

pest

The independent UK pest management magazine

Tick time!



Issue 57
June & July 2018

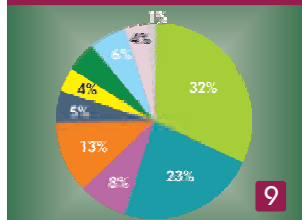


Heritage pests
captured in print



5

2018 industry survey
results are in



9

New ant invaders
discovered in UK



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Plenty to like at Global
Summit but...



36

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

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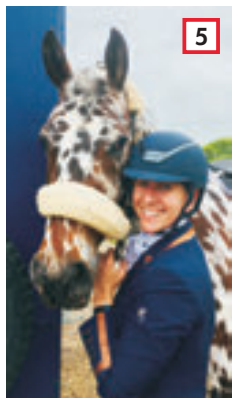
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There's a lot of 'new stuff' going on....

We've often written about how much is changing in the professional pest control sector and, naturally, as a magazine you would expect there to be 'new stuff' covered in every issue. However, this edition seems to have more than its fair share of new things that have the potential to dramatically change our sector.

There's an interview with Ian Andrew (pages 14 & 15), the new chief executive at the British Pest Control Association. He was just about still in listening mode when we met him at the end of May, but he made it clear he's not afraid of change, where change is needed.

We make no apology for taking an in-depth look at the new industry-wide apprenticeship scheme (pages 25-28). This change should be welcomed with open arms as it presents a real opportunity to attract new talent into our industry and to raise the status of 'a job in pest management'. It's a game changer if we can make it work.

Pest wise a new ant species – the acrobat ant – has been detected in the UK (pages 16-17) and we have a feature from the London School of Hygiene & Tropical Medicine on ticks. Could this arachnid soon be added to the list of pest species we are asked to manage?

This issue also includes a review of the new findings from the 2018 National UK Pest Management Survey (pages 9-11).

Of course, not everything is new and our special **Pest Test** feature, with Syngenta, focuses on an old foe, the black, or garden ant. Enjoy...

Frances Helen

Interpreting the news at www.pestmagazine.co.uk

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NBC at 25



On 23 April, Norfolk-based NBC Environment celebrated 25 years in business by hosting an environmental conference at Twickenham stadium. The theme was environmental sustainability in business.

Founded by managing director John Dickson with a £500 Prince's Trust Grant in 1993, NBC wanted to take the opportunity to mark this milestone by raising funds for the Prince's Trust, to help give other businesses the same support NBC received.

John Dickson, pictured above, said: "I would like to thank the Prince's Trust for their support and mentoring throughout the early years of NBC. I'm extremely proud of how the business has developed over the last 25 years."

The business began as NBC Bird Solutions but now has a more extensive portfolio of general pest control activities. This was bolstered by the merger with Blackdown Environmental in January 2017. Blackdown offers ecological consultancy and environmental contracting.

Wasp message taken to EHOs

On Tuesday 26 June WaspBane attended and exhibited at the Chartered Institute of Environmental Health's (CIEH) annual Food Conference: *Safety in a changing landscape* held at the CIEH headquarters in London.

Over 300 delegates were present and Karol Pazik, accompanied by David Brazier, of WaspBane took time to explain the benefits of Integrated Wasp Management whilst also highlighting to Environmental Health Officers (EHOs) the dangers of nuisance wasp problems and how they can be managed.



WaspBane's Karol Pazik, second left, explains the integrated approach

NPTA chairman sells to Rollins

US-based Rollins Inc, best known by its subsidiary pest control brand of Orkin, has made another major UK acquisition. It announced on 25 April the purchase of the Lincoln-based Guardian Group. Guardian was owned by Adam Hawley, who has now left the business, but continues as chairman of the National Pest Technicians Association. Watch this space for potential future UK acquisitions. Rollins purchased Birmingham-based AMES Group and Hampshire-based Kestrel Pest Control earlier this year following the acquisition of their first UK company, Safeguard Pest Control, in July 2016.

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Heritage pests in print

On the evening of 27 April 2018 a small group of heritage conservationists gathered in the meeting room on the top floor of Wellington Arch, situated in the middle of London's Hyde Park Corner to celebrate the publication of English Heritage's latest title: *Pests In Houses Great & Small*.

The book marks the culmination of 15 years work putting together a programme of Integrated Pest Management for English Heritage's collections by authors Dee Lauder (left) and consultant Dave Pinniger (centre), accompanied by editor, Jen Cryer. See page 39 for details.



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Declared rodent free

On 8 May the press assembled in central London to hear the news we had been expecting – Philippa Foster Back CBE (right), chairman of the Scottish-based charity, the South Georgia Heritage Trust (SGHT) declared South Georgia to be rodent free.



This follows nearly a decade of planning and four sub-Antarctic seasons of work by an exceptional international team, colloquially known as 'Team Rat'. It means this Antarctic island is free of rats for the first time since humans arrived more than two centuries ago.

Pest has reported on the progress made on this rodent eradication project on several occasions. Most recently (**Pest 56**: April & May 2018) covered the activities of the rodent detective dogs who, thankfully, detected not a single remaining rodent.



© Oli Prince

PelGar wins enterprise award

PelGar International has recently been declared winner of the 'Best Global Pest Control Products Provider 2018' in the UK Enterprise Awards programme. Run by SME News magazine since 2016, the awards strive to recognise and highlight the key players and enterprises within the ever-evolving UK business scene and award those who thrive amongst the fiercest competition.

PelGar's new marketing manager, Anna Wilson-Barnes, commented: "Small and medium sized businesses are often overlooked for recognition, despite the achievements made every day. To be nominated by our peers for this award is a statement in itself. It is a fantastic recognition of the hard work and commitment from the whole PelGar team. We are very proud to receive this award."

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Jen meets The Queen

Jen Smithson, PelGar's south west regional accounts manager, recently had the honour of meeting HRH The Queen – something of a shock for Jen.

Jen and her part Arab nine-year old Appaloosa dressage horse, Prescoed Solomon (aka SuperSoli) have been training hard, working their way up the affiliated grades in British Dressage. With the professional coaching required, this is not a cheap undertaking, so she is very grateful to PelGar International for the financial support they provide to cover her training costs.

Last year the pair represented Wales at the senior home international coming a creditable fifth. But her moment of royal fame arose when she went for what she described as a 'fun' outing to Royal Windsor horse show, competing in the part bred Arab class. She had totally underestimated the importance of the occasion, but was soon made aware of this when she discovered HRH The Queen was watching her class and, as Jen was a prize winner, came over to congratulate a totally overwhelmed Jen!



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IT appointment at BASIS PROMPT

IT expert, Andrew Boulding has been appointed to the new position of data manager for BASIS PROMPT, the pest control industry's leading CPD register. He will also take the lead in a digital transformation project designed to help improve services to members.

Andrew has 18 years experience of working in IT for a number of high-profile organisations. He is overseeing the digitisation of what has previously been a paper-based system, for example when members attend training courses, seminars etc. The process will benefit attendees and event organisers greatly.



Dressed to kill!

After 24 years in sales with Killgerm, Peter Fielding is bidding the industry farewell. Initially recruited in 1993 to cover sales in the northern region, Peter was later promoted to sales director – so not only did he still retain his responsibilities in the north, but he also acquired responsibility for the whole sales team. Peter was much liked and well respected by his customers and will



certainly be a hard act to follow. Regrettably, Peter didn't usually conduct his business in bow tie and tails – this photo was taken on the Killgerm stand at PestEx 2013!

New at PelGar

Hampshire-based PelGar International has appointed Anna Wilson-Barnes as its new marketing manager. Anna will be working with the company's regional managers looking after global marketing strategy.

Anna is new to the pest control industry, but brings with her over 20 years' marketing strategy and brand management experience, most recently from the tourism sector where she was travel trade marketing manager for Tourism South East.

This role was previously held by Nic Blaszkowicz who will be concentrating on UK & Eire business.



New technical manager at NPTA

On 16 July John Hope joined the National Pest Technicians' Association (NPTA) as the association's first ever technical manager.

John's skills will be utilised in a variety of ways, from organising and producing training days, attending industry meetings, visiting members, carrying out audits, building relationships with kindred organisations and working with the NPTA's media team.

Currently employed by Rentokil (formerly Cannon) and before this with Forward Pest Control, he comes to NPTA with 25



years of pest control experience. Born in London and now a father of two children, John lives in St Helens.

Dave Malone moves to Sumitomo

Dave Malone joined the Vector Control team of Sumitomo Chemical in July, taking over the role previously held by John Lucas, who will continue to act in a consultancy capacity.

Until this move, Dave was technical manager for Liverpool-based IVCC where he was responsible for co-ordinating all external field trials and the testing of new products under development. He has nearly 25 years of experience of vector control having worked in the UK, South East Asia, Europe, the Caribbean and USA where he was director of research and technical services at Adapco Inc, in Florida.

UK readers may well remember Dave during the days when he was part of the Royal Army Medical Corps (RAMC) working as a medical entomologist, based at Millbank, London.



Farewell Doug Howick

In the **Pest** office we were very sad to hear of the death on 1 June in Melbourne, Australia of Charles Douglas Howick, aged 83, after a short illness. Maybe not known to many UK pest controllers, but readers who travelled to international events, especially Federation of Asian and Oceania Pest Managers Associations (FAOPMA) ones, are more than likely to have met Doug. He was a very kind, gentle but knowledgeable giant in the industry.

Doug was English by birth, having been born in Twickenham on 9 April 1935. He joined the Merchant Navy serving as a radio operator and travelled extensively before deciding to go ashore in Melbourne, Australia – where he set up home for the rest of his life.

Doug was an expert on wood protection and termites, working at CSIRO until his 'official' retirement in 1992. He then became national secretary of the Timber Preservers Association of Australia (TPAA) for 20 years and, during that time, he also served, for 10 years, as the national executive director of the Australian Environmental Pest Managers Association (AEPMA). He was also much involved with FAOPMA and produced, until his recent illness, their bi-monthly newsletter *PPM News*. It was only earlier this year (**Pest 55**: February & March) that we reviewed his magnificent termite book, *Colonies in Collision*, produced jointly with Ion Staunton.





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Optimistic, but evolving, reveals survey

Readers will recall that for the eighth National UK Pest Management Survey **Pest** teamed up with market research specialists, Research Engine. This summary of the results is largely based on commentary provided by Chris Horne, director at Research Engine. There will be a further instalment in our next issue, **Pest 58**: August & September 2018.

This, the eighth National UK Pest Management Survey has continued to track the long-term evolution of the industry. It has revealed some fascinating insights that pest professionals can learn from. The sample this time was 246 pest control professionals, a response rate of 11%, with local authorities, private sector companies and the self-employed all represented. Respondents came from all regions of the UK and the sample included a wide range in terms of length of pest control experience and job roles.

Those respondents from private sector organisations reported a mixed trend in performance. 38% said their turnover was up, but 19% reported a decrease. In terms of profit it is a similar, but slightly more positive, picture (43% showing an increase and 21% a decrease).

Future prospects

Taking the temperature of the industry reveals a similar (or even more) positive mood to that we recorded last year. 76% see the prospects for the next 12 months as 'Very good' or 'Good' compared to 78% previously. 74% also expressed a positive five-year outlook. There has been a striking fall in the (admittedly small) numbers of those seeing a 'Poor' (2%) or 'Very poor' (2%) outlook over one or five years.

This supports the long-term trend in these surveys towards greater general optimism.

There are big differences across different types of respondent on these scores however,...see later for more on this.

What's keeping professionals busy?

Virtually all respondents control both rodents and insects. There are no major changes to the spectrum of pests taking up pest professionals' time. Rodent control remains in top spot (at 55% of time spent). Insect work takes 29%, including wasps (12%), bed bugs (5%), ants (5%) and cockroaches (4%). Bird management takes 6% of the time. There is a long list of 'others'.

The self-employed see more variety in the type of pest they deal with, while rodent control still accounts for half of their time, they spend less time on it than local authorities and private companies. This group spends more time than the other two managing other mammals.

The most common other mammals mentioned were squirrels, rabbits and moles. There was a wide range of other insects cited, most commonly, fleas, flies and moths.

