

pest

The independent UK pest management magazine

Are public attitudes hardening?

Issue 10
July & August 2010

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some DIY products?



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used correctly



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As the industry's only independent magazine, **Pest** aims to deliver a mix of unbiased news, impartial advice and topical technical features. We are committed to being as inclusive as possible covering every sector of the pest management industry.

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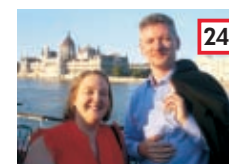
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The good, the very good & the downright ugly

One primary theme emerges when you read this edition of **Pest**. It's a well trodden path and we didn't set out to focus on it. What is it? It's professionalism and, sometimes, the lack of it. Sparked by the BBC *Rogue Traders* fiasco, which uncovered what can only be described as truly appalling practice, there has been another round of soul searching within the industry. Coincidentally, we had already asked Richard Strand (page 21) to share some of his TV experiences and provide some tips for budding TV stars. As he says, summer is often when pest controllers are invited onto the TV magazine programmes. Done well, it's a golden opportunity to show the industry off in a good light as Tower Hamlet's Tim Stevens did on the C4 *Undercover Boss* programme also broadcast in July.

Our rural focus was planned, but again professionalism comes to the fore. There can be no excuse for the deliberate poisoning of wildlife, nor for unintentional poisoning when it stems from poor or illegal practice, as described on page 8. In our feature on pages 16 & 17 we highlight a new qualification for advisers selling and supplying grain store pesticides. It is clear that this qualification is a legal requirement for distributor's advisers, but what about pest controllers who apply the treatments? It seems to be a grey area which needs urgent clarification. If all pest controllers are doing is applying product specified by an agronomist, then they should be covered by their pesticide application certificates (PA1, PA6 etc). But what if you are selling a service and therefore selecting which pesticides to use? Are you then classed as selling, supplying and advising, in which case you too may need to pass this exam?

Frances McKim

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On the move



Ken Black



Andrew Hollyer



Nigel Binns



Iain Turner

Maybe it's the warm weather, but several industry employees are on the move.

Iain Turner, is leaving Barretine Environmental Health where he worked as northern-based technical sales manager and is joining forces with Preston-based Alpha Pest Control. Iain joins Alpha on 1 September as their new technical support manager.

Iain will be continuing in his role as a director of NPTA, with special responsibility for promoting the activities of the association.

Ever an eager beaver, **Nigel Binns** is taking on the role of secretary to the International Fertilizer Society. This is in addition to managing his own business, Pestex Services, and also editing *International Pest Control*.

Connaught Compliance Pest Control has appointed a new national sales director. **Andrew Hollyer** joins them having previously worked within the industry for several pest control servicing companies including Rentokil, and most recently, Ecolab.

Also changing, is **Ken Black** who worked for the last ten years for Sorex (now BASF). Ken joined Bayer Environmental Science on 12 July as business manager for rural hygiene.

At Exosect in Hampshire two new members of the marketing team have been appointed, **Jill Judge** and **Joanne Johnson**.

Both new recruits are reporting to international marketing manager, Jane Terry. In addition, we are delighted to welcome back to the team **Georgina Donovan**, following maternity leave.

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Jane Terry, Georgina Donovan, Joanne Johnson and Jill Judge

SX Environmental Supplies expands

Because of an ever-increasing demand for its pest control products, the SX Environmental warehouse at Southend has been expanded. A further 5,000 sq ft has been added.

This provides over 120 picking shelves and the capacity to stock in excess of 300 pallets.

SX has also employed extra staff to cope with the increased space and has also increased the amount of stock held to £1.25m worth of products ready to meet customers' orders.



A group of English Heritage collection conservationists recently visited Hampshire-based Exosect to discuss their results following trials with the company's environmentally-friendly clothes moth solution – Exosex CL. Seen left is English Heritage collections pest control manager, Dee Lauder, with independent consultant, Dave Pinniger.

Proud winner Bruce

Based in Stilton near Peterborough, Bruce Marks of BM Pest Solutions, was the lucky winner of the WaspBane prize draw which formed part of the WaspBane email announcement sent out by **Pest** in May.

A retired policeman, Bruce and his wife own MB Pest Solutions which specialises in wildlife management. Having been on a WaspBane training course last year, Bruce was chuffed to bits to win the draw – the prize being 48 WaspBane units worth over £1,000 installed. Seen right is Karol Pazik (left), WaspBane managing director, presenting Bruce with one of the units.



Summer pests hit the headlines

There have been numerous reports up and down the country of swarms of flying ants taking part in their annual mating ritual. These reports have occurred in places as far apart as London, Scotland and the Midlands. The number of ants taking to the wing has been so large as to cause alarm and distress to some people who have encountered them.

Ants within existing colonies wait for the right set of climatic circumstances – usually a period of warm dry weather followed by rain, or as is the case this year, a thunderstorm. The afternoon is the favoured time, as the queens and the winged workers take to the skies using warm-air thermals to spiral up to thousands of feet in the air.



Whilst pest controllers are never going to make a fortune out of flying ants, the prospects are much rosier concerning wasp nest control. The recent hot weather seems to have brought forward, maybe by as much as a month, the incidence of wasps' nests. Certainly pest controllers in the Midlands are receiving call-outs at the highest they have had for years. Maybe this really will be a 'wasps' nest year'?



Bill Gates in London

In what has been hailed as a landmark meeting, Bill Gates, co-trustee of The Bill and Melinda Gates Foundation, met UK Parliamentarians to discuss the critical issue of global food security on 20 July. During the private meeting with the APPG on Agriculture and Food for Development, Mr Gates commended the UK for its continued global leadership in the field of international development, but also highlighted the significant challenges which still lay ahead.



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Left to right: Lord Cameron of Dillington (Co-chair APPG on Agriculture and Food for Development), Bill Gates, Tony Baldry MP (also Co-chair APPG) and Pauline Latham MP (Member of the International Development Committee)

In the area of pest control, The Bill and Melinda Gates Foundation support several science and technology initiatives, particularly in the area of malaria eradication, for example with a \$50.7 million award to the Liverpool-based Innovative Vector Control Consortium (IVCC).

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Envirocare sold to Green Compliance

Cirencester-based Green Compliance has secured its first acquisition in the pest control and pest prevention arena. In the sale which was completed on 7 July 2010, it has acquired the entire issued share capital of Envirocare GB, which trades as Envirocare.

Green Compliance is an AIM-listed company providing compliance-related business support services in the water, fire, pest and energy areas to a wide range of clients in both the public and private sectors.

Envirocare's origins go back to Abatis which commenced trading in 1971. Abatis was subsequently acquired by Peter Priestley in 2001 so forming Envirocare.

With close to 100 staff, Envirocare provides a comprehensive range of pest control and pest prevention services and associated products on a nationwide basis with a client base generating revenues of some £4m per annum.



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Honeybees get a boost

With honeybee numbers very much in decline, on 22 June funding worth £10m was announced from the Insect Pollinators Initiative to cover nine new projects. These are designed to explore the causes and consequences of threats to insect pollinators and ask questions about the decline of honeybees and other pollinating insects over recent years.



Anticoagulants live to fight another day

The European Parliament's Committee on Environment, Public Health and Food Safety (ENVI) recently voted on a motion which had the potential to affect significantly the pest control industry across the whole of Europe. Dr Alan Buckle of The University of Reading outlines what's been going on and what some of the implications are for rodent control in the UK.

As most within the industry will be aware, if the ENVI committee vote had gone the way some MEPs wanted, anticoagulant rodenticides would have been removed from the market. Thanks to extensive lobbying by the pest control industry and associated

allies, common sense prevailed and anticoagulants live to fight another day.

The ENVI Committee is the principal body of MEPs which debates and proposes policy on biocides. As such, it is extremely influential in deciding what pest control products are

available in the EU and how they can be used.

On 22 June the Committee voted on the proposal for a new EU Biocidal Products Regulation (BPR), put forward by the German MEP Krista Kloss. This will replace the old Biocidal Products Directive. The Committee had to vote on no fewer than 587 amendments to Kloss's draft, so members had their work cut out!

One of the most controversial sections of the BPR voted on was Article 5. If this Article had gone through without amendment the use of anticoagulant rodenticides would have been severely curtailed and actually banned in many important areas of current use.

In effect, anticoagulants could only have been used in cases where there was a 'serious danger to public health'. This would have ruled out a wide range of essential activities, most notably in animal health and hygiene and to prevent damage to property and installations.

Vigorous lobbying pays off

A vigorous campaign of lobbying of MEPs was organised in the UK, supported by magazines such as **Pest**, with the British Pest Control Association (BPCA) and the National Pest Technicians Association (NPTA) at the forefront.

There is no doubt that the campaign had a major effect on the outcome of the vote.

Thanks to the fact that they were fully briefed on the potential adverse impacts of the draft BPR on pest control, UK MEPs were among the most active during discussions before the vote.

Chris Davies (Liberal Democrat MEP for the North West of England) organised a meeting of stakeholders, with the pest control industry represented, which explored the problems of the draft BPR wording.

Julie Girling (Conservative MEP for the

South West England) told the ENVI Committee about growing-up on a farm and said that rodent control with anticoagulants was an essential part of farm hygiene. Ms Girling tabled a key amendment to the BPR draft.

Jim Nicolson (Ulster Unionist MEP for Northern Ireland) weighed in with "without rodenticides the only protection against rats would be the Pied Piper" and Stuan Stevenson (Conservative MEP for Scotland) was so inundated with representations from pest controllers that he felt it his duty to highlight concerns in Brussels.

Accusations of scare-mongering!

But even this issue, which you would think was pretty much cut and dried, was the subject of political in-fighting and Scottish MEP Alyn Smith (Scottish National Party) controversially accused Stuan Stevenson of 'scare-mongering'. If, like me, you had read some of the materials put out against anticoagulants in this debate you would wonder who was scare-mongering!

Thankfully, an amendment was agreed that will permit anticoagulants to remain on the market and be used in a much wider range of situations than proposed in the original draft, so long as 'it is shown by evidence the active substance is necessary to prevent or control a serious danger to public or animal health or to the environment, to food and feed safety, or to the public interest'. This is a major triumph for commonsense and the lobbying power of the pest control industry.

Devil likely to be in the detail

But, as always, the devil will be in the detail. What type of 'evidence' is needed? Exactly what does 'serious danger' mean? For example, is the risk of a rat bite a serious danger? Who will assess the evidence and have the power to make final decisions? The pest control industry is trying to find out the answers to all these questions.

