

pest

The independent UK pest management magazine

Ships ahoy!

Issue 42
December 2015 & January 2016

Rodents and doors –
no keys required!



13

Smiles all round as
readers' votes revealed



9

High-tech solutions
on show at PestTech



20

Diatomaceous Earth
back on shelves for now



33

TWO NEW bait formulations

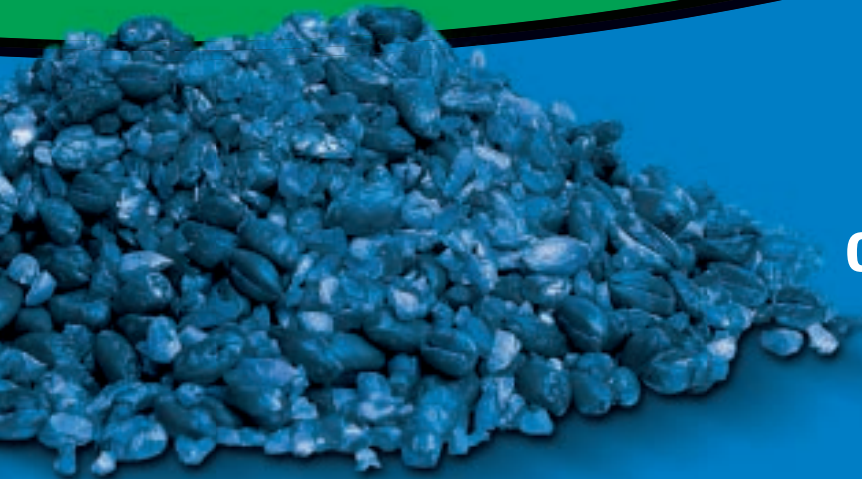


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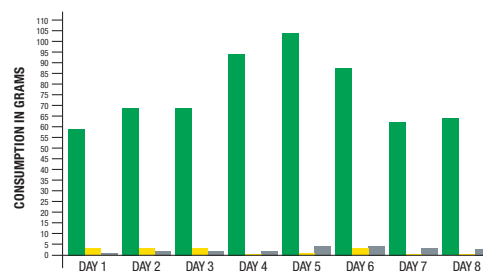
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As the industry's only independent magazine, **Pest** aims to deliver a mix of unbiased news, impartial advice and topical technical features. We are committed to being as inclusive as possible covering every sector of the pest management industry.

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Contents

Industry news	4
PestTech winners	9
Using rodenticides under stewardship	10
Reprieve for fumigators	11
Behind 'closed' doors	13
Jesus in Jeans protected	17
Foam works in places others fail	18
Lots to see at PestTech	20
Training shake-up	22
It's cool to train	23
New consumer rights explained	24
Rokill – taking care of customers	26
Rentokil at 90	28
Pest professionals descend on Music city	30
Better news for DE users	32
Glue board debate	33
Products – what's new?	34
Products – what was new at PestTech?	35
New resources	36
Take the <i>Pest Test</i>	39
Diary dates	39



Divide and rule... again!

What is it about this important but, in the scheme of things, pretty small industry that makes cooperation and working together so difficult? For years our industry has struggled to develop a viable Continuing Professional Development (CPD) system that lets pest professionals prove their competence. Now, just as we are all getting used to the idea and seeing the BASIS Prompt register of professional pest controllers gaining the critical mass it needs to thrive, what happens? Yes, you guessed it, another rival scheme pops up. This one is from Lantra, the farmers' and other land-based industries' training and qualifications organisation. Whilst much of what is being proposed between Lantra and the National Pest Technicians Association (NPTA) is to be applauded, there surely is no need for another CPD system, see page 22.

On a more positive note, North Yorkshire-based Pelsis, the company behind brands such as SX, Network and Insect-O-Cutor, opened its new training academy in Knaresborough on 19 November. And it's a truly impressive, modern facility. It's been designed with the intention of making pest management training cool. There's comfortable designer furniture, light and bright classrooms and an 'indoor' street including a modern two story dwelling with loft, giving plenty of scope to set-up training scenarios. If you get chance to be trained or to go to a meeting there, grab it with both hands!

Frances Helen

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Pests cost UK businesses £1.2 billion

New research reveals that the cost to British businesses of pest infestations is £1.2 billion. The report was commissioned by Rentokil and produced by the Centre for Economics and Business Research.

It also found that more than 92% of British companies has suffered with pest problems over the past five years.

Unsurprisingly, rats and mice were the most troublesome pest with 52% of companies having suffered a mouse problem in the past five years and 39% a rat problem. Flies (15%), cockroaches (14%) ants (11%) and bed bugs (10%) were the other most common pests.

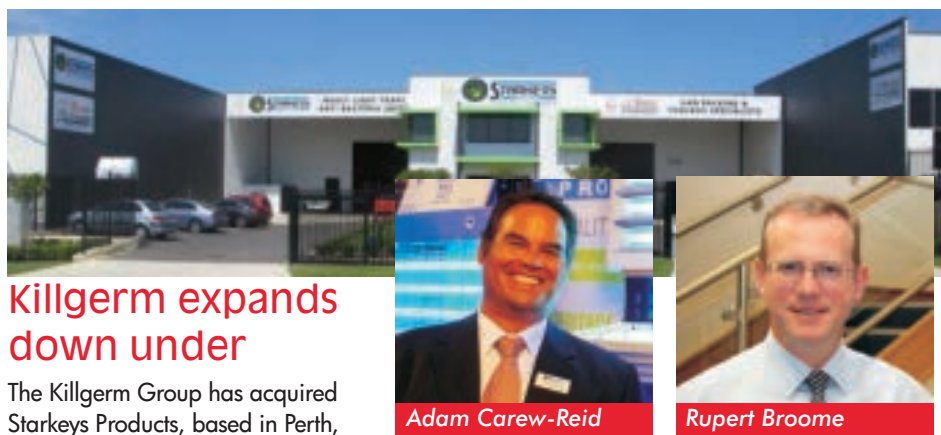
The impact of these infestations varied but a third (33%) of business owners said they had affected staff morale and 20% that the pests had damaged goods. 82% of the businesses taking part in the survey were aware that pest problems had increased their operating costs.

But it wasn't just direct financial losses that were associated with pests.

55% of businesses said they had suffered a loss of at least one working day and just over a quarter (26%) had recorded the loss of at least five working days each year.

Pest Test success

We've been overwhelmed by the response to this year's **Pest Tests**. So many of you have completed them, thank you. The launch of the online tests has resulted in even more entries. Whilst we're pleased you like them, we have been inundated and, consequently, we are behind with the marking/inputting into the BASIS Prompt system. Fear not, all your **Pest Tests** will be inputted before the 31 December CPD deadline.



Killgerm expands down under

The Killgerm Group has acquired Starkeys Products, based in Perth, Western Australia. Starkeys has been

producing high quality insect light traps and electric fly killers for the Australian, New Zealand and Asian markets for more than 40 years. More recently, the business has diversified into the manufacture of bespoke toolbox systems under the Brute Toolboxes brand.

Commenting on the acquisition, Rupert Broome, Killgerm group managing director, said: "Our PestWest Division has been competing with Starkeys Products for many years. In that time we have developed a deep respect for the quality of the Starkeys products, their market penetration and, most importantly, the dedication and professionalism of their staff. We see many synergies between the PestWest and Starkeys businesses."

The existing management team, led by Adam Carew-Reid as CEO, will stay in post and the Starkeys Products will continue to trade under that name, as part of the PestWest Division.

Adam commented: "I am looking forward to an exciting future with Killgerm Group. Our businesses share a great synergy, while enjoying the added benefits of each other's experience in the international market."



No chance of being boarded!

An opera singer entertained London to Paris travellers who had been stranded overnight after a head-on collision with a wild boar. The Eurostar travellers were delayed eight hours after the incident which occurred shortly after the train emerged from the Channel tunnel at Calais on Wednesday 11 November. The singer Jacob Bettinelli, a baritone who is training at the Royal College of Music decided to try to lift people's spirits by breaking into song. There's no report of what he actually sang – Homeward Bound maybe!

Mediterranean holiday risks

The 2015 Jonathan Peck Memorial Lecture was given by Jolyon Medlock, head of medical entomology and zoonoses at Public Health England. The lecture kicked off the second day of the Chartered Institute of Environmental Health (CIEH) 115th National Conference in Nottingham on 21 October.

Dr Medlock's subject was *Emergent public health challenges from vectors*. He tracked the rising threat from a variety of invasive mosquito species (in particular *Aedes albopictus*, *Aedes aegypti* and *Aedes japonica*) and questioned whether the UK's local authority sector had the capacity to deal with such pests; all of which have significant implications for public health.

Of particular concern is *Aedes albopictus*, the Asian Tiger mosquito, which is now spreading rapidly in the EU. Climate change predictions suggest southern England will soon be a suitable habitat. Reports of nuisance biting in the UK have already increased 2.5 times since the 1990s. But it's not nuisance biting that is of most concern. It's the disease transmission capability of mosquitoes. Jolyon went through plenty of data showing the number of cases of diseases, acquired locally, are increasing. Taking a Mediterranean holiday might already bring risks usually associated with more exotic locations!



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Pests put people off buying houses

It's no real surprise, but we now have hard data that proves that evidence of pest activity puts people off buying houses. The poll was conducted by Populus on behalf of Selling up, an independent website that offers guidance on how to sell your property.

They found that evidence of an infestation, such as droppings or mousetraps would be enough to send approaching half (44%) of buyers scurrying off.

Around a quarter (23%) would be inclined to make a substantially lower offer and 16% would drop the price by a few hundred pounds. A mouse-sized minority of 3% would have no reservations in proceeding, despite the potential presence of some pesky house guests.

Barrettine at the Britannia, Stoke

The sun shone on the vibrant green pitch at Stoke City FC's Britannia ground on 15 October providing a great backdrop for the 2015 Barrettine/**Pest** technical seminar.

Those pest professionals who had made the effort to attend the event, organised by Barrettine Environmental Health and supported by **Pest**, didn't regret it.

Speakers included **Pest's** own Helen Riby on *How to blow your own trumpet* and consultant Paul Butt who completed a whistlestop tour of current wildlife legislation.

Most popular with the delegates was Chris Woodard. Chris, lately of Stevenage Borough Council, is well known for his TV and radio appearances. He is now running his own pest control and consultancy service. He enthuses an interest in some of nature's, shall we say less well loved creatures, such as venomous snakes. His topic for the Stoke day was *Accidental imports of dangerously venomous arachnids*.

The subject which drew the most heated comments from the floor, however, was rodenticide stewardship. It was disappointing to hear

the most vociferous in the audience still looking to shift blame for secondary poisoning of wildlife onto amateur rodenticide users. Policing of stewardship also came up. This is a topic which we will no doubt come back as stewardship progresses.

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The false widow spider exhibits got a lot of attention. Here Anthony (left) and Andrew Delgamo from Pestguard take a close look

False widows close London schools

As if to reinforce Chris Woodard's talk at the Barrettine/**Pest** day, in mid-November we picked up reports of two primary schools which had closed due to infestations of false widow spiders. Both were in Tower Hamlets, East London. The schools were closed as a precaution after nests and eggs were discovered. No children had been bitten.