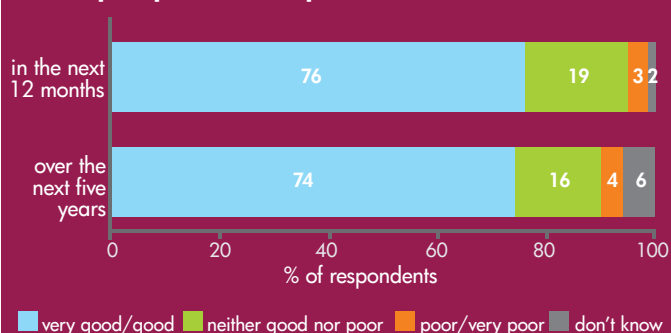
Most pest professionals report that rodent control is increasing as a proportion ►►►



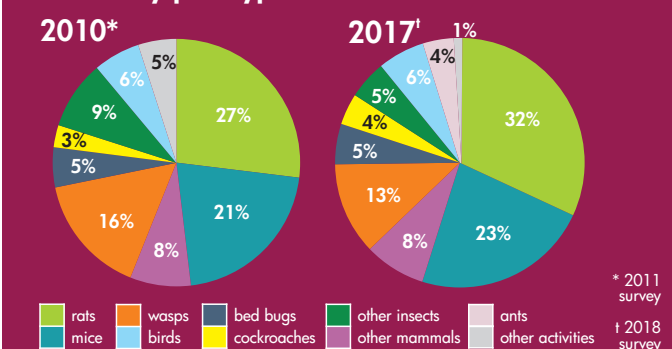
Headline results

- The industry continues to evolve:
 - Fewer local authority pest controllers;
 - More self-employed pest controllers;
 - Local authorities focusing more on commercial clients than in the past.
- Commercial performance of organisations is a mixed bag;
- Optimism about the future is generally quite high (and with the lowest proportion of gloomy respondents we have seen in eight years);
- Rodent control is still the largest element (and still growing);
- Bed bugs and bird management are growing in importance for many;
- All other pests are quite stable in terms of importance;
- About two thirds of all work is carried out under contract;
- Membership of BASIS Prompt and trade associations is high;
- Nearly half of pest controllers received formal training in the past year.

Future prospects all respondents



Activities by pest type



of total time spent. Many (but not all) also report an increase in birds and bed bugs. For most other pests the time spent is quite stable.

Overall just over a quarter of respondents said they were thinking of taking on new areas of pest control. The self-employed were most likely to be thinking of branching out. While the self-employed and private companies were looking at tackling different pests (birds, mosquitos) or managing pests in new ways (heat treatment for bed bugs, non-toxic methods), the local authorities tended to be considering moving into new locations.

Where and how are they working?

Across the whole sample 43% of respondents' activity is in domestic premises, 46% commercial and 9% on farms.

There are big differences across the different types of organisation (see chart below). Local authorities, for example, still have a major focus on domestic locations (as in last year's report) whilst companies have always focused more on commercial locations. It is interesting to note, however, that the remaining active local authorities have reduced the proportion of domestic work and increased their commercial and farm activities.

Contract work represents about two thirds of all work, with one-off interventions around a third.

Constraints

Pest professionals have a long list of issues that constrain them. The survey again tracked how the importance of these has evolved. Overall in rodent control 'restrictions on product use' is the top constraint, followed by 'local government cutbacks'.

In insect control, no single constraint dominates, with 'financial pressures on households/businesses', 'DIY control', 'local government cutbacks', 'restrictions on product use' and a 'declining product range' all significant.

The top concerns are different across the three types of organisations tracked in the survey, but are the same for both the rodent and insect sectors:

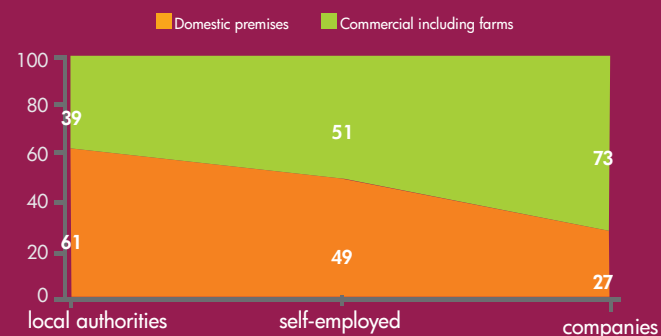
- Local authorities – local government cut-backs
- Self-employed – DIY pest control
- Companies – restrictions on product usage

This mirrors their respective perspectives.

Interestingly, this year all three groups have identified 'local authority cutbacks' as of increasing concern for both rodent and insect control.



Location of pest control activity by organisation type



Local authorities

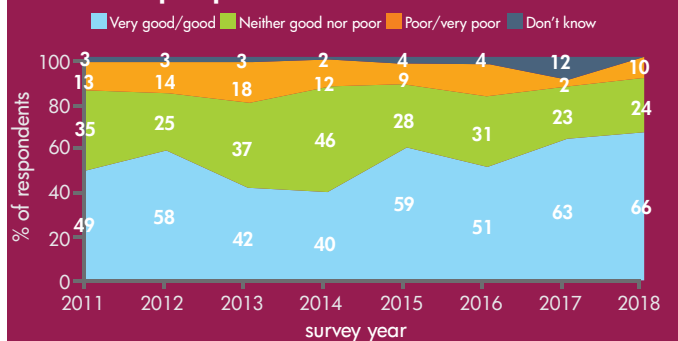


The proportion of local authority pest controllers within the sample has declined again this year (from 23% to 16%) – reflecting a further actual decline in their numbers?

82% of the local authority respondents still work for councils who conduct all their pest control services in house.

Over the years the surveys have shown an increasing confidence among local authority respondents (a recovery from the darker days of 2010/11 when the survey started). Two thirds (66%) of them now see their prospects for the next 12 months as 'Very good' or 'Good' (up from 63%) although the five-year outlook is again less positive. However, just 11% see their 12-month prospects as 'Poor' or 'Very poor'.

Immediate prospects – local authorities 2011 to 2018



The core service remains rodent control and the focus is on domestic locations. However there is a growing trend for the remaining local authority controllers to be also serving commercial clients. 64% of their work is under contract, 36% as one-off jobs.

In rodent control the main constraints are 'local authority cut-backs' (the top challenge for 43% of respondents) followed by 'restrictions on product use' (26%).

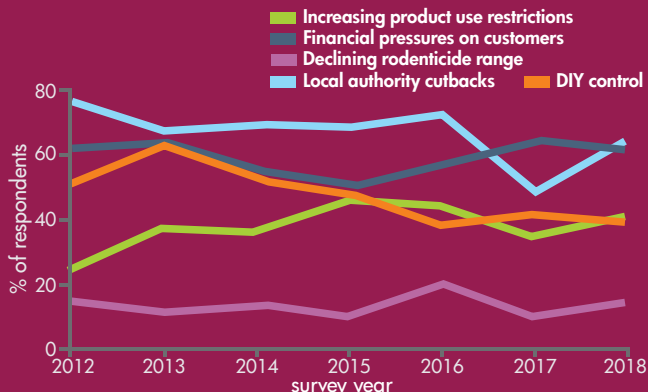
With insect control 'local authority cutbacks' is the top constraint (37%) followed by 'financial pressures on households/businesses' (26%) and 'increasing restrictions on how products can be used' (11%).

Very few local authority respondents thought there were 'other' constraints to effective rodent or insect control.

There were a few comments about the need to educate customers.

Main rodent control issues 2012 to 2018

Local authorities



Self-employed

The proportion of self-employed pest controllers within the sample this year was 43%, up from 33% – is there an increasing proportion of self-employed pest controllers in the market (emanating either from local authorities, or larger pest control companies)?

Many are long standing. 31% of the respondents have been established for over ten years. However, there are also 46% who have been established for five years or less. So there is a wide spread. All are in teams with five or fewer employees – almost by definition.

This survey has again shown this group to be middling in their optimism in terms of future prospects. 77% of them see their prospects for the next 12 months as 'Very good' or 'Good' and the five-year outlook is about as positive. (75%). Almost none of them see their short or longer terms prospects as poor.

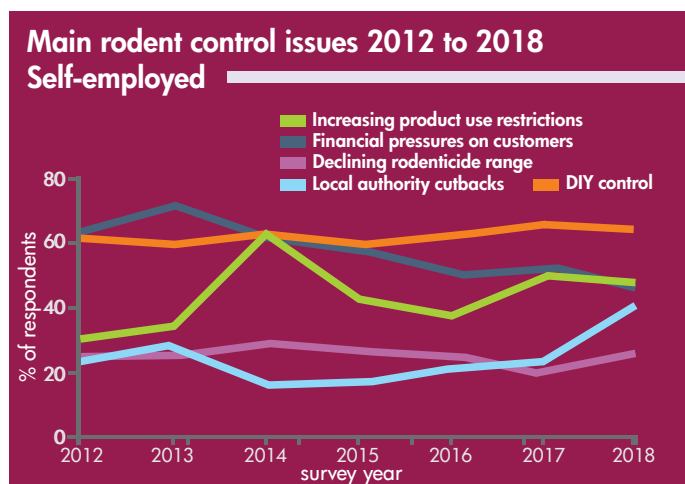


On average the self-employed are busy with rodent control 51% of the time (especially rats at 32%). They are quite mixed in terms of locations, serving both domestic (49%) and commercial (34%) clients as well as being the biggest providers to farms (14%). 51% of their work is under contract, 49% as one-off jobs.

In rodent control the main constraints are 'restrictions on product use' and 'DIY control' (both the top constraint for 22% of respondents).

With insect control 'DIY control' is the top constraint (25%) followed by 'financial pressures on households/businesses' (23%).

Nearly a fifth of respondents mentioned 'other' constraints to effective rodent control, however the comments were varied and no one issue stood out. Fewer cited 'other' constraints to effective insect control and again no one issue stood out.



Companies



The proportion of company pest professionals within the sample this year was 42%. Most are long standing. 65% of respondents work in firms that have been established for over 10 years.

50% are in companies with five or fewer employees – fewer than before. Are the commercial companies gradually becoming bigger?

Over the years of the survey this group has been the most optimistic in terms of future prospects and this year is no exception. 79% of them see their prospects for the next 12 months as 'Very good' or 'Good' and the five-year outlook is even more positive. (82%).

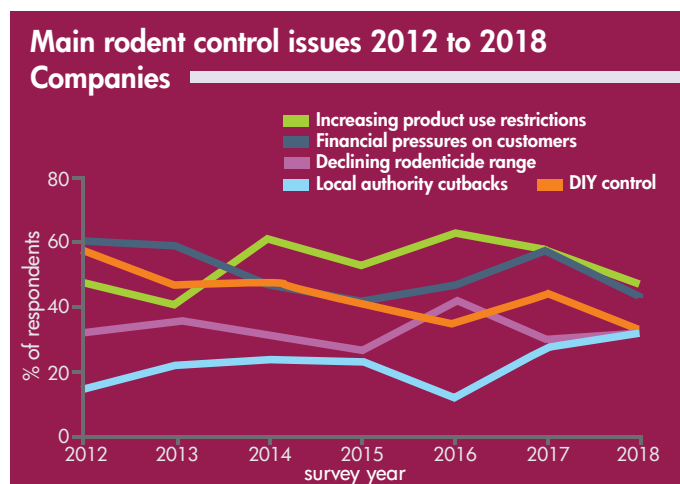
Company pest professionals serve a wide variety of clients and control all pest types. They are less focused on the domestic market than the other types (just 27% of time spent) but more time is spent on commercial locations in general (73%) and the food industry in particular (29%). 77% of their work is under contract, 23% as one-off jobs, reflecting their high proportion of work for commercial clients.

In rodent control the main constraints are 'restrictions on product use' (the top challenge for 30% of respondents) followed by 'financial pressure on households/businesses' (16%).

With insect control, 'financial pressures on households/businesses' is the top constraint (21%) followed by, 'a declining product range' and 'increasing restrictions on how products can be used', which were the top constraints for 15% of respondents each.

Only 15% of company respondents mentioned 'other' constraints for effective rodent control; the main one being lack of customer co-operation.

Very few respondents considered there to be any 'other' constraints for effective insect control.



