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AFTER
DAY ONE
OF
PESTEX



**VISIT****pestex.org****EMAIL****events@bpca.org.uk****CONNECT****#PestEx2019**

"PestEx is a commitment to your continuing professional development and growth as a professional."

Welcome to PestEx 2019! Whether you have travelled from near or far I hope you will have a productive time with us.

Some of you will be seasoned PestEx attendees and will know what to expect. I hope, for you, that there will be exciting new things to see, talks to attend and people to meet. If you're a PestEx first timer, like me, then the only advice I can give is this: make the most of it!

The theme this year is about making meaningful connections. Whether that is about meeting new people, learning new things, keeping up-to-date with legislation changes or finding new products, I trust that those connections make a positive impact on your life and business.

PestEx is a commitment to your continuing professional development and growth as a professional. PestEx exists because the sector is so passionate about its trade we want to keep improving.

Be open to new ways of doing things. Be challenged. Just because you've always done something one particular way, doesn't mean there isn't a new approach to be found.

Pest management has never been afraid of innovation and using the latest technology to help protect public health. The exhibitors represent the latest and greatest products and services available to the professionals in our sector.

Without these exhibitors, PestEx wouldn't exist. (Thank you, exhibitors, for all your support.) Please spend time with them as their investment makes it possible for us to get the sector together in such an exciting way.

PestEx 2019 is BPCA's first attempt at organising the show in-house.

I'd like to give a huge 'thank you' to the BPCA team that made this event possible. As it's our first time doing everything, we'd appreciate any feedback so we can continue to improve and deliver the show.

For this year only, we have incorporated the British Pest Management Awards within PestEx, with a separate Afterparty at Giant Robot, Canary Wharf, during Wednesday evening. I hope that you can join us at both the awards ceremony at 4.00pm and the Afterparty from 6.30pm, and help us give congratulations to all our entrants, those shortlisted and the winners once they have been announced. Tickets can be bought from the organiser's office.

Finally, thank you for attending. Without you, there would be no point in us putting this event on and we hope to see you again at PPC Live on 11 March 2020 in Harrogate. And in no time at all, it'll be time to announce PestEx 2021!

But, for now, very best wishes for a successful PestEx 2019.

IAN ANDREW

BPCA Chief Executive

ian@bpca.org.uk



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CONNECT

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DAY ONE: Wednesday 20 March

TECHNICAL THEATRE

Sponsored by **BASF**
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10:00 **CAN WE STEM THE TIDE? INVASIVE
NON-NATIVE SPECIES**
Niall Moore, Non-Native Species Secretariat

11:00 **COCKROACH FORAGING
BEHAVIOUR AND BIOLOGY**
Steve Broadbent, Ensyssex

12:00 **RODENT CONTROL CHALLENGES
AND SOLUTIONS**
Sharon Hughes, BASF

13:00 **BED BUGS - NEW FINDINGS ON HOW TO
DETECT AN UNWANTED SLEEPING PARTNER**
Dr Jette Knudsen, Nattaro Labs AB

14:00 **10 YEARS OF RAT AND MOUSE
CONTROL PROCEDURES**
Paul Charlson, National Pest
Advisory Panel (NPAP), CIEH

15:00 **PROTECTING JERSEY FROM
ASIAN HORNETS**
Bob Hogg, Absolute Pest Control and
Jersey Beekeepers' Association

16:00 **BRITISH PEST MANAGEMENT
AWARDS CEREMONY**

BUSINESS THEATRE

Sponsored by **BPCA BusinessShield**

SITE-SPECIFIC PEST RISK ASSESSMENTS
John Lloyd, Independent Pest
Management and Insect Consultancy **10:00**

WHEN IT GOES WRONG
Martin Ball, Wildlife Incident
Investigation Scheme **11:15**

**RODENT RISKS: CLOSURE AND
PROSECUTION STORIES**
Dr Belinda Stuart-Moonlight, Chartered
Environmental Health practitioner and
expert witness, Moonlight Environmental **12:15**

**HOW TO HACK SMART
HOMES AND BUSINESS**
Tony Gee, Pen Test Partners **13:15**

USE THE LAW TO SELL YOUR SERVICES
Paul Westgate, Westgate Pest Control **14:15**

**SHOULD I GIVE UP, OR JUST KEEP
ON CHASING PAYMENTS?** **15:15**
Peter Wallwork, The Credit Services Association

18:30 TO LATE > BPMA AND PESTEX AFTERPARTY Giant Robot, Canary Wharf



DAY TWO: Thursday 21 March

TECHNICAL THEATRE

Sponsored by **BASF**
We create chemistry

BUSINESS THEATRE

Sponsored by **BPCA BusinessShield**

10:00	ACQUISITION, INCUBATION AND TRANSFER OF BACTERIA BY HOUSEHOLD INSECTS Dr Matthew Davies, Killgerm Federica Boiocchi, Aston University	OUR TERMS AND CONDITIONS APPLY...MAYBE? David Quinton, Which?	10:15
11:15	BUILDING GREAT PEST MANAGEMENT PROGRAMMES Richard Moseley, Bayer	DON'T GET CAUGHT IN THE GDPR TRAP! Louise Coldwell, Killgerm	11:15
12:15	A WORLD WITHOUT PESTICIDES Alex Wade, Pelgar International	SITE-SPECIFIC VERSUS GENERAL RISK ASSESSMENTS Barry Nicol, Stallard Kane and BPCA BusinessShield	12:15
13:30	AIB INTERNATIONAL: THE FIRST 100 YEARS Jeff Wilson, VP Operations, Europe, Africa, Asia, AIB International	REPUTATION MANAGEMENT - PREPARING FOR THE UNEXPECTED Jane Shepherd MCIPR, Shepherd PR	13:15
14:30	EXPECTATIONS FROM PEST MONITORING IN FOOD MANUFACTURING Ferenc Varga, Food Safety Manager, Nestlé	BPCA OPEN FORUM The BPCA team, chaired by Ian Andrew, Chief Exec, BPCA	14:15
15:15	WINNING BIG: SLAs AND TENDERING Kevin Higgins, BPCA Dee Ward-Thompson, BPCA Robert Harris, Harris Associates		

CONNECT #PestEx2019

The seminars: Wednesday 20 March

The PestEx 2019 seminar schedule packs in illustrious speakers from across the sector. Delivered by industry experts, we've called in favours from all our friends to make sure you leave PestEx that little bit better informed. All seminars are completely free and open to everyone. We've managed to pack out the full two-day schedule with business and technical talks, specifically designed to help you be a better pest controller or grow your pest management business.

“

The seminar schedule on its own is worth the trip. I encourage leaders and front-line guys to take the time to update your knowledge. Best practice, labels and products all change. Professionals need to stay on the right side of the law and a step ahead of the competition. ”

DEE WARD-THOMPSON
BPCA TECHNICAL MANAGER

CPD POINTS AVAILABLE

**1 CPD point each seminar
(max 12 points over two days)**

10:00 - 10:45

Can we stem the tide? Invasive non-native species



Niall Moore, Chief Non-Native Species Officer (England), Non-Native Species Secretariat

Although invasive non-native species have been introduced to Britain by man for thousands of years, the rate of introductions and their impact is steadily rising.

We now have ~2,000 non-native species established in Great Britain with 10-12 more

being added each year. The government is leading the way in Europe on tackling the problem - primarily by attempting to tackle pathways of introduction, preventing species (eg Asian hornet) from establishing by rapidly responding to verified reports and by eradicating or containing species that are already here.

Pest management professionals need constant vigilance to ensure we detect new species early enough to respond appropriately.

11:00 - 11:45

Cockroach foraging behaviour and biology



Steve Broadbent, Regional Director for Australia, Ensystex

This talk reviews recent scientific studies of cockroach behavioural responses when feeding and foraging, to enable professional pest managers to optimise their control programmes.

Control of cockroaches using the fundamental elements of IPM (inspection-guided baiting) has been proven to significantly reduce cockroach populations, but correct placement and a sound understanding of cockroach foraging behaviour are paramount for success. Understanding how cockroaches adapt and behave allows us to improve bait placement techniques.

While the horizontal transfer of bait

active from one cockroach to another is generally considered to play an important role in cockroach management, its relative importance in overall cockroach mortality is often misunderstood.

Steve has more than 40 years of industry experience, having commenced his career as a government Research Entomologist in the United Kingdom, before moving to Australia. He has authored many peer-reviewed scientific papers, contributed technical book chapters and magazine articles and consulted on pest management issues for many major projects including the Australian Olympics Village, Turtle Sanctuaries in Malaysia, and with the National Parks and Wildlife Service and Charles Darwin Foundation in the World Heritage Galapagos Islands. He has also authored a best-selling book, Your Sacred Path.

12:00 - 12:45

Rodent control - challenges and solutions



Sharon Hughes, Global Technical Marketing Manager, BASF

With current rodent control challenges facing pest controllers, one of the essential areas of knowledge is an understanding of rodent behaviour. This talk will provide an overview of aspects of rat behaviour that are important to consider for effective control.

Changing regulatory requirements, increasing occurrences of anticoagulant resistance, concerns regarding the environmental impact of rodent control and competition from palatable competitor foods are all issues pest controllers face on a daily basis.

Sharon Hughes will explore these issues and tell us about some of the innovations BASF have developed to provide solutions to help overcome these challenges.

13:00 - 13:45

Bed bugs - new findings on how to detect an unwanted sleeping partner



Dr Jette Knudsen, Nattaro Labs, Sweden

Bed bugs are rated as the most difficult pest to get rid of by professional pest controllers. Bed bugs usually only leave their concealed, safe harbourages during feeding. This cryptic way of living in combination with a lack of an immediate bite reaction in many human hosts makes early detection difficult.

Within 10 weeks, under optimal conditions, a bed bug population founded by a single mated female may go from linear to exponential growth. Thus, it is of utmost importance to detect an infestation as early as possible.

Dr Knudsen's knowledge about bed bug biology and behaviour together with many

years of research in chemical ecology, have led to new possibilities to detect bed bugs. By using a lure that mimics the scent of a bed bug harbourage it is possible to attract females and males as well as all stages of bed bug nymphs.

After earning her PhD she worked as a researcher at the Danish Environmental Research Institute (1993-1995), followed by a postdoc at Aarhus University, positioned in Ecuador (1996-1997). After that she served as associate professor in chemical ecology at Gothenburg University (1998-2003) and then continued her work in the Pheromone group, Lund University, Sweden (2005-2012). Her interest in the chemical ecology of bed bugs was raised during fieldwork in Kenya in 2006. Since 2013 she has worked with the biology and chemical ecology of bed bugs at Nattaro Labs, Sweden.

14:00 - 14:45

10 years of rat and mouse control procedures



Paul Charlson, NPAP Secretary, National Pest Advisory Panel (NPAP), CIEH

There have been significant changes implemented through the UK Rodenticide Stewardship Regime, and the Rat and Mouse Control Procedures Manual has been rewritten and updated. It builds on the exemplary work of the Campaign for Responsible Rodenticide Use (CRRU) by providing detail on the controls required when

carrying out rat and mouse treatments. The presentation will provide an overview of the work of NPAP and provide insight into the content of the updated NPAP manual.

Paul Charlson is currently the Secretary of the Chartered Institute of Environmental Health National Pest Advisory Panel (NPAP). In 2009, NPAP released a Rat and Mouse Control Procedures Manual, which was the first of several documents produced by NPAP that aimed to provide advice to the industry on different pest species.

16:00 - 17:00

British Pest Management Awards



The BPMAs are back - bigger and better than before.

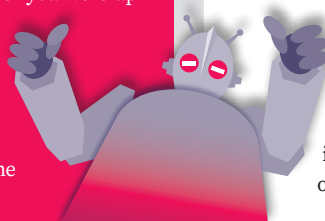
Everyone's welcome to help us celebrate the difference individuals and companies can make to public health, food safety, environmental sustainability and economic significance through pest management.

18:30 - LATE

GIANT ROBOT, CANARY WHARF

The BPMA and PestEx Afterparty

Celebrate pest management at the PestEx and BPMA aftershow party! Join us at the Giant Robot rooftop. Whether you were up for an award or just want to unwind after a busy day, join us for the biggest pest party in town. Spaces are limited at this ticketed event, so get your tickets at the organiser's office.



15:00 - 15:45

Protecting Jersey from Asian hornets



Bob Hogg, Absolute Pest Control and Jersey Beekeepers' Association

Bob will look at the progression of *Vespa velutina nigrithorax* across Europe and

Jersey's attempts to slow its progress, the methods used to find the nests and what's involved in organising against this serious predator of honey bees and other pollinators.

Bob will consider the types of nest likely to be found at different times of year and ways to destroy or remove them, the protection and equipment that is used.

With help from pest controllers, Bob has been developing techniques to remove nests alive and kill the hornets without the use of pesticides so that they are available for research and education and why live removal is the only option in some situations.

This talk is for:

- Anyone interested in the biology, behaviour and identification of Asian hornets
- Pest controllers or companies who are serious about preventing the spread of invasive species
- Anyone who wants to be entertained by the incredibly charismatic Mr Hogg and his adventures.

From a standing start in July 2017 Bob has become an accidental expert on the Asian hornet *Vespa velutina* and is one of the few people stupid enough to have kept them as pets. He is a former President of the Jersey Beekeepers' Association and while he has done many things in his life, he is happy to admit to having few talents. He is, he says, "like a duck: always dabbling with his bum in the air and is a little quackers."

His first pet was a wasp, which he describes as a short-lived relationship which ended painfully for both parties. This hasn't stopped him from being interested in all the things that others would prefer to avoid.

The seminars: Wednesday 20 March

10:00 - 11:00

Site-specific pest risk assessments



John Lloyd, Technical Consultant and Company Entomologist, Independent Pest Management and Insect Consultancy

Site-specific pest risk assessments (SSPRAs) are frequently overlooked by contractors, but they are essential for any Integrated Pest Management programme.

SSPRAs provide a way to assess which pests are likely to occur, highlight potential risks presented by pests and they help reduce the risk of pest incidents occurring. SSPRAs also help you implement appropriate pest monitoring and control measures and therefore set the blueprint for your IPM programme.

Whatever your site, and whatever your pests, implementing SSPRAs will help you manage your sites (and your clients) successfully. Find out how in this insightful talk by consultant, entomologist and popular PPC writer, John Lloyd.

11.15 - 12:00

When it goes wrong



Martin Ball, Wildlife Incident Investigation Scheme (WIIS)

The talk will focus on the Wildlife Incident Investigation Scheme (WIIS) which makes

enquiries into the death or illness of wildlife, pets and beneficial invertebrates that may have resulted from pesticide poisoning. It will cover some key areas of rodent control and feral bee control where operational weaknesses and potential legal breaches have been identified from WIIS investigations, and highlight the sort of documentary information that would be expected to be available to demonstrate that a suitable pest control operation had been carried out. Enforcement expectations will be covered, and images shown of poor practice.

Martin Ball is an Inspector of Health and Safety working in the enforcement team of the Chemicals Regulation Division (CRD), which is part of the Health and Safety Executive (HSE).

12:15 - 13:00

Rodent risks: closure and prosecution stories



Dr Belinda Stuart-Moonlight, Chartered Environmental Health Practitioner, Managing Director Moonlight Environmental

Google 'rodent risks to health' and you would be forgiven for imagining your health was in mortal danger if you were exposed to a mouse or rat. Contrast this with another question: how many outbreaks of foodborne diseases are you aware of caused by infested food premises?

Infestations are a major cause of food business closure where an enforcer considers there is 'an imminent risk to health'. This presentation aims to provide a balanced overview of some of the microbiological risks, imminent or otherwise, of harm to human health from rodents. Such risks not necessarily being the same for rats and mice.

Belinda acted as an expert witness in the recent Croydon v Poundworld case. Here, a store had a significant mouse infestation and the evidence examined at trial along with the judgement provide a landmark insight into how risks are translated into fines at sentencing. Pest control operatives and managers will benefit from an understanding of how the risk of harm to human health is assessed by enforcers and ultimately the Courts.

