

pest

The independent UK pest management magazine

Alien invader?

Issue 27
May & June 2013

Light at tunnel's end
for rodenticides!



7

Men at work! Sewer
standards updated



8

A cream mole –
whatever next!



12

What makes a good
technician?



23

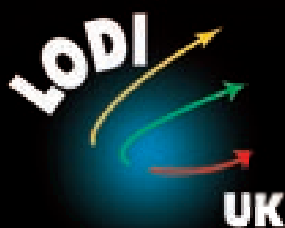


NO MORE BEDBUGS

Testing proves to Kill 100% of Bedbugs in a single treatment!

2 New Active Ingredients in the UK!

Phobi Dose will solve bedbug infestations and we have extensive test results to prove it!



For a scientifically proven solution to bedbug infestations, call Lodi UK on:

01384 404242

www.lodi-uk.com

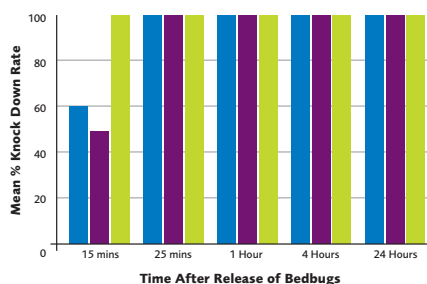
LABORATORY TESTS

The following test results detail the efficacy of Phobi Dose on three types of surfaces. Phobi Dose was sprayed on each surface and left to dry before bedbugs were released. The first graph details results immediately after treatment – the second shows results 14 days after treatment when bedbugs were re released.

■ Textile (ie carpet) ■ Plywood ■ Ceramic Tiles

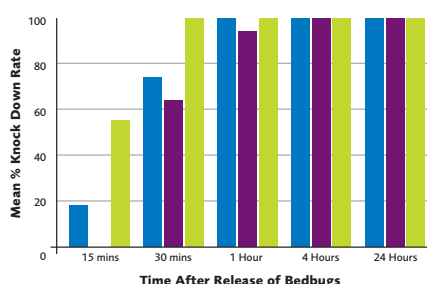
Trial at Day 0

Knock down speed of all bedbugs after treatment.



Trial at Day 14

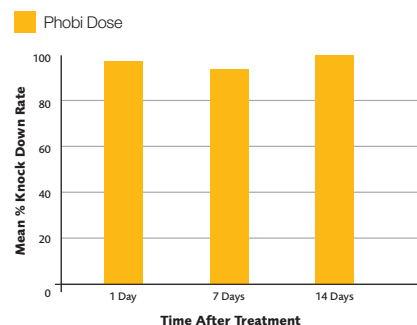
Knock down speed of all bedbugs 14 days after treatment.



FIELD TEST

5 separate apartments were treated independently within a multi storey block of flats. 5 apartments in the same block were untreated to act as a control. Bedbug infestations averaged medium to high in each apartment.

The graph shows the average control in all 5 apartments within 14 days from the initial treatment.



Editorial contacts:

Editor & publisher: **Frances McKim**
Associate editor & publisher: **Helen Riby**



Helen Riby Frances McKim

Technical advisory board

Dr Moray Anderson	Clive Boase
Dr Alan Buckle	Paul Butt
Prof Chris Feare	Rob Fryatt
Adrian Meyer	Prof Gai Murphy
David Pinniger	Dr John Simmons
Prof Rob Smith	Richard Strand
Grahame Turner	

Aims

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.

Send us your news

Send your news or views to:
Email: editor@pestmagazine.co.uk
Tel: 01509 233219

Or write to us at:

Pest, Foxhill, Stanford on Soar,
Loughborough, Leicestershire LE12 5PZ
We'd love to hear from you.

Advertisers

Please contact the editor as above or visit our website at www.pestmagazine.co.uk

The legal stuff

Whilst **Pest** is produced with great care, the publishers cannot accept any liability for inaccuracies or errors herein. Nor can **Pest** accept any responsibility for claims made in advertisements nor for any results or misadventures experienced from using the products advertised.

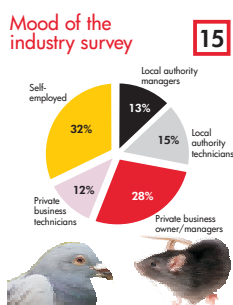
© **Pest** magazine 2013. All published material remains the copyright of the publisher. No part of this magazine may be reproduced, stored in a retrieval system, or transmitted, in any form without prior permission of the copyright holder.

Pest is published by Foxhill Publishing Limited
Registered in England No: 6737319
Printed by PPS Print, www.pps-print.com

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

Contents

Industry news	4
SGARs – light at the end of this tunnel... hopefully!	7
New sewer protocol	8
Seasonal pests	10
Know your foe – wasp identification	11
Pest control is full of surprises	12
The National UK Pest Management Survey 2013	15
PestEx draws global audience	18
Treating carpet to control fleas	20
What makes a good pest control technician?	23
Blowing hot and cold in the windy city	26
New resources for pest professionals	29
New products spotted at PestEx	30
Take the Pest Test	33
Products – what's new?	33
Diary dates	35
Still time to nominate for best product award	35



Opportunities abound for good pest people

There seems to be plenty of opportunity for good people to shine in pest control. Beginning on page 23, Cleankill's Chris Davis provides an insight into what goes to make a good pest control technician. He concludes that he, along with many other service managers, are always on the look-out for talented technicians. There are good prospects in rural pest management too as Dave Archer explains on pages 12 & 13.

In the third annual BASF/**Pest** survey assessing the mood of the UK industry we uncovered a continued air of optimism, especially over the immediate term. However, for the first time this was tinged with rather more uncertainty. A higher proportion of people were neither openly optimistic nor openly pessimistic. Unsurprisingly, there were some big differences in outlook between private companies, local authorities and the self-employed. A walk round PestEx confirmed this generally positive mood with more exhibitors than ever before and plenty of new products to whet the appetite, see pages 18, 19, 30 and 31.

Finally, and thankfully, there is some optimism that light may just be visible at the end of the SGARs' tunnel. Let's hope that's the case and a pragmatic way forward is found. Enjoy the read.

Frances McKim

Be first with the news – visit www.pestmagazine.co.uk



Are you making good money from wasps?

Does £45 for 30 minutes work eradicating a wasp nest sound good?

£151.17 for the same 30 minutes using WaspBane sounds a LOT, LOT better!*



For best results use WaspBane as an Integrated Wasp Management tool



For more information contact;
01480 414644 or
visit www.waspbane.com
e-mail: info@waspbane.com

* Based on a £25 call out fee and each WaspBane trap sold at RRP with an average installation time of 10 minutes (excludes travel) providing an estimated gross profit of £119.67 for three customer visits.



Prokill caught on canvas

The activities of Prokill Thames West have become works of art. Photographer Nigel Hudson and painter Timothy Cumming have collaborated for over a year to produce digital and mixed media paintings and composite photographs visualising the activity, trades and people of 100 businesses in Swindon. Entitled 'Working Beautifully', their exhibition in Swindon features over 700 original digital paintings and photographic composites.

"We've tried to convey the beauty of Prokill Thames West, its people and boardroom," explained co-artist Nigel Hudson. Justin Holloway, Prokill branch principal, added: "Occasionally something comes along that is simply inspirational. Prokill is proud to have been selected to participate and sponsor this event."



New hand on the tiller in Germany

The German pest control association, Deutscher Schädlingsbekämpfer-Verband (DSV), has appointed Andreas Beckmann as its new director general. This follows the departure of Rainer Gsell earlier in the year.

Andreas, who was spotted visiting PestEx, is no stranger to pest control. He has worked for Detia-Degesch Group where he became something of a phosphine and fumigation expert and Terminix (later bought by Anticimex) where he was a regional manager. Most recently, he formed his own consultancy company specialising in pest control and the food industry. He holds a degree in biology from the University of Washington, Seattle and an MBA from the University of Louisville, Kentucky, USA.

As to the future, Andreas is looking to improve confidence and communications with association members, to be actively involved with CEPA and, of course, play a key role in the organisation of the German premier event, Eurocido, scheduled for 19 & 20 February 2014.

Badger battle lines drawn

As this edition went to press, the environment surrounding the imminent badger cull was starting to take on a very unpleasant air. The anti-cull activists are upping their game. Animal Aid is running a political campaign with leaflets and fact sheets but, more worryingly, a group called Squat the Cull is threatening to occupy farm buildings and set up camps on land where badgers will be shot. Already a figure of £4m is being mentioned for policing the cull.



M J Backhouse secures council contract

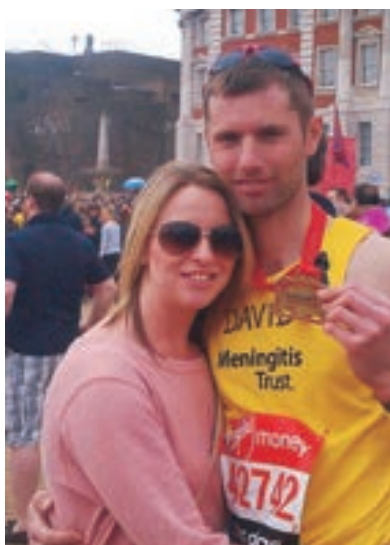
With headquarters conveniently placed in Selby, M J Backhouse Environmental Services recently secured the contract to provide the pest control services to domestic properties for Selby District Council. The three year contract started on 1 April and is estimated to be worth £27k per annum dealing with around 300-400 domestic rat problems per year and around 25 squirrel and mouse infestations. Also covered are fleas, cockroaches, bed bugs, wasps, ants, flies and other insects. Commenting on the contract, senior partner Darren Backhouse added: "It's great to have won such a prestigious contract. As a Selby-based business who has worked with the council in the past, we know the people, the geography, the types of properties and the types of pests we are likely to encounter."

All for charity

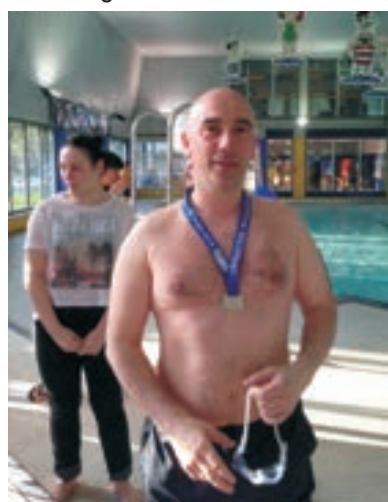
At **Pest** we were delighted to add to the sponsorship funds of two of our readers.

First, David Hall from Rentokil Products, could once again be spotted pounding the streets taking part in the London Marathon on 21 April. Not dressed in his angry bird costume this year, David completed the distance in a creditable four hours and 49 minutes saying: "The crowd along the route was fantastic and provided considerable encouragement. And thanks to everyone who sponsored me."

David did have something else to celebrate too. A few days before PestEx he 'popped the question' and is now engaged to Zoe, who is seen alongside congratulating David at the finish. In total David raised £2,270 split between the Meningitis Trust and the British Heart Foundation.



Also, congratulations to Javid Ibrahim, managing director of Ideal Group UK from Maidstone, who took part in Swimathon on 27 April 2013 at Fairfield Pool and Leisure Centre in Dartford. Javid raised over £1,000 for Marie Curie Cancer Care.



Started in 1986, Swimathon is the world's biggest fundraising swim with a total of more than half a million swimmers having taken part, raising over £38 million for charity. This year swimmers participated at over 600 pools across the UK, swimming either 5k, 2.5k or 1.5k.

This is the third time Javid has participated, undertaking the 2.5km swim which he completed in two hours and 25 minutes. After he had finished Javid said: "The Swimathon is a really great idea! What could be a better way to spent time than being active, having fun and helping those in need."

Get more news at
www.pestmagazine.co.uk
where you see
this symbol

read more
on the web
WWW

Locust caught



Based in East Anglia, Abate Pest Management is getting well known for dealing with pests that originate from different parts of the globe.

At the end of April they captured a locust from a distribution company in East Anglia. The locust is believed to have come from Africa in a sea container and measured just over eight cm, the maximum size for a fully-grown adult. Last year the company was called-out three times to deal with black widow spiders that had been found in Great Yarmouth and Seething.



Win for Monitor

Managing director Gary Howard, of Kent-based Monitor Pest Control, got more than he bargained for when he signed-up to join the BASIS PROMPT scheme at PestEx in April. BASIS had a prize-draw on its stand for a gallon bottle of whisky and the lucky winner was Gary, pictured above left, with Stephen Jacob of BASIS. Now, don't drink it all at once Gary!

Gary is now on the professional pest control register and explained: "All 12 of our technicians are registered, or going through the process of registration, so I thought it was about time I did the same!"

The Next Evolution of Bait Stations

Protecta®
EVO EXPRESS™
PATENT PENDING

SECURED

Pre-installed with a custom moulded concrete brick, the EVO® Express™ offers a professional appearance for accounts that require anchored bait stations.

**Also available without brick*



Protecta®
EVO AMBUSH™
PATENT PENDING

VERSATILE

Even with its low-profile design, the EVO® Ambush™ still allows room for the Trapper T-Rex snap trap.



Protecta®
EVO CIRCUIT™
PATENT PENDING

DISCREET

To aid in its disguise, simulated connectors slide into the sides of the EVO® Circuit™, making it appear as an electrical box.



All Protecta® EVO® Stations utilise a proprietary **single lock** design, **removable tray** for quick service, and **proven dog and child tamper-resistance**.



