

You know when you're in safe hands!

www.killgerm.com



WELCOME TO THE FAMILY

2020

# WELCOME

This Welcome Pack includes everything you need to make the most of being a Killgerm customer.

Whether you're completely new to pest control, or you're a longstanding established member of the industry, we would like to give you a very warm welcome. We look forward to working together with you in the future.

This Welcome Pack includes all the essentials you need to ensure you get the most out of being a valued Killgerm customer, including:

- An introduction to Plus Points, our loyalty scheme just for pest controllers.
- Information about the services we offer, including the waste disposal scheme, training courses, workshops, breakfast meetings, insect identification and technical support.
- Information about the pest control industry, including trade associations, the Campaign for Responsible Rodenticide Use and the National Pest Advisory Panel.
- Useful contacts in Killgerm.

Thank you for choosing Killgerm

# YOUR CONTACTS

Your	office based Customer Service representative is:
Name:	
Tel:	
Email:	AND THE PROPERTY OF THE PARTY O
Your l	ocal Area Sales Manager is:
Name:	
	will contact you shortly to welcome you to Killgerm. e feel free to contact them using the details below:
Tel:	DAME LANGE L BE
Email:	
	Your Killgerm accou <mark>nt</mark> number:
	010212022

Make sure we have your email address so you are the first to hear about product launches, offers and industry updates!

## ABOUT US

Originally established in 1893, Killgerm is now Europe's largest distributor of public health pesticides. Driven by a high level of involvement and dedication to the pest management industry, Killgerm continues to fully support pest controllers by providing a wide range of innovative products, professional training, technical support, and an active membership of industry bodies.

Rupert Broome, Killgerm's Managing Director comments, "Killgerm is completely committed to moving the pest management industry forward, as well as developing a wide range of innovative products and exceptional training. We take part in numerous industry initiatives designed to help raise the profile of pest control and its importance within environmental health."

Killgerm took part in the creation of the BPCA Manufacturers Committee, The National Pest Advisory Panel of the Chartered Institute of Environmental Health and The Campaign for Responsible Rodenticide Use (CRRU).

A keen supporter of trade associations, Killgerm has maintained active membership of the British Pest Control Association, the National Pest Technicians Association and many other national associations overseas.

## HERE WHEN YOU NEED US

- Plus Points Loyalty Scheme
- Breakfast Meetings
- Workshops
- Industry Events
- Area Sales Managers
- Customer Service Team
- E-mail Updates

- Website & Online Catalogue
- Monthly Blog
- YouTube Videos
- Social Media -Facebook, Twitter & LinkedIn
- Training Courses
- Newsletters

We look forward to working together with you!



Sign up to PCN today!

Voted the number one magazine in pest control, PCN is the leading voice for the industry.

For more information visit: **www.pestcontrolnews.com** 

# Not Industry Not Industry Reward Scheme Reward scheme A difference to your shopping A difference to difference to that makes a difference to the that makes

Some of the membership benefits...

3000 point monthly prize draw

3000 point monthly prize draw

3000 point monthly prize draw

Early access to Killgerm offers

Bonus points on specific products

Special Plus Points offers

Special Plus Points Training Courses and

Special Plus Points Offers

Points can be redeemed against Training to catalogue for points can be redeemed against Training to catalogue for points can be redeemed against Training the catalogue for points on the catalogue for points of products have been highlighted within the catalogue for points on the c

With 2 points for every £1 spent, with 2 points for every business.

When points you save can be used to buy products and business.

The points you save can be used to buy products and business.

The points you save can be used to buy products and business.



Upgraded services are available if required at an additional cost.

For more information please contact our Customer Service team for details of upgraded services and pallet deliveries.