Dr Belinda Stuart-Moonlight, Managing Director Moonlight Environmental, is a chartered environmental health practitioner and expert witness. She started out as an EHO before carrying out disease risk research at King's College, University of London. She currently undertakes consultancy, auditing and training but more than half of her work is as an expert witness in the fields of infectious intestinal disease, food and health and safety. She examines risks and their control. She has worked on notable rodent infestation cases and regularly appears on BBC Watchdog and radio talking about microbiological risk.

13:15 - 14:00

How to hack smart homes and business



Tony Gee, Associate Partner and Speaker, Pen Test Partners

With the advent of smart technology ever more pervasive are we at risk of our

homes and businesses hacking us? Join us as we show how the Internet of Things is bringing attackers inside our houses spying on our CCTV, hacking our kettles and stealing our stuff. Watch as we demonstrate how easy it is to hack common devices such as your children's doll, your smart padlock or... your connected sex toy.

Although this talk will focus on devices typically used at home, the same flaws are in your smart devices, SCADA networks and corporate devices you use to manage your business.

Tony speaks the world over at technology events highlighting key risks with the Internet of Things (IoT), automotive and maritime and key payment systems. Tony is able to illustrate and demonstrate critical issues in these systems in a way the audiences of all levels can understand. He has spoken at PCI events in Europe and Asia, at the SC Congress in London, technical conferences such as BSides and many other partner events, including speaking at the US Congress and the European Parliament.

Tony has over 13 years of security experience, he has worked both as an internal blue team consultant within the finance industry and for the technology partner for the world leading Oyster card system and more latterly as an external security tester and auditor.

BUSINESS THEATRE

Sponsored by  **BusinessShield**

14:15 - 15:00

Use the law to sell your services



Paul Westgate, BPCA Trainer and Managing Director of Westgate Pest Control

As pest controllers, we are impacted on a daily basis by numerous rules and regulations which seem only to exist to make our lives harder. Paul Westgate, MD of Westgate Pest Control takes a glass half full look at some of these to see how they can be of benefit to those working in pest control and considers whether we are looking at these rules and regulations in the wrong way. Perhaps we could use them to our advantage, to help our business and people to develop. By improving your knowledge of the fundamentals of cockroach baiting and understanding the science of bait formulation, as it relates to cockroach behavioural responses, you can gain an edge on your competition with quicker, longer-lasting results.

15:15 - 16:00

Should I give up, or just keep on chasing payments?



Peter Wallwork, The Credit Services Association

Recovering debt. Most pest management companies, no matter the size, are bound to learn something from this seminar focusing on the fine art of recovering monies owed. Peter, CEO of The Credit Services Association, shares advice on how to effectively manage escalation of chasing debt and what trigger signs and scenarios to look out for. Peter will also present guidance on how to select a debt collection agency most relevant to your needs.

 **POINTS AVAILABLE**

1 CPD point each seminar (max 12 points over two days)

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The seminars: Thursday 21 March

10:00 - 11:00

Acquisition, incubation and transfer of bacteria by household insects



Dr Matthew Davies, Killgerm
Federica Boiocchi, Aston University, Birmingham

Federica Boiocchi is a second-year PhD student in biomedical sciences at Aston University, Birmingham. Her project is



supported by Aston University and Killgerm Chemicals. The aim of her research is to explore the diversity and distribution of indoor arthropod communities and evaluate the microbiological risks related to arthropod presence in the household environment.

She is particularly interested in all arthropods that enter homes and bacteria that they may carry. Dr Matthew Davies and Federica will team up to talk about the new research and tell you how the findings apply to your daily practice as pest management professionals.

12:15 - 13:15

A world without pesticides



Alex Wade, Technical Manager, Pelgar International

We've all seen products available to pest managers become more and more restricted,

with favourite products getting significant label restrictions or disappearing from suppliers' shelves completely.

This talk speculates on how the world might look without pesticides. Alex will look at how historical pesticide restrictions have affected the human population, and how modern restrictions around the world have affected pest management.

This talk is for:

- Anyone interested in the future of public health pesticides
- Anyone with a keen interest in pest management history and international pest management practices.

11:15 - 12:00

Building great pest management programmes



Richard Moseley, National Account and Technical Manager, Bayer CropScience

In the first large-scale piece of research of its kind, Bayer and the British Retail

Consortium have sought honest opinions from professionals within the food manufacturing industry, to understand the different requirements from both pest control officers and food safety managers.

Bayer and BRC conducted five detailed qualitative interviews with technical managers of large pest management companies in the USA and UK to map the stages of their working relationship. They then interviewed 200 pest technicians and online surveyed 200 quality assurance and food safety managers (FSMs).

We'll catch up with Richard to see what new information there is. His talk will feature practical, well-researched pest management tips for company owners and technicians.

PREPARATION IS KEY

Make sure you've taken a minute to go through the exhibitors list and seminar schedule so you can choose who and what you want to see.

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NORDISK INNOVATION

TECHNICAL THEATRE

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We create chemistry

13:30 - 14:15

AIB International: the first 100 years



Jeff Wilson, VP Operations, Europe, Africa, Asia, AIB International

AIB International has empowered the global food industry to elevate food safety since 1919, and this year sees the special centenary celebration. Jeff will be taking us on an amazing

journey, detailing how instrumental AIB has been in growing food safety and hygiene standards and providing trusted solutions over the last 100 years.

Jeff Wilson is experienced in technical, quality, production, and health and safety management and possesses lead auditor qualifications, with a 25 year career over a range of blue-chip businesses in the food sector.

“I'd say for anybody looking to develop in the pest management industry, whether that be professionally or commercially, this show is unmissable.”

CHRIS CAGIENARD,
PESTEX ATTENDEE

14:30 - 15:15

Expectations from pest monitoring in food manufacturing



Ferenc Varga, Food Safety Manager, Nestlé

Most food manufacturers, in the UK at least, contract out their pest management activities.

Some maintain a certain level of pest management expertise in house, others less so. Whatever the case, there are some pre-requisite expectations of the monitoring component of the service provided from the contractor. Central

to all of the monitoring activities is that pest trending is much more than a lagging indicator, it is the driver of corrective actions leading ultimately to a pest-free manufacturing facility. Efficient IPM depends highly on whether the data itself effectively reflects the existing pest risk status – hence the data should have been derived from a comprehensive site risk assessment leading to a sufficient number of appropriately placed pest monitoring devices.

“Shows like PestEx are great for business. I'm looking forward to having the industry under one roof so I can connect and catch up with existing contacts, as well as make a few new ones.”

IAN ANDREW,
BPCA CHIEF EXECUTIVE

15:30 - 16:00

Winning big: SLAs and tendering



Kevin Higgins, BPCA; Dee Ward-Thompson, BPCA; Robert Harris, Harris Associates

Ever wanted to know what people look for in tenders? Do you qualify for this work?

Can SMEs bid for a tender? Kevin and Dee have supported hundreds of pest management companies with their Service Level Agreements (SLAs) and with tenders. This presentation

will guide you through the tendering process, give you tips on what they are looking for and outline some of the pitfalls.

Kevin and Dee will be giving a sneak peek of a huge project they've been working on regarding the future of how end-users might approach the pest management tendering process.

This talk is for:

- Companies of any size that want to start bidding on tenders to learn about the process
- Companies already bidding for tenders to win more
- Anyone who wants to better understand how SLAs work and how to put them together
- End-users thinking about what should be in their pest control specification documents.

ON YOUR FEET... ...LOSE YOUR SEAT!

The seminars are always really popular, so make sure you plan in advance which talks you want to get to and get there early enough to bag a seat - don't get caught out as our seminars are delivered over headsets, so spaces are limited.

CPD POINTS AVAILABLE

**1 CPD point each seminar
(max 12 points over two days)**

The seminars: Thursday 21 March

BUSINESS THEATRE

Sponsored by  **BusinessShield**

10:15 - 11:00

Our terms and conditions apply... maybe?



David Quinton, Which?

Since the introduction of the Consumer Rights Act, businesses should have reviewed their terms and conditions, 'the small print' that they make

domestic customers sign up to. A general test of fairness should have been applied to terms but far too many businesses have not done that and are using unfair Ts and Cs that are illegal and have a detrimental effect on the reputation of the business as well as potentially fuelling complaints.

All too often businesses are found to be using unfair terms that can be illegal and off-putting for the customer. Since 2015 it has got harder to know what you can and can't make your customers agree to. Get it wrong and you can find your contracts worthless and you could find yourself caught in a trap with the authorities and lawyers. Find out more on what the biggest common mistakes are during this session.

Dave has worked in trading standards for over 40 years. He has enforced a wide range of consumer protection legislation dealing with rogue traders and dodgy business practices along the way while also advising businesses on a range of compliance issues.

Five years ago he helped set up Which? Trusted Traders, an endorsement scheme designed to put consumers in touch with reliable and responsible businesses. The scheme assesses traders to a high standard before they can carry the Which? branding and now has over 8,000 members.

COULDN'T GET A SEAT?

Don't worry - our seminars are all being recorded, and in May they will be available via the BPCA website to Affiliates (free sign-up, see www.bPCA.org.uk/affiliate).

11:15 - 12:00

Don't get caught in the GDPR trap!



Louise Coldwell, Killgerm

Let's make sure the only things getting caught in traps are the pests! Louise will give a simplified

overview of GDPR and outline the implications for your business, helping you stay better protected.

12:15 - 13:00

Site-specific versus general risk assessments



Barry Nicol, Stallard Kane and BPCA BusinessShield

It's time to cut through the red tape and keep health and safety simple,

while ensuring compliance.

Join Barry from BPCA BusinessShield as he discusses the process of risk assessments and when you should look at site specific documents compared to general ones. This interactive session will give you some essential knowledge to take away which you can implement in your business immediately and which will help save you time in the process.

14:15 - 15:00

BPCA open forum



The BPCA team, chaired by Ian Andrew, Chief Exec, BPCA

We'll be packing the business seminar room with BPCA

Staff members so you can ask questions and get the practical advice you need to maximise the value of your membership.

13:15 - 14:00

Reputation management - preparing for the unexpected



Jane Shepherd MCIPR, PR Director, Shepherd PR

A crisis in your business can not only affect your commercial performance, it can also lead to long-lasting reputational

damage. In this session delegates will learn about the importance of dealing with the media effectively if and when things go wrong, and how to minimise the negative impact of a crisis through effective and controlled communications. They will also learn how to build a business continuity plan, set up a crisis team and the need to rehearse and manage social media engagement to stay on message.

As well as a career in PR stemming more than 15 years, Jane draws on previous experience gained in her role as a Media Operations Officer in the Royal Air Force - handling news stories at a national and international level - as well as a media trainer for organisations including the Environment Agency and the Nuclear Accident Response Organisation.

CPD POINTS AVAILABLE

**1 CPD point each seminar
(max 12 points over two days)**

We'll have staff available from the training, events, marketing, technical and membership teams, so between them they'll be able to give you practical advice for growing your business and getting the very most out of your membership benefits.

This seminar is for BPCA members in any membership category or anyone interested in becoming one in the future.

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Being part of the British Pest Control Association shows the world your company is serious about pest control.

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The advantages of BPCA are clear. Not only can we be assured that we are meeting the high standards that our customers expect and deserve, we are also entitled to technical support, business guidance, help with documentation and legislation, discounts and marketing.

**PAUL BATES, MANAGING DIRECTOR
CLEANKILL ENVIRONMENTAL SERVICES**

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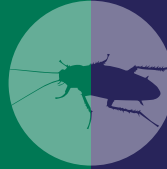
So you have successfully achieved the RSPH Level 2 Award in Pest Management, you have some experience and you are now wondering what's next. A widely recognised and admired qualification within the pest control industry.

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BRITISH Pest Management AWARDS 2019



Shortlist

With significantly more nominations, plus new awards, the second ever British Pest Management Awards (BPMAs) is taking a seat at PestEx 2019.

Back by popular demand, the British Pest Management Awards 2019 is a huge celebration of the excellent job the pest management sector does to protect public health.

The awards ceremony will take place at the end of day one of PestEx, the pest management show, at London ExCeL. You're all invited to the Technical Theatre at the end of the day to see the ceremony take place.

The celebrations will then move on to Giant Robot on Canary Wharf with the ticketed Afterparty. We'll be hopping on the DLR and grabbing a drink and some food, and congratulating our winners (more details on the Afterparty on page 2).

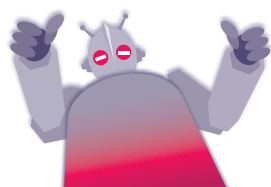
Kevin Higgins, Chair of the BPMA judging panel, said: "Congratulations to all the shortlisted companies and individuals. It really was a mammoth task going through so many applications and narrowing down to this short list.

"Just getting this far through the process is an achievement, so I hope you'll all celebrate your achievement, whether it's with us at the BPMA Afterparty, or with your colleagues.

"Thank you again to our judging panel. Their hard work and integrity make the BPMAs possible."

WATCH THE AWARDS CEREMONY

You can join us for the awards ceremony at the end of day one of PestEx.



JOIN IN WITH THE CELEBRATIONS

The PestEx and BPMA Afterparty is open to everyone. Get your ticket now from the organiser's office.

COMMUNITY INITIATIVE OF THE YEAR

- The Tree Bee Society
- Nottingham Pest Control
- Contego Environmental Services

INNOVATION OF THE YEAR

- PestPro Bird Solutions Limited
- NBC Environmental Limited
- Action Force Environmental

TEAM OF THE YEAR

- Lancaster City Council Unbugged
- Cleankill Pest Control
- NBC Environment Limited, Northern Team
- Rokill Pest Control Services

UNSUNG HERO

- Paula Kearn, Deadline Products/Rentokil-Initial
- Adam Obee, ARK Pest Control Limited
- Ken Vigar, Safeguard Pest Control & Environmental Services Limited
- Paul Bates, Cleankill Pest Control

YOUNG TECHNICIAN OF THE YEAR

- Sam Sharpe, Environmental Pest Control
- Lewis Clarke, Dealey Pest Control
- George Rickwood, Rokill Pest Control Services
- Oliver Roe, Cleankill Pest Control

LOCAL AUTHORITY OF THE YEAR

- Manchester City Council Pest Control Service
- London Network for Pest Solutions
- Lancaster City Council, Unbugged

SOLE TRADER OF THE YEAR

- Stevan Bevan
- Jon Wilkins, The Pest Detective
- Phil Martin, PGM & Son Pest Control
- Louise Chapman, The Lady Mole Catcher

SMALL COMPANY OF THE YEAR

- Tactical Environmental Services
- Lancashire Bird Control Limited
- Thermokil Insect Control Services Limited
- Abate Limited
- Sun Pest Control
- CSS

COMPANY OF THE YEAR

- Pest Solutions (RCA Pest Services Limited)
- Cleankill Pest Control
- Rokill (Service team)
- Safeguard Pest Control & Environmental Services Ltd
- Contego Environmental Services

LIFETIME ACHIEVEMENT OF THE YEAR

- Dr Jonathan Wade (winner)

CATEGORIES NOT AWARDED

Collectively the judging panel felt that nominations shortlisted for Technician of the Year, Del Norton (Fumigation) and Marketing Campaign of the Year were not of sufficient quality (with enough evidence) to merit being awarded.



WHO'S ON THE JUDGING PANEL?

Anne Godfrey
NPAP CIEH

Steve Hallam
NPTA

Kevin Higgins
Chair, BPCA

Frances McKim
Editor, Pest magazine

Henry Mott
CEPA

Community Initiative of the Year

THE TREE BEE SOCIETY



Each year, the Tree Bee Society works tirelessly to educate both members of the public and those in pest/facilities management on the plight of bees, their importance as pollinators and alternatives to treating and killing colonies of bees.

The Tree Bee Society works alongside the pest control industry, offering their removal and rehome service

as an alternative to customers who end up sharing their properties with either bumble or honeybees. By operating their service countrywide, the Tree Bee Society has been able to change attitudes and help provide information to members of the public who otherwise were ignorant to the importance of pollinators. A third of the food that we consume is pollination dependent and pollinators contribute a massive £400 million a year to our economy based on pollination services alone.

Along with the British Pest Control Association (BPCA), the Tree Bee Society helped to set up BeeWise – a panel of like minded individuals from across the pest control industry (including those from NGOs and government departments) who are looking to influence and change how all bees are viewed by members of the public who have found themselves living with a species of bee in their property. By providing pest technicians with the correct information and proper training, they are able to



inform their customers on why bees are not a pest species and are instead highly beneficial insects.

