



AEPMA Year Book



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Welcome to the inaugural AEPMA Year Book.

In this publication, we aim to paint a profile of the Australian pest management industry — where it has been, where it is at, and where it is heading — and also profile those people, companies and organisations who are involved in and contribute to it.



Introduction

By Stephen Ware, National Executive Director, AEPMA

AEPMA is proud to be the industry's peak representative organisation, a role it has played since it was formed from a collection of State and regional associations back in 1988.

Importantly, as a democracy, AEPMA believes it is vital for all its members and potential members to be aware of and understand as much as possible, not only about the industry but about their industry colleagues, professional practitioners, suppliers, distributors, government agencies, collaborators, and so on. Not just who they are, but what they do, what they offer, what they stand for, where they've been and where they are heading.

We intend that future editions of this important year book will be considerably more comprehensive than this, our first attempt. But, we need to start somewhere and demonstrate that we have both the will and wherewithal to turn good ideas into positive actions.

There is no escaping the

fact that AEPMA has faced, and dealt with, a long and continuing run of both external and internal challenges and contentious issues from its very beginnings. Many of those challenges and issues will continue to exercise our minds and demand our dedicated and energetic management. Importantly, however, we must see and address all these as opportunities to advance, reinvigorate and renew, rather than problems and threats to be glossed over or run away from.

In the short term, AEPMA is vigorously addressing the need to increase the value — both perceived and real — of active and involved membership. In this context, this inaugural year book is a part — but only part — of our campaign to demonstrate our commitment to one of our important primary functions: facilitating information and knowledge sharing within and about the industry and encouraging meaningful and profitable networking and 'connection forming'.

As indicated, this is but a first

step in the process. But it will be the harbinger of many more to come, and will, we trust, establish a tangible value. The AEPMA Year Book will become a communication vehicle which every pest manager will not just want to read but need to refer to on a regular basis, and every contributor to this industry will not just want, but need to be 'in'.

In the meantime, however, welcome to our first issue. Your feedback will be most welcome.



**AEPMA - The voice of the
Australian Professional Pest Management Industry**

AEPMMA and the Australian Pest Management Industry





The history of the Australian Environmental Pest Managers Association (AEPMA) goes back many years before the association was incorporated in 1988. Prior to that, each State had its own separate pest management association.

AEPMA

THE National Association

By and large, the State bodies were quite successful and, by the mid 1980s, were flourishing and growing strongly. However, while they each provided benefits to their members, their capacities to truly represent the industry were hampered by a scarcity of

financial and human resources as well as by a lack of national coordination and focus.

During the 1980s, as a first step towards adopting a national presence, the State associations brought themselves together under the national banner of the Council

of Australian Pest Control Associations (CAPCA) which operated as a federation.

But CAPCA was still, like the States, operated on a voluntary basis and lacked the manpower to take on the big issues impacting on the industry at a national level.

By 1987, CAPCA and its constituent bodies decided to bite the bullet, levy its members, and employ a professional, fully equipped secretariat. The result was AEPMA. And each of the State bodies became AEPMA branches.

The name, shortened to AEPMA, was chosen quite deliberately to reflect and advertise the industry's interest in and concern for the rapidly emerging 'big issue' (protecting the environment) and also its support for a more modern approach to dealing with pest problems (ie 'management' vs 'control').

Today, industry professionals take for granted the need to work with nature, using modern, sophisticated



technologies to protect members of the community and their property from the ravages of insect, rodent and avian pests while, at the same time, protecting and enhancing the health and safety of both people and the environment. Back in 1988, however, adopting the AEPMA name was a timely reminder to all practitioners and industry stakeholders that we all shared a great responsibility.

Today, AEPMA has member companies in all States and territories of Australia.

Currently, there are five state branches and a number of regional sub-branches.

There are also a number of international (overseas) members. The formation of additional sub-branches is a priority for the association, as and when local membership requires them.

International recognition

AEPMA is an active member of the Federation of Asian and Oceania Pest Managers Associations (FAOPMA) and has close links and reciprocal arrangements with other pest management associations throughout the world.

National recognition

As the industry's peak national body, AEPMA works closely with all Commonwealth and State regulatory bodies, statutory authorities, and other government agencies involved or interested in any way in the practice and delivery of pest management.

Among its strong membership base are companies and practitioners regarded as pioneers of professional pest

management in Australia.

The diversity and strength of the AEPMA's membership enables it to be truly representative of the professional pest management industry.

An important function of AEPMA is to keep members informed about and up-to-date with what is happening in the industry, to communicate about regulatory changes and technological developments, facilitate professional training, and generally to create an environment which promotes successful and profitable business operations.

Local recognition

The diligence of AEPMA over the years has paid and continues to pay dividends for its members and the industry as a whole.

Thanks to its growing profile, consumers and their advisors and advocates are actively seeking out and recommending practitioners and companies which belong to the AEPMA.

But none of the association's achievements would be or would have been possible without the active (but generally silent) and tireless involvement of AEPMA members (volunteers) who devote considerable business and personal time towards helping to organise conferences, seminars and workshops with the mutual aim of a prosperous pest management industry.

What AEPMA does for the industry

AEPMA is working constantly and consistently to develop, improve and promote the Australian professional pest



management industry.

It liaises with government regulatory authorities on matters affecting the industry, public safety, and uses of pesticides.

Thanks to a long and sustained effort, AEPMA's status and credibility is now such that, at all levels of government and within intra-industry groups, its input is actively sought, its comments and suggestions respected, and, more often than not, responded to positively and acted upon during (not after) decision making and planning processes. In other words, the association has gained the trust and confidence of Government departments in every state and territory.

Specifically, the association has representatives on many government committees including State Licensing Committees, Standards Australia Advisory Committees, the Pest Industry/Government Sector Working Group and other appropriate working parties.

It has also been involved with the Senate Select Committee on Pesticides, the NH&MRC Workshops on Termites, the creation and development of the National Competency

Standards, as well as National Licensing and other technological inputs.

AEPMA also provides media representation and information to consumers on urban pest management.

Competitive advantage of AEPMA membership

In today's business environment, competitive advantage can often determine the fate of a business' prosperity.

For pest management companies, professional practitioners, suppliers, distributors and consultants, all of whom are part of and integral to the industry, AEPMA membership means not just being part of, but in a position to, influence and guide the policies and activities of a respected, reputable and highly professional representative association.

Even the smallest companies and operators can, through AEPMA membership, 'punch above their weight' by gaining the ear of, and influencing, governments, business and the community at large.

And AEPMA membership is a cost-effective way to be recognised as a credible professional within a competitive marketplace.

When I was asked to contribute to AEPMA's inaugural industry year book, I took the opportunity to reflect on my time in the pest management industry and the exposure I had to it growing up as a child in Melbourne.



Reflections on the past: perceptions of the future

David Gay, President, AEPMA

Although I have been personally involved in this industry for 15 years, my connection to it goes as far back to the early 1970s, when I was a young child. From those early days my summers always involved 'helping out' around the family pest management business, holding the ladder on a job or taking phone messages while at home.

I vividly remember a large map of 'Greater Melbourne' posted to the wall in the hallway of our family home that tracked the spread and proliferation of European wasps into mainland Australia. At the start of each 'season', my father would place a different coloured pin on the map to denote the location of wasps' nests which he had identified and treated. One year the pins would be green, the following year they would be red and so on. It is amazing to think that an insect, whose spread over Australia could once be tracked so

easily, has now become a prolific and everyday part of Australian life. The current situation with the spread of Fire Ants in Queensland strikes me as a similar progression.

Almost 40 years later, I remember those early days going to wasp jobs with my father and standing a safe distance away to watch him work. In those days there didn't appear to be much skill required, other than the ability to not poison yourself. Application equipment was not as specific as it is now and the products used were either straight dieldrin, Gammexane smoke generators, or a bit of dust (which was probably another organo-chlorine of some description).

On reflection, our industry has progressed fairly rapidly over the last 20 years when we consider the products and equipment currently available. These include termite baiting,

non-repellent termiticides, cockroach and ant baits and pheromone lures, a wide variety of rodent management technologies, and termite detection equipment such as moisture meters, Termatrac™ and thermal imaging technologies.

People

My time in this industry has been influenced by the people I have met along the way, both industry peers and mentors.

Important among these have been Australia's Peter Meadows, Judy Dole from America, and termite 'guru', Phil Hadlington.

Other influencers, back then in the 90s, were practitioners, some of who are or were regarded widely as true industry 'big guys' and identities. Among the most memorable and influential, to both myself and our business, was Gordon Gordon from Metropolitan Pest and Weed

Control in Melbourne. Gordon either knew or spoke to everyone in the industry and was very astute in networking with other businesses, as well as being generous in his referrals of work.

At the time, our company had neither the experience nor the desire to pursue termite work, so we referred all termite inquiries to Gordon, and he responded in kind with work he was not able to do. Referrals like this are a key to the success of any small business, not because of their dollar value or cash flow but because it allows businesses the potential to form close friendships with other businesses who may experience similar issues and challenges.

The friendship and business relationship which was formed between our companies proved to be invaluable.

AEPMA

Gordon had a major influence on our decision to join AEPMA. At that time, AEPMA was in the early stages of formation and the Victorian Pest and Weed Association had become AEPMA's Victorian branch.

I remember the early meetings with John Adams (Adams Pest Control) as Chairman, Doug Browning as Secretary and the friendly environment that was fostered between members. It is a quality and trait that is as strong and vibrant among AEPMA members today as it was in the beginning.

Conferences near and far

My attendance at and involvement in AEPMA, FOAPMA, and a couple of large American conferences also shaped my thinking as

well as my knowledge base.

Our company's involvement in and membership of AEPMA gave our us the confidence to pursue learning opportunities at both Australian and the big American conferences.

Many people I met at my first conference in Australia are still friends today, even though I may only see them once a year at the National conference. I know this is also true for many members. The National conference is a chance to catch up with old friends and meet new ones, to catch up on what's new and who's new.

Importantly, AEPMA's National (Australian) conferences offer much more than just technical presentations, opportunities to collect CPD points, or exposure to latest technology in the trade shows. They are about people. Many times I have met someone, either by introduction through a supplier or manufacturer's representative or simply by sharing a table at dinner. Invariably the conversation moves onto a topic in our business which is either technical, business or staff related. In most cases someone else has or has had the same problem or solution, or if they don't, they know someone who does. This is one of the true values of a conference.

It is impossible to place a dollar value on this sort of experience, but time and time again we hear people complain of the cost to attend such conferences.

I would encourage every pest manager to take a moment to reflect on what the cost to our industry would be if we didn't have conferences. Companies would be less likely to talk and

exchange information, and therefore less likely to develop together.

Importantly, conferences tend to concentrate all the serious pest management companies into one place: attracting leaders who respect our industry and view it as their livelihood. Like me, they see attending conferences as a commitment to learning about emerging knowledge and equipment and to keep themselves at the forefront of the industry.

Like AEPMA membership, AEPMA National conferences are for those successful individuals and companies which make this industry great. Those that 'know it all' or are not prepared to contribute to the industry, or fail to be successful enough financially to afford to attend industry conferences or functions, are not greatly missed.

I have been fortunate to attend a couple of NPCA (American) conferences over the years and I believe every serious pest management manager should do likewise, at least once. NPCA conferences are BIG with thousands of attendees over the technical, social and trade show sessions. The quality of speakers and the range of topics are amazingly broad and inspiring while the array of equipment and products on display at the trade shows is something to envy.

My attendance at NPCA conferences has reinforced my view that American professional pest managers and pest management companies take their industry and industry association very seriously. This translates into not only association membership and

attendance, but also mentoring and assisting other companies.

Another notable trait at the American conferences is the degree of friendliness toward Australians. Generally the Australians have a fairly strong contingent of attendees and it is great to see familiar faces among the thousands of people present.

And so, to the future

It has been an exciting and educational past for all of us. But it is our industry's future about which I am especially positive. Indeed, I am looking forward to real business growth and diversification into all areas, regions and industries.