THE WORLD LEADER IN RODENT CONTROL TECHNOLOGY®

emea@belllabs.com | www.belllabs.com

Available from your Bell Distributor

SGARs – light at the end of this tunnel... hopefully!

The stakeholder meeting held on 23 April, organised by the Health & Safety Executive (HSE), seems to have satisfied the industry that 'the powers that be' are listening and that a more realistic way forward may emerge eventually. But still up for debate are the details of 'how and when'. Until resolved, there is likely to be confusion at ground level for pest control practitioners.

Readers would have had to have been on a different planet not to notice that there has been considerable debate with the regulatory authorities regarding the use of Second-Generation Anticoagulant Rodenticides (SGAR's) – namely rodenticide bait products based on difethialone, difenacoum, bromadiolone, brodifacoum and flocoumafen.

For background, this comes about because, as the HSE explains: "As the competent authority for biocides in the UK, the HSE is looking to establish a transparent and consistent approach for applying risk mitigation measures when products are authorised in the UK, taking into account risks to wildlife and the need to control rat and mouse populations and maintain public hygiene and protect infrastructure."

Having declared its intent, and after a wait of over a year, first came the Stakeholder Engagement exercise. Five options for the way forward were put out for open consultation. This closed on 2 November 2012 and 50 organisations, or individuals, submitted responses. On 15 March 2013 HSE published the summary of these Stakeholders responses and proposed a meeting to discuss the next steps – this was held on 23 April.

The aim of the 23 April meeting was to create a forum where key groups such as gamekeepers, manufacturers, pest controllers and wildlife groups could work with HSE to find a practical way forward in the use of SGARs that strikes a balance between environmental, public health and commercial concerns.

Good news likely over longer term

The meeting, attended by approximately 30 individuals, began with short presentations from interested stakeholders who were asked to offer their opinions and concerns. After lunch the delegates were divided into groups to discuss the desirability and mechanisms of how these new measures should be introduced, including the practicalities and

benefits of stewardship schemes.

From all accounts this was a positive meeting with a lively and open interaction of opinions. The proposals of particular note (but still some time off implementation) were:

- The use of all five second-generation anticoagulants is to be allowed both in and also around buildings. Meaning the use of difethialone, brodifacoum and flocoumafen will be extended beyond 'indoor use only' as is currently the position. This is a significant development as it will eventually permit the use of these actives where rodent resistance to difenacoum and bromadiolone exists;
- The HSE stated that they would adopt the EU definition for treatments conducted 'in and around buildings' (rather than set a limit of five metres from buildings as originally proposed). This reads: *'In and around buildings' shall be understood as the building itself, and the area around the building that needs to be treated in order to deal with the infestation of the building. This would cover uses in sewer system or ships but not in waste dumps or open areas such as farmlands, parks or golf courses.*
- The widely used technique of permanent baiting will not be acceptable as a routine measure. It will only be permitted where specific circumstances dictate;
- The use of these products in 'open areas' – playgrounds, waste dumps, the wider countryside etc – remains up for debate. The proposed restriction, away from any buildings, was of most concern to bodies such as the National Gamekeepers Organisation and the National Pest Advisory Panel (NPAP). One suggestion is that where public health risks exist that use should be permitted to deal with such rat problems in areas defined as having 'public access';
- Despite reservations from the professional pest control industry, amateur DIY use of these rodenticides (subject to the



proposed pack size restrictions etc) will be allowed to continue;

- Rather than impose controls on their use, HSE is keen to explore the practicality of a stewardship regime, whereby the rodenticide industry would work with end-users (i.e. professionals and non-professionals) to ensure the safe use of its products. At first sight this would appear to offer a more flexible and rational approach, yet it is fraught with problems such as how it is to be funded and implemented, how all sectors are to be contacted and, finally, but most importantly, how any scheme is to be policed. Does the industry not have stewardship schemes in place already – such as the Campaign for Responsible Rodenticide Use (CRRU)?

Although a positive step in the right direction, this meeting was just the beginning of a long road concerning the use of these products.

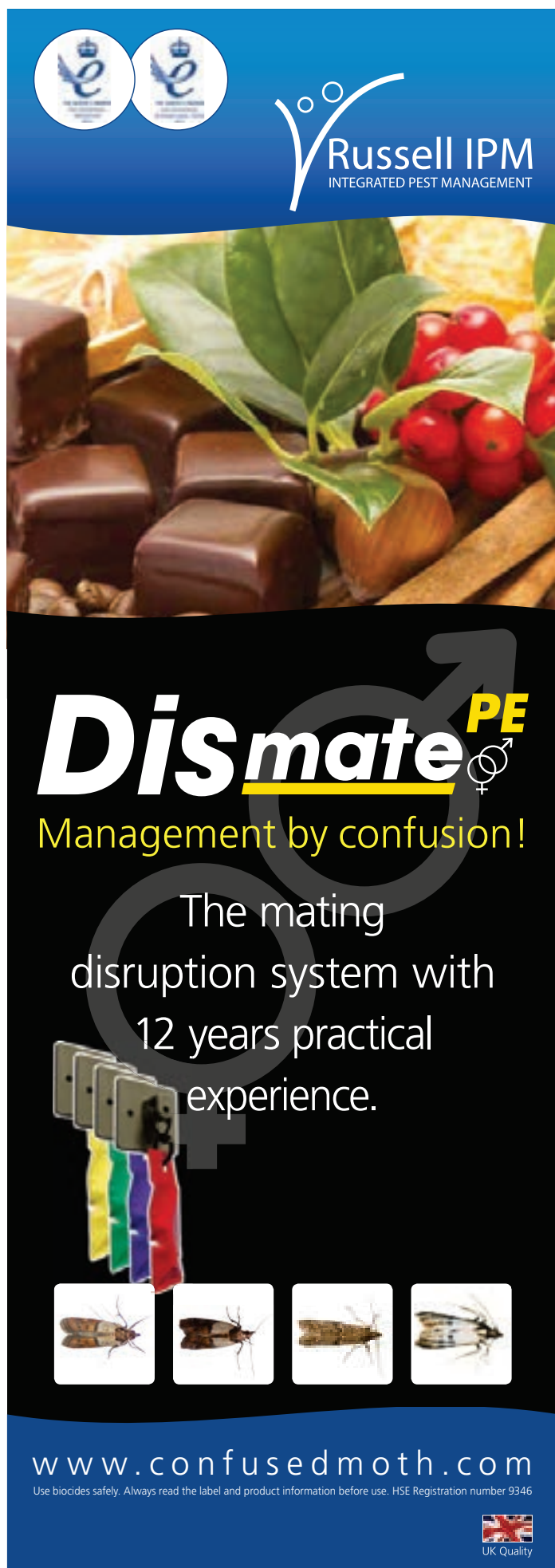
Added confusion!

But just to add a level of confusion, early in 2013, following the switch in labelling requirements from the Control of Pesticides Regulations (COPR) to the Biocidal Products Regulations, rodenticide baits based on difenacoum and bromadiolone will in future have to be labelled for use only 'in and around buildings' – as opposed to indoors and outdoors as before.

Products containing difenacoum are now being manufactured bearing this revised instruction. Yet users could have at least a year in which they will still be able to buy and use 'old' labelled product for use 'outdoors' i.e. away from buildings. A strategy pest controllers might like to consider is to buy-in a quantity of their favourite products with old labels.

However, whatever you do, don't get confused. It is vital to read and abide by what is on the label – the label is the 'law'.

read more
on the web
www



DisMate^{PE}
Management by confusion!

The mating disruption system with 12 years practical experience.

www.confusedmoth.com
Use biocides safely. Always read the label and product information before use. HSE Registration number 9346

UK Quality



Left, the architect behind the new protocol, Dave Oldbury

New sewer protocol

Stresses importance of pest control, professionalism and information exchange

The National Sewer Baiting Protocol has been revised and updated. Amongst other things there's a much greater emphasis on the professionalism of those undertaking sewer baiting. **Pest** takes a look at what's changed.

It is more than 12 years since Water UK and the Local Government Association (LGA) produced its protocol on sewer baiting. The objective was to provide the information necessary to enable treatments of rats in sewers to be linked to potential outbreaks on the surface following privatisation of the water companies. With this information the idea was that problems could be dealt with in an efficient, co-ordinated and cost-effective manner.

Some 'beefing-up' required

A worthy objective, but it became apparent over the years, that implementation was not universal. The message from local authorities to the Chartered Institute of Environmental Health (CIEH), National Pest Advisory Panel (NPAP), was that the protocol needed to be 'beefed-up'.

It needed detailed guidance on sewer treatment together with advice on training and certification for technicians in both pest control techniques as well as health and safety. The revised protocol seeks to address these issues.

Much has changed since 2000 when the protocol was first issued, not least the transfer of responsibility for drains and 'private sewers' to the water and sewerage companies. Taken in tandem with the financial pressures on local authorities, the need for greater continuity is clear.

The revision places much emphasis on the exchange of information

between water companies and local authorities.

Rodent hotspots

Hotspots of activity in the sewers may give clues to likely rat problems on the surface and vice versa. Where a clear link is identified then both organisations can co-ordinate to resolve the problem. Information exchange also extends to local liaison groups. At the end of the day sewers can be very dangerous places and therefore safe working practices are essential.

Sewer baiting treatments

The new protocol stresses that those undertaking sewer baiting know what they are doing, (a specification for sewer baiting treatments is provided in the guidance document), with a requirement that technicians, be they employed by the water authority, the local authority or private contractors, hold a recognised qualification. Contractors will need to show that they carry adequate insurance too.

Training also extends to health and safety issues – so important in an activity surrounded by so many significant but dissimilar hazards. The protocol identifies a total of nine statutory instruments with which technicians should be familiar.

Properly resourced

Both from a safety, and also from an efficacy point of view, pest controllers undertaking sewer baiting need to be adequately resourced.

Their vehicle should be brightly coloured and with the appropriate hazard lights in accordance with legislative requirements so that it (and the sewer baiting team), are clearly visible to road users. The vehicle should be of such a size and design that it can comfortably carry all of the necessary drain-cover lifting gear as well a full range of personal protective equipment and an adequate supply of bait. The interior of the vehicle should also be lined with impervious materials to facilitate easy cleaning and should provide washing facilities.

The right baits

The revised protocol also emphasises that second-generation anticoagulants should be the bait of choice. It observes that the higher cost of some of the second-generation products should be more than offset by the benefits of being able to exploit pulse baiting techniques. The protocol goes into detail about timetabling of treatments using these products so there is no room for misinterpretation or mistreatment.



Probably the most significant change over the 12 years since publication of the initial report has been advances in communication and the establishment of a sewer baiting methodology.

Clear records essential

The revised protocol urges the authorities concerned to maintain clear records along with good mapping, both above ground and below ground, and also where 'twain shall meet'. River banks near storm water outlets are identified as being prone to infestation and are a potential route for re-infestation of the sewers if infestations in such areas are not controlled.

The use of laptops, mobile phones and pda's all play a part in assembling these records. This equipment also makes the reporting of sewer defects and damage much easier to report and pinpoint for maintenance.

As David Oldbury, secretary to NPAP, and the architect of the revised protocol says: "There are no surprises in this report. It is all about attaining continuity of treatments and using the resources we have properly. If everyone involved in sewer treatments were to work to the protocol and best practice document then control is more readily achievable."

Sewer booklet published

This new comprehensive 24-page full colour A4 booklet is essential reading for anyone involved, or intending to get involved, in sewer baiting.

It contains detailed guidance on qualifications & training, legislation, health & safety including advice on vaccination requirements, equipment, vehicle specification, planning, sewer treatment and record keeping. The appendices include specimen treatment record sheets and safe systems of work. There is also a useful baiting flowchart and equipment checklist.

Copies of the *National Sewer Baiting Protocol Best Practice & Guidance Document* can be downloaded from the NPAP website www.cieh.org/policy/npap_publications.html and in the news section on the **Pest** website www.pestmagazine.co.uk



Combined bins in Amsterdam

Wasps are not unique to the UK. In a novel move, the Amsterdam municipality has invested in a large number of Hygiene-Bins in a residential area in the west of the city. These deal not only with the problem of wasps, but also rats.

The municipality not only wanted to reduce the number of wasps in the vicinity for the benefit of the residents, but also to protect their service staff who emptied the bins and were regularly getting stung. In addition, rats were becoming an increasing problem, to the extent sightings were being made during the day.

The Hygiene-Bin manufactured by Alcochem (available from Barretine in the UK) was selected. This is a steel-coated, lockable waste bin placed on aluminium rails with an in-built wasp trap at the top coupled with a tamper-resistant rodent bait chamber at the bottom.

Responsible for installing the Hygiene-Bins, Joan Schouten, director of Protekta Pest Control Netherlands explained: "We feel these are a good combination of aesthetic

looks and functionality. Wherever in the city there are problems with rats, we recommend a Hygiene-Bin instead of a normal waste bin.

Well thought-out

"The construction of the bin is well thought-out. It is perfectly safe and lockable. This means the bait used isn't seen and none of it falls out. We can use them to control rats in difficult areas where normally you couldn't place any bait stations.

"With the combination with the wasp bait in the upper part of the Hygiene-Bin, we can provide a complete service to our customers," concludes Joan.



The Hygiene-Bin combines a wasp trap see above with a rodent bait chamber

Keep a watch-out for this one!