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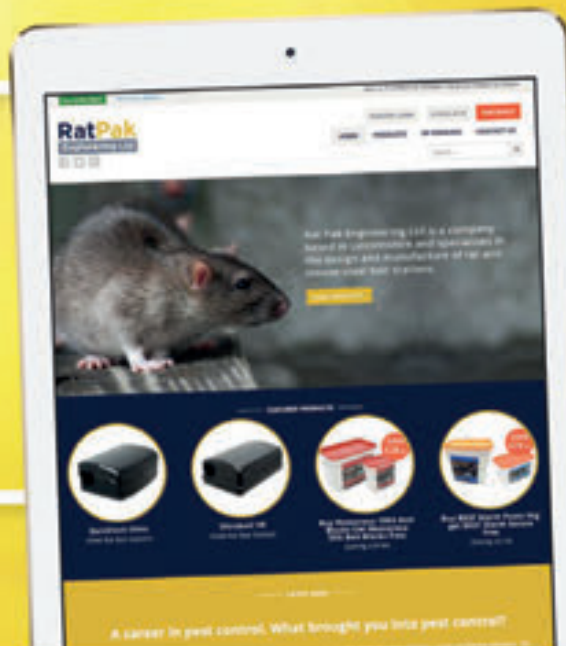


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Thirteen times successful

The 13th in the biennial series of Fumigants & Pheromones Conferences was held in Indianapolis, USA from 12-14 June. There was global representation from 23 countries and a total of 180 attendees.

Dave Mueller, president of Insects Limited and conference organiser said: "This stored product protection conference was the best we have ever had according to the evaluation sheets.

"We learned so much from the speakers and our guests.

"The two-day programme, the hands-on workshops, the conference dinner were all fun and educational. It was rewarding to look back at the last 25 years of 'Sharing Through Education'."

At the end of the conference, it was announced that the location of the 14th Fumigants & Pheromones Conference will be Victoria Falls, Zimbabwe, in the spring of 2020.



David Mueller, centre, with Marie Nilda Munoz, St. Luke's College of Medicine, Philippines and Dr Rainier Villanueva, researcher, Philippines

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Record numbers at Benelux Pest 2018

Held every other year, this leading event for the Benelux market took place on 25 April in the NH Conference Centre Koningshof at Veldhoven, The Netherlands. There were 52 exhibitors and 488 visitors. The majority came from the home Benelux market, but at least ten further countries were represented with a good sprinkling from the UK and Germany.

Many new products were on display, especially rodenticides, as well as companies showing their electronic mice and rat trapping systems. Running alongside was a series of technical seminars and the day was rounded-off with the PCN 'walking dinner'.

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2nd World Pest Day

Wednesday 6 June was the second World Pest Day; a day set aside to raise awareness of the vital role pest management plays in protecting public health, property and food security.

It coincided with the Global Summit of Pest Management Services (see pages 36-37), where a special session was held, including a presentation from Mrs Xiao Yun Huang (pictured above), president of the Federation of Asian & Oceania Pest Managements Association (FAOPMA) and director of the Chinese Pest Control Association (CPCA).

The concept of a World Pest Day was first put forward by the CPCA and it is in China where the biggest celebrations currently take place with widespread news coverage.

In Europe whilst all the various trade associations have expressed their support for the day, the concept really hasn't caught on to any great degree and that's a shame.

Getting customers to understand the real value of professional pest control is an activity that will massively benefit our industry. What will you do for World Pest Day on 6 June 2019?

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New man in top job at BPCA



There's a new face heading up the British Pest Control Association (BPCA). Scotsman, Ian Andrew took up the reins as chief executive in February. Associate editor, Helen Riby caught up with him at the Association's Derby office towards the end of May to ask how his first 120 days had gone and to find out a bit more about what makes him tick.

You never get a second chance to make a first impression and we are all programmed to make quick judgements about new people, even when we try not to! Indeed studies show that first impressions can be made in as little as seven seconds! My interview with Ian lasted rather longer, whilst, at the time of our meeting, Ian had already had around 120 days to gather his thoughts on our industry.

So, who is Ian Andrew, what impression did he make on me and, perhaps most importantly, what does he make of the professional pest managers he'd met so far?

First impressions

First up, what were my impressions. Ian comes across as a true professional, a good talker but also, something not always apparent in chief execs, a good listener. Not surprisingly he also has the knack of seeing the bigger picture. His relaxed style is very engaging and he's definitely got the skills required to motivate so, in short, a good leader. He should be, as that was no doubt what those who recruited him were looking for. He also struck me as an open and honest person; happy to call 'a spade a spade' but with some Scottish steel inside

to fight his corner when it's needed.

By the time we met, Ian had already been on the 'Warwick' course and passed his RSPH level 2 in pest management. However, he was astute enough to realise that getting the certificate is a far cry from being a competent professional pest controller. Indeed, competence and how to measure it and reward it, is definitely one of his priorities for the future.

'Joining the dots' was one of his favourite phrases and during what will only be a brief time that he will spend as the 'outsider'; able to observe our industry without any baggage, I'm sure he will be joining up plenty of dots.

So what made him apply for this job? Ian explains: "I was looking for a position in a membership organisation and, whilst pest control is far from sexy and could be described as a Cinderella sector I could see

that a lot had been done already in terms of professionalising the sector, introducing CPD and so on. I could also see that there was still further to travel, particularly in terms of assessing competence and also in addressing the possibility of licensing around the corner. I felt there was an opportunity, with my career background, to make a difference."

That career background has been, to say the least, varied and, on occasions, eventful! Whilst Ian has no direct experience of pest management, he has spent some time in the hospitality sector, and not just as a barman in his student days.

A budding diplomat

He studied history and international relations at Aberdeen University and has a continuing interest in diplomacy – a skill which he has used throughout his career and one he will no doubt need in his current position.

Moving South to Edinburgh he took a post graduate diploma in hotel management at Queen Margaret University. Looking to gravitate further south he joined a graduate trainee programme with Vaux Brewery in North East England, but then found himself back, at the tender age of 21, in Aberdeen managing a hotel full of oil riggers. Here, he says, he grew up rapidly dealing with 'the rich tapestry of life' and, at the same time, gaining a real passion for customer service.

The long and unsociable hours and low pay saw him move out of hotel management and into a role in the Hotel & Catering Industry Training Board, which was where his interest in training and competence developed. This ultimately led to work with the Scottish Qualifications Authority and, more recently, with the Chartered Management Institute.

In between, Ian took time out to get a second degree. This time studying theology and for a spell, he became a full time parish minister with the Church of Scotland; a role he enjoyed but ultimately one which, with a young family, he felt unable to continue.

He also ran a call centre for car dealership, CD Bramall and set up and ran the call centre for Reg Vardy.

Most recently Ian has been director of governance and partnerships and deputy CEO for The Beech Institute – an award-winning management consultancy in East Yorkshire, which no doubt explains why he now lives in Beverly. Much of Ian's more recent career has been in what can broadly be described as membership organisations. He left Beech having set up a new

professional Institute for Organisational Development professionals.

Ian is separated and has two grown up daughters. The elder is working in event management for a golf resort in East Lothian and the younger is just completing her probationary teaching year on the Island of Yell, one of the remote Shetland islands.

When he's not at work Ian enjoys hill walking and recently completed two long distance footpaths: Hadrian's Wall and St Cuthbert's Way.

Lessons learned

So in his first 120 days what has Ian learnt of our sector? He says that two words describe just about everyone he's met so far 'enthusiastic' and 'passionate' about what they do. That includes the team he's inherited in Derby.

He commented: "There's a great team here, doing a good job. As a leader I'm here to see my team achieve the best they can be, individually, and as a team. But, that's not to say there won't be changes. If there are things that we are doing, even if we are doing them well, but they don't contribute to our two prime objectives, then we shouldn't be doing them and we need to change."

And what are those two prime objectives – to drive professionalism in the sector and to be the voice of the sector.

Ian has also observed that public awareness of the benefits of this sector is very low.

"It's a distress purchase for most domestic customers and many commercial clients are

buying on price, not value. There is a clear need to explain what life would be like if there were no professional pest managers. The relationship between pest control and public health is key but, politically, pest control gets lumped into environment and that means it's seen as a problem – secondary poisoning, nasty chemicals and so on... Yes, environment is important but public health is equally important.

Need to bang the drum harder

"I'm not saying it's easy, but it seems to me the industry has not been banging the drum enough about public health benefits."

One of the gripes we've raised before here at **Pest** is that, as a small industry we need a unified voice to speak to Government. Yet we have two trade associations, BPCA and the National Pest Technicians Association (NPTA). Plus there's the Chartered Institute of Environmental Health's National Pesticide Advisory Panel (NPAP) and numerous other organisations with an interest in pest management. The Pest Management Alliance (PMA) has been an attempt to find that unified voice. Readers will have their own views on the success of the PMA.

True collaboration is what's needed. Going back to Ian's first degree, he says that far too often collaboration means 'I want you to agree with me' but that's not what the word means. All sides need to be prepared to move their position to find a mutually beneficial way forward.

Let's hope the change at the top of BPCA allows that to happen.

New faces on BPCA board



The British Pest Control Association (BPCA) held its Annual General Meeting (AGM) on Wednesday 27 June. The venue was Watford Football Club. Three new executive board members were elected: Julia Pittman, Beaver Pest Control (centre), Louise Summers, Urban Wildlife and Tim Slator, Valley Pest Control (right). They are pictured with BPCA chief executive Ian Andrew (left) and BPCA president, Tom Holmes.



© Dr. Reiner Pospischi

A new ant found in the UK

Crematogaster species

Most *Crematogaster* species occur in the tropics and live in trees. However, *C. scutellaris* is a common ant in Mediterranean Europe, occurring in Spain, France, Italy and northwards into Austria and southern Germany. The Acrobat ant has also been occasionally reported in northern Germany and in the Netherlands and there are even old reports of them in the UK, associated with warehouses of imported cork.

In the wild, the ant constructs nests in tree trunks, logs, stumps and under bark. The nests contain a single queen and the workers may number up to several thousand. When they occur in buildings, the nests are often reported among roof timbers. They feed on honeydew (produced by sap-feeding insects), other insects and sometimes on carrion. Natural dispersion is through nuptial flights, similar to our native garden ants.

Crematogaster scutellaris is quite distinctive and is not difficult to distinguish from other UK ants.

Size	Workers measure 2.8-4 mm, so are slightly larger than the common black garden ant
Colour	Rust-red head, with very dark brown thorax, abdomen and legs
Morphology	The pedicel (the 'stalk' linking thorax with abdomen) has two distinct sections Pedicel joins abdomen on its upper surface, not at the forward-most tip as in most ants Heart-shaped abdomen with pointed rear tip Two spines on thorax
Behaviour	Raises abdomen in the air when alarmed
Habitat	In the UK, likely to be nesting among roof timbers in buildings, but may also be foraging outside in vegetation

In their daily activities pest controllers should always be on the lookout for any pest that 'looks a bit different', whether in terms of appearance, or behaviour. What they spot might be something they have not seen before or, more significantly, it might be yet another non-native species hoping to set up camp in the UK. Insect expert, Clive Boase from the Pest Management Consultancy and Charles Phillips from Barretline Environmental Health were recently called in to investigate another new invader, as they report here.

The introduction of a non-native invasive species into new geographical regions has the potential for serious impacts on public health, agriculture, natural ecosystems or property.

The last few years have seen the much publicised arrival in the UK of the Asian hornet (*Vespa velutina*), the tiger mosquito (*Aedes albopictus*) and the invasive garden ant (*Lasius neglectus*), all of which, for different reasons, are of serious concern. There are many more introduced insect species which are already well established in the UK such as the oak processionary moth and the emerald ash borer, that have considerable public health or economic impact.

For more than a decade, Bristol-based distributor, Barretline Environmental Health has offered its customers a free of charge insect identification service. The team of technical experts identifies insects to species level, then the database of insects and location allows rapid assessment of the status and technical support required with corresponding appropriate control measures.

Unusual ants

In late 2017 and early 2018, the team received two samples of unusual ants. One sample came from a householder living in Southgate, North London and the other from Tamworth in the West Midlands was sent in by Lee Clarke of Pest Free Solutions, who also helped gaining access to that site. The insect samples were identified and it was clear that this was a species that had not been seen in the UK for decades. It therefore needed further investigation.

Both sites were visited in May 2018, and the locations were surveyed as far as was possible. Further samples were collected and positively identified as *Crematogaster scutellaris*, sometimes called the acrobat ant.

As detailed below, the ant colonies each had more than 1,000 workers, one had over-wintered in an unheated building and every indication was that these colonies were well-established.