NOTTINGHAM PEST CONTROL



Nottingham Pest Control (NPC) technician, Stephen Mann, caught a homing pigeon a long way from home. While working on a routine pigeon trapping

programme at a contract in West Bridgford, Nottingham, Stephen was surprised to find a racing pigeon in his trap.

Stephen explains: "Having caught the pigeon, I contacted the owner to notify him that one of his racing pigeons had been caught in my trap, and was close to being dispatched. Luckily, I saw the tags, and was

delighted to be able to reunite Malcolm with his bird."

The owner commented, saying, "I was chuffed to be contacted by Stephen as this year alone I have lost over 30 pigeons and Stephen was the first person to notify me a bird had been found."

He added; "It's not that I lose birds all the time, at the minute I am training

a new flock of 10 pigeons, which were released in the Leicester area and meant to be flying back to Selby a few days previously. Pest control officers and stray pigeons are not a natural fit but as far as I am concerned – Stephen of Nottingham Pest Control could not have been kinder or showed greater interest in the pigeon's welfare."

CONTEGO ENVIRONMENTAL SERVICES

This year, Contego welcomed its first apprentices to the company. In conjunction with local colleges and learning providers the young starters are able to earn while they learn and gain professional qualifications relevant to their roles. Michael Taylor, CEO of Contego said, "We love our apprentices and are pretty



certain they are teaching us as much as we are teaching them! After all the apprentices are the trainers of the future!"

In October Contego became Living Wage accredited.

Michael said, "Pest control is a professional profession! We are committed to paying staff and fair pay for a day's work; a standard we are

very proud to achieve and hope this is something that is replicated by other pest companies going forward."

Contego has partnered with Forest Carbon to plant trees in protected forests across the UK to compensate for the unavoidable impact created servicing client needs. Michael continued, "As a truly national independent pest control company, it's actually quite scary just how big our carbon footprint is."

For many years Contego has supported small local projects for clients, charities and educational institutions. In 2018 Contego's CEO spent a night under the stars in near freezing temperatures for CEO Sleepout – a national charity that likes to give back to local charities combating homelessness and poverty in the area of the event. Michael said, "We personally raised over £1,200 on the night pooling into an event total of over £20,000 for Darlington."

Innovation of the Year

PESTPRO BIRD SOLUTIONS

Insecticide treatment runs the risk of bed bug resistance and we should always be minimising our use of toxic chemicals. There are steam units and freeze treatments available, but spot treatments are not suitable for dealing with large bed bug infestations.

Richard Stewart, Director of PestPro Bird Solutions, looked further afield to the USA where bed bug treatments had been carried out on a far greater scale than the UK and

where, he argues, methods of treatment are more advanced.

PestPro Bird Solutions imported three electrical heat equipment units. The heat units at the time were only available in 110V configuration so PestPro had to use large transformers to power them from the 240V supply in the UK.

They found that the heat units were very effective at treating bed bugs but with one drawback: the transformers each weighed 29kg, with two

required per heat unit. This meant a large take-up of space and manhandling. This detracted from the original idea of using compact heat treatment equipment that could be carried by the average technician.

Richard arranged talks with his supplier and they agreed to produce a 240V prototype heat unit that only weighed 16kg and measured 61 x 46 x 59 cm.

They put this prototype into use and realised this compact bed bug heat treatment unit

was suitable to treat the average hotel-size room and was light and compact enough to store in the vans. Each of these heaters combines the heater and fan into one easy-to-use device.

PestPro is now UK distributor for this product and, with the supplier, is producing the 240V version for the UK market.



NBC ENVIRONMENT

NBC ENVIRONMENT

NBC Environment has worked closely with a specialist manufacturer to develop a new robotic tool for use within its bird control service. The Mk1 Rofalcon is a fixed wing, duct fan drone which originates from the Rocrow, a falconer's training aid created to train falcons to hunt. NBC saw the potential of the Rocrow beyond its intended use and worked

closely with the designers to adapt the product to the colours and flight profile of a peregrine falcon, acting as an extension to proven falconry techniques. NBC is the first company to gain permission for the commercial operation of a Rofalcon from CAA.

NBC said, "Initially we incorporated the drone alongside our falconry service as a secondary control method which allows us to extend the time we can maintain

a predatory response. Downtime is inevitable allowing for feeding after a flight or when inclement weather prevents a flight.

"The drone can be used between flights, withstanding keen crosswinds and rain with practice, keeping any potential birds looking for an easy meal, or a safe place to rest, guessing and away from the site. Sometimes there are unexpected issues where a bird of prey might get caught

on a thermal, but with the drone, we're in complete control, especially when the outbreak of bird flu has restricted us using live birds."

Combining traditional methods of falconry with modern technology, NBC says, "We can actively disrupt flocks of birds with mimicked stoops, low fast flight and stalked flights, changing flight style often to ensure we effectively move birds away from the site as our falcons would."

ACTION FORCE ENVIRONMENTAL

The new EU Commission Regulation (EU) 2017/1510 came into effect this year, drastically reducing the availability of rodenticides. These changes have moved the industry towards more environmentally friendly, more humane options. The greater use of snap-traps is being driven by these changes.

Graham Osborn, Product Designer at Action Force, said, "Our vision was to create an environmentally

friendly system for rodent control and monitoring."

eTrap 247 is designed around the traditional rodent springtrap and alerts the pest controller when a rodent has been caught by using the internet to provide the location of the trap through an email alert. The system also helps a pest controller reposition traps for maximum effect, and to avoid wasted visits.

With a monitoring system in place, it will be known

whether the visit to a customer is to dispose of dead rodents, or to reposition equipment. The customer can therefore be informed of the reason for the visit in advance.

Graham said, "The systems we use are built using the very latest technology – internet of things (IoT). Increasingly devices in our houses are connecting to the internet and providing feedback on status and conditions. eTrap works

on the same principles.

"Each snaptrap is fitted with a microswitch that is held closed by the metal action arm of the trap. Once the trap is actioned the microswitch is opened, and power is provided to the control box. This means that the no battery power is used for 99% of the time.

"The system is as easy as joining a mobile phone or tablet to the wifi at home or in a public place."

Team of the Year

LANCASTER CITY COUNCIL, UNBUGGED



The team members, Ron (Supervisor), Mike, Andy, Lee, James plus Lemmy and Freddie the dogs, each bring along different qualities and skills, and call on their colleagues to assist when that person's specialist expertise is needed.

Sue Clowes, Pest Control Manager at Lancaster City Council said, "They are always willing to help each other out when one of them is struggling, but still retain a healthy and friendly rivalry. On occasions, when it's 'all hands on deck' they work really well together, maintaining a wonderful sense of humour.

"Although the team members have worked in the pest control service for many years, they remain passionate about their work and are never complacent. They have a philosophy of continuous improvement, and

all introduce new initiatives and adapt to and embrace new ideas.

"For example, they suggested introducing drain camera surveys to generate additional income, and volunteered to train to use scaffolding and cherry pickers in order to take on work at height. They have enthusiastically learned to make fly screens and developed methods of pest-proofing in order to provide extra services to generate income.

"They also construct their own mouse-proof air vent covers instead of using proprietary brands, in order

to keep prices down for customers."

Sue provided evidence that the overall satisfaction rate of the team never drops below 98% and in many months is 100%.

The team has given presentations about income generation at the Lancashire Pest Control Officers Group for the last two years and was recently asked to carry out a similar presentation at the Yorkshire and Humberside Officers group. The team also gives talks to community groups including WI and Rotary, who always comment on their enthusiasm and knowledge.

CLEANKILL PEST CONTROL



Bob, Oliver and Ben cover most of London including W2, W1 and NW1 – which, Cleankill argues, is likely to be the toughest pest control patch in the UK.

Alex covers the City and East End of London, Isle of Dogs and SE1 while technician John covers South East London to North Kent and right down to Margate.

Team leader Neil set an objective for his team to be the most

professional and productive in the company and the industry.

Since the team was set up there have been some changes but, with Neil at the helm, the team is performing extremely well and improving all the time. At the end of 2016 the state of service was 83% on average and by the end of 2017 it had improved to 93%.

Neil says: "This is a great team. One of the most important things is making sure our service is consistently excellent and seamless.

"The team thrives on mutual support and respect. If anyone



has a problem, the others in the team will assist – nothing is too much trouble. Everyone is flexible and accommodating."

Cleankill runs incentive schemes

for service staff as well as sales staff to help motivate them and to encourage better communication. Technicians lose points for things like dirty vehicles and gain points for meeting service targets.

The target for the first quarter of 2018 was 95% and the team achieved 96%.

Neil explains: "The incentives help keep everyone motivated and engaged. Being a technician can be quite a lonely life, so engagement is vital. It gets everyone talking and keeps everyone together – working as a team."

ROKILL, SERVICE CONTROL TEAM



Rokill says it is very proud to have an exceptional service control team, which ensures that everyone who contacts them is met with a warm welcome. All jobs are then logged quickly and efficiently and customers

kept up-to-date with an ETA.

In 2013, Rokill set the team a target to increase its amount of domestic work. The team has had great success and between 2013 and 2017 increased the total by 259%.

Rokill set the team a target to work with customers to encourage as many as possible to return feedback forms. This has proved successful and, to-date, 715 forms have been received, with an average score of 9.86/10.

At the end of 2016, Rokill introduced a new electronic reporting system to replace paper

reports and forms.

Rokill said, "The service control team played a huge part in making the transition a big success. They dedicated countless hours to input data to allow the new system to go live and took on additional responsibilities to ensure all jobs were scheduled correctly. This has helped our business move on to the next level."

Dave Perrett, Operations Manager at Rokill, said, "The thing that makes the difference with our service control team is



that they care deeply about getting things right and go out of their way to make sure our customers get great service. Despite having busy, challenging roles, they are always smiling and laughing (often after the latest strange request from our customers!).

"They work really well together and although they all specialise in different areas, they also jump into to help each other whenever needed. We feel lucky to have such a great team."

Team of the Year (cont.)

NBC ENVIRONMENT, NORTHERN TEAM

NBC ENVIRONMENT

NBC Environment's Northern team was commissioned to tackle the huge herring gull population which was becoming a nuisance on the seafronts of Scarborough, Whitby and Filey.

The gulls were scavenging on the seafronts, eating from waste bins, leaving a mess, causing health and safety issues, blockages and damage resulting in costly repairs. They were even targeting local residents displaying angry behaviour, incurring a cost to local tourism. The team has worked on

this project for over two years and has seen significant successes.

Steve, Contract Manager, attended council meetings to present options to tackle the gull issue and supported the council with PR and education in the area.

Nick, Team Teader, liaised with local businesses and residents to ensure works were non-disruptive and he was a regular presence in the community.

Alan and associate operatives carried out works in line with the programme.

During 2018, NBC says it has removed 511 eggs and 330 nests compared to 2017, where 852 eggs



and 499 nests were removed in Scarborough and Whitby alone. NBC has seen a significant 34% reduction in the number of nests removed and a 40% reduction in eggs removed, suggesting gulls are changing their behaviour. It's believed they've moved along the

coast to traditional cliff nest sites.

More than just a bird solutions service, the team work with the council to inform the public about the risks of feeding gulls, including TV and radio promotions, signage in the affected areas and are liaising with local packaging suppliers to implement a 'do not feed the birds' notice on packaging.

The team has supported many open days to educate the public on NBC's service, legislation, and the changes they can action to minimise the effects of nuisance gulls. NBC said, "Our ultimate goal is stopping the gulls being fed by residents."

Unsung Hero

PAULA KEARN, DEADLINE PRODUCTS/RENTOKIL-INITIAL



Jim Kirk, Sales and Commercial Manager for Deadline Products nominated Paula as his unsung hero.

He said: "During her 30 years of service with the company, Paula has worked tirelessly to support our customers – doing all the dirty jobs to make sure that the service they receive is

excellent. Her role, ostensibly, is to take orders from our customers and answer questions but sitting behind this is a multitude of tasks of the most 'teeth pulling' variety.

"All difficult, and often frustrating, activities that need performing so that when she contacts the customers she can say 'your delivery will be with you as planned', with no indication whatsoever of the difficulties she has overcome to be able

to say that with confidence.

"Over and above the numerous ad-hoc actions that Paula takes to ensure a great level of service to our customers, she also takes a keen and active interest in supporting her colleagues, without prompting and with no expectation of returned favour.

"I have lost count of the number of occasions she has spotted and corrected problems with trade show samples, transportation issues,

managed diary clashes and the like. In essence,

spotting and fixing potential problems before they have the opportunity to blossom into something more significant.

"Nearly all of this work takes place behind the scenes, with little or no spotlight, and I can think of nobody more suitable and deserving to be recognised with this award."



ADAM OBEE, ARK PEST CONTROL



Peter Le Cren, Area Manager of ARK Pest Control nominated Adam as his unsung hero. He said: "Having

been at ARK Pest Control now for over eight years Adam Obee has become not only a monumentally successful sales person but is instrumental in the professional manner in which ARK Pest Control

delivers quality service through support of colleagues as well as excellent client management.

"Managing key accounts, as well as dealing with housing associations from director level to the tenant, he has established great relationships with clients that only add more weight to the industry through the growth of reputation.

"Salespeople that are successful are rarely the full package and often good sales figures are at the

expense of proper professional recommendations and good working relationships with operational teams. Adam started as a technician and has continued to apply his hands-on experience to the sales role with great success, bridging the gap between sales and service.

"Adam delivers on all counts and always with a smile on his face. It's been pleasure to work with a colleague who has been hugely supportive for my own role too.

so I am nominating him as too few salespeople are recognised for their contribution to the industry.

"I can personally testify to not only his great enthusiasm for our company and the industry we are in but also to the truly positive effect he has on the industry through the quality of his work and the professionalism that permeates everything he does."



Unsung Hero (cont.)

KEN VIGAR, SAFEGUARD PEST CONTROL AND ENVIRONMENTAL SERVICES



Pennie Gadd, Managing Director of Safeguard Pest Control and Environmental Services

nominated Ken as her unsung hero. She said: "We would like to put forward a young man of 80 years of age who has worked for Safeguard for nearly two decades.

"He originally worked up in the City of London for a large insurance corporation but retired to take up a part-time job so that he could look after his wife, Maggie who suffered ill health. He saw an advert in the local paper for a storeman/oddjob man and applied.

"As he was the only applicant, he immediately got the position! At that time stores were a disaster. We over-ordered,

under-ordered and kept rubbish that would never be used again.

"At the time that Ken joined, we had a turnover of £2.2m with 28 employees – at present, with recent acquisitions, the turnover is just below £6m with 87 staff.

"Ken has completely changed the stores and runs the entire operation, ordering, distributing and negotiating for the entire

company. Ken is a wonderful man who is kind, funny, accurate and never misses a day's work – in fact, he has had only one day off due to illness since he joined us.

"All the staff in the office and out in the field absolutely adore this humble man, despite him supporting Watford football club! As an employee he goes above and beyond his duties without causing a fuss."

PAUL BATES, CLEANKILL PEST CONTROL



Jon Whitehead, Operations Director of Cleankill Pest Control, nominated Paul as his unsung

hero. He said: "Paul is the embodiment of Cleankill's ethos which is to be open, honest, fair and highly professional. He is well known in the industry and frequently helps and advises other companies on how to improve their businesses.

The way a company is run is a reflection of the people employed by it and Cleankill has built an enviable reputation for being a good employer.

"Another reflection of how Paul runs Cleankill is that other business owners are approaching Cleankill when they want to sell their businesses as they know their staff will be well looked after.

"Paul has a broad remit at Cleankill monitoring the financials as well as

driving the marketing and PR alongside things like Investors in People. He never rests on his laurels and once he has reached a goal he is focused on the next. He is always coming up with new ideas and has been very successful in raising the profile of the Cleankill brand.

"While sales and profits are important, Paul makes sure that the company 'gives something back' which includes giving talks to schools and colleges

and supporting charities like the Children's Trust Tadworth.

"Paul is a regular guest on BBC Radio Sussex and Surrey and is frequently quoted in the local and national press. He is a Fellow of the Institute of Leadership and Management. Paul is also on the advisory panel for ARMA – the Association of Residential Managing Agents which aims to raise standards in the residential block management industry."