Left to right: director, Dave Green, customer services manager, Maria Green and business manager, Alex Burrell

Top award for pest professionals

Kent-based Bird and Pest Solutions were very proud and excited to pick up the Swale Business of the Year 2015 award. The announcement was made on 9 October at a gala event held at The Barnyard, Gore Farm in Upchurch, Kent. The award celebrates the diversity and excellence of local businesses in this Kent borough.

It was a fabulous opportunity for the company to show its commitment to its work and customers. Bird and Pest Solutions also received a £1,000 cheque, which they have donated to charity.

One of the judges described the result as: "A well deserved success for a business full of passion, focus and straight talking." Director, Dave Green commented: "This award means so much to us. We really appreciate the recognition of just how far we have come."

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Auditor in action: Acheta's Mark Bowron

Congratulations Mark

What an achievement! Mark Bowron from Acheta Consulting was shortlisted as just one of three finalists in the 2015 Society of Food Hygiene & Technology (SOFHT) award for best auditor/technologist.

The winners were announced at the industry's prestigious SOFHT Luncheon held on 19 November 2015 at The Savoy in London. Unfortunately Mark was pipped at the post by Annabel Kyle of STS Solutions.

Mark began his career in pest control in 1996, joining Acheta in 2007. He holds a Level 4 in Food Safety and is a BPCA Certificated Field Biologist passing both qualifications with distinction. John Simmons MD of Acheta commented: "Mark's desire to learn, driven primarily because he wants to offer the best possible service to our clients, is unrivalled."

A training first

Rentokil Pest Control technicians have become the first in the UK to pass the new Royal Society for Public Health (RSPH) Safe Use of Rodenticides qualification.

Dr Richard Burton, head of qualifications at RSPH, said: "I'm thrilled for the Rentokil group that are now the first people in the country to hold this Rodenticide Stewardship Regime approved qualification. It is vital that pest controllers and farming professionals take action to secure this qualification to avoid having an essential professional resource restricted."

David Cross, head of the Rentokil Technical Training Academy, added: "This RSPH award demonstrates that people understand the risks associated with rodenticides which will ultimately help reduce incidences of non-target contamination."

People on the move

Ecolab Pest Elimination has appointed **Roy Smith** as general manager of its UK and Ireland operations. Roy has been with Ecolab for 20 years, holding a variety of positions in sales and operations management, having spent most of his career in the Water & Process Services division.

Roy's broad experience and strengths in business and project management will be instrumental in the continued success and expansion of Ecolab in the pest elimination sector, says the company.

Commenting on the appointment, Roy said: "I am absolutely thrilled to be joining our Pest Division and to be given the chance to lead such a dynamic and committed team. This business is at the heart of Ecolab's vision to help support healthy environments and to keep food safe."

Roy took up post in August of this year.

The BASIS Board of Trustees has appointed **Stephen Jacob**, previously Business Development Manager of BASIS, as acting chief executive officer (CEO) pending the appointment of a new CEO.

Stephen will lead the management team in running BASIS. The Board of Trustees are confident that the business is in capable hands and is well resourced to provide service to the membership and to address future opportunities and challenges.

Stephen's appointment follows **Rob Simpson's** decision to step down from his role as managing director of BASIS. Rob wishes to pursue other opportunities in the agricultural, horticultural and pesticide industries.

Rob worked for BASIS for 17 years, 11 as managing director. Under his leadership, BASIS has grown in size, scope and reputation. Today, there are 51 qualifications, accredited by Harper Adams University and the Professional Registers managed by BASIS contain some 10,000 individuals ranging from agronomists to professional pest controllers.



Roy Smith



Stephen Jacob



Rob Simpson

More budget cuts for local government

The Chancellor's autumn statement is not good news for local government. As one of the unprotected departments, the Department for Communities and Local Government budget will be cut by 29%. The central grant from the Department will fall by 56%, but this will be offset, says the Chancellor, by other changes to local funding, including the ability to retain business rates, meaning that overall funding to local authorities is predicted to fall on average by just 6.7%. As ever the devil will be in the detail and the impact on individual councils will vary greatly with the more deprived likely to suffer most.

In a press release before the Chancellor's statement the Chartered Institute of Environmental Health's chief executive Graham Jukes commented on the implications of further budget cuts. He said: "In the world of environmental health, this will continue to mean re-prioritising of services and functions, stopping functions altogether and closing down innovative pilots that might have informed the way forward for adequate service delivery. The worst hit will be unitary authorities and those in metropolitan areas with large populations.

"There is a very real risk that people's health and wellbeing will be adversely effected, especially the most vulnerable in our society, through the further loss of services that ensure our food is safe to eat, rented housing is fit for occupation, poor environmental or social conditions are addressed and basic public health standards maintained – the list goes on.

"The continual slow-down in the ability of local authorities to address the preventative agendas that stop people getting ill in the first place will place further pressure on the NHS which is already under enough stress."

First pest prevention week hailed a success

The British Pest Control Association (BPCA) moved into uncharted territory, 9 to 14 November when it hooked up with the Trussell Trust to stage the first Pest Prevention Week. Trussell Trust runs the UK's largest network of food banks. The aim was for BPCA and its members to give something back to local communities while promoting the need for public health pest control. Specifically BPCA members were

encouraged to contact their local food bank to offer, as a minimum, a site visit and free pest control audit. What a great idea! At the time of writing 14 food banks have so far received free pest management services from seven BPCA servicing companies. BPCA chief executive Simon Forrester said: "We are really pleased with Pest Prevention Week – members and the Association have received some great PR, and we have

helped keep food donations safe at a critical point in the calendar."



David Lodge of Beaver Pest Control visited Westminster Chapel food bank, London and provided a free pest control inspection. Beaver also gave pest awareness training to staff, proofing advice and a detailed investigation of pest entry points



Howard Taffs of Good Riddance Pest Control, Clevedon visited a local food bank at Knowles Road. He provided site inspections and finding the building was well proofed installed insect detectors and moth pheromone traps. He undertook to do a return inspection



Aderyn Pest Control provided a free pest prevention service to a food bank in PontyPridd, South Wales. Managing director, Chris Corbett, visited the site in Rhiwdfyfellin carrying out a site inspection. He proofed entry points and installed insect monitors and moth pheromone traps in shipping containers. Aderyn Pest Control will continue with free regular site visits throughout the year



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PestTech winners

Best new product: Racumin Foam

Racumin Foam from Bayer claimed the winner's spot in the 2015 **Pest** Best Product award. The results of the readers' vote were announced during PestTech.

Readers obviously relish Racumin Foam's unique foam application which works by using the rodent's natural grooming habits. The foam can be placed in areas where rodents are known to pass, such as access holes, cavity walls and pipeworks. The product is transferred to the pest's coat as it brushes past and is ingested during routine grooming.

"We're over the moon to receive the Best Product Award 2015 from **Pest** magazine, especially because the votes come from pest controllers who use the product on a daily basis," enthused a delighted Alan Morris, Bayer's head of sales. "At the PestTech event we received fantastic feedback from professionals using Racumin Foam, as a part of an integrated approach. The product is fast becoming a vital part of the pest controller's armoury."



From left: Claire Larcombe, Pelsis, Dean Levy, Tenv Solutions, Paul Hoyes, Killgerm, Alan Morris, Bayer and Dawn Heptinstall-Bolton, Woodstream

In runner's-up spot was NARA Bloc non-toxic rodent attractant developed by Futura from Germany. In the UK it is distributed by Killgerm, Tenv Solutions and SX Environmental (Pelsis) who were on hand to jointly collect the award certificate.

Unfortunately Daniel Schroer, Futura's international sales manager, was unable to

attend PestTech but he sent a message saying: "A big thank you to all the readers of **Pest** magazine that voted for NARA Bloc."

In what was a closely contested battle for third place, Woodstream Victor Kill@lert remote notification system crept into this spot by a margin of just one reader's vote.

Count the bed bugs



Suterra's David Parsonson, left, with winner Liam Stott

PestTech also provided the venue for Liam Stott of Dream Environmental Services to be presented with his prize of £200 worth of Suterra products. Liam's was the nearest estimate in the Suterra-sponsored *Count the bed bug competition*, which ran in the August & September 2015 issue of **Pest** magazine. For those who are wondering, the correct number was 750. Runners-up who have received a **Pest** wind-up torch were: Kamil Kuta and Rachel Davenport from Ecolab and Phillip Randle from Stamp Out.

Liam's lucky day



Liam Stott will definitely be coming to PestTech again. In addition to collecting his prize for the bed bug counting competition, he also won a 30W Insect-O-Cutor Halo glueboard electronic flykiller (EFK) on the Pelsis stand.

Pelsis is the company behind the top pest control brands of SX Environmental, Network and Insect-O-Cutor. The company held an hourly prize draw throughout the show with a variety of prizes on offer. The Halo is described as contemporary, discreet and efficient. Liam is pictured, left, with Andrew McKenzie of Pelsis.

Using rodenticides under stewardship

Plenty of questions and some answers

The 2015 *Pest Control News* (PCN) workshop at PestTech in November gave pest professionals a chance to ask questions about the new Rodenticide Stewardship Regime. What was particularly striking was the quality of the questions that came from the floor.

Opening the session, Killgerm's managing director Rupert Broome made no apology for addressing the same topic as in previous years, but he stressed that we are now in the implementation phase. "Everyone in this room will be critical to its success," he said.

Dr Alan Buckle, chairman of the Campaign for Responsible Rodenticide Use (CRRU), the organisation tasked by the Health & Safety Executive (HSE), to develop the regime, gave a brief resume of the background. He explained that the implementation workload is being spread among six work groups, managed by CRUU. He stressed however that the Regime is far from perfect. It has, of

necessity, involved many compromises. And he asked his own first question – the one on many people's minds – **what if the success criteria specified by HSE are not met?**

Alan's view was that if stewardship fails to deliver a significant reduction in rodenticide residues in barn owl livers, then HSE is likely to stop the use of anticoagulants in 'open areas'. If that too fails, then he anticipates

HSE will make all anticoagulant rodenticides 'indoor only' products. "That means that if this doesn't work we could find ourselves in a very difficult position indeed!" he said.

So what other questions were on people's minds at PestTech?

Here's a selection, there are more on the **Pest** website.

What do HSE class as a significant reduction in residues in barn owl livers?

We don't know but we do have baseline data from the Centre for Ecology & Hydrology (CEH) which has measured this every year from 2007 to 2012. The industry is now funding CEH to do this work with a sample of 100 barn owls a year. But don't worry, the barn owls will be natural

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The expert panel. From left: Iain Turner representing the National Pest Technicians Association (NPTA), Dr Alan Buckle chairman of CRRU, Dave Oldbury representing the National Pest Advisory Panel (NPAP), Killgerm's Rupert Broome leading the stewardship Point of Sale work group, BASF's Sarah Bull leading the stewardship Regulatory work group, Simon Forrester representing the British Pest Control Association (BPCA), BPCA's Dee Ward-Thompson leading the stewardship Best Practice work group and Killgerm's Matt Davies leading the stewardship Training & Certification work group

casualties, we won't be killing barn owls to analyse their livers. Now that would be bad PR!

If barn owls are so important why do pest controllers who work in cities need to be covered by stewardship? There aren't many barn owls in cities?