# The standard next day delivery cost is free\*

\* For orders of more than £250.00, with an £8.00 charge for orders below £250.00 to mainland UK



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www.killgerm.com

# Need help Launching your business to the next level?

## Introduction to pest control course

This course is ideal for anyone who is new to pest control and looking at setting up a successful pest control company. We will cover everything you will need to help you identify your market, tell you what you need to do to get your business up and running, and answer any industry or business related questions you may have.

During the "Introduction to pest control" course, you will learn:

- Types of company sole trader, Limited etc...
- Training options/requirements
- Setting up considerations equipment, insurance, vehicle, storage
- Marketing
- Paperwork and administration
- Pricing structures
- Selling a pest control service
- Waste

And much more...

Call 01924 268445 for more information

Killgerm Chemicals Ltd., Wakefield Road, Ossett, West Yorkshire, WF5 9AJ. t 01924 268420 e sales@killgerm.com







# Why not also attend The Marketing Pest Controllers Academy?

Break away from your competitors and come along to a **FREE** marketing and brand awareness academy!

Visit

www.pestcontrollersacademy.com for more information and to register your interest.

Here when YOU need us!

# SUBSIDISED WASTE DISPOSAL SCHEME



Killgerm has been operating the scheme to aid customers with the safe and environmentally sound disposal of their work-generated waste for over 20 years now.

Members of the Killgerm Subsidised Waste Disposal Scheme ("The Scheme") will be fulfilling their legal duty under waste legislation and the 'waste hierarchy' if they adhere to the terms and conditions of the scheme.

Killgerm Chemicals Ltd operates a licenced waste transfer station and is registered as an upper tier waste carrier (CBDU141760). The company holds the relevant environmental permit (EPR/CP3398ZE). The employees running the scheme are fully qualified and hold the relevant certificates of competence in order to manage the activities of the waste and in compliance with the law.

The Scheme will run annually from 1st January until 31st December. The membership fee for all companies or individuals is £200 per annum and includes an individual waste allowance of 100kg per year. Once you have reached your waste allowance a supplemental charge for waste over 100kg will be charged at £2.50 per kg.

Members can dispose of waste under The Scheme which has directly arisen as a result of work undertaken solely by them, and specifically excludes all waste generated by any subcontractors or other 3rd parties.

If members are unable to deliver your waste to the Killgerm waste transfer station directly, Killgerm Chemicals can arrange for it to be collected. The cost of collection will be paid by the member and an individual quote upon request will be provided for each collection.

End-of-life fluorescent tubes from Electronic Fly Killer machines are regulated under the "WEEE" system (The Waste Electrical and Electronic Equipment Regulations 2006). Tubes purchased from Killgerm Group may be returned to the Ossett site for recycling. There is no charge for this service. Tubes will have attracted an environmental charge (to cover the cost of recycling) at the time of purchasing. This will show as "WEEE recycling charge" on invoices.

For further information please go to: www.killgerm.com/waste disposal scheme

The Killgerm Subsidised Waste Disposal Scheme is supported by the following companies:















# LOWER TIER REGISTRATION AS WASTE CARRIER

Due to changes it is now a legal requirement to register as a lower tier waste carrier if you transport any type of waste as part of your business.

You can be fined up to £5000 if you don't register. Registration is usually free if you only transport your own waste.

# CAMPAIGN FOR RESPONSIBLE RODENTICIDE USE (CRRU)

The rodenticide industry, acting as a whole, has recognised the need to address the concerns surrounding the responsible use of rodenticides and the need to ensure that rodenticides are used correctly and in ways that will minimise the exposure of wildlife.

The industry therefore initiated the Campaign for Responsible Rodenticide Use (CRRU).

Key to the campaign is a code of good practice for the responsible use of rodenticides in rural areas.

Killgerm is a founding member and fully supports CRRU.

Further information about CRRU and the CRRU code is available from www.thinkwildlife.org



# MEET YOUR AREA SALES MANAGERS

Killgerm Area Sales Managers tour the country providing you with local access to our products and services no matter where you are. Killgerm realises how important your custom is and our Area Sales Managers provide a comprehensive range of product training and demonstrations ensuring you get personal, friendly and helpful support and advice at any time.