Young Technician of the Year

SAM SHARPE, ENVIRONMENTAL PEST CONTROL



Ian Sharpe, Owner of Environmental Pest Control, nominated Sam for the young technician

award. He said: "Sam provides an outstanding service to his customers. Not only providing a long-term solution to their

pest problems but clearly explaining everything and offering reassurance to people who are often stressed and upset.

"He remains in contact with our customers long after the job is complete to offer continued reassurance.

"Sam really does go the extra mile to ensure we offer 100% satisfaction – in fact,

he often ends up repairing wifi networks, printers etc for elderly customers!

"He also works hard to improve his professional knowledge and incorporate new ideas and products into the business. His IT skills have been invaluable in setting up our workflow systems and we are in the process

of changing our bed bug treatment processes due to his attendance at a recent course.

"If I was able to clone Sam, I would be competing with the industry big players very quickly. He is flexible, hardworking and, as many people have told me, 'a credit to the company'. What more could an employer want?"

Young Technician of the Year (cont.)

LEWIS CLARKE, DEALEY PEST CONTROL



Martin Cobbald, Managing Director of Dealey Pest Control, nominated Lewis for the young technician award. He said: "Lewis is 23. He works like a Trojan. He is never happier than when things are 'just so'. He excels at fiddly jobs like tying in boxes and he is also able to command a vision for

larger projects like big bird nets. "He regularly works out of hours on little things like site maps and designing installation diagrams. He always puts his hand up if there is weekend or evening work to do. Sometimes he will spontaneously offer to do a bit of DIY around the office – one of his first gifts to me was making a garden gate out of old packing cases and putting it up in the office garden.

"He is always up for collaboration and regularly encourages positive teamwork. He joined the fumigation team on a job and worked so hard he nearly fell over.

"He ensures that new employees fit in quickly. When me and the technical manager were on holiday recently, he rang up a new accounts employee to make sure she was supported and okay during the week we were away.

"His girlfriend gets invited on romantic outings like goose catches and rabbit shoots but is also treated to the occasional night-in filling bait bags.

"He is the driving force behind our team building events and cooks a bacon sandwich for the whole team if there's some early morning work to be done.

"He is always there to help if you need him and is a true gentleman."

GEORGE RICKWOOD, ROKILL



Dave Perrett, Operations Manager of Rokill, nominated George for the young technician award. He said: "George joined Rokill on the 10 November 2014 when he was 23 years old.

"He quickly progressed through our internal training modules and then passed his Level 2 in February 2015. Since then he has been highly committed to training and

development and has always made sure he takes every opportunity to gain CPD points and find opportunities to learn more. In 2017 he was our youngest technician to achieve the grade of Senior Technician.

"George has an excellent record of solving difficult pest issues for our customers. In March 2016, we started working with a major national retailer. George was allocated the Croydon store that had the unenviable record of being the worst store in the country for pest infestations!

"The site had suffered with a

severe mouse infestation for over two years, despite the previous pest control contractor trying a wide range of treatment options.

"The store management team and the national account manager quickly realised that George's thorough, methodical approach was far more effective than all the previous attempts to achieve control.

"George worked closely with the retailer to arrange a series of overnight visits to systematically clear the shelves and dismantle the racking. This gave access to all areas of the wall floor

junctions and wall cavities and allowed him to treat and proof the final active mouse holes.

"The result was that the store was soon completely clear of mouse activity and that remains the case to this day.

"George has a quiet, professional manner that our customers love and communicates effectively to highlight the work that needs to be done to maintain pest free conditions. We regularly carry out quality audits at our sites and George's average score is an impressive 98%."

OLIVER ROE, CLEANKILL PEST CONTROL



Paul Bates, Managing Director of Cleankill, nominated Oliver for the young technician award. He said: "Oliver has worked for Cleankill for 18 months. He is a 25-year-old graduate with a BA in Arts (Modern

History), and one of our youngest technicians.

"Oliver is a perceptive, patient technician who is developing a flair for his profession. He is establishing himself within Cleankill by maintaining a high level of service and productivity in a challenging area of Central London. He has swiftly gained the respect of his

colleagues with his calm demeanour and resolute approach to his work.

"Oliver's area includes SW9, SE5 and the Walworth Estate in SE17, as well as SW7 in Kensington which includes many high-end properties. Despite working in a challenging area of London he maintains a 94% to 98% state of service.

"Oliver has achieved his Level 2 Award in Pest Management and attained an Air Weapons Proficiency Certificate.

"He is trustworthy and reliable and you never have to tell him to do things twice. He is very productive and has greatly improved the level of service in his area since he took it over."

Local Authority of the Year

MANCHESTER CITY COUNCIL PEST CONTROL SERVICE



Manchester City Council Pest Control Service put aside the limitations of working within a local authority and sought innovative solutions to problems, rather than state something 'can't be done' or 'we don't have the resources'.

One example of this is when the service received feedback from customers that they would like to book pest control treatments out of hours in the evening or weekends. Team members were fundamental in setting up meetings with the ICT development team to explore if an online booking system could be created. The collaboration between the two teams has led to the development of the pest control online booking system.

Paula Curless, Pest Control Manager at Manchester City Council said: "The team's

dedication is clear for all to see. They first listen to what the customers and our partner agencies require, then act accordingly.

They look for new ways of working and implementing customers suggestions."

Another example is where partner agencies have requested information around pest identification and what appropriate action should be taken. Rather than just sending the information, the team has assisted in putting together a training package that is delivered regularly, at other staff meetings, learning lunches, neighbourhood engagement sessions, and training events to outside agencies to name just a few. The feedback from the events is very positive.

Team members are passionate about the authority they work for and a number regularly volunteer, supporting a homeless charity and local food bank.

LONDON NETWORK FOR PEST SOLUTIONS



London Network for Pest Solutions was put together over the past year. Led by Paul Cooper, this charismatic leader has put together a team of ex-local authority and private sector pest technicians.

Having been operational for less than a year, London Network has gone from strength-to-strength focusing firstly on council domestic treatments. They've now claimed other local authority work as well as other large-scale operations and services.

LANCASTER CITY COUNCIL, UNBUGGED



In 2017, Lancaster City Council rebranded its commercial pest control work as 'Unbugged' with the aim of generating additional high-value work in order to become cost-neutral.

Rather than complain that they were already working to full capacity, the members

of the team actively contributed to the ideas and proposals put forward as to how this might be achieved. Income so far has been very encouraging, and the high standard of service provided discourages most complaints when fees and charges are increased, even when those increases are substantial.

Sole Trader of the Year

LOUISE CHAPMAN, THE LADY MOLE CATCHER



Having previously worked as a teacher, Louise made a lifestyle choice and changed

her career in order to work outside, managing wildlife and the problems caused if said 'wildlife' gets out of control.

Initially training as a mole catcher, Louise has now expanded her skills to include a wide range of pest control and wildlife management services to a range of commercial and private customers.

She runs her business as a sole trader with the qualifications, knowledge and experience to handle a variety of wildlife issues and advises on common UK pest conundrums. She loves to meet new people and

always encourages customers to contact her with any queries or if they need advice on a wildlife problem – plenty of testimonials reflect the professional high standard that Louise always strives towards.

Widely known across Norfolk as the 'Lady Mole Catcher', Louise is also Head of the British Mole Catchers Register.

Louise spends her time talking to groups about her experiences (including a visit to Australia for UKTV's Deadliest Pests programme) and also about the magical qualities of the humble mole.

She is also occasionally called on by the media to debate or comment on the latest news in wildlife management or the pest control world – including BBC Radio 2's Jeremy Vine Show, BBC Radio 4's Farming Today, The Guardian and as far afield as the Wall Street Journal and Radio New Zealand!

As a woman working in the field of wildlife management, she is especially keen to highlight that the work she carries out is responsible, important and enjoyable as well as worth promoting to others as a potential career choice.

Sole Trader of the Year (cont.)

STEVEAN BEVAN



Steve Bevan is a Plymouth-based pest control technician with 20 years of experience in managing pests on both residential and business premises for a local authority. Previously, Steve was a carpenter

for over 20 years. Steve said on his practice: "What can I say except I am not just a pest controller but a counsellor to the people who need consoling. I have to put people's minds at ease, which gives me job satisfaction every time. I am here to help people, not rip them off. I pride myself in doing little repairs for the elderly."

JON WILKINS, THE PEST DETECTIVE



Jon Wilkins aka 'The Pest Detective' describes his practice as 'Guernsey's 5 star rated pest controller' with 28 years' experience in the sector. True to his word, both

his Google and Facebook reviews show 100% 5 stars. Jon prides himself on outstanding customer service. He takes calls at all hours and arranges call outs as soon as possible, and always explains what is required to prevent recurrence.

PHIL MARTIN, PGM & SON PEST CONTROL



Since Phil started the company just over 12 months ago, it has gone from strength to strength.

PGM & Son Pest Control is a family run business based in rural Herefordshire. Every member of our family contributes in some way to the success of PGM & Son – from Phil's wife who picks up the paperwork and books; his daughter, who's chief filing clerk, to the 'Son' who's learning the ropes – starting at the bottom, cleaning traps of course!

Phil regularly writes weekly blogs about pest control problems to help educate people about pest

control and poor practices in the industry.

Phil said: "Because we're a local, family run business we genuinely care about our community and the county. Residents of Herefordshire who deal with PGM & Son recognise this in their support of our business by coming back to us in future and referring us to others. We don't just offer pest control treatments, we offer preventative advice and solutions and,

importantly, we give customers our time – a rare commodity in this day and age!"

PGM & Son supports local businesses and charities. Last year, the firm raised money for SSAFA, the armed forces charity, in recognition of the important work it does – a charity close to the hearts of Herefordians.



Small Company of the Year

TACTICAL ENVIRONMENTAL SERVICES



Tactical Environmental Services prides itself on its reliability and responsibility. It does this by being a member of BPCA and is credited as being the 100th BS EN16636/CEPA Certified company in the UK.

Nigel White, Operations Director, sits on BPCA's Servicing Committee allowing Tactical



Environmental Services to promote professionalism and put good ideas to the table, like the new Code of Best Practice for Foot Technicians.

He said: "I believe the way we operate, conduct our work, maintain staff, promote respect and training, makes us and them professional. We can't afford not allow this to waiver – with strong foundations and reinforced procedures our clients receive the best care and so does the environment."

THERMOKIL INSECT CONTROL SERVICES



Thermokil Insect Control Services is a small business specialising in heat treatment methods.

The firm provides heat treatments in many sectors including residential, commercial and industrial sectors both as the



main contractor or providing a subcontract service to national and small pest control companies.

Directors of Thermokil Insect Control services are on the BPCA Fumigation and Controlled Environments (FaCE) forum and are working towards a best practice direction for heat treatment services to ensure clients are receiving a good, friendly and safe service when choosing heat treatment.

In five years, Thermokil staff levels have risen from two staff members to 12, due to business growth. Thermokil is also BPCA, CEPA Certified and Safe Contractor approved.

Small Company of the Year (cont.)

LANCASHIRE BIRD CONTROL



Lancashire Bird Control

Having been a display falconer and working for pest control companies for many years, two years ago Richard Cookson decided to form Lancashire Bird Control Limited. Specialising in only bird control issues, Richard uses his experience of understanding pest bird species

to help him when putting together a plan to reduce these birds from any site.

Richard Cookson, Company Director/Bird Control Technician, said: "Being a small family business, we work closely with our clients from site survey to implementing a programme and getting successful results.

"Our main aim is to continue to grow throughout

the north while continuing to provide the best education and training. Our long-term ambition is to continue to build our customer base and provide a local professional service at affordable prices. To personally work with all staff and customers to build trusted relationships and give honest and realistic solutions to those in need of bird control."

ABATE



Based in a small village in East Anglia, Abate Pest Management Services has been in operation for 20 years. It has achieved BS EN16636 certification, triple ISO for quality, CHAS accreditation, Safe



Contractor and is a full servicing member of BPCA.

During the past 12 months, Abate has seen a significant uplift in contracts, especially businesses within the food chain, requiring an advanced service.

Other areas of growth, outside of the bumper domestic summer season, came from landlords and housing associations, carrying out work in sometimes very difficult situations. Abate also created a special partnership with The Eastern Landlords Association

offering support for its members.

Other notable projects include laser bird control in a nuclear power station and bird management measures in a walking safari park.

Jon Blake, Managing Director of Abate, said, "Following successful years of growth, training plans, method statements, health and safety systems and marketing campaigns, Abate is now firmly driving forward the next stages of growth with franchising. This will lead to additional growth and opportunities for other pest

controllers to be part of a new centralised administration, sales and marketing system."

Abate supports community activities where people come together to raise money and have a good time. Abate is one of the key sponsors for the Morley Beer Festival and Family Fun Weekend. In 2018, the firm raised over £7,000 for various causes including Norfolk's The Raptor Trust, which treats sick and injured birds of prey and educates the public on the need to protect and conserve both birds of prey and their habitats.

CSS PEST SERVICES



CSS Pest Services is a fledgling company that was inaugurated on Valentine's Day 2012, from which it has grown from 'one man-in-a-van' to a team of ten.

All service personnel have

attained the Level 2 Award as a minimum, with many having the desire and passion for obtaining the higher qualification with expertise in areas of wildlife management, bird control and specialist learning.

Over the past few years, the company has grown at a rapid rate based on development of high-end contracts such as audited sites, as well as being able to offer specialist works, such as birds of prey for managing pest bird populations, bird proofing, specialist auditing, heat treatment for insect control

and more.

CSS says that staff are integral to success and the firm undertakes regular training initiatives and is completely tuned-in to CPD and the reasons for it.

Although Jason, Technical Director, is a firm believer in CPD, all staff have a boundless thirst for keeping up-to-date with the latest changes, products and techniques, demonstrating their commitment to professionalism. Jason, said: "From the first day starting out I was focused on creating a team of positive and like-minded individuals. Like-minded in the

sense of providing a quality service combined with evidence-based reporting.

"We have grown from strength-to-strength and this can only be attributed to the great people that we have working with us.

"It's not been easy getting to where we are, and I'm sure it's not going to be easy getting to where we want to be!

"The pest control world has proved to be as exciting today as it was when I started out in the industry 25 years ago."



Small Company of the Year (cont.)

SUN PEST CONTROL



Arek established Sun Pest Control in July 2015 in Sutton, Surrey, after eight years of employment as a technician for another pest control company in London.

The company started from scratch with only a few thousand pounds and with no regular

income. Arek said, "Being the father of three young kids wasn't the easiest beginning for starting a business."

"My ambition, optimism, experience, knowledge, attitude and great expectations helped a lot."

In three years, Sun Pest Control has become one of the most recognised pest control companies in Sutton and surrounding areas.

Sun Pest Control became a full member of BPCA in 2016 and, in 2018, became BS EN16636 certified.

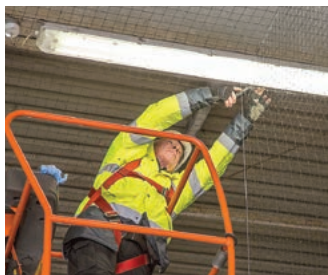
Arek continued, "As the owner of Sun Pest Control I'm proud of our portfolio which we have built in just three years. I believe the way we approach our customers and high quality of service will allow us to achieve greater success in the future."



YOUR BPMA HOST:
Mike Dilger
See page 41

Company of the Year

PEST SOLUTIONS (RCA PEST SERVICES)



Pest Solutions is a BPCA member company delivering pest and bird control services throughout Scotland. The firm holds BPCA, BS EN16636, ISO9001:2015, ISO14001:2015, Safe Contractor, CHAS, SEPA, Checkatrade and

Trustatrade accreditation and has a team of 12 service, sales and admin personnel.

Chris Cagienard, Pest Solutions Director and Field Biologist, said: "Professionalism, humaneness and quality service are the core of what we do and is why we have built our business around a service team that we and our customers are proud of."

"Growing for the last 24 months at a rate of 30% due to a combination of new business and a 98.85% customer retention rate, we have built our reputation on quality and trust which has allowed us to

constantly win business even when not the cheapest."

