

Bed Bug
Special 2015

pest

The independent UK pest management magazine

Can we beat bed bugs?


Issue 40
August & September 2015

Rodenticide
stewardship is go!



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Bed bug dogs go back
to school!



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Bringing the harvest
home



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Insecticides get the
EU BPR chop



39

TWO NEW bait formulations

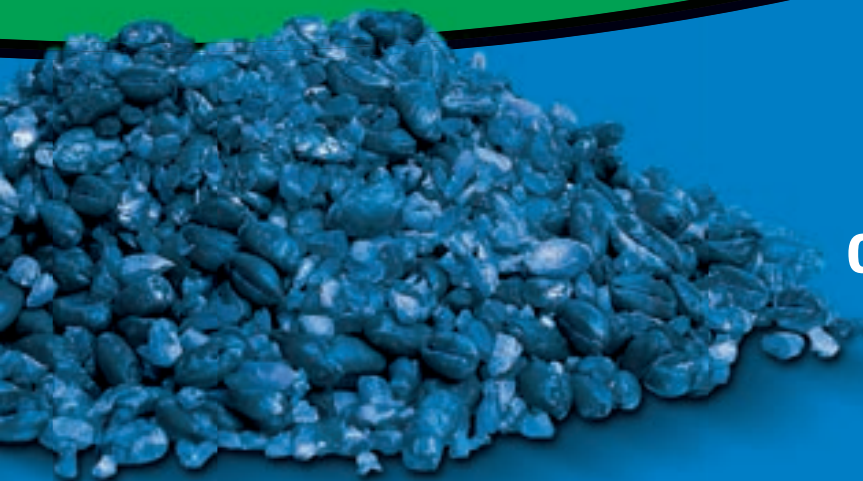


UNIQUE Jade Cluster Grain Formulation



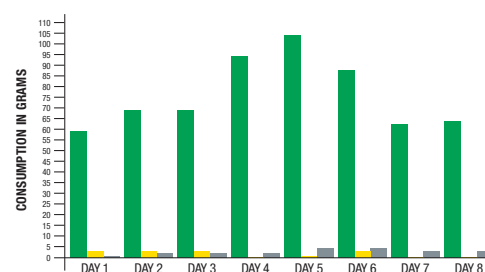
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Aims

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.

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The bed bug challenge

Bed bugs continue to present a major challenge to the pest management industry, globally. In this, our 2015 bed bug special, we look at how the loss of the insect growth regulator (IGR) pyriproxyfen (see page 18) will present some new challenges for pest professionals in the UK. Replacements are in the wings but we all know how long registration can take! Cimectrol and Stingray, pre-mixes of an insecticide and IGR are also about to disappear from distributors' shelves, courtesy of the EU Biocide Regulation Article 95 – see page 39.

We also have a feature from the USA on how lack of cooperation from residents can hamper bed bug control in domestic dwellings. It's applicable globally. Communication is the key. How many times have we heard that; and how often is too little emphasis placed on it? Australian bed bug expert Stephen Doggett (page 36) points the finger at inadequate efficacy testing as one of the reasons for the under-performance of insecticidal products in the management of bed bugs. More positively, we also have news of a new bed bug detector dog training facility in leafy Sussex.

But, don't worry if bed bugs are not your thing, we think you'll find plenty to interest you in this our fortieth issue.

Frances McKim

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Spotted in the accompanying exhibition. Paul Barnes, Veetee Rice, left, with, Rokill's Stan Tedford, centre, and Mark Paine

Zero tolerance only is acceptable

With Version 7 of the British Retail Consortium (BRC) food safety standard just one day old, auditing in food production premises was a key topic at the Society of Food Hygiene and Technology's (SOFHT) one-day seminar held on 2 July at the Yew Lodge hotel near Nottingham. Rokill Pest Control's chief technical officer, Brian Duffin, stressed that any specification within a food audit should be viewed as the minimum standard, with only zero tolerance acceptable. "Dealing with corrective actions is not a cure – pest control call backs are a waste of time. Non-toxic options are now the order of the day," he explained.

No rodenticides needed here!

Over the weekend of 11 and 12 July, Tooting-based Beaver Pest Control joined forces with their specialist cleaner partners, CI-BS Facilities, to participate in a Fun

Day organised by the Community Housing Trust, for one of their large London housing estates. Beaver came runners-up in the football but it was the 'Splat a Rat' challenge, organised by David Lodge, that proved the biggest success with all the children.



Congratulations Will



At a Chartered Institute of Environmental Health (CIEH) ceremony held at the House of Lords in mid July, long standing editor of *Environmental Health News* (EHN), Will Hatchett, pictured centre, received a president's award for his significant contribution to the advancement of environmental health. Will was nominated primarily because of his editorship of a book published last year to mark the Queen's Diamond Jubilee – *Putting wrong things right: environmental health 1952 to 2012* – but also to mark his championing of environmental health over many years.' Will has been editor of EHN since 1998.

Fume free pest control in Cambridge

The vehicle used by the Cambridge City pest control team has been selected as the test vehicle for an independent study by the Energy Saving Trust to evaluate environmentally-friendly travel opportunities. It's part of the city's Air Quality Action Plan. The Nissan e-NV200 van produces no polluting exhaust fumes and runs for c100 miles before a recharge. This is good news for pest control in the city, as last year the two-man team came within a rat's whisker of being disbanded. A change of 'political persuasion' saved the day.



With the electric van are Cllr Peter Roberts (left) and Jo Dicks, environmental growth and quality manager

All smiles in the PelGar camp



Back row Left to right: Mike Dadd, Tim Bridge, Emmanuel Mahdavi, Nic Blaszkowicz, Craig Turner and Gerwyn Jones. Front Row: Nick Ulyatt, Gareth Capel-Williams, Jen Smithson, Geoff Foxon, Vincent Russo, Andrew Knowles and David Gill

Following the acquisition by PelGar International of Agropharm in May this year, the first stages of integration have taken place. The UK sales team has been brought together with Nick Ulyatt and Andrew Knowles, both from Agropharm, joining David Gill and Jen Smithson as UK regional account managers. Craig Turner becomes PelGar's key account manager, whilst Tim Bridge heads up the sales team as UK sales manager. Internationally, the four PelGar sales managers, Emmanuel Mahdavi, Vincent Russo, Gerwyn Jones and Mike Dadd, who cover the Middle East and Africa, Europe, Asia Pacific and Latin America respectively, will continue as before. Over the coming months websites, catalogues etc. will all be fully integrated.

If its summer – its seagulls

Reports of attacks on people and pets have been flooding in from around the country during the summer months. And the latest craze to catch-on in seaside towns is 'gull running'. Having started in Whitby, North



© Kenny Louie

Yorkshire, the craze has spread to several other seaside spots. It involves people holding food above their heads and then trying to run between two points without having the food taken by a seagull. Despite some thinking it is hilarious, it's hardly going to help stop gull attacks.

Even the Prime Minister, David Cameron, has got involved proposing there should be a 'big conversation' to discuss the situation. The RSPB has asked Defra, Natural England and the Marine Management Organisation to join it in talks. Shame the £250,000 set aside in the March budget to fund research into the aggressive behaviour of urban gulls was axed following Chancellor George Osborne's call in July for further savings going towards deficit reduction.

Jonathan Peck memorial lecture

This year's lecture, which forms part of the Chartered Institute of Environmental Health's national conference held at the East Midlands conference centre, Nottingham, is to be *Emergent public health challenges from vectors*. It is to be given on 21 October by Dr Jolyon Medlock, head of medical entomology and zoonoses from Public Health England.

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Digging up sales leads

A free to download app designed to mine Twitter for leads for pest controllers and other trades has been launched by Sociosciences, billed as experts in sentiment controlled automated response technology. The app is called Ivan_intro and is available for both Apple IOS and Android OS devices. It is fronted by Ivan the mole and powered by ground-breaking response technology which automatically sends a personalised response with your contact details to leads it has found. The inventors say its easy to set up and then works for you 24 hours a day, 365 days a year. Find out more at www.ivanintro.com

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PROMOTION ENDS
19th October 2015



Barrettine on the move

Barrettine Environmental Health has relocated to a smart, new purpose-built distribution unit situated literally just round the corner from the Barrettine Group HQ in Warmley, Bristol.

Group managing director, Steve Bailey, says that he is very proud and excited by the latest chapter in the company's 30-year development. "It's pleasing to report that the business is making great strides forward. This is a testament to the Barrettine team and of course, all our customers and suppliers who continue to supported us," he said.

The new premises enjoys 10,000 sq ft of warehousing, with energy efficient LED lighting as well as 2,000 sq ft of modern offices. Customers are welcome to pop in to pick up an order or simply for a chat and a coffee.

Bell completes expansion

In June, Bell's new warehouse facility opened for business after a year and a half of construction. The impressive new space is located about five minutes north of the company's Madison, Wisconsin, USA headquarters.

The new warehouse is equipped with 14 loading docks with space for six more if needed. High ceilings give easy truck access and pallet stacking. New equipment includes an electric pallet jack which can load and unload trailers twice as fast. The expanded racking system increases the amount of product storage to well over 16,000 pallet locations. A unique feature of the new building, not typically seen in warehouse spaces, is the abundance of natural light; a huge benefit not only in terms of energy savings, but also in reducing any errors from picking orders in darker environments.



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Farewell Martina



After 18 years working in key commercial roles within the industry, Martina Flynn called it a day and left BASF, and possibly the pest control industry, at the end of June.

Following a degree in business and commerce from Leeds Beckett University and a CIM diploma in marketing, Martina joined Sorex in Widnes in 1997 as marketing manager – a role she held until the company's acquisition in December 2008. Although never relocating to Germany, Martina travelled a considerable amount in her roles with BASF, first as head of marketing, then sales and latterly regional business manager for Europe, Africa & the Middle East.

During this time she was president of the British Pest Control Association (BPCA) for a record three year term, 2009 to 2012.

New to 1env



Joining Essex-based pest control distributor, 1env Solutions, as regional technical sales manager, is Darren Glenn.

Based in Birmingham, Darren will be covering the Midlands, Wales and East Anglia. He comes with 19 years of practical pest control experience. Starting out with Rentokil, he has held various field biologist and regional management roles for PCT Environmental Services and, most recently, Cannon Pest Control. A graduate in chemical engineering from Loughborough University, Darren is also RSPH Level 2 qualified, with distinction.

Paul bows out

A great loss to the industry is wildlife expert, Paul Butt, who resigned his position with Natural England and left at the end of June. We were particularly sorry to hear this news, as we have benefited from Paul's advice from day one of our publication activities at **Pest**, as Paul was one of our very active Technical Advisory Board members.

Having trained for a farming career, Paul joined the Ministry of Agriculture Fisheries & Food in 1974 as a field officer, before transferring to ADAS, Defra and latterly Natural England. He was very well known as an expert in the regulatory aspects of wildlife management; a subject he frequently spoke about at events all over the country. His work included investigating incidents where pesticides were suspected to have poisoned wildlife and other animals.

For the future, Paul plans to continue his involvement at Brands Hatch, fund-raising activities for the Kent Air ambulance and having more time to be at home and enjoy his grandchildren.



Ted and Sarah Byrne return to the UK

Having been at the helm of Killgerm Spain for the last 19 years, Ted Bryne has decided to retire and return to, what he hopes will be sunny, Dorset. Moving countries is something Ted specialises in, having been born in Concepción, Chile, he moved to England with his family and then to Spain, back to the UK, gained a BSc in biology and economics from Keele University before working for ICI/Zeneca in various roles in Spain, Latin America and the UK. In 1996, at the behest of Jonathan Peck, he returned to Spain to set up Killgerm SA as its managing director.

The departure of Ted also signals the resignation of his wife, Sarah, as editor of the Spanish version of *Pest Control News*. Sarah met Ted whilst studying French and law at Keele and practised as a solicitor in England, before moving with him to Venezuela, where they had two children. At Killgerm Spain, Sarah helped Ted out in the office, became a qualified fork lift truck driver (as Ted is) and in 2008 became marketing manager, which included the editorship of *PCN* – a role she has held for six years.