The purpose of stewardship is to mitigate environmental concerns. There's plenty of wildlife in our cities which also needs protection. If stewardship's working for barn owls, the theory is it will be working for other species too. There are also other measures of stewardship success. We have already conducted a baseline Knowledge Attitudes and Practices (KAP) survey among pest professionals. This will be repeated and the industry needs to show that progress is being made in things like knowledge and application of the CRRU Code of Best Practice, the uptake of training and many other aspects of risk mitigation. The good news is that HSE has indicated that they are not in the business of making knee-jerk reactions. They understand this is a process of change and that time is needed.

Is permanent baiting a 'no no' under stewardship?

Toxic bait permanently available in boxes around perimeter fences as a monitoring system must have contributed to secondary poisoning of wildlife. It is not a business model that should be adopted as a matter of course. Clearly there may be situations where there is constant re-infestation. In such circumstances the key is to document the reasons why you, as a professional, have decided that an ongoing baiting programme is required.

Who will enforce stewardship?

Whilst it is true to say that stewardship is voluntary, for the first time, product labels will talk about supply, not just use. Legally therefore suppliers must check that users are qualified to purchase rodenticides. Quite simply though it's going to be self-policing – everyone is responsible. You are the eyes of the industry if you see bad practice flag it up to your supplier/distributor or trade association or to the Wildlife Incident Investigations Scheme (WIIS) or the Predatory Birds Monitoring Scheme (PBMS) or Natural England.

How reliable is the level of auditing in Farm Assurance Schemes?

It is important to remember that allowing farmers to use membership of certain Farm Assurance schemes as evidence of certification is only an interim measure. Also the Farm Assurance schemes that are accepted as evidence of certification are only the ones that the CRRU stewardship Best Practice work group have approved.

What about amateur use, that's not controlled is it?

It is true that amateur use is not covered by stewardship but it is not true to say amateur use isn't controlled. Pack sizes will be controlled and if someone without the necessary certification wants to try to run a business buying rodenticides from B&Q it's not going to be very cost efficient.

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Reprieve for fumigators

Fumigators holding the BPCA fumigation diploma might not know it, but they have had a narrow escape, thanks to the work of the Register of Accredited Metallic Phosphide Suppliers' (RAMPS') team.

The deadline by which all users of aluminium phosphide for vertebrate pest control must hold a recognised qualification (26 November 2015 onwards) has been well publicised. What many may not realise is that the same legislation covers invertebrate fumigations. There hasn't been publicity about this because the industry understood that the BPCA fumigation diploma was an acceptable qualification.

However, late on in the process it became clear that, because this qualification was from a trade body, namely the British Pest Control Association (BPCA), it did not meet the regulatory requirement of being from an '*officially designated awarding body*'. No-one argued that it wasn't able to meet the other regulatory requirement of '*demonstrating sufficient knowledge of safe and sustainable use*'.

David Cross, chairman of RAMPS explains: "We have been working hard with the authorities to gain their acceptance of this qualification and minimise the burden of the incoming legislation as much as possible. I am pleased to say that we have come to an arrangement which addresses the immediate issue. BASIS has agreed to adopt the BPCA qualification and, because BASIS is an '*officially designated awarding body*', all operators who hold the BPCA diploma will be able to continue fumigating under plant protection requirements after 26 November 2015."

Going forward RAMPS has already got in place a new qualification (based on the old one for content) awarded by the Royal Society for Public Health (RSPH) which is also an '*officially designated awarding body*'.

David continued: "It will be necessary to review this arrangement in the medium term. In the meantime we can confirm that it will be business as usual for fumigators and store keepers after 26 November."



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Behind 'closed' doors!

How to prevent rodent access

When mice and rats occur inside our buildings, the assumption made by most is that the rodents came in through some 'open door'. But, what is 'open'? Based on their behaviour alone, rodents do not generally enter through doors that have been left open. Rather, they get in through closed doors via 'threshold gaps' including gaps created by the gnawing of the rodents themselves).

This article examines the relationship between urban rodents and the everyday doors of our residential and commercial buildings. For example, what attracts rodents to doors? How are rodents specially equipped for gaining entry beneath and between doors? Which door models are most vulnerable? And how can pest professionals offer the best rodent-proofing services, materials and/or education to clients and communities to protect homes, food and community health?

Exploration of gaps and holes

Mice and rats are compulsive explorers. They are always on the go. They may be driven by hunger, thirst or the need for better or alternative shelters. But, sometimes, like humans, they explore just for the sake of exploring.

Some buildings can be under constant rodent pressure from exploring rodents, especially if natural harbourages such as open fields, woods, waterways and the like are nearby. And consider that from beneath gappy door thresholds, buildings leak warm air currents and all types of food odours. And once the first rodent has squeezed beneath a threshold gap, it may leave rodent scent for future exploring rodents to follow in the same path. So rodent entry begets rodent entry.

Human buildings are ideal substitutes for the natural shelters of rodents in the wild. Consider how a building can resemble a hollow log to a mouse or rat. Or how a delivery door offers shelter into 'the log' that has been absorbing the warm rays of the sun all day long and is leaking that stored heat all night. Or how various cable and electrical lines are much the same as the climbing vines of a tree leading to a tree crotch containing the smell of acorns or other seeds.

As part of these natural explorations and those along building foundations, rodents are constantly and incessantly shoving their elongated, pointed muzzles into various

holes, nooks, crannies and crevices. Once their muzzle is inserted, they can feel and smell whether or not further exploration is likely to be rewarding. Some of their specialised facial whiskers help them determine if they can fit into a hole, or if they need to expand the opening by gnawing with their powerful incisors.

What's more, mice and rats are exceptional gymnasts. They climb, jump, leap, squeeze, contort, run, hang, crawl and swing while they travel along trees, branches, vines and rock crevices.

In most cases, if a mouse or rat can fit its head beneath a crevice or into a hole, its backbone and the rest of the body is flexible enough to follow. (However, it's a myth that rodents can 'flatten out' their bodies due to soft cartilage or special joints.)

Finally, it's important for the discussion that follows to note that exploring rodents do as most mammals do. That is, they select the paths of least resistance. A threshold gap beneath a door of a building is the same as a hole in a hollow log at just the right spot. Not much further work is needed to exploit the resource.

Hundreds of doors

There are hundreds of models of doors and as many variations on the models depending upon the applications needed.



Global rodent expert, Dr Bobby Corrigan of RMC Pest Management Consulting highlights how badly fitting doors are essentially an open invitation to rodents to enter

"We should have little trouble with vermin if builders would hear and understand the 'language' of vermin and do a better job in eliminating their entrances and hiding places."

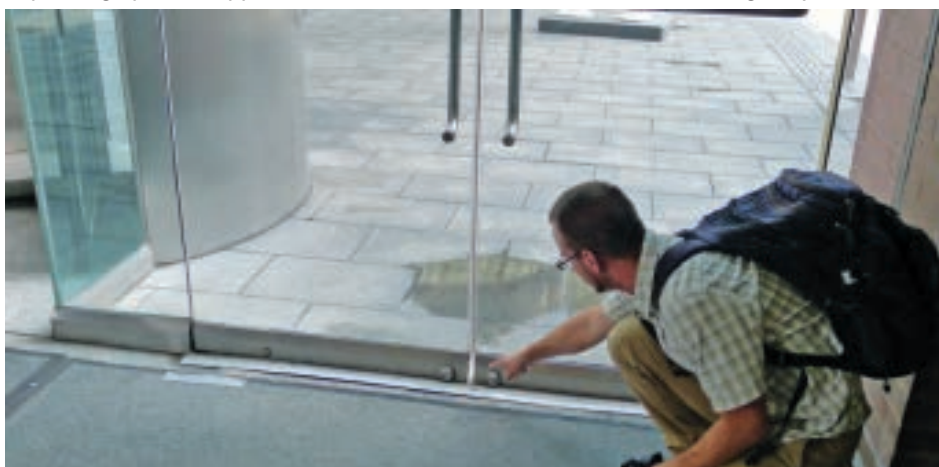
Hugo Hartnack, 1939

However, the most common doors fit into only a few types. For the purposes of this article we will focus on three broad types:

- 1 Single-swing doors (e.g. main entry doors of homes, small restaurants, apartments);
- 2 Double-swing doors (two doors that meet in the middle e.g. glass doors of shopping centres, high-end offices etc.);
- 3 Overhead roll-down doors (e.g. garages, warehouses, supermarket delivery doors etc.).

Door terms

Door terminology can be confusing. Some terms are used interchangeably ▶▶▶



The 'astragal space' between these double doors is an easy entry point for rodents

while others seem to have specific uses within a particular text, code book or manufacturer.

For example, the terms 'door sill' and 'threshold' are regularly interchangeable. So too are brushes, bristles, sweeps, strips and seals. Some door 'sweeps' have no brushes; some brushes sweep across the floor. Some 'strips' claim to keep out cold air currents as well as being a rodent seal. Semantics aside, a few terms are important to clarify:

Threshold:

The floor area at the entrance to a room or building when passing through a door. A threshold can have construction elements (plates) made of wood, metal or stone possibly covering a joint that occurs beneath a door bottom.

Door sill:

A shelf or slab of stone, wood or metal at the lowest portion of a door assemblage; and/or used to describe the extended plate or shelf for those doors that are higher than the exterior space to which the door leads (similar in design and concept to a window sill). Often associated with a 'step-up' style of door entry.

Astragal:

A moulding, attached to one of a pair of swinging double doors, against which the other door strikes.

Astragal gap/space:



A typical single-swing door. The sign says one thing; the gap, bottom right, another



The grey vinyl strip on the base of this door is a weather strip. Note how the rodents were able to easily gnaw through it (also note the tooth marks in the vinyl)

Loosely refers to the gap that occurs at the threshold area between double doors where the two doors meet.

Saddle:

Usually an elevated convex plate of metal or wood installed along the threshold area of a door base. Saddles are often used to cover crevices or to provide a levelling element for uneven floors. When used, saddles will often be called 'the threshold'.

Inspecting doors

It is not difficult for anyone to inspect a door to determine if a threshold gap will allow rodent entry. But it cannot be done while standing up. The house mouse requires a crevice opening of only 6mm high. If it is attempting to get through a hole, it requires a width of 9.5mm. The larger rat (including a young rat) requires crevices of at least 12mm in height and holes of 18mm wide.

Certainly, a ruler (or other measuring device) can assist in determining if a rodent can gain entry (e.g., if you can roll a standard HB pencil beneath a door, that is sufficient for a mouse; a 5p coin for a mouse hole; a 2p coin for a rat hole).

One of the fastest ways to determine a door's rodent vulnerability is to simply stand on the inside of a closed door with the lights out and look outward to check for any exterior light leaks. As a general rule, any light noticed at any part of the threshold and/or door corners is sufficient to require a ruler measurement, if not immediate repairs.

A final but important note on door inspections is to keep in mind that if the door materials at the thresholds and jamb corners contain 'soft' materials, such as wood, vinyl strips or plastic bristles, rodents need an edge of just one or two millimetres. Such tiny openings serve an exploring rodent as 'gnaw-starts' for its incisors to enlarge the hole size to permit entry.

Rodent proofing

Needless to say, the best rodent-proofed

door is one in which the thresholds and jambs are built correctly (i.e. tight) from the start and maintained over time. When this is done, supplementary rodent-proofing is usually unnecessary. Unfortunately, a large percentage of everyday doors remain open to mice (and many to rats as well).