The Asian hornet, as seen in full on our front cover, has not hit our shores yet. It is a highly effective predator of bees, hoverflies (as right) and other beneficial insects



The Food and Environment Research Agency, Crown Copyright

Not yet in the UK, *Vespa velutina*, sometimes known as the Asian hornet, is an invasive non-native species from Asia. It has recently arrived in France, where it is spreading rapidly, and it is expected to arrive here soon. It's most likely landing place will be southern parts of England as it may be able to cross the channel. It's other route to the UK will be in imported goods such as imported pot plants, cut flowers, fruit and timber.

Identification wise, it is slightly smaller than the European hornet (*Vespa crabro*) with queens up to 30 mm and workers up to 25 mm. The thorax is velvety black/dark brown and the legs are brown with yellow ends, unlike the European hornet which has all-brown legs.

The Asian hornet makes large nests in tall trees in urban and rural areas. Nests are also found in garages or sheds, but rarely in holes in walls, or in the ground. It is a highly effective predator of insects, including honey bees and other beneficial species and can inflict significant losses to bee colonies. Like *Vespa crabro*, it is not generally aggressive, but stings can be painful.

If you think you have spotted one, please report it, along with a photograph and details of where you saw it, to alert_nonnative@ceh.ac.uk

Know your foe

Fingers are crossed that this year is going to be a 'wasp year'! It certainly can't be much worse than last year. In preparation for all those panic calls for help, **Pest** has put together these identification notes. The most commonly encountered species in the UK fall into three distinct groups:

- Those that make their nests in cavity voids, airbricks, holes in the ground, lofts, garden sheds etc will be from the *Vespula* family;
- Those that make their nests in aerial sites, in nearly all cases suspended from the branches of trees and shrubs, from ground level to a height of several metres. The surrounding foliage usually hides a nest and protects it from rain and direct sunlight. These species are from the *Dolichovespula* family;
- By far the largest in size is the hornet. Nests are usually in aerial situations, particularly inside hollow trees, but also in attics and outhouses.

Vespa crabro (The hornet)



Body length: 18-25mm workers, queens up to 35mm. Unlike wasps, hornets' bodies are yellow and brownish orange.

Once only common in central and southern England, it has extended its range northwards, as far as Yorkshire, over the last 20 years.

Outside the nest, hornets are peaceful and generally represent no threat to humans. They are defensive of their nest and rather aggressive around food sources and may sting without warning. The pain from the sting, and swelling, may persist for several days.

Vespula vulgaris (Common wasp) & *Vespula germanica* (German wasp)



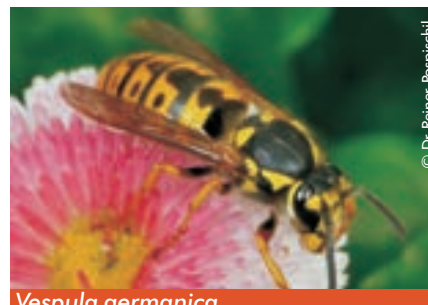
Vespula vulgaris



Vespula vulgaris



Vespula germanica



Vespula germanica

Body length: German wasp: workers 11-16mm, males 13-17mm, queens 16-20mm

Both wasps, although similar, can be told apart if seen head on. The common wasp has no dots on its face, whereas the German wasp has three tiny black dots. The position of the dots on their abdomens also distinguishes them. The common wasp has dots located on top of its abdomen's six segments forming part of the black rings, whereas the dots on the German are much more down each side. The common wasp is slightly smaller.

Both wasps are attracted to sweets, soft drinks, beer and meat products. Wasps can sting multiple times which makes their sting viable for personal defence when away from the colony and both are therefore prone to stinging. However, wasps will usually only sting when provoked. The common wasp is the one most frequently encountered by pest controllers as it is distributed throughout the UK. The German wasp, although reported in Scotland, is mainly found in southern England. The long life-cycle of their nests means they can grow to a considerable size, sometimes over one metre, containing many thousands of individuals.

Dolichovespula media (Median wasp), *D. sylvestris* (Tree wasp), *D. norwegica* (Norwegian wasp) and *D. saxonica* (Saxon wasp)



Dolichovespula saxonica



Dolichovespula saxonica

Body length: 11-14mm workers, queens 15-18mm

Known as 'long cheeked' wasps due to the length between the lower edge of the eye and the base of the mandibles. The head is extended considerably compared to the *Vespula* species, hence the name '*Dolichovespula*'. Even when near a nest this species is barely aggressive. Their relatively small nests, about melon-sized, frequently hang freely in trees, bushes or hedgerows. Problems do arise if accidentally disturbed, e.g. by hedge-cutters.

D. sylvestris is the most common in the UK occurring throughout the country, as is *D. norwegica* but this species prefers nesting sites adjacent to heathland and moorland.

D. media occurs mainly in southern Britain as does *D. saxonica* which, since the 1970s has colonised Britain. The fact that this species is continuing to expand its range in Britain suggests that climate change may be a factor. See *Vespa velutina* alongside.



Experienced pest controller Dave Archer was surprised by the moles he caught!

RAMPS Code of Good Practice

As this issue of **Pest** magazine goes to press, the Register of Accredited Metallic Phosphide Standards in the UK (RAMPS UK) was just putting the very final touches to their useful Code of Good Practice document.

This details the RAMPS code for all sectors of the product's usage – namely stockists, users and trainers. For each sector there are lists of requirements broken down into things that should always be done plus those which should never be done.

At the end of the leaflet there are three helpful appendices. The first is a checklist regarding correct storage requirements and how to deal with a spillage. The second covers new ground, as it details, as requested by the Chemicals Regulation Directorate (CRD), what users and stockists should do regarding waste disposal – of waste flasks, and the like. Appendix 3 provides suggested wording for those applying to buy aluminium phosphide.

Copies available from RAMPS at www.ramps-uk.org or from the **Pest** website, News section.



Pest control is full of surprises

Despite having been involved in pest control all his working life, Devon-based Dave Archer recently had to admit to getting quite a surprise!



No it's not an albino it's a cream! The bizarre colouring is caused by a rare genetic mutation, known as leucism

Dave Archer was out catching moles on farmland north of Barnstaple, when out of his trap came a large creamy-coloured mole.

As Dave explains: "I couldn't believe it. By the feel of the mole I thought it was going to be a large one, but it wasn't until I pulled it out that I realised how unusual it was. I've never seen one like it in all the 33 years I've been catching moles."

Turns out that this first cream mole caught by Dave was a male and probably about a year old.

It may be a first for Dave, but this pale colour is actually caused by a genetic mutation – known as leucism. It is a very unusual condition whereby the pigmentation cells in an animal, or bird, fail to develop properly. It can result in unusual white patches appearing on the animal, or, more rarely, completely white creatures.

Numerous animals have been recorded displaying leucism, including deer, seals, whales and a variety of birds. It should not to be confused with albinism. The easiest way to tell the difference between the two is that in albinism the eyes are usually pink or red, and albinism affects the entire animal, not just patches.

More to come

But Dave's unusual catches do not stop here! A few weeks later, also on farmland but some 20 miles away from his first find, outside Winkleigh, Dave caught what he thought were two normally coloured moles. But, when he turned them over he discovered both had very unusual bright ginger flashes down their bellies. This would seem to be yet another genetic mutation – maybe erythrism where unusual reddish or ginger pigmentation occurs on an animal's fur, hair, skin or feathers. Or do any of our readers know better?

Dave certainly seems to be revelling in these unusual finds – and even featured in his local paper, the *North Devon Journal*. All good for business.

Readers may well have met Dave before.

As well as running his own pest control business he is also a talented artist (www.countryprints.co.uk) and had a stand in years gone by at PestTech displaying his work. This was before Dave moved from his previous base between Aberdeen and Inverness where, for 15 years, he ran a general pest control business – DKA.

Having sold the business two years ago he moved to rural Devon. Since when he has, almost by accident, established himself as a rural pest control expert – tackling such



Rural Devon is crying out for more good pest controllers, says Dave Archer

pests as deer, foxes, rabbits and, of course, moles.

"There is a real gap in the market for professional rural pest control in this area," says Dave. "I'm totally bored with the regulations on pesticides, the EU and 35-day rules and the like, especially when Joe Soap can buy poisons over the counter and use them and irresponsibly as he likes. We all see it. It makes a mockery of our training and professionalism.

"There's a very good living to be made providing this service," continues Dave. "I'm now off at dawn with my dog, bag of traps

or rifle and no-one on my back. I stalk in the local woods and sell venison as a fully qualified stalker and regulated game handler.

"As a previous trainer for the Agricultural Training Board (now Lantra) and having a lifelong passion for deer staking and field sports I felt this was the time of life to fully concentrate on the rural pests," he happily explains.

Thinking about younger pest controllers (see the feature in this issue on pages 23 to 25) Dave offers some advice which he feels will stand them well in their careers: "Whatever



One of the moles exhibiting ginger stripes – another genetic mutation?

the pest, your first chance at controlling it is your absolute best. Make it count.

Understand your foe intimately and do not underestimate it. If you cock-up it is *your* fault entirely. Don't blame the weather, the gun, the dog, the trap or anything else. It's you."

Moles smell in stereo

Most mammals, including humans, see in stereo and hear in stereo. But whether they can also smell in stereo is the subject of a long-standing scientific controversy.

Now, a new study undertaken at Vanderbilt University in Nashville, Tennessee, USA shows definitively that moles rely on stereo sniffing to locate their prey. The work was undertaken by Kenneth Catania, the Stevenson Professor of Biological Sciences at Vanderbilt University, using the Eastern common mole (*Scalopus aquaticus*) – the mole responsible for garden and field damage similar to our own European mole (*Talpa europaea*).

"I came at this as a sceptic. I thought the moles' nostrils were too close together to effectively detect odour gradients," explained Prof Catania.

What he found turned his assumptions upside-down and opened new areas for future research. "The fact that moles use stereo odour cues to locate food suggests other mammals that rely heavily on their sense of smell, like dogs and pigs might also have this ability," Prof Catania said, "I was quite surprised when they turned out to be very good at locating prey."

To test his theory, Prof Catania created a radial arena with food wells spaced around a 180-degree circle with the entrance for the mole located at the centre. He then ran a number of trials with the food (pieces of earthworm) placed randomly in different wells. The chamber was temporarily sealed so he could detect each time the mole sniffed by the change in air pressure.



The research was conducted using the USA's Eastern common moles *Scalopus aquaticus*

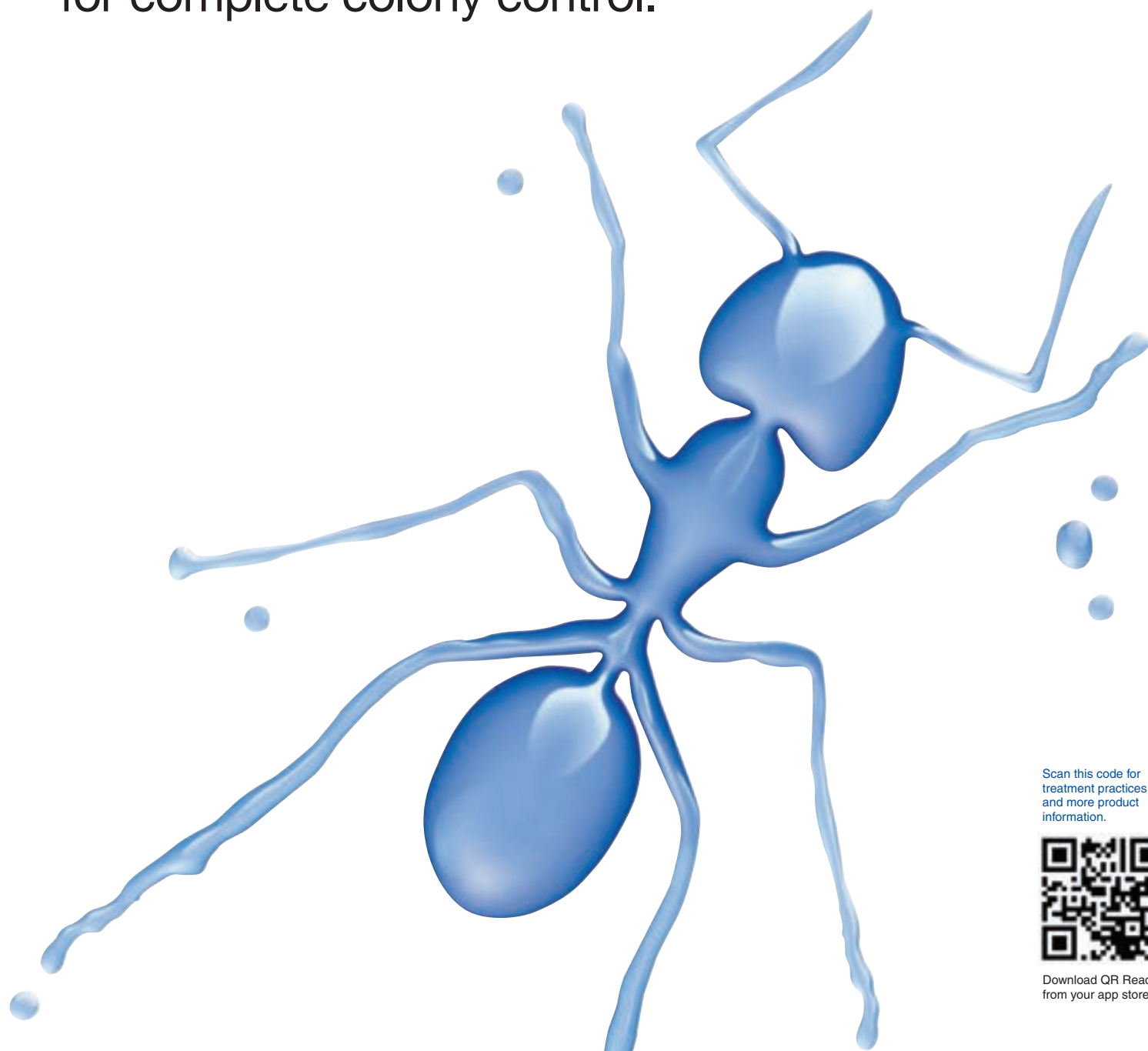
"It was amazing. They found the food in less than five seconds and went directly to the right food almost every time," Prof Catania said. "They clearly have a hyper-sensitive sense of smell."

