

pest

The UK's independent pest management magazine

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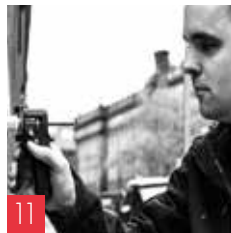


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Welcome to the April/May issue of Pest

When I signed off on the last issue of Pest magazine – my first as editor – I was all excited about meeting lots of people from the industry. While I was delighted to engage with many people at PPC Live, the UK came to a grinding halt a few days later when the dreaded COVID-19 pandemic hit our shores.

While the UK has been in lockdown since March 23 – just 12 days after PPC Live in Harrogate – I am delighted that both the British Pest Control Association and the National Pet Technicians Association have provided such a wealth of support to their respective members.

While the Government has widely been applauded for its handling of such a dire situation, I was disgusted that our sector was deemed as non-essential. Thanks to the lobbying of BPCA, NPTA and Confederation of European Pest Management Associations, professional pest management is now recognised as an essential service – something

that should have been the case when Boris Johnson produced the key worker list.

In light of the COVID-19 pandemic, we have decided to postpone the 10th National UK Pest Management Survey until trade returns to 'normal'. I'll update you again before the survey goes live.

In the meantime, I hope that you are staying safe in these strange times. For all the latest news, don't forget to check out the website: www.pestmagazine.co.uk. Scanning the QR code on the front cover of Pest will take you directly to the home page of the website.

Pest is your magazine and I'd very much like to hear from both pest control professionals and manufacturers.

Feel free to drop me an email to: simon.king@lewisbusinessmedia.co.uk



Editor: Simon King

Interpreting the news at www.pestmagazine.co.uk

Key worker status confirmed by UK Government

Pest management has been confirmed as an essential sector during the COVID-19 pandemic by the Defra Secretary George Eustice, and is covered in the key worker list under the “food and necessary goods” section, specifically concerning hygiene.

This confirmation means that pest management professionals in England can continue to send their children to school during the pandemic. The Northern Ireland

Government had previously confirmed pest management is an essential service.

This also likely means that if the UK was to go into further lockdown measures, pest management companies would be able to continue to operate.

This is the first time that a government official explicitly acknowledges pest management to be on the list of key workers.

Ian Andrew, British Pest Control

Association (BPCA) chief executive, said: “We want to thank everyone that has taken the time to write to their MPs on the subject. It’s taken a substantial collaborative effort for our relatively small sector to get the ear of the UK government.”

As Covid-19 gathered pace on these shores, the UK’s pest control industry was dealt a blow with Government refusing to add pest management to the list of key workers, until the Easter weekend.

In response to a letter from the BPCA, Michael Gove MP, Chancellor of the Duchy of Lancaster and Minister for the Cabinet Office, said that while pest management employees could continue to go to work, he did not agree to add pest management to the key worker list.

BPCA gave Mr Gove a list of 141 premises the UK pest management sector protects and why pest management needs to be considered essential during Covid-19.

Mr Andrew, chief executive of the BPCA, said: “Pest management is absolutely essential for protecting the nation’s food, other key workers and the most vulnerable in our society.”

At the National Pest Technicians

Association, chief operating officer, Steve Hallam highlighted that these are testing times for businesses across the sector.

He said: “A lot of our members out there are really finding it very tough going especially as where they rely on schools, colleges, restaurants, public houses and many other facilities which have closed the businesses down while this crisis takes its course.

“Communications of reassurance is what we are doing at these times, supporting our membership is crucial and raising the profile of the importance of the industry to all decision-makers.”

Stephen Jacob, chief executive of BASIS, said he believed some of the smaller companies were ‘struggling’.

“Pest controllers that are going into domestic properties are struggling, as people are reticent to have people coming into their homes,” he said.

“On the facilities management side, I’m sure facilities shutting down will be causing problems, but I do know the supply chain is working very hard to support them to ensure they’ve got the products that they need.”



PHOTOS: ANDREW PARSONS/PIPPA FOWLES/TO DOWNING ST

Pests set to flourish during the coronavirus outbreak

PelGar anticipates that many pests will flourish as a direct result of decreased human activity in and around buildings through social distancing and lockdown measures.

With pest control at the frontline of public health, the pandemic could make the sector even more essential amid the unintended consequences of the ongoing closure of schools, pubs, restaurants, hotels, tourist attractions and other public places to enforce social distancing.

Sandy Mackay, PelGar’s head of technical, said: “Animals are always quick to adapt and, as a result, we anticipate that many pest species will flourish as a direct result of these necessary global measures. Our general day-to-day activity keeps many pests at bay in our work and leisure environments; pests generally prefer to keep away from human contact and infestations are quickly

spotted and dealt with.

“However, the complete closure of many premises means that pest technicians may no longer have access to continue existing pest control plans or deal with a rise in infestations. If pests have adequate food and water within these buildings, populations will quickly escalate.

“We should expect therefore to see an increase of pests like rats on our streets in search of easy food from litter and bins. Within our own homes we may see an increase in mice, ants and flies as they too profit from our reduced movement.”

Pest control manufacturers and technicians can continue to work as ‘key workers’ in the sector of public health and hygiene, but whether many will depend upon their own circumstances and preferences.

He added: “Some may not be able to access



premises they routinely manage. Some may continue to provide a domestic service whilst others may have vulnerable family members they would prefer to protect. Companies and technicians must balance the needs of pest control against the safeguarding of their customers, staff and families.

“Whatever the outcome of those decisions, we must be aware that pests are not constrained by our social distancing measures and will flourish in our absence.”



Professor Mark Viney

University professor looking to screen rodents for COVID-19

A university professor is investigating whether humans might be a virus reservoir that infects animals amid the global spread of COVID-19.

Professor Mark Viney, from the Department of Evolution, Ecology and Behaviour at the University of Liverpool, said: "We are all affected by the COVID-19 pandemic. The cause of COVID-19 is a coronavirus (SARS-CoV-2) that was originally transmitted from an animal to a human. The virus is now spreading directly from human to human.

"If humans are a virus reservoir that infects animals, it will most likely occur where there are high densities of people and animals, such as rodents in cities, where large numbers of people and rodents live closely. This is the idea we want to test."

Professor Viney said that there are still many questions and his department now wants to investigate if its theories are correct.

"For this, we want to catch city-dwelling rats and mice (and to collect any fresh faeces) that we will then screen for the human COVID-19 virus, or close relatives of it," he said.

"We need two things to do this: information about where there are active rodent infestations so that we can direct our trapping and collection of faecal pellets, and any freshly dead rodents."

Rat bodies should be frozen first, and then double bagged and sent by Royal Mail's next day delivery service to Professor Mark Viney, Department of Evolution, Ecology and Behaviour, Institute of Integrative Biology, Biosciences Building, University of Liverpool, Liverpool, L69 7AB.

Fresh rat/mouse droppings would also be welcome, again double bagged and sent in the same way as detailed above.

Practical steps if you need to moth-ball your site

Pests and the issues they present the food industry and public health in general have not changed since the start of the current COVID-19 crisis – in some circumstances, they may even increase as the lack of personnel within a site encourages pests to spread unchecked.

Brian Duffin, technical manager at Rokill, offers these top tips for businesses that may need to moth-ball sites:

Continued pest management is essential

"Proving this is best done through completion of a pest risk assessment. Documenting why you have made the decisions you have is essential in almost all business. There is always an auditor around the corner (whether that be an environmental health officer or a member of a third-party auditing scheme)."

Raw materials

"Ensure that the effect on raw materials (whether bulk materials such as flour/grain in silos, or smaller sacks) is considered. Have they been stored in such a way so as to minimise access to pests? Will bulk items still be viable on start up?"

Deep clean, inside and out

"The site, whether a pub, restaurant or large food factory needs to be left in a position of



Businesses should be mindful of the pest risk in buildings left empty during the lockdown

cleanliness – not just shiny on the outside, but hidden ledges left clean. Ensure drains are thoroughly clean and have all appropriate guards in place in case rats decide it's time to attempt entry this way.

"Outside, ensure all skip containers and compactors are removed.

"If you have wheelie bins on site, have they been emptied and is there a bung present to prevent rodent entry? Leave all bins closed so as to reduce access to flying insects and birds. Store items away from buildings."

Back to work

Having completed temporary pest management measures over the closure period (this may be only external visits due to customer availability), it will be important to conduct detailed inspections of sites prior to production runs/restaurants opening/starting.

"Any pest issues identified at this time need to be addressed," Mr Duffin said.

KEY ADVICE FOR WORKING DURING THE COVID-19 PANDEMIC

More than 500 people took part in a Zoom webinar, hosted by the British Pest Control Association (BCPA), the day after lockdown was announced to advise its members on working during this challenging time.

The webinar was presented by Natalie Bungay, BCPA's technical officer.

Ms Bungay said: "Should you go to work

is really a business decision that only you and your client can make on a case by case basis. If you're still not sure whether you should go to work, you can contact us at the BCPA and have a chat; give us a case by case scenario and we'll talk it through."

She added that pest management is an essential service.

"We have a critical role to play in many sectors and also protecting other essential workers, like hospitals and supermarkets," Ms Bungay added. "We can't, necessarily, just say we'll leave pest control until this is all over and then deal with massive infestations as and when we can – the public health risk is immense. In terms of pathogens and diseases, we can't allow them to be exposed to them."

The BCPA also created a flowchart to try and help members to make decisions and assess the risk in each case.



Natalie Bungay





Rentokil praised the work of its colleagues on the frontline during the coronavirus crisis

workers – including many of our colleagues and customers – for the amazing work that they are carrying out in this crisis. They are at the front line and their commitment and sacrifice is incredible.”

Despite the very good results posted in the 2019 Rentokil Annual Report (see New Resources on p41), on March 25, Rentokil issued a press statement in response to the threat to its customers and its business resulting from the threat posed by the COVID-19 pandemic.

In an attempt to reduce costs and ‘optimise cash flow and liquidity’, the company announced various measures, which included a suspension of dividend payments and, of great significance to any servicing company thinking of selling, a complete halt to mergers and acquisitions.

This is a complete about turn, as Mr Ransom stated in the 2019 Annual Report that the company expected to spend in the region of £250m on acquisitions in 2020.

This comes swiftly on the heels of that announced late in 2019 by ServiceMaster (Terminix) that due to high termite damage claim settlements and lower profits from the fumigation business in the United States, all international mergers and acquisitions have, temporarily, ceased.

Rentokil warns of COVID-19 profit hit

Rentokil has warned that, despite a rise in sales for the first quarter of 2020, it expects a financial hit in the last two weeks of March to carry through into the second quarter amid the COVID-19 pandemic.

The company, which cancelled its dividend and withdrew 2020 guidance last month due to the pandemic, said it made a good start to the year, with group ongoing revenue up by 7.2% to £630.5 million and ongoing operating profit growing “slightly ahead” of turnover in the three

months to March 31.

Turnover in Rentokil’s pest control unit grew by 9.3% in the three months to March 31.

Rentokil chief executive Andy Ransom said: “While the net impact from the coronavirus outbreak was not significant for the first 10 weeks of the year, we saw a marked impact in the last two weeks of March, as the crisis deepened across the world.

“I would like to express my sincere thanks to all those in the public services and all essential

Bucking the trend – the Orkin family expands

US-based Rollins, trading as Orkin, has quietly been getting on with its expansion plans in the UK.

By the end of March, deals were finalised for the acquisition of Essex-based Van Vynck Environmental, and Albany Environmental Services, located in central London.

This is a further strategic move for Orkin. Since its initial acquisition of

Safeguard Pest Control in June 2016, six further acquisitions have followed: AMES Group, Kestrel Pest Control, Guardian Pest Control, Baroque Pest Control and now Van Vynck and Albany.

Tim Sheehan, who is in charge of operations in the UK, said: “With these latest acquisitions, we now cover the whole of southern and



The newly acquired Albany Pest Control team - Albany managing director Robin Paradise (centre) and Tim Sheehan (far right)

central England including central London and from Cornwall to Essex, right up to Milton Keynes.

“With the number of staff approaching 200, this must bring us

into the top five servicing companies in the UK.

“Orkin is very much on the lookout for further good solid companies to acquire.”

Top 3 MOST-READ STORIES at

www.pestmagazine.co.uk



1 COVID-19: BRC ANNOUNCES GUIDANCE FOR PEST CONTROL ACTIVITIES

The British Retail Consortium has provided guidelines on pest control procedures during the current crisis.

2 GOVE SAYS IT'S SAFE FOR PEST PROFESSIONALS TO CONTINUE TO GO TO WORK

The UK Government has confirmed that pest management professionals can continue to go to work when it's safe to do so.

3 BPCA CALLS FOR PEST MANAGEMENT PROFESSIONALS TO BE DESIGNATED "KEY WORKERS"

The British Pest Control Association has today written to Prime Minister Boris Johnson asking that pest management professionals be designated key workers during the COVID-19 pandemic.

LATEST NEWS: www.pestmagazine.co.uk

Terminix to spray via drones

Terminix has revealed that it is exploring the idea of flying drones with spraying tanks fitted, which can autonomously fly to sites.

Gareth Davies, specialist, procurement & innovations director at Terminix UK, said that this would be an ideal replacement for sites such as rubbish tips, especially in warmer weather where technicians spray for flies with a backpack sprayer and they're not sure what they are standing on.

Under UK law, drones must remain within the line of sight of the operator controlling it.

