

aardwolf

A Quarterly Publication of Aardwolf Pestkare (S) Pte Ltd

BULLETIN



15 YEARS OF *SERVICE PAR EXCELLENCE*



Come April 2012, Aardwolf Pestkare Singapore will be 15 years old.

The Aardwolf Pestkare Team would like to thank all our Clients, suppliers and well-wishers for your support and for doing business with us.

The many generous comments we have been receiving from Clients have greatly encouraged us to continue to “up” our service. We are especially touched by the following unsolicited comments:

“Very impressed with each and every member of your staff – polite, professional, passionate. Rare.”

- Ms Vinita Choolani

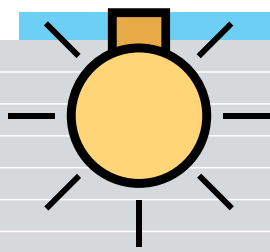
“I am very happy to inform you that our ISO 9001/HACCP surveillance audit yesterday went well with zero non-conformities. I would like to say thank you for ensuring very good management and control of the pest program.”

- Sebastian Babon

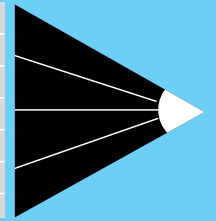
“We are repeat customers of Aardwolf Pestkare. After our first experience in 2005, we have confidence in the Aardwolf Pestkare’s quality and most important of all, the quality of customer care exhibited by your sales and operation teams. They are courteous and diligent in carrying out their work. They are also mindful in maintaining cleanliness in the surrounding areas that they carry out their checks.”

- T P & Helen Tay

THANK YOU. WE WILL CONTINUE TO DO OUR BEST FOR OUR CLIENTS.



AARDWOLF PESTKARE'S **PERFECT SCORE**



"It is because of the training we receive in Aardwolf Pestkare", said a delighted Muhammad Yusman bin Ngatman, when the rest of the team mobbed him for scoring Grade "A" in the Pest Management Examination conducted by the Institute of Technical Education.

Passing this Examination qualifies one to apply for a Technician Licence from the National Environment Agency.

Five other colleagues who attended the same course with him all scored Grade "B". The passing grades are from "A" to "D", with "A" and "B" being "Excellent" and "Very Good", respectively. There is a Grade "F", which is exactly what it says, F...

We are proud that with the fine performance of these 6 candidates, all 47 persons serving our Clients are Licensed Technicians under the Control of Vectors and Pesticides Act. We do not have any Certified Worker. For the records, 46 Licensed Technicians are full-blooded Singaporeans and one is a Singapore PR from Malaysia.



Our Fabulous Six. From left, in the front row, we have Ong Tian Huat, Muhammad Dzulkhairyan bin Dzulkifli and Daryl Oh, and in the back row, Eric Tan, Muhammad Yusman bin Ngatman and Ng Cian Thong.

We are also proud of the fact that to date it has been a perfect score in that no one from Aardwolf Pestkare has failed the course.



Thank You for Your Loyalty

We thank Supervisor Nordinigh bin Ismail and Service Controller Rohafida binte Md Yusof for completing 10 years and 5 years service, respectively with Aardwolf Pestkare.

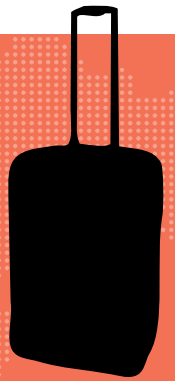
Nordinigh joined us as a bachelor and today he and his wife Norhayati are proud parents of a daughter and 2 sons.

As for Fida, she has the most recognizable voice that attends to the needs of our Clients.

As Aardwolf Pestkare celebrates its 15th Anniversary, 18 out of our 70 staff (25 %) have completed 10 years service. Another 14 (20%) have been with us for between 5 and 9 years. This must be a pretty impressive record, in an industry plagued with high staff turnover.



PATRICK LIVING OFF HIS SUITCASE ...



In September, at the invitation of Bayer Environmental Science, Operations Director Patrick Chong visited the research facilities of Bayer in Monheim and Leverkusen in Germany, followed by Lyon and Sophia Antipolis in France. Besides Singapore, Bayer Environmental Science also invited several of their major customers from Malaysia, Philippines, Taiwan and Thailand.

What struck Patrick most was that it costs Bayer some US\$200 million to bring a new pesticide to the market. It must hurt financially when their competitors bring in a generic product to take advantage of a breakthrough.

He was also impressed to learn that Bayer employs some 2,000 PhD's in their Research and Development facilities. This is a hefty investment that enables Bayer to stay ahead of the game.