Change for PCN Benelux too

The editorship of the Benelux version of *Pest Control News* is also seeing a bit of a change. Joeke Nijboer, who has been the magazine's editor since 1999, has retired from his role as an exotic wildlife animal nutritionist at Rotterdam Zoo to set up his own consultancy business. Joeke is continuing as editor of *PCN*.



Sad loss of Dave Baskerville

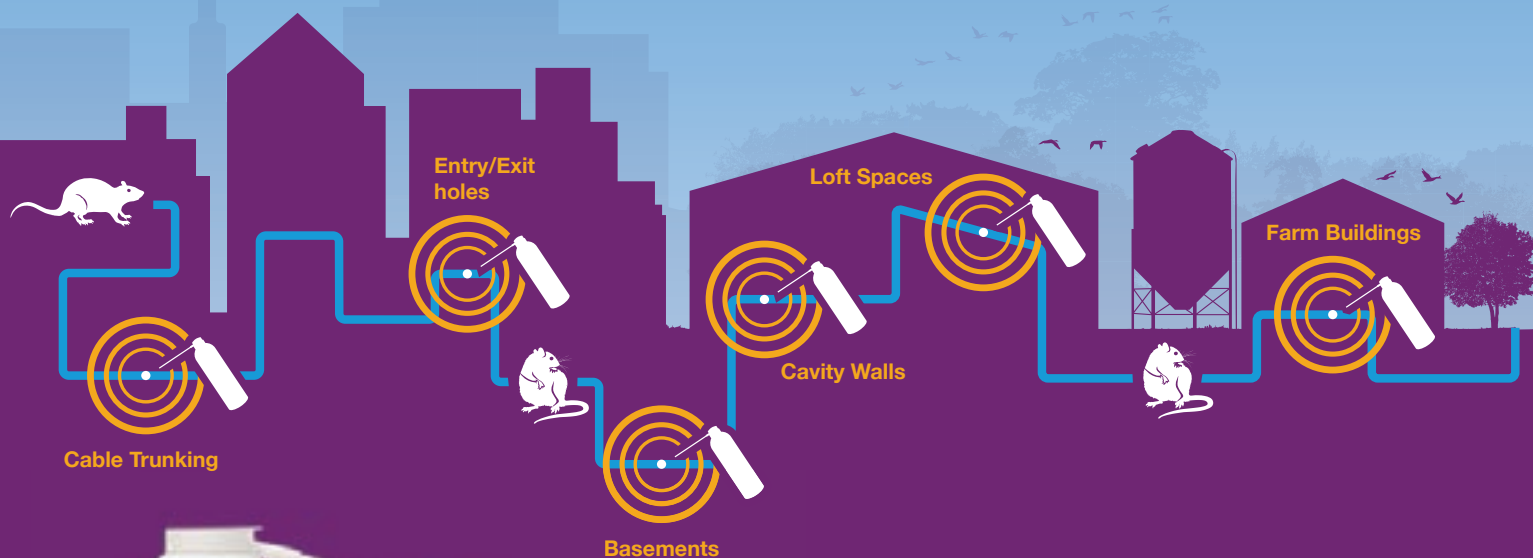
Tragically, Dave ('Basky') Baskerville, general manager of family owned Newton Abbott-based Jones and Sons Pest Control Supplies, has lost his battle with cancer. He died peacefully surrounded by family on 18 July.





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Stewardship gets official seal of approval

The Campaign for Responsible Rodenticide Use (CRRU) officially launched the UK Rodenticide Stewardship Regime on 24 July. Under this regime, all professional users must hold 'proof of competence' in rodent pest control before being allowed to buy and use professional anticoagulant rodenticides.

The launch of Rodenticide Stewardship had been well trailed and the regime that was finally announced included few surprises. There are, however, a couple of changes from what had been announced previously.

Firstly, stewardship will now apply to all first-generation anticoagulant rodenticides (FGARs) as well as second-generation anticoagulant rodenticides (SGARs), hence the regime is now simply called the Rodenticide Stewardship Regime.

This is not unexpected as the FGARs also fail the various human and environmental safety tests which would normally mean a product was banned within the EU; they just do so rather less spectacularly than the SGARs!

Secondly, the date after which anyone without the necessary proof of competence will no longer be able to purchase and use professional rodenticides has changed.

In earlier reports it was 1 June 2016. It will now be 31 March 2017. This delay is to allow for the normal six month use-up period for products with old labels.

At present all rodenticides are going through a regulatory renewal process and, by 31 March 2017, only 'stewardship conditions' labelled products will be available. Until that date, anticoagulant rodenticides with pre-stewardship labels will remain available for use by non-certified users. However, as stocks are used up and products with new labels introduced, the availability of

products for non-certified users will decline.

The new legally binding wording to look out for on all new FGAR and SGAR labels will be:

"...for supply to and use only by professional users holding certification..."

The launch of the Stewardship Regime was made possible after the Health & Safety Executive announced that the Government had agreed the high level principles that any rodenticide stewardship scheme must meet. The new CRRU regime meets all these principles.

But what of other user groups? The gamekeepers have been working to ensure they can meet the 'proof of competence' requirement, or they could employ a professional, or use amateur products. As expected they are included.

So that just leaves agriculture and it is a big group with estimates of over 90,000 UK agricultural users of rodenticides. Farming organisations were conspicuous by their absence in the list of supporting organisations for the CRRU Code of Best Practice. But work with the farmers has borne fruit and agriculture is also included.

To comply with stewardship requirements farmers have a number of options. They could attend an approved training programme and gain the necessary certificate. The Agriculture and Horticulture

Two changes to note

- Stewardship now includes first, as well as, second-generation anticoagulant rodenticides;
- In practice, the deadline when proof of competence will be compulsory is extended to 31 March 2017.

Development Board is developing a self-study online training option.

Alternatively, they could choose to employ a professional pest control contractor, or opt to use amateur products. However, they also have a fourth option. As an interim measure until 31 December 2017, membership of a UK farm assurance scheme which has, amongst its standards, a requirement for an audited programme of rodent pest management, will be accepted as 'proof of competence'.



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Last call for metallic phosphide training

The number putting themselves forward for the *Safe Use of Aluminum Phosphide for Vertebrate Pest Control* qualification has gained momentum as the 26 November 2015 deadline approaches.

Figures from the Royal Society for Public Health (RSPH) show that, in 2014, 83 candidates came forward and 80 passed. So far in 2015 (to end July), there have been 193 candidates and 189 passes.

City & Guilds report that the number registering for assessment (they do not collect figures for those who went on to pass) also showed significant growth.

Registrations in 2014 were at 383 and stand at 786 this year (September 2014 to July 2015), indicating that people are aware of the impending change in legislation. A total of 1,514 have registered since the qualification was introduced.

Lantra came late to this party but, since April 2015, the organisation has had 21 registrations, plus another 20 which were booked on the legacy qualification.

Across all three bodies that's around 1,750 who are now qualified. If you intend to use products like Phostoxin and Talunex then don't forget you need to get qualified or you will be unable to purchase and use these products after 26 November this year.

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Future bleak for local authority environmental health

A survey by the Chartered Institute of Environmental Health (CIEH) does not make positive reading for pest control departments in local authorities. **Pest** editor Frances McKim reports.

One the face of it, one of the key results which emerged from the survey by the Chartered Institute of Environmental Health (CIEH) did not make positive reading for pest control departments in local authorities. The survey recorded that, of the services previously provided by local authorities, the one most commonly stopped over the past three years, was pest control (71.9%). As to the future, the survey also identified that pest control was the service most frequently cited as likely to be axed over the next three years.

The report, *Environmental Health Workforce Survey 2014/15*, was published on 27 July, less than a week after the Chancellor, George Osborne, had launched his spending review, with a call for a further £20 billion of cuts to Whitehall budgets.

The report says that the average budget for environmental health services fell by 6.8%, in real terms, between 2013/14 and 2014/15. The local authorities that were able to estimate budgets for 2015/16 expected a further fall of 30%, (this was prior to the Chancellor's latest announcement), with vital services like pest management and air quality monitoring quoted as the services most likely to be stopped over the next three years.

Almost half of respondents (47.4%) said that resources were only just adequate to provide a basic statutory service, left no contingency and that any further cuts would compromise service delivery.

Commenting on the news of yet further likely cuts, Sharon Smith, regional stakeholder manager and project lead for the CIEH said: "Previous rounds of cuts to local government budgets have already meant that essential environmental health services have been pared to the bone. Now with further cuts announced, we believe it will make it increasingly difficult for local councils to provide vital services in areas such as food hygiene, housing inspection and pest control, all of which have a direct impact on the health and well-being of everyone; none more so than vulnerable people and local businesses. We appreciate that local authorities need to live within their budgets but, failing to recognise pest problems now, will only lead to higher service costs later."

"Following the production of our manifesto, pest management will

be a crucial area of interest for the CIEH over the next Parliament and we will be campaigning to see these services maintained and strengthened through the National Pest Advisory Panel (NPAP)," concluded Sharron.

Having reviewed the report, Simon Forrester, chief executive of the British Pest Control Association (BPCA) said: "With more councils planning to withdraw their in-house service, we're worried that increasing numbers of people will be tempted to tackle pest problems themselves – and that could lead to big problems. If some infestations are not dealt with properly, they can make matters worse and that could pose a risk to public health."

Of course, should local authorities cease their pest control activities there is likely to be more opportunity for those in the private professional pest control sector, such as members of BPCA and the National Pest Technicians Association (NPTA).

Results from alternative surveys

In April this year BPCA published the results of its own annual survey of pest control in local authorities. This showed that the number of local authorities providing a free pest control service had declined by 26% over the past four years.

However, in **Pest's** own National UK Pest Management Survey undertaken jointly with BASF, the feelings expressed by local authorities proved markedly different – see **Pest** issue 39: June & July 2015. In total 100 individuals from this sector responded. Asked about their views of the immediate future, their responses were markedly more positive than a year earlier. 59% see prospects as 'good' or 'very good', 28% 'neither good nor poor' with only 9% expecting things to get worse. So it could be argued that those authorities still left undertaking pest control, i.e. those reading **Pest**, have already taken alternative approaches to protect their activities, be it establishing partnership arrangements with neighbouring authorities, or generating income by charging for their services, or going all out to run a profit making, commercial operation.



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Rodenticide best practice in practice

"Is there any other way?" asks David Parnell

David Parnell runs a successful pest control business taking an approach which fits perfectly with the new Campaign for Responsible Rodenticide Use (CRRU) UK Code of Practice. So what's his secret?

A complete change of career after 35 years in the motor industry saw David Parnell set up his pest control business in 2004. Born and raised in North London, David had enjoyed problem solving in his job as a mechanical engineer but was looking for a new and bigger challenge. And so began the process of training as a pest controller, an occupation in which his trouble shooting capabilities are put to the test daily.

Responsible client-centred approach

A member of the BASIS PROMPT register, David is an enthusiastic advocate of a responsible, client-centred approach to rodent control. From the outset, rather than follow conventional methodology, David has employed the same principles in his pest control business as he did in engineering.

He thoroughly researches each situation he is called to, applies common sense and tries to get to the origin of a pest problem rather than using a temporary fix, which otherwise would result in the client needing to call him out repeatedly.

Using this 'permanent solution where possible' business model has earned him quite a reputation for effective work at minimal cost to clients via avoidance of unnecessary repeat visits.

According to David, the quick and easy approach of simply placing rodenticide baits at various points and doing little else is nothing short of an expensive and unprofessional sticking plaster. He adds



A case in point

Over a five-year period, the distraught owners in one half of a very nice semi-detached property in Hertfordshire had spent over £1,500 on unsuccessful site visits by several pest control companies, environmental health officers, water and gas supplier officials.