Mr Davies said: "I'm looking at flying drones with tanks of up to 20 litres attached. We could map the tip on Google Maps. I could



Terminix director Gareth Davies flying a drone

press a button and the drone will take off and autonomously fly to the area – the drone is clever enough to know that as soon as the tank dries out, it will fly back to the take-off spot, where the tank will be refilled, and fly back to the point where it emptied and carry on spraying.

"Drones negate all that risk of the pest controller getting hurt. Terminix UK is streets

ahead of the United States in terms of the technology side of the pest control market and the US business really wants to take drones and explore them over there. We're leading the way – no other pest control company can do what we're doing. You can't just go and buy a drone and decide to fly. It'll take a minimum of 12 months and a lot of money to get there."

Big changes for Scotland's public health general licence

NatureScot, Scotland's nature agency, has announced that the new general licence (GL 03/2020), which came into effect on April 1, only covers two species – Canada goose and feral pigeons.

This licence, which brings Scotland more in line with England and Wales, can be used for the following activities for the purpose of preserving public health, public safety and preventing the spread of disease:

- ♦ To kill or take certain wild birds.
- ♦ To attempt to kill those birds, where the attempt results in injury to the bird concerned.
- ♦ To take, damage or destroy the nests or eggs of those birds.

The new general licence is valid across Scotland until December 31, 2020.

Scotland also has new regulations for trap registration and special restrictions for Special Protection Areas.

On April 1, Scottish Natural Heritage (SNH) Licensing took over trap registration from Police Scotland. From this date, registration with SNH is required in order to use Larsen Traps, Larsen Mate Traps, Larsen Pod Traps and multi catch crow traps under its general licences. Pest professionals need to register with SNH even if they have previously registered with Police Scotland. Trap registration codes obtained from Police Scotland will no longer be valid after April 1, 2021.



The Canada goose is one of two species covered by NatureScot's new general licence



BASIS PROMPT to debut app

BASIS PROMPT was set to launch an app for its members, as part of a digital strategy, as this edition of *Pest* went to press

Chief executive Stephen Jacob said that the digital project, which has been called BASIS 2020, emerged from a strategic review in 2017, which looked at the digital assets within the business and how these are rolled out to members.

He said: "We're looking at different methods for people to collect CPD points through a phone app and look at their points record that way. We're also looking at facilitating areas for putting CPD online for our event organisers.

"The other thing that we are really pushing is the pest questions in magazines. *Pest* magazine has been really valuable in supplying those. The digital bridge that we have to get the results across to our database is working really well."

BASIS PROMPT celebrates its 20th anniversary

Stephen Jacob, chief executive of BASIS, tells Simon King that the CPD register remains as important as ever, 20 years since its formation

The BASIS PROMPT CPD register was established in 2000 to give pest technicians working across the industry independent proof that they had received proper training and were continuing to update their expertise.

Stephen Jacob, BASIS chief executive, says: "It was fairly ground-breaking for the industry at that time, and was launched as a pan-industry initiative. There were a few early adopters who just got it and saw the requirement for continued professional development (CPD).

"There's no disputing that in any modern profession, long gone are the days when you can just qualify and expect to be able to trade on that qualification for the entirety of your career."

Despite an initial 'low' uptake, in the first 11 years of the register, with just 300 members, things dramatically changed in 2011, when Rentokil said it wanted its technicians to join the CPD register.

"That took us from 300 members up to 1,000 members overnight," Mr Jacob says. "It was at this point that the industry sat up and said that this was something now, because the large industry leaders were looking at it.

"The chief executive of the British Pest Control Association (BPCA) at the time got behind it – he was very pro-CPD and he made it a requirement of all BPCA members to be a member of a CPD scheme – which meant that we got to 2,000 members quite quickly."

Since then, BASIS PROMPT has grown its membership exponentially and the National Pest Technicians

Association made membership of a CPD scheme a mandatory requirement for its members,

Mr Jacob says: "Today, we have more than 5,000 members and it's still growing. What this means to me is that we've got over 5,000 professionals in the pest management industry who are able to demonstrate their professionalism and their currency – they are current in their knowledge and skills.

"So, when I talk to the Health & Safety Executive, Defra, or whoever it might be, I can say the majority of pest technicians in the industry are on a CPD scheme and they are current and up-to-date – that is such a powerful message for us."

Central to the success of BASIS PROMPT, Mr Jacob says, is its independence.

He adds: "We're not a trade association, and in that respect, every member of BASIS PROMPT is a member in their own individual right.

"We're independent from other trade activity. As a member of

BASIS PROMPT has grown its membership exponentially



Stephen Jacob



BASIS PROMPT, your membership is yours. If you set up your own business, or if you move from one employer to another, your membership follows you."

Mr Jacob says his team is now looking to recruit the technicians that, perhaps, don't attend industry events, or have access to a CPD scheme like other professional pest technicians. He concedes this is "quite challenging."

He adds: "One example of where companies might come to us is through rodenticide stewardship, as you cannot purchase professional-use rodenticide products unless you have a certificate recognised by the Campaign for Responsible Rodenticide Use (CRRU). We are hoping that we can pick people up when they are taking their qualification to come on to a CPD register.

"At the moment, joining a

CPD scheme is voluntary, but if stewardship is shown not to be as successful as hoped, it might be that CPD becomes a mandatory part of stewardship.

"I think, as an industry, we should try and keep it voluntary for as long as possible, because we'll have more control over the direction of CPD and how we structure our own industry."

BASIS PROMPT is also highlighting the ability for members to promote the CPD scheme to their customers.

Mr Jacob says: "If they're tendering for a job, if their staff or they are on a professional CPD scheme, they can demonstrate that they've got independent recognition. We encourage members to use the logo on their tender applications and we encourage them to sign-write their van with BASIS PROMPT so they can be proud to be PROMPT."

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Fighting the fight and flying the flight

In the grip of the COVID-19 pandemic, Simon King talks to Terminix UK's Gareth Davies, about the company's recent work and how drones have a vital role to play in pest management

Gareth Davies, specialist services, procurement & innovations director at Terminix UK, has been in pest control for more than 30 years and his experience tells him that technicians should have been classed as "key workers" from day one of the coronavirus lockdown.

He says: "We need to be out there doing our job and checking sites, as we have sites that are overrun with pests and people can't afford to shut the doors on that. If we opened the door in three months' time, it'll be horrendous."

Terminix technicians can isolate as they can suit up and go about their business, so they're not taking any disease in.

"I've seen some stats that the coronavirus will only survive on a

piece of cardboard for a couple of hours and on door handles for longer," Mr Davies says. "But if guys are suited up and they spray themselves first before entering high-risk elderly people's homes, for example, they can go about their business and that limits the risk."

Since the coronavirus outbreak started, the key topic within Terminix has been fogging ULV disinfectant. While Terminix is not marketing it this way, an efficacy letter from Killgerm states that the product is tried and tested "on the coronavirus and it kills it".

Mr Davies says: "The first site I went to since the outbreak was a children's charity in the Valleys in South Wales, Valley Kids.

"We treated that for them with the ULV disinfectant and I got involved with that as our technicians were run off their feet. I took a fogger down there, kitted up and treated all their sites for them, just to give them peace of mind and it can show that it's safe for the children to



Foggers are in high demand during the coronavirus pandemic

come in."

Before the coronavirus outbreak, Mr Davies picked up another fogger from a supplier, paying £400 for it.

"The supplier asked me if I'd seen how much this fogger was going for on eBay," Gareth says. "When I got home, I had a look and there was exactly the same one on eBay, priced at £4,000 – this is just people profiteering off the back of other people's misfortunes and it's the wrong thing to do."

Gareth adds: "The efficacy letter from Killgerm clearly states that it kills everything in the coronavirus envelope. We didn't market on that as I think that is the wrong thing to do.

"All we were saying is that we can carry out disinfections for you – it's wrong to say we're going to kill the coronavirus 100% because I don't think anyone can say that."

Dr Matthew Davies, Killgerm's head of technical department, confirmed that Killgerm supplied the efficacy letter to customers.

Dr Davies said: "The key points are as follows; the PX formulations have demonstrated virucidal activity relevant to enveloped viruses. SARS-CoV-2, the virus that causes Covid-19, is an enveloped virus.

"With test data showing a pass to EN 14476:2013 + A1 2015 this allows the claim that PX-formulations are effective against enveloped viruses, including coronaviruses, at a dilution of 1:10 when subjected to a five-minute contact time."

DRONES HIT THE MARK AND REDUCE THE RISKS

Mr Davies introduced drones into Mitie Pest Control – the former owner of Terminix – five years ago, after seeing them in action for the first time on holiday in the US.

Mr Davies adds: "We invested £1,200 in the first drone. We were sending men up to do a risk assessment on a roof, but what if he falls through the roof or there's something glaringly obvious when he steps on the roof and something happens?"

"I thought that drones negate all the massive risks in the beginning and we can now fly a drone up there, which takes high quality photos and videos from all angles that can be reviewed before we send someone up there.

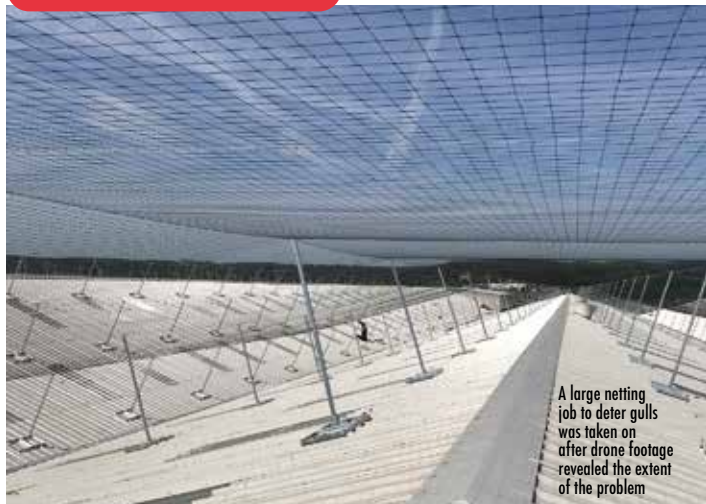
"Not long after getting the drone, we went to one of our customers in the Forest of Dean, which had spent £3 million on re-roofing a huge building.

"Using the drone, we could show that a massive gull population was responsible for blocking gutters, which was causing water ingress. We pointed out that after spending £3m on the roof, they need to protect it with bird netting.

"In pest control terms, a £120,000 netting job is a big job – and that was just off the back of a drone flight."

Terminix UK now has 15 drones, including one that features a thermal imaging camera which can detect water pooling, water ingress and heat escape.

We need to be out there doing our job and checking sites



A large netting job to deter gulls was taken on after drone footage revealed the extent of the problem

Lone workers face the same hazards at work as anyone else, but there is a greater risk of these hazards causing harm as they may not have anyone to help or support them if things go wrong.

As an employer, you should provide training, supervision, monitoring and support for lone workers. Types of workers are also changing: for example, people are working until they are older. This means employers need to think differently when considering how to keep staff healthy and safe.

Rick Brunt, head of the Health & Safety Executive (HSE) operational strategy division, said: "This is an important piece of guidance which has been updated as the number of lone workers increases across all sectors, it will help employers manage risks and keep lone workers healthy and safe."

The guidance is free to download and covers all sectors. While there isn't anything tailored for pest controllers specifically, employers need to read the guidance and consider their work activity and how this could be safely carried out by lone workers.

With the UK gripped by the clutches of the COVID-19 pandemic, lone working is expected to become more prevalent in the lockdown, as pest controllers go about their business.

John Hope, technical manager at the National Pest Technicians Association, said: "Pest controllers should consider this as possibly more important than usual in their risk assessments.

"It is highly likely that sites will have fewer people than usual and some sites (e.g. pubs and restaurants) will possibly have no-one present if they decide to allow pest control inspections to take place. As a consequence, measures will need to be in place detailing

what to do should an incident occur."

The HSE says that establishing a healthy and safe working environment for lone workers can be different from organising the health and safety of other workers. Some things to consider in ensuring lone workers are not put at risk include:

◇ Assessing areas of risk including

someone in an emergency. But what if it breaks or you have no signal? Do you need to let someone know what site you are on? Let them know what time you expect to finish work and arrange a call to inform them that you are safe and well.

"Ensure that they know to call emergency services or arrange for someone to visit the site if they do not hear from you. Above all, you

Protecting lone workers

New guidance from the Health & Safety Executive on how to manage the risks of working alone has been released. Simon King reports



violence, manual handling, the medical suitability of the individual to work alone and whether the workplace itself presents a risk to them.

◇ Requirements for training, levels of experience and how best to monitor and supervise them.

◇ Having systems in place to keep in touch with them and respond to any incident.

Dave Archer, owner of DKA Pest Control, said accidents can happen, even if you are being more careful than usual, such as falling from a ladder. He asked: "Has this been assessed in a lone worker capacity?"

Mr Hope added: "At the very least, you should have a mobile telephone, so you can contact

need to consider your own safety at all times when on site."

Employers are responsible for the health, safety and welfare at work of all workers, and this applies to any contractors, volunteers or self-employed people. These responsibilities cannot be transferred to any other person, including to those who work alone.

It will often be safe to work alone. However, the law requires that employers think about and deal with any health and safety risks before people are allowed to do so.

Employees and some self-employed workers also have responsibilities to take reasonable care of themselves and other people affected by their work

You need to consider your own safety at all times when on site

activities and to co-operate with their employers in meeting their legal obligations.

MANAGING THE RISKS

The law says that employers must assess and control the risks in their workplace. You must think about what might cause harm to people and decide whether you are doing enough to prevent that harm. If you employ five or more workers, you must write down what you've found.