UK pest status

The UK climate and ecology is of course very different from this ant's normal Mediterranean habitat, so it is not yet clear what impact, if any, it will have. However, it certainly has the ability to build nests within the structure of buildings and for the numbers of workers to reach hundreds, possibly thousands, so this alone is a concern. *Crematogaster* also feeds on carrion and has been known to attack bird chicks in nests, so there are potential wider ecological impacts.

Unlike the invasive garden ant and the Pharaohs' ant, the queens of this species have a nuptial flight, so dispersion can be quite rapid and over considerable distances.

Reports from overseas indicate that this ant is a vigorous competitor with other ant species and in some habitats may even out-compete the invasive Argentine ant. The impact status on the UK native species remains to be seen.

Control

As with most other ant species, it is likely that a thorough treatment with a residual insecticide (carbamate or pyrethroid) will kill many worker ants, but may not reach the nest. A treatment with insecticide bait is

likely to be more effective, as the worker ants will take the insecticide back to the nest where it will also eliminate the queen and larvae. Tests of the effectiveness of different baits in 2012 against this ant species in Germany showed that Maxforce Quantum was the most palatable of the products tested.

Where next?

Vigilance is one of the most important parts of any campaign against invasive species.

Pest controllers finding an ant that fits the description of *Crematogaster scutellaris*, or indeed any other insect pest that just 'looks a bit different', are strongly advised to seek confirmation of the insect's identity by sending the sample to the Barrettine insect identification service.

Contact: beh@barrettine.co.uk or call 0117 967 2222.

Barrettine has reported these findings to the GB Non-native Species Secretariat.

	West Midlands site	North London site
Type of property	First-floor apartment	Unheated garage
History	Ants detected by pest controller in autumn 2017, and treated with an insecticide. However, ants re-appeared in spring	Ants first noticed in October 2017, and activity re-appeared in spring 2018
Location of nest	Brood not seen, but much activity appeared to be focused around roof void and timbers	Brood and workers seen in voids in timber-work in garage roof
Ant numbers	Very large numbers of dead ants, and several tens of live	Many hundreds, maybe over a thousand live worker ants seen
Extent of ant presence and activity	Within bathroom, to a lesser extent in the adjoining bedroom, but also in the roof void. A few ants seen on external brick garden wall up to 8m from apartment	Almost entirely within a single garage, although a very few workers seen outside on adjoining terrace. None seen in adjoining garden
Origin or source of ants	No obvious route	No obvious route
Other points	No reports of ants in the nearby kitchen or on food	None



Cluster of *C. scutellaris* workers close to the nest in a garage roof in North London. The brood was just visible behind these timbers

Ticks & Lyme disease

What you need to know

© Richard Bartz

Ticks are known to be the only source of Lyme disease infection in the UK. As a group, most pest professionals are unlikely to be at any higher risk than the general population, although, those specialising in rural pest control need to be vigilant. For those of us who like to spend time in the outdoors, camping, hiking, or simply walking the dog, ticks are also a potential problem. In this article Scott Tytheridge and Chris Rice from ARCTEC at the London School of Hygiene and Tropical Medicine provide some timely advice on ticks and what to do if you are bitten. Australian tick expert Stephen Doggett adds an international perspective.

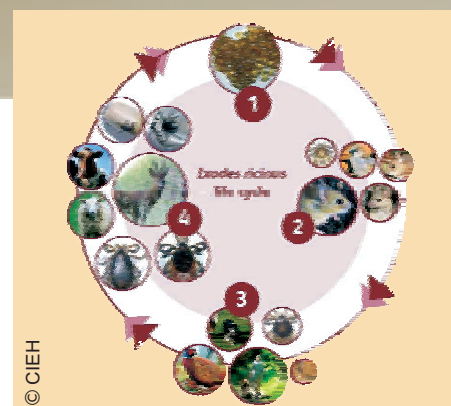
According to Public Health England, there are an estimated 3,000 cases of Lyme disease each year in the UK. However, a general lack of understanding about this condition, along with a spate of mis-diagnoses, mean the true number of cases is simply unknown.

Last year, Lyme disease hit the headlines, gaining more attention with a number of high profile cases, including former England rugby player, Matt Dawson and Canadian singer, Avril Lavigne. But what is Lyme disease, how can it be transmitted and, most importantly, how can it be prevented?

Lyme disease is caused by the bacterial pathogen, *Borrelia burgdorferi* sensu lato. The bacterium is transmitted to humans through ticks, leaving a distinctive circular 'bull's-eye' rash (erythema migrans) that occurs in around two-thirds of patients. Lyme disease manifests initially with that rash, followed by flu-like symptoms, including tiredness, joint pain, muscle pain, headaches, fever, chills and neck stiffness. If left untreated, Lyme disease can progress, causing severe



© US Centers for Disease Control and Prevention



health problems affecting the heart, joints and nervous system.

What is a tick?

Ticks are arachnids and can be divided into two families known as Ixodidae (hard ticks) and Argasidae (soft ticks). A few species in the group *Ixodes* spp. (largely the ricinus group, often known as the black legged ticks) are responsible for Lyme disease transmission as well as several other bacteria and encephalitis viruses.

Both hard and soft ticks have a life-cycle consisting of egg, larval, nymphal, and adult stages. Unfed larval hard ticks are typically 0.5 mm long and have six legs.

Unfed nymphal ticks are about 1.5 mm long and adult unfed ticks are about 3 mm long, although once fed they can engorge ►►►

to 11 mm in length. Both nymphs and adults have eight legs.

Each life stage requires one blood meal and feeding may occur in spring, summer, or autumn. (Soft ticks, in contrast, take smaller multiple blood meals).

During feeding, the tick makes an incision in the skin and then inserts a feeding tube, called a hypostome, into the opening. Importantly, the hypostome contains backwards-facing barbs that anchor the tick onto the host during feeding.

Some tick species also secrete a cement-like substance from the salivary glands, which hardens around the mouthparts to form a collar that allows the tick to remain firmly in place, but not those involved in Lyme disease transmission.

Tick bites are the site of Lyme disease infections, but the open wound can also allow the transmission of other diseases through localised infections. It is important therefore to remove ticks as soon as possible after they have bitten a host.

Where are people at risk?

In the UK, ticks live freely in locations where deer, sheep, horses and some cattle roam, or are farmed. Although ticks can be found in a range of habitats including grassland, hedges, parkland, and woodland, they are more likely to be found at the edges of woodland.

Ticks, carrying *Borrelia* bacteria, have been found in locations such as Richmond Park and Bushy Park in London, on Dartmoor and Exmoor, in the Lake District, in Thetford Forest in Norfolk and across the Scottish Highlands.

This means that dog walkers, campers, hikers and people who work in the countryside, including rural pest controllers, are particularly at risk from tick bites.

Prevention and removal

When ticks are seeking a host to feed on they climb to the top of grasses and shrubs and wave their front legs in front of them. This is called 'questing' and it's extremely effective. If a potential host walks by the tick can latch on. Hence, it's important to wear long trousers tucked into socks and long-sleeved shirts tucked into the trousers when walking through high-risk areas and to avoid excessively trekking through vegetation whilst there.

Some other active ways of reducing your risk include: wearing clothing impregnated with an insecticide such as permethrin, or applying a personal repellent containing DEET, picaridin or PMD (20-50% concentration) to all exposed skin. The UK has strict regulations on the use of chemical insecticides and so chemical tick control is difficult. The treatment of deer with an acaricide, as is done with sheep livestock currently, has been considered, but commercial acaricides are not currently licensed for UK wildlife.

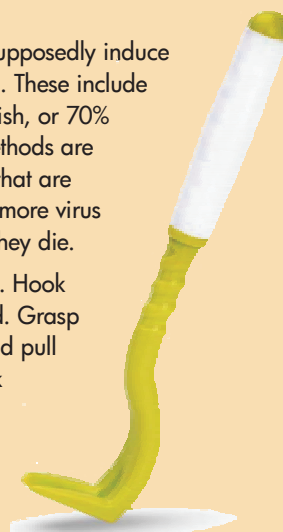
In contrast Stephen Doggett, Director of Medical Entomology at Westmead Hospital in Sydney, points out that in Australia: "If ticks are a problem on your property, sustained quarterly insecticidal applications can reduce populations by more than 95%." And he adds: "If the tick problem continues to increase in the UK there could be a new tick control market opening soon."

How to remove a tick

Several methods for tick removal have been proposed that supposedly induce the tick to detach itself from the skin owing to lack of oxygen. These include rubbing petroleum jelly, butter, glue, gasoline, fingernail polish, or 70% isopropyl alcohol over the embedded tick. None of these methods are effective because ticks have a low respiratory rate and ticks that are treated with these substances slowly asphyxiate and release more virus (tick-borne encephalitis) and/or bacteria (*Borrelia* spp.) as they die.

Instead, use a specialised, forked tick remover, pictured right. Hook under the tick and pull. Fine-tipped forceps can also be used. Grasp the tick as close to the skin as possible (around the head) and pull up with steady, even pressure without twisting which can risk torsion of the tick's head section.

Stephen Doggett is not in favour of using forceps. He says: "The problem is that few people or medical centres have the correct type of tweezers to remove ticks properly, and localised swelling around the bite site can mean that it is not possible to grasp the head. The result is often the tick is grabbed by the body (which contains the salivary glands) causing the tick to spit out its saliva, which may also include pathogens. In Australia it is now recommended that ticks are killed *in situ* with the use of permethrin creams or freezing sprays, normally used to treat warts, before the tick is removed. (Editor's note: This seems like an excellent idea – perhaps it will come to Europe soon!)



CIEH tick advice

The Chartered Institute of Environmental Health (CIEH) has produced two excellent booklets on ticks for pest professionals. Both are available to download from the **Pest** library (www.pestmagazine.co.uk/en/library). The first majors on *Ixodes ricinus* (the sheep tick) and provides excellent guidance for pest managers to pass on to country park type customers on how to manage exposure to ticks in highly accessed areas of woodland and parks e.g. paths, picnic areas, or even in gardens. This includes regular mowing and raking of lawns and providing a one metre strip alongside woodland footpaths in spring. As the guide says: "Lower swards of vegetation limit opportunities for questing ticks to find a human host; it also increases the exposure of quiescent ticks in the litter to desiccation from the sun."

Brown dog ticks (*Rhipicephalus sanguineus*) are a very different problem. This non-native species will live happily indoors. Whilst some UK tick species can occasionally be found in dog bedding, ticks found in furniture, on curtains, or climbing walls are likely to be the non-native species *Rhipicephalus sanguineus* and require further investigation and control with residual insecticides approved for tick control. Certain desiccant powders and Ultra Low Volume (ULV) cold fog products/techniques are also approved for brown dog tick control.



Ticks in London parks

Visitors to parks in South London are at risk of coming into contact with ticks that can transmit Lyme disease, according to research published in the journal *Medical and Veterinary Entomology*.

In 2015, researchers at the London School of Hygiene & Tropical Medicine (LSHTM) performed a study in four London parks, to determine whether ticks were present and if they carried the *B. burgdorferi* bacterial pathogen. The team found the presence of potential pathogen-transmitting *Ixodes ricinus* ticks in both Richmond and Bushy Parks, but reported no evidence of the arthropod pests on Wimbledon Common, nor at Hampton Court.

A total of 1,109 ticks (532 larvae, 568 nymphs, nine adults) were collected at Richmond Park and nine ticks (nymphs) at Bushy Park. Of these, 280 randomly selected ticks were analysed using molecular techniques to determine whether they were infected with *B. burgdorferi*.

No infected ticks were found in Bushy Park, however, six nymphs from Richmond Park carried the bacteria, with around 2% of nymphs in this park likely to be infected at a given time. Five of the six infected ticks in Richmond Park were found in bordering woodland and one in open grassland, which are the types of vegetation most frequented by the public.

The number of ticks potentially carrying

Lyme disease has been increasing in recent years. According to the latest report by Public Health England, numbers of *I. ricinus* have more than tripled between 2006 and 2016 thanks, in part, to warmer weather.

A 2016 study, which examined likely tick habitats around Salisbury identified the presence of *B. burgdorferi* in wild tick nymphs. At one site, the study found that almost one quarter of the 214 tick nymphs gathered tested positive for the pathogen.

There is clearly a need for an up-to-date and comprehensive study on the number of ticks and the prevalence of Lyme disease, in parks and green spaces across the UK.

A major component of any disease prevention strategy is to educate people about ticks, the risks of tick-infested areas and the precautions to take in these areas.