Many kilogrammes of rodenticide had been put down and consumed by the rats. Decomposing carcass smells ensued, but the rat problem returned repeatedly causing serious electrical and plumbing damage.

David explains: "Within an hour of surveying the property and drains, I diagnosed the problem to be originating from the adjoining property."

"After some resistance and denial of any problem from their half of the building, the neighbours finally agreed to allow an inspection of the drains."

The pictures, right, show before and after images of what David discovered and the repair he effected.

He adds: "Within one hour, the repair was

completed and a trapping procedure put in place to clear up any remaining rats in the building's structure.

"Minimal rodenticide was used and one final rat was trapped two days later – job done!



The state of the drain before David Parnell's visit...

"Time and again, I find that taking the trouble to search further afield, beyond a property's boundaries for the source of a rat infestation pays off. Surely, this is already standard practice for all pest controllers?"



... and after the repair was put in place

that the key issues with that method include unnecessary repeat visits and well-known risks to wildlife.

Over the past three years, call-outs to deal with rodents in domestic property have increased eight-fold to an average six per week. He says 98% of surface rat infestations are drainage related, so a drain survey is usually the place to start.

His approach demonstrates daily application of the recently published **CRRU UK Code of Best Practice**. David believes the new Code will stimulate real and lasting change for all pest control companies, moving them away from permanent baiting as the primary solution to rodent control.

Permanent solution

In contrast, David looks to solve the problem permanently. His strategy for rats is to establish first where they have come from, then close off the infestation at source. A typical call out involves an 'all risks' analysis combining environmental and COSHH risk assessments and clearly laying out his thoughts and findings to the client.

Once the agreed programme of work has been implemented, he makes follow-up visits and, for commercial premises, encourages

on-site staff to get involved and take responsibility. Repeat visits are made to monitor progress and check that his recommendations are being followed. If rodenticide has been used, this can be as frequently as every second day.

David's growing reputation finds him not only being called in to resolve rodent issues in central London office blocks, but also to deal with pest-related issues within the transport network system serving the capital. Back in his home town of Cheshunt, David also works with the local authority to resolve stubborn pest control issues. As a result of this involvement and, keen to put something back into his community, he has drawn up a mentoring programme to assist the local authority's pest control technicians to emulate his 'Code of Best Practice' style of working.

Working with his son and one other employee, David's philosophy is that as a small business he can maintain professional consistency and provide an efficient personal service to his clients. He uses a friendly but firm approach to educating clients in responsible rodent control. According to David, educating the public also has a place if the industry is going to



David Parnell expects the CRRU Code to push pest control in the right direction

change the impression that the only way to deal with rodents is simply to put down bait boxes. One aspect of this education is to regularly give talks to children in local schools.

He is resolute that the guidelines in the **CRRU UK Code of Best Practice** mirror the way he has been running his business since its inception, with the emphasis on long-term results through the application of best practice.

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Proving you can be trusted

At PestEx 2015 Dave Quinton from Which? Trusted Traders gave the first seminar presentation on the second day of the event. It must have been the 'morning after the night before', as there were only a handful of delegates present. Among them **Pest's** associate editor Helen Riby.

It surprised me just how few people thought it worth listening to the session entitled 'Which? Approval is right for your business'. OK, it was clearly going to be about something to do with the relatively recently launched Which? Trusted Traders scheme, as that's where the speaker was from. But Which? is a trusted brand, well-respected by consumers, so finding out more about what it has to offer seemed like a 'no brainer'.

According to the most recent BASF/**Pest** National UK Pest Management Survey, half (49%) of all pest management work done by self-employed pest professionals takes place in domestic dwellings. Even those employed by private sector pest control companies spend almost a third of their time (29%) dealing with pests in people's homes. So, finding cost effective ways to promote your services amongst the general public ought to be on most pest controllers' radars.

Of course, the best promotion for any business is word of mouth but, when you don't know someone who can recommend someone, more and more of us are turning to the virtual world for a

recommendation. This has led to the development of a number of searchable websites where you can find competent tradespeople.

A quick Google search came up with trustatrader.com, checkatrade.com, Trustmark, mylocaltrader.com, rated.people.com and findagoodone.com. No doubt there are more. So what was going on at PestEx? Maybe everyone involved in domestic work had already signed up to something similar? More likely, perhaps those attending were already members of the British Pest Control Association (BPCA) or the National Pest Technicians Association (NPTA) and felt that should be enough to give consumers confidence in their ability to do the job.

To be fair both BPCA and NPTA have good 'Find a pest controller' search facilities on their respective websites. Both quickly bring up a list of relevant members, complete with telephone, email and website details. There is also the BASIS PROMPT map but that has some fundamental limitations at present (See page 36 in this issue).

As an aside, it was noticeable on the NPTA search that



What on earth is Alternative Dispute Resolution?

Stephen McCluskey is managing director at Which? Trusted Traders. He believes that Alternative Dispute Resolution (ADR) is something that sole traders and pest control companies should know about. **Pest** magazine asked him to explain what it is and why you might want to have it. This is what he told us:

"From April 2015, new UK regulations came into force which set out common standards for Alternative Dispute Resolution (ADR) providers. Whilst using ADR is still voluntary for pest control, there could be advantages in adopting such a policy.

"It's staggering to know that the number of complaints made against tradespeople last

year was 1.3 million. This is according to Ombudsman Services' Annual Consumer Action Monitor. As a pest control professional, we believe ADR is a tool that you can use to increase consumer confidence and gain new customers. So what is ADR and why is it so important for us at Which? Trusted Traders to offer it to our traders and their customers?

"We are all consumers and, as consumers, if a product we buy from a shop turns out to be faulty, we are entitled to a refund or an exchange without having to jump through too many hoops. To encourage consumer confidence, a retailer's own return and refund policies may often exceed what people are entitled to from a



Stephen McCluskey

legal point of view – this gives people the confidence to make purchases, knowing they are protected if something goes wrong. And, while transactions in the pest control industry can be more complex than



Dave Quinton all wired-up at PestEx

some members have not provided summary details about their business. This means that for many, the search results page displays the standard text 'A bit about your company' immediately under the main business name – as a consumer I think that would put me off contacting them so, NPTA members, send in your summary words, or NPTA maybe you can find a way of just leaving this bit empty if no details have been supplied.

The biggest problem for the trade

those seen in the retail sector, people are more likely to have confidence in your profession if they feel protected.

"Your customers, like consumers in a shop, naturally want to know that any issues with the work you are providing – whether related to the materials you have used, your craftsmanship, or personnel – will be resolved as swiftly as possible.

Protecting your reputation

"No doubt, whether you are an independent pest controller or you work for a larger organisation, you will have a procedure, or a set of policies, in place to ensure your customers can access your complaints process. At Which? Trusted Traders we believe it's in your interest that these matters are rectified quickly to preserve your personal and business reputation.

"But sometimes that isn't always possible – this can be due to circumstances surrounding the dispute, or perhaps a reluctance to resolve the matter on either side. Without access to an ADR scheme, the alternative for the consumer, or pest

associations is that, as a consumer, you need to know about them before you'd think of looking on their websites. Whilst BPCA and NPTA do pretty well in Google searches, just because something comes high up on a Google search doesn't mean that, as a consumer, I would trust it.

Consumers trust Which?

Trust is difficult to define, but it's to do with something you've heard of before, perhaps via a national advertising campaign, or, like Which?, because they've been around a long time and have developed a good reputation. Hence my interest in what Which? has to offer pest controllers.

Which? Trusted Traders was only launched in September 2013, and then only as a pilot, so the organisation has come rather late to this party. However it has been rigorously testing products and services for 58 years. Also, through Which? Local, the organisation has been giving its members, all 800,000 of them, the opportunity to recommend tradespeople and to view other members' recommendations. Today there are over 140,000 carefully moderated business reviews about 45,000 traders that members can search. Which? Trusted Traders was the next step and it's a free service that any consumer can access – you don't have to belong to Which? to search for a Trusted Trader.

professional, is to go to court, which can be an expensive, time-consuming and stressful process.

"Any such legal proceedings can also result in negative attention for your business. Even if you do go on to eventually win the case, the damage can already be done, either through the press or through word of mouth. It is in these instances that offering your customers access to an effective ADR mechanism can prove invaluable.

"ADR schemes offer an alternative route for resolving disputes between consumers and businesses. Customers who are unhappy with the service of one of our traders must first raise a complaint with the trader directly. While most issues are resolved amicably, if a resolution isn't reached after eight weeks the complaint can be escalated to our ADR provider, Ombudsman Services, who investigate and make an independent and impartial recommendation to reach an amicable resolution. The service is free for consumers to use and remedies can vary from an apology to a financial award. For traders, offering access to ADR shows existing and

The assessment process involves:

- A preliminary credit check to validate the financial health and stability of a sole trader/business;
- Customer reference checks (chosen at random by the Which? Trusted Traders endorsement team to ensure a breadth of consumers are consulted);
- A thorough examination of business and administrative procedures;
- A visit from a Which? Trusted Traders assessor and corresponding interview;
- The sole trader/business signing up to the Which? Trusted Traders code.

As head assessor, Dave Quinton is the person in charge of all the self-employed trading assessors used by Which? Trusted Traders. And he is fully aware of the need to protect the Which? reputation. "I have risk tattooed on my brain," he said. "Every day I sign off people as competent and we can't have any rogue traders getting through."

He pointed out that 1 in 4 traders across all trades on the trusted traders website, fail the assessment because it is so rigorous. ▶ ▶ ▶

potential customers that you value good service and are willing to be held to account. Feedback from organisations that have used ADR tends to be positive. A survey by the European Commission – the European Business Test Panel Survey – Alternative Dispute Resolution – indicates that 82% of businesses who have used ADR would use it again.

"Since its launch Which? Trusted Traders has offered its traders and consumers access to ADR. Feedback from both sides has been extremely positive. By offering ADR it shows that we are ahead of the curve and highlights that we, like the traders we endorse, are serious about ensuring there is back-up and protection for consumers should something go wrong."



However, the effort to attain endorsement is worthwhile. Those who make it are helped to stand out from the crowd. They get to use the Which? Trusted Trader logo, get an enhanced profile on the Which? Trusted Trader website where they can upload their own full details. Behind the scenes, Dave explained that the website is constantly being upgraded for search engine optimisation and there's a social media dashboard for those who want to use it too.

Customers can also review your services, but to do so they must first register and all reviews are moderated by Which?. If a negative comment comes up the trader will be contacted, so you will be alerted and able to answer points raised, he added. Which? also reserves the right to take

negative comments down. There's also access to an Alternative Dispute Resolution service (see page 14) and to helpful information on things like consumer legislation.

Advertising and promotion

Traders will also benefit from what he called cluster marketing. Basically this means blitzing a locality with poster advertising, local radio adverts, petrol pump and nozzle advertising and so on. In March a campaign had just started in London. Plans were in hand for a campaign in the Midlands, followed by the North West, then the South West but, at present, marketing will only be in England so if you're based in one of the other countries of the United Kingdom, you'll not benefit yet.

Nationally there is consumer display advertising and plenty of digital marketing designed to get the website up the Google rankings. Plus there's also the opportunity, at additional cost, to go into the Which? Little Red Book – a printed directory of local services – over a million copies were printed and distributed last year.

So what does all this cost. With your initial application, which can all be done online or there's a phone number to call if you prefer, there's a fee of £60. This covers the assessment process and is non-refundable even if you fail. After that it's £40 a month, paid by direct debit, for a business with up to 19 employees. Bigger businesses should call Which? Trusted Traders to discuss their requirements.

'Trusted trader' website comparison

Based on what could be gleaned from the various 'trusted trader' type websites, we've pulled together a comparison table. It is interesting to note that none of these sites has comprehensive coverage for pest control – an opportunity for those who do sign-up? From the searches we conducted there seems to be a North:South divide with the majority of businesses/individuals we found on these sites being based in the Southern half of Britain. Our research has not been comprehensive, so our verdict isn't definitive, but some of these sites are, most definitely, better than others – take a look for yourselves.