There is no legal requirement to conduct a specific, separate risk assessment for lone workers. However, you have a duty to include risks to lone workers in your general risk assessment and take steps to avoid or control risks.

An HSE spokesperson said: "Risk assessment should help you decide on the right level of supervision for lone workers. There are some high-risk activities where at least one other person may need to be present."

STRESS, MENTAL HEALTH AND WELLBEING

Lone working can negatively impact on employees' work-related stress levels and their mental health.

An HSE spokesperson said: "The Stress Management Standards include factors such as relationships with, and support from, other workers and managers. If these are not managed properly, they can lead to work-related stress. Being away from managers and colleagues could mean good support is more difficult to achieve.

"Putting procedures in place that allow direct contact between the lone worker and their manager can help. Managing work-related stress relies on understanding what is 'normal behaviour' for an employee and recognising abnormal behaviour or symptoms at an early point.

"If contact is poor, employees may feel disconnected, isolated or abandoned."

Employers need to think differently when considering how to keep staff healthy and safe



RICHARD MOSELEY

is national account and technical manager at Bayer Pest Solutions UK

It is probably too early to say, but in the short term, without pest management in a 'national emergency', the key food stores and manufacturers that are supporting the UK may suffer, as will essential services such as hospitals, care homes, schools... the list is a long one.

We also must consider the issue of people being restricted to homes with pest infestations that cannot be controlled: not good for general health or mental wellbeing.

With many business locations on lockdown without access for pest management, we may see a rise in pest problems later in the year when shops

and services re-open. Where possible, these sites should remain open to pest management services, as if they do not, we run the risk of having to deal with a rise in pest-related infections, just as we turn the corner with COVID-19.

In the medium to long term, we may find that technology has more of a role to play in the management of pests, especially in key manufacture and service industries. If food manufacturers go into lockdown, limiting site access to protect workers and concentrate on production, technology may be able to offer a level of management and

continued service on such sites.

Remote monitoring technology could also allow the professional pest controller to maintain links with their sites and keep their customers informed of pest activity, allowing the quick and efficient control of pests before they become a serious issue.

Technology will, in many cases, allow us to communicate effectively and work successfully from home during a lockdown period - in the future, it seems impossible to picture a pest industry that doesn't grasp the benefits that technology offers our pest managers and their customers.

Will COVID-19 change the face of pest management?

Pest management professionals have proven their important role in the prevention of the spread of disease, and are needed as much as ever, argues Bayer's Richard Moseley

UNPRECEDENTED, BUT PEST CONTROLLERS HAVE CRISIS EXPERIENCE!

Some may remember the foot-and-mouth crisis in 2001. Foot-and-mouth disease is a viral infection that affects cloven hoofed animals. During this crisis, professional pest controllers were at the heart of the

The pest control industry can make a vital difference

operation to stop the disease spread, as rats moving between farms were potential carriers of the virus.

I, along with hundreds of other pest controllers, spent many months working on farms to control rats and slow this disease. It was long, hard work and required strict controls around personal protective equipment (PPE) and disinfection to prevent transmission between sites.

It was devastating for the farmers and communities involved. However, with hard work and management, foot-and-mouth was controlled, and communities recovered. We, as the pest control industry, can make a vital difference, and although it may not seem so now, we will return to a level of normality in the future. The pests will still be here, and we will still be important in the management of them.

SAFE WORKING

As pest controllers, we potentially work with disease every day. We understand risks and we understand how to control them. However, these are unparalleled times with an invisible threat.

If we are carrying out pest treatments to protect the vulnerable, our hospitals, care homes, food manufacturers and supply chains, we need to protect ourselves and our families. Always refer to the Government guidance and use the excellent tools and information that have been developed by our UK pest control trade bodies, designed to keep you safe and protect their members.

Do not hesitate to contact us if you need our support - stay well, stay safe and stay vigilant.



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CHARLES PHILLIPS
is commercial
director of Barrettine
Environmental Health

COVID-19 and post-lockdown pest control opportunities

Pest controllers would be well advised to investigate specific areas of pest management once the crisis passes

Understandably, there is a lot of ongoing concern during the rapid onset of cultural and daily changes to our lives from the lockdown that has affected everyone's work activities, both in the UK and on a global scale.

These changes reach out to every person and to every market sector and we are all looking forward to reverting to a level of normality!

UK LOCKDOWN

The Government's list of key workers during the COVID-19 outbreak and lockdown now includes pest management professionals. Government information is clear and states that the public may leave home to travel to and from work but only where work "absolutely cannot be done from home".

The vast majority of pest control services cannot be conducted from home so there is no dilemma in interpreting that Government advice. The major subject for debate, however, is what can we expect when the lockdown phase is lifted.

SURFACE AND FOGGED DISINFECTANTS

Products are available to contain virus-contaminated surfaces such as SARS-CoV-2, the virus that causes COVID-19, for which we can all take measures to effectively contain.

Hand and surface disinfection is an important part of the COVID-19 response though the use of medicated hand rubs/wipes and surface disinfectants to reduce transmission of the virus. Coronaviruses are generally considered to have low resistance to disinfection.



Most disinfectant products, when used effectively, should be capable of removing potential contamination with the virus from hands and surfaces. For surfaces, it is advised to use products that comply to BS EN 14476 or EN 16777, these disinfectant standards cover virucidal effectiveness for all enveloped viruses including all coronaviruses.

CALIBRATION OF SPRAY AND FOGGING EQUIPMENT AND APPLYING DOSE

For the disinfection of surfaces, it is

Hand and surface disinfection is an important part of the COVID-19 response

important to achieve a continuous thin film of disinfectant on the treated surface.

In relation to the application of the treated surface, it is important to ensure that sprayers and foggers are serviced and the output is known for the treated area.

Further practical reading on the calibration of sprayers and foggers can be found in reference sources such as the *Barrettine Pest Technicians manual* or several online sources.

These steps briefly include calculation of treatment area or volume, the recommended dose to be applied per unit area, specific output calculation from dispensing equipment and the time needed to apply the required dose.

Speak to your distributor regarding suitable disinfectant products for viruses that comply with BS EN 14476 (chemical disinfectants and antiseptics) for effective control of rooms and areas suspected as being contaminated. As

with the application of insecticides, the calibration of sprayers and foggers for the application of disinfectants is an important aspect of control and applying the correct dose is a legal requirement.

A GLOBAL PROLIFERATION OF PESTS?

One aspect that we can take for granted is that pest species (insects, animals, bacteria and viruses) will continue to proliferate.

With the likelihood that a full complement of the pest control workforce, and council workers, will not always be available in the few months for services such as waste disposal and pest control, the pest population will expand – which will require additional and specialist intervention to maintain control, putting more pressure on existing systems and hygiene.

When the lockdown is relaxed, the pest control industry needs to be ready to operate. With this in mind it could be wise to investigate the possibilities of additional opportunities that could involve specialising in specific areas of pest control or hygiene.

The vast majority of pest control services cannot be conducted from home

INVASIVE PESTS

During the lead up to the summer months, we all need to be on the lookout for any unfamiliar looking pests. During the past year, there have been confirmed reports of termites and acrobat ants as invasive species and these have been reported to the UK non-native species secretariat.

Since 2016, there have been a total of 17 confirmed sightings of the Asian hornet in England and nine nests have been destroyed.

Speak to your distributor for more information and products available on the management of these invasive pests and opportunities.

Rat proofing is a hot topic as pest control looks for greener, non-toxic control methods. Wherever a population of rats has become established within a building, the control of this population is critical to the health and wellbeing of its human inhabitants. Effective control requires a holistic approach, with proofing methods being an essential part of this.

Proofing prevents the re-entry of rodents into the building or the establishment of a new population within the treated area. Traditional methods have quite rightly focused on addressing defects within the fabric of the building. These defects are ideally corrected by repairing the building structure with construction materials, however, where this is not practical, a suitable rat proofing product may be used to prevent rat entry.

Wherever proofing materials are used, care must be taken to ensure that these secondary materials adequately cover any holes and gaps and that they are suitably secured to prevent them being damaged or removed by rats.

Drains are often overlooked by pest control technicians. They provide a convenient network for rats to move about undetected, in the search for food and nesting sites and they are able to gain access into buildings through these pipes.

As well as accessing property through the toilet pan itself, rats are

known to chew flexible toilet pan connectors to gain entry. In addition, drain defects are common, old drains are often built over and disused lines not adequately capped, which can provide a convenient route for rats to access wall cavities within a building, resulting in a tell-tale scratching noise in the walls and roof space.

Effective control requires a holistic approach

DRAIN CONFIGURATION

In the UK, drains are typically arranged in a convenient layout, with each building having at least one manhole in close proximity to the building which allows access to the drain for maintenance purposes.

These manholes, also referred to

as inspection chambers, can be easily surveyed simply by lifting the lid with a suitable manhole key. Where there is an active infestation there may be evidence of rat activity, with droppings present or even soil deposits caused by burrowing.

These manholes are the connection point between a building and the sewer network – therefore, they are the ideal position to isolate the building from active rats within the sewer.

STOPPING RATS IN DRAINS

Rats' access a building through the drains can be simply and effectively stopped by installing a suitable rat blocker within the manhole. Rat blockers are stainless steel devices that operate as valves to allow the drain to function as normal, but block access to rats travelling against the flow direction, effectively isolating the building.

The most effective rat blockers have been tested for effectiveness, durability and reliability and have been



DANIEL BAMFORD
is the technical director
of Metex

independently approved by recognised industry bodies such as WRC in the UK and VA in Denmark.

Whilst rat blockers are widely available, it should be noted that a number of counterfeit rat blockers have recently entered the market, therefore real care is needed when purchasing to ensure a quality, effective and dependable product is chosen.

Pest control requires a methodical and comprehensive approach which is tailored to each infestation. When dealing with a rat infestation within a building, drains simply cannot be overlooked as without blocking this hidden access, the rats are potentially able to roam in and out of buildings at will.

Rat blockers are an excellent tool; however, caution is needed as every rat blocker must be inspected and maintained at least once every 12 months. Uncontrolled debris within drains, including wet wipes and sanitary items can cause issues within a drain and it is essential that these unrelated issues are not attributed to the rat blocker.

Even WRC-approved rat blockers, which have been extensively tested with drain debris to ensure that they cannot cause a blockage, must also be inspected periodically, allowing the installer to discuss a maintenance plan at the time of installation.

Rat blockers are a strong and effective tool when correctly specified, installed and maintained. They give pest control technicians the opportunity to effectively address a critical and often overlooked area.

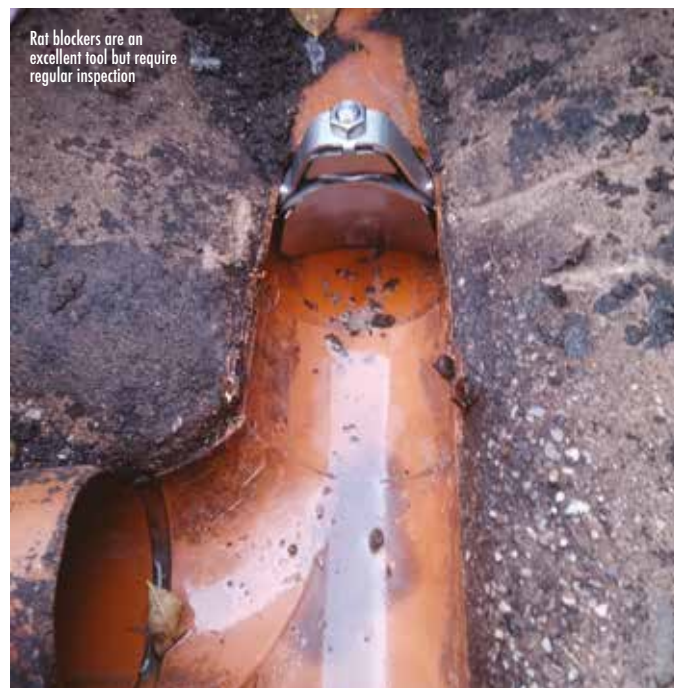
By eliminating rat access through drains, the installer is adding real benefit to their customer and also opening up another potential revenue stream.

An opportunity missed

Drains are an often overlooked point of access for rat populations, and the solution offers a potential revenue stream for pest control professionals



Manholes can easily be surveyed for signs of infestation



Rat blockers are an excellent tool but require regular inspection



// BPCA exists to drive professionalism
 Ian Andrew, chief executive of the British Pest Control Association //




Driving professionalism

Two years into his tenure as chief executive of the British Pest Control Association, **Ian Andrew** is looking to raise professionalism across the sector

TOP LEFT: Clive Boase, owner of The Pest Management Consultancy, ran an insect identification drop-in surgery at PPC Live

MIDDLE: Dave Archer, owner of DKA Pest Control, demonstrated his .243 rifle, which was tripod mounted – one of PPC Live's outdoor demos

LEFT: The silent technical theatre had seating for 100 people and delegates used headphones to listen to presentations

BELOW: Ian Andrew and the Pest Management Alliance stand at PestTech

Just over 24 months ago, Ian Andrew was a newbie to the pest management industry, and in that short time he has been responsible for driving the BPCA forward and lobbying on behalf of its membership, which consists of more than 500 companies and 4,000 technicians.

As previously reported in *Pest*, Ian has a certain passion for what he refers to as a Cinderella sector – one that's kept in the dark.

"Nobody wants to say they've got a pest problem and that they need a pest controller to deal with it," he says. "That's a very cultural thing because if you go across to the United States, everybody is proud to have pest management services in place and they have signs up saying 'pest management services provided professionally by...'"