Also, a number of compromises were needed to allow this position to be reached. One is that if an active substance remains on the market as a result of this clause, any Member State which allows a product containing it to be used must 'draw up a substitution plan concerning the control of the serious danger by other means including non-chemical methods, which are as effective as the biocidal product concerned and shall without delay transmit that plan to the Commission.'

At this time, we have virtually no idea what a 'substitution plan' for a biocide looks like, who will draw it up (presumably the regulatory authorities?) and what other means of cost-effective rodent control are available to go into it?

In yet another ominous move to keep up the pressure on anticoagulants, MEPs expanded the Article 5 exclusion criteria, which permit biocides to be removed from the market, by adding, among others, the persistent, bioaccumulative and toxic (PBT) criterion. This will likely apply to all our most widely-used second-generation anticoagulants.

Rocky road still lies ahead

The proposed BPR goes for its first vote in the European Parliament later in the year, with more votes next year. There is little doubt that there is a rocky road ahead for the anticoagulant rodenticides in Europe. For some MEPs, the perceived risk of these essential products appears to go far beyond the practical reality of more than 50 years of use across the EU. We must work to explain to European politicians what the real risks are and what are the major public and animal health benefits of these products. The lobbying power of the industry will certainly be required again soon.

ENVI committee tightens the screws further on difenacoum

ENVI Committee MEPs went on to vote to overturn the Commission's painstaking five-year review of one of the UK's most widely used rodenticides – difenacoum, so tightening the screws on anticoagulants still further! Until that point the European Commission's BPD review of the anticoagulants had treated all anticoagulants in the same way. It had decided that a series of 'specific provisions' should be applied in future to all compounds:

- Each active substance has a maximum permitted concentration in rodenticide products (e.g. 50 ppm for bromadiolone, 75 ppm for difenacoum and 375 ppm for coumatetralyl);
- Only ready-for-use products are to be sold;
- Products must contain an aversive agent and, where appropriate, a warning dye
- And finally.....primary and secondary exposure of humans, non-target animals and the environment are minimised, by considering and applying all appropriate and available risk mitigation measures. These include, amongst others, the possibility of restriction to professional use only, setting an upper limit to the package size and laying down obligations to use tamper resistant and secured bait boxes.

Key to this is that the mitigation measures are to be applied on a product-by-product basis, after 'considering' them and 'if appropriate'. Restriction to professional use and the obligation to use tamper-resistant bait boxes is considered as a 'possibility', again for individual products.

However, a French MEP, Michèle Rivasi, tabled amendment 478 which made all the above mitigation measures mandatory on all products across the EU containing difenacoum.

It is the position of manufacturers that some amateur products containing anticoagulants, mostly small packs for use in and around the home, are essential. It is also thought that the compulsory use of tamper-resistant bait stations will have a serious adverse effect in efficacy while, in some situations, not improving safety.

The decision of the ENVI Committee to support amendment 478 will be challenged in the coming weeks on the grounds that it is inequitable, impractical and illegal. But MEPs seem set on exercising their ultimate power to decide how biocides are sold in Europe.



A dazzling selection of DIY products. But if the EU gets its way, domestic use anticoagulant rodenticides may become a thing of the past

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Poisoned!

The pesticides used by today's pest controllers are better researched, tested and regulated than ever. Used according to label recommendations they are valuable tools in the battle against target pests. But used irresponsibly, or by those set on vile deeds.... Over recent years the industry has done much to promote responsible use (for example the industry funded Campaign for Responsible Rodenticide Use) so it is with considerable regret that we report a flurry of deliberate poisonings which have recently hit the national headlines. Cases such as these fuel the fires of the green lobby that seeks to eliminate, or seriously curtail, the use of pesticides, whilst bringing the entire industry into disrepute.



A golden eagle was a victim in Ireland

Eight red kite chicks dead

Found in three separate nests on the Black Isle in Scotland, a total of eight red kite chicks have been discovered either already dead or dying, bleeding from the beak and from the base of their feathers. The cause is suspected to be adult birds feeding their chicks with the carcasses of rats poisoned by anticoagulants and left exposed on nearby farms.

Spate of illegal killings in Ireland

In what has been described as the worst spat of poisoning in recent years, 10 protected birds of prey have been illegally poisoned in the Republic of Ireland. These include three red kites, a golden eagle, three buzzards and a peregrine falcon. All have been confirmed as poisoned by ingesting meat baits laced with alphachloralose. Two white-tailed eagles were also found dead in Co Kerry. Toxicology analyses confirmed that both of these eagles had been poisoned by carbofuran, now illegal in Ireland.

Scotsman on badger poison charge

A farmer from Lockerbie, William Scobie, has appeared in court on charges relating to the interference of a badger sett. He is accused of breaking the Protection of Badgers Act 1992 having blocked the sett entrance as well as the illegal use of Cymag (sodium cyanide). Readers will be all too familiar with the fact Cymag was approved for use by trained users against rabbits and rats, plus the fact that its approval for sale, use or storage was revoked in December 2004.

Two men charged over death of birds and a dog

Two men from Wanstead, London appeared before a district judge at Redbridge Magistrate's Court on 29 June in connection with the poisoning of about 80 birds and a five-year-old German shepherd cross pet dog at Wanstead Flats in March 2010. The former Newham Council pest controllers are accused of stealing a pest control insecticide product from their workplace and using it unlawfully near the lakes in the parkland.

Wildlife Aware courses

Now some good news. Two new dates have been announced for the CRRU Wildlife Aware training courses. The one-day course is designed for qualified pest control technicians working in rural situations. The new dates are 8 September at the Killgerm training centre in Ossett, West Yorkshire, and 19 October at the Syngenta International Research Centre, Jealott's Hill, Berkshire. Further information on these BASIS-accredited courses is available from BASIS. Tel 01335 343945 or www.basis-reg.co.uk.



Pests have legal rights too!

The recent legal case of the Staffordshire window cleaner who caught, and subsequently drowned, a squirrel he caught in his own garden has raised a whole series of questions.

In this test case, brought by the RSPCA, Raymond Elliott, pleaded guilty to causing a wild animal 'unnecessary suffering' under the Animal Welfare Act 2006. He received a six-month conditional discharge and was ordered to pay £1,547 investigation and legal costs incurred by the RSPCA.

The Animal Welfare Act 2006 states that it is illegal to cause 'unnecessary suffering' to all wild animals caught in live capture traps and deemed to be under the control of man. This obviously raises serious implications for all those in pest control who are called upon to deal with live animals – or in pest control terms – 'pests'. Captured squirrels, foxes, rabbits and moles rapidly spring to mind. But it would also cover all rodents (rats and mice) as well as all birds. Help!

Fortuitously there is a meeting scheduled in August for the Pest Management Alliance, along with Natural England, to meet the RSPCA to discuss items of mutual concern. Undoubtedly this topic will be on the agenda so some guidelines may well emerge.

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Humane dispatch – some personal thoughts from Paul Butt

Wildlife expert, Paul Butt, has put together a few personal thoughts (not necessarily official Natural England/Defra opinions) to debate the issues raised around live capture trapping and captured animals.

"The Staffordshire case raises the contentious issue of humane dispatch or other means of dealing with pest species. It also highlights the problems that arise where householders and others inexperienced in handling trapped animals use live capture cage traps that are freely available from garden centres, DIY stores and hardware shops. Sometimes described as 'humane' there is usually no advice or guidance supplied on how to deal with the captured animal.

Taking squirrels as the example, drowning is generally viewed as an inhumane method of killing any animal. An opinion based on observations of the period of time, often several minutes during which the subject is seen to struggle. Dispatching by running the squirrel into a sack and delivering a blow to the head is seen as 'barbaric' by the general public but is widely used as the technique of choice in forestry protection and other pest control activities. Experience has shown that used correctly this produces a swift kill with the minimum of stress imposed on the animal. No special equipment is required and there are none of the complications where the use of a firearm is involved. There

appears to be some misunderstanding where it is recommended or proposed that more than one blow is delivered using this technique and a suggestion that this could be an offence. It is good practice to deliver the first blow with the intention of this resulting in the required lethal effect but with a second delivered immediately after the first before checking that the animal is dead. This provides additional 'insurance' that the squirrel has been swiftly killed.

Trying to accurately shoot a squirrel in a trap requires patience; the typical cage trap is not designed to enable the animal to be confined to one area such as is found where 'squeeze traps' are used in other trapping work. This is made more difficult when an air rifle is used.

Let's consider the proposal to seek the services of a vet to dispatch the squirrel. Defining stress is difficult but surely this has to be taken into account; transporting the animal in the trap some distance within a vehicle, exposure to daylight, heat/cold, arriving at and waiting in an alien, hostile environment (a vet surgery) to be followed by the administration of a lethal injection that can be problematic to deliver and could result in a period of time before death, will all result in significant stress.

Provisions of The Animal Welfare Act 2006 should be considered in respect of all trapping operations where once

caught, the animal is deemed to be 'under the 'control of man' and therefore subject to this legislation.

It would seem to be a sound principle that no-one should set any live capture cage trap for all potential target species including rodents, feral mink, grey squirrels, rabbits and foxes where there is the intention/requirement to kill any captured animals unless they have made appropriate provision (techniques will vary according to the species) for these animals to be humanely dispatched by either themselves or another party who are competent and able to undertake this task.

As a principle, I take the view that wherever possible and in order to minimise stress, captured animals should be dispatched at the trapping site so avoiding the requirement to transport and move the animals. Clients and customers may not take kindly to this (preferring 'out of sight out of mind') but don't they need to take some responsibility in assisting with welfare and related aspects?"



Provision for dispatch must be made before a 'live capture trap' is set, says Paul Butt

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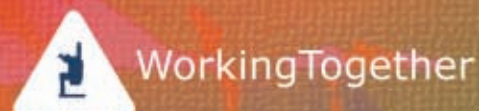
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Fox on the run?

Few subjects divide the public so passionately as foxes. To some, they are a pest and a growing public nuisance. To others, these wild animals are creatures of beauty that should be protected and nurtured. With the recent attack on the baby twins in East London, Nick Warburton asks whether public attitudes are hardening and explores the challenges in keeping urban foxes under control.

Foxes are no strangers to large conurbations. Love them or loathe them, these highly adaptable animals have become part of the fabric of the modern urban environment ever since they first colonised suburban areas in southern England in the 1930s, and more recently urban areas in the north.

Most of us see urban foxes as a nuisance at worst – digging up flowerbeds and lawns, fouling in gardens and raiding bins, often leaving entrails of food down the street. In extreme cases, foxes cause distress and anger, killing small domestic pets and livestock. But until recently there has been no evidence to suggest they pose a significant risk to humans.