Name/website	Application	Vetting	Our search results	Cost	Pest verdict
Checkatrade www.checkatrade.com	Online	Visit and detailed paperwork required	Search for Nottinghamshire produced 4 companies - nearest in Coventry but for London 50 were found	£624 pa (minimum)	Professional set-up. Thorough vetting system, including a site visit. Upfront about costs. Easy to navigate website. As far as we could make out this one has the most pest control businesses signed-up
Findagoodone www.findagoodone.com	Online	None	Requires a post code – got 5 businesses local to my code and, unlike some, all were for pest control	6 months free trial	No vetting before sign-up. Relies on customer's giving feedback. ID codes for customers to protect from malicious feedback. Simple & straight forward and with a free 6 months, probably worth a try
Mylocaltrader www.mylotrader.com	Online	No details	Returned no results for L1, NG1, B1 but managed one for SE1	unknown	Opaque website, no details on how traders are vetted, other than customer feedback. Nothing about what it costs
Rated people www.ratedpeople.com	Online	Basic ID check	Produced a list of counties with pest control traders but most turned out to be nothing of the sort	£15/month (or £120 pa) + c£15 per lead selected	Has link with Government endorsed TrustMark but unless it improves its pest control search, I wouldn't bother
Trustmark www.trustmark.org.uk	Not open to pest control	Inspection visit	No pest control at present	unknown	Only way to join is by inspection but doesn't have a category for pest control. No info about costs disclosed so no point pursuing at present
TrustATrader www.trustatrader.com	Phone for details	5 customer references & detailed paperwork	Produced 6 contacts for London, 1 for Birmingham, but 0 for Leeds & Nottingham	unknown	Professional set-up/website/thorough vetting. Does lots of national TV and radio advertising but secretive about the cost of all this
Which? Trusted Traders www.trustedtraders.which.co.uk	Online	Visit and detailed paperwork required	22 businesses found from an all locations search but half were garden/damp proofing/cleaning so only 11 pest control specialists	£60 for initial vetting visit then £480 pa (Up to 19 employees)	Professional set-up. Good easy to navigate website. Thorough vetting system. Upfront about costs. Needs more pest control members, but early days

Bed bug dog training: New centre established



Pest has been following the use of bed bug detection dogs in the UK since 2010 when **Pest's** sceptical – but soon convinced – editor, Frances McKim, spent the day with Adam Juson of Merlin Environmental Solutions and two of his dogs screening hotels in London – see **Pest** issue 8: March & April 2010.

Five years on and the use of dogs in the fight against bed bugs has, for many, become a standard part of the management process. Dogs are now used in an ever increasing variety of situations throughout Europe, as well as the USA. The demand for ready-trained dogs has increased rapidly, resulting in Carsholton-based Merlin opening Europe's only dedicated bed bug detection dog training centre.

Based in 20 acres of Sussex countryside, the centre offers a diverse range of training environments ranging from hotel rooms and offices to vehicles and aircraft cabins. Originally built to cater for the continuation training requirements of Merlin's own search dog teams, the centre is now home to a team of full-time training staff who, not only manage the training and development of Merlin's growing team of dogs, but also train new bed bug dogs, along with their handlers, for clients around the world.

Beyond the dog training environment, the site includes classrooms for handler training, dog grooming and bathing facilities and large exercise areas. Adam Juson, director of Merlin commented: "We didn't just build the ultimate training environment, we set out to build a facility that caters for



Hotel rooms feature in the training scenarios replicated

every aspect of a search dog's welfare and development. Training is a vitally important part, leading to the accuracy of a search dog, however, as with humans, dogs need downtime. Giving them the opportunity to run around and just be a dog is equally as important in their training."



Aircraft cabins are also replicated

Just being a dog! Play time for bed bug search dogs is an important part of their training

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Bed bug control without IGRs

Readers need to be aware that the situation regarding the sale and usage of professional use insect growth regulators (IGRs) suitable for bed bug control in the UK is about to change radically.

The sale of both NyLar products, manufactured by PelGar, containing the IGR pyriproxyfen on its own (NyLar 100 and NyLar 4EW) ceased on 31 July 2015.

Many readers will have been tank-mixing NyLar with a residual of their own choice. But, anyone with a strategic stockpile of either of these NyLar products has, legally, until 31 January 2016 to use them up. There is no further deadline – meaning all stocks must also be disposed of by this date.

Also sold by PelGar are CimetroL and Stingray, both of which contain alpha-cypermethrin, tetramethrin and pyriproxyfen (Stingray also contains piperonyl butoxide) so both offer a pre-mixed residual insecticide and IGR.

Stocks of both of these can be sold until 31 August 2015, used until 28 February 2016 and disposed of by 26 August 2016, says PelGar. Yes – it is confusing.

There is a second IGR on the market, S-methoprene, which is, and will remain, available as a 1 litre Biopren bed bug and flea killer trigger spray. It's distributed by Agropharm, the company now owned by PelGar.

This contains both S-methoprene and

pyrethrins, but is more of a ready-to-use retail product.

These changes have put many professional pest controllers into something of a panic. Come 1 March 2016 what are they to use?

Bed bugs are known to be resistant, or at least tolerant, to several of the available residual insecticides labelled for this use. Treatment regimes based on the use of a synthetic pyrethroid along with an insect growth regulator have therefore very much become the standard.

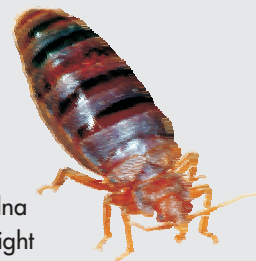
For the future

Pest has spoken to both of these IGR manufacturers to see what the future holds. Both are doing all they can to speed-up replacement products.

Bábolna Bio has advised us that a professional concentrate version of the current retail product containing S-methoprene with pyrethrum and piperonyl butoxide is to be available soon – the company is forecasting an early autumn 2015

introduction. Bábolna Bio also has a straight S-methoprene formulation undergoing UK registration. This will be suitable for use alongside other adulticide actives.

As for PelGar the company did not wish to be drawn on firm launch dates, as these are dependent on Health & Safety Executive approvals. However, PelGar says it hopes to have news about its two tank-mix pyriproxyfen (NyLar) products in early 2016. Also in development is a new, advanced three-way formulation of CimetroL.



The ready-to-use trigger pack will soon be the only IGR left



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So where next?

Clive Boase of the Pest Management Consultancy offers some practical advice

Over the last decade, it has become clear that bed bugs around the world have developed resistance to many commonly used insecticides. As a result, many pest controllers now apply a series of treatments containing different active ingredients to get control. The IGR pyriproxyfen was an important part of this combined approach because, despite having a slow action, it is one of the few actives that are effective against resistant bed bugs.

With the changes in IGR choice and availability, outlined left, pest controllers need more than ever to use an integrated approach, for example:

- Premises should be inspected thoroughly before treatment.
- The room should be carefully prepared before treatment, and bed linen and clothing laundered using a hot wash.
- Non-chemical treatments, such as vacuuming of harbourages, or use of extreme temperatures, will help reduce bug numbers.
- A desiccant dust such as diatomaceous earth may be used to treat electrical sockets, under carpets, and other voids. Desiccant products are effective against bugs resistant to conventional insecticides.
- Insecticide should always be applied in accordance with the label, so for example, before treating the mattress, check that the product is approved for this.
- Use crack and crevice treatments, to maximise direct contact of the spray with the bugs.
- Regarding IGRs:
 - If IGRs are not available, then alternate between a carbamate (bendiocarb) and pyrethroid (alpha-cypermethrin, deltamethrin, lambda cyhalothrin, imiprothrin etc) spray treatments. Even then, to ensure good control, non-chemical measures (see above) will be an important part of the treatment.
 - If IGRs (pyriproxyfen or methoprene) are available, then these should be included, either as a permitted tank mix with a carbamate or pyrethroids, or in the form of a combination product.
- Allow for at least two separate insecticide treatments, and even then further treatments may be necessary.



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Bed bug control – the resident factor

There's no doubt bed bugs are one of the most difficult urban pests to manage and very often residents don't help. In this article, which first appeared in the leading American pest management magazine, *Pest Control Technology*, Changlu Wang, Narinderpal Singh and Richard Cooper from Rutgers University Department of Entomology, New Jersey, USA, explore what pest professionals can do to improve results.

Bed bugs are one of the most difficult urban pests to manage. Due to the biology of bed bugs and the limitations of available control methods and materials, human factors play important roles in the success of bed bug management efforts. More than any other urban pest, the safe and efficient elimination of bed bug infestations requires close collaboration among residents, property management staff and the pest control provider.

In practice, there are often disputes about the causes of control failures.

Lack of resident collaboration is the most commonly cited cause of failure among pest management professionals and property managers. Residents, conversely, often argue the inferior quality of the pest control service is to blame. These different opinions have, at least in part, arisen from the lack of understanding (or misunderstanding) of bed bug behaviour and the role non-chemical bed bug control techniques play in successful bed bug elimination.

In the following article, we'll analyse the major types of obstacles created by residents and discuss effective methods for overcoming these challenges.



Obstacles presented by residents

1 Infrequent laundering

Studies have shown that 93-99% of bed bugs found by visual inspection are located on furniture (Potter *et al* 2006, Wang *et al* 2007). Frequent laundering of bed linens is one of the most cost-effective methods to reduce/eliminate bed bugs (Naylor and Boase 2010). When the mattress and box spring are wrapped in the original plastic or are encased with vinyl zippered covers, frequent laundering of bed linens becomes especially important. Under these conditions, bed bugs tend to hide on bed linen avoiding the smooth plastic.

2 Clutter and housekeeping practices

Presence of clutter in homes hinders effective and efficient treatments. Clutter may harbour bed bugs that are difficult to find and treat. The location of clutter often is more important than the amount of clutter. Even a small amount of clutter on, under or next to a host-sleeping or resting area (eg bed or upholstered furniture) is likely to serve as a safe haven for bed bugs and can lead to elimination failure, if not addressed. In contrast, a large amount of clutter located away from sleeping or resting areas has a much lower risk of harbouring bed bugs and, unless the residence is heavily infested, is less likely to hinder the control effort, even if it is not removed. Moving around infested items (such as bags, pillows, clothing, stuffed animals, etc) will disturb and spread bed bugs.

3 Presence of difficult-to-treat furniture

Certain types of furniture are difficult to treat. Examples include: wooden furniture that is in disrepair, or has many cracks and crevices; overstuffed upholstered furniture; sofas and wicker furniture; all of these provide numerous harbourages for bed bugs and make pesticide or steam application very difficult. Other examples of furniture that pose treatment challenges include platform beds, wood panels placed on the bed to support the mattresses and reclining chairs.

4 Resident behaviour

Where the resident sleeps and spends the most time during the day dictates where bed bugs are likely to hide. Bed bugs hide close to host sleeping or resting places. For example, we found two disabled residents who spent many hours in their wheelchairs had dozens of bed bugs hiding on their wheelchairs. In another case, there was a resident with a

disability who spent large amounts of time sitting in the bathroom and bed bugs were found on the toilet seat and the wooden chair beside the toilet seat in this apartment. For this reason pest professionals should always ask where the resident sleeps, sits and rests during the day. This information can be critical in locating pockets of bed bug activity that otherwise may go undetected. Changing sleeping locations as a result of a bed bug infestation will spread bed bugs to new sleeping areas, making treatment more difficult and time consuming. It is very important that the resident does not change sleeping or resting locations during the course of treatment.

5 Improper preparation by resident

Pest professionals commonly ask clients to prepare for treatments without realising that most residents do not know how to prepare properly. Residents may simply not read, or not interpret, the instructions correctly. Improper preparation can be counterproductive, leading to the spread of bed bugs, complicating the inspection and treatment process and reducing the efficiency of the eradication process. We observed one resident who moved an infested suitcase along with many other items to the backyard as part of the preparation. On another occasion, we noticed a resident had moved all bed linen to the corner of the bedroom. After a PMP's treatment, the resident placed the bed linen back on the bed without washing it. In both cases the infested items were not properly addressed and left unexposed to treatments. It would have been better had the resident not moved these items.