Studies that assessed the impact of education and prevention concluded that people who receive education about ticks gain a greater understanding and, as a result, change their attitude and behaviour.

ARCTEC is recommending that medical practitioners, local authorities and land owners inform the public through information leaflets, posters, websites and signs, but says there is a need for a nationwide campaign to disseminate this crucial information more widely, hence the launch of the ARCTEC Ticked Off! campaign (see box right).

Ixodes ricinus is not a pest that pest professionals will be called upon to control.

However, those who provide services to country parks, National Trust properties and the like, may well be asked for advice on how to protect the visiting public.

Ticked off campaign

ARCTEC, based at London School of Hygiene & Tropical Medicine, has a public health awareness



campaign to provide free information on ticks and tick-borne diseases and to lobby for further research into diagnosis and treatment of Lyme disease.

The Ticked Off! campaign aims to educate the public about being 'tick aware' and knowing how to reduce their risk and the risk to their canine companions. To find out more information and to support the Ticked Off! campaign, visit the campaign's Crowdfunding website: www.crowdfunder.co.uk/ticked-off

Other campaigns

There are a number of other campaigns and organisations on ticks and Lyme disease.

- Public Health England runs the UK tick surveillance scheme www.gov.uk/guidance/tick-surveillance-scheme
- In Scotland there's the tick-borne illness campaign www.ticscotland.org.uk/
- Lyme Disease Action is a charity that raises awareness of the disease and other tick-borne infections www.lymediseaseaction.org.uk/
- Lyme Disease UK is an action group supporting people with Lyme disease and also raising awareness of the condition www.lymediseaseaction.org.uk/



© Keven Law

Deer in Richmond Park. The increasing deer population is thought to be one of the main reasons for the rise in tick numbers

Keeping garden ants out where they belong



Black ants cause few problems if they stay out in the garden. But when they migrate indoors, particularly into food preparation areas, they become a real nuisance. We investigate the issues and actions to tackle the problem – with a Pest Test to gain Continuing Professional Development (CPD) points (see page 43).

As soon as the sun comes out so do the ants! Whilst we have several species native to the UK, the black, or garden ant, (*Lasius niger*) is the most common.

There is hardly a garden or a yard in the UK without ant nests. Generally outdoors their nests cause no damage to our buildings and, whilst they come into conflict with our activities, they are not aggressive, unlike some species in other parts of the world. It is when they come indoors that black ants present problems, according to Killgerm's head of technical, Dr Matt Davies.

"Trails of ants across kitchen work surfaces, or in food storage cupboards are unwelcome in the home and just plain unacceptable in food premises," he points out.

Flying ants

And then there is the annual nuptial flight. This can occur from June to September, but the vast majority recorded (97%) are in July or August, during periods of hot, settled weather. Each year potential new queens and males emerge from the nest in winged form, attended by many of the

worker ants. These 'flying ants' then mate on the wing, the females returning to terra firma to find a suitable place for a new nest. Many of these new queens and all of the males go no farther than that and don't survive.

"What is remarkable about the nuptial flight is the timing and the coordination," says Matt. "Many of the nests in a particular location send forth their winged forms, their 'hope for the future', at the same time. It is a remarkable sight and, from the ants' perspective, vital to be successful. It is, however, not so fascinating should the flying ants emerge inside someone's home!"

Garden ants are advanced social insects. The nest is made up of individuals with different roles to play, finding food, looking after the larvae, protecting the colony from attack. Most of the individual ants are non-fertile females, with only the queen, the males and young queens who will leave the nest, being capable of reproduction.

Once impregnated and having found a suitable site for a new nest, the queen



Dr Kai Sievert, Syngenta



Killgerm's Dr Matt Davies

loses her wings and will never again leave the nest. Her role is to lay a continual stream of eggs to keep the colony going as the other ants die or are killed. A queen black ant is very long lived for an insect, often living for five years or more.

"The ants that typically cause problems inside homes, restaurants and food preparation factories are shorter lived, readily replaceable workers.

"You may kill all that you see, either physically or with a contact insecticide, but the underlying problem will remain unresolved as the queen stays in her nest unharmed, laying more eggs to replace the ants that have perished," advises Matt.

Getting rid of the nest

So how does a pest professional eradicate a black ants' nest? Unlike for the treatment of Pharaoh's ants (*Monomorium pharaonis*), Insect Growth Regulators (IGRs) are not an answer.

This leaves insecticide baits that act on the nervous system as the only effective treatment and the key to success is that the bait selected should not be too fast acting. There has to be sufficient time for the active ingredient to be collected by foraging workers and taken back to the nest, to be distributed throughout the colony for it to be effective. This social sharing of food is known as trophallaxis.

Foraging black ants leave a pheromone trail once they have discovered a good source of food. This encourages other foraging ants to follow the trail and share that source, thus, once found, more and more ants will make a path to the bait, significantly increasing the uptake.

No matter how effective the active, it is crucial that it is successfully spread throughout the colony. For this to happen the bait must be palatable to the target species and the active must remain effective for long enough to complete treatment.

Advion Ant Gel ticks both of these boxes, according to Syngenta technical manager, Dr Kai Sievert. It can remain palatable for three months and with demonstrated stability throughout this period.

"Trials have shown how the palatability of Advion Ant Gel means it is actively sought out by foraging worker ants, even when there are other food sources available, which is often the case in kitchens, or restaurants, or bars, for example.

How it works

"The design of the formulation means that it is readily transportable back to the nest by worker ants and so shared throughout the colony," he reports.

Kai explains the unique way that Advion

works when it has been consumed by ants: "The active, indoxacarb, blocks the flow of sodium ions into nerve cells across the cell wall. This movement is essential for the transmission of nerve impulses. Advion causes the insect to stop feeding, then it becomes paralysed and dies."

In an era where we are rightly concerned about the impact of pesticides on non-target species, how safe is such a long lasting product to other animals, particularly ourselves and our pets?

Kai Sievert says there are two prime factors that minimise the risk to vertebrates: "The first is that insect nerve physiology is different to that of vertebrates, rendering insects vulnerable in a way that vertebrates are not.

"The second is that indoxacarb only becomes active once it is ingested by the insect, known as 'bioactivation'. The insect's enzyme modifies the indoxacarb molecule and it is only then that the molecule becomes active. Mammal enzymes do not breakdown the molecule in the same way, so wouldn't be affected."

This additional safety factor means that Advion Ant Gel can be used indoors and outdoors, provided it is suitably protected from the elements.

"Importantly, that gives the opportunity for approved use in homes, schools, hospitals and in commercial food handling establishments," he advocates.

Matt Davies highlighted that black garden ant complaints have traditionally proved problematic for pest professionals, since successful eradication has proved patchy and has involved multiple follow-ups and call-backs.



Lasius niger

"The combination of gel bait palatability with long term effectiveness makes eradication of a nest possible with just one treatment in most cases," he says.

One of the broadest labels

Advion Ant Gel is also effective against many other ant species invading homes and businesses, such as Pharaoh's ants (*Monomorium pharaonis*), ghost ants (*Tapinoma melanocephalum*), common red ants (*Myrmica rubra*) and Argentine ants (*Linepithema humile*). It is also effective against the black crazy ant (*Paratrechina longicornis*), the big headed ant (*Pheidole megacephala*), and *Crematogaster* spp., *Tetramorium* spp. and *Camponotus* spp.

"That gives it one of the broadest labels," he points out. "But in all cases operators should read the label and product information before use to help ensure the best results and safe use."



Black ants preparing for nuptial flight



Aware of just how important it is for busy pest professionals to keep up-to-date, Syngenta Professional Pest Management (PPM) has sponsored the production of this technical update on the black or garden ant.

This is part of Syngenta's commitment to provide expertise and solutions that enable pest management professionals to deliver a life uninterrupted from the nuisance of pests to their customers.

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Attracting talent

New apprenticeship scheme for all companies and all ages – school leavers to those looking to switch careers

The development of a nationwide apprenticeship programme has been met with open arms – and even a sigh of relief – in many quarters of the UK pest management industry. So how will it work and who can take part?

A scheme designed to establish a production line of competent new technicians has long been seen as vital in helping to address a skills gap affecting the industry. Details of a fully-fledged programme were formally published in May – fully two years after plans were first discussed. Yet companies keen to sign up will have to play the waiting game a little longer.

That's because the infrastructure to deliver the scheme is not yet in place – and it's likely to be the end of the year before it's up and running at last.

Major step forward

The Trailblazers programme, which features a comprehensive standard and assessment plan, has been developed by an employer-led taskforce. It's being seen as a major step forward in the drive to promote professionalism and ensure the sector will have a qualified and competent workforce in future.

It will also be available to every pest control company, regardless of size or whether they're a member of any trade association, and will be open to all ages – from youngsters leaving school to those looking to re-train for a new career.

The apprenticeship itself will feature a minimum of 12 months on and off-the-job training, practical day-to-day experience and theory-based learning.

It will lead to a competency-based assessment featuring a practical examination, professional discussion and a knowledge test.

The programme was formally published in May and, with 90% of training costs for each apprentice funded by the government for non-

levy paying companies, it's no surprise that small and medium-sized firms have been showing an interest.

Larger, levy paying companies will be able to draw down 100% of their training costs through their digital accounts.

Martin Rose-King, who chairs the Employer Development Group, is convinced about the benefits of the project and delighted to see it come to fruition.

He's confident it will help to modernise the industry and believes there'll be strong demand. He said: "We all want to see the pest control industry become more professional and the apprenticeship programme will act as a vital tool to help that become a reality. Our initial vision was to formulate a robust programme that would create

APPRENTICESHIPS



a clear route to produce professional technicians – a route that would be widely recognised within the industry.

"We needed to work out precisely what was needed by the sector itself and make sure that fitted within the parameters of the government's apprenticeship scheme.

"The pest control industry has dragged its heels for so long and has been set in its ways in many respects, but there was a clear need to professionalise the sector.

Hard work paying off

"It has been a lot of hard work to get to this stage, but it's great to see the programme has now been formally published. It's a big achievement and we can now move forward."

Martin is confident companies throughout the industry will be keen to get on board.

He added: "An apprenticeship scheme has been on the cards for some time and several businesses have already come forward saying they want to get involved."



Karen Dawes, BPCA training development manager and Martin Rose-King from Bounty Pest Control have worked tirelessly to deliver the new apprenticeship programme

"The government asked us to estimate how many apprentices would come through the scheme every year and we guessed at around 375, but it could be many more.

"The truth is we won't know how many until the programme is up and running. It will also gather momentum as we go along, but we'll wait and see what happens.

Next job, get the message across

"The main focus now will be to get the message out there that this is available and to demonstrate its value.

"The employer group is meeting again in July and we'll look at the next steps, but a key part of that will be how we can best promote the scheme to the industry."

The actual 'standard' for pest control technicians (see page 28) contains a major focus on competency and features stand-alone modules on knowledge, skills and behaviour.

It's designed to ensure apprentices have the right skills and the right kind of attitude that will be required in a commercial environment.

Candidates will develop their own portfolio, which will include evidence of them carrying

out pest management activities, during a structured training programme which lasts a minimum of 12 months.

Both on and off the job training

On-programme activities include practical, work-based learning and regular reviews.

Off-the-job training is designed to reinforce work training with technical and theoretical learning and must take place within the apprentice's contracted hours.

Knowledge requirements overall include organisational skills, environment/health and safety impacts, legislation, communication, customer service, technology, food safety and pest management and control.

Skills required are pest management, interpersonal, decision-making and self-management, while 'behaviour' relates to professionalism.

Both employer and training provider will decide whether a candidate is ready to go forward at that stage and day-long assessments will take place on site.

A practical element, providing an overview of applied techniques, is weighted at 40% of the total mark, a professional discussion

(including portfolio review) delivering an overview of competencies and behaviours offers another 40%, while a test of technical knowledge is weighted at 20%.

Larger companies with in-house training resources may decide to deliver their own bespoke apprenticeship programmes, but will need to be registered as an employer provider on the Government's Register of Apprentice Training Providers (RoATP).

Companies can also access the scheme through a main training provider, though none have yet signed up to the official government register.

No delivery mechanism yet

Karen Dawes is training development manager at the British Pest Control Association (BPCA), which has facilitated and supported the employer-led group.

She said: "While the programme has now been published and made available by the government, there's no mechanism to deliver it at the moment.