That all changed with the publicity surrounding the fox attack on baby twins Isabella and Lola Koupparis in Homerton, East London in June. As the first high profile case – but certainly not the first reported incident of a fox attack on humans – the media frenzy brought the question of fox control to the fore.

"We have received a growing number of

calls from local residents since the attack and the recent BBC television programme on the subject," says Phil Easteal, manager of environmental health and community safety at nearby Basildon District Council. "Residents have become increasingly worried about urban foxes and believe their local council should intervene on public safety grounds."

Anxious householders

Phil says that before the incident, foxes were considered more of a nuisance than a threat, but his team is now receiving up to 25 calls a day from anxious householders.

While incidents like the attack on the twins are extremely rare, Phil believes it has changed residents' perceptions.

"They see it as an issue that local authorities should be responsible for," he says. "However, it is not our policy or within our resources to trap foxes, and most local authorities are in the same position."

Local authorities really do not want to get involved with fox control, says Steve Barron from Hertfordshire-based Pest Go, who was

subcontracted by the Metropolitan Police and Hackney Council to carry out a two-week trapping programme at the Koupparis' house after the attack on the twins.

"The only solution is to dispatch them humanely," he argues. You have to be licensed by the police to physically dispatch foxes safely and humanely by using a firearm, not an air weapon; otherwise you are breaking various animal welfare and cruelty laws.

"Although foxes are pests, they are protected under the Animal Welfare Act 2006 against cruelty. The local authority is more likely to subcontract fox control out in extreme circumstances."

Non-lethal controls

Tony Harman, a retired pest controller from Surrey with 50 years' experience in the business, points out that there are both lethal and non-lethal methods of controlling foxes. Non-lethal methods include using approved chemical repellents. Some anti-fox measures, however, can be very expensive such as proofing a garden.





Widespread shooting or trapping of foxes is unlikely to be effective. Far better to discourage them by removing food sources and denying them access to harbourage

Tony says ideally you would need a three metre chain-link fence, which would need to be dug at least a metre into the ground with an overhang on it to stop the foxes climbing over or digging under the fence.

"If you are going to use lethal methods, then you either trap them, take them away and shoot them, or have a marksman shoot them at night with a silenced rifle and so create

no sound," he says. "Normally, you have to tell the police exactly where you are going to shoot and they will go and inspect the location. But if you have proved over a number of years that you are a professional person, they'll give you an open licence and it's up to you and it's your responsibility where you use it."

Another option is to euthanase foxes at the

vets, which can be extremely costly when you also factor in the cost of responsibly disposing of the carcass in an incinerator.

Trevor Williams, director of the Fox Project – a charity dedicated to the red fox and based in Pembury, Kent – doubts that many pest controllers would pursue this approach.

"I would be surprised if many pest controllers went down that route. They will have to build that into their price and a bullet is cheaper than a vet. You're looking at, at least about £18 for disposal (in an incinerator) plus euthanasia which could be up to another £30."

Natural England has produced an information note on urban foxes, but Paul Butt, their wildlife specialist, questions the logic of attempting the widespread control of foxes by the use of shooting or trapping.

He says it is far better to discourage foxes through measures such as removing food sources and denying them access to harbourages, such as under sheds and other structures.

Paul argues that a policy adopted by local authorities in the 1970s of seeking to control foxes by regular shoots within their areas was largely unsuccessful and as a result,

abandoned. "Foxes are so adaptable and flexible," continues Paul. "They can exploit a wide range of habitats and rapidly fill a vacuum left when created by the removal of resident foxes."

Shooting is expensive

Trevor Williams adds that shooting foxes also proved to be extremely expensive.

"I do know that in 1986 when Bromley Council decided they were going to stop shooting, they were one of the last of the London councils to stop. They calculated that the cost to the borough was £1,500 per fox," he says.

"These days, local authorities are always strapped for cash and they can only really deal with things they legally have to do. There is no legal requirement for them to deal with foxes. There is only a requirement for them to deal with animals that are classified as vermin and foxes never have been."

Bristol City Council has produced an informative booklet, *Living With Urban Foxes*, which argues that reducing fox numbers is counter productive.

Drawing on technical advice from urban fox expert, Professor Stephen Harris, from the Mammal Research Unit at Bristol University, the booklet explains how foxes compensate for increases in mortality rates by increasing the number of vixens that breed.

What this means in practice is that there is no real reduction in the fox population in that area, merely a disruption, as new foxes move in to try and take over the territory of the animal that has been killed. Foxes have been in urban areas for so long that they have reached a state of equilibrium, and

regulate the size of their own population.

The trouble is no one really knows how many urban foxes there are and whether the numbers are on the increase or not. The most recent and reliable figures date back to the 1980s.

More commentators agree with the figures given, which estimate that the adult fox population in urban areas is around 33,000 at the end of winter (just before cubs are born).

The RSPCA says the figure is a fairly accurate reflection of the current urban fox population given the number of fox increases during the birthing season and decreases due to outbreaks of mange, a fatal skin condition that is highly contagious among foxes.

Roundworm risk to humans

Disease risk is one of the most potent arguments for controlling fox numbers and the main risk to humans is the roundworm *Toxocara canis*, found in fox droppings, which can cause toxocariasis in children.

Many of Steve Barron's clients are in schools and he says that foxes have become a serious health and safety issue. "Foxes are going in, fouling everywhere, urinating and the children can't use the playground," he complains.

Steve argues that some local authorities are making the situation worse by directing worried callers to the Yellow Pages. He says it's pot luck whether they will find a reputable company that will deal with the foxes responsibly.

One of the biggest complaints is that some pest controllers are simply trapping the foxes and releasing them elsewhere, which is not

recommended and may well be illegal under the Animal Welfare Act 2006.

Moreover, it's cruel. Native foxes to that area will attack the released fox to defend their territory and if that doesn't happen, often they'll starve to death. It also has a knock on effect for pest controllers, adds Steve.

"I get a lot of problems when attempting to catch foxes simply because they've been caught previously by other pest control companies. They've been released and they become trap shy and then they are not going to go near the trap."

Whether the public's attitude to urban foxes is hardening in light of the media spotlight on the twins is difficult to gauge.

Peter Trotman, managing director of MITIE's pest control business, one of the largest UK suppliers of pest control to domestic dwellings, says the incident has not resulted in an increase in complaints about foxes.

"The public appear to have treated it as a true one-off incident and not reported any fears or any increase in sightings of foxes," he says.

"We expected to have a backlash on this because it's a very high profile incident but to my knowledge no customer has come to me directly with any concerns about an increased risk that foxes present. That was a real surprise."

Paul Butt believes that the press coverage has contributed to a knee jerk reaction, which is likely to subside in coming months. He emphasises that adopting a balanced view is important and that any action taken reflects the nature of the problem and the circumstances.



Foxes may look cute and cuddly to householders, until they start causing trouble. Pity the owner of this pet rabbit!

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Bugs without borders

Earlier this year, the National Pest Management Association (NPMA) in the USA and the University of Kentucky surveyed US and international pest management companies on bedbug resurgence. The abbreviated findings, below, suggest a growing global pandemic that demands urgent action.

Bedbugs are a hot topic these days and whilst most industry observers agree that infestations are increasing, the magnitude of the problem and its global implications lack definition. This survey, conducted between January and April 2010, aimed to throw some light on this international problem. In total nearly 1,000 responses were received – 521 from US companies and 429 completed surveys from international companies, including 113 from Europe.

An overwhelming 95% of US respondents indicated their company or organisation had encountered a bedbug infestation in the past year, with similarly high frequencies reported for Canada (98%), Europe (92%) and Africa/Middle East (90%).

Many respondents had opinions as to why bedbugs are increasing. Most often mentioned were increased travel, more immigration, changing pest control products and methods as well as resistance to available insecticides. Another factor noted by many throughout the world was a lack of societal awareness and precautions (e.g. inspecting one's bed or shunning discarded furniture). As expected, many respondents also blamed the global resurgence of bedbugs on the loss of once-available, more effective insecticides.

Showing up everywhere

Bedbugs are appearing almost everywhere, from homes to hospitals to high-end clothing stores. In the US, the greatest percentage of respondents said they had encountered infestations in apartments and condominiums (mentioned by 89%), single family homes (88%), and hotels/motels (67%). Several also said they found bedbugs in college dormitories (mentioned by 35%), homeless shelters (31%), nursing homes (24%), office buildings (17%), hospitals (12%), and primary/secondary schools (10%).

Other 'atypical' places where US respondents reported bedbugs included public transport (by 9%), laundries (5%) and movie theatres (4%) as well as in churches, libraries, hostels, furniture and retail stores, restaurants, prisons, fire and police stations,

moving vans, ambulances, funeral homes and doctor's offices.

The resurgence of bedbugs in such varied places should not be too surprising. In the 1930s and '40s, infestations were common in hospitals. Entire sections of seating were infested in cinemas. Bedbugs also were common years ago on trains, buses and taxis. In Sweden in the 1930s, almost half of all moving vans inspected had bedbugs, and a survey in Iceland showed that bedbugs were often found inside televisions and radios being serviced by repair shops. The remarkable ability of this pest to 'hitchhike' from one place to another means they can materialise almost anywhere.

When asked if they felt there was a correlation in their country between bedbugs and poverty, respondents were split, with differing opinions by region. In the US, 55% of respondents said that 'problems tend to be worse among the poor' while 45% said 'all citizens are equally affected.' A wider discrepancy occurred amongst respondents from Europe, with 77% insisting that bedbugs affected all citizens equally regardless of socio-economic standing.

Nowadays, even five star hotels and high-end clothing stores are susceptible but historically the poor have suffered the most. This pattern, unfortunately, shows signs of repeating. Individuals from lower socio-economic groups often cannot afford to hire a professional to handle an infestation, nor are they as willing to discard infected items.

Public attitudes

When US firms were asked to describe the feelings of clients who have had bedbugs, 99% of respondents felt their customers were 'upset and concerned', with 77% saying customers were 'very upset and concerned.' Similar distress was echoed around the world.

The emotional strain of living with bedbugs should not be taken lightly, especially by those who have not experienced infestation personally. Some suggest that being bitten is no worse than being bitten by ticks or mosquitoes. This rationale overlooks the fact that in the developed world, ticks and



© Richard Naylor, University of Sheffield

mosquitoes bite and breed mostly outdoors. Bedbugs, however, dwell in one of the most intimate spaces of the home; the bed. Dismissing the gravity of bedbug resurgence on the basis that these pests are unproven disease vectors ignores the pain, suffering and emotional toll inflicted on their victims.