6 Refused access

For various reasons, some residents prefer not to be bothered by visitors, including pest professionals, even if it is a free service provided by the property management office. They may change their locks, not open the door, or ask the technician to come back another time. Without prompt treatment, an infestation is likely to spread to neighbouring units within the building and will lead to higher control costs and more difficulties in elimination. Wang *et al* (2010) reported that 101 of the 223 units in an apartment building became infested within 41 months of the first confirmed bed bug introduction. Therefore, gaining access to all apartments is critical for success of the treatment programme.



Presence of clutter hinders effective and efficient treatment. It may harbour bed bugs that are difficult to find and treat



Even a small amount of clutter on, under or next to a bed is likely to serve as a safe haven for bed bugs

Solutions to these obstacles

A bed bug infestation in a multi-unit dwelling is a social issue and requires the cooperation of residents, property management and the pest control professional. Overcoming these obstacles starts with education. Educate residents and property management staff about bed bug biology, prevention and non-chemical control methods. An educated resident is more likely to identify infestations and follow recommendations. Likewise, a knowledgeable housing staff is more effective in setting up a good bed bug management programme and assisting the pest control contractor in identifying and removing the obstacles created by the residents.

In some instances, residents may be disabled and are thus unable to fully cooperate, while others are not bothered by bed bugs and are simply uncooperative. In such cases, property management must take initiatives to help the pest professional solve the problems. There are many cost-effective methods to remove the obstacles outlined above. These include:

1 Encourage residents to hot launder bed linens at least once per week

For residents that are on a tighter budget it should be explained that they can still kill bed bugs by skipping the wash cycle and placing linens in the dryer on high heat. Other items such as pillows, stuffed animals and hard-to-wash items like comforters and Afghan blankets can also be heated in a dryer.

2 Discourage residents from moving infested items to new areas. Encourage them to eliminate clutter on, under and next to sleeping and resting areas

To prevent the spread of bed bugs, these items should be hot laundered, placed in a sealed plastic container or discarded if no longer needed. Assisting physically challenged residents in removing clutter is more cost effective than hiring outside service providers. Enlist the help from social workers, relatives, home aids, etc. Ask them to help residents do weekly laundering and keep the house uncluttered and clean.

3 Residents should consider disposing of complex furniture that is heavily infested and in disrepair

Furniture that is still in good condition should only be discarded if the resident agrees to disposing of it. Wooden bed frames can be replaced with inexpensive metal frames. A metal bed frame is an affordable solution for most residents or property management. It is cost effective for property management to provide metal bed frames to residents whose beds are resting on the floor compared to the costs associated with overcoming the challenges associated with not having any bed frame.

Mattress encasements can also be provided by property management to people who cannot afford, or are unwilling, to install encasements. Zipped encasements made of plastic are very affordable and effective in assisting with a bed bug inspection and treatment. Although they are not as comfortable and sturdy as the fabric encasements, they greatly reduce the probability of bed bugs hiding on the mattresses and box springs (more so than fabric encasements in our field observations). In a low-income community, we found that among encased mattresses and box springs, 88% were in plastic encasements and 12% were in fabric encasements, showing that residents are willing to install plastic encasements as a cost-effective method to control bed bug infestations.

4 Identify where the resident sleeps, sits and rests during the course of the day

These areas must be treated and inspected for activity until the infestation is eliminated. Discourage residents from changing sleeping locations to reduce the spread of bed bugs. The fewer the sleeping and resting places used by the resident, the more localised the bed bug distribution will be and the easier it will be to eliminate.

5 Stop asking residents to prepare for treatments except to provide access

Ask residents not to place items on infested furniture or take items from infested furniture to a different location unless it is properly inspected and treated. Inspections of undisturbed apartments provide the most accurate assessment of the infestation and enable appropriate recommendations for the specific type of cooperation needed from the resident.

6 When a PMP's access of an infested unit is denied by a resident, management should find solutions to gain access instead of skipping a treatment

Success is still possible

In our field experience, we were still able to eliminate many difficult bed bug infestations even when faced with all of the above obstacles, but months of biweekly inspections/treatments were required. In a community-wide bed bug integrated pest management demonstration study, in a low income community, 95% of the 66 treated infestations were eliminated over 12 months, despite the obstacles (R. Cooper, unpublished data). In that study, housing staff took the double role of pest control technician and maintenance. They assisted residents with challenges, provided tokens for weekly laundering and followed through with each infestation until no bed bugs were detected.

It took a median number of seven biweekly visits to eliminate an infestation. These successful cases demonstrate that lack of resident cooperation should not be used routinely as an excuse for control failure. Inaction will only worsen the bed bug problems and incur more difficulties and higher costs over time. Rather, pest management professionals and housing staff should take pro-active roles in correcting/minimising the obstacles and designing treatment strategies based upon the characteristics of the communities.

With the available tools and materials, pest professionals can still deliver effective bed bug elimination in challenging situations.

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Infested by bed bugs!

Bed bug expert, Stephen Doggett from the Department of Medical Entomology at Westmead Hospital, Sydney, reviews one of the latest books covering bed bugs – *Infested*.

Written by Brooke Borel, an American science writer and journalist, the sub-title to the 224-page book, *Infested*, reveals its contents – *How the bed bug infiltrated our bedrooms and took over the world*.

Many of you who were fans of the book *Rats* by Robert Sullivan (published in 2005 by Bloomsbury Press) which details the lives of rodents in New York, will be thrilled with a new novel that delves into the world of a much hated pest.

In many ways, *Infested* represents Brooke's own personal journey with bed bugs. A journey that began with shock and repulsion upon her first exposure to the insect, leads to an eventual (and, perhaps understandably, a somewhat begrudging) admiration of this fascinating insect.

Mysterious welts

Brooke's first contact with bed bugs was in New York during 2004, when mysterious welts suddenly appeared on her right leg. Despite many and various different things being blamed, it was her father (a skin pathologist) who suggested bed bugs.

Brooke's comment at the time was:

"Are you crazy? That is not even a real thing." However, bed bugs were confirmed, and being a science journalist with an enquiring mind, Brooke set about finding out more about this mysterious



insect that has a preference for attacking people in their sleep.

Infested describes the life cycle of the bed bug, including the strange behaviour of 'traumatic insemination', where the male stabs his lover with his knife like penis during the process of coupling. The book moves onto the origin of the insect and its association with humans through history, and the eventual spread of the pest throughout the world.

Just a childhood nursery rhyme

An examination of how DDT reduced bed bug populations follows. It was DDT which ensured that a generation believed that bed bugs were nothing more than a childhood nursery rhyme.

The book then progresses onto the bed bug resurgence and the factors behind the return of this public health pest. Through the course of these investigations, Brooke met many of the scientists (and characters) who are now familiar names in the bed bug world.

The consequences of the resurgence follows. *Infested* documents some of the extreme, and sometimes dangerous, behaviours that people undertake to rid themselves of bed bugs. This includes using flammable alcohol, which has resulted in the destruction of dwellings as well as the overuse of insecticides. The psychological impacts are discussed and the reasons why we all feel such revulsion for these insects.

One of the more controversial chapters is entitled *Money. The Wild West of the Bed Bug Economy*. In this, Brooke details the sleazy side of bed bugs; the dubious companies who jumped on the bandwagon to make a fast buck at the expense of the public. The real parasites are revealed!

Brooke's journey takes her on an elusive hunt to find the origins of insecticide resistance in the bed bug. The result is quite amusing; a lot of finger pointing across the world, with no real answer.

Infested is very well written and an excellent read. Even those who have researched or undertaken the control of bed bugs will learn something new. For example, the surrealist artist, Salvador Dalí attempted to slice off a small birthmark with a razor, as he thought it was actually a bed bug.

Interestingly, *Infested* was originally called *Suck*, in my mind a much more provocative title and immensely more accurate. Unfortunately, it was felt that title might offend the delicate constitution of the American public....

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Price: \$26 or £18.



Online reviews of bed bugs lower hotel room rates

Research by the University of Kentucky, USA has put some hard numbers on the economic impact of online reports of bed bugs in hotels. Results showed that, on average, a single report of bed bugs in a recent traveller review lowers the value of a hotel room by \$38 (£24) per room per night among business travellers and \$23 (£15) for leisure travellers. The higher loss of room values for business travellers is not surprising as they tend to stay in more expensive rooms.

The online survey was conducted in May this year. Respondents included almost 2,100 people. Of these 1,298 travelled mainly for leisure and 790 did so largely for business.

Jerrold Penn, the lead author of the study explained: "The goal of the research was to understand consumer preferences when choosing a hotel for business or leisure travel and how the risk of bed bugs influences their decision. Considering how popular

social media has become, it's important that hotels recognise the potential spread of negative information, regardless of whether the report of bed bugs is accurate."

In absolute terms, compared to other hotel aspects, the monetary value for travellers' concern about bed bugs makes it one of the more important considerations when selecting or grading a hotel. A second mention of bed bugs in recent traveller reviews further decreases the value of a hotel room, but proportionately to a lesser extent than the first alleged report of the pests.



© Dr Michael Potter

Is poor bed bug control due to inadequate efficacy testing?

The underperformance of insecticidal products in the management of bed bugs has been discussed before – see **Pest** Issue 37: February & March 2015. Much of this stems from the fact that bed bugs are resistant to most of the insecticides on the market, particularly the pyrethroids. Compounding this is a lack of mandatory efficacy testing guidelines from insecticide registration authorities. The result, it could be argued, is that many (if not most) products that come onto the market will have been inadequately tested, or tested on inappropriate bed bug strains.



Stephen Doggett was the ICUP bed bug workshop moderator

There was no better place to discuss the impact of the lack of regulatory efficacy guidelines than in an open forum during the 8th International Conference on Urban Pests (ICUP), which was held in Zurich in July last year.

At this meeting there was a gathering of experts across various fields in urban entomology, including a lot of folk with extensive knowledge and experience on bed bugs and their control.

A workshop on bed bugs was held on the last day of the event, with Stephen Doggett, from the Department of Medical Entomology at Westmead Hospital, Sydney, Australia acting as the moderator. Two of his PhD students, David Lilly and Kai Dang recorded the various responses presented here.

The audience was divided into groups corresponding to their field of

expertise and included; academics, pest controllers, consultants, government representatives and manufacturers. A series of questions was posed relating to the issue of the efficacy testing of bed bug insecticidal products. From the responses recorded, there was much debate and coming to firm conclusions proved harder than maybe had been anticipated.

Is it acceptable to test products on insecticide-susceptible bed bugs?

All groups were in agreement in their response to this question. It is considered acceptable to test insecticides on susceptible bed bug strains for baseline data. However, it is not acceptable to use them for product registration. Sadly, many companies still use old bed bug strains for efficacy testing of new products.

How should resistance be defined in bed bugs?

This was quite a challenging question with no unified answer. The academics stated this must be determined from field collected strains by undertaking comparisons with old susceptible strains (although how this was to be done was not explained). It was recognised that resistance is quite variable and is likely to differ from state to state, region to region, and even nation to nation. Ideally, resistance should be checked on a regular basis in laboratory strains of bed bugs, every six months, at least. Ultimately, some standard of what is regarded as resistance needs to be defined.

The government workers and the consultants suggested that resistance could be defined as being present when a product is not effective in the field. While this is a very practical definition, it does not set levels for efficacy testing.

The manufacturers recommended the approach that is used by the World Health Organization (WHO) for establishing resistance levels for efficacy evaluation in mosquito control products. Namely, the value should be set at twice the LD₉₉ of a 'field strain'. The LD₉₉ is the dose that will kill 99% of the population of a particular strain.