"There needs to be an infrastructure in place to physically implement the scheme in the form of registered training providers and assessment organisations.

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APPRENTICESHIPS



STUDIES

"Notification has gone out and it's still very early days, but we are hoping that training and assessment organisations will react positively to the opportunity."

Waiting for all of the elements to fall into place is no doubt frustrating for companies keen to see the scheme up and running at last.

Government funding

But Karen says market forces will be the driving factor in the end. She added: "The pest control apprenticeship has been awarded funding band 6 support.

"That means the government will invest up to £6,000, comprising a maximum of £4,000 towards the training delivery of the apprenticeship and, where eligible, £1,000 through additional payments to both the employer and provider for younger or disadvantaged apprentices.

"This funding can only be used for the training and assessment of the apprentice.

"Approved training providers wishing to deliver the apprenticeship will need to develop training programmes that meet the specific requirements of the standard within the parameters of the funding band, which will include the cost of the assessment (a maximum of 20% of the training costs).

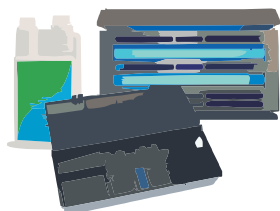
Training providers needed

So will training providers come forward to deliver the programme within the budget being made available?

"This is a brand new apprenticeship scheme and it will be about trying to identify that demand," said Martin.

"The big companies will be putting their own people through it because they're paying a levy whether they do so or not, but will there be strong enough demand from small and medium-sized businesses? That's the golden question.

"We certainly think there will be because it's something that's open to the whole industry, but it might take some time.



PRACTICAL SKILLS



PERFORMANCE

"If the scheme is promoted well and we can get those companies to recognise the value of the programme, then definitely.

"The elephant in the room is that people can still get themselves a RSPH/BPCA Level 2 qualification in less than a week.

"But we all know there's no way anyone can call themselves a professional with that amount of training. This programme delivers well-rounded, competent apprentices – and that's something we all want to see," he concluded.

Once training providers are in place, small and medium-sized companies will be able to search for one in their area via the government website:

<https://findapprenticeshiptraining.sfa.bis.gov.uk/Apprenticeship/SearchForStandardProviders?standardId=268>

Karen added: "Companies will hopefully be able to find a provider near them and can then look at the precise programme they're offering. They'll need to look at the costs involved, find the course that suits their needs and how that particular training works for individual employers.

"For non-levy paying companies, 90% of the training costs will be funded by the government, so companies will only pay wages and national insurance contributions as normal. Companies with a turnover greater than £3 million may want to train their own people, if they have the skill-set in-house to do that."

Plenty of interest

While an actual programme might be not be available for several months yet, Karen is also convinced it will be a popular initiative, particularly when the busy summer season is out of the way.

She said: "This is something that has been driven by the sector itself and we're convinced there's strong demand for it.

"I've personally received quite a number of enquiries from companies wanting to take



CAREER

on an apprentice – including half-a-dozen in the last couple of weeks alone.

"The pest control industry has done a lot of work on this to embrace the culture of apprenticeships and deliver a massive opportunity and it's important now that it's followed through.

"But there needs to be an appetite from training providers and assessment organisations too.

"People are asking me what can we do and how do we go about it, but I can only tell them that while the scheme is done and dusted, there's no delivery mechanism at the moment.

"Many companies seem interested and local authority teams are also very keen to get involved as apprenticeship schemes enable them to demonstrate social value.

"It's hugely significant within the industry and there are massive benefits, but we recognise there are some challenges too, particularly for very small companies.

"Small-scale operators will typically be out doing their day job most of the time and have limited infrastructure in place for organising or managing apprentices.

"While they might like to take on an apprentice, they might also not have the time or the workstreams to make what's a big commitment for them.

BPCA offering guidance

"It's difficult for some and they'll have to think it through, but the BPCA is happy to provide support, advice and guidance."

The programme itself will be reviewed after three years.

"That way we can check if it's working well or if some things need to be done differently," said Karen, who revealed BPCA is reviewing its own role in apprenticeships.

"We're currently considering our position and will likely make a decision in the coming months," she said.



GOALS

The standard

Apprenticeships must be a minimum of 12 months, typically 18 months. Entry requirements are determined by individual employers. Typically, apprentices will have a minimum of four GCSEs, grade C or above, including Maths and English. Apprentices recruited without the minimum will be required to have achieved Level 1 English and Maths and take the test for Level 2 prior to their end-point assessment.

KNOWLEDGE AND UNDERSTANDING

Organisational

- Policies and procedures and how their role within the organisation impacts on others;
- Their organisation's different customer types (commercial, public sector, domestic etc).

Environmental impact

- The impact of chemical pest control activity on the environment including air, water, plants, soil and wildlife.

Health & Safety

- Personal responsibilities to themselves and others from pest control activity;
- Requirements for working at height or in confined spaces, drains or under loading platforms;
- Risks and types of disease and treatment.

Food safety

- The impacts of pest control on food safety.

Legislation

- The confines of relevant regulation and legislation and the requirements on product labels and data sheets to ensure the safety of themselves, others around them and the environment.

Customer Service

- How to communicate effectively to all customer types, including senior management and operational staff within commercial businesses as well as residential homeowners;
- The different needs and priorities of customers to ensure a positive customer experience.

Communication

- Different methods of effective and professional communication;
- Understand how to engage with customers (internal and external).

Technology

- The impacts of equipment and technology relevant to the job role including (but not limited to) digital devices (phones and tablets), basic safety kit, personal protection equipment (PPE), traps, sprayers, bait boxes, torches and dusters;
- The application processes, monitoring and control procedures and communication requirements of all equipment and digital devices.

Pest management and control

- Integrated Pest Management and Control – a preventative, long-term, low toxicity means of controlling pests. Implementation of this strategy will require a bespoke solution dependent on each location;
- Reasons vertebrate and invertebrate pests need to be controlled;
- Target vertebrate and invertebrate pests and non-target species biology, behaviour, habitats, impacts and evidence;
- Life cycle of pests;
- Carry out an effective site survey/inspection;
- When and how to produce and use site and environmental risk and Control of Substances Hazardous to Health (COSHH) assessments;
- Different types and effectiveness of non-chemical and chemical controls for different vertebrate and invertebrate pest species;
- Safe and effective courses of action for controlling current infestations;

- Measures for maintaining pest free conditions, including proofing and hygiene;
- Segregation and disposal of waste generated as a result of pest control practices, including humane despatch and disposal of carcasses;
- Customer facing and internal documentation required in line with current legislation, best practice and internal company requirements.

SKILLS REQUIREMENTS

Interpersonal

- Communicate effectively at all levels;
- Be able to deal with customer conflict and challenge;
- Be able to work as part of a team;
- Ensure equality at all times – treat all customers as equals;
- Prioritise workload and manage customer expectations.

Pest management

- Correctly identify target pests and non-target species;
- Complete site surveys/inspections to include identifying pests present, entry points and other factors that could attract or sustain pests at the location;
- Select and use monitoring and control measures most appropriate for a site, adhering to the risk hierarchy when using rodenticides;
- Calculate volumes and areas for specific treatment types and comply with label and personal protection equipment requirements;
- Use chemical and physical pest control devices and tools safely and effectively;
- Abide by regulations and legislation requirements;
- Make and explain appropriate recommendations and risks to customers to aid control and prevent re-infestation – including post treatment procedures;
- Maintain and calibrate application and control equipment
- Maintain accurate documentation to assist customers with the audit processes and to maintain a log of activity for future reference;
- Dispose of pest control waste and carcasses adhering to legislation and/or regulation guidelines.

Self management

- Be punctual;
- Maintain an appropriate personal appearance;
- Ensure work activity is prioritised and completed correctly;
- Take ownership for keeping service and product knowledge up-to-date.

Decision making

- Decide on best methods of infestation control and be accountable for decisions made;
- Make decisions in accordance with legislation, codes of practice and company policies;
- Solve problems safely, efficiently and in a timely manner;
- Know when and how to seek help.

BEHAVIOURAL REQUIREMENTS

Professionalism

- Understand the organisation;
- Understand the organisation's systems and resources;
- Demonstrate professional pride in the job through appropriate dress and positive and confident language;
- Be able to organise yourself, prioritise your own workload and work to meet deadlines;
- Demonstrate the company and industry values at all times;
- Operate fairly, respectfully and with integrity;
- Ensure equality by treating all customers as equals;
- Achieve good product and service knowledge;
- Think clearly and remain calm at all times;
- Be conscious of peoples' views and sensitivities regarding animals and pest control.

Family firm expands



Pest control is the most important sector but the factory also makes many household plastic goods



The investment has included special extra tall forklifts...



... new production lines for the pest control products such as the Beta2...



...and the Alpha bait stations

On Saturday 16 June, Plastdiversity, the Portugal-based manufacturer of rodent bait stations and other moulded-plastic pest control products, celebrated the opening of its new factory.

Almost 200 guests, including customers, suppliers and employees, gathered in the new building in the company's home town of Marinha das Ondas, about 20 minutes drive from the popular resort of Figueira da Foz on Portugal's Atlantic coast.

The investment adds another 5,400m² of factory and storage space to the site.

The development of the Plastdiversity business is a great example of just how global the pest management sector has become. The company was established 21 years ago by Moisés and Isabel Francisco, since when it has grown steadily. Today it employs 40 people and exports to 84 countries around the world. Many of those countries were represented at the opening.

It remains very much a family business and it was Moisés who formally welcomed the guests. There was also a short presentation from João Ataíde, the Mayor of Marinha das Ondas, who said that the family should be very proud of the business they had built.

Whilst the Plastdiversity range of innovative pest control products is the mainstay of the business, the company also produces many everyday plastic goods including, door mats, stools, laundry baskets and buckets.



Starting them young. From left Ana Francisco with husband Pawel Swietoslowski, baby Mia and *Pest* associate editor Helen Riby. The couple's young son Miguel also attended spending most of the time running around!



The Plastdiversity team, a very family affair! From left: João Francisco (son), Ana Rainho (employee), Ricardo Fonseca (nephew), Isabel and Moisés Francisco, Ana Francisco (daughter) and Marcello Francisco (son)

Let's hang on to what we've got



Richard Moseley, technical manager from Bayer

As is well documented, huge resources are put into research and development activities by large manufacturers. Even with the expert knowledge-base and facilities at companies like Bayer, it can still take over ten years to take a new product from concept to sale.

Hundreds of thousands of potential active ingredients need to be tested before finding a suitable one, that not only controls the target species successfully, but also meets strict regulatory guidelines.

Sometimes the laboratory team will get a long way into the process, only to be forced to discard the molecule and start again because it doesn't fit the set criteria.

It's not only a large amount of labour and time that goes into such a process, but also vast sums of money. Each new product can cost around \$300 million before it reaches the shelves.

"At Bayer the commitment to research and development is such, that 10% of profits are invested into new active ingredient discovery," Richard Moseley explained.

Safeguard what you've got

"We're always working on new products and formulations to suit the needs of the pest controller. But they don't come around that often. New active ingredients are few and far between. They're a real once in a lifetime achievement for a developer.

"So, it's essential that the products currently available are used responsibly and their market lifespan made as long as possible.

"Many pest professionals choose to use the same products time and time again, as they're successful and trusted. However, it's recommended to rotate insecticides in order to help avoid the risk of resistance occurring and to therefore prolong active ingredients' lifespans.

"You might have 50 products available to use, but they could be from just three insecticide 'families', and it's these groups that need rotating rather than just the product brands or actives," detailed Richard.

With the costs rising and the timescales required for the development of new biocides getting increasingly long, it is vital all pest professionals understand what they can do to preserve those products currently available. This was the subject of a presentation given by Richard Moseley, Bayer's technical manager, at the National Pest Technicians Association's 'On the Road' day in Nottingham on 1 March 2018.

Active ingredients and insecticide 'families'

Insecticide 'family'	Active ingredient
Carbamates	Bendiocarb
Synthetic pyrethroids	Deltamethrin Permethrin Cypermethrin Alphacypermethrin
Neonicotinoids	Imidacloprid Clothianidin

The table above shows which active ingredients belong to each insecticide 'family'.

Use all the tools available

Product rotation used as part of Integrated Pest Management (IPM) programmes can go a long way to improving the sustainability of pest control practices as well as prolonging the life of the insecticide product.