The good news is that rodent-proofing is typically not overly difficult, complicated or expensive. Nor does most proofing require massive construction or elaborate tools.

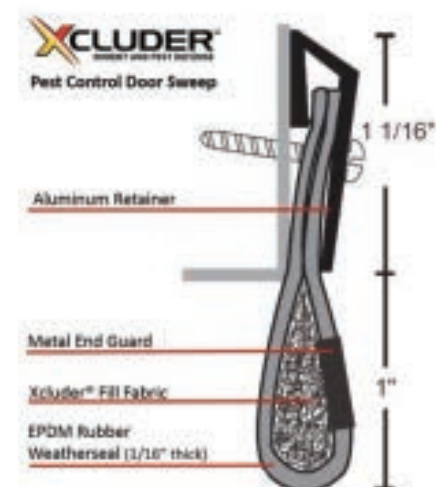
Rodent-proofing products

There is a wide variety of weather-proofing materials, but for quality pest-proofing materials, the choices are fewer. And, as mentioned earlier, the terminology of both 'weather stripping' or 'pest proofing' is a confusing mix of seals, strips, brushes, bristles, barriers and others. We look at two of the most common types of 'door sweeps':

- Rubber-encased steel fabric sweep (RESF).
- High-density brushes (HDB).

Rubber-encased steel fabric sweep

The rubber-encased steel fabric sweep (RESF) is designed with a high-weatherability rubber EPDM encasement containing a stainless steel fabric (mesh). The steel fabric is compressed and specially laminated to the interior surface of the rubber. RESF sweeps can rodent-proof threshold gaps upwards of 18mm in height. A RESF sweep presents a formidable challenge to rodents probing around door thresholds both in time and in risk of bodily injury. Essentially, a rodent encounters a nine-layered barricade made of rubber encasements, screens, adhesives and a 18mm steel fabric mesh.



The Xcluder is a Rubber-Encased Steel Fabric door sweep. It's not yet available in the UK, but several UK distributors sell products from this manufacturer so, if you're interested, ask them

For city mice and rats, an RESF sweep is a lot to get through. This is important because, rodents that are prey species know that the longer they remain away from cover, the greater the danger.

The RESF sweep also poses significant bodily harm to a rodent. Should a rodent successfully penetrate the first two barricades, it must now negotiate hundreds of sharp steel fibres poking from all directions at its eyes, nose, mouth, whiskers, paws and the rest of its body.

High-density strip brushes

High-density brushes (HDBs) are made from thousands of high-flexibility nylon bristles, densely packed to form a bristle-style barrier at thresholds and other door areas.

The brushes are flexible in both a back-and-forth motion as well as being compressible along the vertical plane. In this way they conform to both even and uneven surfaces, including those with relatively large threshold gaps. High-density brush models can also be used to create barriers to the astragal spaces that commonly exist between many double-swing doors.

With high-density brushes, determined rats (rarely mice) can whittle away at each bristle to gain entry. Whilst there is no pain impediment among the many bristles, the rodent must extend its exposure time.

Examples of RESF and HDB pest-proofing can be found by Googling 'door sweeps'. The Xcluder product looks interesting but, at present, it does not seem to be available in the UK. If you're interested speak to your distributor who may be able to access these.

In summary

Without a doubt, the threshold gaps of doors are a primary entry point of rodents into buildings in cities and towns the world



A mouse's eye view of the space between two double doors. Mice enter between these two very strong steel doors at will via the chewed out rubber gasket

over. And rodent entry begets rodent entry. It makes little sense for property owners to repeatedly spend money on interior rodent service if exterior doors are closed to humans but open to rodents.

Pest exclusion is not only the most basic approach that should be taken, it is also the most prudent and, thus, the most sensible.

But property owners need to be educated by pest professionals who are trained about the incredible capabilities of mice and rats around doors. It's not enough to say: "You must fix your doors." To which the client could respond: "Well you're the pest expert, tell me specifically what should be done and what should be used."

Rodent proofing doors requires inspection, situation analysis, selection of the correct materials and attention to detail during the installations. To a large degree, clients pay us, the pest professionals, because we are trained to see what they overlook. And certainly they overlook the threshold gaps of doors they enter and exit day-in and day-out.

But what happens in the quiet of the night when those doors are finally closed and locked? Rodents are using the same doors. No keys required!



A typical overhead warehouse door. Note the poor door sealing at the base and the overlooked rope-pull causing a gap. Essentially, any exterior light seen from the inside is usually likely to permit rodent entry

This article first appeared in *Pest Control Technology*, the leading pest management magazine in the USA.

On the job advice

When pest-proofing doors:

- Use quality materials specifically made to rodent proof structures. Weather proofing is not rodent proofing;
- Install/repair with precision. Leaving small crevices can encourage rodents to squeeze harder or to start gnawing to enlarge the crevice to enable entry;
- Monitor rodent-proofed doors for maintenance needs quarterly for residences and at least monthly for heavy-use commercial facilities;
- When selecting rodent-proof sweeps or brushes, analyse each situation:
 - Where exterior rodent pressure is light, or where there is plenty of human activity on a 24/7 basis (i.e. too much threatening noise during rodent explorations), high-density brushes or rubber-encased steel fabric sweeps can be used;
 - Where rodent pressure is ongoing, or for sensitive facilities where maximum protection is necessary, RESF sweeps offer a high level of deterrent to exploring mice and rats;
 - For irregular thresholds (in low rodent pressure areas) and for relatively high threshold gaps, HDBs are the appropriate barriers;
 - For irregular thresholds in areas of high rodent pressure, the threshold should be repaired via saddles or some other means followed by the use of a RESF sweep;
 - For astragal gaps large enough for mice, astragal space high-density brushes can be installed;
 - For astragal gaps large enough for rats, door repairs or door supplements should be considered.

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'Jesus in Jeans' protected

A church in Sussex that had grappled with a pigeon problem for years is now bird free, thanks to Cleankill.

A Catholic church in Sussex, which had spent many years trying to prevent pigeons roosting on their statue of a modern-day Christ, has finally found a company that can help – Cleankill Environmental Services.

Alan Duncan who, with a colleague, helps with maintenance at St Philips Church in Uckfield, was at the end of his tether after spending a considerable amount of money and a great deal of time researching possible solutions to keep the statue, called 'Jesus in Jeans', clean.

'Jesus in Jeans' hangs on the front face of the church tower above what was once a disabled access ramp. At one stage there was so much excrement from the pigeons roosting on the sculpture above, that the ramp became slippery and dangerous. Fortunately an alternative access was available so the area was re-designed as a flower and conifer bed.



'Jesus in Jeans' was given a thorough clean before the Bird Free gel was applied

Cleankill has plenty of expertise in managing pest birds and, after being called in to assess the problem, quickly came up with a solution.

Company director Jon Whitehead explains: "The sculpture has a hollow back which created a perfect home for around 20 pigeons. They would nest inside and rest on the halo creating an unsightly and unhygienic mess."

Cleankill decided to use Bird Free gel which comes in low profile application dishes just 8mm high. They fixed the dishes to the statue at various points, including on the halo. The gel appears as flames to the birds so they are discouraged from landing.

Alan Duncan said: "We are all so pleased that Cleankill has solved the problem. We were at a loss as to what to do next. At one point we put anti-bird spikes on various resting places, painting them gold to match the halo. Unfortunately, the pigeons were 'most comfortable' with the additions!"

"The service from Cleankill was excellent and very professional, including many after-care visits," he concluded.

The statue, by Lewes-based sculptor Marcus Cornish, resulted in controversy and interest from across the globe when it was revealed in 2009. It was unveiled by The Pope's UK ambassador, the papal nuncio Archbishop Faustino Sainz Munoz, and the Bishop of Arundel and Brighton blessed it.



Jon Whitehead, left, with Alan Duncan



Foam works in places others fail

An East Anglian port with a black rat infestation, has seen the problem treated by the only foam-based rodenticide on the market, as part of a trial run by Bayer. We find out how the trial, which involved Suffolk-based Command Pest Control, performed.

Uncommon in mainland UK, black rats are often present in ports because they arrive on ships coming from overseas. The port in question wishes to remain anonymous. It takes in many products, one of which is rice, and stores imports from various locations.

The site had a particular problem with black rats that feed on various foodstuffs on the journey to the UK. However, according to Richard Moseley from the Bayer Pest Solutions team, the management wasn't fully aware of the extent of the problem that had been going on for years.



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"The full extent of the black rat influx had not been identified for an extended period, and this is not uncommon. Black rats aren't often visible because they move to the highest level of any building they occupy, and don't pick up on ground level bait used to treat brown rats," says Richard.

"Once the problem was known, the current pest control contractor on the site, Command Pest Control, approached Bayer for support and we recommended using Racumin Foam as part of an integrated treatment approach," he says.

Limited options

Before contacting Bayer, the Command team had been unsuccessful at controlling the black rats, because they had virtually nothing they could use against them. Liquid concentrate and contact dust have both been removed from the pest control armoury, meaning treatment options were very limited.

"We applied Racumin Foam very strategically," says Jeremy Barraclough from Command Pest Control. "We used the piles of loose product in the stores to enable us to reach 20-30 feet high. We then removed the tin cladding attached to the cavity to give us access to the box girders and RSJ's in the cavity where foam was applied and the cladding re-secured.

Command removed the cladding at different levels throughout the store, sprayed the foam and re-secured it.

"Treatments have proved to be very successful, although our technician has only picked up a few dead black rats himself, the number reported as collected by the grain store plant operators exceeds 30 individuals," adds Jeremy.



Evidence of rats running through the Racumin Foam can be seen here. The foam is ingested when the rats groom



Jeremy Barraclough from Command

"The problem with black rats has been ongoing here for several years and although there's still a small amount of evidence of activity in a few places, the general picture is vastly improved. The plant operators have only reported sightings of juveniles on two occasions in the last three weeks and no dead specimens have been found."

The Command onsite technician has a history of trying to treat black rats as he previously worked in Australia for a number of years, where there are more of them. He commented that this was the first time he's found an effective treatment.

Jeremy continues: "Previously we would have mixed concentrate with fruit such as pineapple chunks or bananas but with liquid and contact dust formulations removed from



Richard Moseley from Bayer

our armoury, this is no longer viable. Racumin Foam has proved to be a very good product to control this difficult species."

The foam product is versatile in the way it can be applied to rat runs anywhere. When a rat runs through the foam it gets onto the rodent's coat and then when the rat grooms itself, the active is ingested.

Awarded Best Product 2015 by **Pest** magazine readers, the product has already achieved widespread acclaim for its successes within the industry. The Pest Solutions team reported 99% positive feedback from customers spoken to at PestTech in November, with many effective treatments reported. "It's become a crucial element in the pest controlling armoury," concludes Richard Moseley.