However, in our experience at Westmead Hospital, many strains will



Australian PhD students Kai Dang, left, and David Lilly took on the role of reporters at the ICUP bed bug workshop

not be killed by any pyrethroid dose, even right up to near-pure insecticide and, thus, such a calculation is simply impossible with today's field strains.

In a practical sense, a discriminating dose should first be derived from baseline LD₉₉ data obtained from a susceptible strain, but then set at a high enough ratio (i.e. a minimum of 1,000 times based on current knowledge) such that it accounts for all levels of resistance that have been documented in field strains studied to date. A high discriminating dose sets a high (but fair) standard, as it immediately excludes ineffective products at the first hurdle.

It is likely in the future, that resistance in bed bugs will continue to intensify and spread to other insecticidal groups. This means that continual review and reassessment of the prescribed discriminating dose, based on the most recent field data, will be necessary to protect insecticide users and the public from ineffective products.

Should products be allowed to be registered if they work via topical kill only?

Many products on the market can kill bed bugs if hit directly with the insecticide, however many of these provide very poor residual control. This includes the pyrethroid based aerosols, the neonicotinoids and many of the essential oils. Again, all the various experts were in agreement that such products should be allowed to be registered, but only if it states on the label that they will only kill by direct topical application.

It could be argued that if these products only work via direct application, why not use a non-chemical form of control such as vacuum or steam? Why use topical kill insecticides at all? If all products were removed from the market that only offer topical kill, there would be very few left!

Should any insecticidal product be exempt from efficacy testing as part of the registration process?

All experts were in total agreement, that all products should be demonstrated efficacious as part of the registration process. There can be no exceptions. We have seen the problems that have arisen in the USA where many so called '25B' products (those that are considered to be of low risk to human health) have not required efficacy data. Many of these are totally ineffective at controlling bed bugs.

Can anything be done about the provision of suspect efficacy data to support registration claims?

There is evidence that a number of groups have supplied suspect efficacy data when registering new insecticidal products. Data that is too good to be true is widely promoted by some companies.

The various expert groups found this question particularly vexatious and could not come to any universal agreement. The manufacturers and pest controllers decided to pass on this and even questioned the need for more layers in the registration process.

The academics took quite a pragmatic view and suggested the formation of an international peer review group to evaluate efficacy claims and to cull out suspect data. This is a wonderful suggestion in the opinion of the authors of this article!

In other areas of science, such as in pathology, Quality Assurance Programmes (QAP) are well established. The basic process is that laboratories are sent unknown samples that they must test. If their answer lies outside the correct value, they must undertake corrective action otherwise they could lose their accreditation. Perhaps we need accredited bed bug testing facilities that are part of a QAP

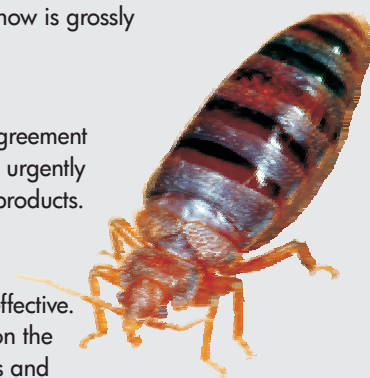
process? Certainly what we have now is grossly inadequate and is open to abuse.

In conclusion

To summarise, all groups are in agreement that efficacy testing guidelines are urgently required for bed bug insecticidal products.

The challenge will be to develop guidelines that are practical, workable and, most importantly, effective. We need more open discussions on the development of efficacy guidelines and this should involve input from experts across disparate fields and not be confined to a narrow focus group.

Until effective efficacy guidelines are in place and organisations are forced to adhere to them, my best advice is never to trust that chemical you are using. Focus on non-chemical methods first and always ensure follow-up inspections after bed bug treatments.



The pest managers group



The government regulators group



The academics group

Update on bed bug monitors

Sticky on two sides – the Bugo

First spotted at PestEx 2015, the Bugo has now been launched by West Yorkshire-based Simpson Turner. It is a revolutionary new product in bed bug prevention and the first of its kind on the market, with it already being referred to as 'ground breaking' amongst industry experts, says the manufacturer. The Bugo is a simple to use device that lasts up to eight weeks, is virtually invisible and acts, not only as a barrier but also a detector of bed bugs.

The Bugo comes with protective covers which the user peels off during application. The product is a clear circular ring, sticky on both sides. Once applied, it sticks to the floor around the bottom of the bed leg, preventing unwanted crawling insects from climbing up and settling into the mattress, sheets or joints and cracks of the bed. The Bugo is designed to be used in any location whether in the home, in hotels or nursing homes and is available for hard or soft floor application.

Available in packs of 12 or 100.



www.TheBugo.co.uk

Global bed bug summit not until 2017

There is to be no global bed bug summit in 2016, rather there will be a special bed bug training track during PestWorld 2015 which is being held on October 20-23 at the Gaylord Opryland Resort & Convention Center in Nashville, Tennessee, USA. The two previous summits were organised jointly by NPMA and BedBug Central (see reports in *Pest* issues 31 and 37). January 2017 will see the return of this event.



Passive monitor heads down under

Developed by David Cain of Bed Bugs Limited in London, the Passive monitor is about to go even more global.

The monitor is specifically designed to provide an ideal hiding place for bed bugs. It comes surrounded by a white band which clearly shows any faecal straining.

Now manufactured in the USA, the product has undergone a few minor improvements to its design and is already sold in the USA as PackTite Passive.

It is shortly to be launched in Australia, the Far East and South Africa by Ensysstex as the Ensysstex Environmental Room Monitor.



Work out how many bed bugs and WIN Suterra products

Can you guess how many bed bugs – all stages – there are in this single trap? Suterra is offering a prize to the reader whose guess is closest to the correct total. The first prize is £200 worth of any Suterra products as selected by the winner. *Pest* is awarding a wind-up *Pest* torch to the three runners-up.

Send your estimates to editor@pestmagazine.co.uk. Please mark the email 'bed bug competition' in the subject line and then give your name and the name of the organisation you work for. All entries must be in by 21 September 2015. The winners will be announced in *Pest* issue 41 to be published in October 2015.

Suterra says that its Trappit BB Detector Plus uses unique aggregation pheromone technology to attract bed bugs of both sexes and at every life-cycle stage to provide the earliest detection possible. By mimicking the chemicals that bed bugs emit when aggregating (grouping together) the trap appears as a safe place to congregate. It is especially powerful at detecting new infestations where aggregation points have not already been established, or in scenarios where humans are present, meaning that traditional food-based traps are less effective.

The lure of the product could not be better illustrated than in this photo where the trap had been placed in a South London housing location. The picture was taken after seven days. The room was the



epicentre of the infestation which was well established – as can be seen by the number of adult insects. It is also interesting to note that males and females, fed and unfed, adults and all instar stages are caught in the trap.





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Rodenticides to the rescue

Rat bait is often portrayed as nasty toxic stuff but, as pest professionals know, used wisely it's an important tool and not just in protecting public health. As previously reported, rodenticides manufactured by USA-based Bell Laboratories and by UK-based PelGar International have both been used to great effect in conservation management. We bring you up-to-date with progress on the rodent eradication projects on South Georgia and, closer to home, the Isles of Scilly.

Baiting phase concluded on South Georgia

The project to remove rats from South Georgia began back in 2007 and it became the world's largest rodent eradication project. Fieldwork has comprised three baiting phases in 2011, 2013 and, most recently, between January and March this year, when an 18-strong international team, known as Team Rat, completed the baiting phase.

The hope is that this British Overseas Territory in the South Atlantic is now rat free for the first time in over 200 years. **Pest** has tracked the progress of this massive project see Issue 14: March & April 2011, Issue 24: November & December 2012 and Issue 36: November & December 2014.



© Tony Martin

The project now moves into a two year monitoring phase, but, as project director Tony Martin points out, the benefits are clear to see: "Already the South Georgia pipit, the world's most southerly songbird and South Georgia pintails, both endemic species found only here, are returning in numbers we could never have imagined, along with other species which were the victims of rats. But it will take decades, even centuries, before the birdlife returns to the numbers which existed before man – and rodents – arrived."

The enormous scale of the project is underlined by some of its vital statistics:

- A total of 1,050 square kms successfully baited;
- 290 tonnes of rodenticide spread by three former air ambulance helicopters;
- 100% of the island's rat-infested areas now baited, making it eight times larger than any other rodent eradication area;
- 1,000 flying hours, equivalent to flying around the world three times.

During the third and final phase of fieldwork alone, 95 tonnes of bait were laid by the Trust's helicopters, using GPS tracking systems to keep an accurate record of bait coverage, as well as some hand-baiting,



South Georgia pintails are returning

over an area of 364 square kilometres. The three month field operation involved almost 350 flying hours, requiring 260 bait pods to be laid, and 350 drums of fuel to keep the helicopters in the skies above South Georgia.

All this work has been undertaken by a small Scottish charity, the South Georgia Heritage Trust (SGHT), based in Dundee. The total cost of the Habitat Restoration Project, including the monitoring work still to come, is expected to be £7.5 million. It has been funded entirely by voluntary donations raised by SGHT and its US counterpart, Friends of South Georgia Island (FOSGI). Donors include UK, US and Norwegian Trusts and Foundations; a wide range of



Monitoring work at South Georgia whaling station, Prince Olav Harbour



generous individual supporters, including thousands of tourists visiting South Georgia on cruise-ships; the UK Government; and support in kind from US and UK corporations.

SGHT is also grateful for the assistance received from the Government of South Georgia and the South Sandwich Islands and the British Antarctic Survey, without whose support it would not have been feasible for the Trust to carry out this vital conservation work.

Manx shearwater returns to breed on Isles of Scilly

The rodent eradication programme put in place by the Isles of Scilly Seabird Recovery Project (see **Pest** Issue 31: January & February 2014) has made good use of PelGar's Roban and Vertox Excel baits and all the signs are that St Agnes & Gugh are now rat free. This project, like the bigger one in South Georgia, has also entered a monitoring phase.

Community involvement

Unlike South Georgia the project team is able to draw on the local population for help. As Jaclyn Pearson, Isles of Scilly seabird recovery project manager explains: "We have 96 permanent monitoring stations around the coast as well as at inland hotspots (e.g. farms, restaurants, etc.). These are being checked every two weeks. Our team and the St Agnes & Gugh volunteers have been doing an amazing job. If we get a potential sighting we call this response 'Rat on a rat' (ROAR) and that is what they have become known in the community. The message we get is 'we have a ROAR – can you assist us with putting out a grid'."

"ROAR stickers have been posted in many locations on St Agnes and Gugh. If



© Tony Martin

Now that's what I call bait box filling! A member of Team Rat Phase three fills the baiting bucket in South Georgia

someone sees what they think might be a rat, they can call the ROAR alert number and we interview them, carry out surveillance and set up a monitoring grid which is checked over a month. If there is no rat sign found, we bring it in and remain vigilant. There have been 23 'ROAR's' and grids set up so far," says Jaclyn.

Elizabeth (Biz) Bell, senior ecologist for Wildlife Management International the organisation that undertook the rodent removal work explains: "A monitoring grid usually comprises of monitoring tools (chocolate wax, soap, candles and tracking tunnels) spaced at between 25 to 50 m apart for up to 500 m from the possible sighting location. The grid size depends on the likelihood of the sighting, the location and habitat etc. Camera traps are also placed out on occasion to confirm what has been making the sign, or may have been present at the site. Encouragingly these cameras have only detected shrews and birds."

Jaclyn adds: "The great news is that seabird

breeding is slowly starting to recover and we saw our first Manx shearwater chick, the first in living memory, in August 2014, and we even have video footage of this on our website at www.ios-seabirds.org.uk". "The final check will be taking place in January/February 2016 when we hope that we can report a complete eradication of brown rats."