GRAHAM BINGHAM 07836 344503 graham.bingham@killgerm.com Customer Services Contact Deborah Toms 071924 268422 deborah.tonks@killgerm.com



ROBERT SIMPSON 07836 344501 robert.simpson@killgerm.com Customer Services Contact Beth Howard 01924 268519 beth.howard@killgerm.com



LAURENCE BARNARD 07836 344504 laurence.barnard@killgerm.com Customer Services Contact Anya Lynskey 01924 268516 anya.lynskey@killgerm.com



TIM BLOOMER
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tim.bloomer@killgerm.com
Customer Services Contact
Deborah Tonks
01924 268422
deborah.tonks@killgerm.com



RICHARD NOWELL 07817 911650 richard.nowell@killgerm.com Customer Services Contact Beth Howard 01924 268519 beth.howard@killgerm.com



(BUSINESS DEVELOPMENT MANAGER) Mobile: 07932 905693 brady.hudson@killgerm.com

**BRADY HUDSON** 



# MEET YOUR CUSTOMER SERVICE TEAM

# A dedicated customer service department with RSPH qualified staff.

Available from 8am - 6pm our customer service department will provide you with expert and personal support when you need it.



- 1. CAROL WARD Supervisor
- 2. SAMIIE SCHOLEY Customer Services Co-ordinator
- 3. JANET HYDE
- 4. ANYA LYNSKEY

- 5. CLAIRE HALEY
- 6. JAYNE MACKIE
- 7. KAYLEIGH DAVIES
- 8. CLAIRE DAY
- 9. BETH HOWARD

- 10. PAIGE ANCILL
- 11. DEBORAH TONKS
- 12. JOANNE TAYLOR

Our Customer Service Team, based at our head office in West Yorkshire.

Tel: 01924 268 420

Email: sales@killgerm.com

# TECHNICAL SUPPORT

## **INSECT IDENTIFICATION**

Killgerm Insect Identification Service provides details of the biology of the pest and helpful advice on any necessary control measures.

Killgerm endeavours to provide a full ID report within 14 working days because we know how important it is to your business to receive this information quickly. Samples can be sent to: Killgerm Identification, Wakefield Road, Ossett, West Yorkshire, WF5 9AJ.

The service is free of charge to existing Killgerm customers (subject to account status).

The service is charged at £50 + VAT to non-customers.

The identification of spiders is not within our area of expertise. Please contact the Natural History Museum (www.nhm.ac.uk) for spider identifications.

Please email the Technical Team on identification@killgerm.com

for further information or visit <a href="https://www.killgerm.com/technical/insect-identification/">www.killgerm.com/technical/insect-identification/</a> to download the Insect ID form.

## TECHNICAL DEPARTMENT

Our Technical department is hard wired into the company and the industry to serve you with independent and unbiased advice on product selection. This great service helps you to solve technical problems and receive unrivalled professional training.

# KILLGERM PRODUCT DEVELOPMENT

The Product Development department source innovative and creative solutions for the professional pest control industry. They develop new products for Killgerm, ensuring that they are practical, effective and safe for their intended purposes. In addition, the Product Development department undertakes product testing and evaluation to ensure that the selection of products offered by Killgerm meets customer's requirements.



## MEET THE TEAM

Killgerm's highly qualified technical department is the largest of any distributor in Europe. We are committed to supporting you every step of the way- from independent and unbiased advice on product selection to helping to solve technical problems. Just pick up the phone to receive expert help!