"In the UK, nobody wants a pest control van outside their door, whether that's their house or their business. We need to get beyond that because pest management is absolutely about public health – and public health is important, so why are we hiding it?"

"UK PLC needs to grow up and recognise that pest management is a profession, it's done by professionals and it's done, principally, to protect public health. The challenge we have, particularly at government level, is anything to do with pest management is shoved to Defra, it's all environmental, not public health."

Ian recalls that recently at the Scottish Parliament, which is potentially banning glueboards, it was Rosanna Cunningham, the cabinet secretary for the environment that came before the Petitions Committee.

He says: "I wrote to the then Scottish Minister for Public Health, and I said this was a public



and competency

Defining a professional will become absolutely essential

health matter as much as it is an environmental matter and I asked if they would be appearing before the committee. The response I got was that this is an environmental matter.

"I find it bizarre that while protecting the environment and protecting other forms of wildlife is absolutely essential, this seems more important at times than public health.

"None of us want a bird caught on a glueboard and none of us want a rodent to be caught on a glueboard and to suffer unnecessarily, but the reason that we are using them is because we don't want, and can't have, rodents in school kitchens, hospitals and on aeroplanes at the end of the runway waiting to take off with 350 passengers on board."

Ian concedes that so much of what happens in this sector is a real balancing act – nobody wants to be using biocide-based products or glueboards, for example, but there comes a point where pest controllers have to.

He says: "At times I feel that some of that bigger picture balancing stuff is off-kilter and as a trade association, BPCA has got to look at how we can get that discussion and debate so that it's in good kilter.

"I think there is a lot more, as a trade association, we need to do in the public affairs area of work. BPCA exists to drive

Pest management is about public health

professionalism and through being professional, a business will drive profit; and we're here to be the voice of our members in the sector."

Ian says that, over the years, BPCA has taken "some really big, bold steps" in driving professionalism, requiring all technicians to have the Royal Society of Public Health Level 2

Award, which is part of its membership criteria.

"Ten years on and we're still the only organisation saying that the RSPH Level 2 Award is part of our membership criteria," he says. "If anything, we've become stuck – 10 years on and we haven't moved on from there.

"From my point of view, that's a great starting point, as a profession, but that should have been a starting point. What we haven't been good at is driving the personal and business benefits of why you should move onwards and upwards to higher level qualifications or larger qualifications."

While BPCA used to run all training courses for its members, the association now works with the independent awarding body, the Royal Society of Public Health, as well as recognising LANTRA and City & Guilds for fumigation qualifications.

While the industry in general needs to meet the CRRU requirements of having Safe Use of Rodenticides in order to purchase and use rodenticides, BPCA members also require the General Pest Control Level 2 Award to meet its membership criteria.

Ian says: "For the RSPH Level 2 Award, BPCA should have really done more to move its members on; equally, the Safe Use of Rodenticides qualification was a great starting point for CRRU six years ago, but that's all it should have been, a starting point.

"With the government review of CRRU this year, one of the questions that will be asked is whether enough has been done to drive the professional use of rodenticides in public health pest management and agricultural pest management – and we need to be ready to answer that."

At its March board meeting, BPCA started discussions about what the qualifications for the sector may look like in the future. One area of work has involved exploring what the

membership criteria might look like in 2025.

"The work will also look at if the qualifications that we have in place are fit for that purpose," Ian adds. "BPCA technicians all need the RSPH General Pest Control Level 2 Award, but what might we expect for senior technicians to have, and at what point? What might we expect for surveyors to have, or auditors, or consultants or trainers – or people that answer the phone?"

"I've already had a working group of auditors and consultants looking at what they believe auditors and consultants in pest management should have. This is uncharted territory, because there's never been a requirement."

Ian says this is important and he uses the Scottish Parliament as an example for what might happen in the future.

He says: "When you stand in front of the Petitions Committee and say we need to keep glueboards for professionals and say that we are professionals, what does a professional look like?"

"We can say that for BPCA members, they are trained: the technician has to have the Level 2 Award, they have CPD and they have to have all the insurances in place.

"Defining a professional will become absolutely essential."

Ian is also co-chair of the working group on professionalism at the Confederation of European Pest Management Associations (CEPA), alongside Rune Bratland, from the Norwegian association.

At its meeting in February, CEPA signed off a definition of professionalism that it will work towards getting recognised across Europe.

The CEPA definition of what a professional is includes a focus on training – 120 hours and 30 different topics that should be covered in that timeframe. In the area of qualification, CEPA has opted for the European Qualification Framework Level 3, which is UK Level 2, the baseline qualification.



▶ Ian says: "We're also saying that a professional should be part of a recognised CPD scheme and the fourth element is that you need to be deemed competent."

"BPCA members can tick the training, qualification and CPD boxes, but the one gap that we have is the competency box. We are going to have to get to a position in the UK where we can tick all four boxes. Competency and the assessment of competency is a minefield."

"What needs to be assessed for competency is detailed in annexe A of EN16636 – the competency framework is there, but how we do it is another matter entirely."

"One of the things that the CEPA working group is still looking at whether we get the equivalent of a European Driving Licence-type assessment and use virtual reality or artificial intelligence in some way. Any professional pest controller could be assessed on their competency and their ability to do the job, virtually."

In big companies, there will be systems in place where supervisors will go out with technicians and make sure they're doing it right and there will be a signing off process."

Ian says: "Most of our sector are one-man bands, micro businesses, so we need to look at the whole competency assessment closely. The last thing we need is more hurdles for people to jump over, however, if we're trying to keep glueboards or biocides for professionals, we've got to be able to define and demonstrate what a professional looks like."

"It shouldn't be a significant hurdle, but that's why, at CEPA, we're looking to see if we can use technology to facilitate that assessment. This is going to be an interesting journey, but we're not going to answer that overnight, but at least we are exploring it."

The definition of a professional was signed off by the BPCA board in March and Ian is calling

LEFT: BPCA training at PelGar's Church Farm in Hampshire

TOP RIGHT: Alex Wade, PelGar's technical manager, presents at a BPCA training session

Pest controllers get hands-on training as members of the BPCA

on the rest of the industry to join this drive.

"This has got as much impact on non-BPCA members as it does on BPCA members," he says. "This is about keeping products in the toolbox for professionals. We need the whole of the sector to drive this – it's not enough for this to be just a BPCA initiative."

"I'm under no illusion that this is a big step change, but there'll be a better chance of us keeping the products we want to keep in our toolbox if we can demonstrate we are a professional sector. We've done great things as a sector, but we cannot be complacent if we want to keep the tools in our toolbox."

Competency and the assessment of competency is a minefield

Ian thinks it will take between three and five years for the competency assessment tool to be available, but he adds that this might be too late to save some products.

"Most of the insecticides are now starting to go through re-registration," Ian says. "We've had severe restrictions placed on Ficam D and we've lost Ficam W – and that's, potentially, just the tip of the iceberg."

"We are likely to see significant changes to existing products and we'll, hopefully, see new, alternative products. The challenge is that we don't always know that these new things are coming until they arrive. I remain to be convinced that there is sufficient innovation happening to be ready for a world without biocides – I hope

that we never lose them, but surely we've got to mitigate the risk of losing them."

"We've seen the State of California banning rodenticides, we've seen glueboards banned in Australia and New Zealand; and there is a catalogue of evidence of our toolbox being restricted elsewhere."

"The prospect of losing products is significant and that's why driving professionalism is absolutely important because there is a better chance of saving professional-use only products where we have defined professional."

Ian points out that BPCA's drive for increased professionalism is not an attempt to boost the association's membership.

He says: "Once we're clear what technicians need to get, there's a risk that some members say that this is a hurdle too far and go elsewhere."

"I'd rather have members that can prove they are professional, have access to the right products and use them professionally. Whether that's for 500 member companies as we have now, or 1,000 members, it really doesn't matter. The important thing is that they are professional and working professionally and are seen as such. Being professional is one thing, proving it is another."

"Saying you're professional is not sufficient. I've got no doubt that there will be detractors, who see this as BPCA wanting to print money. If you look at when the BPCA was thinking of introducing the Level 2 Award as membership criteria, people said that members would walk away and that it was a step too far."

"The Level 2 Award was introduced, and the membership grew."

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BPCA heralds the success of PPC Live 2020

The BPCA reported a record visitor turnout at PPC Live 2020, which was held in Harrogate, North Yorkshire in March. Simon King reports

The British Pest Control Association (BPCA) recorded a 34% increase on visitor numbers at PPC Live 2020, up to 516 attendees – despite the event coinciding with the spread of coronavirus across Europe.

PPC Live, at the Yorkshire Event Centre, featured a variety of talks and demonstrations from industry experts, while a showcase of more than 50 exhibitors inspired visitors, with new product launches from some of the sector's leading manufacturers and distributors.

The new indoor demonstration area proved popular, as visitors were treated to sessions on proofing, face fit testing, catch tray analysis and smart pest control.

Another popular area was hosted by Clive Boase, from the Pest Management Consultancy. He ran a drop-in insect identification surgery, with several people bringing their own samples and many others getting a crash course in basic insect identification.

Even poor weather failed to dampen spirits,

MICHAEL WHITWORTH WINS PRIZE DRAW ON 1env SOLUTIONS STAND

Michael Whitworth, a director of Pest In Peace, in Handforth, Cheshire, won a prize draw held on the 1env Solutions stand at PPC Live.

Michael's prize was 10 Black Cat Rat Traps, worth £80. The economical traps are reusable for years of service, and guaranteed to kill at least 200 rats per trap.

The draw was made by Paula Kearns from Deadline Products and Ollie Hewett, marketing manager at 1env Solutions.



with outdoor demos from Dave Archer of DKA Pest Control; and Dave Mills, founder of the Airgun Training and Education Organisation, as popular as ever.

Ian Andrew, BPCA chief executive, said: "To get over 500 industry visitors is phenomenal given the circumstances. We had several calls from members the day before PPC Live saying that they had made a business decision not to come, and I get that."

"I think that the venue worked well. The seminars were all well attended and the demonstrations, both indoor and outdoor, had plenty of support – it was fantastic that PPC Live happened when it did."

Lauren Day, BPCA's events manager, said the association fielded queries about training, BPCA Registered and membership, and accepted plenty of donations to the BPCA charity of the year, Prostate Cancer UK.

She says: "It's been such a positive event, we couldn't have asked for it to go more smoothly and the feedback has been brilliant. This industry is packed with hardworking people who are passionate about pest management and want to stay in the loop with the sector."

"Events like PPC Live are the perfect way to do that – it's always wonderful to see so many familiar faces and to meet all those who are new

to pest management.

"Thank you to all the amazing exhibitors that made the day possible."

WHAT THE EXHIBITORS SAID

Among the hustle and bustle of PPC Live, the exhibition area was a hive of activity throughout, with all stands welcoming pest controllers.

Michael Sims, regional manager for Bell Laboratories, said: "It was a great show, I was very surprised at the turnout. It was a great opportunity to reach out to a large number of pest controllers who use our products on a daily basis."

Pests and pathogens go hand-in-hand – COVID-19 may elevate the industry's profile

"Nearly all of the pest controllers I spoke to were saying how busy they have been lately with rodents, mainly rats and mice. Their reasoning was because of the storms that we had in the preceding weeks. COVID-19 was also a big topic among attendees."

The BASF stand celebrated the 20th anniversary of Goliath Cockroach Bait and thanked pest controllers for their continued support of the product.

Anthony O'Hare, BASF's country sales manager, professional & specialty solutions, said: "PPC Live was a very successful event for BASF as we engaged with over 500 professional pest controllers under one roof."

"We want to help pest controllers save time through the number of visits they may have to undertake to control an infestation by using high efficacy products such as Storm Ultra Secure and Goliath Cockroach Bait."



At PelGar International, marketing manager Anna Wilson-Barnes said PPC Live was one of the busiest shows the company has attended in a long while.

"We were also surprised by the number of local authorities in attendance – not something we normally see at the other shows – so this was really good," she added.

"A big highlight for us was Alex Wade's talk on the practical implications of rodenticide resistance – it was full to the brim and four-deep standing at the back."

Sam D'Angelo, marketing co-ordinator at Lodi UK, said: "PPC Live was a great event to be at, the exhibition was really well organised by the BPCA team and we were delighted by the turnout of pest controllers, especially from the North.

"Often events seem to be further south and many of our northern customers enjoyed being up closer to their territories, so we were really happy to be a part of that. Looking at a long-term view, the industry and pest control businesses have a lot to look forward to, as pest control seems to be growing year on year."

Syngenta's UK business manager Daniel Lightfoot said PPC Live is always a great opportunity to meet operators and learn about the challenges and issues they are facing.

"We got really positive feedback on how products are performing and where there are gaps in operators' armouries, which is invaluable for targeting future research and product development that will deliver new solutions and techniques," Mr Lightfoot said.

"It's clearly apparent there is a huge thirst for knowledge and advice for operators to become more professional and how best to utilise all the tools available to give a more effective and cleaner result for their customers. The high-calibre education provided at PPC Live is commendable, and it was interesting that many of the sessions stimulated questions that brought operators on to the stand to find suitable answers."

Ian Smith, managing director of Bird Free, said that he had a good response, although he conceded that it was difficult to assess sales results.

"It was much more lively show than in 2018," he said. "The general sentiment among visitors seemed very positive and they were generally receptive to new ideas."

National Pest Technicians Association (NPTA), chief operating officer Steve Hallam said its stand was busy most of the day, providing support for the NPTA and the Pest Management Alliance.

"It was good to talk to all visitors and also field questions from pest control professionals about industry issues," he said.