Bedbugs are so reviled that people seem willing to do anything necessary to eradicate the pests. More than half (51%) of US respondents estimated that 50% or more of their customers tried to treat the problem themselves before calling a professional. Pest control firms reported seeing many ineffective and potentially dangerous measures used by do-it-yourselfers, including ammonia, bleach, fire, smoke, kerosene, wasp spray, and bug bombs, as well as concentrated pesticides bought on the Internet.

Closing thoughts

As the most detailed portrait of bedbug resurgence to date, this study confirms that infestations are increasing worldwide. Many factors are fuelling the growing global pandemic, but it remains a mystery why there is such an abrupt increase after years of scarce encounters.

Infestations are showing up in all the same places they did years ago. Perhaps most unsettling about 21st century bedbugs from a societal standpoint is that we are in uncharted waters. There will be new challenges this time around, including unprecedented movement of people from across town and around the globe; more clutter and belongings in which bugs can hide; less potent insecticides for both householder and professional use; and a mindset today that when someone is harmed they should sue.

The crux of bedbug management remains hard work, public education and constant vigilance to prevent or detect infestations in the early stages.

Summarised from a report prepared by Michael F Potter (University of Kentucky), Bob Rosenberg and Missy Henriksen (NPMA). A full copy of the report can be found on the **Pest** website in the News section.

Knowledge is key to getting to grips with bedbugs, says MITIE's Peter Trotman



The time for industry-led proactive contracts for bedbugs to replace client reactive emergency call-outs may not be far away, says MITIE Pest Control's managing director, Peter Trotman.

"An analysis of the calls we have received about bedbugs has suggested two things. First, and unsurprisingly, there has been an increase in first-time bedbug complaints, but second we have also seen a rise in the number of requests for urgent action following the apparent failure of treatments supplied by previous pest control companies," says Peter.

"These observations prompted a review of the industry-accepted norms we follow in response and treatment for bedbugs and led us to identify several factors in apparent instances of re-infestation, in particular:

- Inadequate detection of the full scope of the original infestation;
- Reliance on a single method of treatment, for every situation and every location, within an infested area;
- Lack of adequate post-treatment monitoring to check for newly-emerging nymphs from eggs surviving the initial treatment.

"In addition, in the hospitality and residential sectors, the risks of an indiscriminate 'transported-in' problem is



Bedbug monitors won't replace the skilled technician but they do provide valuable information about the extent of an infestation

now very real," adds Peter. "In our strategy of identifying the extent of a bedbug problem, we view the development of the bedbug monitor as a key contributor. Monitors are also useful when following up to confirm eradication," he says.

"However they are not the complete answer. They don't replace inspection by trained pest controllers and bedbugs will still be found in places where it is impossible to discreetly place monitors. And, of course, selecting the correct treatment technique is essential. But 'knowledge is key' and the added insight from the use of monitors in every room is paying dividends," he stresses.

For example, following repeated failure to control a long-standing bedbug infestation in a prestigious, 80 bedroom city centre hotel, MITIE was called-in. "We were able to identify the true extent of the problem using a combination of visual inspection and BB Alert bedbug monitors from Midmos Solutions." The monitors were selected for their reliable detection, ease of inspection and cost. The team found that the hotel's estimated 75% infestation was in fact 100% – every room had an active infestation.

The next step is to move to proactive monitoring. This offers a widening of the inspection and monitoring area beyond the 'cube' of adjacent rooms to the whole floor and even the whole property.

It is being driven by the development of low



Positioning a bedbug monitor

cost monitors and recognition of the true costs of an undetected infestation. For the hotel, emergency reactive treatments, often when the infestation is widespread and well established, can be high. But these are dwarfed by the consequential costs of customer compensation, lost room revenues, capital costs in furniture and bedding replacement and the risks to reputation and brand given ever more publicity by national press and dedicated international websites.

"Controlling the costs of this increased surveillance will be critical to obtaining client buy-in," warns Peter.

Changed relationships

For the future, proactive inspection and monitoring contracts will change the relationship between pest controller and client. With all-room monitoring programmes in large hotels, hostels etc., first-line checking of monitors will become the responsibility of on-site cleaning staff. But the training of these staff in identifying potential problems may well fall to the pest control contractor, so further deepening the relationship with the client. At the same time, the response to any suspected infestation most certainly stays with the pest experts who must select the correct treatment."

Currently most treatments rely on conventional chemical insecticides but looking to the future, MITIE is pioneering a combination of steam heat and the use of diatomaceous earth. This provides a totally green solution, releasing the room on the night following treatment. In one recent example, a single targeted treatment with steam heat resolved the problem, as proven by the follow-up monitoring programme.

"Innovation in products and techniques based on improved knowledge of the pest are helping us get to grips with bedbug problems. The pest control industry is listening to client demands for a more dynamic response. The time for industry-led proactive contracts replacing client reactive emergency call-outs may not be far away," concludes Peter.

New qualification for grain pest advisers

Combines are out in force but who protects the grain once it's been harvested? When the field agronomy ends often the professional pest control begins but are pest professionals fully qualified to take over where the agronomist leaves off?



With the frankly horrifying lack of professionalism exposed in the recent BBC *Rogue Traders* programme fresh in our minds, it's good to hear of a new development which will raise the standing of our industry.



Bayer's Alan Morris

A new qualification has been created for those who sell and advise on the use of pesticides to treat stored combinable crops, such as wheat or barley, and/or to treat the fabric of the storage buildings themselves.

All the development work has been funded by Bayer Environmental Science as Alan Morris, Bayer's head of professional pest control for the UK & Ireland explains: "We have worked with BASIS to produce this new Certificate in Crop Protection (Stored Combinable Crops). The qualification is designed to meet the statutory requirement for grain store pesticide sellers, suppliers and advisers to hold a recognised certificate of competence," he adds.

Whilst many pest controllers will only have heard of BASIS in connection with the PROMPT professional pest controllers' register, in the agricultural sector BASIS is extremely well-known as the independent registration organisation recognised by government to provide the statutory 'Advisers' Certificates in Crop Protection. So well known is the organisation that these Certificates are often referred to as 'your BASIS'!

Specialised stuff

Alan continues: "When it comes to grain store pesticide advice, we are talking about a pretty specialised group but, as for any pesticide, it is crucial that the person giving the advice not only knows what they are talking about but can also prove their competence. In our discussions with BASIS we quickly established that having to take a full BASIS Certificate would be overkill. So BASIS put us in touch with one of their approved trainers, James Christian-Ilett and, together, we have structured this certificate and produced the training material to help candidates achieve the required standard to pass the exam."

Just for the record, the full BASIS Certificate is an enormous undertaking. Course duration is up to 35 days and candidates also have to prepare a comprehensive practical research project. This stored combinable crops course is much shorter.

No pushover

However, the new qualification is no pushover. Trainer, James Christian-Ilett explains: "The training involves a two-day participatory course, partly in the classroom and partly out on-site in a practical situation. This is followed by home or work-based learning using the course workbook. Internet access will be needed to complete this part of the study."

He continues: "The candidates' workbooks will be reviewed on the morning of the third course day and submitted for marking prior to the exam later that same day. The exam is a written paper; part multiple choice and part short written answers."

The first pilot event was run exclusively for the Bayer Environmental Science team back in May when Austin Davies, head of professional products Northern Europe, James Hadlow, technical and marketing manager for professional products Northern Europe and Claire Hazel, regulatory manager for professional products, joined Alan Morris on the course. Alan is pleased to report that the whole team successfully passed the exam.

Useful exercise

"I think it was a useful exercise for us all," says Alan. "Whilst we encourage farmers to talk to us directly, the majority of our information is communicated via the big agricultural distributors and merchants, as well as our more familiar professional pest control product distributors."

The training covers integrated grain store management, recognition, biology and control of storage pests and diseases, the composition, activity and persistence of the different types of pesticides as well as the general safe use, handling, storage and transport of pesticides.

"One of the most useful lessons for me was the explanation of the different types of mycotoxins and fungal diseases and particularly the split between those which develop in the field, so will have been brought in with the crop, and those which develop because of poor storage conditions. The strong practical element, which included an assessment of a grain store and a farm chemical store, was also very good and brought what could be a dry subject to life," adds Alan.

Now that the Bayer team are all Certificate of Competence (Stored Combinable Crops) holders they will automatically be added to the BASIS Professional Register and enjoy free membership until the end of the year. The Professional Register is the agricultural equivalent of the PROMPT professional pest controllers' register.

Professional pest controllers, who hold the BPCA/RSPH Level 2 in pest control, or equivalent, can also benefit from free membership of the PROMPT register up to the 31 December. Contact Jill Bailey at



James Christian-Ilett in action

Who should attend?

1. All distributor sales representatives who get involved in selling grain storage products (pesticides to treat the stored grain itself or products used to clean the storage buildings) must hold this qualification. They should make plans to attend one of the courses as soon as possible. It seems likely that the big companies, who are all very conscious of the need for strict product stewardship, will begin, in the not too distant future, to restrict product sales to companies with qualified staff only. Of course people with the full BASIS are already fully qualified, but they might like to attend as it will count towards their annual CPD requirement.
2. After that it's a matter for debate:
 - a) What about distributor telesales staff? Are they selling, supplying and advising on the use of pesticides, or are they simply letting customers know about new products added to a range, or reminding them that it's the right time to buy?
 - b) What about the pest controllers who go in and apply the treatments? Are they selling, supplying and/or advising farmers on products to apply? Or, are they applying products recommended by someone else, such as the farm agronomist or distributor, in which case they will be covered by their pesticide application certificates (PA1, PA6 etc.)?

BASIS on 01335 340854 or email: jill@basis-reg.co.uk if you want to know more about this offer.



Bayer Environmental Science

Alan has the final word:

"If we are to improve the perception of our industry then we've got to demonstrate that we are properly qualified. Getting on a professional register is a clear way of demonstrating professionalism and an ongoing commitment to keeping up-to-date, which has got to be good news for the whole industry."

Book your place

Initial training will be conducted by James Christian-Ilett and will be held in the Lincoln area.

To book your place contact James on 01673 860925 email: christian.ilett@btinternet.com

Training dates	Exam dates
7 & 8 October 2010	22 October 2010
30 & 31 March 2011	13 April 2011
4 & 5 May 2011	18 May 2011

The full syllabus is available on the BASIS website at www.basis-reg.com. Either go to the Agriculture section and select training and then scroll down the list for the BASIS Certificate in Crop Protection (Stored Combinable Crops), or use the search facility and look for 'stored combinable crops'.



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Grant for greener pest control

An Exosect-led consortium has been awarded a £250,000 grant from the Technology Strategy Board to develop pioneering biotechnology for the control of grain store pests.

The consortium, which also includes CABl, the Food and Environment Research Agency (FERA), Sylvan Bio and Connaught Pest Prevention, has worked together for more than four years to identify an effective fungal pathogen for the control of key grain insect pests.