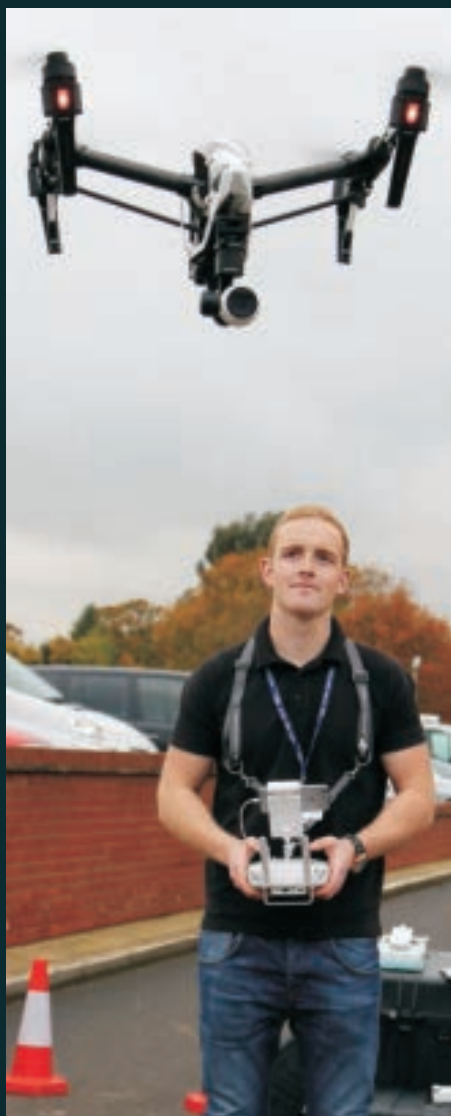
Lack of options brings desperate measures

Our thanks to Mark Bowron of Acheta Consulting for sending in this photograph of 'extreme trapping'. It's not something, as an auditor, he can condone, but he did have some sympathy with the predicament this pest control company found themselves in.

The site is in the main dock complex at Amsterdam, where there is a serious black rat problem. Brown rats are also present and it is likely that the trapping shown was primarily aimed against these. The range of rodenticide actives and formulations in Holland has always been more restricted than here, as have the ways in which you are allowed to use them. The contractor had resorted to these desperate measures as they simply don't have the chemical tools available to allow them to do the job that is needed.



Lots to see at PestTech



Flying high, James Rawlings from Wide Horizons demos one of the drones



Alex Wade of PelGar taking care of the company's live exhibits

There was a real buzz about PestTech this year and whilst the headline number of visitors was just slightly lower at 1,147 (1,268 visitors in 2014), the quality was generally high. The exhibitors' stands (over 50 of them) looked more professional than ever and there was also a more international presence with visitors taking advantage of the nearby Birmingham airport to find out what PestTech is all about.

The 208 exhibitor staff also need to be added to get the total attendance. Not only were exhibitors kept busy talking to customers, they were, no doubt, also doing a few deals with each other!

The three exhibition halls were packed with companies new and old – 52 in total. Since last year there had been a few changes in stand positioning and also stand sizes – due mainly to company acquisitions or expansions. The space previously taken by AgroPharm had been expanded and bore



Among the international visitors this year was Adam Puscinski (left) from Poland



Exhibiting at PestTech for the first time was MouseStop

the PelGar banner following PelGar's acquisition of that company earlier this year.

PestFix and Tenv Solutions both had large stands and the extensive Pelsis stand included all their brands namely: Network, Insect-O-Cutor and SX Environmental (soon to be Edialux).

The Killgerm stand in the Compton room dwarfed all the others but its rather strange lighting creates a strong purply pink haze making photography pretty much impossible.

The range of 'talks' on offer was comprehensive and varied. From Asian hornets poised to invade from the near continent, via a surprisingly interesting review of trapping regulations, to a new heat treatment technique for bed bugs and



Syngenta is now a PestTech regular. Here Aurelie Baillet chats to Rentokil's Jim Kirk



Lodi UK were kept busy with lots of interest in the newly-launched Phobi Larvox IGR



With its brands Network, SX Environmental and Insect-O-Cutor, the Pelsis stand was always busy. Pictured from left are: Andrew Joy and Richard Ardron from Pelsis with visitor Marco Genicco

equally new training initiative from Lantra, (see page 22). There was something for everyone. For the fourth year in a row the popular *Pest Control News* workshop, chaired by Killgerm's Rupert Broome, focussed on rodenticide stewardship. This year, with the content of the Stewardship Regime now clearer, pest professionals were able to quiz a panel of experts on some of the detail, see page 10.



In the pink! Ian Smith of Bird Free, right, on Killgerm's stand

It was also well worth venturing outside.

As in previous years Simon Whitehead put his ferrets through their paces and visitors could try their hand with a range of air rifles on the gun range courtesy of Airgun Training & Education Organisation (ATEO).

New this year was a drone flying display from Wide Horizons demonstrating how useful drones can be in completing bird survey work.

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The Hockley International team. From left: Daniel Sands, Daniel Bowkett and Peter Rosevere



Left to right: Martin Kuffel, Arnaud Del Valle and Brady Hudson from PestTech stalwarts, Bell Laboratories



First time exhibitor, Pest Trader, was represented by, left to right: Rob Fryatt, Maria Tompson and Hugo Simon



On the Service Pro stand, from left: Stephen Baptiste of Solution Pest Control, Paul Bitzidis and Jacob Laubscher of Service Pro and David Charles of No Pest-ering



It does what Dan? Eamonn O'Donnell Pest Guard NW, left, quizzes PstFix's Dan England



I know which mouse I'd rather have on my shoulder! PelGar's Jen Smithson, left, with the real thing and, right, Jade Murray from Russell IPM with the monster!



Training shake-up

The National Pest Technicians Association (NPTA) has linked up with Lantra in a move that looks set to shake up the training and qualifications status quo. Associate editor Helen Riby reports.

A bit of healthy competition never did anyone any harm and that's as true for training and qualifications as it is for pest control distributors and product manufacturers.

This new initiative between NPTA and Lantra, long time trainers and awarding body in the farming and land-based sectors, will provide a modular approach to pest control training. It will also allow pest controllers to specialise in particular activities. Great idea. If you've broken a leg you'd much prefer to have an orthopaedic surgeon deal with than a gynaecologist!

As NPTA chairman Adam Hawley told me: "If all of your business is in rodent control, why do you need to learn about stored product insects? What you want is in-depth training on rat and mouse control, a Level 2 qualification in rodent control and opportunity to study for higher levels in rodent control. Also for many spending a



Adam Hawley chairman of NPTA keen to work with the farming sector to improve rodenticide use



Oliver Madge of Pest Train is working with NPTA and Lantra to develop the new training modules

whole week in the classroom is not the best way of learning. Let's face it most pest professionals are not academics, they are practical people who will learn and retain far more if it's broken down into bite-sized chunks. And, once qualified, wouldn't keeping up-to-date be a lot easier if you could do a training module at home in the evening without having to take time off from your business?"

Adam also explained that this is a two way relationship. Lantra is updating its pest control modules and NPTA is providing rodenticide expertise to help Lantra meet the training needs of farmers as stewardship kicks in.

Speaking at PestTech, Oliver Madge of Pest Train who is working with Lantra and NPTA on this project described how the 'modular' approach offered by Lantra would suit many in pest control. Oliver also introduced Lantra's 'Pest Passport' a platform that offers a running record of training and certification. It can be viewed online and also accessed via a QR code on the passport card.

So far so good. But closer examination of the Pest Passport reveals that it's a rival to BASIS Prompt, so another way of proving you are up-to-date and of recording Continuing Professional Development (CPD). This will only serve to confuse customers who still haven't got their heads around Prompt. Yes, competition is healthy and I applaud the modular options for training and certification, but do we really need two CPD systems? I think not.

Catch 22 for trainees

With the imminent introduction of rodenticide product labels that require purchasers and users to be certificated, trainees in the pest control sector are in a catch 22 situation.

It is usual in such circumstances for trainees to be allowed to use products as they train as long as they are under the direct supervision of a certificated user. However for rodenticides this is NOT an option. Trainees cannot do any outdoor rodenticide work to earn their keep until they have a recognised certificate.

The Level 2 Award in the Safe Use of Rodenticides awarded by both RSPH and Lantra meets this need. But, why the change from normal practice? A document on the BPCA website throws some much needed light on this. It states that this question has been discussed with both CRRU and the BPCA Servicing Committee and it has been agreed:

The Stewardship Regime includes trainees and no person/ persons are exempt from the requirements and, therefore, will be required to own one of the Approved Certification certificates/qualifications in order to use rodenticides.

So, don't blame the authorities, this one is industry led.

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It's cool to train

Remember those oh so boring training rooms with their magnolia walls, dreadful plastic chairs and harsh fluorescent lighting? Well the new Pelsis academy at the company's head office, near Knaresborough in North Yorkshire, is about as far away from that as you could possibly imagine.

It's bright and colourful with fabulously roomy chairs, loads of natural light and some lovely cool touches such as the Banksy-style rats, discreetly placed above some skirting boards and, for any clock watchers amongst you, a collection of really quirky clocks – a different one in each room.

But this facility isn't just about providing a good classroom environment. Take the lift up to the academy floor and what should be a corridor with training rooms and kitchen and catering areas off has been transformed into a street scene. There's a fully kitted out two story house providing ample opportunity to set-up scenarios where trainee pest controllers can put into practice what they've learned in the classroom. There's even a loft space! In the street a squirrel climbs up the outside of the house and a flock of birds (painted) flies by.

From the academy you can look down into the Pelsis warehouse – another useful practical training environment. There are plans to build an outdoor facility where bird spikes and netting techniques can be honed.

To mark the launch there were a series of free taster training sessions going on all morning with a number of pest controllers taking advantage of these.

At 12.15 Pelsis CEO, Peter Mangion, welcomed the 130 or so guests and employees. He explained the need in this business for learning and development; the result of constant regulatory change, product innovation and a high staff turnover at technician level. "At Pelsis we have placed learning and development at the centre of what we do. This is why we have built what we hope will be a fun place to learn. And we hope that it will be used constantly for the benefit of the whole industry."

If you get chance to be trained here or to go to a meeting – a BPCA regional meeting is scheduled – then grab it with both hands!



Technical manager Tim Peeling shows off the bedroom set-up



Claire Larcombe from Pelsis cuts the celebratory cake



Marsha Niedzwiedzka from the training team project managed the academy with a real flare for design



BPCA's Simon Forrester left and NPTA's Adam Hawley right with Pelsis CEO Peter Mangion. Simon and Adam cut the ribbon together to officially open the academy



One of the quirky clocks



Stephen McCluskey from Which? Trusted Traders

New consumer rights explained

According to the latest BASF/**Pest** National Pest Management survey half of all pest management activity takes place in people's homes and gardens which means many of our readers regularly have the pleasure of dealing with Mr & Mrs Joe Public. If that includes you then this article, on the new Consumer Rights Act from the Which? Trusted Traders team, is a must read.

The new Consumer Rights Act became law on 1 October 2015. Its purpose is to simplify, strengthen and modernise UK consumer legislation.

The new legislation consolidates three big pieces of consumer law – the Sale of Goods Act, the Unfair Terms in Consumer Contracts Regulations and the Supply of Goods and Services Act. Whilst some of the language hasn't changed that much, the remedies have, so it's important for pest professionals working in the domestic sector to understand how the new Act could affect them.

Firstly, goods

As a pest management professional you must ensure goods:

- Are of satisfactory quality;
- Are fit for purpose;
- Match descriptions or samples;
- Are correctly installed (where agreed as part of the contract).