Pest Solutions prides itself on being active in the pest control community in the UK and in Scotland in particular. The team attends regional forums, training and national events ensuring that everyone from the management team to the newest trainee is keeping pace with the growth of professionalism and training within the industry.

Giving back to the industry is also an area that Pest Solutions sees great value in. Chris is actively involved in the BPCA Servicing

Committee, and Pest Solutions is a founding member of BPCA's Contract Sharing Network, a scheme devised as a way to work productively with peers to deliver quality service.

Chris said, "As a company, we feel strongly that, if we continue to show our dedication to quality service and the professional standards of our industry, this will reflect directly in the attitude and commitment of our service team."

"This is exactly what we see, and it allows us to continue to keep our team motivated, our customers satisfied, and our business growing."



CLEANKILL PEST CONTROL

Cleankill delivers a range of services, primarily to businesses, to keep premises free from pests.

The company specialises in working with facilities managers looking after multiple sites across London and the South East and also has national contracts with household names.

Managing Director, Paul Bates, said: "We strongly



believe that our values, ethos and focus on customer service before sales, set us apart from other businesses. When it comes to our services, we are constantly evaluating what we do and how we can improve."

Cleankill prides itself on investing in staff development, giving all staff (including management and administration) structured development plans.

In December 2017, Cleankill was awarded the Gold Investors in People accreditation – making it the only pest control company in England to achieve this.

Paul said: "We are extremely proud to have achieved our

Investors in People Gold accreditation. It's brilliant for our staff but also for our customers to be reassured that we take staff training very seriously."

Cleankill staff regularly look for ways to help others, such as taking part in fundraising events. Indeed, some give up personal time to coach youth sports teams and others, such as Paul, play an active role in the local cub scouts.

Company of the Year (cont.)

ROKILL PEST CONTROL SERVICES



Established in 1980, based in the New Forest, Rokill employs over 60 people and carries out pest and bird control throughout the south. Rokill has contracts with small family-run businesses to multi-national blue-chip

companies, including pubs, restaurants, hotels, distribution depots, major food manufacturers, breweries, and the NHS.

The firm's mission statement is 'to be the best'. Rokill Director, Chris Turner, said: "We take this seriously. We believe that we are different from other pest control companies. We are an Investors in People accredited company recognising that our people make the difference."

Rokill says it looks for individuals with fantastic people skills, energy and enthusiasm to learn, to turn them into

outstanding technicians. They use a six-level grade structure to provide motivation to achieve the next level. Typically, Rokill has less than a 10% staff turnover and the four senior managers have been in the business for a total of 107 years.

Rokill's new trainee technicians undertake induction training including seven internal induction tests, working at height training, asbestos awareness and safe use of rodenticides. The BPCA general pest control course prepares them for RSPH Level 2. Experienced technicians sit the BPCA Advanced

Technician, and biologists work towards Certified Field

Biologist qualification.

Chris said, "We are not the biggest pest control company. We don't provide the cheapest service. We are sustainable, our growth is organic and controlled, we are a highly professional company and we do things right. We employ and retain excellent people who care about customer service. We invest in training and CPD because we want to be the best!"



SAFEGUARD PEST CONTROL AND ENVIRONMENTAL SERVICES



Safeguard was established 33 years ago on a kitchen table in Biggin Hill. It was originally started under the government's Enterprise Allowance Scheme where you received a small amount of money to help you start a company. The two directors, Tim Sheehan and

Paul Butterick, had never worked together before but were introduced to each other by a mutual friend.

The two original directors have always kept to two fundamentals for running a successful business: "Firstly, look after your staff and secondly look after your clients. Our staff are motivated by bonus schemes, Christmas and summer functions, toolbox talks and

direct contact with directors. The staff know that if they have any personal issues such as health, family or financial they will always be offered support."

"Over 80% of our business comes from existing clients who have remained loyal to us for many years."

Safeguard has been a BPCA member for over 30 years. The firm is now part of Rollins – one of the biggest pest control companies in the world, but says it has retained its family ethos.

Managing Director, Pennie Gadd, said, "Safeguard, for most of us, isn't like any company we have worked for before; it is more like

an extended family. I know this sounds like a cliché, but it is true. Since becoming part of Rollins in 2016 we have successfully grown by over 10% year on year. As we have grown, new opportunities have arisen, eg supervisors, team leaders, etc and we always look to promote from within first."

A recent employee review revealed that 97% of Safeguard staff are happy at Safeguard, endorsed by our employee retention of 99%.

Safeguard is striving to improve green credentials by only using foot personnel in the city, using electric vehicles for surveyors and budgeting for vans next.

CONTEGO ENVIRONMENTAL SERVICES



Formed almost 15 years ago, on limited funding, Contego has grown from being a northeast-

based specialist bird control company to a national multiservice provider with almost 50 inhouse staff. The company was founded by Michael Taylor with a £500 grant and £1,500 loan from the Prince's Trust in 2004. The word 'Contego' comes from the Latin 'to protect',



to shield and to defend.

Michael said, "Our business is all about flexibility and the ability to

react quickly and be dynamic. We care for our employees and we care about our customers too.

"We always look at the processes in place and look within our teams for guidance,

their support and we always reward them well.

"Our structure is solid and our desire is to innovate and improve the process around pest management.

"Ours is a passionate, innovative, people driven organisation that leads from the front with a willingness to push boundaries in order to deliver the type of service the customer needs."

IN PROFILE

Dr Jonathan Wade

On 20 March 2019, Dr Jonathan Wade will officially receive his British Pest Management Lifetime Achievement Award 2019. There's no way we can cover all of Jonathan's distinguished career in global pest management. Instead, we present an extra long interview with the man himself, introduced by his son, Alex Wade, Technical Manager at Pelgar International.



Dr Wade, JO to all those who meet him, aside from being my father, has been my most stalwart tutor for my entire career. All I have learned (more than he'd care to admit) can be laid at his feet.

Growing up with his adventures for his job would captivate me. Stories of his time in the Middle East; the tales he would come home with of bizarre settlements out in the desert; ships caught in quarantines; the cultures both at home and abroad that he immersed himself in. The people he met: the princes, paupers and all those in-between; he strove to help all with no bias or preconceptions.

From these parables and from his insights, his experience and his technical expertise, he gave not only myself but everyone he met, a passion for our industry, for our work, compassion for the people and animals we deal with daily and a commitment to seeing a job well done. By his example, leading as always from the front, he set the bar high for integrity, knowledge and excellence.

First of all, congratulations on your award. What an amazing life you've led. How did you get into all this?

This is an easy one. I moved from Yorkshire to Liverpool to study Marine Biology as they have a research centre at Port Erin on the Isle of Man. I soon realised that I really didn't get on with people in the Marine Biology team and could think of nothing worse than spending years in a small community there.

Instead, I jumped ship to Parasitology which took me to Liverpool's School of Tropical Medicine and is where this life story began.

How has pest management changed in your lifetime?

Like most things pest management has become extremely sophisticated and focused. This is sometimes good and sometimes bad – just like political correctness.

By far and away the biggest change in this industry is professional culture. My



OH GOOD HEAVENS, IT WAS SO RAW. ONE AFTERNOON IN DUBAI A TIGER WAS DROPPED OFF AND LEFT IN MY COURTYARD.

first introductions to 'pest controllers' in the eighties were the one man and his dog rat catcher unwilling to listen to even the smallest bit of advice I had ready to donate. This change may be driven by fear of being sued out of your shoes, but it's more likely because businesses have to find efficiency savings in time and money, and pest management businesses who can offer that will do well.

The same goes for international markets too, perhaps even to a greater extent. Working in parts of Eastern Europe I must say the thirst for education and training is significant, especially through knowledge sharing, show and tell and discursive approaches.

What was it like working in different countries? Did you ever see anything that took your breath away?

Oh good heavens, it was so raw. One afternoon in Dubai a tiger was dropped off and left in my courtyard. A young man had owned the 2-year-old animal as a pet and after he left to buy a bear from Turkey, his mother could not stand the tiger anymore, and so brought it (in the same box it had lived in since young) to our offices.

Crazily, all that was between the one-time cub and the growing crowd of many

hundreds of onlookers was thin chicken wire, and so I selected to tranquillize the animal to give me more time and move it to safety.

Unfortunately due to one thing and another (mainly due to having a 'bodyguard' shooter panic and discharge his automatic shotgun – several times over my shoulder)

we were unable to save the animal, and subsequently had to shoo the ravenous locals away from the tiger who were all looking for a talisman or 'lucky bit'! Somewhere in this episode is how I became deaf in my left ear.

Similar dramatic experiences included wild mandrills, 2,000 dead buffalo during Ramadan, and an episode of a supposed mad cow, which ended with police and automatic weapons.

I quickly learned at that time, there were some pretty ignorant people doing some pretty ignorant things. Professionally there was never a dull day, and Dubai often took me well out of my comfort zone. But on reflection, I helped to bring some order to a part of the world that needed it, and in doing so (I hope) helped to protect the people and animals in the local community. For many years Dubai has been taken off the risk zone for Malaria transmission.

Have you got any milestone moments that stand out?

Yes, I have a few. The time in Dubai where the labs and testing facilities we built under the radar were burnt down as collateral damage by some residents who had set their adjacent house on fire.

The government understood the impact we were making and rebuilt our pest control operations area bigger and better, with laboratories, insectaries and an excellent new training centre. As a legacy, that showed me that I'd made a difference



PELGAR WAS BUILT USING THE EFFORTS OF MY SONS BEN AND ALEX, AND THEIR FRIENDS IN THE EARLY DAYS.

to Dubai; that public health was being supported at the top level, and I was able to return to the UK safe in the knowledge it was in much better shape than when I arrived.

I also remember fondly leaving a large organisation to set up Pelgar International.

I have immense respect for anybody who is setting up their own business because it is a big decision to make and especially difficult when forces act against you. It was a great moment when we were able to start paying our own wages, and previously antagonistic companies started to knock on our door for the innovations we'd been working tirelessly on for many years.

However, above all that my fondest memory was working with two of my sons. Pelgar was built using the efforts of my sons Ben and Alex, and their friends in the early days. Alex continues to be a strong, committed player in the business.

Looking ahead, what do you think will change in the future for pests?

One thing that isn't going to change is a pest will still be a pest when it's in the wrong place at the wrong time. Is society going to change? Maybe, but not quickly. Is the pest management going to change? I'd argue, yes.

Every year for the last 30 years, thousands of tonnes of rat poison are sold in the UK and rat issues aren't going away – if anything they may be getting worse. We need to influence and impact their environments so they are no longer welcome, then rodent numbers will fall naturally.

The internet and Mr Google are allowing people to be better educated, so more people will look to DIY means to resolve problems rather than pay. However, a little knowledge can be a dangerous thing and the industry needs to help by educating the public on the value pest management brings, rather than see them as competitors.

For anyone looking to progress in the industry, have you got any words of wisdom?

I have been very lucky and never had a dull day in a lifetime. Not everyone is so fortunate and progress can be very slow. But... if you never try, you will never succeed.

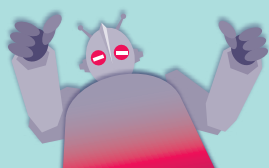
I'd always say don't let anyone bully you, either within your company or from outside.

If you are a business leader or someone managing a team, always work for your employees and they will work for you. And, if you want to make a difference you have to be patient, you won't get your own way the first time, but keep hacking away and you'll get there.

Thank you so much, Jonathan. Is there anyone you'd like us to thank?

Momentously to my wife, Julie. She stood by me when I jumped from Zeneca to start Pelgar and she had three sons to care for with an uncertain future.

I'd also say thank you to Gareth Capel-Williams for nominating me for the award, but also for his support over the years we've worked on this amazing animal together [Pelgar]. It's great to look out and see something that wasn't there 25 years ago.



TOAST JONATHAN (AND HIS TIGER)

The PestEx and BPMA Afterparty is open to everyone. Get your ticket now from the organiser's office.



CURRICULUM VITAE

Jonathan began in academia at the Liverpool School of Tropical Medicine, moved to international shores to establish public health services in areas of desperate need, and concluded with developing innovations and products to protect people from issues in public health.

- 1971** Zoology BSc from University of Liverpool
- 1974** PhD on artificial feeding systems for haematophagous arthropods from Liverpool School of Tropical Medicine
- 1976** Post-doctoral researcher on prevention of disease transmission (Filariasis) through genetic manipulation of mosquito symbionts
- 1978** Government advisor delivering a focussed program on control of *Musca sorbens*, vector of Trachoma, Libya
- 1980** Head of Pest Control for the Emirate of Dubai
- 1987** Honorary Lectureship from Medical Entomology Department at the Liverpool School of Tropical Medicine
- 1988** Technical Manager in ICI Public Health, then Zeneca
- 1990** Regional Technical Manager for Near East, South America and Western Europe
- 1995** Technical Director for Pelgar International Ltd
- 2018** Retired.

Exhibitors and floor plan

- | | | | | | |
|------|---|-----|---|-----|---|
| 5 | 1ENV SOLUTIONS 1env.co.uk | 108 | EUROTRAP eurotrap.net | 15b | PANKO MONITORING TRAPS panko.pl |
| 81 | A & M HAWK amhawk.co.uk | 15a | GLORIA HOUSE AND GARDEN gloriagarten.de | 41 | PELGAR INTERNATIONAL pelgar.co.uk |
| 7a | ABATE PEST FRANCHISE pestfranchise.co.uk | 37 | GREENTRAPONLINE greentraponline.dk | 44 | PELSIS pelsis.com |
| 106 | ADKALIS adkalis.com | 73 | GSG URBANGUARD gsg-vertrieb.de | 12 | PEST-GO (URBAN FOX CONTROL LONDON) urbanfoxcontrollondon.co.uk |
| 6 | AIRGUN TRAINING AND EDUCATION ORGANISATION (ATEO) ateo.org.uk | 72a | HEATWORK heatwork.com | 102 | PEST MANAGEMENT ALLIANCE (PMA) pmalliance.org.uk |
| 82 | AIROFOG airofog.com | 40 | HOCKLEY INTERNATIONAL hockley.co.uk | 1 | PEST TRADER pesttrader.com |
| 101 | ALCOCHEM HYGIENE alcochemhygiene.com | 113 | HUCK NETS UK huck-net.co.uk | 92 | PESTFIX pestfix.co.uk |
| 88 | AP&G CATCHMASTER catchmasterpro.com | 38 | I2LRESEARCH i2LResearch.com | 22 | PESTSCAN pestscan.co.uk |
| 65 | BÁBOLNA BIO babolna-bio.com | 55 | IGEBA GERAETEBAU igeba.de | 26 | PESTWEST ELECTRONICS pestwest.com |
| 87 | BARRETTINE ENVIRONMENTAL HEALTH barrettineenv.co.uk | 27 | INPEST inpest.it | 83 | PLASTDIVERSITY plastdiversity.com |
| 52 | BASF basf.com | 19 | INSECTRON BY BERSON bersonuv.com | 48 | PUREAN SOLUTIONS AND TECHNOLOGY insectram.co.uk |
| 8 | BASIS REGISTRATION basis-reg.co.uk | 7 | INTERNATIONAL PEST CONTROL international-pest-control.com | 45 | QUIMUNSA quimunsa.com |
| 36 | BAYER CROPSCIENCE environmentalscience.bayer.co.uk | 21 | INTERNATIONAL PHEROMONE SYSTEMS internationalpheromone.co.uk | 34 | RAT PAK PEST CONTROL PRODUCTS ratpak.co.uk |
| 10 | BEEGONE - LIVE BEE REMOVAL beegone.co.uk | 71 | IPESTCONTROL frowein808.de | 13 | RODENTICIDE RESISTANCE ACTION GROUP (RRAG) bpca.org.uk/rrag |
| 43 | BELL LABORATORIES belllabs.com | 79 | IPM SQUARE ipmsquare.com | 93 | ROYAL SOCIETY FOR PUBLIC HEALTH (RSPH) rsph.org.uk |
| 29 | BIOGENIUS biogenius.de | 66 | IRTO TRIO irtotrio.hu | 114 | RUSSELL IPM russellipm.com |
| 95 | BIOPREPARATY biopreparaty.eu | 103 | JIANGSU INTER-CHINA GROUP deanpestcontrol.com | 105 | SAMI TECH samitech |
| 99 | BIOSIX biosix.eu | 96 | KAELTIA COMPLIANCE SERVICES kaeltia.com | 90 | SERVICETRACKER servicetracker.uk.com |
| 114a | BIRCHMEIER SPRÜHTECHNIK birchmeier.com | 24 | KILLGERM CHEMICALS killgerm.com | 31 | SERVICEPRO pestcontrolsoftware.co.uk |
| 53 | BLEU LINE GROUP & SPRAY TEAM bleuline.it | 76 | KNESS PEST DEFENSE kness.com | 84 | SIA SITNO sitno.biz |
| 86 | BOWER (INSECT-A-CLEAR) bower.co.uk | 82a | LANCE LAB lancelab.com | 11 | SM BURE smbure-foggingmachine.com |
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| 0 | BRITISH PEST CONTROL ASSOCIATION (BPCA) bpca.org.uk | 91 | LODI UK lodi-uk.com | 23 | SYNGENTA syngenta.com |
| 13 | CAMPAIGN FOR RESPONSIBLE RODENTICIDE USE (CRRU), RRAC AND RRAG thinkwildlife.org | 110 | LONGRAY longrayfog.com | 39 | TELEX HONG KONG INDUSTRY birdcontrol.cn |
| 17 | CAPE SPC cape-spc.com | 69 | MERLIN ENVIRONMENTAL SOLUTIONS merlinenvironmental.co.uk | 72d | THERMOKIL INTERNATIONAL thermokil.co.uk |
| 9 | CEPA cepa-europe.org | 89 | MESTO SPRAYERS mesto.de/en | 78 | TRAPSENSOR (ALERT HOUSE) trapsensor.com |
| 18 | CHABANNE SAS oisipic.fr | 94 | METEX ratwall.co.uk | 107 | UNICHEM en.unichem.si |
| 115 | CLIVERTON INSURANCE cliverton.co.uk | 70 | MOUSESTOP (BY IPEST CONTROL BV) mousetop.com | 56 | VEBI ISTITUTO BIOCHIMICO vebi.it |
| 14 | DEADLINE PRODUCTS rentokilproducts.com | 74 | MYLVA mylva.eu | 80 | VECTORNATE USA vectorfog.com |
| 51 | DEEVAL INTERNATIONAL deeval.co.uk | 102 | NATIONAL PEST TECHNICIANS ASSOCIATION (NPTA) npta.org.uk | 2 | WILDLIFE CONTROL SUPPLIES EU shopwcseu.com |
| 67 | DEFENDER BIRD SPIKES birdspikesonline.co.uk | 54 | OCTAVIUS HUNT octaviushunt.co.uk | 65a | WOODSTREAM EUROPE woodstream.com |
| 46 | DETIA DEGESCH GMBH detia-degesch.de | 3 | ORKIN orkin.com | 111 | XCLUDER getxcluder.com |
| 72b | DUONG INDUSTRIAL (TAIWAN) procatch.com | 68 | ORMA - ITALY ormatorino.com | 30 | YANCO yanco.co.uk |
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Join the RESISTANCE WARS