After observing dozens of trials, he noticed a general pattern. When the mole first entered the chamber, it moved its nose back and forth as it sniffed, but then it seemed to zero in on the food source, and moved in a direct path. This was pretty remarkable, and made Prof Catania reconsider the idea of stereo sniffing.

Although there is evidence for this ability in stationary rats trained to detect flowing air, no one had shown how this might work as a natural behaviour.

formidor[®]

The high efficacy ant bait
for complete colony control.



Scan this code for
treatment practices
and more product
information.



Download QR Reader
from your app store.

BASF Pest Control Solutions



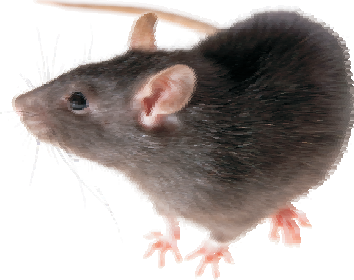
- Proven, low dose fipronil efficacy
- Irresistible honeydew formulation
- Rapid and complete ant colony control
- Quick, easy and safe to use indoors and out

Enabling the most effective solutions to your pest problems.

 **BASF**
The Chemical Company

www.pestcontrol.basf.co.uk

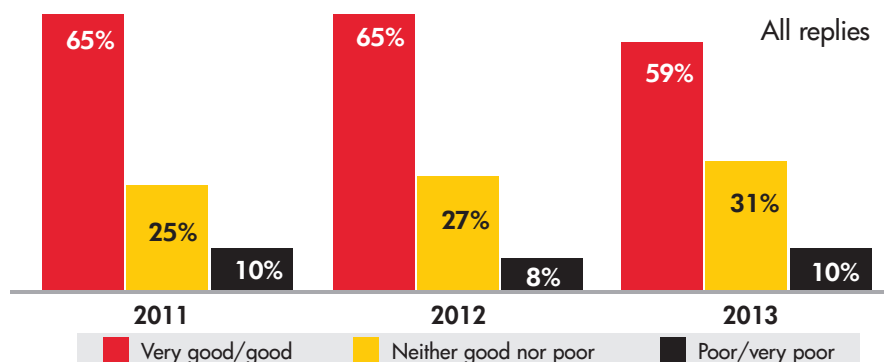
BASF Plc Pest Control Solutions. PO Box 4, Earl Road, Cheadle Hulme, Cheadle, Cheshire, SK8 6QG, Tel: 0161 488 5355 Fax: 0161 485 1137 e-mail: pestinfo@basf.com
Formidor[®] contains fipronil. Use biocides safely. Always read the label and product information before use. **Formidor**[®] is a registered trademark of BASF.



The National UK Pest Management Survey 2013

2013 survey records greater uncertainty

Pest control prospects in the coming year



People working at the sharp-end of professional pest control in the UK continue to view the immediate future with a good deal of optimism. However, that degree of optimism is markedly lower than in previous years. That's according to the latest findings from the National UK Pest Management Survey 2013; the only entire industry survey of pest professionals conducted in the UK.

The results of the annual survey, were revealed at PestEx in April. As the graph above shows the percentage of pessimists has remained pretty constant, at around 10%, but for 2013, a higher proportion of people have become neither openly optimistic nor pessimistic. This suggests a greater degree of uncertainty in the industry, rather than any seriously increasing worries about future prospects. It is interesting to compare these results with those of a similar survey conducted in the USA by the National Pest Management Association. In this, 69% rated prospects for 2013 as very good or good, 30% as neither good nor poor and just 3% as poor or very poor.

Back to the UK, and when asked about prospects over the next five years, a similar, although not quite so marked, decline in optimism was recorded with 59% saying they felt optimistic compared to 63% in 2012 and 62% in 2011. As over the immediate term, the pessimists have remained at a constant 10% across all three years.

This is the third consecutive year that BASF Pest Solutions and **Pest** magazine have run this online survey. Owners, managers and technicians in private companies, those working in local authority pest control units and self-employed pest controllers are invited to participate.

Differences between the groups

The headline results hide some interesting differences between the three groups in the survey – local authorities, self-employed and private companies.

Levels of optimism about the immediate future continue to be particularly high among private companies. Self-employed pest controllers are rather less optimistic and noticeably more uncertain about work prospects in 2013. These differences may be associated with clear differences in the breakdown of pest control work conducted by the two groups. Private companies have 75% of their work in the commercial/farm sectors and 74% of that is 'on-contract', whilst self-employed pest controllers only have 35% of their work in the commercial/farm sector, 56% of which is 'on-contract'.

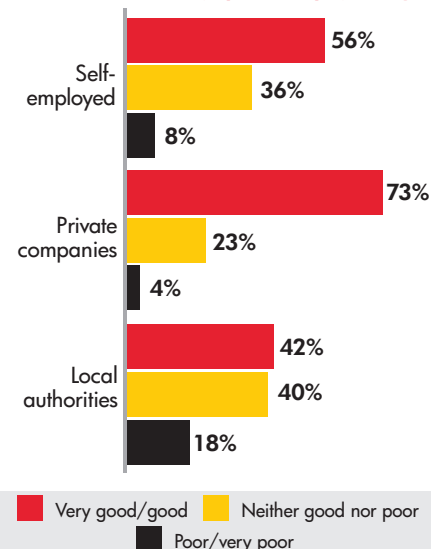
Not surprisingly given continued budget pressures, local authority pest controllers continue to be much less optimistic, more uncertain and more pessimistic than their private sector counterparts. Even more telling, the level of optimism among local authorities is at its lowest recorded level at just 42% (58% in 2012 and 49% in 2011). Over the medium term people working in local authorities are even more pessimistic with, for the first time, the proportion

Survey response



Undertaken in February and March 2013, the survey once again had a good response rate with almost 300 replies and there was a balanced representation across the entire industry.

Pest control prospects in the coming year by group



of pessimists (28%) exceeding the optimists (24%).

The private sector (companies and self-employed) is far more optimistic over the five year term with private companies more bullish than the self-employed group. No discernible trend is visible in the level of optimism in private companies over the three years – 79% in 2013, 82% in 2012 and 77% in 2011. However, the proportion of optimists among the self-employed is becoming progressively smaller – 64% in 2013, 73% in 2012 and 77% in 2011.



Biggest barriers to rodent and insect control

As in 2012, by far the biggest barriers to both rodent and insect control were identified as financial pressures on customers and DIY methods.

For rodent control, increasing restrictions on product use climbed from fifth to third place. However, fewer people than last year listed declining rodenticide range and increasing resistance among their top three barriers.

As can be seen in the graphs right, there were some marked differences between the sectors. For rodent control the self-employed are particularly worried about DIY controls and increasing restrictions on product use. Unsurprisingly, local authorities see cutbacks as the biggest barrier whilst this is considered relatively unimportant by both private companies and the self-employed.

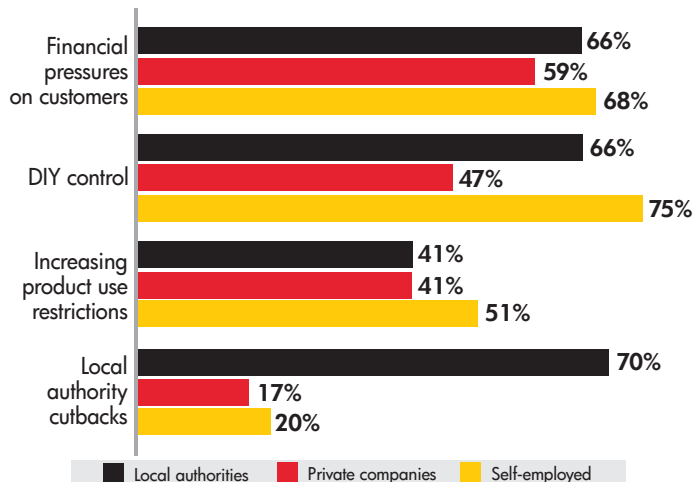
When it comes to insect control, once again self-employed pest controllers have concerns about DIY controls but when it comes to insecticides they are much less concerned than the other two groups about increasing product use restrictions.

Views from across the pond!

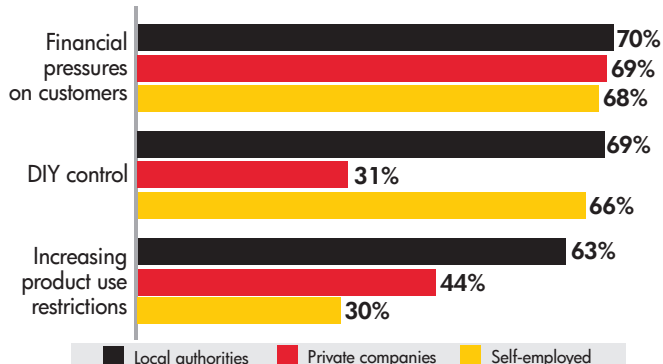
In the similar survey conducted by the National Pest Management Association in the USA, pest management professionals were also asked about barriers.

The question was phrased differently. US pest controllers were asked what the biggest barrier to their business was, whereas the UK survey asked for the top three barriers to both rodent and insect control. Even so it is interesting to see the state of the US economy came out top. This was followed by recruitment of qualified workers, taxes and health care issues. Increasing competition from DIY control came sixth in the list with 7% naming it the biggest barrier to their business.

Rodent control barriers



Insect control barriers



Location, location, location

Overall the split between domestic, commercial and farm activity has remained pretty constant over the past three years. However, once again, there are clear differences between the groups.

Local authorities are even more focussed on domestic work up from 72% last year to 81% this time with commercial work declining down from 26% to 18%.

Private companies continue to have the greatest proportion of commercial work and, whilst farm work is still a small part of their

business, it is growing; rising from 5% to 7% to 11% over the three years of the survey.

The self-employed are doing less commercial work than in previous years, down from 39% to 29% in the 2013 survey. Domestic work has increased up from 49% to 55%. Farm work continues to be important for this group.

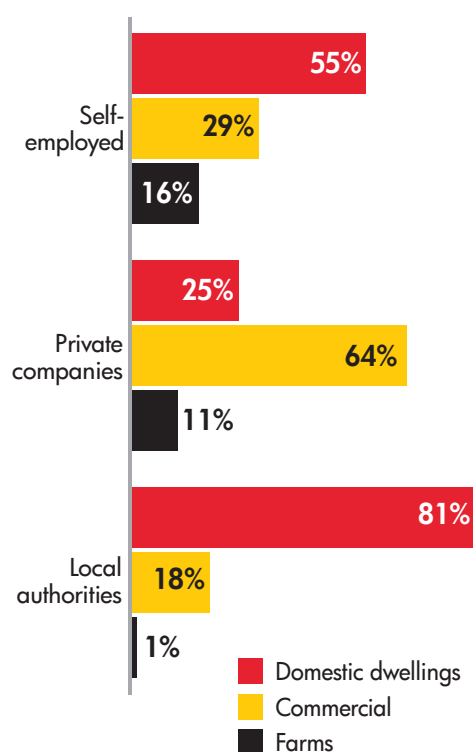
Commercial contracts

It is good to see that for the work done in the commercial sector all three groups have a healthy amount of contract work, supplemented by one-off jobs.

The splits are very similar to the previous year. Private companies are roughly 75% contract to 25% one-off and the self-employed around 60% contract to 40% one-off.

The only real change is in the local authority sector where the proportion on contract has increased from 59% to 63%.

Activities by location



The ups and downs of pest management

This year, in a change from previous surveys, we asked pest controllers to tell us how their pest control work compared with the previous year. They were given three choices – increased, stayed the same or decreased. Using this information we then worked out the net change by deducting the number saying a particular activity had decreased from the number saying it had increased.

Not surprisingly, wasp control saw a massive net decrease of over 80%. Perhaps the biggest surprise was that it wasn't 100%. In fact 4% reported an increase and, for 9%, their level of wasp work stayed the same.

Also down were cockroach and ant activities with rats, mice and bed bugs recording the biggest net increases. In looking at this picture of the ups and downs of pest control, it is essential to keep in mind the findings from the two earlier years which measured the proportion of a pest controllers workload each pest type represented. In both the earlier surveys rodent control represented almost half of all activity so with such large net increases in both rat and mouse work it seems likely that rodent control is now an even bigger proportion of total pest management activity. Bed bugs on the other hand only made up 5% of activity so even though a net 26% are reporting an increase, this is from a low base.

Whilst all sectors reported net declines in wasp and ant work and net increases in bed bug work, there were some clear differences between the groups. Within local authorities there was little change in rat and mouse work and with rodent control making up 70% of local authority pest control work in previous surveys, the focus for local authorities remains rodent control. The only clear net increase was in bed bug work (34%) although again only 4% of local

authority activity is controlling bed bugs. This group also reported net declines in cockroach and other mammal activities but neither of these two were particularly important activities in previous surveys making up just 4% and 2% respectively of all pest management activity.