Thank you Guillaume Luebke, Head of the East Asia-Pacific region, for showing us the inside of Bayer.



In October, Patrick Chong attended his first "Pest World", the annual convention and exhibition organised by the US National Pest Management Association (NPMA) in New Orleans.

He got the impression that Bed Bug infestation is rampant in the US because about 40% of the exhibits and papers presented were on this tiny insect pest.



Patrick with Philip Tan of Alliance Pest Management, Singapore.



How about some "planking" on the railway track with fellow Singaporeans Philip Tan and Allan Heng, something you can't do on our MRT track.



SEMINAR on **BED BUG** Infestation in Japan

Midmos Solutions, a UK subsidiary of Brandenburg UK, launched its "BB Alert" in Osaka and Tokyo to Clients of Nippon Calmic, a leading hygiene and pest management company in Japan.

The programme included the following presentations:

- "The Code of Best Practice for Bed Bug Management" by Oliver Madge (UK),
- "Bed Bugs and their Biology" by Professor Lee Chow Yang (Malaysia),
- "Methods of Control with Case Studies" by John H H Ho (Singapore),
- "Integrated Bed Bug Management Package" by Jonathan Kitto, (UK) and
- "Present Situation in Japan and the Next Step" by K Shiraishi (Japan).

Simultaneous translation was well delivered by Misae Urata.

From the interests shown, it can be said that Bed Bugs have made their presence felt around the world, including Japan.



Here are the people behind the successful seminar held at the impressive Tokyo Forum convention site. From left, K Shiraishi, Professor Lee Chow Yang, Gopi Pillay, CEO of Brandenburg Mathew Kaye, Misae Urata, John Ho, Jonathan Kitto and Oliver Madge.



John Ho with President and CEO of Nippon Calmic, T Takai (right).

ADVANCED FOOD HYGIENE COURSE



Class of November 2011

Conducted by the Food Innovation and Resource Centre, Singapore Polytechnic, this course continues to draw key personnel from the food and beverage industry, keen to update themselves on the latest developments.

One question that surfaced was "Can a food and beverage outlet enjoy Zero Cockroach Infestation?"

John Ho of Aardwolf Pestkare assured participants that with today's technology, it can be achieved but there is no Silver Bullet. It takes commitment, vigilance and old-fashion hard work. After all we are dealing with an insect that has survived unchanged for more than 300 million years, out-living even the dinosaurs.

Our Congratulations to ...



... Senior Technician Muhammad Dzulhairyan bin Dzulkifi and Nor Emilia Seri on the birth of their son Dayyan Ehan Rizq. Now Dyan Nauraela is the big loving sister, as can be seen in this photo.



... Senior Technician Nashruddin bin R Azman and Nurain bte Norazan on the occasion of their marriage, following a 7-year courtship. Nash explained that he needed time to build a good career before he was ready to propose. And Nurain waited. We wish them every happiness.



... Technician Eric Tan and Efflin on the arrival of their first-born Edmund. This has to be a very special son because he decided to make his grand entrance on 11 August, which happens to be his father's birthday.



... Senior Technician Adam Low Boon Kiat and Rohimah binte Abdul Ghani on their wedding. We wish them a harmonious and happy journey through Life as man and wife.

UPGRADING from PDA to Tablet

To be launched in April 2012 to commemorate the company's 15th Anniversary, Aardwolf Pestkare will replace its outdated PDA's with the latest Tablet. It took 8 months to complete the project and \$120,000 to arm all 47 persons in the Service Team.

The new benefit for our Clients, who are not on site, is that they can have immediate information after a service is completed because the report is immediately transmitted through the Internet, rather than manually via a Flash Card. The next stage will be for Clients to access information on service history, Safety Records and Material Safety Data Sheets via the Internet from anywhere in the world, any time using their personal password.

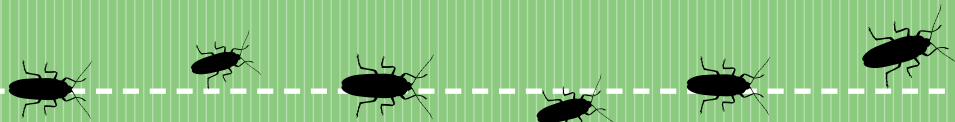
Service Reports will continue to be printed on site at the end of each service.



This team was involved in developing and passing our Mobile Service Control Version 4.

Clients can sign the Service Report on the Touch Screen by using a stylus pen or you may wish to use your finger. It sure reminds us of our ancestors, the Cavemen, sitting around a campfire and having fun, finger drawing on a stone tablet.