Make sure you come to find us on the BPCA stand and try your hand at our new arcade game "resistance wars".

Inspired by the arcade classic, PacMan, RESISTANCE WARS sees you take control of our pest management hero. You'll be

picking up irresponsibly-abandoned bait, acquiring various products used for IPM, and avoiding giant mutant killer rats.

We'll be keeping a scoreboard throughout the day and our top three scorers will win prizes.

WIN A GREAT PRIZE!

1ST SONY PLAYSTATION CLASSIC

2ND CLASSIC BRIT BEER PACK

3RD £25 LOVE2SHOP VOUCHER





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Exhibitor profiles

STAND 5

1ENV SOLUTIONS



1env Solutions is one of the UK's leading and fastest growing supplier, manufacturer and distributor of high quality, professional pest control products. 1env is dedicated to providing the very best in customer service, with a friendly and knowledgeable team, always on hand to help.

+44 (0) 1702 525 202
sales@1env.co.uk
1env.co.uk

STAND 81

A & M HAWK UK



Specialists in flying hawks and falcons for bird dispersal, we deliver sustainability in bird control with our comprehensive range of solutions which includes falconry response, scaring systems and bird proofing. All of our birds of prey are company owned and specifically trained for pest control work.

+44 (0) 844 991 4295
amhawk.co.uk

STAND 7a

ABATE PEST FRANCHISING



Start your own pest control business, or help grow your existing one, with an Abate Pest Management Services Franchise. We offer a complete turnkey business solution with excellent opportunities for growth in your area. Talk to us on Stand 7a to see how we can be stronger together.

+44 (0) 800 980 9767
jonathanw@abateitd.co.uk
pestfranchise.co.uk

STAND 106

ADKALIS



Faced with new challenges in the building construction, renovation and maintenance market, Adkalis develops and markets innovative, efficient and responsible solutions, improving the efficacy of materials, in particular timber.

+33 (0) 564 310 660
adkalis.com

STAND 6

AIRGUN TRAINING AND EDUCATION ORGANISATION (ATEO)



ATEO was primarily set up to educate, train and promote all aspects of airgun shooting to the public. We have dedicated coaches all across the country offering training programmes for pest control professionals, youngsters and school programmes.

+44 (0) 1543 450 173
dave@ateo.org.uk
ateo.org.uk

STAND 82

AIROFOG



Airofog Machinery Co Ltd has more than 30 years of global experience containing German engineering and USA industrial expertise. It supplies a comprehensive range of professional application equipment, stretching from compression sprayers to ULV and thermal foggers, for the industry of public/animal health, vector control, specialty agriculture, greenhouse, food storage and processing and sanitation.

+1 (0) 3525 935 152
airofog.com

STAND 101

ALCOCHEM HYGIENE



Alcochem was founded in 1974. Alcochem Hygiene started in mid-2005 to produce a range of professional non-chemical pest control products for the global market. The HQ is located in Nijkerk (Netherlands) and there are established sales offices in Waalre (NL), Beijing (CH), Moscow (RUS) and Santiago (CL). Alcochem Hygiene currently operates in over 54 countries worldwide.

+31 (0) 332 994 139
pestex2019@alcochemhygiene.com
alcochemhygiene.com

STAND 88

AP&G CATCHMASTER



AP&G Catchmaster is a worldwide leading manufacturer and has been offering innovative and high-quality products to the professional pest management industry for over 50 years. The Catchmaster brand is a symbol for quality and reliability. Please visit us at our booth to find out about our new products.

+1 (0) 800 458 7454
sean@catchmasterpro.com
catchmasterpro.com

STAND 65

BÁBOLNA BIO



Bábolna Bio is a traditional manufacturer of a wide range of rodenticides, insecticides, insect growth regulator-based products, non-toxic sticky traps. S-methoprene IGR active ingredient is approved for use in biocidal products for PT 18. Bábolna Bio developed and will show a wide range of S-methoprene based products against many insects like

bed bugs, fleas, flies, mosquitoes supported with product dossiers.

+36 (0) 1 43 20 400
info@babolna-bio.com
babolna-bio.com

STAND 87

BARRETTINE ENVIRONMENTAL HEALTH



Barrettine Environmental Health has established itself as a major force in the supply of public health and pest control products. This has been achieved through a combination of having strong customer relationships, providing a personal quality professional service, alongside our next day delivery and global export distribution service. As an industry leader, we provide expert technical support and highly effective products.

+44 (0) 117 967 2222
beh@barrettine.co.uk
barrettineenv.co.uk

STAND 52

BASF



We create chemistry

BASF professional and speciality solutions enabling the most effective solutions to your pest problems. We provide the strongest portfolio of research-based pest control products, systems and support to help pest controllers solve their rodent and insect problems as cost effectively as possible. Our portfolio includes leading brands such as Fendona, Formidor, Goliath, Neosorexa and Storm.

+44 (0) 1614 856 222
basf.com

STAND 8**BASIS REGISTRATION**

The BASIS PROMPT Pest Controllers Register is an industry initiative which provides independent proof that a pest controller has received proper professional training and has continued to update their expertise through continuing professional development (CPD).

+44 (0) 1335 343 945
michele@basis-reg.co.uk
basis-reg.co.uk

STAND 36**BAYER CROPSCIENCE**

Bayer is a key manufacturer of products and services for the professional pest control industry. Some of our recognised brands include Ficom®, K-Othrine® and the innovative Racumin® Foam. Visit stand 36 for expert advice from our pest solutions team and to find out more about our products.

+44 (0) 1223 226 682
pestsolutions@bayer.com
environmentalscience.bayer.co.uk

STAND 10**BEEGONE - LIVE BEE REMOVAL**

Your strategic partner in live bee removal – supporting pest control companies. Beegone® specialises in the safe, environmentally friendly, live removal and re-homing of honeybees, from structures. Successfully removing bees across the UK for over 10 years, we can offer you an additional service to your existing pest control portfolio.

+44 (0) 800 9551 999
savebees@beegone.co.uk
beegone.co.uk

STAND 43**BELL LABORATORIES**

As the world leader in Rodent Control Technology®, Bell Laboratories produces the highest quality rodenticides and other rodent control products available to the pest control and agricultural industries on six continents.

+44 (0) 7956 078 338
slakhani@belllabs.com
belllabs.com

STAND 29**BIOGENIUS**

Since 2005 BioGenius has been supporting its customers with analytical, physico-chemical and efficacy data packages according to national and international product authorisation requirements like Biocidal Product Regulation (BPR) 528/2012. Some of our numerous specialities include shelf life studies as well as tests of safety-relevant data and efficacy tests for insecticides and disinfectants.

+49 (0) 2204 83 077 19
info@biogenius.de
biogenius.de

STAND 95**BIOPREPARATY**

Biorepel® is a unique, biological product designed to eliminate fungi growth on the walls by direct mycoparasitism, where one fungus is parasitic on the other and eliminates the fungi growing in or on the plaster walls. Biorepel® is not a chemical preparation in any way and thus is able to remove moulds from walls safely and effectively.

+42 (0) 777 748 415
pythium@pythium.cz
biopreparaty.eu

STAND 99**BIOSIX**

Biosix offers biocide products for control of insects (flies, wasps, bed bugs etc) and rodents. Biosix develops conventional solutions with two exclusive active ingredients (notification of Azamethiphos and Cyromazine under European BPR) among others as well as alternative solutions (natural insecticides, traps, repellents etc) to provide pest control operators with the most adequate solutions.

+32 (0) 85 519 519
info@biosix.eu
biosix.eu

STAND 114a**BIRCHMEIER SPRÜHTECHNIK**

As a leading manufacturer of sprayers, dusters and foam units, we develop and manufacture our products in our own factory in Switzerland. Specifically designed to be durable and backed up by dependable customer services and the 'made in Switzerland' quality label, our products meet even the most demanding requirements of private and professional users around the world.

+41 (0) 564 858 181
info@birchmeier.com
birchmeier.com

STAND 53**BLEU LINE GROUP AND SPRAY TEAM**

Bleu Line – B.L. Group is involved in production and distribution of insecticides, 100% natural deterrents, accessories and equipment for pest control, public health, home, garden, and livestock. Spray Team is a company

established in 1995 on the desire of a group of individuals with over 20 years of experience in this field.

+39 (0) 543 754 430
+39 (0) 532 737 013
bmauro@sprayteam.it
bleuline.it
sprayteam.it

STAND 86**BOWER PRODUCTS (INSECT-A-CLEAR)**

Bower Products is a UK manufacturer of Insect-a-clear brand fly killers. Bower is also one of the largest suppliers of UV lamps in Europe operating an in-house sleeving plant. So, unlike politicians, we will be able to offer you an excellent deal if you visit us on stand 86.

+44 (0) 208 903 0983
sales@bower.co.uk
bower.co.uk

STAND 42**BRADSHAW BENNETT**

Bradshaw Bennett has arranged specialist insurance for pest control businesses for over 30 years. We are the insurance partner of the British Pest Control Association, and so understand your industry and can provide tailored insurance to suit the risks you face. Our comprehensive insurance package protects you, your employees and your business.

+44 (0) 1625 505 870
pestcontrol@bradshaw-group.co.uk
pestcontrolinsurance.co.uk

STAND 112**BRANDENBURG**

Founded in 1948 in England, Brandenburg began as a manufacturer of high-voltage power supplies for analytical instruments. Brandenburg developed its first insect light trap in 1961. From having just one customer for its insect light traps in 1999, Brandenburg has since expanded to become the supplier of innovative pest control solutions to major companies and distributors in 140 countries.

+44 (0) 1384 472 900
sales@b-one.com
b-one.com

STAND 0**BRITISH PEST CONTROL ASSOCIATION (BPCA)**

We're the trade association for the public health pest management industry and the organisers of PestEx. Whether you're from a company interested in joining as a member, or an individual looking for a training programme to see you through the next step of your career, come find us on our stand. And if you're already a member – we'd love you to come to say 'hi' anyway!

+44 (0) 1332 294 288
enquiry@bpca.org.uk
bpca.org.uk
pestex.org

STAND 13**CAMPAIGN FOR RESPONSIBLE RODENTICIDE USE (CRRU)**

The rodenticide industry recognises the need to ensure that rodenticides are used correctly

and in ways that minimise the exposure of wildlife and non-target animals. CRRU was established to promote responsible use of rodenticides among all user groups, including professional pest controllers, farmers and gamekeepers. CRRU promotes responsible use through a Code of Practice and administers the UK Rodenticide Stewardship Regime.

+44 (0) 1924 268 433
office@thinkwildlife.org
thinkwildlife.org

STAND 17**CAPE SPC**

Bed bugs naturally emit a scent, which can be distinguished by our detection dogs and used to pinpoint infestations. Our bed bug detection dogs are trained specifically to detect the unique scent of live bed bugs. Trained by RSPH qualified trainers, our bed bug dogs are accurate and precise. They can tell the difference between dead bugs and live bed bugs.

+44 (0) 7454 184 775
luke.jones@cape-spc.com
cape-spc.com

STAND 9**CEPA**

CEPA, the European pest management services trade association reunites national associations and companies along the whole pest management chain in 23 European countries. Our mission as a service sector is to contribute to the protection and assure the wellbeing of EU citizens in the context of smart, sustainable, healthy cities.

+44 (0) 2076 290 210
cepa-europe.org

STAND 18**CHABANNE SAS**

Oisipic is the bird control brand name of the company Chabanne. For over 50 years, Chabanne has developed its know-how in metal wire work and production of metallic pieces for building industry professionals.

+33 (0) 477 363 484
sw@chabanne.com
oisipic.fr

STAND 115**CLIVERTON INSURANCE**

Cliverton has been providing specialist insurance products for over 50 years to businesses working with animals such as pest controllers, security guards, pet minders and walkers, groomers, trainers and licensed boarding kennels and catteries. We were proud to be awarded Schemes Broker of the Year 2018 by Insurance Age Magazine.

+44 (0) 1328 857 921
info@cliverton.co.uk
cliverton.co.uk

STAND 14**DEADLINE PRODUCTS**

Deadline Products is UK based, producing high-quality rodent and insect control solutions for the professional pest controller. Utilising a range of active ingredients, all of our manufactured products come from our Liverpool production facility and are produced against stringent quality criteria. We're the UK's most long-standing producer

of pest products, with a proud history of supplying the best quality products to the professional market.

+44 (0) 151 548 5050
products@rentokil.com
rentokilproducts.com

STAND 51**DEEVAL INTERNATIONAL**

DeeVal International is a distributor of professional pest control and public health management products with its headquarters in North Wales, Flintshire, United Kingdom.

+44 (0) 1244 281 333
deeval.co.uk

STAND 67**DEFENDER BIRD SPIKES (JONES AND SONS)**

Defender Bird Spikes is a family business that manufactures Defender Bird Spikes in Devon. Defender Bird Spikes are deterrents to stop pigeons and gulls landing on roofs, ridges, ledges and, in fact, any area that birds are a problem. Defender Bird Spikes has recently developed a new range of retail packs perfect for shelves, websites and catalogues. Distributors wanted!

+44 (0) 1626 835 055
birdspikesonline.co.uk

STAND 46**DETIA DEGESCH GMBH**

Our company is specialised in the development, product and distribution of pest control products (fumigants, rodenticides, insecticides, monitoring products). The products are used for stored product protection under Plant Protection and Biocide (BPR) legislations for indoor and outdoor use. We also offer a range of products that can be used in home and garden against several pests (insecticides, rodenticides, repellents).

