buying level to PestEx, and of a higher quality than I expected." This was backed up by Adam Juson of Merlin, who had a, "Brilliant show; we had enough business contracted by 10am to cover the costs five times over, and make the event more than worthwhile being part of."

Visitors too were pleased to attend a show designed to reach out to them, rather than one they had to travel to attend. Jonathan Denton, who's about to leave the Army, said PPC Live was, "Very worthwhile for someone like me who is new to the industry and is looking to develop."

The seminar programme proved extremely popular, with the hot topics of SGARs and Pest Control Waste drawing large crowds, along with the research from Salford University on the efficacy of different mouse treatment methods.

The Pest Control Waste seminar was given by Matt Womersley from the Environment Agency and proved to be a very detailed presentation. To try and simplify what pest controllers need to do to comply with the law PCN have placed a flow chart in this issue to help.

Bayer hinted at a new foam-based rodenticide product that's yet to be launched in the UK.

Even though the SGARs presentation was well attended the panel unfortunately weren't able to provide much of an update on the progress of the regime and it is still presently a work in progress.

BPCA Chief Executive Simon Forrester said, "We were very pleased with the wide support from the sector, and I would like to express my thanks to the companies and individuals who supported the event by exhibiting, speaking and of course attending as visitors."

For those of you who weren't able to attend, BPCA will be making recordings of the seminars available to those signed up to BPCA's free Affiliate Scheme (www.bpca.org.uk/affiliate) in a few weeks' time.

BPCA are currently looking at where to hold the next PPC Live event, which will take place after PestEx (25-26 March 2015, London ExCel).



CIEH Wales, Public health: Challenging perceptions



Chartered
Institute of
Environmental
Health

Understanding the importance of keeping pests and their control in the forefront of people minds, the National Pest Advisory Panel (NPAP) were gold sponsor at the CIEH Wales 8th annual conference in Cardiff.

NPAP presented their large library of documents at the conference exhibition, with many raising an interest in the attending delegates. Unsurprisingly, one proved more popular than the rest, 'Pest control procedures in the housing sector' was the one people wanted to read. This was in part due to the presence of Dr Stephen Battersby, Freelance Environmental Health and Housing Consultant and National Pest Advisory Panel (NPAP) member, who presented in the Bryn Jones Memorial Lecture during the opening session.

Dr Battersby covered the topic of 'Risk, Health, Housing and the Environmental Health Practitioner: the need for advocacy and action'. In his presentation, it was highlighted that 'housing is accepted as a social determinant of health and that social inequalities in health arise because of inequalities in the conditions of daily life.'

Due to the constraints of time, Dr Battersby did not mention pest management and how pests in housing reflect some of the inequalities highlighted in his presentation but after the event did provide a statement to NPAP explaining how, "Those living in poor and older housing as well as in degraded environments are more likely to cope with living with pests and is a further stressor, which makes the reduction in pest control services a further problem."

Highlighted on the day were many more environmental health topics; unfortunately, the topic of pest control was not one of them. The battle to get pest control higher up on the agenda is one NPAP will continue to fight with the reality that pest control was once seen as a core element of this service and pests also have a social, economic and environmental impact on public health.

NPAP documents can be found at www.urbanpestsbook.com



2014 NPTA Irish Workshop

Attracting record numbers, the 2014 NPTA Irish workshop, supported by Killgerm, saw visitors travel from across both Northern and Southern Ireland.

With a varied agenda covering the various tools of bird control, pheromone control, the simple steps of marketing, pricing for profit and a display of birds of prey used for pest control it was guaranteed that there was something to be gained by all.

The interactive workshop saw delegates share their experiences, understanding their customers and highlighting the key to success when promoting your business in Northern Ireland and Ireland. The valuable networking opportunities coupled with the varied programme ensured the day was a success.



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THE PCN INTERVIEW

From making tea to MD

PCN looks back on the career of industry legend, Raymond Harrop.

Starting in the Killgerm sales office and working his way up to Joint Managing Director, Raymond has seen major changes in the pest control industry. PCN met up with Raymond to find out more about his 47 years working for Killgerm and his famous purchase ledger.

When did you start working for Killgerm?

After I left school I went to work for a government research station, working in the lab making road tarmac. Killgerm Company Ltd, as it was called then, moved to Mirfield in 1966 and I started working with them in early 1967. I worked in the sales office making tea and doing the post.