The new funding, under the Technology Strategy Board's 'New Approaches to Crop Protection', will allow the consortium to complete product development, create data for the regulatory authorities and so bring a product to market.

The product is a formulation of the fungus, *Beauveria bassiana*, that grows naturally in soils throughout the world and acts as a parasite on various insect species, and Exosect's Entostat powder. It will be used in

grain storage and processing structures, which are coming under increasing consumer and legislative pressure to reduce their use of traditional pesticides.

In addition some species have developed resistance to some of the more commonly used insecticides.

Exosect's Entostat powder is already used in a range of products. It develops electrostatic properties just like insects do when they move. This means that the powder adheres to the insects and can be passed from one insect to another by direct contact.

Martin Brown, managing director at Exosect comments: "This grant is invaluable as it means that the extensive work carried out to

date can continue so that a product can be commercialised."

"The development work so far shows that this technology could easily be adapted to protect other commodities, such as rice, dried fruit, nuts and pulses," he adds.

As well as the obvious benefit of insecticide residue reduction for consumers, the new product will also replace energy hungry fumigation techniques thereby reducing the carbon footprint of users and will decrease pest control operator exposure to pesticides.



A new greener grain pest control product promises to reduce operator exposure to pesticides and cut residues for consumers

Tackling the grain store rodent challenge

Rodent infestation patterns seem to be changing, says Adrian Gray of BASF Pest Control Solutions. What can pest controllers and farmers do to manage the problem effectively?



BASF's Adrian Gray

Far less predictable rodent infestations brought on by warmer and much more variable winter weather, make it vital to keep on top of rats and mice in and around grain stores from as soon after harvest as possible. Well-planned and managed treatment programmes will be needed to prevent a serious build-up of problems over the coming winter.

"Large amounts of stored grain in highly accessible barns are a magnet for rats and mice," points out rural hygiene specialist, Adrian Gray of BASF Pest Control Solutions. "This is especially so as external food sources become depleted and once the disturbance of harvest subsidies, leaving stores undisturbed.

Sudden surges

In the past we knew we'd see a steady rise in rodent problems as the winter came on. But infestation patterns are definitely changing with the climate. Sometimes rats and mice are all over the place and we can't seem to get them under control. And at other times there don't seem to be enough about to bother baiting. Then we get a sudden surge and we're up to our necks in problems again.

"Generally warmer and very much more variable winter weather is partly to blame, allowing rats to stay outside until population pressures or sudden weather changes force them to move inside in hoards.

"At the same time, it's easy to assume rodents don't need controlling just because they aren't that obvious. Yet because they feed almost exclusively at night, numbers can easily be underestimated until they reach very high levels."

Under these circumstances, and

with ever-tighter food quality assurance needs, Adrian Gray stresses that farmers need to replace their traditional fire-brigade approach to control with carefully structured professional treatment programmes that take the greatest possible advantage of rodents' natural behaviour.

He insists that early control is vital to stop populations getting established near buildings, advising a routine cycle of baiting as soon as the harvest is over to restrict rodent activity from the start. This will do much to prevent the sudden upsurges that increasingly seem to characterise modern rodent infestations.

He also recommends siting bait containers down the outsides of buildings where rats tend to concentrate their travel; installing them well before putting down the bait to help overcome neophobia. At the same time, secure bait points should be placed strategically inside stores to intercept both rats and mice.

"With such a ready source of food on hand, it's vital to use especially palatable and effective baits to ensure sufficiently early uptake and rapid and effective control," he argues.

BASF Recommendations

BASF recommends Neosorex Gold Pro or Neokil Gold Pro with their Fortec technology for external rat baiting, saying that these advanced foraging

grain formulations to overcome bait shyness and stimulate levels of immediate intake that can make multi-feed difenacoum deadly in a day. They also have the advantage of familiarity to rodents feeding on grain.

"I'd recommend specialist pasta, canary seed or gel baits based on difenacoum for mouse control too given the rodenticide's particular potency against mice. And where populations prove particularly challenging single-feed Storm Secure blocks based on floccoumafen can be a useful last resort – although legislation means these can only be used indoors."

With all multi-feed rodenticides, Adrian Gray adds that it's vital to check and top-up bait containers every two or three days until all signs of rodent activity cease.

Failing to provide sufficient bait over a long enough period is, he notes, one of the most common reasons for poor control on farm. And breeding rates mean populations can completely re-establish themselves in little more than a month, even with 80% control, leading to a rapid resurgence of problems.



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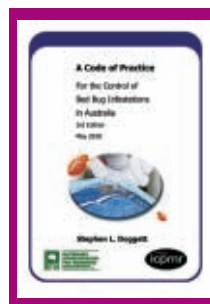
Anticoagulant resistance in the Norway rat and guidelines for the management of resistant rat infestations in the UK

An excellent eight page leaflet has just been produced by the UK Rodenticide Resistance Action Group (RRAG). It details the history of the development of anticoagulant rodenticides and charts the background to first and second-generation rodenticide resistance in the UK.

As previously reported (see **Pest** issue 3), it is now possible, using DNA testing, to establish whether rats from any particular infestation are resistant or not. Tips of the tails of the rats in question can be submitted to the Universities of Reading or Huddersfield for testing. But once you receive the results, what do they mean and how should you proceed?

RRAG sets out to explain the significance of this DNA testing and how you can interpret the results. The five UK resistant types are detailed – each named after the location where the resistance was first encountered – for example, Scottish, Gloucestershire, Hampshire/Berkshire, Welsh, and most recently, Kent. For each type of resistance the leaflet gives advice on the best alternative anticoagulant strategy to use in an attempt to achieve control.

In due course copies will be available from the RRAG website at www.bpca.org.uk/rrag. However, copies can be downloaded now from the **Pest** website in the News section.



A Code of Practice for the Control of Bedbug Infestations in Australia 3rd edition May 2010

Now into its third edition, this revised Australian Code of Practice for the control of bedbug infestations is a must-have item for all pest controllers facing the challenge of any sort of bedbug infestation. Stephen Doggett from the Department of Medical Entomology at Westmead Hospital, is the principal editor and it is jointly published by the Australian Environmental Pest Managers Association (AEPMA).

Although specifically designed for use in Australia, the Code has been adopted by other associations around the world – and reading this 87 page document you can understand why.

The Code includes measures to control active bedbug infestations, how to minimise their spread and prevent further infestations. Sections cover risk assessment & management, how control measures should be employed for maximum effectiveness, their integration, limitation, contra-indication and documentation. An excellent section runs through the various treatment procedures ranging from good hygiene to chemical and non-chemical control. These are not just lists of available options, as for each there are practical recommendations written by people who have themselves been face-to-face with bedbugs.

Free download from www.bedbug.org.au or from the **Pest** website in the News section.

read more
on the web
[www](http://www.pestmagazine.co.uk)

Can you pass the pest test? Take the Pest Test

BASIS has made two PROMPT CPD points available if you can demonstrate that you have improved your knowledge, understanding and technical know-how by passing the **Pest Test** and answering all our questions correctly.

So read through the magazine and complete the questions below.

1 What must be sent in for DNA testing to find out if rats are resistant? a) The whole dead rat b) The live rat c) Several of the rat's whiskers d) The tip of the rat's tail	4 How can foxes be controlled legally? a) By trapping b) By shooting c) Euthanased by a vet d) By poisoning
2 Why might pest controllers have to pass the new Certificate in Crop Protection (Stored Combinable Crops) exam? a) They apply pesticides to stored grain b) Farmers will ask to see the Certificate c) They may be classed as selling supplying &/or advising on pesticides d) They apply pesticides to the grain store buildings	5 Why are bedbugs thought to have become a greater problem internationally? a) They are becoming resistant to some insecticides b) People like keeping them as pets c) People are travelling more often and farther afield d) They have learnt to fly longer distances
3 Why are rodent infestation patterns in grain stores changing? a) Much more variable winter weather b) They have acquired a specific taste for grain c) Grain stores have got bigger d) Farmers are topping up bait containers more frequently	6 What does the European Parliament's ENVI Committee deal with? a) Environment, Nationalism and Voluntary Issues b) Effective, Novel and Valuable Initiatives c) Environment, Public Health and Food Safety d) Energy and Noise Variation Issues
Name: _____ Tel: _____ PROMPT registration number: _____ Email: _____	



Should you say 'yes' to that TV interview?

We have a 'love/hate' relationship with portrayals of our profession on television. On the one hand we cannot resist watching every second of any programme about us, then on the other hand we are rarely, if ever, satisfied with the content of those programmes. Richard Strand takes a lighthearted look at the pest controller on TV.

It's the 'silly season' again, the election is over, as is the World Cup, the initial curiosity about a coalition government has passed and now it's summer. The supply of 'proper news' dries to a trickle yet the TV magazine programmes still have schedules to be filled. How about something on wasps' nests or fleas?

Now is the time that pest controllers are likely to be asked to appear on TV. Every pest controller loves to talk about and, even better, show people what we do, so we are not going to turn down the offer. We are proud of what we do, we believe that, through a mix of training, technical back-up and ingenuity, there are few situations where we cannot achieve a positive result.

This makes us feel good about our job. Yet when we appear on the small screen we are usually disappointed at the outcome.

In our view, our role on TV is to educate the great British public about the need for pest control, the consequences of allowing pests to roam unchecked and the slicker ways in which we can deal with them. It is likely that the TV company has a different objective altogether. Yes, the requirement to 'Educate' is there in the BBC's Royal Charter:

"The BBC's main activities should be the promotion of its public purposes through the provision of output which consists of information, education and entertainment, supplied by means of....."

However, it is likely that the overriding objective, particularly during peak time viewing on the main channels, is to 'entertain'. Should we be so surprised?

My first invitation to go on TV was on the James Whale Radio Show. It was a long time ago and, for those that don't remember it, was one of those shows for people who stay up all night at the weekend. It went out at about 01.00 on a Saturday morning and it was live.

Each week Mr Whale chose a theme for the show and then invited along a number of guests to illustrate an aspect of that theme.



Filming for The Rat Pack series which was broadcast by BBC 1 last summer



On this particular show the theme was 'Beds' and I was asked to talk about bedbugs. Was this going to be educational? I don't think so! I went along armed with my giant sized model bedbug to find my co-stars to include an 'agony aunt' who specialised in sexual problems and who had just published a book on sex toys and the stars of the recently released *Lovers Guide* video who were 'performing' in a bed less than three metres away from me! I said my piece, but this was entertainment, pure entertainment!