IPM programmes don't rely on chemistry alone and should consider all available tools for both pest prevention and control. It isn't as simple as spraying a chemical or laying out bait and it's important not to regard insecticides as a 'silver bullet' for control.

Prolonged use of a specific product or active may encourage resistance, depending on the target species. But using an IPM strategy can help to prevent the loss of those products that are no longer effective due to 'overuse'.

IPM also encourages good practice via the targeted and specific application of insecticide, which is important for product stewardship and adhering to strict label requirements. In this way it also helps avoid further label restrictions in the future.

First and foremost, a thorough site survey will provide a vital understanding of the pest's habitat and activity, so that an area can be treated accurately with an appropriately formulated product.

Continued site monitoring will also give you a good idea of whether a treatment is working, or if it needs to be changed, reapplied, or moved elsewhere.

After completing a survey, ensuring the conditions are suitable for the chosen product formulation and that the surface, or area, being treated is as clean as possible, will give the best chance of successful control and reduce the number of visits or call-backs to the site.



This is because, if an area is clear from debris, pests have less chance to hide away from spray treatments, and/or will be able to access baits more easily, while other food sources will be reduced.

In summary, for the most sustainable, successful and cost-effective control, it's important to make sure the following boxes are ticked:

- ☒ **Right species**
- ☒ **Right location**
- ☒ **Right conditions**

If in doubt, ask

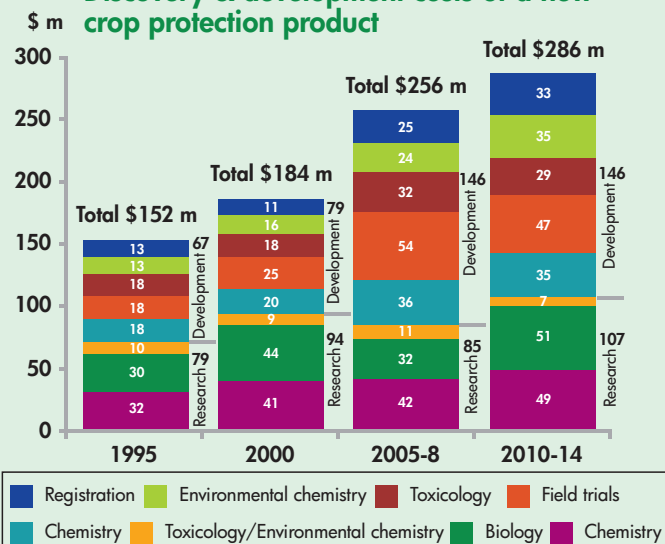
To conclude, Richard had one final plea: "If you're ever unsure, or want to double check your applications or practices, ask for help. There are lots of places you can go for help. Ask the technical team at Bayer, or a representative from your distributor or product manufacturer. And don't forget, another source of advice is the NPTA or British Pest Control Association (BPCA). All these are well placed to provide advice and guidance for all situations."



A thorough site inspection is an essential first step for IPM. Continued monitoring to check on treatment performance is also important

Escalating costs of new product development

Discovery & development costs of a new crop protection product



The figures in the chart above are from a report produced by the respected market research organisation, Phillips McDougall, in March 2016. Whilst the findings relate to the research and development of new crop protection products, they are relevant to our public health pest control sector for a number of reasons:

- Firstly, in the past, new public health biocides have tended to be spin-offs from crop protection discoveries. This may not be the case going forward as Jeff Cox, then Syngenta's global head of lawn and garden (which includes professional pest control) pointed out at PestWorld 2016. He explained that regulatory pressures are encouraging the development of products with very narrow spectrums of control. Hence new agricultural products may no longer generate spin-offs for public health pest control;
- Secondly, if companies decide to specifically look for a new public health biocide, the scientific and regulatory processes to be completed are very similar to those for a new crop protection product. It is reasonable to assume that the costs will also be similar and are unlikely to be recovered.

The figures reveal that the research and development costs for a new crop protection product almost doubled between 1995 and 2014 and now stand at almost \$290 million.

The number of new molecules that must be discovered and synthesised in order to find one successful new product has also risen. In 1995 it stood at 52,500. By 2014 almost 160,000 new molecules had to be found to produce one new product!

The time taken to bring a new product to market has also risen. In 1995 the number of years between the first synthesis of the molecule to the first product sale was, on average, 8.3 years. In 2014 it took a further three years of effort, making it 11.3 years from first synthesis to product sale.



MAY DAMAGE THE UNBORN CHILD

From the 1st March 2018 all 50ppm concentration rodenticide baits must carry this new (H360D) classification.

All labels, safety data sheets and record books should be updated to reflect this as soon as possible.

The new classification has raised many questions from pest controllers, adding to the myriad of questions which are posed by customers on a daily basis. The most common questions always revolve around customer's safety concerns centred on children, pets and pregnant partners.

This classification adds complication, but there is an easy solution; use a bait which does not carry this warning. Baits below 30ppm in concentration do not trigger this classification and a broad range is now available from PelGar International, distributed exclusively by Edialux.



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What makes a good van?

At PPC Live earlier this year the British Pest Control Association (BPCA) raised the profile of the pest professional's van by introducing the Van of the Year competition. That got us here at **Pest** thinking about what makes a good professional pest controller's van. We asked consultant and **Pest** technical advisory board member, Richard Strand, to investigate.



Pest controllers, like many tradespeople, fall into a business category where we go to the client rather than the client coming to us. A suitable form of transport is therefore necessary.

When starting a new business from scratch and with a small budget, the family car may seem an attractive choice. However, it really is not an option. Unlike other tradespeople the vehicle is not just about travelling from 'A to B' with a few tools; the vehicle will be carrying, probably at all times, a range of pesticides/biocides. Not only is it essential to keep these products isolated from the passenger cab during the working day, at the end of it, unloading them and taking the family to the local retail park to do the weekly food shop is really not acceptable.

It is 25 years this year since the BPCA introduced its membership audit scheme. It is fair to say that the nature of that audit has changed significantly since the early tentative inspections. One thing that has not changed is the significance of 'the van' during that assessment. From the start the vehicle had to be dedicated for its purpose and capable of carrying pesticides/biocides, and the equipment to apply them, in a way that they were isolated from the passenger compartment.

These requirements were ultimately incorporated into a 'Guidance Note'. The nature of this 'guidance' was as a 'performance' rather

than a 'technical' specification. That is, the guidance set out to advise what the van design/layout should accomplish rather than simply specifying the structure of the vehicle. This 'Guidance' has more recently been revised as BPCA's *Code of Best Practice – Vehicle Storage*.

Diversity and imagination

The beauty of a performance code is that it offers plenty of scope for exploring different ways of achieving the ultimate objective; there is 'more than one way to kill a cat' as they say! The wide variety of vehicles used by pest controllers was displayed at the first Van of the Year event staged as part of PPC Live in Malvern. The first event of this nature attracted a relatively small number of entries but, nevertheless, diversity and imagination was in evidence.

One aspect of pest control transport has definitely changed over the years. Not too many years ago admitting to requiring the use of a pest professional was a source of humiliation. Domestic clients and even some commercial clients did not want a van, sign written 'Rid 'O Rat' parked outside their front door. This, now, is largely a thing of the past and companies are free to promote their business activities and they do! After all, it is free advertising.

That said, not all businesses get it right. Advertising on



vehicles is perhaps the ultimate example of the importance of the 'first impression'. Whether you are driving past your potential customer, or that customer is walking past your parked vehicle, the impression they receive is but a fleeting one.

Anything other than an instant message will be lost. Therefore, a simple design and a single message is essential. Even then that instant impression may work against you. A dirty or scratched van, or one that is driven, or parked inconsiderately, can easily create the opposite impression to the one intended.

Going back to the vans on display at PPC Live, a small sample it may have been but it covered small 'car sized' vans with a payload of 600-900 kg up to 'short wheel base' commercial vans with a payload of up to 1200 kg. Whilst all clearly displayed the names, logos and contact details of the pest management businesses, the interior design ranged from the 'home-made' to the 'custom-built'.

Philip Halpin, BPCA's vice president, who led the judging team, said that the team had no fixed idea of what they were looking for in a winner, save that they wanted to see an overall package encompassing the external impression created by the vehicle through to its internal arrangement.

Vote swayer

It is interesting to note that the factor that seemed to sway the vote towards the eventual winner, Gary Leek of East Yorkshire's Pest Force, was the 'quirkiness' of some aspects of the internal design. It was a design developed and constructed by Gary himself to meet his own personal preferences.



The items required vary from season to season so flexibility is essential



Gary Leek of East Yorkshire Pest Force designed the internal fittings for his 'Van of the Year' himself. Year round essentials are stored in permanent racking

Th sole concern so far has been the safe transport of biocides. Pest management is not just about that anymore. If a van from 1998 was compared to one from 2018 one aspect that could almost be guaranteed is that today's van will be carrying less chemical and more equipment.

There will be traps, boxes, tools, proofing equipment, diagnostic/monitoring equipment, safety and access equipment, PPE and RPE as well as application equipment. All of this needs to be kept secure, undamaged, uncontaminated (PPE in particular) and easily accessible.

Only experience will tell the driver what quantity and mix of equipment is essential and the sizes and shapes of the various items and, of course, these may change over time and, indeed, from season to season. Of the vehicles on display at PPC Live it is

probable that the actual contents differed markedly. A custom made installation is always therefore likely to be something of a compromise.

Flexibility is key

In designing his own interior Gary Leek recognised the need for flexibility.

"Most of my year-round, essentials are stored in purpose made racking around the walls of the van," says Gary. "I have kept the central core simple and open, but with the capability to strap different sized equipment down. This means I can vary the type of equipment I carry in it. At the moment it's all about wasps' nests, bee removal and relocation and ants. Later in the year it will be about rodents. If I need to store bulky equipment, for example for rabbit and rodent control, the boxes and cages fit in there too."

Van size guide

	SMALL	MEDIUM	LARGE
PAYLOAD	600-900 kg	900-1200 kg	1200-1500 kg
APPROX SIZE	L: 1.6 m W: 1.3 m H: 1.2 m	L: 2.4 m W: 1.3 m H: 1.5 m	L: 3.3 m W: 1.4 m H: 1.65 m
SEATS	2	3	3
EXAMPLES	Citroen Berlingo Fiat Doblo Ford Transit Connect Peugeot Partner Renault Kangoo Vauxhall Corsa VW Caddy	Ford Transit Custom Mercedes Sprinter Nissan Nv400 Peugeot Expert Renault Trafic Toyota Proace Vauxhall Vivaro VW Transporter	Citroen Relay Fiat Ducato Ford Transit Mercedes Sprinter Renault Master Vauxhall Movano VW Crafter

Pest management transport isn't just about vans. Flat-bed pick-up trucks offer another option. These are particularly popular in rural areas where a large open and accessible space is paramount, along with a more rugged construction and multi-terrain capability. Examples include the Toyota Hilux, the Mitsubishi Titan/Warrior/Barbarian and the Nissan Navara.

For a veteran like me, it is amazing to see how far we have come, how much things have improved. I get the feeling that this is an area of our business that is about to come alive with possibilities. It will be interesting indeed to see how vehicles and design will move forward over the next ten years.



The big boys know a thing or two about effective vehicle advertising

Simple but effective

Like many good ideas this one from Andy Holmes of Pestsolve Environmental Solutions in Ripley, Derbyshire is simple but effective.

Andy says it is something he makes himself and always has in his own van. "I find it so handy for cleaning stuff and it can be easily 'adjusted' to fit any size of kitchen roll so it does not unwind while travelling along. It costs very little to make and lasts forever!"

Andy, who is clearly a bit of an inventor at heart, says he's made lots of things over the past 20 years to help him in his everyday pest work. He reckons these inventions have saved hundreds of hours of time and many gallons of fuel.



Do you have anything you've discovered or, like Andy invented, that's saved you time and money? Let us know we'd love to feature your idea in **Pest**. Email editor@pestmagazine.co.uk



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Global summit great, but...

Delegates gathered in Cascais, Portugal 4 to 6 June for the third Global Summit of Pest Management Services for Public Health and Food Safety. The Summit is jointly organised by the Confederation of European Pest Management Associations (CEPA) and the American National Pest Management Association (NPMA). **Pest** associate editor, Helen Riby, reports.