How did the business change during the 1970s?

In 1970 the business was purchased by Mirfield Agricultural Chemicals; that's when Jonathan Peck joined the business. He used to report people for coming in late. By 1971, Jonathan was General Manager of the

Killgerm division and we were making disinfectants and insecticides for major manufacturers.

I was Killgerm's Commercial Manager when we moved to Ossett in 1976, after the management buy-out. We had five people working in the office and seven on the road. We got into pest control in the late 1970s when we were introduced to Ficam W, and discovered we could sell this at quite a profit. There would have been six pest control distributors at that time.

What have been the highs and lows of your career?

I became Commercial Director in 1982 and we won some big contracts in the 1980s and 1990s. To this day, I always get a buzz when we get a new contract. I've been able to grow the business and see it go from five people to 110 today. I still keep a purchase ledger which I have updated by hand since 1976!



Unfortunately in the early 1980s we suffered two fires. I remember when we had the first fire, the police came to my door at 1am and said, "Follow us." I ended up following them at 70mph for about 6 miles, through all the villages between Mirfield and Ossett!

The recent loss of Jonathan after working with him for over 40 years was a very difficult time.

What are your retirement plans?

I will still be involved in the business as a non-executive director of Killgerm. I'm going to spend more time with "our lass" (my wife Christine) and our two children and two grandchildren. I'm going to go to the gym more often and keep myself fit, and do more gardening. I'm sure the weekly shop will move to a weekday.

Raymond's retirement will be effective on 30 June 2014 and his smile on a day-to-day basis will be missed by all Killgerm staff.



Built Last

Often the brands that have stood the test of time are those that have understood their customers' needs and responded to them. John Lewis, which is celebrating its 150th anniversary this year, launched a TV advert entitled 'Never Standing Still' with the closing titles reading 'for 150 years you've never stood still. Neither have we.'

Whilst you might feel that the John Lewis brand is a million miles away from your own there are messages that we can take from companies like these. Things that they do that we like, and that touch us personally, can be adapted so that they work for you.

The John Lewis campaign has highlighted the need for evolution, understanding and responding to market conditions such as the changes in legislation impacting our industry. By constantly reaching out to your customers and embedding yourself in their thoughts you can become the brand they think of when they need your services. In order to do this you must understand the best way to communicate with your audience. Consider what makes your business unique and attractive to the consumer, and if this leads to a unique selling point this should form the central theme of your marketing. A simple, powerful theme to focus your marketing will help you create a clearly understood brand message.

It is important to ensure that your customer experience reflects your company's values in every aspect of your business. Your brand should be consistent from the staff you employ, the service you deliver, the messages on your advertising, and even the way you handle complaints. Building a respected brand can take a lot of hard work and you'll need the commitment from your employees and stakeholders to make it happen.

FROM HUMBLE BEGINNINGS

Marks & Spencer celebrated their 125th anniversary in 2009 with a celebration of their heritage. Starting life as a market stall in Leeds, Stuart Rose, who was the M&S Chairman at the time, attributed their success to being at "the heart of the community for 125 years."

Decide what your company story is and what you want your future to be. With investment into your brand you can ensure it is built to last.

John Lewis evolution campaign:

For 150 years you've never stood still. Neither have we.



Decide what your company story is and what you want your future to be. With investment into your brand you can ensure it is built to last.



JOHN LEWIS & Co.

JOHN LEWIS
AND COMPANY LIMITED

JOHN LEWIS
OF OXFORD STREET W.L.

John Lewis

John Lewis

JOHN LEWIS

John Lewis

John Lewis
150 years

BEDBUG LIFE CYCLE IN RESIN

These robust, felt-backed life cycles are cast in polyester resin and are ideal for training in the identification of bedbugs or just to keep as a reference. Contains nine separate specimens which have been carefully preserved and cast in resin. A handy guide for identification, training and demonstration.



Superflow Sealant Gun

The Superflow Sealant Gun is engineered to be what they believe is the best gun ever with a rotating barrel, smooth action trigger with 33% higher pull ratio, soft grip handle and a non-drip device all wrapped up in a robust, sturdy gun that will handle the toughest of conditions



Stainless Steel Rat Flap

This device prevents rats from moving from the main sewer into the pipes servicing a property. It's made from high quality, acid resistant stainless steel which cannot be gnawed by rats.