When the goods supplied do not meet the above criteria, consumers now have a tiered remedy system comprising:

- A 30 day right to reject the goods. A full refund can be sought. The refund must be given within 14 days of it being agreed (this right does not apply to faulty installations);
- A right to claim for a repair or replacement. The trader will only be given one opportunity to repair the goods, after that if the goods are still faulty then they can be rejected;
- A final right to reject the goods. This applies if a repair or replacement is not available, for example because an item is no longer in stock;
- A right to additional compensation. This applies where the faulty goods caused additional damage to persons or property.

As for evidence, if the consumer uses the 30 day right to reject option they must demonstrate that the goods are faulty.

However, where defects are discovered within six months, the consumer also has the right to ask for a repair, replacement, price reduction or, even, if the repair or replacement isn't available, to use that final right to reject the faulty goods. For defects discovered within six months, the law assumes that the goods were faulty at the time of delivery, unless the trader can prove otherwise. After six months however, consumers must prove the goods were faulty at the time of purchase.

Secondly what about services?

As a pest professional you must ensure the job is carried out with reasonable care and skill. Anything written or verbally agreed with the consumer is binding. If no price was agreed beforehand, then only a reasonable price can be charged. Likewise, if no specific time for completion was agreed then you are obliged to do the job within a reasonable time period.

The main change in the law is the remedy that consumers now have and that is the right to a 'repeat performance' if the job isn't done correctly the first time. Alternatively they can ask for a price reduction. In addition, whilst you as a pest professional can make repeated attempts to get the job done correctly, you have to ensure the work doesn't cause significant inconvenience to the customer. If the job cannot be carried out satisfactorily then customers can seek a price reduction and, ultimately, a full refund.

Lastly, unfair terms

Previously business to consumer contracts were subject to the Unfair Terms in Consumer Contracts Regulations 1999. This included all those small print items in consumer contracts. The new Act stipulates that terms and contract notices must be fair,

making it easier for consumers to challenge hidden fees and charges.

A term is unfair if 'contrary to the requirement of good faith, it causes a significant imbalance in

the party's rights and obligations under the contract – to the detriment of the consumer'. In other words if what you say is all in your favour and not in the consumer's, then it will probably be regarded as unfair.

The new Consumer Rights Act details a blacklist of terms that will always be unfair. It also includes a 'grey list' that highlights terms that potentially may be unfair.

Stephen McCluskey, managing director at Which? Trusted Traders, commented:

"Consumer law was crying out to be brought up-to-date to cope with the requirements and demands of today's consumers. Getting a refund or repair and understanding contracts should now all be much simpler for the consumer.

"Businesses and traders must ensure their teams are aware of the changes so they are not caught out short-changing their customers or breaking the law."

To support the new legislation, traders endorsed by Which? Trusted Traders will receive a free *Guide to the Consumer Rights Act 2015*.

The leaflet is also available to **Pest** readers Go to: www.which.co.uk/Pest-CRA and follow the link to get more information at the bottom of this web page.





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Taking care of customers

35 years of nurturing

In business, the motto *Taking care of your customers* is one you hear all too often. Yet all too frequently you feel it is just some rallying call dreamt-up by the PR department. Speak to any member of staff at Rokill Pest Control Services however and the feeling is genuine. This company has, for the last 35 years, actually lived by this objective, as **Pest** editor Frances McKim discovered during a recent visit.

Drawing-up in my car outside the smart brick-built Rokill offices on a business park just outside Ringwood in Hampshire, I could have been forgiven for thinking I was about to visit a firm of solicitors or accountants – everything spick and span. As soon as I entered the building I realised I was visiting a firm, justifiably proud of what it has achieved. On the wall hangs the Royal Warrant coat of arms accompanied by the warrant letter from the Lord Chamberlain's office on behalf of Her Majesty The Queen appointing the grantee Alec McQuin. To keep staff's feet firmly on the ground, however, hanging bang next to it is a printed poster saying '**Rule number 1. If we don't take care of the customer... someone else will.**'

It was this desire to do things better and to nurture customers that led to the formation of Rokill. The two founders, Alec McQuin and Paul Temple had both cut their teeth in pest control, having worked as regional managers for Rentokil. They felt they could do better and be in control of their destiny, by providing a high quality, integrity and culturally-based, yet value-for-money pest control service; the duo launched Rokill in 1980.

At the beginning it was simply the two of them and a copy of the Yellow Pages for company!

Alec proved an excellent salesman, using his skills to acquire a variety of contracts, one for the Courage brewery in Reading being quite a breakthrough. After only a year of trading, they made their first acquisition by purchasing a local company and moved from their initial base in Basingstoke to premises in Bournemouth – around the back of a shop to be precise, with a garage as 'the store'.



Chris Turner, left, with Brian Duffin

Where pest control can lead

Rokill was granted a Royal Warrant for providing pest control services to Her Majesty The Queen and has held the warrant since 2000. With it came the opportunity to join the Royal Warrant Holders Association (RWHA) and through the Association to meet other quality companies from a whole variety of industries.

In 2014 Rokill founder and managing director, Alec McQuin became the RWHA's national president. His duties included leading the Association, representing the RWHA delegation on the 'Britain is Great' UKTI China campaign as well as formal duties such as many speeches. One, notably, at the annual banquet at the Grosvenor House hotel in London, immediately preceding Sir Nicholas Soames, Sir Winston Churchill's grandson. During his year Alec also visited numerous Warrant holding companies across the UK.



Rokill's Alec McQuin



Keeping the office ticking over smoothly from left: Victoria Wright, Jane Ring and Louise Cooke. The electronic map on the wall shows where each technician is. Useful if there's an emergency call out as the nearest person can quickly attend

Business expanded and, by 1982, they took on their first employee and an office manager. More contracts followed and the business grew, dramatically, leading to the recruitment of Chris Turner in 1984. Chris describes the post as his 'first proper job' after leaving Reading University, where he had studied applied zoology. Obviously Rokill and Chris go well together, as today he is a director of the company.

Over the last 35 years the business has continued its growth, both organically and also by acquisition of local small companies and parts of Westcare. Today Rokill employs nearly 60 people. This includes 48 service technicians led by operations manager, Dave Perrett. Technical support is provided by four field biologists, headed-up by chief technical officer, Brian Duffin. Rokill also specialises in bird management and proofing work, which, over the years, has led to contracts on such prestigious buildings as the Royal Garrison Church and numerous royal palaces.

Food industry a speciality

The company has built a solid reputation working in the food processing, manufacturing and retail industries. These sectors, which include restaurants, account for roughly half of all business.

As with most pest control companies, there have been some interesting challenges along the way, as Chris Turner explains: "With the removal of Crown Immunity in the 1980s we gained the contract for several prisons. This was 'real' pest control, some of the kitchens were a living carpet of cockroaches – everything moved! We were there for months and months; longer than some of the inmates! Today the specialist cockroach gels would have resolved the problem much more rapidly, but they weren't available then."

Brian Duffin enthusiastically commented: "With pest control you never know where you'll end up – everything from a royal palace to a filthy squat – sometimes even on the same day! Personally I love it. You need real detective powers to work the problems out."

A people industry

Pest control is a people business and at Rokill you pick-up on the feeling that the company is run as something of a 'large family'. Several employees can boast over 25 years service, whilst numerous technicians have clocked-up five or 10 years in their role. Chris himself recently reached the 30-year mark.

The company is committed to training and staff certification. "Continuous Professional Development (CPD) is one of the best things to have been introduced to the industry for years," proclaims Chris. As for the future, the combined view of Chris and Brian is: "More of the same." But Chris adds: "Sorting out the issues and use of the second generation anticoagulant rodenticides will be a big help. We have worked extensively with Reading University supplying rats' tails. We have all five resistant strains within our area of operation."

Something of a food industry specialist, Brian added: "The food industry is fast moving and challenging, with frequent changes in specifications and codes of practice. This requires constant changes to the documentation we use. But we are able to adapt what we do

and we always listen to the client, to deliver great service."

Finally, expressing his view, Chris said: "This is a great industry, but success is all down to our people on the ground, teamwork and of course, nurturing your customers."

Rokill has proven that companies can be successful whilst still retaining a family business culture, where everyone is important and where all take pride in being part of a company that has high standards of integrity, culture and respect for all. The most important rule being to always remember that the Customer is number 1.

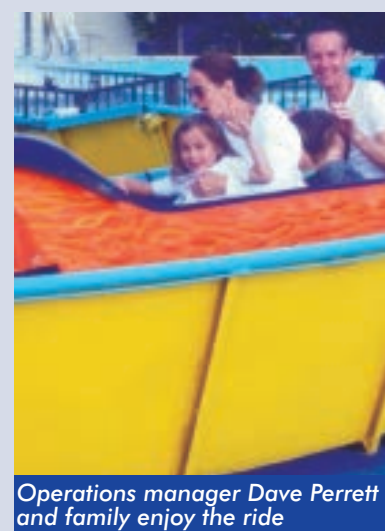


Chief technical officer Brian Duffin in the chemical store



One of the service technicians, Mark Paine

Party time



Operations manager Dave Perrett and family enjoy the ride

To celebrate the company's 35th birthday, Rokill held a family fun day on 26 September at Paulton's Park, Hampshire for all staff. Fortunately it was a very sunny, warm day. Whilst the younger children enjoyed Peppa Pig World and the more sedate rides, the Edge and the Cobra rides provided a thrill for the older guests. One thing which did appeal to all was the sit-down buffet organised by Alec and Chris.

Rentokil at 90!



Rentokil CEO Andy Ransom gave an entertaining address

Rentokil Initial marked the company's 90th anniversary on Monday 9 November by welcoming guests to the Terrace Pavilion of the House of Commons. The Palace of Westminster venue was particularly appropriate because it was here that the story of Rentokil began. In the early twentieth century the fabulous medieval hammer-beam roof in Westminster Hall, the oldest building on the parliamentary estate, erected in 1393, was found to have a bad case of deathwatch beetle (*Xestobium rufovillosum*).

Professor Harold Maxwell-Lefroy of Imperial College was called in to find a solution. He came up with the first chemical fluid specifically designed to control wood-boring insects. Following its success in protecting the Hall he tried to market his product as Entokil but the name was already registered, so, an 'R' was added and, in 1925, Rentokil Limited was born. The rest, as they say, is history.



Freelance Rob Gray is the author of *The Pest Detectives* – a history of Rentokil. He is pictured with Helen Theron from the company's Global Science Centre



Enjoying their retirements, Peter Bateman, left, and Graham Foote

The Terrace Pavilion was packed with customers, colleagues, suppliers, advisers, shareholders and other key contacts for the reception.

Your **Pest** editors, Frances McKim and Helen Riby, were delighted to be included on the invitation list and interested to hear that the company's history has now been documented in a new book. *The Pest Detectives*. This has been researched and written by journalist Rob Gray and looks set to become a Pestseller, see page 36.