Among private companies big net increases were reported in rodent (40%), bird management (28%) and bed bug (36%) work. In the previous surveys, rodent work comprised 45% of private pest control company activity, bird management 10% and bed bugs 7%. Private companies only experienced a slight decline in cockroach work.

Self-employed pest controllers reported big net increases in rodent (33%) and other mammal (25%) work. Both of these make up a significant proportion of self-employed pest controllers' activities at 43% and 14% respectively. This group also reported a bigger net decline in cockroach work (19%) than the other groups but with cockroaches making up just 2% of their activities this is hardly a major trend.

Looking to the future, we asked which activities were expected to increase, decrease or stay the same. Subtracting the proportion foreseeing a reduction in an area of work from those anticipating an increase gives us a good idea of the way the industry sees its work prospects changing. As in previous years, the areas considered most likely to increase are bed bug, rat and mouse control. Interestingly the net expectation of increased bed bug work has fallen sharply whilst there appears to be a greater increase anticipated in rodent work – particularly rat control. Whilst lower than the big three growth areas,

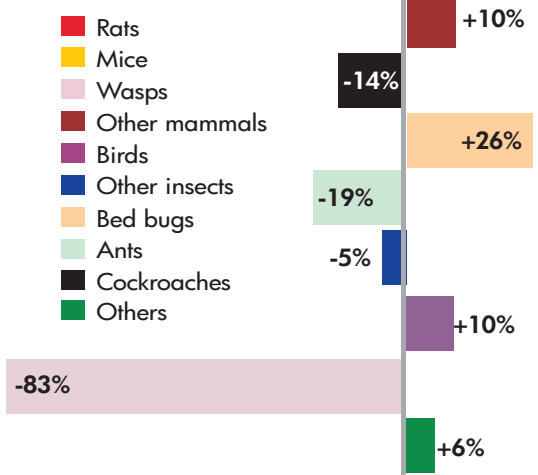


other mammals, birds and wasps are all considered good prospects for growth. Expectations about wasp work vary from year to year and are probably affected by the experience of the past year more than anything else – 2012 was a really bad year so people are predicting that 2013 has to be better!

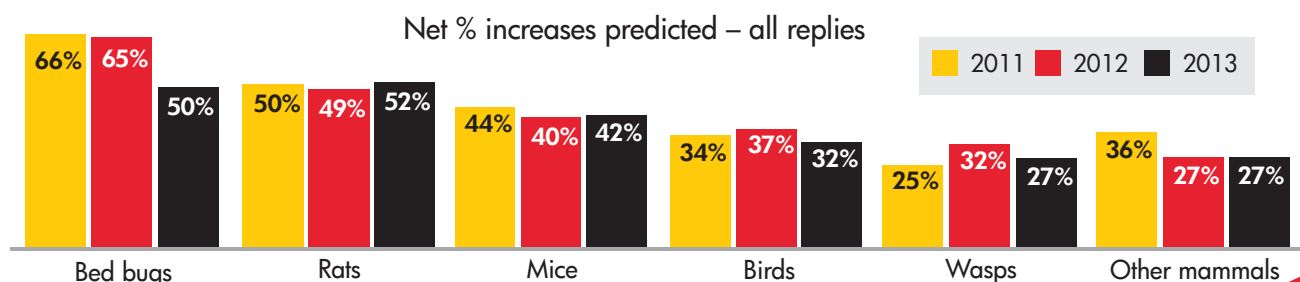
Again there are differences between the sectors.

Private companies expect higher net increases than the others in most areas. The self-employed foresee particular increases in other mammal work and in wasp and ant control. Local authorities, however, anticipate lower net increases than the other two groups in every area.

Net % changes in pest control activities (2011 to 2012)



Changes expected in pest control activities



PestEx draws global audience

Pest-Ex delivered visitors from far and wide. Organisers BPCA deserve a 'pat on the back' for an event which lived up to expectations. Held in London Dockland's ExCeL centre on 10 & 11 April, there were almost 90 exhibitors, 20 more than in 2011, and plenty of interest in the seminar programme as well.



A job well done! BPCA's Simon Forrester



Fun & games in the Black Pearl Challenge on the Lodi stand

read more
on the web
WWW



There were also more visitors than in previous events and a strong international presence. The official attendance figures (including exhibitors' staff) released by BPCA showed an increase of 24% from 1,911 to 2,369. With plenty of evidence to suggest that exhibitors use PestEx as an opportunity to 'do business' with each other the inclusive figure is, we feel, the most representative.

PestEx has established itself as a top international event vying with the likes of the USA's PestWorld when it comes to numbers of international visitors, although clearly with a massive home market the American event has more visitors in total. BPCA's technical manager, Richard Moseley, summed it up well: "It is clear the majority of our exhibitors now sell products across international boundaries, and PestEx provides them with a perfect platform to reach pest management professionals from across the globe."

The importance of the event is reflected in the number of new products launched during PestEx – turn to pages 30 & 31 for details of what products caught our eye.

Maybe most noticeable was the increasing trend towards digital equipment such as computer software to run and manage your business. Bait boxes are also entering a new era with the advent of remote sensing of bait stations and there were several on display

Making a splash was Syngenta. Their stand was as large as any in the exhibition and was sporting the company's new image and identity – the first time this had been on display anywhere in the world. They set-out to deliver the message that the company is now a large and serious player within this market – and they certainly succeeded!

Despite several new products, the main attraction on the Lodi stand was their competition called 'Are you as Fast as Black Pearl'. Over 100 people entered on day 1 and Peter Higgs from PCH Pest Control based in Surrey proved he had the fastest



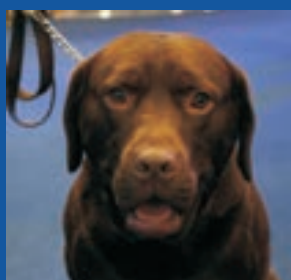
Natural England's Paul Butt on the future of rodenticides



Above Cecily Adams of Adams Pest Control from Melbourne, Australia discusses wasp management with WaspBane's Karol Pazik and David Brazier



The IGEBA team from Germany. Left to right, Jörg Heckel, Alberto Sabatini and Silvia Santamaria



His nose knows! Charlie, a Merlin Environmental bed bug detection dog



Jim England from Protex, left, with Killgerm's Peter Fielding



New Bayer recruit Ilenia Vidili's first PestEx...



...and 'old hands', the P+L team



Plenty to keep visitors interest on the PelGar stand



Syngenta chose PestEx to launch its new global corporate identity

reactions. The challenge consisted of a large electronic board where lights came on at random. When you hit the light, it went out and another came on elsewhere on the board.

The main UK pest control distributors were all represented. Killgerm took on a James Bond theme.

P+L Systems displays included the Insect-O-Cutor and Network products. P+L owned distributor SX Environmental and its most recent acquisition, Pest-Stop were also 'on show'. New boys, PestFix, had a stand to be proud of featuring their range of bird, rodent, insect and animal control products.

From biocontrol to bats, bed bugs to business advice via fumigation, feral bees, urban foxes, franchising and first aid, the seminar programme was definitely wide ranging. There were also several seminars with a rodent theme – bait station efficacy, sewers and the future of Second Generation Anticoagulant Rodenticides (SGARs) were all covered. Two lively panel discussions brought a buzz to the seminar theatre. The first took the 'European Standard for the Provision of Pest Management Services' as its theme. The second had panellists reaching for their crystal balls to tackle questions on 'Pest Control: Possible Futures'.



Louise Summers and Steve Barron from the Association for Urban Wildlife spoke on the thorny issue of urban foxes



Always busy on the BASF stand



Attention to detail! New distributors' PestFix even had Bird-X spikes protecting their stand!



From the USA came Kness, manufacturers of quality rodent traps

Dr James Logan and the giant mosquito which dominated the London School of Hygiene and Tropical Medicine display.



Pests spotted at PestEx! Pest magazine's editor, Frances McKim, left, and associate editor Helen Riby get into the PestEx spirit



Show a leg for Avalon Abseiling



Professional training options from RSPH



William Robinson knows plenty about fleas

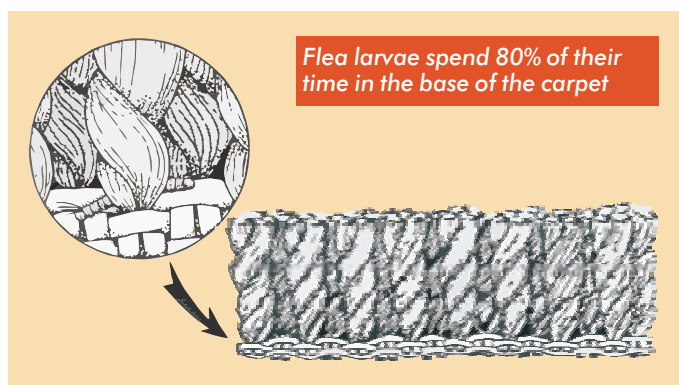
Treating carpet to control fleas

Upping the pressure and spraying closer to the carpet helps control fleas. Wrong!, says William H Robinson from Urban Pest Control Research and Consulting, Virginia, USA who has the research results to prove it.

The life cycle of the cat flea indoors revolves around the household dog or cat and the carpeting in the rooms visited by the pet. Control of a flea infestation typically involves the pet owner treating the dog or cat with one of the on-animal products to kill adult fleas and an application of insecticide to the carpet to kill larvae.

In the article in the last edition of **Pest** (Issue 26 March & April 2013) the connection between the habits of the household pet and the distribution of flea larvae in carpeting was examined. Fleas are not everywhere, but rather concentrated in locations, where the pet sleeps or rests.

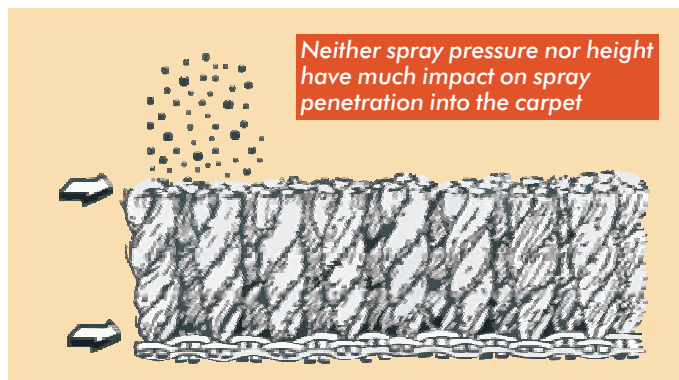
Flea eggs, larvae and pupae develop in the protected micro-



environment of indoor carpeting. The faeces from the adult fleas accumulate at the base of the carpet pile. This dry blood is the primary food of flea larvae, and they tend to remain where it is in the carpeting. Indeed, flea larvae spend 80% of their time at the carpet base, around the twisted pile fibres. Here the relative humidity and temperature are favourable and they can easily escape the pull of a vacuum cleaner. But can they escape the threat of liquid insecticide applied to the pile?

Treating carpet can be done with a standard tank sprayer using a coarse fan nozzle. The operator should maintain about 2.0 bar pressure in the tank and hold the nozzle about 35 cm from the carpet. The operator should cover the infested site using a per square metre application rate as detailed on the product label.

The operator may think that the 'more-is-better' strategy may be the best plan when treating – more pressure in the tank and the nozzle closer to the carpet. This sounds as if it should deliver more liquid to the base of the carpet to get better control. Wrong. Liquid penetration is not improved by this strategy.





**Snap-E®
COVER**

COVER your mousetraps
and keep them *Safe & Disguised*

- Kitchens/Living Rooms
- Adult/Child Care Facilities
- Restaurants/Bars
- Reception Areas
- Animal Shelters
- Grocery Stores

Where will you COVER it?

**Durable,
Reliable,
Reusable!**

Available in 4 colors:
• White
• Gray
• Black
• Brown

Made in USA

Kness
www.kness.com
(641)932-7846

For pricing and purchasing information,
please contact your local distributors.

SX Environmental Supplies Ltd.
Phone: 01702 524040
www.sxenv.com

Killgerm Chemicals Ltd
Phone: 01924 268400
www.killgerm.com

Research indicates that neither application pressure (1.4, 2.0 or 2.7 bar), nor spray height (35, 45 or 55 cm) have a significant effect on liquid penetration into carpet. Regardless of the pressure or height, more than 95% of the spray is deposited in the upper third of carpet pile.

So, increasing the pressure by forcing a few extra strokes of the pump into the tank will not push more insecticide into the carpet. In fact, this can actually decrease the amount delivered to the carpet. The reason for that is that at high pressure the number of small droplets produced by the nozzle increases. The small droplets are likely to drift away from the carpet and settle where they shouldn't.