LED P4 LENSOR

This lightweight torch has a brilliant, super-bright light, which you can focus by moving the lamp head and can be attached to your shirt or work wear and weighs so little that you'll hardly notice it; ideal for inspections.



SYNTHETIC FLAVOURED BLOCKS

A non-toxic, allergen-free monitoring bait for rats and mice. It is made from a synthetic material, which can be used in wet and dry conditions and is not susceptible to infestation by stored product insects and slugs. Can be conveniently secured in bait boxes with a bait rod.



BIRD FREE MAGNETIC DISHES

These ready-to-use, low profile dishes are now available with magnets, ideal for metal surfaces.



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PX-Lepto

PX-Lepto is used to control the disease organisms associated with pest rodents (rats and mice) and has been formulated to help combat the potentially fatal Hantavirus.

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KIT MAINTENANCE

Sundström half facemask

Maintaining your half facemask respirator is essential, in order to protect yourself from inhalation of pesticides, particularly liquid insecticides and powders. Also of importance is the use of this type of personal protective equipment to protect you from pest-borne diseases that can be inhaled, such as hantavirus (spread by rodents) and ornithosis (spread by birds). So, follow the guidelines below to work to best practice and stay safe.

Sundström respirators are an example of a higher quality facemask brand. The masks are used as filtering devices in combination with filters from the Sundström range. The Sundström half masks provides respiratory protection against airborne pollutants, such as pesticides, particles, micro-organisms, biochemical substances, gases/vapours and combinations of these substances to a user.

The respirators consist of a mask body that covers the user's nose, mouth and chin. It is equipped with inhalation and exhalation valves, an easily adjustable elastic head harness designed as a V-shaped loop that holds the respirator in place and a filter attachment for connecting standard Sundström filters. The inhaled air flows through a filter and inhalation membrane into the mask. The exhaled air is discharged from the face piece through two exhalation valves.

CLEANING

Cleaning tissues which clean and disinfect are recommended for daily care. If the mask is heavily soiled, use a warm (up to +40 °C) mild soap solution and a soft brush, followed by rinsing with clean water and drying in air at room temperature.

Proceed as follows:

- Remove the filter, the covers for the exhalation valves and the membranes, the inhalation membrane and the head harness. (Optional – The harness can be washed, but takes extra time to dry)
- Clean as described above. Critical areas are the exhalation membranes and the membrane seats which must have clean and undamaged contact surfaces
- Inspect all parts and replace with new parts as necessary
- Leave the mask to dry, and then assemble it

Remember, never use solvents for cleaning

STORAGE

The best way to store the mask and to keep it clean and dry is to keep it in a storage box or storage bag. Keep it away from direct sunlight or other sources of heat.

MAINTENANCE SCHEDULE

The schedule below shows the minimum requirements on maintenance routines, so that you will be certain that the equipment will always be in usable condition.

	Before use	After use	Annually
Visual inspection	•		
Functional check	•		
Cleaning		•	
Membrane change			•
Head harness change			•

RECORD KEEPING

As part of the COSHH regulations, thorough monthly inspections of non-disposable respirators are required and records must be kept for five years.

The record of each examination and test carried out should include:

- The name and address of the employer responsible for the PPE
- Particulars of the equipment and the distinguishing number or mark, together with a description sufficient to identify it and the name of the maker
- The date of the examination and the name and signature or unique authentication of the person who carried it out
- The condition of the equipment and particulars of any defect found, including - in the case of the canister or filter respirator - the state of the canister and of the integrity of the filter

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PUT IT ON THE HORSES



A long time ago when I first started doing litigation my former boss, when giving a lecture to a group of surveyors, stated that his best advice when judging the merits of embarking on litigation was... not to!

He suggested that there was a pain free, far quicker option, with absolute certainty, incapable of appeal and that was, to take what would have been your legal expenditure and put it on the dogs or the horses. Obviously this was met with some amusement but in fairness, over my years of experience, the wisdom of this rather light hearted quip could not be truer.

I detail below the different layers of judiciary you will encounter and the rather frightening prospect that the majority of claims are dealt with by the least worthy candidates.