As the need for professional pest management services increases, our professional skills are developing and adapting to new and emerging technologies and businesses are embracing leading edge marketing and management methods.

Small businesses are becoming large businesses with enviable resources and structures.

And finally, the message is getting across to consumers and government regulators that we are a professional body. We provide services that enhance the quality of life and health as well as protecting assets and property. Our role includes caring for our environment in Australia and we also have the ability to influence pest management practices throughout our pan-Asia region.

I am truly looking forward to the next 20 years and where this industry will be positioned, what technology we will be using to market, manage and execute pest management services.

As the inaugural president of our industry association, AEPMA, I have seen many changes over the past twenty years. A lot of water has passed under the bridge since 1987 when AEPMA was formed.



Looking back. Moving forward

Greg Northover, AEPMA Inaugural President, 1988 – 1989

AEPMA was formed from the Council of Australian Pest Control Associations (CAPCA) when we recognised that, to have an impact and lead our industry forward, we needed to move from a totally volunteer council to a new association, with paid secretarial staff to take on the work load and help manage the aspirations of the board to the benefit of our members.

A major challenge, back then, was the continual pressure we were under from the small but well organised anti-pesticide lobbyists who were generating significant (generally sensationalised) negative media interest in and overage of the pesticides on which our industry relied.

In particular, the lobbyists targeted organo-chlorine (OC) pesticides, used extensively by our industry, and consumers were bombarded with one sided arguments as to why these products should be banned. In the end, of course, they were and the rest, as they say, is history.

Changes that have taken place over the past twenty years

In the years immediately following

the banning of the OCs, the industry had few options when it came to termiticides. As many older pest managers would remember, we experienced a higher incidence of re-infestations from termites when the organo-phosphate (OP) products were the only alternative termiticides available for use.

Since those days we have come a long way with new and innovated products that we can choose from and so we have moved forward.

Education has been the other big change. In recent years, thanks largely to AEPMA input and involvement in, among other forums, national Pesticide Industry and Government (PIGS) conferences, we have seen a much higher standard of education develop with structured competency courses now available nationally to replace a variety of State-based courses that were, in many cases, very different and not recognised by all the regulators within Australia.

This higher standard has seen an improvement in the remuneration and made the industry a more attractive place to work, which will in turn attract more people to the industry.

What are the greatest challenges over the next twenty years?

Who knows what the future holds? I believe, however, that the public will always have some trepidation where pesticides are concerned. Whilst people are better educated today with the ability to research information through the web and other channels, there will still be questions about how they may impact on their health.

Our industry must continue to keep pace with technology and maintain a professional approach to ensure that we are perceived as caring about the environment and public health. Among the likely emerging challenges will be the extent to which climate change impacts on insect behaviour. It is also likely that we may see and have to deal with the emergence of new pesticide resistant pests which, in turn, will impact on how the public perceives our industry.

Whatever happens, it will be important that we prepare and equip ourselves to adapt to change and address concerns that may result in the industry looking at alternative methods in the future.

The formation of AEPMA as THE national Association representing all sectors of the Australian pest management industry, has been the key to a vast improvement in the industry's perceived image.



Introspection with circumspection

Doug Howick, Past AEPMA National Executive Director

In 1978, as a CSIRO termite researcher, I was invited to address the Fifth National Pest Control Conference with a review paper based upon my (then) experience with the Australian pest management industry.

I considered the industry's perceived image, the relevance of ecology and conservation, the relationship between prices and services, the effectiveness of technical training and finally, pesticides and future trends.

I've got to say that, thirty years on, although some people might think that not a lot has changed, there HAVE been many improvements. My current perspective has been assisted by my more recent ten years as National Executive Director of AEPMA, so I've had the benefit, originally, of being on the outside looking in and then, eventually, of being on the inside looking out.

The most beneficial changes for improvement impinge upon all five of the criteria I addressed so long ago and for most of them, AEPMA has played a significant role.

The formation of AEPMA as

THE national Association representing all sectors of the Australian pest management industry, has been the key to a vast improvement in the industry's perceived image.

In earlier years, with separate state associations, we had a collection of groups, all supplying pest management services but all pulling in different directions in their attempts to achieve similar goals.

One cohesive, national association has been able to speak with one voice in its representation of an industry selling knowledge, expertise and service to the community. The ability of governments and legislators to discuss industry matters with the representative association rather than with a disparate collection of players often perceived to be "pushing their own barrow", has been an enormous asset.

None of this could have been achieved, nor could it have continued to flourish, without more than a fair share of dedicated, professional contributors, many of whom have freely and generously

given so much of their time and talent to industry matters.

This commitment by respected Presidents and National Board Members has given AEPMA sustained leadership and a voice at the highest level of pest management affairs.

There have been considerable advances in the technical knowledge and technological expertise of the industry's practitioners, underpinned by the national system of competency based training that was fostered and promulgated by AEPMA. Trade and training seminars convened and supplied by the suppliers of goods and services as well as by AEPMA have supplemented more formal educational sessions. These have also been further enhanced by the conception, creation and establishment of PestCert, the industry's self-accreditation scheme. The two combine to demonstrate and deliver the professionalism we seek and which Australian consumers increasingly demand.

There is no doubt that in recent years, there have been major improvements in termite

management techniques and in the termiticides which form a part of these. Such technologies will continue to be developed and improved.

However, it is my belief that the industry's future lies in sticking together on a national basis and thus being able to speak with one voice. It is essential to improve the industry from the inside, without trying to improve your own company image by destroying that of your opposition!

We are now at a time when our whole industry, its principles, its policies and its purposes, as well as its products, its processes and its practices, are being increasingly subjected to scrutiny under the microscope of legislation and the magnifying glass of media attention.

At such a time, and in a climate which is continually subject to change, the industry needs to become acutely aware of trends and the uses of both existing and new products. Technologies developed by the researchers can only be transferred to the industry through improved communications and professionalism.



Pest management is becoming more global each day. The global industry has had international suppliers for many years. But, in recent times the continuing consolidation of service businesses has been driven and accelerated by international companies and, even more, by their international client base of hotels, fast food and retail outlets and food manufacturers.

Challenges facing the international pest management industry

Rob Fryatt, Director General of CEPA (European Pest Management Industry Association) and Senior Associate, Xenex Associates Ltd

In addition we are seeing an increased demand for international audit standards as evidenced by the increasing influence of the auditing bodies such as the American Institute of Bakery, International Food Standards and the British Retail Consortium.

The same challenge faces most, if not all national pest management industries. The pests may sometimes be different, the products may have different trade names and suppliers, but the range of technologies and solutions available to the pest management professional are surprisingly similar in Darwin or Dubai, Sydney or San Francisco, or Brisbane or Birmingham.

The challenge for national industry associations is to lead and unify their industry in this challenging international environment. To lead and unify industries, industry associations

must consider how best to:

- add value to the industry;
- create wider participation and representation;
- seek out and promote best

practice; and

- communicate effectively.

This is the challenge currently facing the European pest management industry



association (better known as Confederation of European Pest Control Associations or simply, CEPA).

To ensure it could meet the European industry expectation CEPA has almost reinvented itself over the last few years. It was not sufficient just to be a regular meeting point of 16 national associations or their representatives. If CEPA could not add value, what was its use within the industry?

Early in 2006, the leadership team reviewed the traditional role of CEPA. It took into account: the increasing influence of the European Commission; the number of countries that were entering the 'new Europe' and the strong national position of the foundation national associations from 16 individual countries.

But, how could or should a European confederation add value?

It was clear that the complexity of the European industry required a co-ordinating and leadership organisation.

The key factors identified were:

- creating wider participation and representation through a more open and representative organisation;
- seeking out best practice in the global industry; and
- enabling its integration as appropriate into the European market and ensuring effective communication and representation within and outside the industry.

If CEPA could successfully deliver this strategy then it would earn the right to 'Lead and Unify the European Industry'.



The first step was to revise the statutes to permit international companies to become direct members.

Their inclusion supported the development of a new pan European thinking, brought new skills into CEPA, especially from the international manufacturers with their experience of the Biocidal Products Directive.

In addition, it increased revenues and developed a wider participation, recognition and respect for CEPA.

The organisation created three 'colleges' representing manufacturers, distributors and international service companies with direct representation within the executive. This has proved a success and CEPA continues to attract additional international companies and three further national associations from Greece, Denmark and Romania.

CEPA can now truly say it represents a pest management

industry that employs 38,000 people in 9,000 businesses with a service value worth €2.200 million (AUS \$ 3100 million) throughout Europe.

Having extended its membership, CEPA set out to gather best practice from the global industry. CEPA attended many industry events around the world and made presentations at many national and international meetings, including the FAOPMA event in Brisbane in 2006.

It has observed, listened to, discussed and review these events and, from this process, learnt the details of many successful industry activities.

CEPA also observed the annual NPMA Legislation Day in Washington DC and modified the principles it learnt there to fit the European culture. As part of this process, CEPA decided that one day each year in November it would unite the European industry in Brussels, at the heart of

European decision making process, through European Pest Management Day (EPMD) to focus the industry on the external factors that influence the industry and bring together speakers from external organisations to talk direct to the industry.

Next, CEPA was able to sign an agreement with AEPMA, to license collaborative work starting with the Bed Bug Code of Practice recently launched, as a European 'first' in Italy. This is an excellent example of leadership that comes to our global industry from Australia for which we all owe our thanks.

Finally, CEPA learnt from FAOPMA about the need for a single major regional industry event every year that moves around the region to increase international engagement.

CEPA decided that its new annual European event must both integrate and add an extra dimension and add value

Challenges facing the international pest management industry (continued)



to current national events. The first, CEPA EUROPEST, was held in Rome in April 2008, aligned to the Italian national industry association (ANID) annual conference. The 2009 event will be held in London alongside the BPCA PestEX Exhibition. The focus of CEPA EUROPEST is to 'lead and unify the industry' (CEPA's strategic statement).

EUROPEST is the one event each year where industry leaders can come together to network, learn new skills, debate industry development, share success and celebrate our great industry.

Along with these two major international leadership events, CEPA has significantly increased its engagement with the European Commission and other international organisations to establish the right to speak on behalf of its industry.

This is already bringing results. CEPA is now a key player in the European Business Services Round Table, recognised by the European Commission as the

industry forum for the Service Directive implementation. CEPA is also participating in several European Commission workgroups and, for the first time, is able to articulate an industry position of policy formation and implementation. Finally, CEPA has started on perhaps the biggest step yet: to establish a set of European 'Industry Standards' to be recognised by the European Commission and mandated by each national association as a criteria for membership.

As part of this process, CEPA is seeking to establish common and professional standards for training, staff development, customer service and storage, handling and

use of biocides. This is called the 'Rome Protocol'. This has been developed by CEPA through a broad pan European consultation process.

The next challenge is for national associations across Europe to move from words to actions and to include the principals into their individual statutes as a minimum standard for membership. This is seen by the European Commission as a positive step by a determined industry

In conclusion, pest management industry representation and promotion is a true global issue and needs to be progressed not only in Europe but worldwide including in Asia, Latin America and Australia. And it needs to be coordinated.

Because we face the same challenges wherever we are in the world, the message, wherever we are, has to be the same: serving our national and international pest management industry and developing and exercising strength, as an industry, through unity. We must work together to build and own a shared strategy and ensure we speak as an industry with one voice of authority to add value.

Rob Fryatt is Director General of CEPA, the European Pest Management Industry Association. He is also Senior Associate at Xenex Associates Ltd, a specialist international business consultancy and brokerage organisation supporting shaping the future of the pest management industry.

Advancing industry professionalism





PestCert, the national accreditation program for the professional management industry, has now completed its establishment phase.

PestCert is an initiative of the Australian Environmental Pest Managers Association (AEPMA).

PestCert: the next stage

By Malcolm Trotter, Chair, PestCert Limited



In the early stages, it became clear that, to achieve its long term goal of co-regulation of the industry with government, PestCert would need to be an independent organisation. As a result, it was established, from day one, as a stand alone, not for profit company, limited by guarantee and owned by its members.