Gina Taylor, an account manager at Russell IPM, said the stand was very busy in the morning, with samples of XLure RTU and new product Silvercheck proving popular.



Anthony O'Hare of BASF talking to a customer




She said: "Many of the pest controllers were asking about solutions for bed bugs. I think they are all desperate for a good solution that is not yet available on the market – watch this space."

Metex previewed its RaiTape proofing product at PPC Live.

Technical director Daniel Bamford said: "We received excellent feedback for the product – sentiment among visitors was relatively upbeat."

This was the first PPC Live for Sumitomo Chemical, and Adam Flynn, the company's senior business manager – branded products, said the event was a positive experience.

He said: "Although held under tough circumstances during the early weeks of the COVID-19 outbreak, it was a positive event, in terms of numbers of visitors with good, clear feedback from professionals.

"Pest management professionals are a hardy bunch and, as an industry, we've taken a few blows. But, in a funny way, this public health crisis may just be a reminder to the general public that pests and pathogens go hand-in-hand and this period may actually elevate the profile of the industry as a whole." 

PEST PHOTOGRAPH COMPETITION WINNER ANNOUNCED

BPCA announced the winner of the #BestPestPic2020 competition at PPC Live. Mark Horrocks, a pest management technician from Gloucestershire, won the association's competition to find the best image of public health pest control.

Entries were shortlisted by the BPCA team, with the top 11 entries put on display at PPC Live.

The winning photograph, of a wasp, was then picked by a panel of judges from across the pest management industry, as well PR and photography experts, and announced at the event.

The judges were:

- ◆ **Simon King**, editor, *Pest* magazine.
- ◆ **Jane Shepherd**, managing director, Shepherd PR.
- ◆ **Clive Boase**, managing director, The Pest Management Consultancy.
- ◆ **Scott Johnstone**, marketing and communications manager, BPCA.
- ◆ **Clark Smith-Stanley**, photographer and aviator, Profile Studios.

Mr Horrocks said he was delighted to win: "I took the photo because I was trying to demonstrate to a customer that wasps are not always to be feared, and that they are still important for the ecosystem.

"I placed some honey on a clothes peg and the wasp did what came natural to it, so I had to get a shot of it. I didn't expect to win, it came as a shock."

Ian Andrew, BPCA chief executive, said: "We had so many wonderful entries to the competition, but our judges were particularly impressed with Mark's photograph.

"We wanted to celebrate the important work that our sector does to protect public health and Mark's entry, plus all the other entries, certainly did that."





John Lloyd addresses delegates at PPC Live 2020

Reducing risk from flying insects in food and food-related sites

John Lloyd, of the Independent Pest Management & Insect Consultancy, gave a presentation on a risk-based approach in the seminar theatre at PPC Live. Simon King reports

An informative presentation from John Lloyd, owner of Independent Pest Management & Insect Consultancy, covered the risks from flying insects, the importance of flying insect risk management, common problems and areas of improvement and understanding what has been caught in an electric fly control unit (EFCU).

He started his presentation by telling the audience there are increasing demands for improvements in food safety and he asked if pest controllers are doing enough to reduce the risk of flying insect contamination of food or food packaging.

He asked: "Are you doing enough to warn clients of increased or potential risks and is your information and data in the fly-catch analysis transparent and meaningful?"

To effectively reduce risks to food quality and food safety from flying insects, Mr Lloyd urged pest controllers to carefully risk assess each area of a factory, food premises and food handling areas and consider the likelihood and commercial consequences of insect contamination.

"Use your fly-catch data as a dynamic

management tool to improve the control of flying insects across the site," Mr Lloyd said. "And ensure your data or reports indicate 'hotspots' or high levels of flying insect activity, cause, source and risks at the end of each service visit."

Risks presented by flying insects, he said, include health-disease contamination; food quality and food safety (physical contamination of food); economic harm, including loss of business; customer complaints; expensive legal claims; and harm to a client's reputation and brand.

"A risk-based approach to flying insect management is essential"

THE RISK OF CONTAMINATION BY FLYING INSECTS

Mr Lloyd highlighted the Food Safety Act 1990 and the Food Hygiene Regulations 2005, which deem food 'unsafe' if it is injurious to health or unfit for human consumption.

"The Food Safety Act & Food Hygiene Regulations set requirements for food companies to ensure good food hygiene practices, a clean production environment and procedures to protect food safety and to avoid the risk of food contamination," he said, adding that a risk-based approach to pest management is essential and must form part of the Good Manufacturing Process (GMP).

SITE-SPECIFIC PEST RISK ASSESSMENT (SSPRA)


Mr Lloyd said a documented SSPRA is recommended and should be reviewed annually. An SSPRA should consider:

- ◆ The risk of flying insect activity occurring.
- ◆ Critical control points, high risk areas and vulnerable processes or production areas.
- ◆ Assessing suitable locations for EFCUs.
- ◆ The appropriate quantity of EFCUs.
- ◆ The frequency of servicing and reporting (possibly more frequent servicing during warm summer months).

Mr Lloyd stressed the importance of recognising the key family groups for fly trend analysis, which should include recording findings on a checklist and raising any issues and recommendations in the report.

In terms of presenting data, Mr Lloyd said: "Ensure that data serves its purpose and provides insight to flying insect activity on-site. Do not use weight as a form of measurement for flies and ensure that data is meaningful and presented in a transparent, simple format."

In summary, Mr Lloyd highlighted the key takeaway items from his presentation:

- ◆ Flying insects in food and food-related sites can be reduced by adopting a proactive approach to risk-based pest management.
- ◆ Ensure observations are made and recorded for flying insects.
- ◆ Ensure that good quality data is obtained and interpreted accurately.
- ◆ Always investigate and report possible cause and source for excess critical threshold limits during servicing or at the earliest possible stage.
- ◆ Use simple, clear graphical recording and reporting for flying insect trend analysis. 

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Gulliver Hill in full flow in the indoor demo area at PPC Live

As the regulatory hoops surrounding the use of professional rodenticides have tightened, interest in alternative prevention methods has grown. One of the indoor demonstrations at PPC Live picked up on this theme. Helen Riby reports

Gulliver Hill, managing director of Pestology, gave an insightful critique of some of the materials currently on the market and one that is about to make its debut. Pestology, based in Isleworth, Middlesex, specialises in proofing and prevention, without use of rodenticides.

Mr Hill began with a definition of a pest professional as someone with specialist knowledge who delivers a superior service. In the past that's tended to mean learning about modes of action and the advantages and disadvantages of the different insecticides and rodenticides. Proofing has been seen as a job anyone can do. But that's changing.

Mr Hill said: "Responsibility for proofing often

falls between pest control and the building sector. For major projects, a builder may be needed but for small projects pest controllers will do a much better job because they understand rodent behaviour.

"Rats and mice have extremely hard teeth and need to gnaw in a scraping motion rather like grating cheese – this means aluminium, copper, iron, brick and cement are all passable given time and intent. But that doesn't mean they cannot be stopped. Choosing a material that seals off the hole and prevents odours means the rodents keep sense of smell doesn't kick in and they tend to conserve energy and don't bother trying to gnaw their way back. Ironically, it is also better to use a sealant that is hard on the outside but retains some soft stickiness on the inside. This combination of textures deters gnawing – it's a bit like trying to grate rubber."

Mr Hill added: "Back in the 1990s, expanding foam was the product many turned to. It's still available but, because it expands three to five times in volume, it's easy to make a huge mess. It also degrades in sunlight, lets odours through and, worst of all, rodents have no problem gnawing their way through it."

VOID FILLERS

Void fillers range from basic wire wool to the much thicker woven stainless-steel materials such as Xcluder. Mr Hill explained that the basic material soon turns into a rusty mush. Also, unless it is tightly compressed, rats and mice will pull it out in tufts. The woven product is more expensive but doesn't degrade. It's thicker, so less material is needed and springier, so it fits more tightly. Except in very high-pressure situations, house mice generally can't get through it.

SEALANTS

The polyfiller/caulk products used by decorators are not so good for proofing purposes. These are acrylic dispersions and water-based. As the products dry, water evaporates and the filler shrinks, allowing odours to permeate. These are also more brittle and therefore easier to gnaw.

The silicone mastics are better. These are cured by chemical reaction. There are various types. The cheaper ones are acetoxy-based and produce acetic acid when they cure. Mr Hill explained that if you are using a lot of sealant, the smell from these can be very powerful and long-lasting so it's better to choose an oxime-based product.

Mouseshield has been on the market as a specific pest product for some years. Mr Hill said that it is based on linseed putty and, in his experience, rodents can come through it.


Romax Rodent seal is another special pest control product. It's a silicone sealant incorporating mild steel fibres. It's good, but expensive. The polyester resins, such as Rawlplug's R-Kem II, are a much cheaper building product and, according to Mr Hill, are pretty bullet proof!



Gulliver Hill has been trialling the new Rat Tape from Metex and was impressed

For external applications such as load bearing steps you can't go far wrong with tubs of ready-to-use concrete, which is 'cheap as chips', although a bit heavy for the pest control rucksack!

Finally, Gulliver showed a new product from Metex, the people behind the Ratwall rat blockers. Rat tape should be available in April/May 2020. It's a stainless-steel mesh on a super sticky butyl adhesive tape.

The tape can be cut to length and sticks firmly to just about any surface including dusty ones. The centre stays sticky and soft to disrupt gnawing and the rolls of tape are lightweight for the rucksack. Pestology has been trialling the tape and has already had some great results. 



Andy Harwood (left) and Gary Jaynes from Pest Detective take a closer look at the R-Kem II product

A lot to choose from at PPC Live

Technical seminars, indoor and outdoor demonstrations – visitors were spoilt for choice as to what to attend at PPC Live.

Frances McKim reports

For the outdoor events, the rain virtually held off, but it was jolly windy. Those watching the demonstrations had a covered and tiered stand to sit in, but it was out in the open for those giving the displays.

The wind certainly added an extra dimension to the display given by Clark Smith-Stanley, photographer and aviator at Profile Studios, on flying drones. He did manage a demonstration flight but was obviously worried in case a sudden gust of wind caused the drone to crash.

Drones have become very much one of the ‘tools in the box’ for professional pest controllers, yet many have yet to actually use their services.

Mr Smith-Stanley explained how their range of uses stretches from surveying roofs and buildings for repairs to inspecting solar panels to reviewing problems, particularly on large roofs. Throughout the time of the outdoor demonstrations, a red kite was spotted flying up above and, amusingly, the drone in flight caught his attention and required closer examination.

Investing in your own equipment is one option, but not a cheap one. Larger ‘professional’ drones that offer high quality pictures are bespoke manufactured depending on

requirements and could cost £10,000 upwards, plus the camera, upkeep and all the relevant paperwork from the Civil Aviation Authority.

Maybe a better way is to hire professional drone services – starting at around £200, depending on location and complexity of flying.

Sean Byrne, national sales manager at PestFix, also addressed remedies for birds, but this time using lasers. Due to safety constraints, he was only able to demonstrate the hand-held Agrilaser, rather than the more powerful Agrilaser Autonomic.

If working at height is required, the Height for Hire team demonstrated its 20-metre vehicle-mounted cherry picker.

Always be discrete in your operation and be as humane as you can

Dave Archer, owner of DKA Pest Control, travelled up from his home base in Devon to demonstrate the art of trapping, snaring and shooting in a rural situation. With lambing time now upon us, Mr Archer began by talking about the field craft involved in catching or shooting foxes.

He addressed the merits of different rifle types, demonstrating both his .243 centre fire and .22 rimfire rifles. When using either type, he stressed the use of mounting them on a tripod. Snaring is another method of fox control and Mr



The Height for Hire team demonstrates its 20m vehicle-mounted cherry picker

PHOTO: FRANCES MCKIM

Archer stressed the significance of ensuring the snare came equipped with a stop.

Snares can also be used for rabbits and Mr Archer raised the valid point as to why a stop is required for a fox, but not a rabbit? He impressed upon his audience to always ensure one was added.

A variety of traps, their construction and how to use them, were shown and the requirement of checking them for a catch twice a day was emphasised.

A countryman through and through, he stressed that good results came entirely from good field craft.

“Rushing a job is not the way to go. This will not do. Always be discrete in your operation and be as humane as you can,” were his take-home words.

INSECT IDENTIFICATION INDOORS

The indoor demonstrations were also popular, none more so than the one led by Clive Boase, owner of The Pest Management Consultancy, who for the first time at such an event, ran an insect identification drop-in surgery.

This came with microscopes, identification keys, pre-prepared samples and on-hand assistance. People either brought their own insects that they had difficulty in identifying or examined the prepared samples to see the differences between some easily confused insects.

Mr Boase said: “The session became an oasis of quiet study, as people became immersed in the world of microscopic insect identification.”



The drone demonstration given by Clark Smith-Stanley prompted lots of questions

PHOTO: FRANCES MCKIM



An increase in rat numbers on a global scale has led to increased rodent control business



Dr Bobby Corrigan

“If we think like rats and mice, we’re going to be better at our job.”
Dr Bobby Corrigan

Think like a rodent

Urban rodent expert Dr Bobby Corrigan offered some insight into rodent behaviour during a recent virtual conference. *Pest* takes a look at some of the key points

Dr Bobby Corrigan, president of RMC Pest Management Consulting, based in New York City, has more than 30 years experience in urban rodent management.

He recently shared observations and his understanding of rodent behaviour when speaking at a virtual conference organised by US magazine *Pest Control Technology* – and although the points raised had a US slant, they were equally valid this side of the Atlantic.

His presentation began by making a simple point: in order to make effective rodent control decisions, pest management professionals need to be able to think like the rodents they deal with every day.