Carpet penetration

When the spray tank pressure is maintained at between 1.4 and 2.7 bar and the nozzle is held:

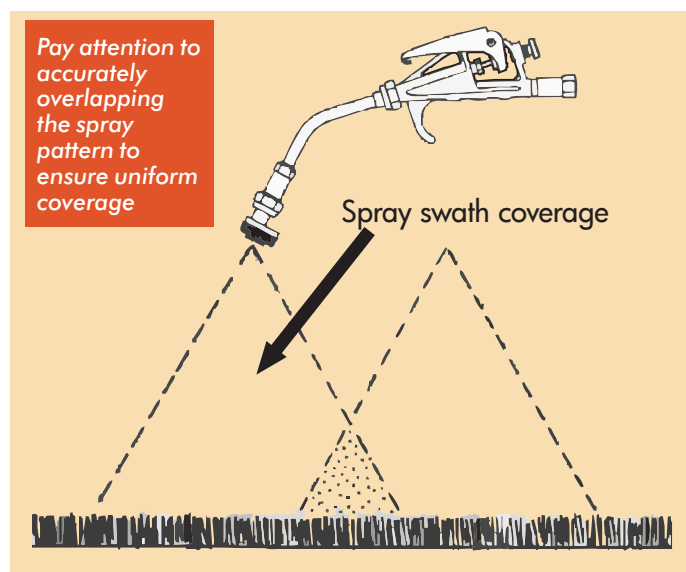
45 cm or 55 cm above the carpet	35 cm above the carpet
<ul style="list-style-type: none"> 77% of the liquid is in the top 3 mm of pile; 20% of the liquid is in the next 3 mm; 3% of the liquid is in the next 3 mm. 	<ul style="list-style-type: none"> 73% of the liquid is delivered to the top 3 mm of pile; 22% of the liquid is in the next 3 mm; 2% of the liquid is in the next 3 mm.

Larval control

Although only a small amount of insecticide penetrates to the base of the carpeting, flea larvae can still be controlled with spraying. Some liquid moves down the pile fibres to the base of the carpet after treatment. Larvae moving around the base of the carpet in search of food contact some of these treated fibres. Full grown larvae move away from their feeding site to form the pupal case and when they move up into the pile they come in contact with treated fibres. This seems to be sufficient exposure to provide control of larvae.

Non-target exposure

Applying insecticide to indoor surfaces has the potential of exposing both people and pets to the residue, and that would be true for treating carpeting. Insecticide labels typically require that treated



© Dr Reiner Pospischil

surfaces are dry before re-entry by people or pets. The concentration of insecticide in the top 6 mm of treated carpet can easily be dislodged by foot traffic and some of that may fall to the base of the carpet. Carpet cleaning would likely remove some of the residue from carpet.

Carpet spraying

This data indicates that tank sprayer pressure and spray height are not critical for treating carpet for flea control. More attention should be given to the accurate overlapping of the spray swaths to ensure thorough coverage. The coarse fan spray pattern should be overlapped about 18 cm to achieve uniform coverage.

NEW

XL8D

for **BIRCHMEIER** DR5 duster
(also fits Dustmaster)

Adjustable 8m telescopic extension lance:
The ultimate kit for treating wasp nests!

FEATURES:

- Long and light allowing precision dusting at height
- Unique FlexiTip – making nozzle changes a thing of the past!
- Ensures compliance with work at height regulations
- Complete with 1.3m tough carry case

Call: 028 9181 8313
Email: info@wasp-reach.com
www.wasp-reach.com
wasp-reach.com is a brand of Lance Lab Ltd

XL 8D easily reaches 9m or more!



International

AVOID COSTLY CALL-BACKS: USE THE BEST FIRST TIME.

View our full range of products at www.pelgar.co.uk



Leading the
way in **British
pest control**

01420 80744
sales@pelgar.co.uk

www.pelgar.co.uk

Available from:



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

Cimetrox contains 4.65% w/w alphacypermethrin, 4.65% w/w tetramethrin and 1.86% w/w pyriproxyfen.
Stingray contains 4.85% w/w alphacypermethrin, 4.78% w/w tetramethrin, 1.9% w/w pyriproxyfen and 13.0% piperonyl butoxide.
Nylar 4EW contains 4% w/w pyriproxyfen.



What makes a good pest control technician?



Chris Davis from Cleankill

Having worked in various roles – technician, field biologist, service management, training and quality assurance – based in South Croydon, Surrey Cleankill's service and technical manager, Chris Davis has a pretty good idea of what makes a good technician. In this article he identifies the key skills the role demands.

We have all come across people who think that they could do your job. It is usually when somebody who is bored with their role sees you checking bait boxes in a warehouse or office. They assume that a pest control technicians job must be easy if that is all that you do, and so the inevitable query follows: "I could do that...have you got any jobs mate?" You may quite probably (and quite correctly) at this point take one look at them and think to yourself 'no chance!'

It seems that a lot of people undervalue the role of a good pest control technician. As an industry, we regularly see unqualified companies and individuals come and go. You can just imagine them saying: "That pest control lark looks like easy money – we'll have some of that!"

Having worked for two different companies in various roles, I think I have a fair idea of what makes a good technician. I would add that I currently regard myself as fortunate to be working with a few of them, and to be helping others to develop in that direction.

Let us assume that you do not have a criminal record and that you would pass the enhanced CRB check that will enable you to carry out pest control in nurseries and schools, then here are a few of the other skills that you will need:

Organisation

Some individuals are naturally well organised, some need to learn, and some will always seem to be that little bit disorganised. A smart

and tidy looking technician, in a clean and well organised vehicle, makes a huge difference for that all important first contact with a new customer.

Technicians also need good organisational skills when it comes to planning their service visits, so that they are not wasting precious time driving back and forth across their areas. This will sometimes involve asking customers if they can be visited at a different time than usual to fit in with your work schedule (and, of course, being able to adapt if they refuse your request).

Integrity

It is often quoted that 'the customer knows best'. In a general sense I am quite happy to agree, but as a pest control technician, what if you find yourself in a situation where the customer is asking you do something that is unsafe, against your company policy, or even illegal? You need to have the strength of character to say to them "I'm sorry but I can't do that because..." although that should immediately be followed with "But what I can do is..."

Good technicians will be able to produce a positive outcome from such a potentially difficult and confrontational situation, by providing the customer with an alternative legal and safe solution. Taking such action is not always easy if for example; the customer is an aggressive head chef or similar who is used to getting his own way and leaving the rest of the staff cowering in his wake ►►►

It takes a really strong personality to be able to tell such people that unless they improve the cleaning in their kitchen, their pest problems are likely to get worse, but, that is sometimes, precisely what you have to do.

Reliability

Anybody who has employees will know that not everybody is suited to working on their own. An employee who may seem brilliant in training can suddenly falter when they have to complete a full day of work alone, and then have to repeat it every working day.

I remember a story of one technician who, having completed his six week in-house training, arrived outside his first customer but could not physically get himself out of his van to go into the premises on his own. At this point he called his supervisor and resigned from the job – six weeks of training time wasted.

If you make an appointment with a customer, then they will expect you to be there – they may have made special arrangements with their employer to be in just for you. If you can't keep appointments, you will not make a good technician. Customers will let you down from time to time, but that is their privilege as they are paying for the service.

And, of course, these days where companies employ all manner of tracking and monitoring devices, you will not last long as a technician if you can't get up in the morning, or like getting home a bit too early!

Practical skills

I have to be honest here – my practical skills leave a lot to be desired. I can just about fit a bristle strip to a door and block a few holes up with mesh and filler foam, but that is about my limit. However, the practical and inventive skills of some of the people I have been lucky enough to work with over the years, have on occasions left me open mouthed in amazement. (On the other hand there have also been occasions where poor



proofing has left me open-mouthed in amazement for all the wrong reasons).

Preventative pest control is not just about putting a few baits boxes down, it is about finding out how the pests (be they rats, mice, squirrels, pigeons etc.) have got into those premises, and finding out if there is a safe and effective way that you can stop them from getting in, and then doing that proofing work in a skilled and professional manner.

Diplomacy & professionalism

It is very common to find that as a pest control technician is quietly making his or her way around a customer's site, people they come across will ask, usually just as a means of making conversation: "Have we got mice here then mate?"

Without being rude, you need to establish whether or not this person has a right to know the answer to that question. If you suspect they are a site visitor, then the answer is something along the lines of "No – just carrying out a routine preventative pest control check." If, on the other hand, that person turns out to be an area manager on a visit to one of his or her sites, then you definitely do need to let them know what the pest situation is.

That reminds me of a pest control 'urban myth' about a technician who, having completed a thorough treatment for bed bugs, then proceeded to relate the treatment details, including the number of bed bugs he had found, to somebody who he thought was a hotel manager. It turned out that the gentlemen in question was a potential customer who was thinking about using the hotel to book his wedding – we will never know whether that customer went ahead with his booking but, I suspect, he may well have had second thoughts, and the pest control company involved may well have ended up with a terminated contract.



As a pest technician, you will occasionally encounter extremes of emotion – for example; hysteria because a mouse has been seen by a customer who is genuinely petrified by its presence. At times like these, you will need to be more a counsellor than a pest controller, calmly re-assuring the customer and filling them with confidence that you will be able to sort their problem out.

The whole spectrum and diversity of life is out there, and you will get to deal with it all. You will see a few things (good and bad) behind the scenes that not many other people get to see. You will meet different races, classes, religions, political viewpoints – some you may like and some you may detest – but you will need to communicate confidently and clearly (both verbally and in writing) with all of them – a skill which takes time to develop. You are going to make the occasional mistake – we all do, just don't do it again!

Technical knowledge

Customers who are used to seeing us do one particular job on their premises, are usually amazed at the wide range of work that pest controllers undertake. If people realised just how much you have to learn to pass your BPCA/RSPH Level 2, they might have second thoughts about thinking: 'I could do your job mate'.



You will also need to keep abreast of new products, technologies, techniques, product label modifications and changes in the law, because things in the pest control industry change at an alarming rate. And you need to have all that knowledge at your fingertips – you never know what the next customer's question is going to be.

Some of the techniques that were previously employed are no longer approved, for example; contact dust for rodent control has been withdrawn. However, many new techniques are becoming available such as ultra-violet tracking dust, cheaper motion sensor cameras and so on. Knowing the right time to consider using new techniques can be crucial in keeping customers from looking elsewhere for their pest control.

You also have to keep in mind all the different site-specific customer specifications – forget to date the boxes, or fail to make the correct frequency of follow-up visits to site and you could be the one blamed for damaging that 'special relationship' that the sales team has worked hard to develop with a major customer.

Ability to work safely

Last, but definitely not least, major contracts can be won and lost on a company's safety record. A technician who has all the above skills, but who is reckless when it comes to health and safety and handling toxic materials, can lead to horrifying consequences, and is not somebody that I would want in my team!

But let's not forget the most dangerous aspect of most pest controllers' work – the driving. A pest control technician must be a safe and courteous driver. Most company vehicles have a big label on the side with a phone number, so 'sticking a finger up' to somebody who has just cut you up can all too easily go horribly wrong.

To conclude. Anybody out there who thinks pest control is easy, well think again!

Incidentally, if you are not currently working in pest control and, after reading this article, you think you have the skills necessary to be a good pest control technician – there are plenty of service managers/supervisors out there who would like to hear from you, and I would be one of them.

Attracting Generation Y

Every industry needs a mix of youthful enthusiasm and experience. Pest management is no exception. With many Baby Boomers reaching retirement age, the industry needs to attract talented young people, dubbed Generation Y (those born in the 1980s & 1990s).

These people, now in their late teens to early 30s, are the first generation to grow up with the Internet. They use technology with ease and expect to be in constant real-time communication with family, friends and colleagues. In school, they did/do their homework while instant messaging/texting, emailing and watching TV, all at the same time. They expect to work in the same way and easily get bored. Studies suggest they are rebelling against their parents' values and are determined not to lead lives that revolve so heavily around the world of work. They want fulfilling and fun jobs with decent holidays and flexible working. Salary and status are not particularly high on their priority list.

At a recent meeting of the **Pest** Technical Advisory Board the topic of attracting young people was debated. When you look at what the group identified as the attractions and compare it with what Generation Y are said to be looking for, see right, there is a pretty good match. The industry has a real opportunity to snap up some great talent.

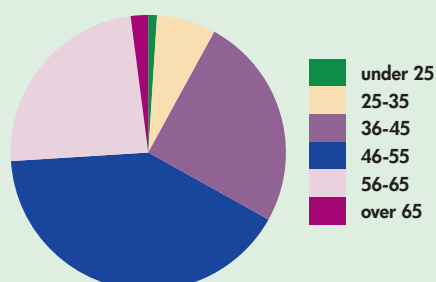
Do we really need more young people?

If you're sceptical that the industry needs to attract more young people then just look at the age profile of **Pest** readers.

Our readership is pretty representative. If anything, as this was an online survey, it may have been biased towards the younger, more Internet savvy, pest professionals.

Admittedly these figures are three years old and the profile might have changed, but it might just be that everyone is now three years older!