The initial start-up of this type of program requires a mammoth effort and PestCert was extremely fortunate to have the services of Ron DeGroot, through DeGroot Technical Services Pty Ltd (DTS).

Ron's efforts since the inception of PestCert have been invaluable and the work put in by Ron and his company has gone way beyond what was expected and was well in excess of the fees received by him.

As the current Chairman of the Board of PestCert, I know

I speak for the entire Board when I say that I am not aware of anyone else, other than Ron DeGroot, who could have created the world class industry accreditation scheme that PestCert has become.

On behalf of the PestCert Board and members, I would like to express our sincere thanks and appreciation to Ron for his wonderful effort in providing our industry with the PestCert Accreditation program.

The growth of accredited members has not been as high as was originally envisaged resulting in lower than expected revenue. Late last year the Board of PestCert met and recognised that steps would need to be taken to ensure the ongoing financial viability of the program.

As the biggest hurdle of the initial establishment phase had been achieved, it became clear that the ongoing administration and development of the program would require less resources than creating it from nothing had done.

Early in 2008, by mutual agreement, the arrangement between DTS and PestCert ceased and it was decided to place the administration of PestCert with the same entity that provides these services to AEPMA providing PestCert with the benefits resulting from 'economies of scale' as there are a number of areas of great similarity and duplication which could be avoided.

In addition, AEPMA's National Executive Director, Stephen Ware was appointed to the positions of Company Secretary and Executive Director of PestCert to manage the program on a



day to day basis. Stephen has previous experience with setting up three industry accreditation schemes.

PestCert Limited remains an independent company, owned by its members. The structure of its Board remains unchanged with two directors appointed by AEPMA and the rest elected by members.

AEPMA provided funds to PestCert prior to and following its establishment as a stand-alone company and recently AEPMA has made further funds available to PestCert as a loan. The Board of AEPMA has done this because it recognises the importance of a quality accreditation program to this industry and the boards of both organisations understand the need to work together for the benefit of the pest management industry.

The PestCert Board is developing a new 'Business and Marketing Plan' and, as part of its commitment to the ongoing growth of PestCert, will be working on four key objectives for the 2008/2009 period. These are:

- to ensure:
 - » the financial sustainability of PestCert while growing the program nationally;
 - » that PestCert accreditation adds value to Accredited Member Businesses; and
 - » that members have access to sufficient, relevant CPD compliant training and/or events regardless of geographical

location;

- to review the program generally including the:
 - » 'Rules and Guidelines of Accreditation';
 - » audit processes;
 - » criteria for CPD points appraisal; and
 - » simplification of the overall program so that requirements are clearly understood by the entire industry.

It is clear that we need to take this great accreditation program out to the industry and this will occur through a series of events in all mainland states that will not only be confined to capital cities, PestCert needs to get out to regional centres, and it will do so in 2008/2009.

The Pest Management Industry plays an important part in the nation's economy, protecting our health, food, property and environment. The Association has approved this Code of Ethics in the interests of promoting a high standard of business conduct.

Code of ethics

Members shall:

1

Ensure that all pest management work is carried out in accordance with industry codes of practice and regulations and with due attention to consumers, employees and the environment.

3

Show a spirit of friendly co-operation with fellow members and assist them if possible when in need.

2

Observe the highest standards of honesty and integrity in business transactions and take every opportunity to promote the prestige and good reputation of the Association and its members.



4

Whilst respecting the reputation and practices of other members, be willing to report to the Association without hesitation any member whose conduct is considered to be detrimental to the good reputation of the Association.

5

When giving advice to consumers, respect their right to detailed information regarding service treatments.

6

When issuing a quotation - in addition to stating the price, the pest(s) and the nature of the work - specify the duration of the service commitment period.



7

Honour all service commitments with prompt courteous attention.

8

Attend to consumer complaints promptly and ensure that these are resolved.

9

Adopt a professional image and behave responsibly at all times.

10

In communicating with consumers, and in all marketing activities, avoid demeaning or criticising the pest management industry or its members.

The Pest Management Industry plays an important part in the nation's economy, protecting our health, food, property and environment. The Association has approved this Code of Ethics in the interests of promoting a high standard of business conduct.

AEPMA 'Codes of Practice'

By Dr Chris Orton, Senior Visiting Fellow, Faculty of Science UNSW, and Chair, AEPMA Bed Bug Management Code of Practice Working Party



A twentieth anniversary is an appropriate time to reflect on where you started, how far you've come, the journey travelled to get to this point and where you should go from here. So it should be for AEPMA.

For many of us there is understandably, a degree of ownership and emotion in this reflection. Strong relationships and friendships have been forged within the association over those twenty years, as people worked together to tackle initiatives, achieve goals and occasionally analyse failures.

By any estimation, twenty years represents a sizeable chunk of life. AEPMA has every right to feel proud of the achievements of its youth: organisation of many memorable conferences;

growing recognition by government and other organisations; establishment of a fledgling quality accreditation scheme; and initiation of its first industry Codes of Practice (CoPs), to name but a few.

Credit is due to Doug Howick (former National Executive Director) and previous AEPMA National Board members in guiding and supporting these achievements.

However, as an association, we are now well past adolescence and, like any twenty year old, it is time to cast aside the uncertainty of the past few years.

Apart from the need to learn the lessons of history, avoid re-inventing the wheel and repeating past mistakes, we now need to shift our concentration from the past to the future and move into our third decade with a new vision, mature professional determination and strong, collaborative leadership.

It is an inescapable truth

that the world has changed dramatically for Australian pest management in the past five years or so.

The genetic make up of some insect populations has altered, some pest niches have shifted significantly, the incidence of invasive species has risen and ecologists predict that we can expect many more of these sorts of changes in the future.

Coincidentally, the actions of regulatory organisations, globalisation and the emergence of insecticide resistance have reduced the number of available effective products for some pests.

At the same time, a few new and quite unrelated insecticide actives have emerged and new emphases on baiting and integrated management have arisen.

As a result, in pest management, the overall complexity, level of risk and need for ongoing training and appropriate documentation have all grown dramatically.

Any pest manager who has not now accepted the need for Continuing Professional Development and Quality Management to keep up with these changes, is surely living on borrowed time!

Nevertheless, with every change comes opportunities and the future belongs to those who best embrace the opportunities.

To address the rising complexity of pest management and the increasing demands on pest managers, AEPMA has established PestCert with its requirement for audited Quality Management, Continuing Professional Development, and agreed codes of conduct.

For the first time in Australian pest management, PestCert has provided the opportunity for pest managers to advertise their training and quality management commitment to the world through an identifiable quality symbol supported by rigorous process.

This is a worthwhile achievement for AEPMA but it is vital that the scheme itself is subject to continual improvement and promoted strongly. Without strong promotion the general public will remain oblivious to the existence of quality-accredited pest managers and only the present clients of these pest managers will know that PestCert accreditation means better quality of service.

Another achievement for AEPMA, and one I wish to address further here, is the development of AEPMA CoPs for the management of specific pests.

CoPs are being developed to fill the many gaps and address the shortcomings of the few existing pest management guidelines — largely to be found in Australian Standards — and to form the basis for establishing new curricula for training.

To understand the need and rationale for CoPs it is helpful to examine the major strengths and weaknesses of Australian Standards from the pest management perspective and compare these with the strengths and weaknesses of AEPMA Pest Management CoPs.

The major strengths of Australian Standards relating to pest management are:

- they provide a needed reference document against which to judge acceptable (though not necessarily 'best') practice;
- they are 'authorised' by a recognised credible body (Standards Australia);
- they are widely recognised and accepted both by the general public and in legal practice;
- they are subject to a degree of peer review; and
- they are available to the general public.

The major weaknesses of Australian Standards relating to pest management are:

- the process for their establishment and maintenance is neither transparent nor well communicated and hence is poorly understood; and
- they don't always represent 'best' practice because:
 - » the politics of



their 'broadly representative' committees inevitably means that some committee members have a voice on matters about which they have little expertise;

- » often, pest management is vastly under-represented on committees and so has inadequate overall control of the practices it will be required to perform;
- » frequently outcomes are driven by compromise rather than the best science or technical excellence; and
- » the inertia of the system means that the principles of 'continuous improvement' are not fulfilled.

At times they can be impediments to best practice because new research outcomes take years to appear in a new standard and as a result:

- sometimes, they are out of date at the time of their

establishment or revision;

- they are often more suited to guidance of those not at the cutting edge of new techniques and technologies;
- at times standards committees are more driven by their loudest voice (most influential person) than by consensus;
- there is a substantial cost to access the documents and this is a disincentive to some; and
- the peer review employed is not necessarily by the most appropriate 'peers.'

At first glance, it is tempting to conclude that the number of disadvantages so far outweighs the advantages that we should not continue to give Australian Standards the credence we do. In reality, however the importance of the advantages is very compelling, we are far better off for their existence than their absence and with legal precedents based on Australian Standards now well established, they are here to stay.

Nevertheless, those responsible for Australian Standards are experiencing serious problems in managing their growth and revision. As a result, they are planning changes to deal with

these problems.

The proposed changes would amend the structure of standards into two strands of documents:

- shorter more generic 'standard' documents; and
- more technically oriented, flexible and changeable 'Code of Practice' documents, which would be called up by the Standards.

The foresight of a group of pest management industry leaders in establishing the first two AEPMA CoPs and the support of the AEPMA National Board, has left the association well positioned to take advantage of this situation and use it to exercise a more appropriate degree of control over the establishment and documentation of best practice and the content of training which inevitably will result.

There is still some distance to travel to convince Standards Australia that AEPMA CoPs

can fulfil their requirements but steps have been taken to establish a framework for managing AEPMA CoPs and a track record has been achieved with the issue of the first edition of the AEPMA Pest Detection Dog Code of Practice and the second edition of the AEPMA Bed Bug Code of Practice.

The Code of Practice management framework

At the time the AEPMA Bed Bug Management Code of Practice Working Party was established, it was foreseen that, if its CoP was to endure, it needed to be established and managed on a formal basis.

The first Working Party was initiated by invitation of Rod McLean, then Deputy Director, AEPMA.

Among the issues for consideration at the first Working Party meeting in June 2005, were ownership, authorisation, management

and revision of CoPs. Some interim decisions were made on these issues and the Working Party then proceeded to accomplish its primary task: establishing the Bed Bug CoP.

The need for formal guidelines for CoP Working Parties became evident, however, with the proposal, in 2006, to establish a second Working Party: the AEPMA Pest Detection Dog CoP WP.

Fortunately, because of my previous involvement in a Unisearch project on industry best practice and experience gained during the establishment of the AEPMA Bed Bug Management CoP WP, I was able to frame draft guidelines for the establishment and management of CoP Working Parties. These were considered and agreed by both CoP Working Parties and now have been adopted by the Board.

The guidelines specify:



- ownership of CoPs;
- the role of each WP, including; name, scope, aims, expected outcomes, etc;
- membership, including; size, appointment criteria, review, recruitment, re-appointment, etc;
- logistics under which each Working Party will operate including; meeting procedures, tasks, reporting (to the Board), etc;
- probity including; openness, transparency, inclusiveness, record keeping, conflict of interest, communications, public relations, media enquiries, etc; and
- disestablishment of the Working Party and the CoP in the event that the Working Party becomes inactive for 12 months.

As a general principle, the guidelines seek to duplicate the strengths of Australian Standards while minimising their major weaknesses.

The overall aim is to appoint a group of appropriate experts primarily from pest management backgrounds as a 'Board Committee' (Ref: AEPMA Articles of Association Clause 74) which will be accountable to the Board through an elected Chairperson.

The Working Party will produce an accessible reference document which represents current best practice in its subject area, and expose it to peer review at two levels:

- at the committee level, through production of the code of practice; and
- at the broad industry level

through specified circulation and feedback on a draft of the CoP document.

The Working Party will review and revise the CoP at specified intervals (initially every 18 months), manage its own internal communications and external media, and report on its activities annually.

The credibility of CoPs lies initially in their management by AEPMA using open and transparent guidelines and their acceptance by the industry. In time, however, it is expected that the Codes will be referenced in legal proceedings and precedents, thereby giving them a measure of legal status, as has been the case with Australian Standards.