NOTICING RODENT BEHAVIOURS

Dr Corrigan stated that there has been an increase in urban rodents on a global scale and, therefore, an increase in the rodent control business. In the wake of this increase, pest

controllers need to do everything they can to provide the best rodent control service to their customers, starting with understanding the fundamentals of rodent biology.

“Make no mistake about it, it is biology first, and business second,” said Dr Corrigan.

“We’re dealing with live animals. All of our pests – cockroaches, bed bugs and so forth – are complex animals.”

Working in New York City, Dr Corrigan sees his fair share of rat and mice activity. Whether it is down in the subway or in between alleyways on the street, Dr Corrigan uses his knowledge of rodent behaviour to locate where they are hiding and the best places to place baits and traps.

“There’s a whole world of these guys down there. It could be rats. It could be mice,” he said.

“It’s their world, but we have to go looking for them. We have to be observant, and we have to consider what are their needs and where are they going to be? And where are their primary runways that lead to their food sources?”

From noticing the amount of litter on the street to the patterns of rodent urine decorating the pavement, there are obvious signs of rodent



The brown, or Norway, rat likes to burrow and needs plenty of food



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▷ activity that can be useful for setting up a control plan if one knows where to look.

"If we think like rats and mice – and by the way, of course, they do think – we're going to be better at our jobs. Our customers are going to be happy with us. We're going to reduce call-backs. We're going to be safe to the environment. We're going to be humane," Dr Corrigan said. "All of those things are possible. But we have to do this by engaging with the rodents first."

In areas of abundant rats in landscapes, notice how there is no more vegetation growing there

THE TROUBLESOME TWOSOME

Dr Corrigan focused on the behaviours of the three primary rodents that pest professionals are likely to encounter: the house mouse, the brown rat (Norway rat) and the black rat (roof rat – editor's note, not in the UK). Thinking like these rodents when on the job, Dr Corrigan has developed tips on how to provide the best control services for each rodent pest.

HOUSE MOUSE

Dr Corrigan explained how the house mouse is the second most successful mammal on earth.

"Biologically speaking, many people think they're just animals that act by instinct," Dr Corrigan said. "These animals think, they plan. They learn from mistakes. They're incredibly adaptive to many different situations."

It was recognising this intelligence that led Dr Corrigan to ask the same first question whenever working on a mouse control job.

He said: "When I go looking for mice, the first question that comes to my mind is, 'Where is the warmth in this building?'"

With more than 30 years experience in the field, Dr Corrigan learned that house mice love warmth, and their intelligent survival instincts mean they often seek a warm place to live and reproduce before they begin the hunt for food.

So, instead of looking for mouse droppings or small, tight places first, pest professionals should think like a mouse – to search for the warm place an infestation of mice are likely to inhabit first – in order to find and control the mice quickly and effectively.

NORWAY RAT/BROWN RAT

Next, Dr Corrigan explained the rodent control techniques that should be used when thinking like the brown rat, also known as the Norway rat.

RATS PROVE THEY ARE BRAINY

Rats at the University of Richmond, USA, have shown how intelligent they can be as they have been taught how to drive their own specially created toy cars. This was all part of research exploring how rodents can perform complex tasks.

Kelly Lambert, Professor of behavioural neuroscience, said: "We already knew that rodents could recognise objects, press bars and find their way around mazes, but we wondered if rats could learn the more complex task of operating a moving vehicle."

The research team built a tiny car for the rats out of a clear plastic food container, with an aluminium floor and three copper bars functioning as a steering wheel. A total of 17 rats were trained to drive in rectangular arenas. Rats who passed their driver's education were rewarded with

The ability to 'drive' a small car demonstrated how flexible rats' brains are



PHOTOS: UNIVERSITY OF RICHMOND

sweets.

"Rats learned to navigate the car in unique ways and engaged in steering patterns they had never used to eventually arrive at the reward," says Prof Lambert.

Rats learned to navigate the car in unique ways and engaged in steering patterns they had never used



Professor Kelly Lambert

The house mouse loves tight small spaces near warm appliances and utility walls. Here the technician is noting mouse droppings below this warm, tight, appliance nook



PHOTO: ROBERT CORRIGAN

Thinking like a brown rat means studying their biological behaviours, knowing that they love to burrow into the ground, and they need lots of food to survive.

In addition to food and burrowing, it is also important to understand the movement

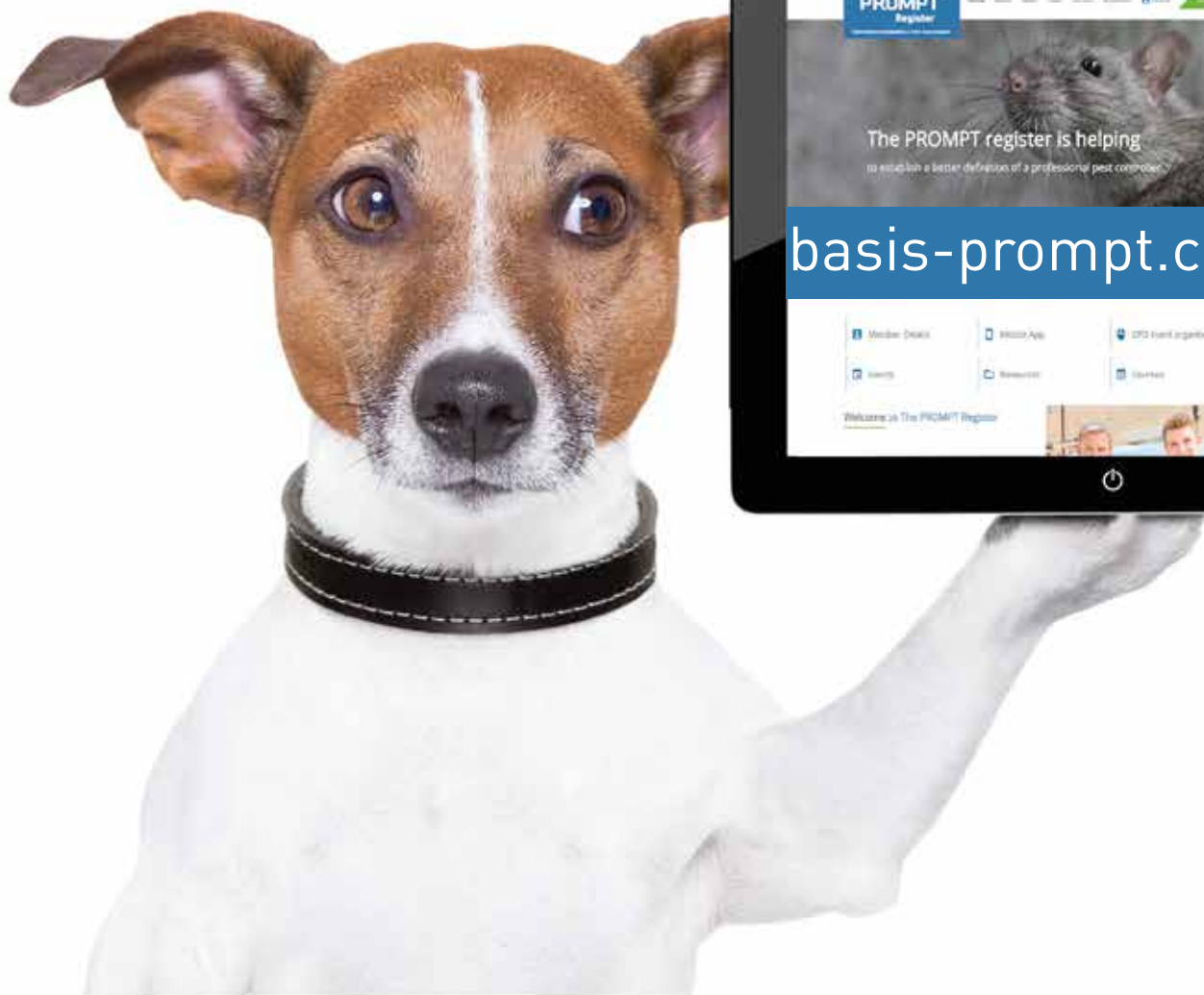
behaviours of these rodents to predict where they could be travelling. "These days, we know that in urban environments they'll go anywhere from 25 to 125 metres easily. They'll even disperse and come back," he said.

Combined with understanding the biological



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The Norway rat tends to use the same ground trails over and over again, as seen here. The trail leads to a burrow hidden by more vegetation

▷ behaviour of both significant amounts of food a night and their burrowing nature, Dr Corrigan said pest controllers attempting to control brown rat infestations should begin by searching for areas that contain easily accessible food. He added: "In areas of abundant rats in landscapes, notice how there is no more vegetation growing

there, no more bushes. All the vegetation along their trails and around nests has been destroyed by the rat's travelling and burrowing activities."

BEHAVIOUR-BASED CONTROL

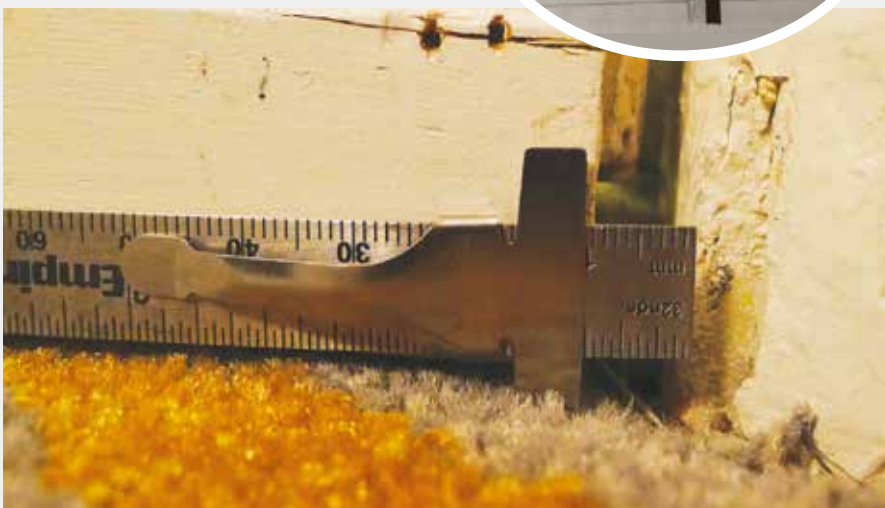
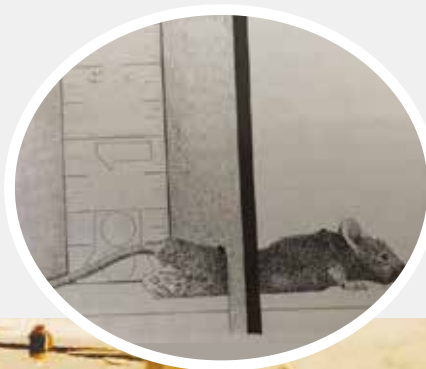
Dr Corrigan stressed it is important to realise that thinking like a rodent does not mean just

simply putting out equipment every five to eight metres for mice and every eight to 30 metres for rats.

"Anybody can do that," he said. "Our job as pest professionals is to be those observational biologists and realise there's a lot going down as to where the rodents use certain spots in our buildings. Those sites are our responsibility for finding and installing equipment. Otherwise, we're just laying down equipment and hoping for the best."

Dr Corrigan said: "When inspecting for the house mouse, you must think small – really small. Sometimes people doubt that the mouse can squeeze through the tiny holes we point to - but they do," he said.

"Here is a gap on the bottom corner of a hotel door from which mice were entering the room. My essential pocket ruler shows 9mm space; but only 6mm needed!"



PHOTOS: ROBERT CORRIGAN

Our equipment is only as good as where we put it

One of the most important elements of using an observation and behaviour-based approach to rodent control is conducting a proper inspection first, in order to determine which spots the rodents are going to encounter the traps, rodenticides and other control measures. Pest controllers need to analyse rodent behaviour, so they can use specific equipment based on the rodents' movements as opposed to simply spacing out traps and baits and waiting for rodents to find it. "It's our job to go to them, not for them to come to us," Dr Corrigan said.

"So, our equipment is only as good as where we put it. Customers want to know that their money and time is being used effectively, and it is the rodent control technician who provides service based on the biological behaviours of rodents that is going to have the right answers for their clients." 📌

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Baiting in a butchery

A pest controller in mid-Wales has chosen to use pulse baiting techniques with Storm Ultra Secure to eliminate rats in a butchery

Phil Schendel, a BPCA-registered advanced technician, started working in the sector in 1997. He is also a member of BASIS PROMPT, the Chartered Institute of Environmental Health and the Royal Society for Public Health.

As part of his routine work, he started a regular contract with a butchery in Powys, and he was made aware that it had a history of rodent problems.

Phil says: "There were obvious signs of a rat problem when I first arrived, so I started to look for where the rats were coming from."

A gap in the wall suggested the rats were entering from a neighbouring building.

He adds: "We managed to do an inspection of the neighbouring property and found an open manhole cover. It was clear the rats were coming up out of the sewer and gaining access to the

butchery through a gap in the wall."

Phil began by setting traps in areas where there were clear signs of activity.

"We started with traps and we tried to block off access to the building as best we could, but we didn't catch any adults and there were still signs of activity," he says.

Having exhausted non-toxic options, Phil chose a low toxicity, bromadiolone rodenticide bait.

"In the past I was employed by the Welsh Assembly government farming and rural conservation agency (FRCA), which is now Defra," he says.

"This was years ago but, even then, we knew that there were cases of resistance to bromadiolone."