Pest magazine readership age profile



Source: **Pest** readership survey 2010

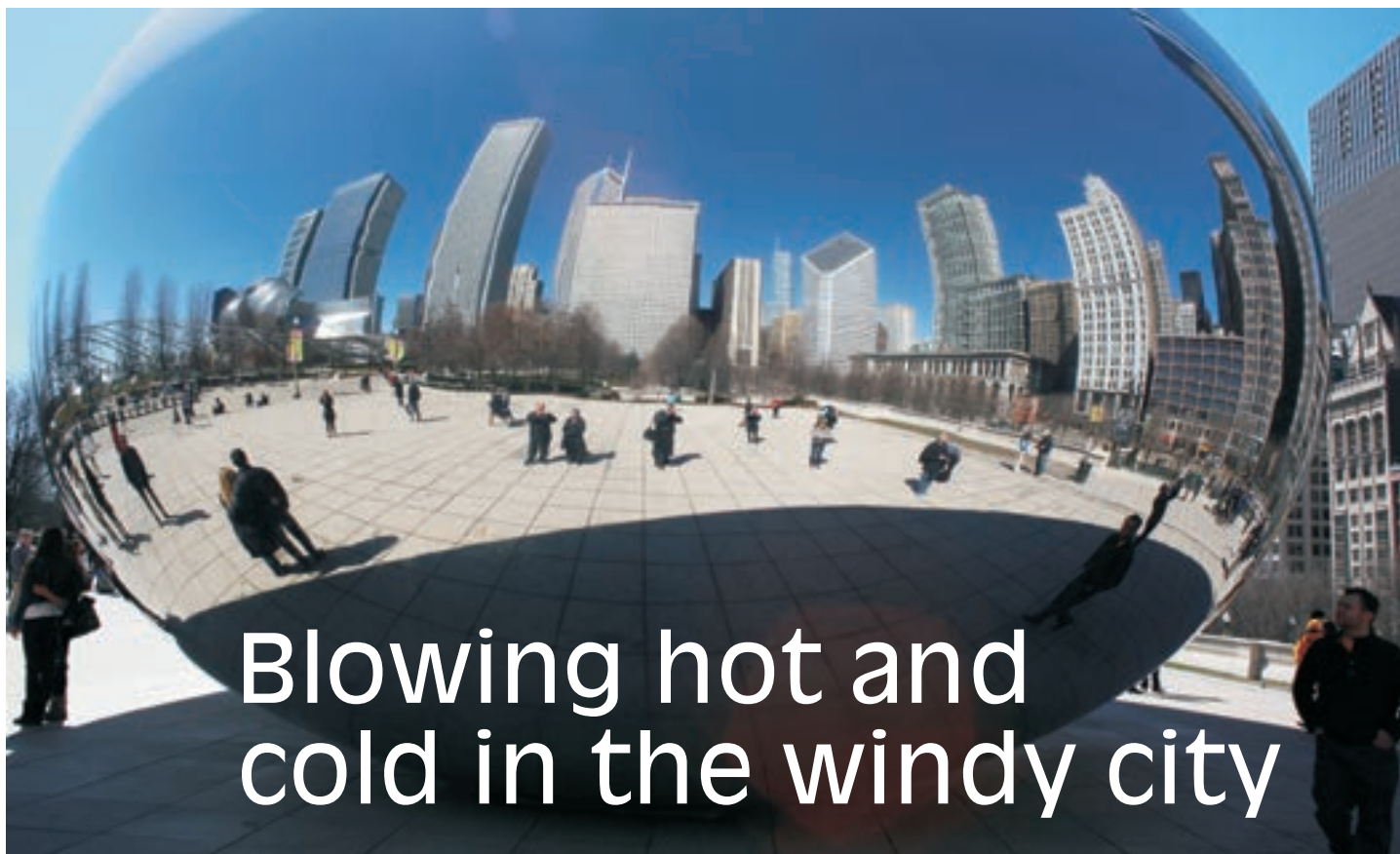
If you're a Generation Y pest management professional (born in the 80s or 90s) then we'd love to hear from you. How did you get into the industry? What attracted you to it in the first place? What could the industry do to attract younger people? You can email us on editor@pestmagazine.co.uk

Pest management has plenty to offer

Here's what the **Pest** Technical Advisory Board thought the industry offers:

- Managing pests is diverse and fascinating
- Done properly it is never routine
- It's outdoors and you're not tied to the desk
- It's a problem solving role
- You're dealing with people
- Customers really appreciate a job done well
- You will often be helping those who are least able to help themselves
- It's pretty recession proof
- There's an increasing use of technology
- You get to drive around in your own van
- You work from home, independently and get to manage your own time
- There are low barriers to entry – it's relatively cheap to set up your own business
- There are a variety of roles that you can progress into
- Great camaraderie & a great topic of conversation at dinner parties

One important final thought. Yes, we need younger people but the role of pest technician is not one suited to most teenagers. It requires a degree of maturity. May be that's why there are very few pest controllers under 20.



Blowing hot and cold in the windy city

Bed bug specialist, David Cain, of London-based Bed Bugs Ltd, attended the second Bed Bug Forum organised by the American trade association – NPMA. Here he records his personal impressions from the one-day event, which was held in Chicago on 9 April.

Chicago seems to be something of a magnet for bed bug related activity having hosted many of the US bed bug meetings over the last four years and this year it rose to the number one spot for the most infested US city, according to Orkin's annual survey.

The format of this event, organised by the National Pest Management Association (NPMA), was a single day of presentations along with a marketplace exhibition highlighting various bed bug related products and services.

Although it was smaller than the previous NPMA event in Denver 2011, it was well attended, attracting people from all over the US. Most delegates, however, came from the surrounding states of Illinois, Ohio, Wisconsin and Michigan. Both senior management and technicians were represented as well as a few potential customers in the form of hotels, accommodation providers and residential care providers.

We had decided to 'step-up-to-the-plate' and support the event as gold sponsors, which included an information booth in the marketplace area. This we used to explain the hotel bed bug monitoring system which we are licensing to companies in the US.

Best technical presentation

Of the academic presentations, the one I rated most highly was from Dr Stephen Kells of the University of Minnesota. His work on the taxis responses of bed bugs seems to be moving forward with each presentation and it always makes me envious of his research resources. He also spoke about the temperatures required to kill bed bugs by freezing such as with the 'bunk' equipment for fire stations

which for technical reasons can't be heated. As the US fire service also attends a lot of situations, which would normally be handled by the ambulance service in the UK, this is becoming a key issue.

The update on bed bug dogs focused on an article which appeared last year in US magazine *Pest Control Technology*.

This reported results which contested the often quoted 98% identification accuracy rating for bed bug dogs, showing between 30% and 80% accuracy under field conditions. Although this has created an anti-K9 backlash in the US, my hope is that it encourages UK providers to get around the table and agree an independent code of best practice and a certification procedure to avoid this. It is clear the US standards are not working as well as some would have hoped.

Some of the other presentations, however, fell a little short of the standard I have come to expect of such meetings. One academic even choose to educate us all as to why he feels the Environmental Protection Agency (EPA) is at fault for taking their toys away using a YouTube clip of someone experimenting with their own fireworks.



David Cain from Bed Bugs Ltd

A few others fell short of the UK standards of declaring who is funding their research, which most likely goes a long way to explain why their results do not mirror reports from the field.

A more regional feel to the meeting

The marketplace did not have as many 'new' products as we have seen in previous years and a lot of the 'big' names were not as heavily represented as previously, reflecting the more regional feel to the meeting. However, worth mentioning was a new form of mattress encasement which, although not suitable for UK bed bases, was made of a very robust material offering a greatly reduced risk of tearing compared with 'better known' brands, as well as a unique locking mechanism for the zip enclosure.

A competition to identify which of the two passive monitors was showing signs of bed bugs, in exchange for a chance to win a rather expensive bottle of single malt, resulted in only one person getting it wrong! In addition, there were many surprised people when we showed them how we can teach blind people how to detect bed bugs.

Hopefully, there will be more of these NPMA regional collaboration meetings. I think the format has a lot of potential if they manage to recruit the right calibre of speaker. It certainly produced enough leads and contacts to keep us busy for a few weeks and could result in one of the UK's largest pest control exports of the year.



Above, Dr Stephen Kells, left, Terry Shoulders manned the Bed Bugs Ltd stand



There was a regional feel to the marketplace display area

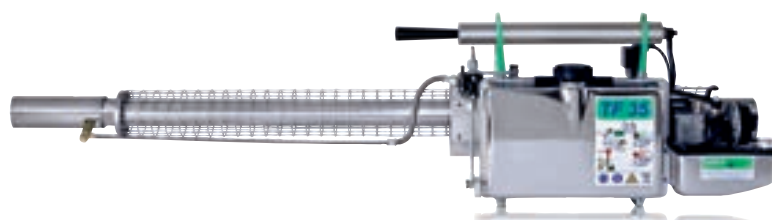
PCO'S FAVOURITES

Made in Germany

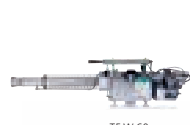
FIRST CHOICE FOGGING EQUIPMENT



TF 34 the standard for INDOOR FOGGING



TF 35 the all – time favourite



TF W 60



TF 65/20 E



TF 95 HD



TF 160 HD



U 5 M



U 15 HD-M



U 40 HD-M

DIN EN ISO 9001:2008

Thermal Fog Generators
ULV Aerosol Generators

IGEBA®

IGEBA Geraetebau GmbH
87480 Weitnau | Germany

info@igeba.de
www.igeba.de



APPROVED
for use on lawns
in a bait station

Now you're the expert on ant control



Maxforce[®]
QUANTUM

Ant Control Expert

- ✓ **Unique non-drying bait formulation** - remains effective for up to 3 months.
- ✓ **Controls all major ant species** - Pharaoh, Black, Ghost and Argentine Ants.
- ✓ **Rapid control** - colony elimination is achieved within weeks.
- ✓ **Ready to use cartridge** - quick and easy to apply.



Black ants



Ghost ants



Pharaoh ants



Argentine ants

USE BIOCIDES SAFELY. ALWAYS READ THE LABEL AND PRODUCT INFORMATION BEFORE USE. PAY ATTENTION TO THE RISK INDICATIONS AND FOLLOW THE SAFETY PRECAUTIONS ON THE LABEL. Maxforce[®] Quantum contains imidacloprid 0.03%w/w. HSE 8888. PCS 95547. Maxforce[®] is a registered trademark of Bayer CropScience. © Copyright of Bayer 2012 - All rights reserved. Bayer CropScience Ltd, 230 Cambridge Science Park, Milton Road, Cambridge CB4 0WB Tel: 00800 1214 9451 www.pestcontrol-expert.com

Training on demand – any time, any place

Seven new webinars are now available to view at PestPractice, www.pestpractice.com, the online training tool for pest management professionals. This latest batch was released at PestEx.

Pest magazine has a hand in these excellent webinars. We would say that wouldn't we! But seriously the training material is presented by industry experts and offers an exciting, low cost and easy way to learn and keep up-to-date.

Produced as a joint venture with Glow,



Acheta and the Pest Management Consultancy, the webinars are focused exclusively on the needs of pest management. These high quality video presentations are available on demand, via the web making them an incredibly cost effective and convenient way for pest professionals to acquire new skills and knowledge.

The subjects of the new webinars are:

- Norway rats – understanding biology & behaviour;
- Bed bug control with insecticides;
- Bird proofing spikes – overview and installation;
- Anticoagulant rodenticides;
- Safe removal of bird fouling;
- Bed bug and the hospitality sector;
- The feral pigeon – biology and behaviour.

You are in control and can select which sessions to watch. In this way you only pay



Graham Turner has recorded three of the new PestPractice training webinars

for what you need. You also save all that travelling time and fuel cost associated with training days.

All you need to participate is a laptop or PC with sound and an internet connection. Signing-up takes just a few minutes and once your account is created you can access any, or all, of the webinars immediately. Each webinar last around 30 to 40 minutes and if you're collecting PROMPT CPD points, the system will keep track of those for you

Cockroaches – latest addition to procedures manuals

This excellent 24-page document covering cockroaches is the latest procedures manual to be added to the portfolio produced by the CIEH National Pest Advisory Panel (NPAP).

Sections cover identification, inspection, treatment, insecticide storage and disposal. Copies from www.cieh-npap.org



Rodenticide guidelines for gamekeepers



Published by the Campaign for Responsible Rodenticide Use (CRRU), this 16-page booklet aims to raise awareness of the issue of wildlife contamination with rodenticides. It explains how contamination happens and provides advice on how to prevent secondary poisoning of non-target species. Unfortunately the ink was hardly dry when the use of difenacoum and soon bromadiolone altered under the new

Biocidal Products Regulations – see page 7. Copies can be downloaded from the CRRU website at www.thinkwildlife.org.uk and, they say, a new copy will be sent to you when it is updated.

DEADLINE®

PROFESSIONAL PEST CONTROL



SPECIAL
Available
from your
distributor
OFFERS




Scan for our website

INSECTABAN POWDER

For the control of wasps, ants, fleas, cockroaches, bedbugs, silverfish, ground beetles, earwigs & booklice.

USE IT - DEPEND ON IT



tel: 0800 313 4619

products@rentokil.com

www.rentokilproducts.com/professional

Contains Bendiocarb 1.0%. Use biocides safely. Always read the label and product information before use. 3kg tub. T&Cs apply.

Spotted at PestEx

Exhibitions like PestEx provide an ideal opportunity for manufacturers to unveil their new products. What was most striking was the large number of products using digital technology – to record, monitor or manage pests. Here we review some of these new developments which caught our eye.



Six reasons to be cheerful!

Lodi-UK showcased six new products on their stand at PestEx – so maybe this is why Tony Knight is looking so cheerful.

The new products comprise three rodenticide paste bait formulations, all of which are designed to be used with a caulking gun. Two of the new products – Jade Broma paste, which contains bromadiolone, and Ruby Dife, which contains difenacoum, are for indoor and outdoor use. For indoors only is Raco Force which is based on brodifacoum.

Also for rodents are two luminescent products – Lumi paste and blocks. These allow rodent activity to be monitored before baiting, as once consumed, rodent droppings glow when inspected with a UV light.

Lodi is another company hoping for a good wasp year with the introduction of Quartz. Available as a 0.5% dust, this is based on azamethiphos, a new active to combat this pest.

www.lodi-uk.com

That's what they call the blues



The 'blue man' seen darting around at PestEx was encouraging visitors to drop-in at the Alchochem stand to see its new glueboard online insect scanner.