It is expected that the major weaknesses of Australian Standards will be minimised because the CoP Working Party members will be predominantly from pest management backgrounds and accountable to AEPMA.

The focus will be technical excellence and the best available science. Political influences should be reduced. The revision period will be minimised to allow recent research to be incorporated as soon as appropriate. And the CoP document will be available to the industry and the general public at minimal or no cost, preferably by web access.

A contingent benefit of availability to the general public is education on the complexity of modern pest management and that good quality pest management cannot be expected to be cheap!

One vital element of the success of CoPs which can

not be embodied in guidelines is the availability of committed energetic volunteers who are prepared to undertake the substantial amount of work required to establish and later maintain each CoP.

Inevitably, most of the potential participants in CoP Working Parties will already have a heavy workload. Typically, however, two or three members will be called on to accept key roles in driving the organisational, communication, meeting and writing tasks which are required to establish a CoP and periodically to repeat the process (albeit in a less intensive way) to revise the CoP and so maintain its relevance.

In some cases, the benefits resulting from establishing a CoP will be sufficiently aligned with the employment roles of Working Party members to justify (to their employer or themselves) the time spent in CoP tasks. In most cases, however, a significant component of the time will need to be contributed 'for the good of the industry'.

For this reason, we need a suitable mechanism for recognising such contributions to constantly encourage people to become involved and maintain their involvement.

Existing AEPMA Codes of Practice

Two AEPMA CoPs currently are in existence. At the time of writing, their full titles and versions are:

- A Code of Practice for the Control of Bed Bug Infestations in Australia, Edition 2, November 2007. The latest version is available

at: www.medent.usyd.edu.au/bedbug. It is commonly abbreviated to 'AEPMA BB CoP'.

- Pest Detection Dog Code of Practice, Australia and New Zealand, Edition 1, Version 6.1, 15 August 2007. The latest version is available at: www.pestdog.com.au. It is commonly abbreviated to 'AEPMA Pestdog CoP'.

Each of these CoPs was established in response to a new and emerging need and both Working Parties are currently active.

In the case of bed bugs, the need was guidance for pest managers, the accommodation and other 'infested' industries and the general public in controlling a pest which is experiencing a worldwide infestation upsurge and whose susceptibility to traditional management techniques has dropped dramatically.

In the case of pest detection dogs, the need was to ensure that this emerging insect detection resource is not devalued by inappropriate use.

In terms of activity, to stay informed of developments in its subject area, the Bed Bug Working Party has established a system of regular email communication whereby information on bed bugs from Australia and abroad is circulated by the Chair to Working Party members and discussed as needed.

For example, since 1 January 2007 over 140 information items have been circulated to all Working Party members and the total Working Party email traffic has numbered over 600 in this interval.

More importantly, the Working Party held a very productive full-day meeting with 10 (of the 13) members attending from across the country on 4 October 2007. At this meeting it completed a review of the CoP and as a consequence, later issued the second version.

In particular, Stephen Doggett is to be commended for his outstanding efforts in co-ordinating the CoP and ably representing the Working Party through managing press information, maintaining the Bed Bug website, attending numerous meetings and making many presentations both in Australia and overseas.

It is pleasing to report that the AEPMA Bed Bug CoP has been widely quoted and praised by overseas colleagues. In addition it has been emulated and even adopted by a few overseas organisations. This reflects well on the efforts of all concerned

and on AEPMA for supporting the initiative.

The Pestdog Working Party also has been active in the past year both in developing and issuing the first edition of its CoP and in negotiating the acceptance of its CoP by the Pest Management Association of New Zealand (PMANZ). This is another commendable outcome, which reflects well on the efforts of all concerned and on AEPMA.

Future AEPMA Codes of Practice

There is no shortage of potential candidates for future AEPMA CoPs. Some, which immediately spring to mind, are:

- various aspects of timber pest management (due in large part to the imminent revision of the AS3660 series);
- termite detection technologies (due to persistent reports of inexperienced, ineffective and inappropriate use of the technologies); and
- management of pests in food premises (due to a lack of consensus between pest managers, food managers and food inspectors on what constitutes 'best practice' in managing food pest).

Now that the framework exists for establishing and managing new AEPMA CoPs, new areas should be considered as potential candidates but this

will need to be on the basis of compelling issues, committed people and available resources.

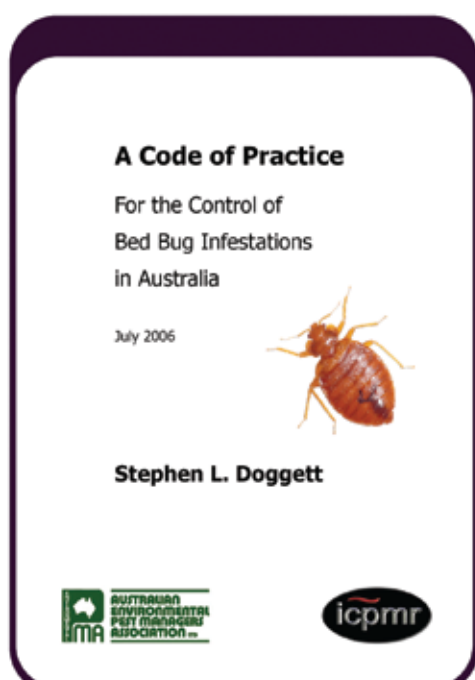
The drivers and resources to establish and maintain new CoPs will need to come from within the areas of expertise concerned rather than AEPMA management.

Not all areas will be able to support the requirements, nor will AEPMA necessarily have adequate resources to oversee every proposed new Code. Clearly cases will need to be made!

There can be little doubt that managing the generation and maintenance of CoPs is a legitimate and appropriate activity for AEPMA. There is a parallel here with the establishment of PestCert and the two activities are an extremely good fit. Just as PestCert aims to manage the quality of the day-to-day activities of pest management and make this evident to the general public as a saleable commodity, CoPs aim to provide the underlying best practice guidelines for those activities.

Both are examples of AEPMA taking pro-active control of pest management industry practice and both deserve our wholehearted support to ensure that the outcome for our industry is continual improvement.

Dr Orton can be contacted at: c.orton@unsw.edu.au.



Issues



PPM has enjoyed a long and successful relationship with the Australian pest management industry and has always been a strong, albeit sometimes critical, supporter of AEPMA.



Communication the key

By Andy Royal, Editor, Professional Pest Manager magazine



That support will surely continue. And so, when justified and appropriate, will the constructive criticism.

As it enters its third decade, AEPMA faces and must meet some significant and pressing challenges. Not the least of these is demonstrating to its members that, as the pest management industry's peak national body, it truly represents and is prepared, able, and committed to meet the best interests of not only its members but the industry at large.

In this day and age of mass communication and 'information overload', it is increasingly difficult to cut through the clutter and get one's message heard, understood and accepted.

Importantly, it is also difficult, at times, to hear what others are saying and understand what they are feeling and where they are coming from.

Yet that is precisely what AEPMA needs to do. It needs to get close to and understand what its members and potential members not just want but need (needs and wants are sometimes different). And it needs to demonstrate that it is not only listening but that it can deliver on meeting needs and wants.

Precisely what pest managers and other industry stakeholders need and want have changed over time, as the industry has evolved and matured and as society and the economy have evolved. But the fundamentals have probably not changed all that much: facilitating the development and maintenance of as favourable a 'climate' as possible in which to operate, manage, grow and develop profitable businesses.

Of course, AEPMA cannot and should never try to run its members' businesses and affairs for them. But it can, through its collective action, wisdom and influence, impact on how others perceive and respond to pest management in Australia.

Who are those 'others'? Obviously, governments, both Federal and State. But, also, other industries (and their participants), industry and consumer 'advocates', the media, and, of course, pest management consumers.

With its finely tuned collective ear, a vibrant and strong AEPMA is ideally placed to 'hear' what each of its 'audiences' are thinking, wanting, needing and even demanding. It is also ideally positioned to do two important things as a consequence:

1. 'translate' and communicate

those thoughts, wants, needs, and communicate those translations back to the industry; and, then

2. formulate and action appropriate responses, to influence, as far as possible, how governments, other industries, the media and consumers perceive and behave towards pest managers and their industry.

AEPMA has a strong track record of doing just that. Without AEPMA's involvement and action, governments would surely have imposed vast rafts of knee-jerk, irrational, ill-considered regulations which would have severely restricted the ability of pest managers to go about their business today.

Without AEPMA, other industries would surely have imposed (more than they have already) their vested-interest wills on the ability of pest managers to make a decent living from their efforts.

And, without AEPMA, pest managers would have been far more poorly placed to appropriately respond to the changing values and requirements of consumers and the community at large.

Doubtless, there are heaps of examples which could take up page after page in this important inaugural AEPMA industry yearbook. But two which come most readily to mind are:

- PestCert; and
- notification laws.

Without doubt, while not without its teething pains and problems, PestCert has been a shining example of this industry getting its act together in the interests of both pest

management practitioners and their consumers.

In the lead-up to the 'birth' of PestCert, media outlets, among others, were demonstrating night after night on tabloid TV that there were 'problems' in the pest management industry. All too often they tarred all 'pesties' with the same, tawdry brush. Consumers, as a result, were being led to believe the industry was populated by shonks and rip off merchants.

So AEPMA set about to rebadge the industry ... or, at least, the 'good' part of the industry ... to demonstrate, in a constructive way, that pest managers were, for the vast most-part, professional, competent, caring, and ethical ... and worth a lot more money besides.

Despite a sterling and 'without peer' effort — aptly described by PestCert Chair, Mal Trotter, as "above and beyond the call of duty" — put in by PestCert's founding general manager, Ron DeGroot, industry take-up and involvement and support, including from the highest places, has been less than spectacular. So far, then, perhaps, not so good.

But it is still early days. With the strong promised commitment from AEPMA, PestCert will, I believe succeed and flourish and provide a glowing and promotable benchmark to which all pest managers can and should aspire (as long, of course, as it sticks to not only its guns but also strictly abides and ensures all involved strictly abide by its lofty principles).

PPM, some issues back, gave due prominence to the efforts of AEPMA and two of

its stalwarts, Mal Trotter and Greg Moon, in convincing the NSW Government to significantly improve the functionality and effectiveness of its 'mandatory notification' regulations both before and during their drafting and introduction. Quite properly, as a result of those efforts, the onus is no longer (as it probably would have been) on pest managers to initiate and implement 'notification of impending and current pest management treatments' within multi-occupancy buildings. Without AEPMA's intervention and persuasion, the cost to pest managers imposition on their time would have been horrendous.

Importantly, it is not just up to PPM and its editor to bring these and other successes to the attention of pest management industry participants. It is up to AEPMA.

As a communication professional, I constantly argue that, if people say they "don't know" or "haven't been told what's going on", or if they have been unable to answer their own question, "What's in it for me?", it is NOT their fault. Time and time again, though, pest managers — AEPMA members and 'should've beens' alike — have asked me, "What's AEPMA doing for me?" and, "Why should I belong?"

I believe that when any message fails to sink in, the onus of fault and blame lies not with the recipient but with and on the composer and/or deliverer. I have never been one to 'shoot the messenger'. But if a message has been delivered and not 'opened', closely examined and thoroughly



understood, then, ipso facto, it has been inadequately presented and/or packaged.

There is an old but true adage, paraphrased from advice often given to public speakers: “Tell them what you’re going to do. Tell them you’re doing it. And tell them when you’ve done it.” To that I would ADD:

- at the front end, “Find out what THEY want you to do.” and “Encourage THEM to be involved in helping make it happen.”;
- in the middle, “Ask THEM, ‘How do YOU think it’s going?’” and, “Point out, ‘Here are some other things YOU might like to contribute.’”; and
- at the back end, “Ask, ‘So, what did YOU think of that?’, ‘Where would YOU like us to take things from here?’,

and ‘How would YOU like to become involved or engaged in this?’”

AEPMA, with its new management and new team of Board members, is well placed and, I believe, keen to take on these important communication challenges.

In the meantime, it has some other, on-going challenges to face up to as well.