Then are we being too critical? Perhaps we are too close to the subject and do not see it as the typical viewer does. Pests are a curiosity to the public whereas they are a way of life to us!

Last summer saw *The Rat Pack* series. It drew a huge amount of negative, even hostile, criticism from the industry but the series was a hit with the public. As pest controllers we know too much, we know what they did wrong but the man in the street doesn't. Looking at the series objectively what came across was a couple of young men who loved what they did, who thought about why they were doing it and who understood the consequences of their actions. In my opinion they did far more good for the industry than harm.

There is, of course, another aspect of pest control on TV, one that we have

not seen yet on this side of the Atlantic. That is for sponsored programmes and advertisements created by the industry, specifically to educate and reassure the public that, as an industry, we are on top of our game.

There are some industry differences between North America and Europe, most notably the emphasis there on domestic pest control, whilst the emphasis here is on commercial pest control. But 'he who pays the piper calls the tune'. If we want to be certain that we are getting our message across, perhaps we should learn from what the American trade association (National Pest Management Association) is doing in the USA and take control over our own destiny. Visit the home page of NPMA's website at www.pestworld.org and take a look.

Would Ricky do it all again – yes!



Last summer Ricky and Jimmy Clark from Environ Pest Control in London featured in a series of six programmes on BBC television called *The Rat Pack*. TV crews followed their every move for six months. The programmes, when screened, divided the industry.

A year on and the dust has settled, so **Pest** asked Ricky what his views are now and would he do it all again? The response – without any hesitation – is YES.

Ricky explains: "It was certainly the right decision to do the programmes and we learnt a lot by doing them. One thing I would say to anyone contemplating such an exercise is you need a thick skin – you need to be prepared to take the criticism as well as the praise. As a direct result of the shows, I frequently get asked to comment by the media on pest control issues, for example the recent fox attacks and the possible loss of anticoagulants. I was even offered £1,000 by one of the 'red top' papers who wanted to send a reporter out with me – this I rapidly declined. We are seen as 'experts' and customers ring us up to tackle the really difficult jobs they think we can solve. It's certainly been a steep learning curve," explains Ricky.

Asked for his feelings on such programmes as *Rogue Traders* you can hear the frustration in Ricky's voice. "We work hard to build our customer's trust in what we do. Yet a programme like that can do so much damage. It ruins trust in the industry generally, whereas the *Undercover Boss* programme was just great. Well done Tim."

So how has Ricky's business been going? "Growing gradually," is Ricky's verdict. Younger brother Jimmy has completed his RSPH/BPCA Level 2 and now has his own van, the company has joined NPTA and is in the process of applying to join BPCA. But what of Charlie, the now famous Jack Russell? He's in top form: "We still get people ringing up saying they have rats only because they want to meet Charlie!" jokes Ricky.

Some helpful hints for budding TV stars

So, one day the phone rings, it is a TV producer who is making a programme on pest control and they want YOU! If you have never done it before it is probable that the call will induce a mix of excitement and apprehension. Here is your opportunity to show the pest control industry how it should be done yet will you get the chance to say what you want to say? Will the producer have other ideas about how you will be portrayed in the final product? The following may be helpful:

- Find out what the programme is about and, if you can, what angle or stance the programme may have. If it is not clear, keep asking questions;
- Find out exactly what the producer expects from you;
- If you do not have the level of knowledge and experience for what is being asked, walk away;
- Before you make comments on behalf of a company, organisation or association, make sure that you have the authority to do so;
- Show preference for 'live' rather than 'recorded' programmes. That way you will know that what you say will be broadcast. For those nervous at the prospect of being on TV, contrary to what you might think, going out 'live' is less nerve wracking than going through take after take for a recorded broadcast. We are pest controllers, not actors, the more takes, the less 'genuine' we will come across;
- Trust in the interviewer. Unless the piece is politically charged or has a hidden agenda, the interviewer has a vested interest (his/her future career) in the programme looking good. The interviewer will therefore help and encourage, particularly the novice, rather than set out to destroy and humiliate – that technique is for the politicians!
- Take the opportunity to say what you want to say. Accept the question, 'bridge it' (turn it to what you want to say and repeat the slightly revised question), then you are free to make YOUR point;
- Don't be disappointed when your three hours of filming ends up as 30 seconds on the broadcast programme.
- Don't be put off by the result. 'Today's newspapers are tomorrow's fish and chip wrappers'. Provided that you did not make a 'wrong type of snow' howler no one else will notice the things that did not go as well as you would have liked. Even if they did they will forget about it long before you do. Learn the lesson, and be better prepared for next time.

Pest control on TV – the bad and the good

read more
on the web
[www](http://www.pestmagazine.co.uk)

It's often said there is no such thing as bad publicity. But, having watched *Rogue Traders* on 7 July it is doubtful if many in professional pest control would agree.

One of our **Pest** readers summed it up saying: "I have been involved with the pest control industry, including running my own business, for over 20 years. I have seen some sights in my time and this programme did not help our industry at all."

The programme featured ADN, a pest control company based in Kent, undertaking



Undercover boss, Kevan Collins

an apparent domestic bedbug infestation. In short, the treatment was so appalling it could be regarded as a 'training film' on how not to do it. For the industry, it raised numerous recurring themes, notably: training; professionalism and official registration of technicians.

At the other end of the spectrum, the activities of Tower Hamlets' pest control operation in London's East End featured in the *Undercover Boss* programme on 22 July and showed the caring, compassionate and professional side of pest control.

The council's chief executive, Kevan Collins, went undercover spending a day with pest control supervisor, Tim Stevens, pretending to be a possible new recruit. Although only one rat infestation was featured on air, this unlikely pair actually visited six call-outs over the course of the day – for rats, cockroaches and bedbugs. In the current climate of local authority cut-backs, it must have been music to the ears for all council pest controllers to hear Tim enthuse about



Professional pest controller, Tim Stevens

the service they offer saying: "'We're not here to make a profit. We're here to provide a service."

Tim is something of an old hand at appearing on TV, having been featured in *Life of Grime*, *How Clean is Your House* and also *The One Show*. He knows to stick to the basic rules of appearing on TV, saying: "The first time I was filmed I was dead nervous, but soon realised the camera and sound men can help you out. It's vital you must know your subject, trying to bluff your way out of a question is definitely not to be recommended."

More details on both programmes can be seen on the **Pest** website, News section.

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International bedbug experts:
Stephen Doggett from Australia (left)
and Ole Kilpinen from Denmark



Left to right: Gunnar Akerblom (CEPA president), Rob Fryatt (CEPA director general)
with Europest chairman, Dr Daniel Bajomi

Industry representatives from across Europe met at Europest 2010 in Budapest on 14 & 15 June. Jointly organised by the European Pest Management Industry Association (CEPA) and the Hungarian Pest Control Association (MaKOSZ), there were speakers from as far away as Australia and the USA. In total, there were over 90 delegates from 19 different countries.

On the opening day, under the chairmanship of local event organiser, Dr Daniel Bajomi, industry-related activities took centre stage, with Gunnar Akerblom, as president of CEPA, opening proceedings. Gunnar reviewed CEPA's recent achievements but warned delegates by saying: "It's good to have high ambitions,

but expectations within CEPA do not, regrettably, always match the available financial resources."

For the future, one key objective

remains the establishment of a common standard for pest management service across Europe. Beginning with the Rome Protocol in 2008, CEPA is now working with the European Committee for Standardisation (CEN) to produce such a European standard. A bold move, and one which is likely to cause some heated debate.

Dr Andy Adams from Bayer, representing CEFIC, discussed the impact of the forthcoming Sustainable Use Directive and Dr Alan Buckle of Alan Buckle Consulting addressed the European Commission's stance concerning the threatened restrictions of use for anticoagulant rodenticides.

Much to the audience's amusement, Dr Adams said that it was the EU Commission's impression that the pest control industry had safer products just sitting on the shelf

awaiting development! He forecast that, in future, due to the high cost of developing a new active ingredient, innovation would be at the product (formulation) level. "Based on science alone, industry will never win the hearts and minds of the general public. We need to be proactive promoting the benefits of what we do."

On the second day the spotlight was turned on two pests of increasing significance – bedbugs and mosquitoes.

Emerging pest problems

The rise of bedbugs is well recognised. Ole Kilpinen from the Danish Pest Infestation Laboratory, University of Aarhus said. "Our knowledge of bedbug biology is increasing rapidly, but there still remain many unanswered questions. The more we learn, the greater our chances of controlling it." He also pointed out that research funding for urban pests falls between two stools – it is neither agriculture nor public health.

Based in the Department of Medical Entomology at Westmead Hospital in Australia, Stephen Doggett made a plea for improved communication and cooperation – within the industry and also on a wider scale – regulatory authorities, the hospitality industry, public housing associations and so on. "Quick fix approaches are not an option. Eradication is the only acceptable outcome," he exclaimed. To assist eradication, Dr Doggett continued: "Products sold for bedbug control must be tested on bedbugs and on an up-to-date strain. Our current labelling rules which just say 'crawling insects' have contributed to the problem. The amount of mis-information in circulation is appalling." He called for the establishment of a specific licence for those doing bedbug treatments.

Mosquitoes are also an increasing problem around Europe. Increased rainfall and temperature levels have led to new and rapidly growing outbreaks of this vector-carrying pest as covered by Achim Kaiser of the German Mosquito Control Association (KABS) and Dr Claudio Venturelli of the Public Health Department from Cesana, Italy. Concluding his talk, and perhaps an ideal motto for all present, Dr Venturelli urged the audience to: "Think globally, but act locally."

New director general at CEPA

The European Pest Management Industry Association (CEPA) unanimously voted to appoint Roland Higgins as its new director general at its General Assembly held in Budapest on 15 June 2010. Roland takes over with immediate effect from Rob Fryatt who has held this position for the last four years.



Roland Higgins, the new director general of CEPA

Roland is ideally suited to this pan-European role as he has already had several years experience working in the trade association sector, having been chairman, and now secretary general, of the European Modern Restaurant Association. In addition, he is an accomplished linguist and speaks five languages (English, Dutch, French, German and Spanish) which will be a great asset communicating with the 19 national associations and 12 international members who are currently members of CEPA. Before this Mr Higgins was group marketing and communications director for the Quick Restaurants Group.

Born in England – his father was English and his mother Belgian – he has spent virtually all his life in Belgium. Roland gained an MA from the University of Antwerp in 1968 having studied modern languages, including a teacher training programme as well as specialist training in conference interpretation. This led to a spell as a conference interpreter for the International Labour Organisation (ILO) in Italy and teaching Spanish in evening classes to adult students in Belgium. His marketing skills were further refined by attending the Advanced Marketing seminar at Ashridge Business School in the UK in 1991.