In England and Wales, the judiciary is broken down into three main areas:

1. The Court of Appeal and above

The Judges of the Court Appeal are known as Lord Justices and are chosen from Barristers with at least 7 years' calling (previously 10 years call). In the main, they sit as a panel of 3 on the Court of Appeal and are extremely competent and exacting. This is the court that gets the law right and really is a no-nonsense tribunal.

2. High Court Judges

Similarly, these Judges tend to be chosen from Barristers with at least 7 years' qualification and hear cases of a technical nature or in excess of £100,000.00. Again, the Judges tend to be of a very good standard indeed, with one or two exceptions, and work in a predictable, methodical manner.

3. District Judges (DJ)

Unfortunately, it falls to District Judges to dispense (civil) justice en masse. District Judges hear cases from a nominal amount up to £30,000.00. They hear a mixed bag of cases from family disputes, commercial cases, through to harassment issues. They are chosen from both Barristers and Solicitors and can work on a full-time or part-time basis.

A problem with District Judges is that their quality ranges from quite gifted through to fairly abysmal, and there is no guarantee of quality when you embark on your litigation.

The problem for anyone considering litigation is that the chances are you will end up in front of a District Judge where so often the rules of court and the law itself are discarded (often because the judge is not aware of the law) in favour of what the judge considers to be, an equitable approach.

The effect of this is that it makes the County Court so wholly unpredictable that any sensible business would never want to find itself at trial there. Your case may be prepared entirely in accordance with the Civil Procedure Rules and your position may be perfectly aligned with the law, but you could still lose because of something as petty as the fact that the judge thinks you are bullying the opponent by the simple act of pursuing them for money, that they rightly owe you!

Worse still, District Judges will often base their judgments on findings of fact making any appeal, virtually impossible.

It would be wrong to tar all District Judges with the same brush; there are some exceptional DJs; the problem for any litigant is

simply that five times out of ten, you will find yourself in front of someone who is incapable.

On a practical level one way of avoiding litigation, or at least minimising the possibility, is to draft into your terms and conditions a term that dictates in the event of a dispute arising, the parties MUST first attend mediation. This compulsory term will vastly increase the chance of sorting out the dispute – you could also make the term a “binding” mediation i.e. the mediator makes a decision if the parties cannot agree and that decision is binding.

It is always best to try and deal with any commercial disputes as early as possible and if in doubt your solicitor will be able to advise you of the best approach to take.

You could also ignore the above and risk your local DJ or indeed gamble your money down the bookies.

For all legal enquiries please feel free to call Giles Ward, or one of his team:

 0113 245 0845

 giles.ward@milnerslaw.com or

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

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BPCA

BPCA GIVES OUT MORE THAN 40,000 REFERRALS

BPCA AFFILIATE SCHEME CONTINUES TO HIT THE SPOT

BPCA have signed up almost 1,000 pest controllers to the free Affiliate Scheme since its launch 18 months ago, many of which have passed an online CPD quiz earning them CPD points through BASIS PROMPT. The online CPD site now hosts 22 online quizzes, on a range of 16 topics including: Ladder Safety Training; PPE; Pesticides of Storage and Bird Management to name a few.

Do you need to earn a few more CPD points before the end of the year? Then why not sign up to access the free quizzes at

www.bpca.org.uk/affiliate

BPCA PREDICTS ANOTHER RECORD YEAR OF MEMBER REFERRALS

One of the key ways BPCA delivers value for money for its members is by referring work. Over the last few years BPCA have given out tens of thousands of consumer referrals, each being provided with the contact details of their closest BPCA members.

Throughout 2013 BPCA provided members with a total of 43,590 referrals. If each referral was worth just £50 that would be over £2,000,000 of potential business we're giving to our members.

BPCA Marketing Officer Laurence Barnard said, "We thought our prediction of 30,000 referrals earlier in the year would be a great result for members, but it turns out we were wrong!" Laurence added, "After passing the 40,000 mark at the end of the November we knew we'd done well, but to reach an average of one referral every 12 minutes throughout the year is amazing."

Early reports for 2014 are showing that consumer referrals are up on this time last year, and they are forecasting a record year from consumer referrals. BPCA Membership Manager, Kevin Higgins, said, "We've seen a huge increase in referrals due to the increased brand awareness of the Association and the continued improvement of the search functionality and search engine rankings of the BPCA website."