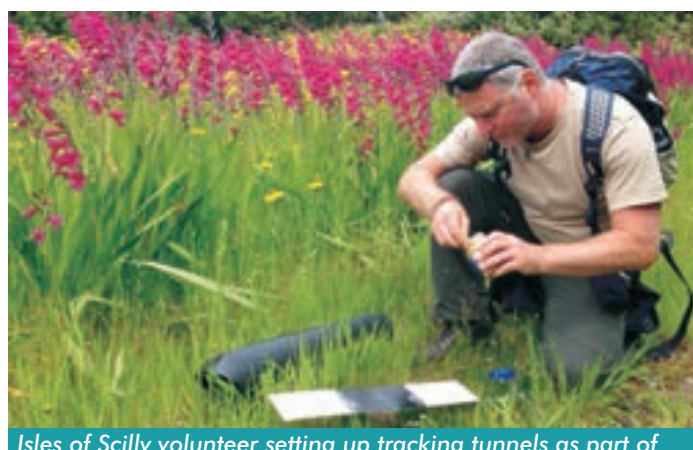
PelGar International's managing director, Dr Gareth Capel-Williams said: "We are delighted that our bait was used as part of this unique rat eradication operation."



Manx shearwater chick – the first one seen in living memory



Isles of Scilly community members undertake 'ROAR' training



Isles of Scilly volunteer setting up tracking tunnels as part of potential incursion grid

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Top tips for grain stores

Grain store cleaning ahead of harvest is a job pest controllers repeat year after year. But are their efforts going to waste because key areas are being missed? Ken Black, the rural hygiene manager from Bayer, explains how best to tackle this task.



A K-Obiol treatment will deal with stored insect pests for two months

Grain store preparation is a crucial job. It must be done meticulously to make sure that grain is kept in the best possible condition so as to ensure it has the least chance of being destroyed by insects.

More farmers are turning to pest professionals for help in protecting the huge investment they have to make to produce the grain, so opportunities are opening up for professional pest controllers.

Through cleaning essential

To keep the harvest safe it is crucial that storage conditions are perfect, before the grain goes into the store. Thorough cleaning is therefore essential. This, combined with the use of a product like K-Obiol EC25 to combat the risk of insect infestation, will give the grain the best possible protection.

K-Obiol, which contains deltamethrin, is an effective way of treating stores and it gives two months protection against most key insect pests. Stored product pests controlled include, grain weevils as well as flour and saw toothed grain beetles, bean weevils and flying insects such as warehouse and grain moths.



Saw toothed grain beetle



Bayer's Ken Black

Three areas to watch for

Ken Black explains that there are three key areas most often missed when cleaning grain stores which, if included in the cleaning preparation process, will minimise the chance of insect infestation:

1 Roof space

Dust can build up in the rafters and joists in the roof. Insects live in this dust and can survive over winter. As the temperatures rise in the spring, it's an optimal time for insects to breed and lay eggs, and in this scenario, before the grain goes in, the insects are already established.

2 Under the floor

The space below the flooring needs to be blasted with air and cleaned because the dust provides an additional breeding site for crop storage pests such as mites and weevils.

3 Sticky traps

Once the store is cleaned thoroughly, sticky traps must be used to monitor the level of insect activity in the store.



Often, not enough traps are put down. It's important to put traps in all key areas, and make sure they are easily accessible for frequent checking.

Good store hygiene is key to keeping out insects. Monitoring and prevention of insect activity in store is crucial to an integrated pest management strategy.

"Identifying and treating at an early stage is so important. If prevention is not made before the grain goes in, the only option is to apply an insecticide to the grain – which is a very costly and time consuming," says Ken.

Pest professional, Peter Crowden, from

Northamptonshire-based PCS, works with 86 farms and, so, knows all too well the areas that can be missed when cleaning grain stores.

A quick spray won't do

Peter comments: "When the stores are empty, some farmers go in and do a quick spray with a knapsack sprayer and they can miss key areas, like the roof space. Then they shut the doors until just before harvest.

"Because the insects haven't been treated properly, they can become a real problem inside the store, breeding and laying eggs. Numbers can be high just before harvest if the correct preventative measures haven't



Peter Crowden advises his farmer customers to monitor stores with sticky and pitfall traps



Pay attention to conveyors as they provide ideal harbourage for insect pests

been made, because the store temperatures can be ideal to encourage breeding."

Fast breeding weevils

Beetles can produce 200 eggs at a time, and it's estimated that two weevils in the right conditions can multiply to 90 million in 12 months and have the potential to destroy 50 tonnes of grain. When they've finished their demolition work, secondary insects are attracted and this increases the likelihood of fungus and moulds.

Peter always advises his customers about

British technology benefits stored grain

Technology, developed by Winchester-based Exosect has been shown to allow successful lower dose treatments to control stored grain pests. Speaking at the IOBC conference on Integrated Protection of Stored Products in Zagreb, Croatia at the end of June, the company's chief technology officer, Dr Aoife Dillon, explained how a series of studies had proved that an Entostat formulation provided successful insect control using half the rate of pyrethroid found in conventional formulations and without the usual synergists required for a pyrethroid.

Two formulations were tested, one containing the active substance deltamethrin and the other containing pirimiphos-methyl. Entostat is an electrostatically charged micro-powder. Because it readily gains an electrostatic charge, it adheres to a range of surfaces such as insects and building fabrics giving

it the potential to deliver active ingredients at reduced application rates with equivalent or improved efficacy.

Dr Dillon said: "Tools for the Integrated Pest Management of stored grain are limited. Our work delivering lower concentrations of pyrethroids added to earlier developments with *Beauveria bassiana* (a natural fungal parasite of many arthropod species currently undergoing EU regulatory review) has significant potential to benefit the sector."

In a further development, Exosect has gained US approval to import *Beauveria bassiana* to assist in the development programme of a formulation of this biological control for insect pests in grain and stored commodities in the USA.

The company has been working on this biological formulation for grain and stored commodities as part of a European development programme for nine years.



© Exosect

the importance of checking the corn when it is *in situ*, by monitoring with sticky traps and pitfall traps. I don't want to teach them to suck eggs, but it's important to be on top of best practice.

"Checking grain, keeping temperatures below 10°C, if possible, and ensuring low moisture levels (below 15%) is absolutely paramount," says Peter.

Dust can gather underneath grain store ventilation flooring, because it gets into gaps between galvanised strips covering air ducts that are spaced apart.

Temperature control

Bringing the temperature down as soon as crops are in store is important because insects won't multiply if the temperature is below 10°C.

"Keeping humidity low is also crucial to controlling mites as they only thrive in humid conditions. Ensuring grain is dried and cooled correctly will keep them out.

"As soon as crops come into store, and the blowers go on to bring the temperature down, the air must also be extracted from the store.

"This is because when you blow new air through the corn, it forces up stale air into the roof and this causes condensation, that drips down onto the grain. If you don't extract the stale air you could make conditions perfect for the hairy fungus beetle (*Typhaea stercora*)."

"Finally, stored grain should be checked once a week for insects, using bug pit sticky traps and a good quality temperature probe," concludes Peter.



A telescopic lance with a wide angle, high-output nozzle ensures good spray coverage and provides access to hard to reach areas



Monitoring traps are an essential part of good grain store management

Top tips for top class storage

- Remove all debris and dust from the cracks and crevices in the floor, walls and roof space;
- Don't forget to clean machinery and conveyors as they provide ideal harbourage for pests;
- Monitoring insect activity with sticky traps inside the store is a key essential;
- Ensure the building is waterproof and that all doors are well sealed to prevent rodents accessing the store;
- Ensure that there will be adequate space above the grain for ventilation;
- Ensure that when air is blasted through the store for cooling, that the stale air is extracted from the store to prevent condensation;
- Consider treating the fabric of the store with a spray application of K-Obiol EC25 several weeks before filling to control any active insect pests.



PROMPT website worth a look

The new BASIS website at www.basis-reg.co.uk went live in early July and it's a much more user-friendly experience than you got on the old site, reports **Pest** associate editor, Helen Riby.



Rob Simpson

Clear signposting on the new BASIS website allows visitors to easily find the particular BASIS scheme they are interested in – for most pest professionals that will be PROMPT. From the home page simply go to Schemes and then select PROMPT.

From here, those new to the professional register can find out all about the initiative and who can join. Should they decide to sign-up they can now complete all the paperwork online. BASIS managing director Rob Simpson said: "We've made the process of joining BASIS PROMPT much easier both for companies within the industry and individuals. Rather than filling in forms, qualified technicians can now simply log on to our website and get the application process moving much more quickly."

Useful members' area

For existing members the new site has a members' area where they can amend their details, pay online and upload a photograph for their membership card. Members can also keep track of their Continuing Professional Development (CPD) activity, both for the year and throughout their career. And they can print off the details or email a report to themselves.

Rob added: "We're also looking into the potential addition of a digital ID card, which could be scanned at events such as PestEx or PestTech to register CPD points automatically."

The launch press release highlights the new 'Find a Professional'

facility which BASIS says 'will have tangible benefits both for pest technicians and members of the public.' The idea is that those looking for a pest professional can click on an interactive map and call up the details of PROMPT register members in their locality, generating useful leads for members. However the hype is rather premature. When we tested the search facility it brought up very few names in each town/county. BASIS assures us that it is 'work in progress' and that the maps will improve.

Data protection forms must be returned

The main constraint at present is that many PROMPT register members have not yet returned the forms giving BASIS permission to display their details on the site. So come on BASIS PROMPT members get your finger out and send your data protection forms back. If you've not had a form then please contact Jack Moore at BASIS, email jack@basis-reg.co.uk or Tel: 01335 301311.

The other problem we envisage is that the only information provided after the search is the PROMPT member's name, town/county and, for some, but by no means all, a phone number. Clearly, if the potential customer is just presented with a name, they are no closer to finding a pest professional. Even if there's a phone number it is impossible to tell if the contacts are practising pest controllers or industry consultants, neither can you tell if they are self-employed pest controllers who, like as not, would be pleased to take an enquiry, or technicians in a private company or local authority, when a call to the office might be more appropriate.

The news section is also disappointing with, as of 6 August, not a single article on any aspect of pest control. We understand that this is to be rectified with the re-instatement of the RSS newsfeed from our own news driven website at www.pestmagazine.co.uk

Finding information about PROMPT on the web has always been somewhat confusing as, in addition to the information on the main BASIS site, there has been a parallel site at www.basispestcontrol.co.uk

Confusingly that old web page is still available. Some of its links go to the relevant page on the new website, others result in a general error message with a link to the new home

page. Perhaps this is an interim measure but we feel it would be less confusing if anyone who tries to get to the parallel site was simply diverted to the PROMPT pages within the new BASIS site. Surely the technology must be available to do that!



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Product withdrawals: What a muddle!

Here in the **Pest** office we've been burning the midnight oil trying to get to the bottom of what's happening to some well-known insecticides (see table) and one word sums up how we now feel – confused.

It all started when we decided it would be useful for readers if we printed a list of all relevant products being lost as a result of Article 95. Don't worry too much about what Article 95 is, suffice to say that the result is, as of 1 September 2015, a number of familiar products can no longer be sold. In the jargon they can legally no longer be 'made available on the market'. Even more useful, we thought, let's add when the products must be used by and disposed of.

With all manufacturers keen to sell their stocks by the end of August deadline, we didn't think this would be too hard a task.

A trawl of distributor websites produced a list of the products that were going. We then checked our findings with the various manufacturers/distributors and asked them to add the 'use by' and 'dispose of' dates. What came back can only be described as a bit of muddle. It's not that the manufacturers/distributors were trying to be

evasive or difficult, it's just that different regulatory specialists have come to different conclusions. Products containing the exact same active substances came back with very different 'use by' and 'dispose of' dates.

We quickly decided to give up on the dispose of dates and focus our efforts on when these products had to be used by, as this is clearly the most essential bit of information for readers considering purchasing stocks.