The pest control industry may be new to Roland, but he describes himself as a quick learner. However, he is very familiar with the Brussels-based EU community which matches CEPA's strategic objective to reach-out and engage with the relevant EU institutions and stakeholders.

Commenting on his appointment, Roland said: "I am keen to continue to raise the CEPA profile with all those EU organisations in Brussels that impact on the pest control industry, whilst, at the same time, creating added value for the industry and introducing new communication tools for all CEPA members." Mr Higgins will be office-based in Brussels and will be supported by industry strategist Michel Tulkens with administrative assistance from Manfred Fickers.

In his leisure time, Mr Higgins has a passion for roaming around the globe – in fact his Tripadvisor travel map on Facebook lists 309 cities visited in 52 countries. A particular favourite pursuit is hiking

along the coastline in the South of France.



Gunnar Akerblom thanked Rob Fryatt (left) for all his hard work over the last four years

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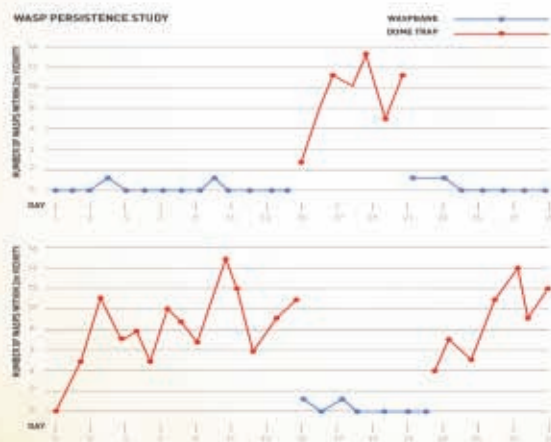
Health and Safety ALERT

An article recently published in the *Cardiology Journal** suggests that the number of people killed in the UK each year by wasp stings could number in excess of 1000.

It now appears that wasp stings can trigger heart attacks in a number of susceptible people several days after being stung. This is known as

Kounis Syndrome.

WaspBane is the only high efficiency wasp trap on the market proven to reduce risk by up to 97.5% compared to other traps.



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*Brennan et al. Allergic Myocardial Infarction. Cardiology Journal 2008; Vol. 15, No. 3, pp 220-225.

Supasized Rodex blocks

This new addition to the rodenticide block range is manufactured by PelGar to its advanced formula and is designed to facilitate more efficient rat control. The 100g blocks containing bromadiolone are supplied with a central



hole making them easier and quicker to handle so enabling pest controllers to bait rat boxes more efficiently. This ready-to-use extruded block is formulated using high quality culinary grade wheat flour, blended with chopped wheat held together with edible waxes. Taste adjuvants help to improve bait take, and bio-stats inhibit the growth of fungi or bacteria when the bait is used in damp conditions.

www.pestcontrolonline.com

Rodex Excel comes as a 100gm block, packed in sacks of 10kg.

A new addition to the Bayer Maxforce stable

Maxforce Prime is the new and highly attractive gel bait for the control of all major cockroaches, says manufacturer Bayer Environmental Science. It has been formulated to offer the best consumption rates by all major cockroach species and at all life-cycle stages, including nymphs, due to its well balanced and attractive food ingredients.

The product is odourless and Bayer claims it withstands a broad range of temperatures (0 - 30°C). Unlike other fat-based cockroach gels, the physical consistency of Maxforce Prime remains unchanged within this range of temperatures, making it easier and more consistent to apply. Maxforce Prime is next in a long line of innovative cockroach baits which Bayer has brought to the market. This formulation has been developed to combat the bait aversion problems experienced in the USA.



www.pestcontrol-expert.com

Knock-down and kill

With the wasp season upon us, this Agrikil insecticide aerosol, supplied in a 480ml can, offers another ready-to-use product when treating flying and crawling insect pests.

Containing permethrin and tetramethrin, Agrikil can be used in public hygiene situations and is especially effective for flies, wasps and mosquitoes. It offers both knock-down and kill, and has an added citrus perfume to ensure a pleasant smell is left behind.

www.pestcontrolonline.com



Correct pest identification is key

Knowing exactly what pest you are trying to treat is a vital pre-requisite before any management plans can be drawn-up. This digital microscope from Killgerm is designed for professional users who demand excellent picture quality.



Operated by a simple thumbwheel control, the focus/magnification can be altered to allow for an effective magnification range of between 10x and 50x (dependant upon the distance of the object from the microscope). Objects can be fully illuminated by eight built-in white-light LED's. When the microscope is directly above the object a magnification range of up to 200x can be achieved.

It comes complete with software for Windows, which enables the quick and easy capture of still images, real-time video and time-lapsed video streams. Once a still image has been captured text and graphics can easily be added using the built-in picture editing tools. This means the image can be saved in a selection of resolutions, shared and emailed.

A stylish articulated arm desk stand is available, providing a steady, secure yet easy to angle mount. The 30cm articulated arm allows the microscope to be positioned at awkward angles and into positions that can be hard to achieve with other types of stands. This stand is particularly useful in high magnification applications where the effect of 'camera shake' can be noticeable.

www.killgerm.com



Create a favourable fly-free aura

When you want to offer your customers an effective solution to flying insect problems in front-of-house areas, without compromising on design, Aura from Insect-O-Cutor could be the answer. The Aura decorative flykiller is an ultra discreet stylish and contemporary unit. It is ideal for use in cafes, restaurants, bars and hotels and offers an elegant, modern look alongside innovative easy-to-service features and maximum efficacy.

The circular design allows light to attract flying insects from a full 360° around the unit, attracted by the patented Synergetic green light. The discretely positioned glueboard gives a 100% useful glue area, remaining hidden from customer view behind the polished facade.

Aura is designed, say the manufacturers, to make both installation and servicing quick and simple. The unit can be plugged into a mains supply or alternatively hard-wired for ultimate discretion. Easy, tool free access to the tube, starter and glueboard is provided by the hinged front guard.

www.insect-o-cutor.co.uk

Ready for off with Insect Eco

Insect Eco RTU, claims exclusive distributors SX Environmental, is a unique, non-chemical, organic approved, broad spectrum insecticide for the control of flying and crawling insects.

It can be used against a wide range of pests including fleas, cockroaches, bedbugs, booklice, ticks, red mite, crickets, ants, moths, beetles, flies and maggots. The range of locations where it can be employed is also extensive, including in and around domestic, public, municipal buildings and hospitals, farms, food storage areas, refuse tips, slaughter houses and manure heaps. It can be applied in animal housings without the need to remove the animals during treatment, as well as in occupied hospital wards, but at a lower concentration.

For space spraying, Insect Eco can be applied through thermal/electrical sprayers or fogging machines, or through traditional compression sprayers for surface treatment. Insect TRU is supplied in a handy five litre container. A concentrate and a trigger spray version will also be available soon.

www.pestcontrolonline.com



Get ready to vote

It is almost time to cast your vote in the first ever **Pest Best New Product** of the Year Award.

Voting begins on 1 September and runs until 31 October.

Here are some of the products nominated:

- **Advion** cockroach gel from DuPont
- **BB Alert** monitors from Midmos
- **Detex Blox** from Bell Laboratories
- **Maxforce Quantum** from Bayer
- **Phobi Dose** insecticide from Lodi
- **Romax Mouse** box from Barretttine
- **Snap-E Cover** mouse trap from Kness
- **Vertex** whole wheat bait from Pelgar

We will be drawing up the shortlist on 1 September so if you're quick you could just get another nomination in. Maybe one of the new products announced on these pages has caught your eye. Remember what we are looking for is the product or innovation which you feel has made the greatest difference to your professional life.

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Hawaii beckons **pest world 2010**

A key date in the international pest control calendar is PestWorld. Held annually, and organised by the National Pest Management Association (NPMA) the location rotates around the USA. It was Las Vegas last year, Hawaii this! So between 20-23 October 2010 the Hawaii Convention Centre, Honolulu, Hawaii, USA is the place to be for PestWorld 2010.

For those who have never been before, PestWorld is the largest and most international gathering of pest professionals in the world. Last year there were over 3,600 delegates representing 58 countries, including a large contingent from the UK and the rest of Europe.

The event provides an opportunity to meet international pest professionals, establish new contacts and network with industry colleagues. For practising UK pest controllers, it's fascinating meeting your counterparts from the USA – hearing how they tackle familiar problems, swapping notes on techniques and finding out what's new. The American market may be bigger than the UK, but bigger is not always better!

Honolulu may seem a long way from home. It might take you the best part of a day to get there, but you can fly return from London for around £700. Once there it is a unique location and worth making the effort to visit. Situated on the island of Oahu, one of the six main islands that make-up the youngest State in the USA, Honolulu is renowned as a tropical paradise with pristine beaches and azure skies. The conference hotel is located on Waikiki beach and with temperatures around 25°C during October, there's a great opportunity to combine PestWorld with a refreshing holiday break.

PestWorld 2010 opens on Wednesday 20

October. The exhibition is the heart of the event and features over 150 exhibitors representing every segment of the pest management industry. But, you might be surprised by how many familiar European exhibitors you will find there.

The general sessions are, compared to our more sober affairs in Europe, quite theatrical. This time no doubt, there will be some Hawaiian, razzmatazz then, at the opening general session the key note speaker will be DeWitt Jones; one of America's top photographers. Having spent 20 years with National Geographic, DeWitt Jones has earned a reputation as a world-class photojournalist. Delegates will hear that creativity is a matter of perspective – there is always more than one right answer.

During Friday's general session, Colonel Mark Tillman who served as commander and pilot of USA President's Air Force One plane will address the audience. Colonel Tillman flew 49 foreign trips to 75 countries during his career, including protecting the President and his staff the day of 11 September 2001. His personal mantra of: 'Zero failure doesn't just happen... successful leaders make it happen,' sums him up.

Running concurrently over the three days are numerous educational sessions covering virtually every technical and commercial topic you can think of. On the final day, there will be a special global bedbug symposium drawing together industry leaders from around the world. For a pest professional the choice offered makes these some of the most interesting parts of the event.



Under clear blue skies, Honolulu is known as 'the gathering place' – highly appropriate for such an international event

For international visitors there is a special hospitality lounge to use as a base and an international delegate's reception which is always a highlight of the event. Delegates attending for the first time are invited to a wine and cheese open house reception. There is also a useful Internet café.

Female delegates are made especially welcome at the Professional Women in Pest Management (PWIPM) reception, whilst accompanying partners (male or female) are invited to participate in the specially prepared spouse's programme.