Find out more about how you can benefit from this and many other member benefits at:

www.bpca.org.uk/benefits

Referrals:

2011 - 10,831

2012 - 7,054

2013 - 43,590

2014 - 17,032

(as of 21st May 2014)

PESTEX 2015 - COMING SOON

PestEx 2015 will be bigger and better than ever with new features designed to help you make the most of your time at the show. In addition to the largest industry exhibition, there will be a seminar programme compiled for business owners, and an enhanced technical theatre with a series of workshops and presentations aimed at pest technicians.

Hosted by the British Pest Control Association (BPCA), PestEx is the premier event for anyone involved in the pest control industry. From pest management business owners to pest control technicians out on the road, PestEx has been devised with you in mind. PestEx attracts over 1,800 visitors over the two days from all over the world, with a high volume of European visitors.

Thinking about exhibiting at Pestex? Don't miss out on this fantastic opportunity and book your stand now.

Contact Jan Johnson, Group Sales Manager, Dewberry Redpoint on +44 208 269 7919, or via email on janj@dewberryredpoint.co.uk



TRAINING COURSES

Courses	CPD points	Dates	Venue	Member cost (exc-vat)	Non-member (exc-vat)
Modular Pest Control Course	30	16 October – 14 November	BPCA Offices, Derby	£699	£899
General Pest Control Course (Residential)*	24	7-12 September	University of Warwick, Coventry	£875	£1045
Bedbug Control	12	16 September	BPCA Offices, Derby	£165	£195
So you want to be a Field Biologist?	8	14 October	BPCA Offices, Derby	£165	£195
Pest Control Awareness for Administrators	8	30 September	BPCA Offices, Derby	£165	£195
Starting Out in Pest Control	4	23 September	BPCA Offices, Derby	£165	£195
How to Sell in the Pest Control Industry	1	7-8 October	BPCA Offices, Derby	£300	£365



bringing customers and suppliers together

SAVE THE DATE!

PestTech 2014

**National Motorcycle
Museum**

**Junction 6, M42 Motorway
Birmingham**

**Wednesday,
5th November, 2014**



National Pest Technicians Association

Telephone: 01773 717716 Fax: 01773 714050 E-mail: office@npta.org.uk
Web: www.npta.org.uk www.pesttech.org.uk

KILLGERM® TRAINING DATES

NORTHERN

DATE	VENUE	COST EXCLUDING VAT
BASIC PRINCIPLES OF PEST CONTROL		
Insect Control		
3rd June 2014	Ossett	* £20 to existing customers
23rd Sept 2014	Ossett	* £20 to existing customers
Safe Use of Pesticides		
4th June 2014	Ossett	* £20 to existing customers
24th Sept 2014	Ossett	* £20 to existing customers
9th Oct 2014	Ossett	* £20 to existing customers
Rodent Control		
5th June 2014	Ossett	* £20 to existing customers
25th Sept 2014	Ossett	* £20 to existing customers
REFRESHER COURSES		
Insect Control		
7th Oct 2014	Ossett	* £20 to existing customers
Rodent Control		
8th Oct 2014	Ossett	* £20 to existing customers
SPECIALIST COURSES		
Pest Awareness for Non PCOs		
4th Sept 2014	Ossett	£120 Inc lunch
Air Weapons		
11th Sept 2014	North	£160 Inc lunch
Bird Control (2 Day course)		
22nd & 23rd Oct 2014	Ossett	£230 Inc lunch
Flying Insect Control		
10th Sept 2014	Ossett	£120 Inc lunch

SOUTHERN

DATE	VENUE	COST EXCLUDING VAT
SURREY		
BASIC PRINCIPLES OF PEST CONTROL		
Insect Control		
3rd Sept 2014	Reigate	* £20 to existing customers
Safe Use of Pesticides		
4th Sept 2014	Reigate	* £20 to existing customers
Rodent Control		
10th Sept 2014	Reigate	* £20 to existing customers
REFRESHER COURSES		
Insect Control		
15th Oct 2014	Reigate	* £20 to existing customers
Rodent Control		
16th Oct 2014	Reigate	* £20 to existing customers
SPECIALIST COURSES		
Pest Awareness for Non PCOs		
18th June 2014	Reigate	£120 Inc lunch
Air Weapons		
5th June 2014	Bisley	£160 Inc lunch
25th Sept 2014	Bisley	£160 Inc lunch
26th June 2014	Chelmsford	£160 Inc lunch
24th July 2014	Chelmsford	£160 Inc lunch
18th Sept 2014	Chelmsford	£160 Inc lunch
Drainage Investigation for PCOs		
11th June 2014	Reigate	£170 Inc lunch
PRACTICAL COURSES		
Practical Risk Management		
19th June 2014	Reigate	£120 Inc lunch
INSECT WORKSHOPS		
Insect Workshop 1 - Bedbugs & Fleas		
13th Nov 2014	Reigate	£120 Inc lunch