Products that will be lost from 1 September 2015 under Article 95

Product name	HSE	Active substance	Manufacturer
Actibiol Flow	7928	alpha-cypermethrin	Lodi
Alpha Pro Plus	8137	alpha-cypermethrin & tetramethrin	SX Environmental
Alpha SST	7858	alpha-cypermethrin & tetramethrin	Barrettine
Alphaban 10 SC	8225	alpha-cypermethrin	PelGar International
Alphaban Super 5 ME	7689	alpha-cypermethrin	PelGar International
Alphamax Plus	8517	alpha-cypermethrin & tetramethrin	Killgerm
Alphamost Plus	8166	alpha-cypermethrin	Hockley International
Alphamost SC	7272	alpha-cypermethrin	Hockley International
Alphamost Supa-6	8159	alpha-cypermethrin	Hockley International
Cimetrol	7453	alpha-cypermethrin, tetramethrin & pyriproxifen	PelGar International
Gat Lambda Plus	9767	lambda cyhalothrin & permethrin	Hockley International
Gat Omega	9474	abamectin and permethrin	Hockley International
Permost 0.5% Dust	6184	permethrin	Hockley International
Pro Insect Blaster	9377	permethrin	SX Environmental
Stingray ME	7685	alpha-cypermethrin, tetramethrin & pyriproxifen	PelGar International
SX Pro Flying and Crawling Insect Killer	9236	d-phenothrin & tetramethrin	SX Environmental
SX Pro Single Shot Fly and Wasp Killer Spray	9293	d-phenothrin & tetramethrin	SX Environmental
SX Pro Wasp Killer Foam	9244	permethrin & tetramethrin	SX Environmental
Tyrant 50/50 SE	7335	alpha-cypermethrin & tetramethrin	PelGar International
Tyrant Super ME	7677	alpha-cypermethrin & tetramethrin	PelGar International
Vulcan 5 SC	7336	alpha-cypermethrin	PelGar International

So who's right?

Our next step was to contact the Health & Safety Executive (HSE) – surely the regulator could give us a straight answer. To be fair HSE came straight back with a summary of the rules, but this is when our brains really began to hurt!

Turns out that Article 95 says nothing about 'use-up' periods. This means Article 89 kicks in. Article 89 provides 'standard' phase-out periods for all products starting when the decision is taken to either authorise, or not authorise, the product under the EU Biocides Regulation (known as EU BPR). The standard phase-outs are 180 days for the 'making available stage' and 365 days for the 'use-up phase'. These two normally run concurrently so, in practice, once the product has had its 180 day 'sell-out' period, there are a further 185 days (around six months) for the 'use-up'.

And that's where the confusion seems to spring from. Some manufacturers are interpreting Article 89 to mean there are 365 days of 'use-up', starting from the day Article 95 has dictated that the product can no longer be 'made available' and hence users have until 31 August 2016 to use the products.

Others believe that products subject to Article 95 effectively have no 'sell-out period' and so the first 180 days of the use-up period have been forfeited, making the use-up period 185 days i.e. the end of February 2016.

Manufacturers in both camps are adamant that they are correct in their interpretation.

So where do we go from here?

Our contact with HSE has alerted them to the problem and HSE is now working to sort this out.

HSE expects to issue guidance soon, which, we hope, will clarify the situation. We have therefore decided not to publish the confusing 'use-by' dates and we would advise you to treat the dates published in other magazines recently and those on distributors' websites with some caution.

Let's hope the guidance comes out before the 31 August deadline so, if it turns out that you do have a year to use these products, you can stock-up fully and take advantage of the keen prices currently on offer.

Just to add to the confusion, some insect growth regulators are also being lost. See pages 18 & 19 in this issue. Fortunately, there's no argument about their last date of sale, end of July 2015, nor the 'use-up' period, which is by 31 January 2016.



À la carte rodent attractants

First spotted at PestEx 2015 with prototype versions, Russell IPM has now launched the Snap'Em range of unique flavoured rodent attractants. The tasty array of flavours has been developed to tempt even the most reluctant of rats and mice into a trapping or monitoring device.

There are four flavours available – aniseed, chocolate, curry and peanut – and they come in a gel or mess-free tab form.

The gel, which is in a pre-loaded syringe, is compatible with all conventional monitoring and trapping systems. It is toxin-free, making it safe to use around food products, pets and children, explains Russell.

In addition to the gel, the unique shape of the Snap'Em tab range allows for a clean and secure insertion into the socket of most rat and mouse snap traps.

www.russellipm.com

Quick off the mark

Hockley International has been quick off the mark, filling those gaps left once they can no longer sell their products withdrawn after 31 August under Article 95 – see page 39.

Filling the alpha-cypermethrin gap is Alfasect. This suspension concentrate for dilution with water has a residual activity of up to eight weeks and is active against a wide range of crawling and flying insects.

Also targeting a broad range of crawling and flying insects is permethrin-based Permost CS. Formulated as a specialist microencapsulated formulation, it can be surface sprayed or space sprayed using either thermal fogging or cold ULV equipment.

Aimed at house flies, SoFast is a bait granule insecticide for use as a wet bait indoors. It contains imidacloprid, sugar and the pheromone, tricosene.



www.hockley.co.uk



Increasing contact

The latest edition to the Romax range from Barrettine is the Romax Contact Station. This is designed to allow contact rodenticides to be applied within the station, so that rodents come into contact with the active ingredients, when they pass through. Once the rodent control programme is complete, the contact stations can be conveniently removed.

Designed with flaps on either end of the station, these have the effect of increasing the transfer area of the rodenticide onto the coat of the rodent.

www.barrettine.co.uk

A useful domestic add-on

Aimed primarily at the domestic market, this handy little fly killer offers scope for additional sales following a more mainstream treatment. Smart, attractive, effective and competitively priced, Protect-a-lite 8 provides an 18 sq metre coverage. It can be flat surface or wall mounted. Simple and quick to empty, it includes an easy-to-change glue board and high energy saving 8 watt uv lamp.



www.bower.co.uk

Flying insect identification poster

This full sized, glossy and attractive poster from PestWest, pictured below, illustrates all those flying insects and moths that you are likely to encounter when planning to place and use an electronic UV machine. Identifying the species you are trying to control is always critical.

Also from PestWest is a four-page leaflet on how users can reduce their environmental impact and lower energy bills with PestWest's latest range of electronic UV sticky traps. Tubes, ballasts and sticky boards are discussed, followed by an analysis of three of the company's models.

Contact PestWest for details. Email: info@pestwest.com



HSE fumigation guide

A new comprehensive 40-page HSE guidance document, 'Fumigation: Health and safety guidance for employers and technicians carrying out fumigation operations (HSG251)', outlines the risks involved in fumigation and describes the law that applies to fumigation operations. It also includes updated references to legislation and links to further guidance, as well as providing a clearer explanation of what actions to take and why. Download it from the **Pest** library at www.pestmagazine.co.uk/en/library



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Take the Pest Test 40

BASIS has made two PROMPT CPD points available if you can demonstrate that you have improved your knowledge, understanding and technical know-how by passing the **Pest Test** and answering all our questions correctly. So read through our articles on rodenticide stewardship, the CIEH survey report, the use of IGRs in bed bug control, bed bugs in hotel rooms, rodenticides to the rescue and top tips for grain stores in this issue of **Pest** and answer the questions below. Try to answer them all in one sitting and without referring back to the articles.

SEND COMPLETED QUESTIONS to: **Pest** Magazine, Foxhill, Stanford on Soar, Loughborough, Leicestershire LE12 5PZ.

We will mark your **Pest Test** and, if all answers are correct, we will enter the results onto your PROMPT record held by BASIS.

- By when must all professionals buying and using anticoagulant rodenticides have a certificate approved by CRRU?

<input type="checkbox"/> a) 31 March 2016	<input type="checkbox"/> c) 31 March 2017
<input type="checkbox"/> b) 1 December 2016	<input type="checkbox"/> d) 1 December 2017
- What does the CIEH survey estimate was the average budget fall for environmental health services between 2013/4 and 2014/5?

<input type="checkbox"/> a) 6.8%	<input type="checkbox"/> c) 16.8%
<input type="checkbox"/> b) 8.6%	<input type="checkbox"/> d) 18.6%
- When must all stocks of NyLar, containing pyriproxyfen, be used up and also any residual stocks disposed of?

<input type="checkbox"/> a) 31 December 2015	<input type="checkbox"/> c) 29 February 2016
<input type="checkbox"/> b) 31 January 2016	<input type="checkbox"/> d) 31 March 2016
- By how much does the University of Kentucky estimate a bed bug review lowers the price of a business traveller's hotel room/night?

<input type="checkbox"/> a) £14	<input type="checkbox"/> c) £30
<input type="checkbox"/> b) £24	<input type="checkbox"/> d) £34
- What is the estimated total cost over all the years of the Habitat Restoration Project on South Georgia?

<input type="checkbox"/> a) £3.5 million	<input type="checkbox"/> c) £7.5 million
<input type="checkbox"/> b) £5.5 million	<input type="checkbox"/> d) £10.5 million
- What is the potential loss of grain that Peter Crowden estimates two weevils, left untreated over 12 months, can destroy?

<input type="checkbox"/> a) 30 tonnes of grain	<input type="checkbox"/> c) 70 tonnes of grain
<input type="checkbox"/> b) 50 tonnes of grain	<input type="checkbox"/> d) 90 tonnes of grain

Name: _____

Organisation: _____

Tel: _____

Email: _____

PROMPT account number: 200 _____



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**best
product
award
2015**
pest

Last call for entries for the *Pest* best product award

Time is running out to nominate your favourite product in this year's **Pest** Best Product Award. Nominations must reach the **Pest** office by midnight on 31 August.

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.

Diary dates

21-25 September

10th European Vertebrate Pest Management Conference

Pabellón de Uruguay, Sevilla, Andalucía, Spain
www.evpmc.org/

15 October

Barrettine MINT day

Britannia Stadium
Stoke-on-Trent ST4 4EG beh@barrettine.co.uk

20-23 October

PestWorld 2015

Gaylord Opryland Resort & Convention Center, Nashville, Tennessee, USA
npmapestworld.org/events/home.cfm

4 November

PestTech 2015

National Motorcycle Museum, Birmingham
npta.org.uk/pesttech

19 November

SOFHT Annual Lunch & Lecture 2015

The Savoy, London
www.sofht.co.uk/events/sofht-lecture-annual-lunch-awards-2015/

25-26 November

Parasitec 2015


WOW Convention Center,
Istanbul, Turkey turquie.parasitec.org/index.php/en/

Nominations received so far are:

- Kil@Alert from Woodstream;
- Evo Mouse Box from Bell Laboratories;
- Racumin Foam from Bayer;
- NARA Non-tox Blocks from Futura;
- Ruby grain from Lodi;
- Storm Pasta from BASF;
- NARA Liquid from Futura;
- Quicklock Microbait from Rat Pak;
- RoTrack UV from Plastdiversity;
- Tappit BB Detector Plus from Suterra.


The 2015 award is open to all products launched between 1 January 2014 and 31 August this year. However, products which have already achieved a first, second or third place cannot be nominated again.

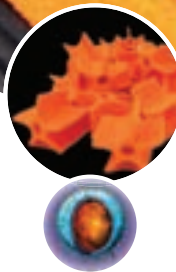
To nominate a last minute product please email the editor at editor@pestmagazine.co.uk. Along with your nominations, please include your name, organisation and contact details.




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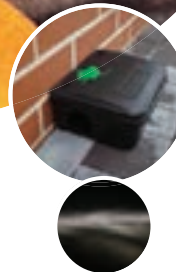




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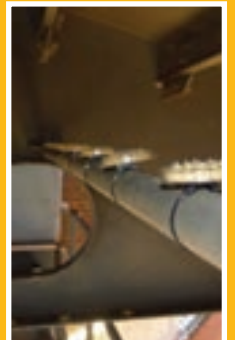
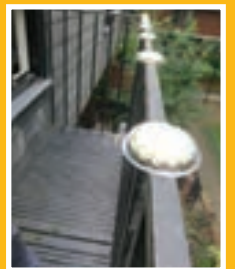


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