A special registration rate of \$295 is available to international delegates if booked before 3 September, or \$325 thereafter. Special rates are also available at the event hotel, the Hilton Hawaiian Village Resort. Details of these and information on pre- and post event tours to the islands of Maui, Kauai and Oahu can be found at www.npmapestworld.org/events.



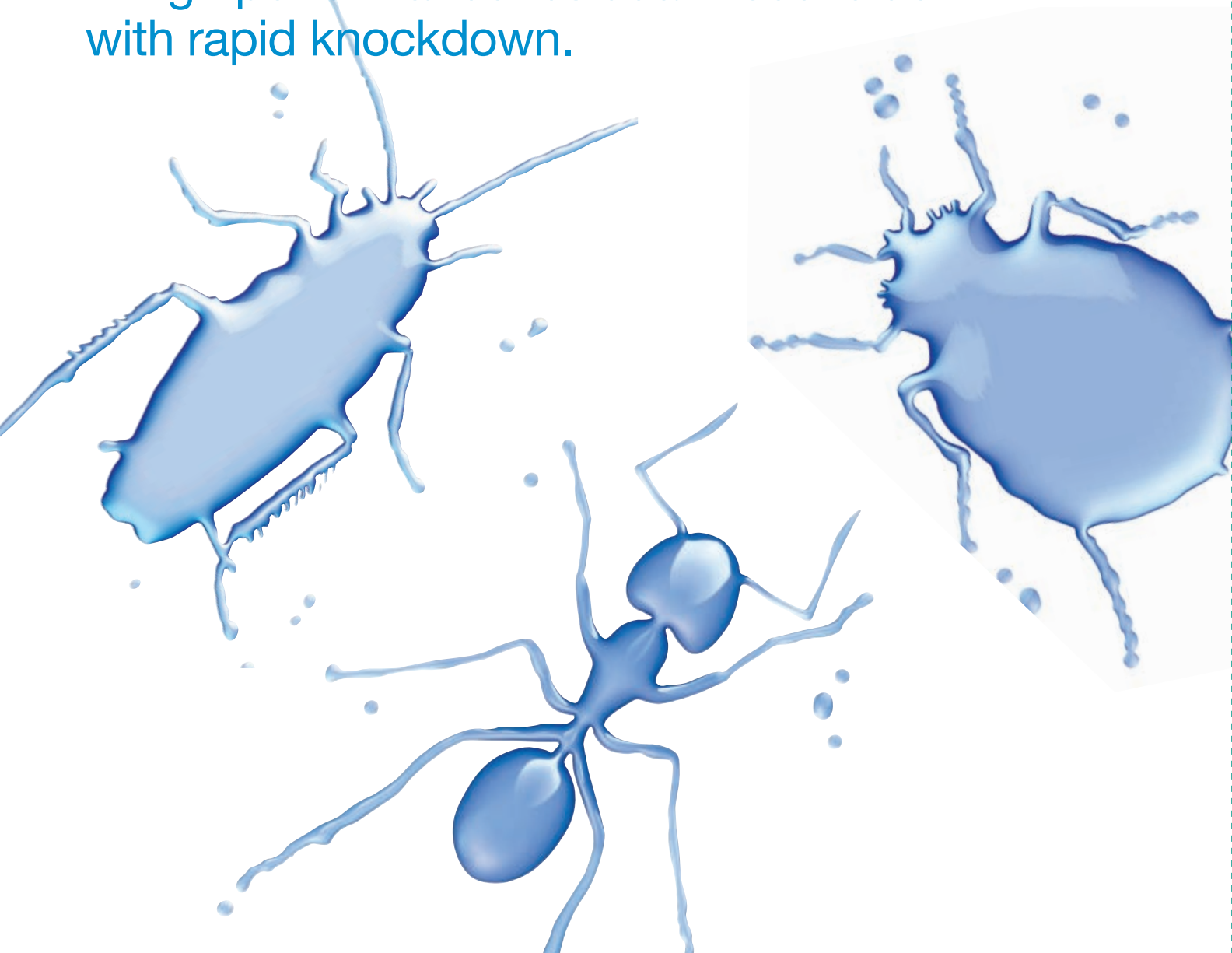
Educational sessions run concurrently with the exhibition



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REFERENCE
Diary dates

	DAY	EVENT	VENUE	FIND OUT MORE
SEPTEMBER	21-23	Best of the Best 2010	Telford International Centre	www.cieh.org/events
	30	Benelux Pest & Pest Control News dinner	Best Western Hotel de Druiventros, Berkel-Enscoot, Belgium	Rinus.vanzanten@killgerm.be
OCTOBER	20-23	PestWorld 2010	Hawaii, USA	www.npmapestworld.org/events
	28 - 1 Nov	International Forum for Sustainable Management of Disease Vectors	Hangzhou City, China	www.chinavbc.cn
NOVEMBER	3	PestTech 2010	National Motor Cycle Museum, Birmingham	www.pesttech.org.uk
	3	Pest Control News dinner	Windmill Village Hotel	editor@pestcontrolnews.com
	17-19	Parasitec 2010	Cité des Sciences & de l'Industrie, La Villette, Paris, France	www.parasitec.org
	17-19	FAOPMA 2010	SMX Convention Centre, Manila, Philippines	www.peaonline.com/
	18	SOFHT Annual Lecture & Lunch	The Savoy, London	www.sofht.co.uk

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To apply for this role you need to meet the following criteria:

- Over 2 years traceable practical pest control experience
- Currently holding RSPH/BPCA Level 2 qualification or equivalent
- Extensive knowledge of UK pest species
- Extensive knowledge of UK legislation in respect of pest control practices
- Experience of delivering training courses to large groups
- IT literate with working knowledge of MS Word, Excel, Visio and PowerPoint

If you meet the above criteria and are interested in this exciting opportunity, please send a copy of your CV and covering letter stating why you should be considered for this role to:

Savvas Othon,
Technical Director
at savvas.othon@rentokil.com

PEST CONTROL TECHNICIAN

WEST MIDLANDS

City Facilities Management is a dynamic multi-site Facilities Management company. We provide a complete Facilities Management solution to a number of high profile clients including a major UK supermarket retailer.

An excellent opportunity has arisen for a Pest Control Technician covering the West Midlands area, looking after and managing an average of 24 sites.

The successful candidate will join an established team in delivering a unique service to our customer and must have:

- BPCA/RSPH Level 2 (or equivalent)
- Minimum of 3 years experience in pest control, ideally at Senior Tech/Field Biologist/Supervisor level
- A clean driving licence valid for use in the UK
- Good communication skills (both written & verbal)
- A clean criminal record

And be:

- Flexible in working hours
- Well presented
- Highly motivated
- Able to use your initiative
- Able to work consistently to a high standard

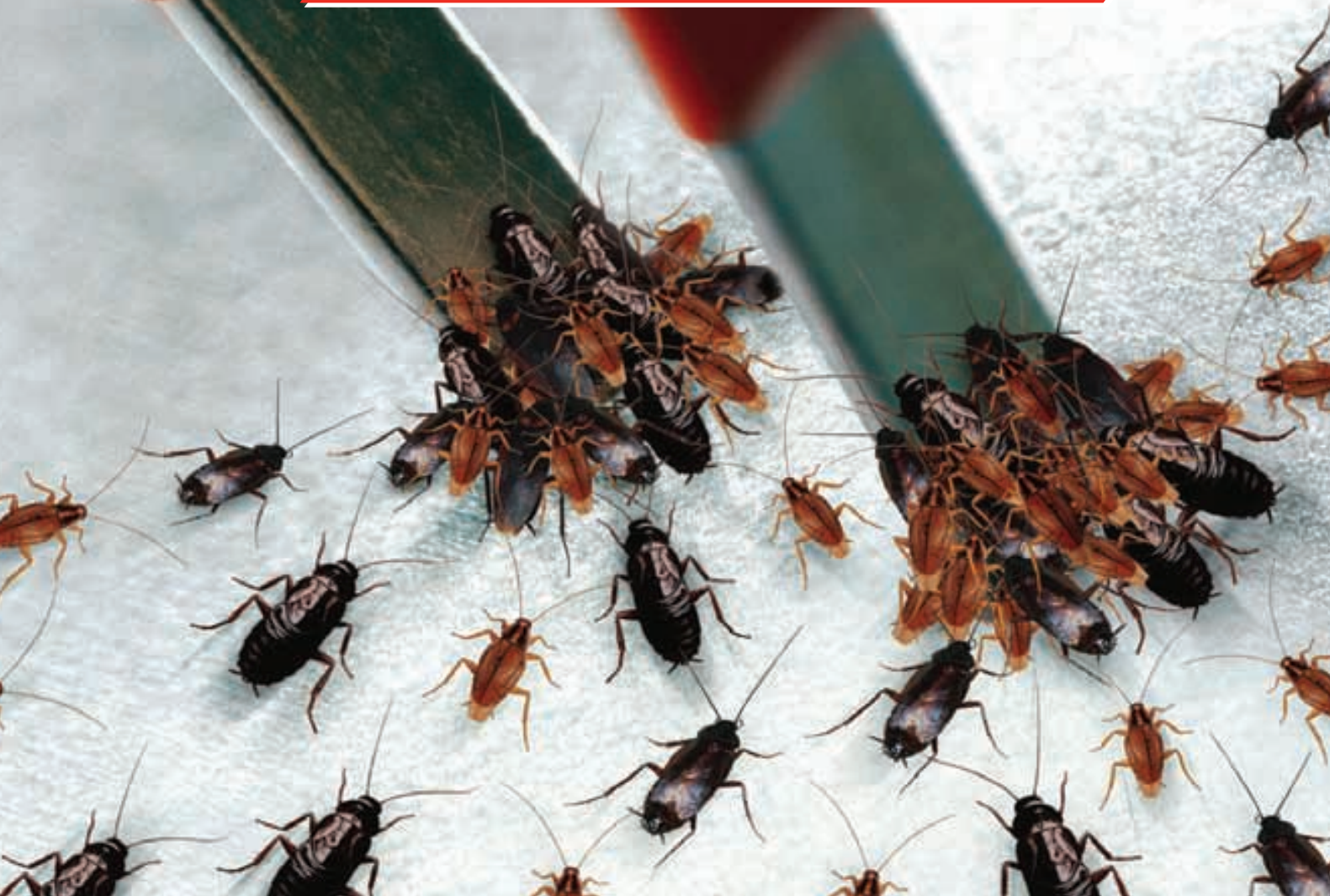
The package on offer is a salary of £25,150, a fully expensed van, full tools and equipment, 33 days holiday a year. To apply for this role send a CV and covering letter to:

Jonathan Sweasey, PDA Search & Selection
on e-mail: djs@pdasearchandselection.com
or call: 01661 854352.



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