Getting to know ...



GREEN PEST MANAGEMENT

Whenever the question of environmental protection is raised, the responsibility of urban pest management companies is invariably brought into the discussion. This is expected because they are licensed to dispense pesticides in densely populated areas.

This concern for environmental protection goes as far back as 1272 when King Edward I of England banned the burning of sea-coal after its smoke caused respiratory problems for the people in London.

Today it is accepted that modern "Green Movements" started in the western world in the 1970's with a call for social reform to cut the abuse of natural resources and the environment, heightened by the Bhopal Gas Tragedy in India.

These movements with different agendas captured public attention when they formally organised political parties and participated in elections in Australia, New Zealand and Switzerland. The first Green Party to achieve prominence was the German Green Party, famous for its opposition to nuclear power. It became a force to be reckoned with when it became a member of the coalition governments at state and federal levels.

Over the past year, with dramatic changes in the weather pattern that resulted in catastrophic floods in Australia, Pakistan and Thailand, and locally on a much smaller scale, Orchard Road in Singapore, coupled with the radiation leaks in Fukushima in Japan, the questions of sustainability and environmentalism can no longer be ignored.

With these developments, the need to review the practices in industries to make them more environmentally friendly has become a moral issue, a social responsibility for corporations, both large and small.

WHAT OF PESTICIDES?

It is interesting to note that the pest management industry was in the spotlight as far back as 1962 when the American biologist Rachel Carson published her classic "Silent Spring".

In her book she catalogued the environmental impacts of the indiscriminate spraying of the pesticide DDT (dichloro diphenyl trichloroethane) in the US and questioned the use of chemicals without fully understanding their effects on ecology or human health. She even suggested that DDT and other pesticides may cause cancer and their agricultural use was a threat to wildlife, particularly birds. Photos of dead birds in waterways resulted in public concern that led to the banned use of DDT in agriculture in 1972. Today the use of DDT for vector control is banned in most developed countries. Controversially DDT is still in use in many developing countries, claiming that its cost-effectiveness especially in combating mosquitoes outweighs its harmful consequences.

Following the experience with DDT, health authorities around the world have become more watchful over what urban pest management companies release into the environment. Responsible pesticide manufacturers have become more selective regarding what is environmentally friendly and also prefer to supply companies that ensure that their technicians are properly trained and will adhere to the label instructions.

WHAT CAN CLIENTS DO?

The users of pest management services can play a very important role by engaging only responsible companies that respect the environment.

Slogans and taglines are cheap and do not make a company "Green". Have you ever come across a caption that says, "We will poison the pests and the environment"? It is always "We care ...".

The standard environmentally friendly concept is "Integrated Pest Management". It refers to a combination of different approaches that offers a sustainable solution, e.g. upgrading the housekeeping and sanitation practices, combined with proofing or education. The use of chemical control is only the last resort.

The service starts with an inspection. If an infestation is detected, the technician must be able to identify the pest involved and pinpoint the source of the infestation.

When it comes to treatment, what are the options available? Is the solution physical, environmental, cultural, educational or chemical? If pesticide has to be used, is the technician able to explain his action and the safety measures he will observe? Or is he trigger-happy, spraying at everything that moves or is dead?

Are the findings and treatment carried out in accordance with the company's Standard Operating Procedure, properly documented and communicated? This is where professional training and experience separate the men from the boys.

IS THERE REALLY "GREEN PEST MANAGEMENT"?

Practising Integrated Pest Management alone does not make a company "Green".

Companies should avoid the temptation of making claims that they are "Green" if there is no real evidence, least they are accused of "greenwashing" or "environmental whitewashing".

These terms describe an act that misleads or conceals, or is true in only one area but not in the others. If exposed, the company will be seen as insincere in its concern for the environment, a negative impression that may come back to haunt it.

For example, a company may claim that the pesticide it uses to fog mosquitoes breaks down within 24 hours, without harming the non-target insects and so is friendly. But it uses diesel as the carrier, creating thick, oily smoke that stresses the surrounding vegetation and the neighbours. On further investigation, the pesticide may have no negative impact on the environment, but the factory producing it had lax environmental standards, resulting in dead fish in the lake near the factory. Surely the company has a shared responsibility.

To be truly "Green", the company has to ensure that every link in its activities conforms. So as not to be misleading and be accused of "greenwashing", unless pest management companies can ensure that their verification process is properly conducted, they should at best declare themselves to be "Going Green" or "Environmentally Responsible". Certainly not "Green".