DR MATTHEW DAVIES Head of Technical Department BSc (Hons), PhD,



ROBIN MOSS Senior Technical Manager (North) H.N.D. Agric, CBiol, FSB, FRSPH



MARK BUTLER Company Biologist BSc. (Hons), FRSPH



MELVIN KNAPP Technical Manage (South)



ALASTAIR FERNIE Bird Control Specialist AMRSH



JONATHAN BINGE Entomologist BSc(Hons), FRES



CHRIS LAWRENCE Operations Director BA(Hons), CChem, MRSC



LISA WALES Training Co-ordinator



LISA JAGGAR Technical Administrator



JEREMY PEARCE Technical Support Advisor MRSPH, MBPR



PHILIP DALGLIESH Company Chemist BSc, CChem, MRSC, MBIRA, CSi, MCIWM, CENV



STEPHEN LEAHY Regulatory Affairs Chemist M.Chem



AVRIL TURNER Technical Manager BSc (Hons), FRSPH



MARK WARD Product Development Specialist

Contact us on **01924 268400** 





# Flying the Flag for Pest Control

We dedicate a significant amount of our income towards promoting and growing the industry through our extensive work with the Chartered Institute of Environmental Health's (CIEH) National Pest Advisory Panel (NPAP).

The importance of this industry is wide reaching and is integral to ensure public health. Only by promoting this can the industry grow and that is why the NPAP have worked on a series of documents targeted directly at the food, construction, housing and hospitality industries along with promoting the World Health Organizations book on The Significance of Urban Pests on Public Health to parliament and throughout Europe.

NPAP publications are available to download from www.urbanpestsbook.com





We have launched the brand new Killgerm® podcast!

Tune in to our new, fun and educational podcast today!

An easy way for you to keep up to date and earn CPD points!

Go online and Subscribe



# TRAINING COURSES

## The basis of good pest management is knowledge.

As a pest controller you are faced with the daily task of identifying and assessing existing infestations as well as forecasting likely pest problems and how best to deal with these. With increasing legislation, we all have a 'duty of care' when it comes to the risk to the general public, operators and the environment.

We offer a wide variety of courses for different levels of experience and knowledge:

- Basic Principles of Pest Control
- Refresher Courses
- Practical Courses
- Specialist Courses
- Workshops
- RSPH Qualifications Level 2 & 3
- CRRU approved courses for rodent control In line with UK Rodenticide Stewardship Regime Requirements

For further information please call us on 01924 268445 or go to www.killgerm.com

Killgerm has one of the largest and most highly qualified technical support departments of any distribution company in Europe.

# POINTS OF REFERENCE

There are many active organisations which exist within the pest management industry to support you and the work you do...

## **Trade Associations**

British Pest Control Association www.bpca.org.uk

National Pest Technicians Association www.npta.org.uk

# Professional Bodies and Other Useful Organisations

CIEH (National Pest Advisory Panel) www.cieh.org

Campaign for Responsible Rodenticide Use (CRRU) www.thinkwildlife.org

BASIS PROMPT www.basis-reg.co.uk

Natural England www.gov.uk/government/organisations/natural-england

Health and Safety Executive www.hse.gov.uk

Some of the organisations we choose to work closely with.

# FINDING INSURANCE

# NEED HELP FINDING A TRUSTED INSURANCE PROVIDER?

Insurance is a fundamental part of every business. Please find below contact details of well-recommended insurance companies that specialise in providing insurance for pest control companies:

### **Bradshaw Bennett Ltd**

27 Catherin St Macclesfield SK11 6BB Tel: 01625 505870

## www.pestcontrolinsurance.co.uk

#### Cliverton

15-17 Norwich Road Fakenham NR21 8AU Tel: 01328 857921 www.cliverton.co.uk

10% DISCOUNT - Quote: Killgerm

### W.F. Fountain

3 Poyntz Gardens Dallington Northampton NN5 7RY Tel: 01604 588823



# USEFUL CONTACTS

**Killgerm Chemicals Ltd** 

Wakefield Road, Ossett, West Yorkshire

WF5 9AJ

**Main Reception** 

t: 01924 268400

Sales and Customer Services

**t:** 01924 268420 sales@killgerm.com

Technical Advice & Insect Identification

t: 01924 268400 technical@killgerm.com

**Killgerm Training** 

**t:** 01924 268445 training@killgerm.com

**Data Sheets** 

**t:** 01924 268400

jeremy.pearce@killgerm.com

**Accounts** 

t: 01924 268400

accounts@killgerm.com

Outbound

t: 01924 268513

outbound@killgerm.com





## START YOUR DAY OFF WITH A

## **GREAT BIG SMILE!**

Meet the Killgerm team and discover the opportunities for profit through DOMESTIC INSECT PESTS.

Join us at one of our many breakfast meetings around the UK where our experts will provide you with the essential knowledge about domestic insect pests! From Bees, Wasps, Harlequin Ladybirds, Booklice, Silverfish and Beetles. Take a bite of this opportunity!

# Meetings start at 8.00am and finish at 10:30am so you don't lose the day

### **NORTHERN**

Durham — 22nd Jan Hull — 23rd Jan Sheffield — 23rd Sept North Manchester — 30th Sept Penrith — 18th Nov

#### SOUTHERN

Ringwood – 5th Feb Bedford – 26th Feb West London – 1st April Maidstone – 7th May East London – 9th Sept Plymouth – 16th Sept

South London – 9th Dec

#### **MIDLANDS**

Nottingham – 29th Jan Stoke-on-Trent – 18th March Dudley – 21st Oct Norwich – 25th Nov

#### SCOTTISH

Scotland – 12th Feb

#### WELSI

Cardiff – 19th Feb

# **FREE BREAKFAST?**

Book online at www.killgerm.com
OR CALL... 01924 268516



## Coming to a place near you

Your opportunity to meet with industry experts, your local Area Sales Manager and Technical Advisors

Book your Killgerm Workshops online at: www.killgerm.com or please call: 01924 268516

\*Book your NPTA Workshops online at www.npta.org.uk or please call: 01773 717716

## Are you new to the industry?

Register for our Basic Principles courses and learn more about basics of pest management.



BASIC PRINCIPLES OF PEST CONTROL			
Killgerm Principles of Rodent Control			
7th Jan 2020	Ossett	* £115 /£145	
18th Feb 2020	Ossett	* £115 /£145	
10th March 2020	Ossett	*£115/£145	
7th April 2020	Ossett	*£115/£145	
12th May 2020	Ossett	*£115/£145	
9th June 2020	Ossett	*£115/£145	
14th July 2020	Ossett	*£115/£145	
11th August 2020	Ossett	*£115/£145	
8th Sept 2020	Ossett	*£115/£145	
6th Oct 2020	Ossett	*£115/£145	
10th Nov 2020	Ossett	*£115/£145	
8th Dec 2020	Ossett	*£115/£145	
Killgerm Principles of Insect Control			
8th & 9th Jan 2020	Ossett	* £160 /£190	
8th & 9th April 2020	Ossett	* £160 /£190	
9th & 10th Sept 2020	Ossett	* £160 /£190	
11th & 12th Nov 2020	Ossett	* £160 /£190	

11th & 12th Nov 2020	Ossett	* £160 /£190	
SURREY			
BASIC PRINCIPLES OF PEST CON	TROL		
Killgerm Principles of Rodent C	ontrol		
28th Jan 2020	Lingfield	*£115/£145	
10th March 2020	Lingfield	*£115/£145	
22nd Sept 2020	Lingfield	*£115/£145	
Killgerm Principles of Insect Co	ntrol		
29th & 30th Jan 2020	Lingfield	*£160/£190	
11th & 12th March 2020	Lingfield	*£160/£190	
23rd & 24th Sept 2020	Lingfield	*£160/£190	
SPECIALIST COURSES			
Safe use of Air Weapons for Bird	d Control		
21st April 2020	Bisley	£180 Inc lunch	
23rd June 2020	Bisley	£180 Inc lunch	
17th Sept 2020	Bisley	£180 Inc lunch	
Bird Control			
Theory - 5th May 2020	Bisley	£145 Inc lunch	
Practical - 6th May 2020	Bisley	£145 Inc lunch	
Practical Bird Netting			
30th June 2020	Bisley	£145 Inc lunch	
BRISTOL			
BASIC PRINCIPLES OF PEST CONTROL			
Killgerm Principles of Rodent Control			
14th Jan 2020	Bristol	*£115/£145	
23rd April 2020	Bristol	*£115/£145	
21st July 2020	Bristol	*£115/£145	
24th Nov 2020	Bristol	*£115/£145	