+49 (0) 62 017 080
detia-degesch.de

STAND 72b**DUONG INDUSTRIAL (TAIWAN)**

Procatch, Duong Industrial Co Ltd, the professional manufacturer of pest control products including: mouse glue traps; fly trap paper and roach glue traps; electric insect catchers; cockroach bait and gel. Products 100% made in Taiwan with strictly quality control and fast delivery. Customised enquiries are welcomed!

+886 (0) 55 571 122
marketing@procatch.com
procatch.com

STAND 28**EARTH CARE PRODUCTS**

Earth Care Products manufactures a line of all natural odour eliminators. Simply hang two or three bags and the odour is gone in 24 hours. Our odour eliminators are odour free, they do not have to come into contact with the

odour producer, and they are safe to use around children or pets (no registration is required).

+1 (0) 7606 123 273
bvaughan@cleartheair.com
earthcareproducts.biz
cleartheair.com

STAND 108**EUROTRAP**

Eurotrap Ltd is a European company, based in Athens, Greece. Synonymous with quality manufacturing of glue boards and traps at competitive prices.

+3 (0) 2114 110 110
sales@eurotrap.net
eurotrap.net

STAND 15a**GLORIA HOUSE AND GARDEN**

Gloria offers a wide range of sprayers for demanding applications in disinfection and cleaning. Especially in professional use, the highest demands are placed on these devices with regard to quality, functionality, application and equipment.

+49 (0) 23 027 000
info@gloria-garten.com
gloriagarten.de
industrial-sprayers.com

STAND 37**GREENTRAPONLINE**

Given the changes of last years' legal requirements and the new focus on resistance to the most common rodenticides, it will be necessary to offer non-toxic (green) pest control. GTO has developed an intelligent solution for electronic monitoring of pests over the last 10 years that not only meets the increased consumer

demand but will also define future standards in the pest industry.

+4 (0) 570 227 522
info@greentraponline.dk
greentraponline.dk

STAND 73**GSG URBANGUARD**

GSG UrbanGuard GmbH, founded in 1986 in Berlin, develops innovative product concepts for bird management and pest control accessories. Latest innovations: rat and mouse snaptrap safety-tunnels that combine high catch rates with children protection/non-target animal protection, evading rodent cruelty issue 100%!

gsg-vertrieb.de

STAND 72a**HEATWORK**

HeatWork develops and produces its hydronic heating concept in the northern part of Norway, Narvik. More than 15 years' experience. HeatWork delivers a quick and green heat treatment for the pest control industry. The method is used by several leading companies with great success.

+4 (0) 741 619 940
kristin@heatwork.com
heatwork.com

STAND 40**HOCKLEY INTERNATIONAL**

Hockley International Limited is a privately owned, UK-based company with over 30 years' experience in the manufacture and formulation of high-quality insecticides for pest control. Our broad range of

products includes highly effective knockdown, residual, concentrate and ready-to-use products for the control of a variety of flying and crawling insects, including flies, bed bugs, cockroaches and many more.

+44 (0) 161 209 7400
mail@hockley.co.uk
hockley.co.uk

STAND 113**HUCK NETS UK**

Huck Bird Control is a world leading designer, manufacturer, and supplier of environmental improvement products – developed specifically for the professional install market and international distribution. Huck Bird Control successfully continues to supply the world's leading pest management and bird proofing companies, and remains the first choice in quality, cost, service and delivery.

+44 (0) 1308 425 100
enquiries@hucknetting.co.uk
huck-net.co.uk

STAND 38**I2LRESEARCH**

i2LResearch is a multinational contract research organisation offering efficacy and ecotoxicology testing for biocides/household consumer and professional pesticides, animal health products and repellents, as well as agrochemicals, biopesticides and fertilisers. We offer GEP and GLP laboratory and field testing across our offices in the UK, Europe and USA for registration, screening, R&D and other purposes.

+44 (0) 2920 776 220
helena@i2lresearch.com
i2lresearch.com

STAND 55**IGEBA GERAETEBAU**

IGEBA is a manufacturer of high-quality thermal fog generators and ULV aerosol generators and has been supporting the preservation of our habitat from pests for more than 36 years – from vector and pest control to disinfection and plant protection. Meeting the individual demands of our customers is our main goal.

+49 (0) 837 592 000
info@igeba.de
igeba.de

STAND 27**INPEST**

InPEST: the IPM European brand for professional pest control. We are producers of monitoring systems for pests and pheromones for target insects.

info@inpest.it
inpest.it

STAND 19**INSECTRON MADE BY BERSON**

Insectron, the quality brand of insect killers for industrial use for more than 40 years. Our bespoke Insectron system types are well-known all over Europe. We also produce a range of certified ATEX Insectron models. Please contact us to find your best fitting insect killer model.

+31 (0) 402 907 777
sales@bersonuv.com
bersonuv.com

STAND 7**INTERNATIONAL PEST CONTROL (IPC)**

International Pest Control magazine is the leading independent, bi-monthly magazine, in the world dealing with all aspects of pest prevention and pest eradication. IPC provides information on control and protection against various diseases transmitted by insects. Subscribers have free online access with a search facility to all back issues published since 2004.

+44 (0) 1628 600 499
editor@international-pest-control.com
international-pest-control.com

STAND 21**INTERNATIONAL PHEROMONE SYSTEMS**

International Phomone Systems is a UK-based 'family run' business with over 30 years' experience in developing, producing and supplying high-quality insect semio chemical based products and their associated trapping systems for our growing international customer base. We are mainly known as a manufacturer and supplier of insect pheromone traps and associated products.

+44 (0) 151 363 7060
info@internationalpheromone.co.uk
internationalpheromone.co.uk

STAND 71**IPESTCONTROL (FROWEIN)**

IPestOnTrol takes rodent control to the next level. With over 10 years of expertise, we are

introducing the complete overhaul of our radio rodent control system IPestOnTrol together with our partner HYGiTEC. Our next step is insect control based on the IoT.

+49 (0) 7432 956 117
steffen.koenig@frowein808.de
frowein808.de

STAND 79**IPM SQUARE**

IPM SQUARE allows you to monitor rat activity and capture 24/7 and to control online notification and alerts on each SQUARE unit activity you use. This holistic solution contains smart traps, phone app to install and monitor activity, and dashboard control that allows you to manage all units from your office without having to visit the trap.

+972 (0) 36 369 437
info@ipm.co.il
ipmsquare.com

STAND 66**IRTÓ TRIÓ**

Irtó Trió Ltd is a private business entity with exclusive Hungarian ownership. Our principal activities are manufacturing and distributing bait stations for mice and rats and performing pest control activities.

+3 (0) 613 150 420
irodavezeto@irtotrio.hu
irtotrio.hu

STAND 103**JIANGSU INTER-CHINA GROUP**

Manufacturer of alpha-chloralose (exclusive one in China), bromadiolone, brodifacoum,

difenacoum and their intermediates, tetralol etc. We also supply pyrethroids: esbiothrin, tetramethrin, allethrin, d-allethrin, empenthrin, prallethrin, transfluthrin etc from China.

+86 (0) 15 252 909 581
tom@deanpestcontrol.com
deanpestcontrol.com

STAND 96**KAELTIA COMPLIANCE SERVICES**

KAELTIA is a regulatory affairs consultancy that manages the worldwide registration of products (plant health, animal health, human and environmental health). We offer a qualified and efficient service involving a highly experienced and committed staff continuously updated on the regulatory requirements and with fluid communications with the relevant authorities.

+34 (0) 984 391 044
info@kaeltia.com
kaeltia.com

STAND 24**KILLGERM CHEMICALS**

Killgerm Chemicals is the UK's leading pest control product supplier and provider of training and technical support. We bring you the largest range of innovative products first, providing you with the tools you need to make a difference. This year we are celebrating the tenth anniversary of Plus Points, the pest management industry's most successful points scheme.

+44 (0) 1924 268 400
info@killgerm.com
killgerm.com

STAND 76**KNESS PEST DEFENSE**

Built on a legacy of providing high-quality pest control solutions, Kness Pest Defense has manufactured innovative products for more than 90 years. We offer a comprehensive line of tough, market-tested products for catching all types of pests. Our team of experienced industry professionals believe in supplying innovative, reliable and easy to use pest control products of the highest quality.

+1 800 247 5062

nick@kness.com

kness.com

STAND 82a**LANCE LAB**

Designers and manufacturers of innovative pest control equipment. Specialising in high reach lances for powder and liquid spraying. Visit us stand 82a for the launch of our new AR 8 Pro Lance (an alternative to CO₂ systems), and the new AR Pro Bulb Duster.

+44 (0) 2891 818 313

info@lancelab.com

lancelab.com

STAND 16**LANTRA AWARDS**

We're Lantra Awards, your one-stop-shop for quality training and qualifications. We develop training courses and qualifications in a wide range of areas within land-based and environmental industries, from arboriculture and horticulture, to Agriculture and landscape, plus much more besides.

+44 (0) 2476 696 996

jackie-ann.mclellan@lantra.co.uk

lantra.co.uk

STAND 72c**LAST SHIELD**

Last Shield is an innovative company that develops and produces professional real time control systems and pest extermination products. We have fly traps and bait for flies.

+9 (0) 7299 668 866

shay@last-shield.com

last-shield.com

STAND 91**LODI UK**

Lodi UK is a subsidiary of Lodi Group which is one of Europe's largest family owned manufacturers of pest control chemicals. Lodi UK was established in the West Midlands in 2004, growing from strength to strength to be one of the UK's leading suppliers into the professional, agricultural and retail sectors.

+44 (0) 1384 404 242

sales@lodi-uk.com

lodi-uk.com

STAND 110**LONGRAY**

Longray has the first time new invention battery-powered ULV cold fogger. We have the famous model Pioneer, 606, 3600B, all those models are greatly popular and sell internationally. Longray has 20 years of production experience making strong and stable quality thermal foggers, ULV cold foggers, truck-mounted ULV foggers,

and the vehicle-disinfection channel. Longray has ISO, CE, WHO and other international quality test certificates.

+86 (0) 75529 683 086

trade@szlrkj.com

longrayfog.com

STAND 69**MERLIN ENVIRONMENTAL SOLUTIONS**

Merlin Environmental is the largest and longest standing bed bug canine detection company within the UK and mainland Europe. With dedicated canine teams up and down the country, we are ready to deploy at a moments notice.

+44 (0) 8000 377 332

office@merlinenvironmental.co.uk

merlinenvironmental.co.uk

STAND 89**MESTO SPRAYERS**

For professional use in the cleaning industry, Mesto offers portable sprayers with a filling capacity from 0.5l to 10l. We have the ideal sprayers for many strong acidic as well as strong alkaline liquid agents.

+4 (0) 971 412 720

info@mesto.de

mesto.de/en

STAND 94**METEX**

Metex offers the UK's most comprehensive range of rat blockers, from the cost-effective Ratwall unit to the world leading Nordisk TX11.

All rat blockers from Metex are robust, stainless steel and effective. Metex will be supporting its distributors by offering demonstrations and technical advice throughout the show.

+44 (0) 800 130 3646

sales@metexonline.com

ratwall.co.uk

STAND 70**MOUSESTOP (BY IPEST CONTROL BV)**

MouseStop is an animal-friendly barrier paste, used worldwide since 1990 to seal cracks, seams and holes to prevent ingress from rodents and other pests. It contains no pesticides, is instantly waterproof and highly effective. All this makes MouseStop fully compliant with the IPM approach.

+31 (0) 725 347 324

info@ipestcontrol.com

mousestop.com

STAND 74**MYLVA**

MYLVA S.A is an international supplier of biocides for the pest management industry. We are a family owned company based in Barcelona (Spain), covering all Europe and beyond through our partners and distributors and with subsidiaries in Lima (Peru) and Mexico. 2019 sees us celebrate our 30th anniversary in the pest management industry come see us to find out more.

+34 (0) 934 153 226

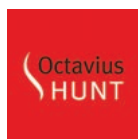
export@mylva.eu

mylva.eu

STAND 102**NPTA**

National Pest Technicians Association

+44 (0) 1773 717 716
office@npta.org.uk
npta.org.uk

STAND 54**OCTAVIUS HUNT**

Octavius Hunt is the leading pesticide and disinfectant smoke manufacturer in Europe. Our company has unrivalled technical expertise in the development and production of smoke products and widespread experience in supplying insecticide, disinfectant and natural smokes to distributors within various industries across the world.

+44 (0) 117 955 5304
info@octavius-hunt.co.uk
octaviushunt.co.uk

STAND 3**ORKIN**

Orkin LLC is a consumer and commercial services company and a division of Rollins, Inc. Orkin provides essential pest management services and protection against rodents, insects, and other pests to more than two million customers around the globe, operating in 59 countries. Orkin is expanding throughout Europe, Africa, and Asia.

+1 404 888 2360
tluczyns@rollins.com
orkin.com

STAND 68**ORMA - ITALY**

ORMA is an Italian manufacturer of pest control products that offers a complete range of solutions for the professionals of the sector. ORMA's selection goes from liquid and aerosol insecticides, multifunctional bait boxes, fresh pasta and wax blocks rodenticides and a number of light fly traps with glue boards. All the products are totally made in Italy.

+39 (0) 116 499 064
aircontrol@ormatorino.it
ormatorino.com

STAND 109**OSD GROUP**

OSD is a group of Italian companies that specialises in the development and manufacturing of high-quality pest control products for professionals. From the outset, OSD first commitment was to investigate new solutions for bird control; the ECOBIRDS brand was launched in 2002 and now enjoys a strong worldwide presence.

+39 (0) 59 526 595
sales@osdgroup.it
ecobirds.com

STAND 15b**PANKO MONITORING TRAPS**

Panko has been operating since 1993 and specialises in the production of insecticide-free traps to monitor insects and other pests. Our specialities comprise: monitoring presence of harmful pests including insects

and rodent glueboards, rodent bait stations and lures with pheromones and attractants.

+48 (0) 603 771 074
bartlomiej@panko.pl
panko.pl/en

STAND 41**PELGAR INTERNATIONAL**

PelGar International is the leading British manufacturer of highly effective rodenticide and insecticide products for the control of public health and farming pests around the world. With an active and dynamic R&D programme, PelGar develops and supplies innovative and novel products to the global market to meet the demands of varying species and environmental factors.

+44 (0) 142 080 744
info@pelgar.co.uk
pelgar.co.uk

STAND 44**PELSIS**

Pelsis delivers innovative brands to the facilities management industry, offering our global customer base a wide range of products to support their FM needs. Our brand portfolio offers leading product technical expertise. Developed with commercial environments in mind, our brands are synonymous with high-quality technical advice and support alongside the reassurance of enduring product quality and reliability.

+44 (0) 800 988 5359
info@pelsis.com
pelsis.com

STAND 12**PEST-GO (URBAN FOX CONTROL LONDON)**

Pest-Go has provided specialist urban fox control and management across London UK since 2002. A lot of emphasis is placed on education and prevention. Our services include urban fox control, fox proofing and exclusion, habitat adjustment, dead fox removal and disinfection and emergency 'live fox' extractions/handling.

+44 (0) 7930 573 934
foxcontrolondon@live.co.uk
urbanfoxcontrolondon.co.uk

STAND 102**PEST MANAGEMENT ALLIANCE (PMA)**

The purpose of the Pest Management Alliance (the Alliance) is to gather, consolidate and focus the views of the professional pest management industry on specific key issues of concern, and then relay and promote those views to the main centres of influence in government or associated agencies.

pmalliance.org.uk

STAND 1**PEST TRADER**

Pest Trader is a UK based international supplier to the pest management industry. It supplies professional distributors with a unique range of products focused on prevention, monitoring and placement.

+44 (0) 1403 791 593
info@pesttrader.com
pesttrader.com

STAND 92**PESTFIX**

PestFix is a family-run distributor of pest control products and consumables. We work closely with BPCA and sit on the Manufacturing and Distributor Committee to help support our industry. PestFix has a range of pest management solutions, and continues to source new and innovative pest control solutions for its customers. Come and visit the PestFix stand and meet the team.