These include:

- pushing for a truly national approach to pest management licensing standards to replace the State-by State mish mash currently being endured; and
- advancing and helping bring about a national approach — either via ‘codes of practice’ (as proffered by Chris Orton in the inaugural AEPMA Year Book) or via

Standards Australia — to initiating vastly improved, sensible, outcomes-based, consumer-friendly ‘standards’ governing the way pest management is actually carried out (to replace outmoded models promoted by vested interests from other industries).

The good (or bad) news is, there are heaps more challenges current or in the pipeline.

That said, PPM and I, personally, wish AEPMA ‘the very best of Australian ...’ in meeting the challenges of the next 20 years and beyond. And, I urgently and strongly encourage each and every pest management professional and industry supplier, in their own interests and those of their colleagues, to join up and help ‘make it happen’.

The pest management industry faces more challenge and change than most businesses because it uses chemicals to kill animals — insects, spiders, rodents and others — when they pose a threat to the community's health, amenity and structures.

A sticky challenge for the industry

By Phil Sayer, Technical Manager, Garrards Pty Ltd

In most cases, the industry is aware of and puts its view into shaping legislation affecting it. Importantly, through AEPMA, the industry has close contact with licensing authorities in each State as well as with interested organisation and instrumentalities such as the EPA in NSW and the Building Services Authority in Queensland. In most cases, stakeholder authorities and instrumentalities consult with the industry, through AEPMA, before enacting or promoting legislation that affects pest management industry work practices.

The United States-based National Pest Managers Association says its motto, '*Guardians of the Environment*', is becoming harder to achieve as some of the industry's tools become 'lost'. However, there is now recognition around the world

of the usefulness of some chemicals that were previously maligned. Within the last year, for instance, the World Health Organization has reported an increased use of DDT inside houses to combat malaria while the EPA in the United States has cleared dichlorvos following a review that lasted 20 years.

Some of the challenges ... or, at least, the way they are depicted ... are grotesque. In 1989 the Building Workers Industrial Union circulated a cartoon depicting the pest manager with two heads, spraying without safety gear and that the original pest manager was now in hospital "feeling pretty crook".

Other challenges come from 'left field'. For instance, in 1991, the Queensland Government started sending letters to licensed pest managers informing them their



residential premises were now on the contaminated lands list and that (very expensive) soil sampling would be required to prove their properties were 'clean' before they could be sold. Fortunately the first pest manager to receive such a letter immediately let others know and Garrards' Founder and General Manager, Chris Garrard, had time to approach

and convince some of his contacts in the Queensland Parliament who helped ensure that the move (to list properties as contaminated lands and require testing) was reversed. Then there are challenges that come 'out of the blue'.

The pest management industry is now defending a product regarded by some people as so 'green' that it is sold in

some health food stores. The product? Rodent glueboards.

Animal welfare groups around Australasia have proposed banning the use of glueboards for trapping rodents.

Now, many would probably contend that glueboards are not the most humane technology for trapping and despatching rodents. It is unlikely, however, that most animal welfare activist would be aware that:

- the humble glueboard is one of the few rodent management tools which can be safely deployed and employed in 'sensitive areas' (where chemical toxicants are or maybe inappropriate and even hazardous); and, therefore,
- glueboards remain an important tool to help maintain high standards of public health and safety.

They would also probably be unaware that the loss of glueboards could lower the standards of public health in Australia.

The process of dealing with regulators on this issue is made more difficult because the States, or at least those calling the shots and interested or involved have different aims. Some want to ban glueboards because they see them as inhumane, while others consider a ban as a way to protect against misuse.

In 2002, the New Zealand National Animal Welfare Advisory Committee presented a proposal to the NZ Ministry of Agriculture and Forestry recommending banning glueboards. The latest information from MAF is that

further public consultation is scheduled for 2008.

In October 2004 the Australian National Consultative Committee on Animal Welfare (which includes representatives of all Australian State animal welfare units) endorsed 'Position Statement 37' which said, in part, "NCCAW believes that Glue Boards and Gels and Metal-toothed Traps cause unnecessary suffering to trapped rodents and their import, manufacture and use in Australia should be prohibited."

In July 2005 Victoria circulated a Regulatory Impact Statement titled 'Draft Prevention of Cruelty to Animals (Prohibition of Glue Trapping) Regulations 2005'. The RIS was sent to industry and AEPMA, Garrards and many others responded. The Regulations sunset in 2008. A proposal will be circulated later this year.

In July 2006 South Australia published an Explanatory Paper for public consultation for the Draft Prevention of Cruelty to Animals (Animal Welfare) Amendment Bill 2006. The proposed regulation would "create an offence for a person to apply any adhesive substance to any tree, plant, device, building or other structure for the purpose of catching or deterring an animal.". The proposal is now on hold awaiting a national view.

The Tasmanian Animal Welfare Act 1993 was updated in March 2008. If passed, the Bill would have created, " ... an offence of setting, placing or laying a glueboard trap". During review in Parliament, the Bill was amended to allow the Minister to grant an exemption.

The Minister has agreed to grant an exemption to licensed pest managers.

In February 2005 and again in February 2007 Queensland's Animal Welfare Advisory Committee briefed the Minister of the Department of Primary Industries and Fisheries, " ... on welfare implications of ... use of glue-hold traps."

Unfortunately, nobody from the Australian pest management industry picked up on the SA proposal until Garrards found it five months after the closing date for submissions. Similarly the proposed Tasmanian legislation was unknown to industry until unearthed in a 'Google' search by Garrards within a month of its introduction into Parliament. Both States welcomed late submissions from AEPMA and Garrards.

The pest management industry must be proactive and approach all Australian governments to develop guidelines so it can maintain use of glueboards for monitoring and control of rodents and continue to protect the standards of public health expected in Australia.

On the web

The draft 'Guidelines For The Use Of Rodent Glueboards' and recent submissions are available at www.aepma.com.au and www.garrards.com.au. Pest managers and other industry stakeholders are encouraged to read the draft guidelines and forward any comments, in favour or with suggestions for change, to Phil Sayer (phil@garrards.com.au). Industry comments are important in further discussions with government.



Rather than taking a legislative approach to reducing the risks of environmental contamination and health from container and unwanted chemical waste generated by the agvet chemical industry, the Australian Government has relied on industry embracing the principles of ecologically sustainable development by putting in place the drumMUSTER and ChemClear® programs.

DrumMUSTER and ChemClear: Ways to go

The programs are part of the Industry Waste Reduction scheme, a collaborative effort between Croplife Australia, Animal Health Alliance – Australia, Veterinary Manufacturers and Distributors Association, the Australian Local Government Association and the National Farmers Federation, and are managed through Agsafe Ltd.

Under both programs, the onus is on the end user to do the right thing. The end user pays a 4 cents per kilogram levy on the purchase of the chemicals that funds the nationwide drumMUSTER and ChemClear® programs and it is the user who is then responsible for safe disposal. drumMUSTER is a non-hazardous collection and recycling program by virtue of the Agsafe triple rinse standard with an inspection process imposed on each

container before entry into drumMUSTER funded secure collection compounds. The drumMUSTER logo on the label demonstrates a commitment to environmental stewardship.

There are over 700 drumMUSTER collection centres, primarily around rural Australia, where pest managers can return cleaned, empty agvet chemical containers. Details about the program are available at www.drummuster.com.au.

ChemClear® is a hazardous waste collection and disposal program which requires more stringent environmental controls. For excess chemicals end pest managers should ring the ChemClear® booking line and register on 1800 008 182 or visit www.chemclear.com.au.

Using drumMUSTER and



ChemClear® means pest managers are in step with the increasing demands of consumers and environmental interests, and government as the ultimate regulator, to do the right thing and responsibly dispose of containers and chemicals.

drumMUSTER has collected in excess of 11 million containers since its inception in 1999. This represents over 15,000

tonnes of material that has not gone to landfill. (A car weighs one tonne, on average, so it is equivalent to 15,000 cars going into landfill.)

Using drumMUSTER removes the risk of chemical leakage, cleans up the environment, and provides valuable resources for recycling. The baled and crushed drums go off to the recyclers and they often return to farms and the

wider community as piping, wheelie bins or even garden furniture. All the material collected is recycled.

Agsafe administers both drumMUSTER and ChemClear® as part of a global container management program with programs in Brazil, Canada, USA, Germany, France and other EU countries.

ChemClear® has collected in excess of 118 tonnes of unwanted rural chemicals across Australia since its inception in December 2003.

The chemicals collected under the ChemClear® program are blended with other excess products at a specialist chemical plant in Melbourne and then transported to cement kilns in Gladstone Queensland or Railton Tasmania where the excess chemical is safely disposed of

through use as a fuel in the high temperature cement kilns.

Why use the programs?

In Agsafe's experience, most people are both interested and concerned about chemicals in the food production process and pest control chemicals, so our programs are very much in step with the community's desire to protect human health and the environment.

And, a general, widespread heightened awareness is having a positive impact because consumers want to know that pest control systems and farming practices are environmentally compliant and have systems in place for responsible chemical use and disposal of chemical containers.

A number of aspects of waste management that impact on both programs are undergoing change.

Landfills are gradually being replaced by waste transfer stations and recycling centres, reducing the need for both legal and illegal dumping.

Industry driven EMS and QA assurance systems are now incorporating responsible chemical use and disposal of containers and Agsafe is urging pest management companies and operators that have QA and EMS in place to check that the waste management component of those programs includes using drumMUSTER and ChemClear®. It may just provide that vital competitive edge!

There is an environmental impact in burying or burning containers. It is self evident that burning and burying are

no longer acceptable and, importantly, landholders or chemical users could be in breach of state EPA regulation and/or contaminated site regulation if they do burn containers.

Agsafe also encourages pest managers who are looking to buy a product that does not have the drumMUSTER logo to look for a similar product that does have the logo and make an informed choice about supporting good environmental outcomes. They should also let the reseller know that they prefer to buy products that are part of the program.

How to help

Pest managers, suppliers and AEPMA can incorporate drumMUSTER and ChemClear® into their activities by:

- demonstrating compliance with best environmental practice by a robust audit process that includes the 'sighting' of drumMUSTER delivery receipts and the registration of excess chemicals with ChemClear®;
- demonstrating commitment to product stewardship by only buying products with the drumMUSTER logo; and
- including better information on how to access and use the programs in AEPMA 'Guidelines for the safe use of pesticides' through explicitly mandating the use of the drumMUSTER and ChemClear® programs as the industry standard, and removing all reference to burying or burning containers.

PCT sign up after Darwin AEPMA conference!

Following the hugely successful AEPMA conference this year in Darwin, Agsafe Ltd is pleased to report that PCT International has joined many other pest management companies and signed up to the Industry Waste Reduction Scheme's drumMUSTER and ChemClear® programs, enabling them to proudly display the drumMUSTER logo on their products.

PCT International is a Queensland company which sells local and also exports a wide range of agricultural and pest management chemicals.

"It made sense to join drumMUSTER and allow our customers to dispose of containers in a proper manner," said PCT Manager David Pearson.

"It's a responsible practice from the point of view of self-regulation in the industry," he said.

Agsafe is hopeful that other pest control companies will join up in the near future.

Messages from industry suppliers





RAPID Solutions is honoured and would like to express its appreciation to the Australian Environmental Pest Managers Association (AEPMA) for the invitation to contribute to this publication commemorating AEPMA's celebration of its service to the Australian pest management industry over the past 20 years.

A very RAPID Solution to risk management

By RAPID Solution's Marketing Manager, Peter Wynn

The Australian pest management industry is vastly different from the one that existed (and that many knew) 20 years ago. During the past 20 years, the pest management industry has experienced much change. Most notable, probably, was the banning of the organochlorine insecticides in 1995. However, since 1995 we have witnessed the evolution of many new chemicals and the emergence of technology to a point where it now commands an integral role in the operations of many pest management companies.

Today, it is fair to say that termite baiting now commands a significant portion of the termite market. And pest managers now use a range of gels and baits in both domestic and commercial urban pest management. Also, there is now a range of pre-construction methods and products on the market,

although some would argue this has not necessarily been for the betterment of the industry.