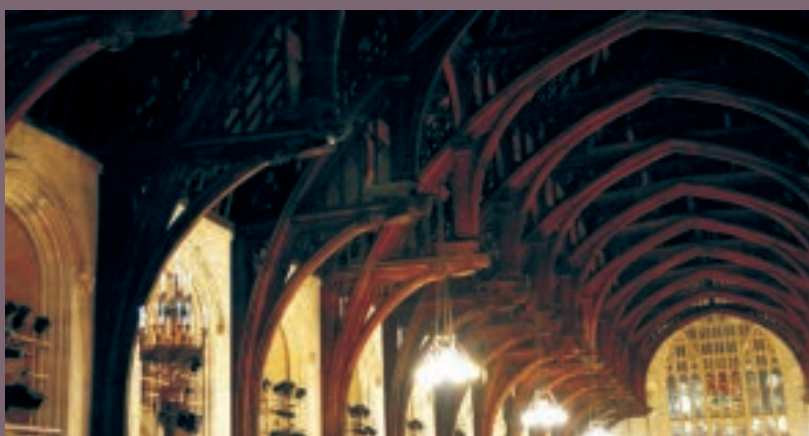
Among the guests were a number of past and current employees who had contributed to ▶▶▶



The brains behind the Pestaurant idea. Rentokil's Jill Rogers and Katie Kinnes were serving up tasty insects. If you managed to down three you won a 'I survived the Pestaurant challenge' badge



Not quite to your taste madam? Host MP Chris Heaton-Harris sympathises with a guest who has just completed the Pestaurant challenge



Where it all began. Deathwatch beetle in Westminster Hall's impressive medieval hammer-beam roof was the inspiration behind Rentokil



There was a display of Rentokil innovations including a number of high tech products. Inset, and still in development, was the boomerang shaped item – the next generation of bed bug monitor; measuring bed bug activity using electrical conductivity!

the book, along with representatives from Imperial College with whom Rentokil still has scientific links and Wrekin College; Rentokil customers for the past 80 years! As part of the celebrations everyone was invited to take the Rentokil Pestaurant challenge and to sample a range of roasted insects and larvae.

Rentokil CEO Andy Ransom gave an entertaining resume of Rentokil's past and present. He explained how it was slow going at first. By 1935 there were ten people in the business and it made a loss that year of £64. By 1953 there were still only 130 employees, but, today, that number stands at 29,000 with a revenue of almost £2 billion.

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Among the guests were **Pest** associate editor Helen Riby and Deryck Tremble from AIB International



Representing Wrekin College, Rentokil's longest standing customer, were headmaster Dr Haydyn Griffiths and Andy Nicoll



Author Rob Gray discusses the finer points of the book with 90 years old Fred Hook, one of the many retired Rentokil employees who contributed



With Rentokil's Savvas Othon are guests Clare Rozano from Sainsburys and Matt Johnson from Bare Conductive



The formal proceedings were concluded with the presentation of a cheque for £30,000 to Malaria No More. This amount has been raised by Rentokil employees, sales of the new book and from that £500 bug eating challenge to MPs. From left: Andy Ransom, Rob Gray, Chris Heaton-Harris MP and James Whiting of Malaria No More



Rentokil employees, old and new, gather in Westminster Hall, representing over 1000 years of service between them

Pest professionals descend on Music City

More than 3,000 industry professionals made their way to Music City, otherwise known as Nashville, Tennessee in October to attend what is, without doubt, the largest global pest control gathering, PestWorld.



This annual event, which is organised by the American trade association, NPMA, moves around the USA. As well as attracting many US pest professionals, it has a large international following. Delegates to PestWorld 2015 came from over 80 different countries.

The event sported the usual comprehensive series of educational sessions but the heart of the show is the exhibition.

With over 150 exhibitors from near and far, it is always good to see what's new. This year, however, the consensus of opinion was 'Not much', but what was obvious was the increasing emphasis on digital management systems. These have been widely adopted in the USA and the feeling is that they will soon be equally prevalent on this side of the Pond.

Exhibitors from the UK are always well represented. For 2015, South Wales-based Suterra made their debut.

Summing up his experiences David Parsonson from Suterra said: "As a first time exhibitor, it was fantastic to see attendees from all over the world as well as a strong US presence. This helped us not only forge new US relationships but also to spend time with existing customers from other regions. We're already looking forward to Seattle 2016 where we plan to have a bigger presence."

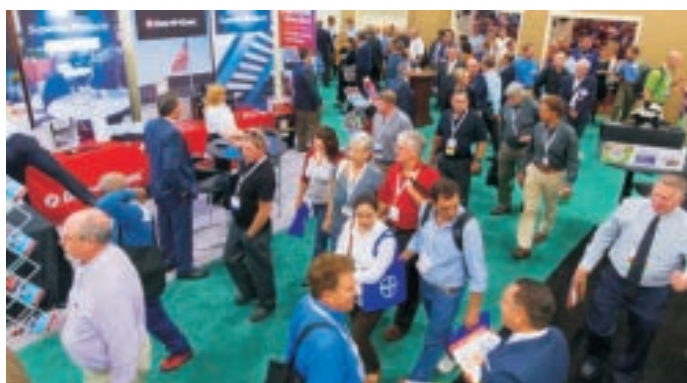
Old hands at PestWorld are PelGar International who have

attended every year since 2010. The company's global marketing manager, Nic Blaszkowicz, summed-up the PelGar experience this year saying: "We were really impressed with the exhibition facilities and it was noticeably busier this time, even on the last day."

So, if you fancy experiencing the world's biggest pest management event then reserve the dates, 18-21 October 2016 when PestWorld will be in Seattle, Washington state.



Left to right from Kness are: James Hayward, George Frank, Nick Fugate and Mike Goza with visitors Oliver Klute and Daniel Schroeer from Futura



The exhibition is at the heart of PestWorld



On the PelGar stand, Gareth Capel-Williams (second from left) and Andrej Branc (right) from PelGar's US distributor, AB Bait US, chat with customers



From left: Mirko Baraga, Bertrand Montmoreau, Benjamín Gómez and Motokazu Hirao

Global ambassador awards

Introduced in 2014 the Global Ambassador Award programme acknowledges individuals who have made a special contribution to the global pest industry. Benjamín Gómez of sponsors Univar announced the 2015 recipients during PestWorld. They are: **Motokazu Hirao**, president of the Japan Pest Control Association, who has devoted his life to improving the professionalism of the industry; **Mirko Baraga** from Argentina, the leading promoter and teacher of Integrated Pest Management especially in the food industry in Latin America; and Bertrand Montmoreau, the chairman of the Confederation of European Pest Management Associations (CEPA) for his unification work bringing the 27 European countries together and for finding a way to work closely with NPMA

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Better news for DE users

Prospects for Diatomaceous Earth (DE) users are nowhere near as bleak as we reported in the last issue of **Pest** magazine, Issue 41 October & November 2015.

In our article we highlighted the sudden loss of DE products for use as biocides at the end of August. This was due to Article 95 of the EU Biocide Regulation (BPR). At that time, our investigations found just one company listed as supporting DE through the EU Review and therefore allowed to provide DE material for biocidal use.

Immediately after publication however, Jim Kirk, commercial manager at the Rentokil-owned RIS manufacturing plant, contacted **Pest** with some good news. There are actually three companies on the European Chemicals Agency official Article 95 list. These are Biofa, based in Germany, Evonik Resource Efficiency, also from Germany and the UK's Rentokil Initial.

How did we get it wrong? Don't ask! We tried to make sense of the 160-page Article 95 supplier list and asked HSE to check our copy but, the entirely random nature of the list, caught us all out.

Silicon dioxide is listed under three separate headings as being notified and supported through the EU biocides review as a Type 18 biocide (ie an insecticide, acaricide and/or product to control other arthropods). The Biofa notification was a late comer, only being notified on 31 July 2015, whereas Rentokil and Evonik have been on the list since September 2014.

Jim explained that, until recently, Rentokil had a silicon dioxide product for cockroach control used by its in-house technicians but,

when that was superseded by the more effective insecticidal gels, production ceased. The company has since invested further in the silicon dioxide dossier and now has full BPR approval for its synthetic amorphous silicon dioxide active substance.

Contrary to reports circulating in the industry DE, when used to control insects such as bed bugs, is class as a biocide and is covered by BPR

The silicon dioxide active substances from the other two companies do not have BPR approval, although both have lodged dossiers in support of their substances.

Jim told us: "Because Rentokil is in possession of the only BPR approved dossier anyone who wants to manufacture a product and authorise its use under BPR currently has to use the Rentokil source of material."

Companies which have lodged dossiers can continue to supply DE under the old rules until an EU Review decision is made. If approved then the products that these materials go into will need to be authorised for use under BPR. If the decision is a non-



Jim Kirk from the Rentokil-owned RIS manufacturing plant

approval, they must come off the market.

In other words, at the current time, it is still possible to bring DE type products to market under the old rules so long as the products contain material from a source that is undergoing assessment.

Jim added that Rentokil is in negotiation to supply its active substance to a number of product formulators with a view to the formulators bringing new silicon dioxide based products to market in the relatively near future.



Killgerm bring DE products back

In a further development, on 26 October Killgerm introduced a new range of DE products under the brand name Vazor (see page 34 for details). Killgerm told us that, as of that date, they were the only supplier offering a DE product for use as a biocide in the UK. We do not believe that position has changed. Indeed commercial director Paul Wood added: "I have actually been working on this project for 12 months, so when I read your article in the last issue it was very frustrating as I knew what were we were about to do... but I just couldn't say anything to you at the time!"

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Glue board debate

The *Unstuck campaign* by the Humane Society International/UK (HSI/UK) highlights the cruelty of rodent glue traps. Launched on 27 October, it is calling for a UK ban on the sale of glue boards to amateur users. Unsurprisingly this topic was chosen by the Pest Management Alliance for discussion at PestTech. Readers may recall that it was the Alliance which drew up the industry code of practice on the use of glue boards back in 2010. A show of hands during the session showed that just about all those pest professionals present supported the ban.

The Alliance comprises representatives from the British Pest Control Association (BPCA) the Chartered Institute of Environmental Health's National Pest Advisory Panel (NPAP) and the National Pest Technicians Association (NPTA). It aims to provide one industry voice on matters of concern to all groups.

The PestTech audience was less clear about whether they, as professionals, would be prepared to accept further restrictions on the use of glue boards, such as say three or four hourly checks. More were in favour of this than against, but a good number were uncertain.

A YouGov poll, commissioned by HSI/UK and undertaken in June this year, looked at the public use of, and attitudes to, rodent glue traps. It revealed that whilst almost a quarter (23%) had used, or would consider using this type of trap, the majority (68%) of people believe they should be banned. More than half (51%) said they either wouldn't know what to do with an animal caught on a glue trap or would recommend an action that risked committing an offence under the Animal Welfare Act (2006), such as drowning.

BPCA has been conducting a survey among its members and affiliates on the wider issues surrounding the use of glue boards, but the results will not be available until the New Year.

In the meantime however chief executive Simon Forrester commented: "BPCA, in principle, supports the ban for public use of glue boards. HSI's research shows that misuse of rodent glue traps by the public is of serious concern, a concern shared by BPCA.

"Our view is that rodent glue traps should only be sold to, or used by technicians who have been given adequate training and are competent in the effective and humane use of this technique. We

recommend their immediate removal from sale to anyone except professional pest controllers."

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Natural does not mean safe

In the article *Nature knows best* in **Pest** Issue 41: October & November 2015 we said that the natural products from Italian company Union BIO were outside the scope of the EU Biocides Regulation (BPR), because they were natural. This is incorrect. The products have been assessed at EU level as being outside BPR because their mode of action is merely physical, NOT because they are natural. This means they can be sold and used legally in the UK. Natural products do fall under the scope of the EU Biocides Regulation if their mode of action is by chemical or biological means.