While instances of resistance are lower in

Wales than the south of England, there are more cases being recorded each year. Phil used the bromadiolone product, but the activity continued.

"I didn't recover any bodies and I was unsure whether there was resistance to bromadiolone, so I knew I had to change the bait," he adds.

The building was undergoing significant structural work. This included the removal of an asbestos roof that made surveying and baiting the whole building difficult.

Phil says: "We knew the rats were gaining access to the butchery through various entry points caused by the ongoing building work. We couldn't stop the rats coming in, and the bromadiolone was not establishing control, so we had to look at a more potent bait."

"Bromadiolone was not establishing control, so we had to look at a more potent bait"

He moved to a brodifacoum product but could not achieve a high take. The activity was still continuing.

"It was at this stage that I remembered a presentation by Sharon Hughes, BASF's global technical marketing manager for rodenticides, at the BPCA forum and I decided to try pulse baiting using Storm Ultra Secure," he says.

"Sharon explained the theory behind pulse baiting and how Storm Ultra Secure, a new 25ppm product, had been used to bait rats and



Early signs of rat activity at the butchery



Phil Schendel switched to Storm Ultra Secure, a more palatable, single-feed bait



A bait station in situ at the butchery

mice in both rural and urban trials."

Storm Ultra Secure is a highly palatable, single-feed rodenticide. There is no resistance to flocoumafen and so Phil knew that if the take was good then he would be on the way to reaching control.

"I wanted to encourage greater uptake of bait and so opted for Storm Ultra Secure because Sharon had explained how the product had been developed to be more palatable," he says. "It proved the right decision because I achieved 100% take on the first placement."

Phil replenished the product in the same locations, which included a cavity wall. He achieved another 100% take.

He followed up in three days and the take had reduced to 25%.

"It stayed very similar for three weeks of consistent baiting and on the fourth week there was no take," says Phil.

Although he was unable to recover any bodies it was clear that rats were no longer entering the building.

"Because the rats were coming up out of the drain and had not found harbourage in the

It was at this stage that I remembered a presentation by Sharon Hughes at the BPCA forum

building, I was unable to recover bodies, but it was clear that the product had achieved a level of control that the other methods I had used were unable to," he says.

"There were no signs of flies and no odours to suggest bodies on the site and I was able to

report to the butchery owner that with no more takes, the problem was under control."

For Phil, the key to Storm Ultra Secure was the high palatability.

He advises: "If anyone is having problems with bait uptake, my experience of this product is the palatability is very high, which leads to full takes immediately.

"It is a single-feed and with pulse baiting I was able to visit the site on fewer occasions.


"This was better for the butchery, because I didn't need to be there so frequently."

Phil has tried other 25ppm products in the past with varying levels of success.

"I have tried a 25ppm brodifacoum pasta with mice," he says.

"My experience was the mice covered it over in the boxes and there was no take. I have also tried a single feed brodifacoum bait, but again I had very little take.

"Storm Ultra Secure is different. It has the benefit of being 25ppm, and is very palatable, so the take is high.

"I have another job coming up at a bakery situated on rural land so I'm considering this product again because it can be used inside and outside. It is the best bait I have used and so if non-toxic methods are not effective, I will use it at the bakery." 

Three-way posts solve the overhang

PestFix has come up with a novel way of solving the old problem of correctly positioning an overhanging wire along the leading edge of the feature to be proofed.

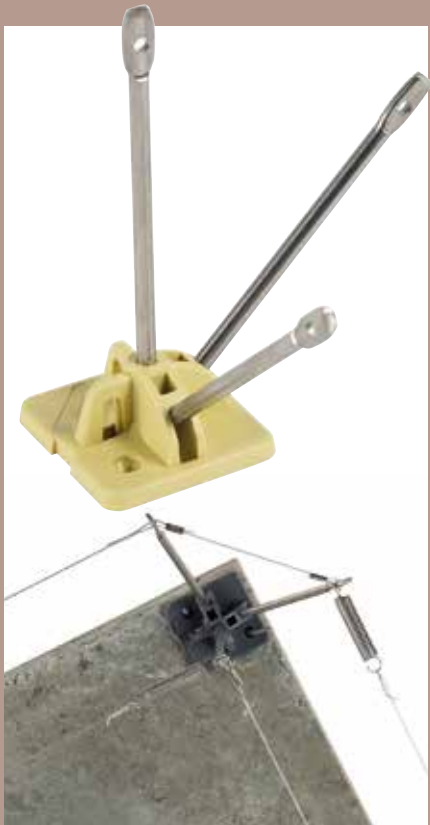
Traditionally, an installer would have had to bend posts or drill holes so close to the edge of a building ledge that it risked damaging the building or dislodging the old design of the surface used to mount the base.

The PestFix 3-Way Surface-Mount base accepts up to three bird posts at a time. Two are perpendicular to each other, mounted at an angle, plus one vertical post. The perpendicular arrangement also allows the installer to overcome the tricky challenge of turning corners neatly and effectively.

A double row of bird wire can be installed, using only one base, so halving the number of bases required in an installation. This saves time and money during installation and makes for a more aesthetic installation with fewer bases, claims PestFix.

The base itself, manufactured in the UK from UV stabilised virgin-grade nylon, can be glued, screwed, riveted or nailed into position. It comes in four colours: slate grey, Portland stone, white or black.

The product can also be used in bird netting installations.



Ants Outcast once more

New to the Syngenta range of insecticides comes Outcast Ant. Packed as a ready-to-use delivery system, Syngenta says this ant bait gel provides both professional pest controllers and householders a simple, clean and effective ant control solution, both indoors and out.

The bait station is instantly activated by tearing off a tab and squeezing the gel into the bait compartment. Containing 0.05% indoxacarb, the bait encourages worker ant feeding activity, with the bait then carried back to the colony nest and passed to other ants. The gel bait stays moist and attractive to feeding ants.

Outcast Ant is effective against most common species of ants, including black garden ants, while trials have also shown efficacy on Argentine ants, ghost ants and the invasive garden ant (*Lasius neglectus*).

The new Outcast Ant product offers professional pest controllers the opportunity to leave this product behind with householders following their treatment with Advion Ant Gel.

Outcast Ant is supplied as a pack of three bait stations, each containing 4g of gel bait.

Readers may remember that this was the product Syngenta was testing alternative designs of packaging at PestTech 2019. Did you pick this design?



www.syngentappm.com



www.environmentalscience.bayer.co.uk

Addition to the Maxforce stable

Maxforce Platin, from Bayer, is a ready-to-use insecticidal gel bait designed for the control of German, Oriental and American cockroaches plus grey silverfish (*Ctenolepisma longicaudatum*) from nymphs to adults.

It contains 1.026% clothianidin, along with BlueBead taste enhancing technology, which makes it particularly palatable to cockroaches. It can be used indoors in a broad range of

temperatures and remains active, Bayer says, for up to 12 months.

The product is hypoallergenic, as it does not contain any of the big 14 food allergens that cause 90% of allergies – such as milk, gluten, nuts and eggs, so making the product ideal for sensitive environments.

Maxforce Platin comes in 30g tubes, four to a carton.

Deadline and 1env go natural

Ever aware of growing environmental concerns, Deadline Products and 1env Solutions have launched some new natural formulations that are not persistent in the environment

and cover the three main methods of delivery – dusting, fogging and spraying.

For each, their broad label, the ability for use both indoors and outdoors, plus their ready-

to-use formats, makes these an ideal choice for technicians who want effective treatments without leaving persistent chemicals in their wake. Put simply, each of the three contains pyrethrum – or as

the labels say, *Chrysanthemum cinerariaefolium* extract from open and mature flowers of *Tanacetum cinerariifolium*, obtained with hydrocarbon solvents.

DUST THEM...

The first is a dust. Pydust Pro, from Deadline Products, comes in a 3kg tub and is a broad spectrum dust suitable for both crawling and flying crawling insects (including wasps), for use both internally and externally. This dust can be applied using a hand-held or motorised duster.

The identical formulation comes from 1env Solutions, called Nemesis Dust, and also comes in a 3kg tub.

FOG THEM...

Pyfog, again from Deadline Products, is a water-based formulation, specifically designed for use in thermal foggers. It is recommended for the control of flying insects, including flies, mosquitoes, moths and wasps in domestic and commercial areas. It comes in a 5l pack.

Matching this, from 1env Solutions, comes PyKill Insect Killer, again in a 5l pack.

SPRAY THEM ...

Finally, and unique to Deadline Products, is Pyspray. Also in a 5l pack, this is an oil-based, ready-to-use formulation for a range of flying and crawling insects in industrial, commercial and domestic premises.

It can be applied to hard porous and non-porous surfaces, but not clothing or bedding, using a sprayer. Alternatively, it can be brushed directly onto a target surface for precision application.



www.1env.co.uk
www.deadlineproducts.com

Snip, stick and block out those rodents

Seen on display at PPC Live, and also covered in the talk by Pestology's Gulliver Hill, was RatTape, a new addition to the rodent proofing tool kit that will shortly become available.

RatTape, from Metex Online, is an extremely sticky and pliable tape that has an embedded stainless-steel mesh. It can easily be cut to size with tinsnips and moulded to the application. The tape adheres well to most building substrates including wood, concrete, brick and PVC and can be over-painted to allow it to blend in.

The tape just needs to be cut to size and stuck in place. The centre of the tape remains sticky and soft to disrupt rodent gnawing. The rolls of tape are lightweight and easy to carry, particularly useful for inner city footmen technicians.



APPROVAL AWARDED FOR RAT BLOCKERS

Also at PPC Live, the Metex team announced that after extensive testing the Nordisk TX11 Rat Blockers have gained WRc Approval – the benchmark within the water industry.

The Nordisk TX11 Rat Blocker went through extensive robust scientific testing to demonstrate it can do what is claimed.

As Metex explained, installers of this blocker can be confident that they have chosen a well-engineered fitting that has been approved by an industry recognised test house and 'buyers can have confidence that they have chosen a quality product'.

www.metexonline.com





Bellinzona City Hall bell tower

Pigeons banished from Swiss bell tower

Ian Smith, managing director of Bird Free, reports on some recent work undertaken in the bell tower of Bellinzona City Hall in Switzerland

The problem concerned 12 pairs of pigeons, nesting and roosting among the wooden beams inside the bell tower of Bellinzona City Hall in the capital of the Swiss region of Ticino.

Working with a Swiss pest control company, Bird Free's proposal to carry out the works was accepted and managing director Ian Smith was asked to supervise the installation.

As birds see ultraviolet light, Bird Free is an effective deterrent, as it appears to them as fire.

Bird Free is supplied in ready-to-use, low profile dishes (8mm high).

Mr Smith says: "The bell tower had suffered from a severe pigeon infestation for many years. The core of the infestation was located in the rafters. Pigeons were nesting in the niches around all four sides, and roosting at night on the diagonal rafters, and on the ledges

which support the rafters. Heavy fouling on the diagonal rafters indicated night roosting

"Firstly, the nests were removed, and the niches were disinfected and closed up to prevent the pigeons from getting inside. The wooden boards with which the niches were blocked and the ledges supporting the rafters were then treated with Bird Free to prevent the pigeons from returning to their nests and to their night roosts."

The top edges of the pillars, and all the other surfaces inside the bell tower, were cleaned and treated with Bird Free to prevent pigeons from day roosting.

The stone parapets around all four sides of the bell tower were cleaned, and the front and rear edges were treated with Bird Free to prevent pigeons from landing on the parapet.

The front and rear edges of the parapets were treated with dishes of Bird Free at 25cm intervals to prevent the pigeons from landing. One dish was fitted to each raised corner of the bases of the pillars.

"The whole installation took four-and-a-half

The bell tower had suffered from a severe pigeon infestation for many years

hours," Mr Smith said. "The next morning, at dawn, I inspected the bell tower together with the boss of the Swiss company. There was no sign of any pigeons – they had abandoned the tower. This was further confirmed a week later, when the tower was again inspected by the client at dawn.

"Pigeons will always return to their roosts before sunset as they cannot fly at night. Their homing instinct is so strong that they will do anything to get back to their roosts. In many cases they will overcome spikes, and will fly into nets.


"That is why pest controllers are always impressed that at Bellinzona, Bird Free stopped the pigeons from returning to their nests/night roosts from the first night, even though the infestation was so severe."

Mr Smith adds that if the job had been done with a net it would probably have required several meetings with the architect to agree on fixings in the structure, and the installation would have taken a couple of days.

TREATMENT

Prior to treatment, all surfaces were thoroughly cleaned and disinfected. Once the surfaces were dry, dishes of Bird Free were fixed with silicone adhesive.

Mr Smith adds: "We estimated that the treatment would require 50 boxes (750 dishes) of Bird Free and 10 tubes of silicone adhesive, and we had contingency for an extra 64 dishes.

"While we estimated 750 dishes (50 boxes x 15), the total used was 705 dishes (47 boxes)." 



The bell tower had suffered from a severe pigeon infestation for many years



The ledges supporting the rafters were treated with Bird Free

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Cofinanciado por:





Rabbit aficionado Simon Whitehead got the day off to an expressive start

ALL PHOTOS: FRANCES MCKIM

insecticides are now to be faced with similar stewardship challenges.

Mr Madge concluded by saying: "Pest control has not yet embraced change."

Back to a more practical topic, feral bees were the subject discussed by Clive Stewart. In addition to being a technician for Alpha Pest Control, based in Stoke-on-Trent, Mr Stewart is an ardent bee enthusiast, so can see both sides of the coin when feral bee problems emerge.