Killgerm Principles of Insect Control				
22nd & 23rd July 2020	Bristol	* £160/£190		
25th & 26th Nov 2020	Bristol	* £160/£190		
MIDLANDS				
DACIC PRINCIPLES OF REST CONTROL				

MIDLANDS			
BASIC PRINCIPLES OF PEST CONTROL			
Killgerm Principles of Rodent Control			
Tamworth	*£115/145		
Tamworth	*£115/145		
Tamworth	*£115/145		
Killgerm Principles of Insect Control			
Tamworth	*£160/£190		
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EAST ANGLIA			
BASIC PRINCIPLES OF PEST CONTROL			
Killgerm Principles of Rodent Control			
24th March 2020	Norwich	*£115/£145	
29th Sept 2020	Norwich	*£115/£145	
Killgerm Principles of Insect Control			
25th & 26th March 2020	Norwich	* £160/£190	
30th Sept & 1st Oct 2020	Norwich	* £160/£190	

BERKSHIRE BASIC PRINCIPLES OF PEST CONTROL Killgerm Principles of Rodent Control						
				17th March 2020	Newbury	* £115 /£145
				16th June 2020	Newbury	* £115/£145
18th August 2020	Newbury	* £115/£145				
13th Oct 2020	Newbury	* £115/£145				

SCOTTISH		
BASIC PRINCIPLES OF PEST CONTROL		
Killgerm Principles of Rodent Control		
26th March 2020	Grangemouth	* £115/£145
19th May 2020	Grangemouth	*£115/£145
17th Nov 2020	Perth	* £115/£145
Killgerm Principles of Insect Control		
20th & 21st May 2020	Grangemouth	* £160/£190

Register online at: www.killgerm.com or please call: 01924 268445



You know when you're in safe hands!

www.killgerm.com





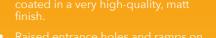
A strong and intelligent metal bait box with the same outstanding quality of the AF® range.

## For further information call: +44 (0)1924 268420

Killgerm Chemicals Ltd., Wakefield Road, Ossett, West Yorkshire, WF5 9AJ t +44 (0) 1924 268420 e sales@killgerm.com





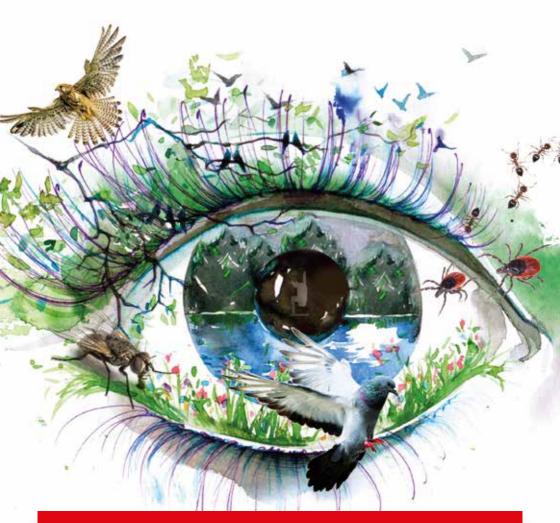


Use biocides safely. Always read the label and product information before use



You know when you're in safe hands!

www.killgerm.com



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