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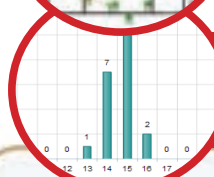
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DE back on the shelves

With the launch by Killgerm of the Vazor DE Powder range, Diatomaceous Earth (DE) is once again available for use to control insects in the UK.

The products are described by Killgerm as 'Article 95 approved insecticides which work physically rather than chemically'. The powder damages the waxy outermost layer of the cuticle of the target pest and kills by desiccation. Vazor DE Powder is effective and long lasting, especially when applied in dry environments.

It is available in two different formulations in four different

packages. There are three different sizes of the traditional powder, a 200g puffer pack, a 2kg tub and a 15kg sack

There is also a 500ml aerosol.

This is an interesting and unique formulation. Once the product makes contact with the surface it dries to a residue and then works in the same way as the traditional powder.



www.killgerm.com

More stability

The No3 bait tray from Killgerm has an improved stable design which reduces the risk of the tray being tipped over and feed being wasted. Robust and durable, it is made from polypropylene which is easy to clean and likely to be more acceptable to feeding rodents.



www.killgerm.com

New robust and flexible bait box

1env Solution's newest bait station is the RoTech Vanguard which the company says is the ultimate rat bait station, designed to meet and, even exceed, the expectations of the modern day pest

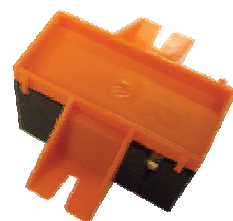
controller. Not only is the strong robust box easy to open, it also accommodates break-back traps and tunnelled entrances as well as loose, block or pasta baits.



www.1env.co.uk

A smaller wedge

The new Mini Wedge from Killgerm is a smaller and more discreet version of the Wedge – a remote rodent monitoring system designed to alert pest controllers when a trap is triggered. It can be used with snap traps in the Speed-break tunnel and in other bait stations.



www.killgerm.com

That's super!

Long regarded as the number one product of choice, especially in bed bug control, Cimetro is back (well almost, stocks will be available early in the new year). What's more, says manufacturer, PelGar, it's now better than ever.

Cimetro Super is a mixture of cypermethrin, tetramethrin and the IGR pyriproxyfen with piperonyl butoxide. Formulated as an oil-in-water emulsion incorporating a micro-capsule suspension, it provides the best of both worlds. It allows rapid access of the active ingredient to the insect through the oil-in-water emulsion, while providing long-lasting and predictable residual control with the microencapsulates.

New at PestTech



www.pelgar.co.uk

PelGar's Nic Blaszkowicz says the best just got better



Demonstrating how the new iPest works are Kieran Wyatt (left) and Shakir Al-Zaidi from Russell IPM

Up in the cloud

Russell IPM has launched two new products under the iPest brand. iPest plus is described by the company as 'in-depth cloud-based reporting technology'. Accessible via smartphone, tablet or PC it can generate automated pest control surveys and visit reports in seconds. iPest, takes the best elements of iPest plus – the automated visit survey and report generation – and goes one step further. Using the iPest plus platform in conjunction with state-of-the-art bait stations, it accurately monitors rodent activity in real time.

www.ipest.eu

Lodi fills the gap

Lodi UK used PestTech to launch Phobi Larvox, an Insect Growth Regulator (IGR) for the control of bed bugs, moths and stored product pests. Phobi Larvox is a unique formulation based on the Babolna Bio active S-methoprene. It targets the eggs and larvae of insects and stops their development. S-Methoprene acts by mimicking the natural juvenile hormone that must be absent for a pupa to moult to an adult, thus preventing the insect reaching maturity. The new product got a lot of attention at PestTech with pest professionals welcoming the return of an IGR product as they have been without a professional IGR since the end of July this year.

www.lodi-uk.com



Roger Simpson and Hayley Fellows with the new Phobi Larvox

Two additions to the SX Environmental range

On the Pelsis stand, two new products available from SX Environmental generated interest among visitors. Pictured far left is Richard Johns of Pembrokeshire County Council with the Bugo bed bug monitor. First spotted at PestEx it's the brainchild of West Yorkshire based adhesive experts Simpson Turner. The clear circular ring is sticky on both sides. It sticks to the floor around the bottom of the bed leg and catches any bugs that step onto it.



Another insect control innovation on display was SX Dotz. SX Dotz provides a neat solution to insecticide bait placement. The 'dotz' are small polymer platforms onto which gel baits can be applied, without leaving any residues when removed.

Pictured discussing the new SX Dotz are Matt Towler Pelsis area sales manager for the Midlands (left) and James Ostler from Positive Environmental.

www.sxenv.com

New catalogue from PestFix

The new 160-page PestFix catalogue is now available. It showcases more than 100 new product lines; all, like the rest of the PestFix range, are available to pest professionals on a next day basis.



PestFix says that it has teamed up with more manufacturers than ever in this edition to give you greater choice across the product range. Some of the new products featured include the **Pest** Best Product Award 2015 winner, Racumin Foam, the Agrilaser Lite, Handheld and Autonomic, the Birchmeier Bobby Duster and Vermend Rat Blocker as well as Sapphire and Jade Cluster baits.

Copies from PestFix call: 01903 538488, or download from www.pestfix.co.uk

Brown dog ticks

Such is the concern about the rise in brown dog tick infestations in the UK that CIEH's National Pest Advisory Panel (NPAP) has published a new information leaflet on its control and prevention.



Rhipicephalus sanguineus (the kennel or brown dog tick) is found globally, although in Europe it is still mainly confined to the Mediterranean basin. It is a vector of three diseases. Whilst it is primarily a parasite of dogs, it is also known to bite humans. Because it's happy to live indoors, hiding away just like bed bugs in soft furnishings, skirting boards and the like, it is likely to prove a challenging pest to control.

It is thought to be coming into the country through two main routes via travelling pets and increased international trade in puppies, especially the illegal trade now increasingly using social media.

You can download the new Brown tick leaflet from the **Pest** library or go to the CIEH website at www.cieh.org

Rentokil history documented

The *Pest Detectives* explores the origins of the Rentokil brand, including the story of founder Professor Harold Maxwell-Lefroy. It covers the personalities, big deals, landmark assignments and technical accomplishments that shaped the business.

But as well as looking back, *The Pest Detectives* is very much a book about the business today. Through interviews with senior managers and talented 'pest detectives' on the ground, Rob Gray paints a picture of what the brand stands for and where it is going.

Published by Harriman House, copies can be ordered online from www.harriman-house.com/book/view/5914/business/rob-gray/the-pest-detectives/. Hardback priced at £20 and the ebook at £12.



Gull management

Published by the National Pest Advisory Panel (NPAP) of the Chartered Institute of Environmental Health (CIEH), this 12-page procedures manual outlines the challenges urban gulls present and looks at what can be done to manage the problem.

While it focuses particularly on the role of local authorities there are helpful tips for all involved in urban gull management, including a useful summary of the law.

Download your copy from the **Pest** library or the CIEH website www.cieh.org



Two new rodent guides

Bell Laboratories has updated and republished its useful *Rodent Pest Management* guide. This comprehensive, 16-page, A4 publication covers rodent biology, behaviour, inspections, rodent proofing, rodenticide use, non-toxic pest management and how to secure bait stations.

Bell also has a new product guide out listing all the items in the Bell range.

To obtain copies visit: www.belllabs.com and choose downloads from the main menu.

Website upgrade

Bayer has upgraded its website making it altogether more user friendly. All the useful stuff you would expect to find is present including downloadable labels, MSDS, application rates and user guides. There's also information on how to subscribe to the Bayer PestXpert newsletter and details of the PestXpert app and even a section on discontinued products. Visit: www.environmentalscience.bayer.co.uk/Pest-Management





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San Jose, California, USA

npmapestworld.org/events/PestTech3.cfm

28 January 2016

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The Bristol Golf Club, St Swithins Park, Bristol BS10 7TP

www.sofht.co.uk/events/pest-control-is-is-bugging-you/

2-3 March 2016

Pest-Protect 2016

Messe Stuttgart, Stuttgart, Germany

www.pest-protect.eu/index.php?id=133&L=1

6-9 March 2016

12th Fumigants & Pheromones Conference and Workshop

Adelaide Convention Centre, Adelaide, Australia

www.insectslimited.com/adelaide

16 March 2016

PPC Live 2016

East of England Showground, Peterborough PE2 6XE

www.bpca.org.uk/pages/index.cfm?page_id=318

26 April 2016

Benelux Pest 2016

NH Conference Centre Koningshof, Loch 117, 5504 RM

Veldhoven, Eindhoven The Netherlands

<http://beneluxpest.nl/>

25-29 July 2016

15th Conference on Rodent Biology

Faculty of Science, Palacký University, Olomouc

Czech Republic

<http://rodensetpatium.upol.cz/>

Pest Test 42

Now also
online

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 *Using rodenticides under stewardship* (pages 10 & 11) and *Behind 'closed' doors!* (pages 13-15) 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.

- 1 In assessing the success of Rodenticide Stewardship, what do HSE class as a significant reduction in residues in barn owl livers?

<input type="checkbox"/> a) 10%	<input type="checkbox"/> c) 30%
<input type="checkbox"/> b) 20%	<input type="checkbox"/> d) We don't know
- 2 What does Alan Buckle think is the first thing that will happen if Rodenticide Stewardship fails to meet HSE's success criteria?

<input type="checkbox"/> a) All anticoagulants will be 'indoor only' products	<input type="checkbox"/> c) All farmers banned from using anticoagulants
<input type="checkbox"/> b) No anticoagulants allowed in 'open areas'	<input type="checkbox"/> d) All anticoagulants taken off the market
- 3 How many work groups have been set-up by CRRU to implement the Rodenticide Stewardship Regime?

<input type="checkbox"/> a) Eight	<input type="checkbox"/> c) Six
<input type="checkbox"/> b) Seven	<input type="checkbox"/> d) Five
- 4 Which of these is **not** listed as a reason why rodents are attracted to buildings?

<input type="checkbox"/> a) They love exploring	<input type="checkbox"/> c) They need better shelter
<input type="checkbox"/> b) Buildings leak warm air currents and food smells	<input type="checkbox"/> d) They are attracted by high pitched sounds
- 5 Which of the following do **not** help rodents get through small gaps?

<input type="checkbox"/> a) Special joints that flatten out their bodies	<input type="checkbox"/> c) Special whiskers to assess the size of the gap
<input type="checkbox"/> b) Flexible backbones	<input type="checkbox"/> d) Powerful incisors to expand an opening
- 6 What size gap is big enough to allow a mouse to gain entry to a building?

<input type="checkbox"/> a) 4mm high x 7.5mm wide	<input type="checkbox"/> c) 6mm high x 9.5mm wide
<input type="checkbox"/> b) 6mm high x 6mm wide	<input type="checkbox"/> d) 9.5mm high x 6mm wide

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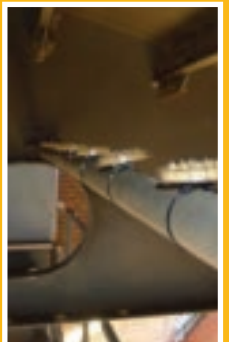
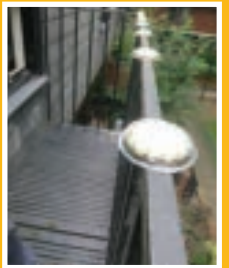


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