This intelligent software program is designed to easily and accurately scan an insect glue board from an EFK in an automated process. By taking a photo of the board with the special Android app, the picture is sent to the company's server where it is analysed. Details of the catch are then returned.

This system, explains Alchochem, allows accurate and quick results which can be built-up into historical data and accessed anywhere in the world.

www.glueboardscanner.com



Feel the squeeze

With wasp time just around the corner, the timing is perfect for the introduction of this natty wasp trap by David Loughlin, left, from Sentomol.

Rather than having to dispose of the whole bag when it is full, with the Squeeze and Snap trap system, the bag is squeezed off and replaced. This says the manufacturer, Trécé, makes it easy to dispose of trapped insects, whilst also minimising waste. Three types of wasp lure are available – dry, with water or liquid bait – and with appropriate bait it can also be used for flies.

www.sentomol.com

Zap a bug in this oven

Looking as if he was about to get into it, David Haskins, right, from Barrettine was demonstrating the ZappBug Oven on their stand.

Into this heat reflective and insulated 'bag' which measures over one metre all-round you can place up to 25 cubic feet of bed bug infested material. Load-up the oven, turn on the heater, which raises the temperature to over 50°C, and an hour later 100% of all bed bugs, in all life stages, are killed claim the manufacturers, Tanaco from Denmark.

www.barrettine.co.uk



Reach those high-up wasps

Again with wasps in mind, Philip Bowman of Wasp Reach has come-up with a clever means of treating those high-up wasps' nests – and not a ladder in sight.

The Wasp Reach telescopic lance XL 8D is light and allows precision dust application at heights up to nine metres, yet when not in use it fits into a tough carrying-case.

The telescopic lance comes in 1.5m sections with a Flexitip end which can be bent to shape as required.

To be used with the Birchmeier DR 5 powder duster – it also fits the Dustmaster. The lance and duster can be purchased individually, or as a bundle.

www.wasp-reach.com



Small and robust bed bug monitor

Trevor Green from Russell IPM was able to show customers the company's latest handy monitor – the BB Monitor. This is a small yet sturdy detector designed for monitoring bed bugs. Consisting of two clear plastic 'sandwiches' with a pre-baited gap in-between, it is discreet, easy to slip into or under items and can be used to detect an early infestation of bed bugs. Being made of clear plastic it is easy to spot any bugs attracted.



www.russellipm.com

A digital logbook

Coming from The Netherlands, Jan Smits was delighted to demonstrate his PestScan digital system. It is an automated means for pest controllers to quickly enter data during surveys. This data is processed automatically and customers can view the online logbook minutes after a survey.

Bar code labels are applied to all bait stations and the customer details are entered into the system, then on each visit the labels are scanned. An online log book stores and analysis all the data. Customers can also view contracts, certificates and employee qualifications.

www.pestscan.eu



On the alert 24/7

Looking remarkably alert, Peter Cotte (left) and Mark Rawsthorne from Paragon Professional Pest Control Products were showing-off Alert 24+, their new poison-free system for the monitoring and control of rodent pests.

The system offers not only protection, but also control and monitoring.

With a rodent trap installed in the bait station, a monitor advises as soon as there is any activity, sending a message by email. This is communicated to an on-site base station to the secure Alert24+ servers.

Here the data is stored and analysed. Data can be accessed via password protected web pages for management use to show trends for the site, zones and individual traps.



www.paragonpestcontrol.co.uk



Kill@lert due soon

Woodstream Europe was upbeat with Will Golland above demonstrating their forthcoming Kill @lert remote notification system. To be fully launched in the autumn, ready for the rodent season, this combines electronic kill with the latest communication technology, allowing pest controllers a simple and easy way to monitor and control rodents. It incorporates both electronic rat and mouse boxes that communicate with a USB dongle in a tablet or PC on-site. This in turn sends out alerts via SMS and email.

www.woodstream.com

The attraction is obvious

Philips MASTER Actinic BL lamps help safeguard hygiene throughout the whole season.

Every year insects, pests and flies present a major threat to the food and beverage industry. One of the most effective ways to eliminate the problem is by attracting them to an electronic fly killer. But the power of that attraction is defined entirely by the lamps inside the fly killer and it is important to realize that not all lamps are the same. When it comes to performance and reliability, there's no better choice than Philips MASTER Actinic BL lamps.

Powerful and long lasting

Philips MASTER Actinic BL lamps are more efficient at generating UVA output than conventional lamps. As a result, they attract more insects and cover a larger area. What's more, the water-based phosphor technology also significantly improves UVA output over lifetime. This means you can rely on an effective performance throughout the whole insect season.

A greener choice

Philips MASTER Actinic BL lamps are a green choice too. Not only are they 100% lead free and very energy efficient, they also contain industry-leading low levels of mercury (3mg) - up to 10 times lower than most competitors!

The real cost of pests

Insects spread diseases that can cause health problems for customers and contaminate everything from food and work surfaces to utensils and packaging. All of which can damage a company's reputation, not to mention its profits. Add to that hefty fines for not complying with auditing and legal requirements and safeguarding your hygiene with Philips MASTER Actinic BL lamps looks even more attractive.



To find out more about Philips MASTER Actinic BL lamps please contact your distributor or supplier or visit www.philips.com/insecttrapplamps

PHILIPS
sense and simplicity

Neither spike nor wire in sight



To use a well-worn phrase, this is the 'new and improved' silver version of Bird Free optical gel. These improvements come as a response to comments made by customers following the successful launch of the original product two



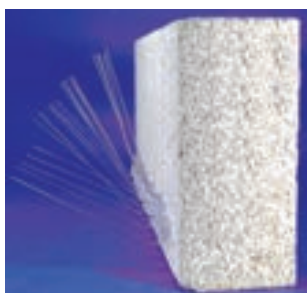
years ago. The new gel is a more discreet silver colour with a firmer texture which allows it to be fitted to the steepest pitched roof. A new easy to clip-on multi-functional application dishes for use on gutters has also been developed.

www.killgerm.com

Spikes designed for opening windows

Fitting spikes to windows which open outwards can, in certain cold conditions, be a two-day job if the silicone adhesive has to be left to cure. And using window clips with screws is not an option for UPVC windows, as it negates the warranty.

Developed by Jones & Son, Defender Open Window spikes can be fixed immediately to window frames using silicone adhesive. The increased surface area of the base of the bird spike allows the technician to run a bead of silicone along the Defender spike so fixing it onto the window in a one-stop operation.



www.birdspikesonline.co.uk

A protective barrier

The AF No Zone from Killgerm is a barrier product developed to quarantine goods infested with crawling insects. It can also be used to create a protective barrier around un-infested goods. It is supplied as a 20m strip of siliconised paper with a sticky surface for trapping crawling insects and also mice. Hazard lines are printed on the strip as a safety feature, which can be cut to length and

lures can be added to the sticky surface.



Metal detectable mouse box

Killgerm has added a metal detectable mouse box to its existing AF Advance mouse box range. Coloured blue it is ideal for use in the food industry where product contamination from foreign objects must be prevented.



www.killgerm.com

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 our articles on wasps (page 11) and controlling fleas in carpets (pages 20 & 21) in this issue of **Pest** and answer the questions below.

Try to answer them all in one sitting and without referring back to the article.

Take care as some questions may have more than one correct answer so tick all the answers you believe are correct.

SEND COMPLETED QUESTIONS to: **Pest** Magazine, Foxhill, Stanford on Soar, Loughborough, Leicestershire LE12 5PZ. After your completed **Pest Test** arrives we will mark the questions and, if all answers are correct, we will enter the results directly onto your own PROMPT records held by BASIS.

- 1 How much of their time do flea larvae spend living in the base of a carpet?

<input type="checkbox"/> a) 20%	<input type="checkbox"/> c) 60%
<input type="checkbox"/> b) 40%	<input type="checkbox"/> d) 80%
- 2 Regardless of sprayer pressure or nozzle height, how much spray is deposited in the upper third of a carpet?

<input type="checkbox"/> a) Less than 50%	<input type="checkbox"/> c) More than 95%
<input type="checkbox"/> b) Between 50% and 75%	<input type="checkbox"/> d) 100%
- 3 To achieve uniform spray coverage, the spray pattern should be overlapped by?

<input type="checkbox"/> a) 8 cm	<input type="checkbox"/> c) 28 cm
<input type="checkbox"/> b) 18 cm	<input type="checkbox"/> d) 38 cm
- 4 Which wasp species is most frequently encountered by pest controllers in the UK?

<input type="checkbox"/> a) <i>Vespula vulgaris</i> (Common wasp)	<input type="checkbox"/> c) <i>Vespula germanica</i> (German wasp)
<input type="checkbox"/> b) <i>Dolichovespula saxonica</i> (Saxon wasp)	<input type="checkbox"/> d) <i>Dolichovespula media</i> (Median wasp)
- 5 How many tiny black dots does the German wasp (*Vespula germanica*) have on its face?

<input type="checkbox"/> a) 2	<input type="checkbox"/> c) 4
<input type="checkbox"/> b) 3	<input type="checkbox"/> d) 5
- 6 Which family of wasps, in particular, make their nests in aerial sites such as bushes?

<input type="checkbox"/> a) <i>Vespula</i>	<input type="checkbox"/> c) <i>Andrena</i>
<input type="checkbox"/> b) <i>Crossocerus</i>	<input type="checkbox"/> d) <i>Dolichovespula</i>

Name: _____

Organisation: _____

Tel: _____

Email: _____

PROMPT account number: 200 _____

Nylar now approved for bed bugs

Nylar 4 EW from PelGar International, containing the insect growth regulator (IGR) pyriproxyfen, has been approved for use on bed bugs, making it an ideal partner to combine with a residual insecticide. This adds to the existing approved uses for fleas and cockroaches.

www.pelgar.co.uk

MAKING CONNECTIONS • FINDING ANSWERS • INCREASING PROFITS



save the date **october 22-25**
phoenix, arizona

PHOENIX CONVENTION CENTER / SHERATON PHOENIX HOTEL

Visit www.npmapestworld.org/pestworld2013 for more details.
presented by the National Pest Management Association

2013

Month	Day	Event	Venue	Find out more
July	12	2nd Urban Fox Conference	Royal Society of Public Health, Portland Place, London	www.urban-wildlife.co.uk
September	2-5	7th European Mosquito Association Conference	Istanbul, Turkey	office@emca-online.eu
	9-11	1st Euroasian Pest Management Conference	Russian Academy of Sciences, Moscow	www.pestmanagement.su/english
	22-27	European Vertebrate Pest Management Conference	Turku, Finland	www.evpmmc.org
	25	Benelux Pest 2013	Edda Huzid golf resort, Voorthuizen, The Netherlands	www.beneluxpest.nl
October	9	Pest/Barrettine MINT seminar	Hellerby Hall, Rotherham	helena@barrettine.co.uk
	23-26	PestWorld 2013	Phoenix, Arizona USA	www.npmapestworld.org/pestworld2013
November	6	PestTech 2013	National Motorcycle Museum, Birmingham	www.pestech.org.uk



To summarise:

- **18 February 2012** – **Pest** Best New Product Award announced;
- **18 February to 31 August 2013** – **Pest** readers can nominate products;
- **2 September 2013** – product shortlist drawn-up from nominations;
- **2 September to 31 October 2013** – readers vote to find the winner;
- **1 November 2013** – all votes counted;
- **6 November 2013** – winners announced at PestTech.

Still time to nominate your favourite products

Nomination for the 2013 **Pest** best product award have been coming into the **Pest** office this spring but there's still plenty of time to nominate your favourites.

The award is made annually to the new product which readers feel has made the greatest improvement to their working lives and/or working practices. The top three products, as voted for by **Pest** readers, are recognised during PestTech with the one receiving most votes carrying off the coveted Best Product Award trophy.

The 2013 award is open to all products launched between 1 January 2012 and 31 August this year. Any products launched in that 20 month qualifying period can be put forward, with one exception. Products which have already achieved a first, second or third place cannot be nominated again. So for 2013 that means last year's winners, Barrettine's Romax Rodent Seal, JJ Bio's Bird Free Optical Gel and Lodi's Black Pearl Mousekiller are excluded.

To nominate a product simply complete the form below and post it in. If you don't want to deface your copy of the magazine you can photocopy the form or go to the *Nominate your best product* news story at www.pestmagazine.co.uk and complete the online form.

Nomination form

I would like to nominate this/these products(s):

1

2

3

4

5

Name:

Organisation:

Tel:

Email:

SEND YOUR COMPLETED FORM to Pest Magazine, Foxhill, Stanford on Soar, Loughborough, Leicestershire LE12 5PZ

For all the legal stuff visit www.pestmagazine.co.uk/content/newsitem.aspx?id=929



NEW
AND IMPROVED FORMULA



小島 **BIRD FREE™**

NOT A SPIKE OR WIRE IN SIGHT!

Bird Free Optical Gel: A new and improved formula that provides control in even the most difficult areas.

- Quick and easy to apply
- Keeps all pest birds off structures without harming them
- Maintains and protects the aesthetics of the structure
- New formula has a firmer texture providing the versatility of use on pitched roofs and acutely angled surfaces
- Improved multi-functional application trays



Protecting the
urban environment

Bird Free Ltd
t +44 207 359 9988 e ian.smith@bird-free.com
www.bird-free.com