RAPID Solutions has been the major provider of insurance services to the pest management industry for over the past 20 years. Over this period we have built an affinity with and became an integral part of the industry.

We have developed strong business relationships and friendships with many pest managers and have cultivated an excellent rapport with many other industry suppliers and stakeholders, none less than the relationship currently enjoyed with AEPMA.

It was not until we sat back and reflected upon the events of the past 20 years that we realised the significant role RAPID Solutions as a company and some of the individuals within the business have played in the

development of the pest management industry.

We went to our archives... as we are sure many do from time to time within their own business... and looked back at what was accepted industry reporting standards just 10 to 15 years ago and compared it with what is accepted today. It was then that we realised the significant role we have played in developing industry paperwork and in advocating and promoting the rise in industry standards to the levels they are today.

This in turn triggered other thoughts, such as the active role Graham Hellier assumed in the original development of the Australian Standards for Termite Management: a role he has currently accepted again as one of the AEPMA nominated delegates to the committee for the review of the AS 3660 series.

RAPID Solutions has also

campaigned strongly to improve industry training to the extent that we have three representatives on the NSW pest management industry ITAB. More recently, RAPID Solutions has strongly supported the introduction of a professional pest management industry accreditation scheme in the form of PestCert.

The growth and change that has been achieved over the past 20 years is nothing short of amazing. It would not have been possible without the combined efforts of the whole industry: pest managers, suppliers and other stakeholders.

Finally, RAPID Solutions would like to extend its congratulations to AEPMA on achieving 20 years of service to the Australian pest management industry.



Agserv, now a leading distributor of pest and weed management chemicals and equipment, started out as the equipment and spraying wing of Geigy Australia in 1958 before separating in 1970 to become an independent business.

Agserv — proud history; exciting future

By Eris Hess, Managing Director Agserv Pty Ltd

Supplying the pest and weed management industries with spraying and chemical application equipment remains Agserv's primary focus today.

Agserv distributes quality brands such as Silvan, Rega, Solo and B & G and also prides itself on problem solving with in house repairs and a full stock of parts and accessories for all equipment maintenance.

The company also distributes a full range of professional pest control chemicals for insect, termite and rodent control at competitive prices and distributes a range of herbicides for industrial, turf and general purpose weed control.

Agserv in Melbourne was first established as C. Rudduck Pty Ltd in 1908 by Charles Rudduck who served in World War 1 as a fighter Pilot. Charles Rudduck was an agricultural scientist who, after the war, sold equipment

and chemicals to the Defence Department and Air Force.

Rudducks traded until 1958 when Charles Rudduck split the company into three. One company became Rudduck Pet Supplies, which still sells pet requirement today. One of his other sons was a vet who started a company called Rudduck Veterinary Laboratories (known, today as 'Sykes'). And his third son, Herbert, an agricultural scientist as well, took over C. Rudduck Pty Ltd and sold industrial and agricultural chemicals.

My Father, Patrick Hess, who had worked for Ciba-Geigy Animal Health and the Australian government, bought C. Rudduck in 1970 and concentrated on pyrethrum products to the pest control industry. Patrick also acquired Agserv in Sydney.

At the time, Patrick still had RAAF contracts and used to



sell insecticides and spray equipment to the Defence Department. As well, he imported automatic aerosol dispensers and filled them with Rudduck products, some of which are still in stock today, such as Pymatic metered insecticide in automatic

dispensers.

In early 1986, Jim Westhead joined C. Rudduck Pty Ltd and managed it for over 20 years.

Sadly, Patrick passed away in April 1986. I have managed the business ever since.

Since Dad passed on, I have



merged Agserv in Sydney, a branch in Newcastle, Rudducks in Melbourne and new distribution outlet, QSR, in Queensland, all under the name of Agserv.

Agserv's branch in Queensland is going from strength to strength and is the fastest growing area of Agserv.

With total coverage across the east coast and distribution in South Australia, Western Australia, and Tasmania, through our partners in the PESTLINK group, Agserv now supports all Australia pest managers.

Since 1990 Agserv has been mainly focused on pest management and has been active in the introduction of modern techniques and technologies employed in termite, general pest, and stored product pest management.

Agserv has been a proud

member of AEPMA since it was established in 1988.

Jim Westhead, who managed Rudducks for 20 years, was on the Victorian Council of AEPMA for 20 years and on the National Board for two years.

As manager of Agserv, I have also served on the National Board for three years and I continue to play an active role in the NSW branch.

Currently, our Melbourne Sales Manager, Geoff Ogden, serves on the Victorian Council.

Agserv also supports council environmental health officers in implementing HACCP requirements with advice relating to:

- insect management in food establishments, particularly through the use of non electrocuting light traps;
- the use and deployment of lockable, tamper-resistant rodent bait stations;

- mosquito management using chemical and biological technologies and related equipment; and
- the use of possum management products

We distribute specialty pest management chemicals from every major chemical manufacturer, and supply a large range of Australian and overseas-sourced specialty equipment.

Agserv aims to provide pest management professionals with every tool and service they need to do the job, including training, advice and support materials.

We are committed to support the industry, through AEPMA, by providing quality sales and service throughout the 21st Century.

We look forward to continuing our support for AEPMA and what it stands for over the next 20 years and beyond.



The team at BASF would like to congratulate AEPMA on its dedication to 20 years representing the Australian pest industry.

BASF — New Stratagem® packaging

By David Blay, BASF Business Director

Like AEPMA, BASF has a long and committed involvement in the chemical industry from its beginnings in the 1860s, and the integration of pest management products from Shell and Cyanamid in recent years.

With the launch of world class products like Termidor®, Goliath®, Amdro® and Stratagem, BASF will continue to build strong brands for professional pest managers into the future.

Exciting new product development from one of the world's strongest research and development companies means that BASF will work along side its business partners to grow their businesses.

A recent example of BASF's commitment to the industry is the new Stratagem® Securable Wax Block packaging — a handy eight

kilogram square bucket.

The new packaging was developed in response to feedback from the Australian pest management industry which indicated a strong preference for the convenience of a square bucket instead of the traditional round pail.

Importantly, the square format is more practical, especially when it comes to storage in technicians' vehicles.

Stratagem is a second generation anticoagulant rodenticide. Only a very small amount is needed to kill a rat or mouse, and a lethal dose can be eaten in a single feed. Rodents then die three to five days after taking the bait. With some other rodenticides, rodents die more than a week after taking the bait.

Stratagem is the obvious first line of attack when delivering a rodent action plan to clients,

and also holds HACCP accreditation.

Stratagem Securable Wax Block Rodenticide is fast acting, cost effective and is the best way for professional pest

control operators to take out rodents.

For more information, phone freecall on 1800 006 393 or refer to the BASF website www.termidor.com.au.





Bell Laboratories Inc is a world leader in developing and producing state-of-the-art rodent management technologies including second generation rodenticides and advanced bait stations and traps.

Bell Laboratories — Reduce rodent management call-backs

By Melissa Cameron, Regional Manager, Bell Laboratories



Low call-back rates are key indicators of pest management professionalism which means reducing call-backs can be a great way for a business to take on a more professional appearance.

At Bell Laboratories, we believe we have what it takes in terms of advanced products and technologies to assist pest managers in lowering call-back rates.

Call-backs are frustrating for clients and costly for pest management companies.

Rodent management call-backs typically result from three common practice 'failures':

- failure to conduct thorough inspections;
- underestimating the size of

infestation; and

- not placing rodent devices directly in the rodents' pathways.

Correct these and call-backs will drop significantly.

Proper inspections

While it may be tempting to rush through or even bypass an initial inspection, Bell's advice is, "Don't!".

A comprehensive inspection is the single most important factor in reducing if not eliminating call-backs because, done properly, it provides all the vital the information required to set up the most appropriate rodent pest management program with the correct control measures in place eliminate the problem. Put simply, getting rid of rodents is what reduces rodent call-backs.

Identify the rodent species

Whether dealing with residential or commercial accounts, the first step in an inspection is to determine which commensal rodent or rodents one is dealing with.

Remember, each species — house mouse, Norway rat, or roof rat — has its own unique characteristics and behaviours which, in turn, will dictate the most appropriate baiting methods and ancillary control measures.

Locate high activity areas

Inspections, which typically begin outdoors and move indoors, will help determine where rodents are travelling and feeding. During an inspection, always look for rodent 'signs' (faeces, gnaw marks, nesting materials, rub marks, etc.). Besides helping to locate the source of any



problems, tell-tale signs will also help determine infestation severity which is a critical step to choosing the best rodent tools to use and where to place them for optimum results.

Determine trouble spots

Identify conducive conditions in and around the premises that are causing or adding to a rodent infestation, namely rodent food/water supplies and harbourage.

Working with the client, eliminate the rodents' food and water sources, wherever possible. Sanitation measures include removing all clutter and vegetation that provide harbourage for rodents. Outdoors, grass and vegetation should be cut short as tall grass and overgrown vegetation provide dark shadowy areas where rodents feel protected and safe from predators. Overhanging trees also should be trimmed back and away from the structure. Piles of debris, garbage and clutter should all be removed from the exterior of the structure.

If possible, have clients establish a half metre wide barrier of cement or crushed rock around buildings and recommend they rodent-proof

any areas where rodents may be getting inside. Remember, mice only need a 5mm and rats a 13mm opening ... about the diameter of an average adult little finger and thumb, respectively.

Implementing these corrective measures will reduce the possibility of a re-infestation, which can also be the reason for a call-back.

Keep accurate records

Record and map signs of rodents and rodent activity, as well as trouble spots that need to be corrected. This will provide vital information (for use on follow-up service visits) about where baiting and control devices have been placed, and provide a good guide to how they are working.

Don't underestimate

Underestimating infestation size and severity and, as a consequence, not using sufficient traps or bait placement can often lead to inadequate infestation control and result in costly call-backs.

As well as gauging rodent activity levels from initial investigations, the rate at which baits are taken or traps filled (providing the stations and traps are checked sufficiently frequently) can also provide

good guides to rodent infestation severity.

It is better to err on the side of over-placement and over-baiting, at least initially, rather than underbait or place too few traps and fail to manage the problem adequately.

Check bait stations regularly to replace eaten baits and also baits which have spoiled.

Where do rodents travel?

Strategic (informed) bait and trap (snap, mechanical, or glue board) placement as well as the correct selection of management tools (both of which should be based on thorough pre-treatment inspection and analysis) can significantly improve the cost effectiveness of rodent management and reduce call-backs.

Seek to identify active runways (often dark areas along walls, behind objects) and ensure baits and/or traps are placed along these frequently used paths to maximise chances of interaction with target rodents.

The use of tamper resistant stations (for baits as well as traps) is always highly recommended, especially where children and non-target animals are present.

DuPont is a science-based products and services company. Founded in 1802, DuPont puts science to work by creating sustainable solutions essential to a better, safer, healthier life for people everywhere.

DuPont — Making our mark

Operating in more than 70 countries, DuPont offers a wide range of innovative products and services for markets including agriculture and food; building and construction; communications; and transportation.

However, DuPont has not been involved in the Australian pest management industry for the past 20 years, as DuPont did not possess insecticides with the required properties to provide pest managers with the products they need ... until now!

DuPont Professional Products is proud to announce a ground breaking, new active ingredient, Indoxacarb. Indoxacarb is the first of a number of new active ingredients in the DuPont pipeline that will provide the basis of the DuPont Professional Products Portfolio over the next 20 years.

The Advion® brand product

family, with indoxacarb as the foundation, is redefining the meaning of complete pest control for cockroaches, ants, and other pests.

DuPont™ Advion® cockroach gel is the first product from DuPont Professional Products to be launched in Australia. This unique product powered by the MetaActive™ compound, combines a novel, high-consumption bait matrix with a potent, non-repellent active ingredient.

Cockroaches cannot resist this superior combination and even the toughest populations are quickly controlled.

Governments, industry and consumers are all demanding reduced environmental impact. DuPont, one of the first companies to publicly establish environmental goals 18 years ago, has broadened its sustainability commitments beyond internal footprint reduction to include market-



driven targets for both revenue and research and development investment.