He said, in relation to issues with swarms of bees: "The customer is between a rock and a hard place. The beekeeper says you need pest control. The pest technician says you need the beekeeper." He also highlighted one point many pest controllers may well fail to realise – insurance companies do not recognise bees as pests.

Birds also made an appearance on the agenda as Sean Byrne, of PestFix, discussed how to deter birds with laser technology, while Killgerm's Avril Turner ran through the range of insects birds could introduce.

NPTA takes to the road

Around 60 delegates attended the second NPTA On the Road day, held at Ruddington Golf club, just outside Nottingham. Frances McKim reports

John Hope, technical manager of the National Pest Technicians Association (NPTA), could not have foreseen the significance of his opening comment when he greeted delegates at the second in the planned series of On the Road days.

Describing 2020 as a "pivotal year", Mr Hope was referring to the implications and challenges facing the industry following the withdrawal of Ficam W, the various aspects of the bird licensing review, the ongoing debate in Scotland regarding the use of glue boards and, finally, the latest twists and turns in the rodenticide anticoagulant review.

All of which are major topics, but now something of a side issue, as he could not have foreseen the ravishes now brought about by the

COVID-19 pandemic.

Always a popular speaker at these events, first up was Simon Whitehead of Pakefield Ferrets.

He describes himself as a rabbiting aficionado and his presentation, covering practical trapping techniques, certainly lived up to this!

Pest control has not yet embraced change

ALL CHANGE

Oliver Madge, of Skills Passport, always speaks very convincingly and certainly gets an audience thinking. On his theme of change, he pointed out how the world had changed and will continue to do so. It's not that many years ago when Yellow Pages was the marketing tool. Then came social media, and now, if you don't have your own website, you obviously don't exist! Another example is phones. Remember the mobile brick? Now we all have smartphones.

In the world of pest control, look at the changes in traps, the loss of strychnine, Phostoxin and now Ficam W. Regulations change – and so do consumers' attitudes and environmental concerns. This was all leading to the changes he highlighted in rodenticide regulations, plus the view that



PestFix not only had a stand, but Sean Bryre (right) also spoke

GETTING QUIZZICAL

After lunch, Mr Hope introduced a new angle to these meetings – a quiz. This was conducted in a light-hearted manner and was based on the subject matter from the presentations.

All those who stayed and took part in the quiz secured seven BASIS PROMPT CPD points for the whole day – a significant contribution towards the required annual total of 20 points.

Accompanying the presentations were exhibition stands from a selection of manufacturers and distributors.

Summing up the event, Steve Hallam, the NPTA's chief operating officer, said: "This was a very positive day with a good representation of pest control professionals. There was much to learn, technical knowledge to gain plus an opportunity to acquire CPD points. But, maybe most importantly, it is a chance for everyone to get together, to update their knowledge, to swap stories and to feel involved."

Further On the Road dates in the near future have now all been cancelled due to the COVID-19 crisis. 📌



Richard Moseley (left) and Ken Black manned the Bayer stand



FRUIT FLY MONITORING TRAP & LURE

Fruit Fly Trap is designed to capture fruit flies (*Drosophila melanogaster*) in commercial, residential and industrial premises such as bakeries, groceries, confectioneries, restaurants, domestic premises and similar locations, to locate the source of a **Drosophila infestation** through monitoring the count in the trap. Fruit Fly Trap is designed to lure adult fruit flies, being a perfect tool for mapping infestation levels.

Traps are most effective when placed near breeding sites.
Place behind or under bars, beverage centers, dishwashers, food displays, food preparation areas, and other location where fruits are stored etc.

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Newpharm armed for COVID-19 response

Newpharm, available in the UK through 1 env Solutions, has launched disinfectants with virucidal activity to be used in any environment, as the world deals with the COVID-19 pandemic.

In addition to a complete range of disinfectants to use in different sectors, the company has created application devices for the spraying of products in the environment.

Newpharm says that this guarantees effectiveness without damaging surfaces or materials.

The company says: "Thanks to the collaboration with the main references worldwide in the disinfection sector,

the Newpharm Group has been able to face the emergency by proposing effective solutions against coronavirus during the global pandemic.

"These solutions consist of products which are registered as biocides and devices capable of spraying the registered products in different environments.

"Reliance on registered products not only guarantees the safety of the community, but also ensures high efficiency against an invisible and strong entity."

Newpharm says that its application systems include generators of dry particles for



a maximum distribution of the disinfectant product in the environment without affecting it.

The company adds: "These very fine particles do not ruin materials, but they settle evenly on the surfaces, eliminating the virus.

"Thanks to the combination of effective products and adequate equipment, many companies have

been able to continue their activities without weighing on the already heavily compromised economic situation."

Newpharm offers hand gels, daily-use detergents with disinfectant properties, and strong disinfectants.

● Contact 1 env Solutions for more information on 01702 525 202 or email sales@1env.co.uk.

Key West Pest Control relocates following biggest year of growth

Key West Pest Control has relocated to a new head office, following a successful year of business and the expansion of its existing team.

Reporting an increase in turnover of a third, in the year to February 28, 2020, the Leeds-based company is said to have experienced its biggest year of growth since it was founded in 2013, which has led to the employment of a further specialist team member and the move to a

new, larger headquarters.

Now based at Station Road, Morley, Leeds, the company consists of four full-time specialists, 75 sub-contractors working across the UK and a newly recruited office manager, Claire Oxford.

Sean McLean, chief executive of Key West Pest Control, said that the demand for its services is partly due to a regional increase in commercial pest control and prevention.

He said: "Enquiries and bookings for pest control inspections have increased dramatically, and we've even seen existing commercial contracts expanding due to the increase in pest control issues.

"As a trusted pest control specialist, we felt it was our responsibility to increase our offering to meet the demand, and so have evolved by forming new partnerships and employing an additional team member."

Noting an increase in calls related to falconry bird-scaring services, the company has developed a partnership with South Cave Falconry (SCF), which specialises in using hawks as a bird prevention tactic, work in conservation, and breeds rare birds to release back into the wild, both in the UK and overseas.

As part of this new partnership, 'bird abatement' will now be carried out by Peter O'Brien and Poppy Wilson of SCF, as well as Key West's existing falconers Liam and Jess from Falconry Services.



Key West's Sean McLean, left, and Karl Bradford

ANNE GODFREY TO LEAVE CHARTERED INSTITUTE OF ENVIRONMENTAL HEALTH



The Chartered Institute of Environmental Health (CIEH) chief executive Anne Godfrey is to leave the membership body following four years in the role.

Having joined CIEH in 2016, Ms Godfrey delivered a change programme to restore financial stability and refocus on membership and the profession.

She is leaving CIEH to join supply chain logistics specialist GS1 UK as chief executive and will take up her post in August.

Siraj Choudhury, chair of the CIEH Board of Trustees, said: "The comprehensive transformation of CIEH under Anne's leadership has been remarkable. The organisation was in a financially precarious position when Anne joined us. As a result of her inspirational leadership, we have been able to take staff and members with us through our evolution. Anne leaves CIEH in a far stronger position."

Ms Godfrey said the last four years had been both challenging and rewarding.

She added: "Environmental health is of vital importance to our country and our world, and I am honoured to have worked with so many people who make such a positive contribution to our society."

Web-based pest identification resource

Some readers may be familiar with this resource already, but for those who are not, the information posted on www.pestium.uk is well worth a look.

It claims to be Europe's largest scientific bug site and the information can be accessed not only in English, but also German, Norwegian, Swedish and Danish.

Whole pages of information are included for all the major insect pests, along with rats and pigeons. If a particular pest is not detailed on the home page, a search facility is available to locate further information.



Also detailed is reference to three books: *Pests in House & Home*; *Food Pests*; and *Bites, Stings and Itches*.

DATES for your 2020 diary

SEPTEMBER

30 (to October 1) Pest-Protect 2020
STATION Berlin, Luckenwalder Str, Berlin, Germany
www.pest-protect.eu/en/trade-fair-symposium

OCTOBER

13-16 PestWorld 2020
Gaylord Opryland Resort & Convention Center, Nashville, Tennessee, USA
www.pestworld2020.org

NOVEMBER

1-5 5th International Biocidal Products Congress
Maratim Pine Beach Hotel, İleribaşı Mevkii. 5. Parsel, 07506 Antalya, Turkey
www.biyosidal2020.org/en/

11 PestTech 2020

Arena MK, Stadium Way, Bletchley, Milton Keynes

12 SOFHT Annual Lunch, Lecture & Awards

The Brewery, 52 Chiswell Street, London

18-20 Parasitec 2020

Paris Event Center, 20 Avenue de la Porte de la Villette, 75019 Paris, France
www.parasitec.org/paris/en/

Rentokil records further growth

The 2019 Rentokil annual report detailed a set of excellent results and is suitably bullish, a sentiment soon altered once the impact of the coronavirus pandemic raised its head, as reported within the news section of this issue.

Overall, revenue was up by 8.6% to £2.6 billion with operating profit up by 10.5% to £365.5 million. Pest control remains the number one business sector, accounting for 64% of the business.

Here, revenue was up 10.8% to £1.7bn, with profits up 11.6% to £305.4m.

The full report is accompanied by a shorter 66-page strategic report.

What does make it of value to the *Pest* reader is this is one of the few easily accessible sources of global pest control market information, something which is notoriously difficult to locate.

There is a useful analysis on the global growth drivers for



pest control, details on market statistics, competitors operating within these markets and which markets are emerging.

Both reports are available in the *Pest* Library.

CRRU ACHIEVEMENTS FOR 2019 REPORTED

The fourth annual report from the Campaign for Responsible Rodenticide Use (CRRU) was published in early March.

This 24-page report covers the extensive work undertaken by CRRU during the second year in which all of the provisions of the regime have been fully implemented.

During 2019, the UK Rodenticide Stewardship Regime, based on a delivery structure of six work groups, consolidated those components of the regime that had been previously introduced and considered by the Government Oversight Group (GOG) to be fit for purpose (GOG, 2019).

The report provides evidence of the CRRU's stewardship efforts, and their outcomes.

Some useful statistics are presented:

for example, more than 23,000 pest control technicians, gamekeepers and farmers have completed approved training courses and become certified as competent users.

Also, nearly 1,300 premises selling stewardship-label, professional-use only rodenticides have undergone independent BASIS point-of-sale audits.

Download a copy from the *Pest* Library.



There is still time to nominate your best products



The window is still open for you to nominate in the *Pest* Best Product Awards 2020.

Products launched between January 1, 2019 and August 28, 2020, are eligible and you can nominate as many products as you want.

While many products have been launched on to the market in this window, what we are looking for is the product that you feel has made the most improvement in your working life/working practices as a pest professional.

You can email your nominations to elle@lewisbusinessmedia.co.uk.

Please type *Pest - Best Product Award* in the subject line and be sure to include your name, your company/organisation's name, and the products you would like to nominate.

You can also nominate on the *Pest* website, www.pestmagazine.co.uk.

Pest Test 68

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**. The answers to the following six questions can be found in articles in this issue of *Pest*. See if you can answer them all in one sitting and without referring back to the articles.

Send completed questions to **Pest Test Results**, PO Box 35, Robertsbridge, East Sussex, TN32 5WN; or email, with the subject 'Pest Test Results' to: pest@c-cms.com.

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

Tick the box of the correct answer

Question 1:

Urban rodent expert Dr Bobby Corrigan works in which American city?

- a) Los Angeles b) Chicago
c) New York d) Detroit

Question 2:

What is the first thing Dr Corrigan thinks about when he starts looking for mice activity inside a building?

- a) Where there is protection b) Where there is water
c) Where there is company d) Where there is warmth

Question 3:

How small a gap does Dr Corrigan say is needed for a house mouse to get through?

- a) 4mm b) 6mm c) 8mm d) 10mm

Question 4:

How many rats did the University of Richmond train to drive?

- a) 7 b) 13
c) 17 d) 23

Question 5:

What anniversary is BASIS PROMPT celebrating in 2020?

- a) 10th b) 15th c) 25th d) 20th

Question 6:

How many technicians are members of the British Pest Control Association?

- a) 3,000 b) 3,250 c) 3,750 d) 4,000

NAME:.....

ORGANISATION:.....

TEL:.....

EMAIL:.....

PROMPT account number: 200.....

BASIS PROMPT set to launch online training portal

BASIS PROMPT is putting the final touches to an online training portal as part of its work to help members who want to continue their CPD during the coronavirus pandemic.

The organisation says it is currently finalising the signing-in process and is reviewing many hours' worth of possible online content for the portal, which is expected to be made available to members in the next few weeks.

PROMPT assesses and allocates points to around 900 conferences, seminars and training events every year, which members can attend in order to work towards the 20 CPD points they need in order to retain their membership for the next year.

All events have been cancelled for the foreseeable future due to the lockdown and, although PROMPT allocates points for reading *Pest* magazine and a number of online resources, the portal will give members the ability to undertake even more professionally approved training without having to leave the house.



Michele Williams, professional register manager for BASIS PROMPT, says the organisation was due to launch the portal later in the year, but has brought its plans forward because of the effect the coronavirus outbreak restrictions are having on the industry.

She says: "We had already started to prepare to roll out an online training facility but we have greatly accelerated our work in this area and are thrilled to say that we are just weeks away from launching it."

"The outbreak has had a huge effect on training providers, and we have been contacted by a great many who have switched to online technology."

PROMPT
Register

REGISTERING EXCELLENCE IN PEST MANAGEMENT

Collecting PROMPT CPD?

If you are collecting continuing professional development (CPD) points as member of BASIS PROMPT, then the number you need to claim the two points for reading *Pest* magazine throughout 2020 is:

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