DATE	VENUE	COST EXCLUDING VAT
Drainage Investigation for PCOs		
21st Oct 2014	Ossett	£170 Inc lunch
Wildlife Aware		
18th Sept 2014	Ossett	£185 Inc lunch
Working Safely in Pest Control (IOSH)		
13th Nov 2014	Ossett	£210 Inc lunch
PRACTICAL COURSES		
Safe Use of Aluminium Phosphide for Vertebrate Control		
14th Oct 2014	Bretton	£120 Inc lunch
Practical Rabbit Control		
Available 3rd Wednesday of every month (numbers pending)	Pickering	£135 Not inc lunch
Practical Mole Trapping		
25th June 2014	Pickering	£135 Not inc lunch
30th July 2014	Pickering	£135 Not inc lunch
27th August 2014	Pickering	£135 Not inc lunch
24th Sept 2014	Pickering	£135 Not inc lunch
29th Oct 2014	Pickering	£135 Not inc lunch
26th Nov 2014	Pickering	£135 Not inc lunch
Practical Rodent Control on Farms		
Available 2nd Wednesday of every month (numbers pending)	Pickering	£135 Not inc lunch
Practical Risk Management		
16th Sept 2014	Ossett	£120 Inc lunch
INSECT WORKSHOPS		
Insect Workshop 2 - Ants, Bees & Wasps		
15th July 2014	Ossett	£120 Inc lunch

DATE	VENUE	COST EXCLUDING VAT
BRISTOL AND SALISBURY		
BASIC PRINCIPLES OF PEST CONTROL		
Insect Control		
9th July 2014	Bristol	* £20 to existing customers
19th Nov 2014	Bristol	* £20 to existing customers
Safe Use of Pesticides		
10th July 2014	Bristol	* £20 to existing customers
20th Nov 2014	Bristol	* £20 to existing customers
Rodent Control		
16th July 2014	Bristol	* £20 to existing customers
20th Nov 2014	Bristol	* £20 to existing customers
Bird Control		
17th July 2014	Bristol	* £20 to existing customers
REFRESHER COURSES		
Insect Control		
3rd Dec 2014	Bristol	* £20 to existing customers
Rodent Control		
4th Dec 2014	Bristol	* £20 to existing customers
SPECIALIST COURSES		
Pest Awareness for Non PCOs		
3rd July 2014	Bristol	£120 Inc lunch
Bird Control (2 Day Course)		
15th & 16th Oct 2014	Bristol	£230 Inc lunch
Drainage Course for PCOs		
25th June 2014	Bristol	£170 Inc lunch
PRACTICAL COURSES		
Safe Use of Aluminium Phosphide for Vertebrate Control		
24th Sept 2014	Salisbury	£110 Not inc lunch

SOUTHERN CONTINUED

DATE	VENUE	COST EXCLUDING VAT
NORTHAMPTON		
PRACTICAL COURSES		
Long Netting & Ferreting		
Available upon request	Northampton	£120 Not Inc lunch
Control of Rural Pests		
Available upon request	Northampton	£145 Inc lunch
NORWICH		
BASIC PRINCIPLES OF PEST CONTROL		
Insect Control		
22nd Oct 2014	Norwich	* £20 to existing customers
Safe Use of Pesticides		
23rd Oct 2014	Norwich	* £20 to existing customers
Rodent Control		
29th Oct 2014	Norwich	* £20 to existing customers
Bird Control		
30th Oct 2014	Norwich	* £20 to existing customers
REFRESHER COURSES		
Insect Control		
23rd Sept 2014	Norwich	* £20 to existing customers
Rodent Control		
24th Sept 2014	Norwich	* £20 to existing customers
PRACTICAL COURSES		
Safe Use of Aluminium Phosphide for Vertebrate Control		
12th Nov 2014	Nr Newmarket	£120 Inc lunch
INSECT WORKSHOPS		
Insect Workshop 1 - Bedbugs & Fleas		
12th June 2014	Norwich	£120 Inc lunch
MIDLANDS		
SPECIALIST COURSES		
Bird Control (2 Day Course)		
30th Sept & 1st Oct 2014	Birmingham	£230 Inc lunch