The goals of DuPont are tied directly to business growth, specifically to the development of safer and environmentally improved new products for key global markets. These products will be based on new insecticides with novel modes of action, realising class leading performance while setting new standards in user safety and reduced environmental impact.

New technology does not come cheaply. This means,

if the industry is to rise to the challenges of the next 20 years, when even higher levels of product performance are required, along with increased user safety and reduced environmental impact, companies like DuPont need the support of AEMPA and its members. Such support will encourage investment in the discovery of new insecticides and development of new products, providing the industry with the next generation of pest control products that are demanded by customers and governments alike.



Ensyslex, a world leader in advanced pest management technology, congratulates AEPMA on 20 years of successfully representing the pest management industry in Australia.

Ensyslex — Specialising in urban pest management

By Steve Broadbent, Technical Director, Ensyslex Australasia

Ensyslex is a privately owned company, dedicated to the supply of superior products to professional pest managers. The company has a clear focus — on urban pest management — and a clear vision — to be the 'first choice for environmentally responsible, effective, long-term pest management solutions'.

Ensyslex researches, develops, formulates, manufactures and supplies premium quality, environmentally responsible, urban pest management solutions for use by professional pest managers. We are proud of the high reputation our products have won both at home and abroad.

As a research-based international company, Ensyslex has active ingredient synthesis and product formulation facilities in 14

different locations. Two are located in the USA, two are in Australia, one in Thailand, seven in China, one in Germany, and one in Russia. Research facilities are located in North Carolina, USA, and in Victoria and NSW in Australia.

Ensyslex develops and owns all its own formulations, performs QA and batch analysis checks on all batches of chemicals and guarantees the consistent quality of all materials sold.

Further evidence of Ensyslex's commitment is its team of dedicated professionals employed in Australia.

Ensyslex now has the largest technical sales support team of any research-based company in Australia ... a team ready and willing to assist pest managers in the employment and application of world-leading technology in solving the vast majority of pest management challenges.

Currently, Ensyslex has ten front-line, field-based specialists — all qualified pest management professionals — located around Australia and backed by an Australian soil testing and chemical

analysis laboratory complex to ensure pest managers receive the highest possible level of dedicated support.

Ensyslex is a true specialist in professional pest management for the urban environment.





The Management and Staff at FMC Australasia Pty Ltd congratulate AEPMA on 20 years of service to Australia's professional pest managers and the professional pest management industry.

FMC — Innovation for the future

By Ian Pegg, Manager Specialty Business, FMC



FMC has been and continues to be a long standing and active associate member of AEPMA.

FMC first entered the professional pest management

market in 1995 with the launch of Biflex® Termiticides as effective replacements to the outmoded organochlorines.

Over the past 13 years FMC has led innovation in termite

and general pest management technology through the introduction of a number of leading brands.

Products such as Biflex®, Bestox®, Dragnet®, Brigade® and, most recently, HomeGuard®, are synonymous with the high level of quality and service expected from research based companies like FMC.

FMC also recognises the need for a strong and reputable industry body to represent the interests of professional pest managers and the pest management industry.

FMC has and will continue to support AEPMA in its industry related activities. We congratulate the board of AEPMA on its achievements in the past 20 years and look forward to even greater achievements in the future.





Garrards is at the forefront of product development and research and carries a complete range for every pest manager's requirements.

Garrards — Service with integrity

Garrard's founder, Chris Garrard, began his association with the pest management industry when he became a sales clerk for Bayer in 1975.

In what he described as "the good old days", Chris moved from Bayer to Norris Wightman and then to Rite Grow as its pest management representative for Queensland and northern NSW, at a time when Brisbane had about 25 pest management companies. By this time Chris knew most of the pest managers in his region very well.

In early 1985, after Rite-Grow was purchased by Yates, Chris Garrard was offered and accepted a job with Yates in Sydney. However, after discussing his plans with a colleague, he was convinced to arrange bank finance (he mortgaged his home in the Brisbane suburb of Kenmore) to purchase some \$90,000 worth of Rite-Grow's stock

(on 90 day terms), he elected, instead, to go out into business for himself. That was in April 1985.

Chris's immediate need was to locate premises and find someone to assist with

deliveries. Finding one led to finding the other. A mate, Alf Stinson, who owned a taxi truck business, agreed to do the deliveries for \$1 per drop. Alf also found Chris an old air raid shelter (about 4m X 4m) which was at the back of a

timber mill at Kallangur for use as a store room.

The timber mill was owned by Don Gynther and Greg Dummer, who rented the air raid shelter to Chris along with a small area of office space.





"After that I went home and told my wife Maureen that I was no longer working for Rite-Grow. She was horrified, but I told her that I was now 43 years old and I'm going to give it a go," Chris said.

"I told her that I had to start things off the next day at 6am and that I hoped that she would be a part of it. I had to leave at 5:30 if she was going to be involved, to come along. She did so, and was there every day. That's how it all started," he said.

As Chris recalls, the days after that commenced at 3:00am, "... pulling out orders and writing out invoices so that all the goods would be on Alf's trucks for the 7:30am departure. Then it was go, go, go, all day, taking orders, ordering stock, answering inquiries and all the other tasks that every business needs done."

In the afternoons, Chris spent his time calling and calling in on pest management companies in and around Brisbane.

In 1989 Garrards purchased Rega Pumps and Sprayers and started manufacturing the stainless steel Pneumatic

sprayers (NUSS, NUPET and STUMPY). The Rega range has expanded over the years to include the design and manufacture of vehicle mounted spray rigs and many other innovative products for the industry.

After three years at Kallangur, the Garrards business, working to its now well known motto, 'Service with integrity', outgrew the available space and moved to larger premises at Lawnton.

In 1996, he moved again to a larger, purpose built warehouse and offices at Brendale.

In the meantime, Chris busied himself and his growing team opening branches in Sydney in 1989, Melbourne and Adelaide in 1992, Perth in 1994 and Darwin in 1996.

Branches in Auckland and Christchurch were opened in 2000 and 2001, making Garrards the only specialist pest management supplier with a presence in both Australia and New Zealand.

In 2002 Garrards employed a specialist full-time 'Technical & Training Manager' to provide services to the industry such as assessing competency for Pest Management Licences and all

facets of training and technical assistance to the industry.

Today Garrards has a staff of over 80 and all three of Chris's sons are involved in running the business.

Garrards also has additional purpose built branches in North Queensland at Townsville and Perth. The North Queensland branch opened in 2006 to supply from Mackay north and west to Mt Isa.

The new Perth warehouse was also purpose built and opened in 2006.

Another first for the industry are the popular 'Garrards Road Shows' and 'October Pest' functions which have been running since 1987. The road shows were designed to take industry information to pest managers from the city to the country while October Pest is designed to bring the industry together to launch new products and, in Chris's words, "... enjoy an entertaining evening before the start of the season".

Garrards also assisted in the early days of AEPMA, donating display space at the October Pest functions throughout Australia.

Garrards is at the forefront of product development and research and carries a complete range for every pest manager's requirements.

Since 1985 Garrards has been the pest management industry's true 'one stop shop'.

The company motto from inception has been "Service with Integrity". To this day that motto still rings true as our reputation has been built upon providing our customers the best possible service.

Liphatech has been long established in rodent management overseas. Its involvement with AEPMA is, however, only recent. We are very glad to celebrate our first anniversary as an Associate Member and we would like to congratulate the AEPMA on its 20th anniversary.

Liphatech — Meeting challenges with technology

By Jerome Beline, Liphatech ANZ Business Manager

We value the efforts made by all companies and individuals over the years to promote AEPMA and support the industry.

Since it started operations in the 1950s, Liphatech has moved forward alongside the pest management industry and has continued to develop new technologies.

Liphatech has maintained close ties with industry organisations and associations around the world, enabling

it to keep abreast of and respond to changing industry needs and emerging issues. For instance, Liphatech is a long-serving member of CEPA (Confederation of European Pest Control Associations) in Europe and through its US arm, Liphatech Inc, based in Milwaukee, is a member of the USA's National Pest Management Association.

Liphatech also participates in the RRAC Group (Rodenticide Resistance Action Committee)

in Europe which draws up guidelines for good pest management practices and responsible use of rodenticides.

During the course of the 20th century Liphatech has been the leading contributor to the development of new active ingredients for the management of rodents. To date, we have discovered and patented three actives: chlorophacinone in 1961; bromadiolone in 1976;

and the latest technology, difethialone in 1989.

The invention and development of better active ingredients by Liphatech has considerably helped pest management operators over the years.

It created something of a revolution in the late 1970s when pest managers were first able to use second-generation molecules such as bromadiolone. For the first time pest management companies could use baits that acted in a single-feed and rodent infestations could now be managed with a higher level of efficacy.

At the turn of the century, the industry faced new challenges: changes in living habits, in climate patterns, emerging diseases, changing techniques and environmental concerns. All the above lead Liphatech to adapt to those changes and



provide solutions and products that are in line with those changes.

In 2002 Liphatech opened a brand new R&D centre with a pool of highly skilled

technicians and scientists to become the leader in bait formulation.

While the need for more effective products is still among the top priorities when it comes to managing rodents, more measures have been taken to ensure that products can be used more safely. For example, the addition of Bitrex, which acts as a child and pet deterrent, in Liphatech bait formulations has become a standard in all our products.

The move towards supplying ready- and easy-to-use baits to our customers to ensure maximum traceability and safer-to-use products is also part of our position of being a responsible supplier of chemical products.

In 2006 Liphatech acquired the Aegis business. The famous brand of bait stations enables us to offer a large range of rodent-management products. It also gives us the ability to offer our customers products that reduce the risks to non-target species.

While Liphatech continues to develop solutions to help pest managers manage rodent populations the ultimate objective is to ensure that public health is guaranteed. Over 40 zoonoses such as leptospirosis, cholera or tuberculosis can be transmitted from rodents to humans. Preventing rodent-borne diseases to spread is and will be one of the key issues for the industry.

Liphatech looks forward to bringing its knowledge of pest-management to the AEPMA industry discussions and to face the next challenges to come in the next 20 years.

POWERED by LIPHATECH

EXPERTISE AND KNOW-HOW

RESEARCH & DEVELOPMENT	MANUFACTURING FACILITIES
<ul style="list-style-type: none"> • Dedicated to Pest-Control : <ul style="list-style-type: none"> - innovative products and processes - formulation improvement - regulatory expertise • State of the art GLP laboratories • Validation by local centres of excellence 	<ul style="list-style-type: none"> • Global production capacity for local needs throughout the world • Quality assured to ISO 9001 v 2000, ISO 14001, Ecopass • On going investment in production facilities

The slide also features a large blue triangle graphic and four small globe icons representing global reach. A man in a striped shirt and glasses is positioned in the foreground, smiling.



Sorex International is a world leading developer, manufacturer and supplier of advanced pest management technologies.

Sorex International — 'partners in professionalism'

By Richard Smith, Business Manager, Sorex International

Sorex International is a world leading developer, manufacturer and supplier of advanced behaviour led pest management technologies.

In Australia, Sorex provides the pest management industry with a premium quality range of bird management tools (Avipoint and Network Bird) and rodent management products (Sorex Pro rodenticides and Roguard bait stations).

While Sorex is in every sense a global company, it enjoys a highly successful and strong, mutually beneficial relationship with Australia and Australian pest managers and distributors.

Importantly, Sorex maintains a strong commitment to the Australian industry and those involved in it. That relationship extends way beyond simply ensuring the availability of its high quality products which

rank at the cutting edge of modern pest management technology. It is, rather and in every sense, a true partnership in professional pest management.

Firstly, Sorex believes in supporting its technological offerings with high quality

service and technical advice. The company has invested heavily in ensuring its distributor partners are not just briefed on how and why its products work but are trained to provide on-time technical back-up and support to their ...

and our... pest manager clients. Its world-acclaimed animal behaviourist research scientists, Sharon Hughes (rodents) and Grahame Turner (birds), have spent a considerable amount of time and effort over the years ensuring that the Sorex





product range not only meets the needs of Australian pest managers but also is deployed and employed to provide maximum cost-effectiveness and efficacy.