+44 (0) 1903 538 488
pestfix.co.uk

STAND 22**PESTSCAN**

PestScan is the perfect pest control software solution for pest control companies. Admin program to manage planning, customers, stock, documents etc. Customer portal with visit reports and trend charts. Technician and sales apps. Easy to use, superb support. Runs on your smartphone, tablet or ruggedised scanner.

+31 (0) 653 790 820
info@pestscan.eu
pestscan.co.uk

STAND 26**PESTWEST ELECTRONICS**

PestWest supports you with a comprehensive range of professional flying insect control units. Innovation, quality and power are key components in all our units. Combining excellent value with expertise from

technicians and leading biologists, PestWest offers a diverse range of flying insect control units.

+44 (0) 1924 268 500
info@pestwest.com
pestwest.com

STAND 83**PLASTDIVERSITY**

Plastdiversity is a Portuguese industrial company specialising in mass production of pest control plastic articles, innovative design, resulting from research and technological development itself.

+351 (0) 233 959 490
ricardo.fonseca@plastdiversity.com
plastdiversity.com

STAND 48**PUREAN SOLUTIONS AND TECHNOLOGY**

Purean is a unique technology and products provider for pest control industry. Insectram is the best pest control software which is suitable for all sizes of pest controllers. With Insectram you will be compliant to all national and international standards in a few days' time. Made by the experts, only for the pest control industry.

+44 (0) 1932 711 388
ozgur.karakas@purean.co.uk
insectram.co.uk

STAND 45**QUIMUNSA**

We are leaders in Spain and one of the biggest companies in Europe in the manufacture of biocides for pest control:

rodenticides, insecticides, termicides, wood treatment, and other complementary products.

+34 (0) 946 741 085
info@quimunsa.com
quimunsa.com

STAND 34**RAT PAK PEST CONTROL PRODUCTS**

Rat Pak Pest Control Products offers a range of different products, from its own range of bait boxes to a wide range of products available throughout the pest control industry.

For more information come and visit at stand 34.

+44 (0) 1522 686 070
sales@ratpak.co.uk
ratpak.co.uk

STAND 13**RODENTICIDE RESISTANCE ACTION COMMITTEE (RRAC)**

The Rodenticide Resistance Action Committee (RRAC) is a working group within the framework of CropLife International. Participating companies include: Bayer AG, BASF, LiphaTech S.A., Pelgar, Rentokil, Syngenta, Activa and Zapi.

rrac.info

STAND 13**RODENTICIDE RESISTANCE ACTION GROUP (RRAG)**

RRAG is a UK-based group consisting of representatives from universities, government

agencies and all sectors of the pest control industry, with expertise in rodenticide resistance.

bPCA.org.uk/rrag

STAND 93**ROYAL SOCIETY FOR PUBLIC HEALTH (RSPH)**

The Royal Society for Public Health is an independent, multidisciplinary charity dedicated to the promotion and protection of health and wellbeing. RSPH provides education and training through vocationally related qualifications that are directly relevant to the workplace. These include a suite of pest control and other related qualifications.

+44 (0) 2072 657 300
enquiry@rspH.org.uk
rspH.org.uk

STAND 114**RUSSELL IPM**

Russell IPM is one of Europe's largest manufacturers and suppliers of pheromones, specialising in innovative products in the public health, agriculture and home and garden sectors. Russell IPM is active in over 35 countries worldwide. At PestEx we shall be highlighting the revolutionary mating disruption system Dismate PE™.

+44 (0) 1244 281 333
info@russellipm.com
russellipm.com

STAND 105**SAMI TECH**

SAMI TECH presents the first flexible heating technology for pest control, by Heat Bubble. SAMI TECH is specialised in research and development of new technologies to offer clean and innovative solutions, in the pest control sector.

+34 (0) 918 306 024

d.bibi@sami.tech

sami.tech

STAND 90**SERVICETRACKER**

ServiceTracker provides you with a comprehensive software solution on which every function of your business is integrated. Our friendly team provides you with all the help and ongoing technical support you need and is dedicated to improving the productivity and efficiency of your business.

+44 (0) 3302 231 022

marketing@servicetracker.uk.com

servicetracker.uk.com

STAND 31**SERVICEPRO**

ServicePro offers many features for your pest control needs like office automation, risk assessment, photo observations, sales CRM, a ServSuite mobile app for your techs, scheduling, routing and many more!

+44 (0) 2088 167 164

globalsales@servsuite.net

pestcontrolsoftware.co.uk

STAND 84**SIA SITNO**

SITNO SIA, based in Latvia, is a well-established, family-owned producer of ecologically balanced glue traps.

+3 (0) 7129 405 429

info@sitno.biz

sitno.biz

STAND 11**SM BURE**

SM Bure is one of the famous fogging machine manufacturers. Bure is a quiet and portable fogging machine with high-pressure air preventing harmful insects.

+82 (0) 629 591 511

smbure-foggingmachine.com

STAND 71a**SPM GLOBAL**

Our vision is to create a range of sustainable products and technologies that allow the professional operative to deliver his service with a lower environmental impact than previously possible.

+42 (0) 725 872 432

info@smglobal.co

smglobal.co

STAND 98**SUMITOMO CHEMICAL**

Sumitomo Chemical has a long and proud history in the field of pest control. Traditionally renowned as innovators of active ingredients, Sumitomo has built up an unrivalled platform of insecticide

chemistry in Europe that includes multiple modes of action and low environmental impact options. To make the most of these assets, Sumitomo has embarked on a comprehensive product development programme.

+44 (0) 7738 981 712

sumitomo-chem.co.jp

STAND 23**SYNGENTA**

Syngenta is a global company with 28,000 employees in more than 90 countries. Through a dedicated organisation – Syngenta Professional Pest Management – we use our expertise to ensure that people all over the world have the chance to live their lives uninterrupted by the nuisance and disruption of pests and vector-borne diseases.

+41 (0) 613 231 111

ppm.eame@syngenta.com

syngentappm.com

STAND 39**TELEX HONG KONG INDUSTRY**

Leading manufacturer and suppliers of bird, insect and rodent control products in China.

+86 (0) 13 823 529 642

info@birdcontrol.cn

birdcontrol.cn

STAND 72d**THERMOKIL INTERNATIONAL**

The heat treatment techniques used today against pests are based upon direct air heat

exchange units pioneered by Thermokil using research carried out by founder David Hammond in the 1990s. By 2019, Thermokil now works in over 23 countries around the world.

+44 (0) 7870 562 874

dave@thermokil.co.uk

thermokil.co.uk

STAND 78**TRAPSENSOR (BY ALERT HOUSE)****TRAPSENSOR®**

We manufacture TrapSensor – a rodent kill trap with integrated electronic monitoring. Whenever a trap shuts, you will be notified via push, email and/or text message on your mobile phone, tablet or PC. You can always check the status on all your traps no matter where they are.

+45 (0) 2276 3820

ole@alerthouse.dk

trapsensor.com

STAND 107**UNICHEM**

Unichem develops, manufactures, registers and markets a wide range of highly effective rodent and insect control products. An extensive research and development department has developed and brought many efficient products to the market. All rodenticides and insecticides are performance tested using the laboratory test guidelines of renowned institutions.

+386 (0) 17 558 152

unichem@unichem.si

en.unichem.si

STAND 56

VEBI ISTITUTO BIOCHIMICO



vebi
Tech

Vebi Istituto Biochimico is an Italian historical industrial reality, established in 1945 in the pharmaceutical industry. Its production moved through the decades into chemical solutions of rodenticide and insecticide products for the pest control sector, working at international level.

+39 (0) 499 337 111

info@vebi.it

vebi.it

STAND 80

VECTORNATE USA



VectorFog is a division of Vectornate, serving global industries including urban pest control, public hygiene and agriculture. Our team provides hands-on solutions for the different needs of our clients including pest control professionals, wholesalers, agents, and government departments. At Vectorfog, we proudly offer top-of-the-line pest control equipment and protection products that have passed the strictest of international safety standards.

+1 (0) 2014 929 835

info@vectornate.com

vectorfog.com

STAND 2

WILDLIFE CONTROL SUPPLIES EU



Wildlife management and pest products supplier. Distributing across Europe!

+34 (0) 628 658 996

wildlifeeu@gmail.com

shopwcseu.com

STAND 65a

WOODSTREAM EUROPE



Woodstream is a global manufacturer with a reputation for pioneering next generation professional pest control products, including our latest innovation, the VLink Pest Control Network. Woodstream's reputation is built on 100 years of knowledge and experience with our leading brands: Victor, Mosquito Magnet and Havahart. For a demonstration, please come and chat to one of our knowledgeable team on the stand.

+44 (0) 1572 722 558

enquiries@woodstream.com

woodstream.com

STAND 111

XCLUDER



Xcluder® is the global leader and innovator in pest exclusion, offering a complete line of commercial and residential pest exclusion products, including the patented Xcluder fill fabric, patented and guaranteed rodent-proof door sweeps, and rodent-proof garage door, dock door and dock leveler seals.

+1 (0) 8477 554 700

davec@gmt-inc.com

getexcluder.com

STAND 30

YANCO



Yanco is a UK based manufacturer of innovative household insecticide products including: moth hangers, unbreakable mosquito coils, insecticide paper, mosquito travel kits and mosquito indoor/outdoor pyramid kits. Private label.

+44 (0) 1514 944 488

enquiries@yanco.co.uk

yanco.co.uk

BPMA host: Mike Dilger



With two degrees, one in ecology and one in botany, and a life-long passion for natural history, Mike has risen quickly in the world of presenting and is a regular face on BBC1's 'The One Show' and is also the co-presenter on BBC2's 'Nature's Top 40'. He has been the presenter on CBeebies, 'Autumnwatch', 'Springwatch' and 'Nature's Calendar' and is one of BBC1's 'Inside Out' presenting team. In 2018 Mike presented the spectacular 'Philippines: Island Treasures' on BBC2, which saw him explore the rich culture and rare wildlife of the stunning Philippines.

With his encyclopaedic knowledge and profound experience of both British and tropical flora and fauna, Mike was first seen on our television screens on 'Britain's Wild Invaders' on Five in 2000. He quickly moved onto other projects both on television and radio becoming the wildlife expert on 'The Terry and Gaby Show' and a contributor on 'British Isles: A Living History' with Alan Titchmarsh and the 'Nature of Britain'.

Mike is the author and co-author of numerous books – to name just a few: 'Nature's Top 40: Britain's Best Wildlife' and 'Nature's Calendar' to complement both TV series, and 'Nature's Babies'. His most recent book 'Wildlife in your Garden' was released in April 2016. Mike also regularly writes magazine articles for numerous publications.

Being a keen traveller, Mike leads tours at different locations worldwide for wildlife holiday companies. He picks up languages easily and is fluent in Spanish, basic Swahili and Vietnamese. He also attends many British bird and wildlife fairs as he is committed to bringing the beauty of the natural world to a broader audience.



View a sample issue
on our website
www.international-pest-control.com

International Pest Control (IPC) magazine is an independent, bi-monthly magazine, published continuously for over 60 years. It is the leading magazine in the world dealing with all aspects of pest prevention and pest eradication.

IPC provides authoritative reviews of pest control developments worldwide, with news, articles, reviews, features and comments.

It is published in the interest of everyone concerned with control of infestation of all types - in agriculture; in food manufacturing, storage and distribution; in domestic, commercial and industrial premises. It uniquely provides information on all markets and on all pests.

For 2019, we have some exciting Special Features planned:

- Pest Management in the Food Industry (Jan/Feb)
- Vector Control/Biting Invertebrates (Mar/Apr)
- Invasive Pests (May/Jun)
- Vertebrate Pests/Rodents & Birds (Jul/Aug)
- Biopesticides & Semiochemicals (Sep/Oct)
- Weed Management (Nov/Dec)

We have recently upgraded our system to allow access to issues from January 2018 onwards via mobile and tablet devices. As a subscriber, you will have free access to all issues from January 2004 to December 2017 via any computer browser, and all issues from January 2018 via any browser, tablet, or mobile device.

Subscription (6 Issues): Institutional Rate £156 Personal Rate £85

Special offer for PestEx 2019 Attendees - £60

*please visit <https://international-pest-control.com/subscribe>
and enter the code **PEX19***

PestEx top tips



BEFORE

REGISTER TODAY

The pest management show is going to have queues for admission! Take the fast track and pre-register online. It takes two minutes pestex.org/register

SAVE THE DATE

We all get busy, but staying connected with your community is just as important as any regular work. Make sure the work diary on 20-21 March says "PestEx".

BRING A FRIEND

You'll be surprised how useful it is having a second (or third) pair of eyes looking

out for you. If you're the boss, bring a couple of your team with you to show them what the pest community looks like.

TELL PEOPLE YOU'RE GOING

Going to events like the pest management show helps to prove to your clients that you're serious about your profession. Do a social media update, a news item on your website or even pop it on your 'out-of-office'.

HAVE A PLAN...

The full seminar schedule and exhibitors floorplan is on pages 6-7 so make good use of it and put a star next to any presentations

or exhibitors you really want to visit. With 100 exhibitors and two seminar theatres, you need to maximise your time to make meaningful connections.

...BUT BE FLEXIBLE

Keep an open mind as you walk through the exhibition. Opportunity often strikes where it's least expected!

BOOK SOMEWHERE TO STAY

The only way to properly experience PestEx is a two-day visit. Hotels around the ExCeL book up quickly. If you're struggling, look for a hotel a short tube ride away or an AirBnB.

DURING

TAKE BUSINESS CARDS

PestEx is all about making connections. Have a pocket full of business cards ready to hand out. You never know where the right connection might lead!

ARRIVE AT SEMINARS EARLY

The seminar theatres have limited seating and are first come, first served. Arrive early to make sure you don't leave disappointed.

TAKE NOTES

When we go to tradeshow, our show guides are always covered in important scrawls and new ideas. We'd say take a pen - but we're sure you'll find a few new ones across the exhibition hall.

ASK QUESTIONS

There's no better place to have all your pest related queries answered than

PestEx. How often do you have the biggest names in pest management from around the world in the same room?

TAKE A SELFIE

Send a couple of tweets, update your company Facebook and take loads of pictures of what you're doing at PestEx. Clients love to see companies that take pride in being a part of their professional community!

AFTER

READ ALL THE THINGS

Don't get us wrong, plenty of stuff will be on the recycling pile by Friday lunchtime - just make sure that you've at least scanned all the literature for anything important or interesting.

FEEDBACK TO THE TEAM

The entire point of the pest management show is to connect with new ideas and grow as a business. Spread the knowledge and capitalise on any good ideas while the information's still fresh.

FOLLOW UP WITH CONTACTS

The longer you leave it, the more likely you are to forget who was offering what and pricing might even change. Capitalise on the human connection and you might just end up with a discount for your troubles.

Bugged by insurance?

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right for your insurance



The pest control insurance specialists with over 40 years experience

Covering...

- Pest Control
- Vermin Control
- Bed bug detection
- Use of rifles and shotguns
- Deer stalking
- Gamekeeping
- Ghillies / Water Bailiffs
- Bird scaring
- Use of birds of prey
- Public handling of falcons
- Humane destruction
- The use of dogs/ferrets

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Come see us at **PestEx**

The Next **EVolution** of Bait Stations



ONE KEY, ENDLESS SOLUTIONS

What does Tier 1 mean?

In order to receive this distinction from the U.S. Environmental Protection Agency (EPA), a bait station must pass EPA-established protocols that demonstrate tamper-resistance to both children and dogs, as well as possess performance features for weather resistance.



What are the tamper-resistance requirements for children?

Testing protocol requires a testing panel comprised of a minimum of 50 children aged 42 to 51 months being unable to gain access to any station.

What are the tamper-resistance requirements for dogs?

A minimum of 12, young and healthy dogs weighing at least 20kg, are provided unrestricted access to a bait station for at least 2 hours. A station will only pass if all 12 dogs are successfully kept from accessing the bait.

Protecta **EXPRESS**

Protecta **AMBUSH**

Protecta **CIRCUIT**

Protecta **MOUSE**

Protecta **LANDSCAPE**



THE WORLD LEADER IN RODENT CONTROL TECHNOLOGY®

www.belllabs.com | emea@belllabs.com