SCOTTISH

DATE	VENUE	COST EXCLUDING VAT
BASIC PRINCIPLES OF PEST CONTROL		
Insect Control		
17th June 2014	Falkirk	* £20 to existing customers
Safe Use of Pesticides		
19th June 2014	Falkirk	* £20 to existing customers
Rodent Control		
18th June 2014	Falkirk	* £20 to existing customers

SCOTTISH CONTINUED

DATE	VENUE	COST EXCLUDING VAT
Bird Control		
10th June 2014	Perth	* £20 to existing customers
REFRESHER COURSES		
Insect Control		
28th Oct 2014	Perth	* £20 to existing customers
Rodent Control		
29th Oct 2014	Perth	* £20 to existing customers
SPECIALIST COURSES		
Bird Control (2 Day Course)		
10th & 11th Sept 2014	Cluny by Kirkcaldy	£230 Inc lunch
PRACTICAL COURSES		
Practical Risk Management		
30th September 2014	Perth	£120 Inc lunch

COURSE CHARGES

* Existing Killgerm customers who have reached a set, minimum annual spend limit
 - Nominal charge of £20.00 + VAT which covers admin costs, venue, lunch, refreshments, etc.
 (This will be invoiced to customer's account – please provide order number where appropriate)

Non-customers - £120.00 + VAT

www.killgerm.com/pest_control_training.php

RSPH COURSES

ROYAL SOCIETY FOR PUBLIC HEALTH AND BRITISH PEST CONTROL ASSOCIATION - LEVEL 2 CERTIFICATE IN PEST MANAGEMENT	
FEE - £800 + VAT Inc RSPH Exam, Killgerm Manual (value £99.00), bacon sandwich on arrival, lunch & refreshments	
Venue: Ossett	Venue: Ruislip, Middlesex
Module 1 & 2 - 17th & 18th November 2014	Module 1 & 2 - 29th & 30th September 2014
Module 3 & 4 - 24th & 25th November 2014	Module 3 & 4 - 6th & 7th October 2014
Module 5 & 6 - 1st & 2nd December 2014	Module 5 & 6 - 13th & 14th October 2014
Module 7 & 8 - 8th & 9th December 2014	Module 7 & 8 - 20th & 21st October 2014
Examination - 12th December 2014	Examination - 24th October 2014

ROYAL SOCIETY FOR PUBLIC HEALTH AND BRITISH PEST CONTROL ASSOCIATION - LEVEL 2 CERTIFICATE IN PEST MANAGEMENT RESITS/CONVERSIONS (PRACTICAL UNITS ONLY)	
FEE - £90 + VAT for existing Killgerm candidates £110 + VAT non Killgerm candidates	
Venue: Ossett	
16th October 2014	
Venue - Ruislip, Middlesex	
4th December 2014	

ROYAL SOCIETY FOR PUBLIC HEALTH LEVEL 3 IN MOSQUITO MANAGEMENT	
FEE - £750 + VAT per person (includes accommodation, dinner, refreshments over three days and RSPH Exam)	
Venue - The Langstone Hotel, Hayling Island, Portsmouth	
Dates to be announced	



For further information on any of these training courses or to book your place, call Killgerm Training on **01924 268445**.
 Alternatively email training@killgerm.com or book online at www.killgerm.com.

CONFERENCES AND EVENTS 2014

Date	Event	Venue	Organiser	Contact
20th - 23rd July	ICUP	Zurich	ICUP	www.icup2014.ch/Zurich/
3rd - 5th September	Pest Summit	Malaysia	Pest Control Organisation of Malaysia	www.pestsummit2014.com
24th September	BeneluxPest	Netherlands	KillgermRiwa	www.beneluxpest.nl
21st - 24th October	PestWorld 2013	Orlando	NPMA	www.npmapestworld.org
19th - 21st November	Parasitec	Paris	Parasitec	www.parasitec.org

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