On so many levels, the third Global Summit of Pest Management Services for Public Health and Food Safety was a success. It attracted more delegates than ever before, there were some top class speakers and some truly important global issues were raised. There were some great take home messages on the use of technology to benefit pest management servicing and a thought-provoking session on the political dimension and the way in which the industry can change attitudes and be accepted as an ethical business and therefore subjected to a light regulatory touch.

The venue was first class, even if the normally expected sunshine didn't show up every day and there was even a sporting interest with the Portuguese football team also staying in Cascais. So, what was there to complain about?

Well, apart from a few pre-event niggles (more of those later), there was just one main problem with this event: the industry was largely talking to itself!



NPMA's chief executive, Dominique Stumpf with CEPA president, the UK's Henry Mott

The original purpose seems to have been lost. Wasn't it meant to be an opportunity to discuss common issues with customers at a senior level? That was certainly our understanding. The first event in the south of France in 2015 emphasised this and, in particular, targeted the food industry. Whilst the numbers attending were a good deal lower than the Cascais event, the split between food industry delegates and pest management delegates was more even.

The second Summit was held in New York

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last year and our Technical Advisory Board member, Dr John Simmons from Acheta Consulting, attended. In his report he raised concerns about the objectives. He too had expected to see greater participation from the food industry and he worried that the Summit was becoming nothing more than a talking shop with no clear goals.

Just two food presentations

This time even though 'Food Safety' remains in the title of the event, there was just one session with two papers on food-related matters.

An awful lot of time was spent on mosquitoes and the diseases they transmit. Undoubtedly this is an important global issue and one where pest management has a starring role, so plenty of potential to raise the status of pest management in the eyes of governments and the public.

The papers on new technology, including those from pest management company owners/senior managers on how they are using it to improve their businesses, was all good educational stuff and there were some great take home messages for pest management servicing delegates to implement in their own businesses.

There was endorsement too at high level from the World Health Organisation and World Pest Day was celebrated during the event (see page 13).

Customer dialogue lost

Somewhere however, the idea of open dialogue with customers has disappeared. Or, perhaps the problem is that the customers don't want to engage with us?

On careful examination, a subtitle in small print had been added to the event documentation – 'Uniting the globe to protect health through technology, innovation and public/private partnerships'. Where did that come from?

Which brings me to one of our pre-event niggles, the general lack of good pre-event publicity. What did come our way certainly didn't explain that important switch in

emphasis. Indeed, the two UK pest management servicing delegates attending – Andrew Hunn from East Coast Pest Control in Scarborough and Tony Pereira-Moleiro from Termapest in Belfast – were also expecting a greater participation from the food industry. Sorry chaps we may well have contributed to raising that expectation, as that is what we too expected.

Andrew and Tony have both gone down the CEPA Certified route and they were keen to find out more about the benefits to their small businesses of holding this accreditation. When we sat down for a beer they both also commented on the clunky online registration process; another of our pre-event niggles. Surely such a prestigious global event needs a dedicated website with online registration and secure payment, rather than being tagged onto an existing NPMA system built for a different purpose?

Both Andrew and Tony did feel they had got something out of the event. Where else could you rub shoulders with delegates from 31 countries, all with an interest in pest management? They were particularly pleased to have the opportunity to discuss CEPA Certified and global servicing standards with Ferenc Varga from Nestlé.

So, to conclude, all-in-all this was a good event with lots to interest delegates, but it needs to aspire to do more than just bring the global pest management industry together. There are plenty of other events that, with a little tweaking, could cover that – PestWorld, PestEx, FAOPMA....

If there is to be a fourth Global Summit then it needs to involve a much wider audience – customers, allied industries, institutions, even, dare we suggest, industry critics so that we can widen the debate and start heading towards that goal of being seen as an ethical business with all the advantages that will bring.

read more
on the web
WWW



Tony Pereira-Moleiro, left, with Andrew Hunn



Food industry speakers: Ferenc Varga, Nestlé and Jusytna Kostarczyk, the Metro Group



Fedros Okimu from Tanzania



Paulo Coelho of the Portuguese Association



Dennis Jenkins, incoming president NPMA



From Uruguay, Laura Krell



David Andreu from Goldservice in Spain



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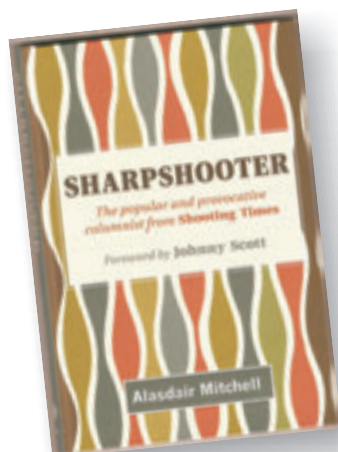
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A sharp and perceptive pen

Any of our more rural readers, who also subscribe to *Shooting Times*, will already be familiar with the Sharpshooter column which appears on the inside back page of the magazine, written by their popular columnist, Alasdair Mitchell. If you are not, this book is still worth a read.



Published in co-operation with *Shooting Times*, this is a collection of over 100 selected columns by Alasdair Mitchell ranging over a 20-year period.

They cover all aspects of the countryside from field sports to conservation, nature and wildlife, including pest control with an amusing tale relating to catching moles! This book will appeal to everyone with an interest in rural life and to the many thousands of readers who have followed his contributions over years.

Published by Quiller Publishing
www.quillerpublishing.com

Price £18.95

ISBN: 978 1 846892615

New Code for air guns



The British Pest Control Association (BPCA) has just produced a new Code of Best Practice to join their already freely available series.

The new code *The Use of Air Guns in Pest Control* includes a safe and legal process for

using an air rifle for the management of pests and aims to make operators within the pest industry aware of their responsibilities.

A copy can be downloaded from the BPCA website: www.bPCA.org.uk/pest-advice/documents-and-codes/codes-of-practice

The definitive guide to household pests

Written in accessible language with clear, helpful photographs and illustrations, English Heritage's new guide – *Pests in Houses Great and Small* – will allow pest controllers, householders and conservators alike to identify pest species and their tell-tale damage.

Running to 132 pages, the book breaks into three principle sections. The first section charts the history of man versus pest. Maybe we think of pests as modern day problems, but to keep us in our place we are reminded pests have been a problem ever since we started to wear clothes, live in dwellings and store food. There is a delightful picture of a second century Roman mosaic depicting a house mouse nibbling a discarded walnut. The story is brought up to date via the initial woodworm product trademarked as Rentokil, DDT and the influence of Rachel Carson.

Having established pests as a problem, the second section runs through the pests likely to cause these problems – insects, rodents and other vertebrates, in particular bats and birds. Very topically, new insect invaders, such as the harlequin ladybird, Australian carpet beetle and termites are identified.

Whilst these two sections are a very useful round up, the 'meat of the book', as far as practical pest controllers are concerned, lies in the final section covering recognising and solving the problem. It is here the skills and experience of the two authors comes to the fore. Using case studies of problems encountered in English Heritage properties, the range of potential Integrated Pest Management (IPM) treatments – both pros and cons – are detailed.

As co-author Dave Pinniger, who has acted as an independent consultant to English Heritage since 1996, explains: "I have wanted to write this book for years, in fact it was 15 years ago we started working together putting together a programme of IPM for the collections."

Dee Lauder, the co-author and collections pest control manager at English Heritage, has plenty of practical experience as she is responsible for monitoring and taking care of 70 English Heritage properties.

This very readable and well illustrated book can be bought in English Heritage gift shops (or online), good bookshops such as Waterstones and also online via Amazon.

Price £14.99 ISBN: 978 1 910907 24 5



HOUSE OF PESTS

Your house can be a perfect refuge for unwanted guests. The drawing illustrates where pests can take advantage of food sources and habitats within your home.

1. Unmanned chimney: Domestic fliers and scavengers p.19 birds p.13
2. Unmanned flue: Clothes moths and house moths p.22 domestic fliers and scavengers p.19
3. Insect nest: Domestic fliers and scavengers p.19 bees and wasps p.19
4. Poorly sealed windows and doors: Cluster flies p.19
5. Open water tank: Rodents p.19
6. Damp structural wood: Wood-boring p.19 damp-loving pests p.19
7. Carpet rolls: Clothes moths p.22 carpet beetles p.22 rodents p.19
8. Slipped tile: Rodents p.19
9. Imported wood flooring and furniture: Powder post beetles p.19
10. Under floorboards: Clothes moths and house moths p.22 carpet beetles p.22 domestic fliers and scavengers p.19 mice p.19
11. Damp wood furniture: Wood-boring p.19 wood-eating p.19
12. Damp paper and wallpaper: Damp-loving pests p.19
13. Damp plaster: Fungus beetles and plaster beetles p.19
14. Stored woolens: Clothes moths p.22 carpet beetles p.22
15. Wool carpet under furniture: Clothes moths p.22 carpet beetles p.22
16. Wool rug: Clothes moths p.22 carpet beetles p.22
17. Tumbleweed: Clothes moths p.22 carpet beetles p.22



A cut-away drawing, on the inside front cover, highlights likely pest trouble spots



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After a gap of many months Bird Free gel is now back on the market. Its non-availability was due to a regulatory issue, but it is now fully approved by the Health & Safety Executive (HSE), making it the only optical bird repellent approved under the EU BPR.

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www.gorillatraps.com

Handy tool when out trapping

The KC90 5 in 1 Multi-tool is a great little tool to take with you when out mole and rabbit trap setting. With a comfy, non-slip rubber handle, it comes with both serrated and fine cutting-edges, ideal for cutting through turf, roots and other obstructions when setting mole or rabbit traps. It also has a string cutter plus a forked end, great for cutting and lifting roots.



www.killgerm.com

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Diary dates

26-29 September 2018

FAOPMA Pest Summit

Shenzhen Convention & Exhibition Center,
Shenzhen, China

<http://www.cpcn.cn/thems/index/1.html?acid=153>

23-26 October 2018

PestWorld 2018

Walt Disney World Swan and Dolphin Hotels,
Orlando, Florida FL, 32830

www.pestworld2018.org/

7 November 2018

PestTech 2018

Arena MK

Stadium Way, Bletchley, Milton Keynes MK1 1ST

<http://npta.org.uk/pesttech/>

14-16 November 2018

Parasitec 2018

Paris Event Center, 20 Avenue de la Porte de la Villette,
75019 Paris, France

www.parasitec.org

15 November 2018

SOFHT annual lunch and awards 2018

The Brewery, 52 Chiswell St, London EC1Y 4SD

www.sofht.co.uk/events/annual-lunch-and-awards-2018/

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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**.

So, read through our special article sponsored by Syngenta: 'Keeping garden ants out where they belong' (pages 22-23) 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** How long can a garden ant queen live?

<input type="checkbox"/> a) Three months	<input type="checkbox"/> c) Less than two years
<input type="checkbox"/> b) Twelve months	<input type="checkbox"/> d) More than five years
- 2** What is meant by trophallaxis?

<input type="checkbox"/> a) Sharing food amongst the colony	<input type="checkbox"/> c) Working together to carry food to the nest
<input type="checkbox"/> b) Orienting towards daylight	<input type="checkbox"/> d) Orienting towards food
- 3** How do garden ants communicate a new food source to other foraging ants?

<input type="checkbox"/> a) By sound	<input type="checkbox"/> c) By a pheromone trail from the food source
<input type="checkbox"/> b) By physically leading them to the food source	<input type="checkbox"/> d) By an orientating 'dance' similar to honey bees
- 4** Why are contact insecticides not an effective solution in eradicating garden ants' nests?

<input type="checkbox"/> a) They are effective	<input type="checkbox"/> c) The insecticide does not get to and kill the queen
<input type="checkbox"/> b) The insecticide is not sufficiently residual	<input type="checkbox"/> d) Ants can detect and avoid contact insecticides
- 5** How does indoxacarb kill ants?

<input type="checkbox"/> a) It abrades the ant's exoskeleton and it dies of dehydration	<input type="checkbox"/> c) It prevents the queen from laying viable eggs
<input type="checkbox"/> b) It disrupts the ant's nervous system	<input type="checkbox"/> d) It blocks the ant's spiracles preventing it from getting sufficient oxygen
- 6** What is bioactivation?

<input type="checkbox"/> a) When a vertebrate enzyme activates indoxacarb	<input type="checkbox"/> c) The process that improves indoxacarb's palatability
<input type="checkbox"/> b) When oxygen activates indoxacarb	<input type="checkbox"/> d) When an insect enzyme activates the indoxacarb

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