It also invests heavily in providing important technical information about its products direct to pest managers. The most recent case in point is its professionally compiled, interactive 'Think Rat' program, published on CD-ROM, which provides an excellent reference guide for professional pest managers."

As well as detailing the latest Sorex Pro rodenticide formulations, 'Think Rat' covers many aspects of

rat and mouse biology, the importance of control, and advice on how to select and use rodenticides as part of a strategy. The CD includes footage from commercial premises, farms and domestic situations. As well as being an excellent reference guide, the 'Think Rat' CD-Rom is also a useful staff training tool.

Sorex also invests in ensuring its products and technologies are fine tuned to meet the exacting requirements of Australian pest managers under conditions which are often more harsh and challenging than those faced elsewhere in the world. The company has, for instance, invested heavily in undertaking local and localised trials, including both laboratory and field studies in Australia with its new Sorex Pro rodenticide formulations to ensure that label claims stack up under Australian usage conditions and also to ensure compliance with AVPMA special requirements for Australia.

A prime example of this approach has been Sorex's push to have specific

reference to managing *Rattus rattus* ('Black Rat') under Australian conditions on its Australian label, only made possible through the conduct of a wide range of laboratory and field trials in Australia and the Asia-Pacific region and, as a result, providing the AVPMA with conclusive, robust data on local-use efficacy and safety.

On top of that, Sorex's commitment to Australia involves working with and supporting industry professionalism, not only through its support for AEPMA, as a strong associate (supplier) member, but through its primary foundation and on-going sponsorship of and contribution to the industry's Pest Manager of the Year program, specifically designed to promote, recognise and reward the highest standards of industry professionalism.

Sorex's manufacturing facilities provide modern formulation and packaging capabilities and, importantly, throughout each and every one of the production lines, stringent quality control procedures are consistently applied.

Its dynamic yet remarkably stable workforce of skilled technicians, managers and plant operators enables Sorex to address market changes in a responsive manner.

Sorex congratulate AEPMA on its 20th anniversary and look forward with enthusiasm to working ever more closely with and supporting the endeavors of the Association and professional pest managers throughout the country.





After 20 years, AEPMA has well and truly come of age and is ready to tackle the challenges and issues of the next two decades and beyond. So it is with the Australian pest management industry's leading information technology partner, Temisoft.

ServicePRO-OnLine makes 'enterprise mobility' come of age

By Temisoft Founder and Managing Director, Kevork Temisgian

While we don't go back quite as far as AEPMA (most businesses didn't rely on computers back then), we too, as an Australian born, bred and owned operation, have also grown and adapted to meet the industry's special needs.

Thanks to Temisoft and its customers over the past decade and a bit, the terms, 'mobile computer networking' and 'enterprise connectivity' have taken on a new meaning and importance, especially for pest managers who would rather be out managing pests or, at least managing their businesses, than spending hours trying to fathom out or fix up their computer systems.

These days, most people agree or at least accept that modern businesses cannot function and communicate efficiently and effectively without computers. But,

while they acknowledge that computing systems have made it easier to collect, compile and manage information, and also communicate, they sometimes wonder if it's the computers running them or them running their computers.

Until now, the working day generally hadn't finished until a pest manager returned to the office to 'work on the computer' or hand all the 'stuff' over to the girl/wife' to log in, write up, sort out, fix up and send out.

Now, however, a purpose-built system, is available — for the largest down to the smallest pest management company — to connect pest managers in the field with their businesses and, at the same time, add real value to business management processes.

Temisoft — the specialist Australian-owned and operated software company which first

started to tailor information retrieval and management systems for pest managers in the late 1990s — last year launched a major breakthrough in mobile 'anything from anywhere' business management. We call it **ServicePRO-OnLine** which is a true evolution in '**enterprise mobility**'.

If my years working with people in the industry across Australia have taught me one thing, it is that pest managers are far more comfortable managing pests and running their businesses than trying to run their IT systems.

ServicePRO-OnLine will not just let pest managers off the IT leash. It will put them back in real control of their businesses.

It's taken a massive effort and a lot of dedicated hard work. But, finally, Australian pest managers have a new

business management software tool which delivers real power and performance " ... as much as you want, wherever you are, when ever you want it, intuitively, reliably, and securely".

ServicePRO-OnLine represents a significant leap forward in business management software technology ... not so much because of what it does, but more, because of how it works and how, when, and where it can be accessed, deployed and employed.

As many already know, Temisoft, has won benchmark status among Australian pest managers as a fully integrated job scheduling, resource tasking, performance monitoring, reporting, inspection report writing, barcoding solutions, invoicing, real time despatching and analysis system.

This latest development has been driven by input and feedback from a continually expanding band of large, medium and small pest management clients around Australia.

Where earlier versions have relied on a central 'hub' computer and or server in a pest manager's office, **ServicePRO-OnLine** securely connects seamlessly via the internet to remotely located servers which store and process data as, where and when required by the user.

Pest managers retain instant access to all their data and the power and functionality of **ServicePRO** without having to worry about back ups, down times, and security. And they no longer have to worry about dealing with and shelling out additional money, time and effort on installing software upgrades. Those things are for us to handle.

Importantly, **ServicePRO-OnLine** is totally flexible. You only pay for what you need and what you want to use.

Even more importantly, with that flexibility comes complete security and surety ... absolute future proofing.

Pest managers also need not worry about operating system

or ancillary software upgrades, some of which may not work compatibly with **ServicePRO**. From now on, we take care of those things behind the scenes.

ServicePRO has grown and developed to help pest managers:

- produce and provide timely, high quality inspection reports;
- gather and maintain accurate bar-code tracking and monitoring of termite and rodent bait stations or flying insect traps;
- ensure technicians are available to respond quickly to urgent jobs; and
- schedule and task team members and resources with maximum efficiency while delivering optimum customer satisfaction.

More and more pest managers want to be able to schedule and handle bookings, deliver reports and analyses and respond to customer inquiries in real time, wherever they are, on the road or on a job. With **ServicePRO-OnLine**, based on state-of-the-art 'service orientated architecture' (SOA), we can provide this, on as large or small a scale as you want.

We understand and respect the fact that no two businesses are or will ever be the same.

Therefore, rather than forcing them to adapt to a straightjacket, one size fits all system, we have taken responsibility for adapting to their needs.

Naturally, we have made sure that the older, central office-based versions of **ServicePRO** remain as functional today as they were when we first deployed them. But our customers were telling us they wanted more, to keep them at the cutting edge in ways which suited them and their businesses.

That is why we have made the investment in developing and establishing **ServicePRO-OnLine** as a future-proofing insurance vehicle, because we want to help secure and build our clients' futures.

And, if they want to grow, or, if they want to add modules, like Report Writer, Bar Coder or GPS tracking, or add more handhelds, we can make it happen. If they want to upgrade and integrate their communications within the business, we can advise on that as well and make sure everything works and fits together in a seamless, worry-free package.

The most important thing, though, is that, with our new **ServicePRO-OnLine**, pest managers, whether they are large, super large, medium or small, now have a management tool available which gives them full functionality and accessibility in real time, from wherever they or their people are.

Today, the term 'enterprise mobility' truly means what it says.





Termatrac Pty Ltd, founded, owned and operated in Australia, is a world leader in the design, development and production of advanced termite detection technology.



Termatrac — 'Termites found'

By Jim Davies, General Manager and Founder, Termatrac Pty Ltd

After a development stage lasting more than ten years, Termatrac initiated the hiring of its Termatrac units to Australian pest managers in 1999, to the heartfelt acclaim of industry professionals nation wide.

Today, Termatrac termite detection units have become a mainstay tool employed by timber pest inspectors and pest managers throughout Australia and internationally. Termatrac's motto, 'Termites found', amply describes our importance and contribution to this great industry.

Termatrac is proud to have been associated with AEPMA since the company's inception back in 1999.

Over the years, Termatrac has been happy and proud to support the association in many ways, in particular by participating in and contributing to AEPMA's annual national

(and recently, international) conferences.

Termatrac believes

AEPMA provides excellent representation for the industry and we sincerely hope that

it will be around for another twenty years and beyond.





Xavca Pty Ltd congratulates AEPMA on its twenty years of service to the Australian pest management industry, providing leadership and direction for growth and, increasingly, professionalism.



A long association with the Association

By Peter May, Founder and Managing Director, Xavca Pty Ltd

Xavca was formed in 2001 by Peter May, who had, at that time, just completed 20 years service with ICI and Orica related companies including Crop Care, managing, among other things, the company's portfolio of 'professional products' such as Talon rodenticide and Demand insecticide.

Over the years, Xavca has provided consultancy services to a number of supplier clients, including Syngenta, Sorex International, Babolna Bio and AgNova Technologies. Xavca has also undertaken numerous market research projects for pest industry clients, including a major project for UK-based AIS (Agricultural Information Services) that investigated the size and nature of non-crop pesticide markets in Australian and New Zealand.

Xavca has had a long association with AEPMA as an Associate Member and as

a PestCert industry supporter. Over the past several years Peter May has represented Xavca as an active Member of the State Council for the Queensland Branch of AEPMA.

As the industry's peak industry body AEPMA is critical to the success of Australian pest management. The Association

plays an increasingly important role in setting and promoting professional industry standards via involvement in Standards Australia, establishing and monitoring training competencies, liaising with government regulators, and capturing and representing its members' views and aspirations.

Xavca supports AEPMA in these endeavors and Peter May in particular would like to applaud the many AEPMA members who have given so selflessly to help AEPMA represent industry members and work towards a professional and progressive pest management industry.





Bayer Environmental Science has had a long history of association and partnership with the Australian professional pest management industry and is proud to be committed to its support in a number of key areas, including that of its primary body AEPMA. With a strong position as market leader, in terms of both our existing product portfolio and future pipeline, we also have a commitment to Sustainable Development and are engaged in a number of initiatives locally and globally on this important philosophy.

The professional pest control industry provides an important function within society at large; protecting public health and well-being, maintaining the integrity of structures and preventing unnecessary loss of certain food commodities. The products which Bayer provides help achieve these goals.

Utilising local and overseas research and development expertise we are committed to innovative development of effective, responsible and environmentally sound pest management solutions which meet the needs of the present without compromising the future.

2008 has been a year which has well illustrated our claims in this regard, with four new products launched; generally replacements for older chemistry or more effective solutions than have been available before.

We feel that the underlying stewardship principles that drive our business match closely those of AEPMA and we have a very positive outlook for the future, working together with the Australian pest management industry, as a whole, to match product needs and practices with changing consumer demands.



Bayer Environmental Science

Globe has grown with the industry

The Globe company has a long and proud history, which has come from many years and many committed people. The strength of Globe is that it began operating in the chemical supply business in the industry's infancy.

Globe has grown with the industry to be a leader and innovator in the Australian scene.

Globe's business practice has been developed and refined over this time and our customer service standards are paramount. We have built strong business partnerships with an impressive list of loyal clients.

Our product range has been selected from local and international manufacturers

to provide our clients the best possible solutions and results.

This history gives new clients an assurance of the company's stability and reliability.

If you have not experienced the Globe service, I am sure you will enjoy what we do best.



Congratulations on 20 years

Globe has been an active member and supporter of the Australian Environmental Pest Managers Association and the pest industry for many years.

We take this opportunity to acknowledge the associations 20 years of contribution and achievements in the services and representation it has provided.

A strong and progressive industry body is important in any service or manufacturing market and particularly in a pest management business, given increased government controls and public awareness.

The professional standing and public perception of the industry has been enhanced by the activities and support to individual companies through this common interest body.

Globe has been involved in providing pesticides for more than 35 years and supports initiatives that improve the use and safety of its products.

To this end Globe is constantly researching and importing new chemistries and technologies to assist the pest manager. In addition we employ people who have pest management experience in many areas requiring pest control solutions.

We congratulate the association and its members on this milestone and its continued success and Globe Australia also takes pride in these achievements

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