

FAOPMA

MAGAZINE

September 2026

PEST SUMMIT 2026

Three days that brought the Asia-Pacific pest management industry together

MANILA 2027

Your first look at the next Pest Summit

SMARTER PEST MANAGEMENT

Technology, judgement and a changing climate

AI: WHERE DO WE DRAW THE LINE?

Practical questions for pest professionals



FAOPMA

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PEST SUMMIT 2027 - MANILA

SMARTER PEST MANAGEMENT FOR A WARMER WORLD

Global Challenges, Regional Solutions:
Advancing Sustainable Pest Management



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Hosted by:



Welcome Message

Raju Parulkar

FAOPMA President

Dear Members and Colleagues,

With Pest Summit 2026 in Auckland behind us, this edition offers an opportunity to reflect on the people, ideas and achievements that made our time together so worthwhile. Thank you to everyone who attended, contributed their knowledge and took the time to connect with colleagues from across our region.

To PMANZ and AEPMA, my sincere thanks for jointly organising the conference. An event of this scale takes considerable work, and I would particularly like to acknowledge Conference Manager Kirsten Winlaw, the organising committee, our sponsors and exhibitors for their contribution.

At our 36th Annual General Meeting, we reviewed a productive year for FAOPMA. Education remains a priority, and the response to our SkillTech program shows the appetite for practical, accessible learning. Our Termite Management Masterclass attracted more than 500 registrations from 28 countries, while more than 350 people registered for the Rodent Management Masterclass. My thanks to Sathes Chandran for his work in developing this program.

By keeping our webinars free to attend, we can make this knowledge available to more pest managers. I encourage each member association to share upcoming sessions with its members and help us reach those who may not yet have participated.

With Vietnam, Nepal and APJ PMI from Indonesia joining the Federation, we have more opportunities to learn from one another's experiences. Our associations face many common challenges, and their involvement gives FAOPMA a broader perspective on the needs of our industry.

Behind this work are people who give their time and expertise throughout the year. Thank you to my fellow Executive Committee members, our member associations, for your continued support.

Looking towards our next gathering, preparations are underway for Pest Summit 2027 at The Manila Hotel from 20–23 July. Our three Philippine host associations have been longstanding supporters of FAOPMA, and I encourage you to put these dates in your diary and support them in Manila.

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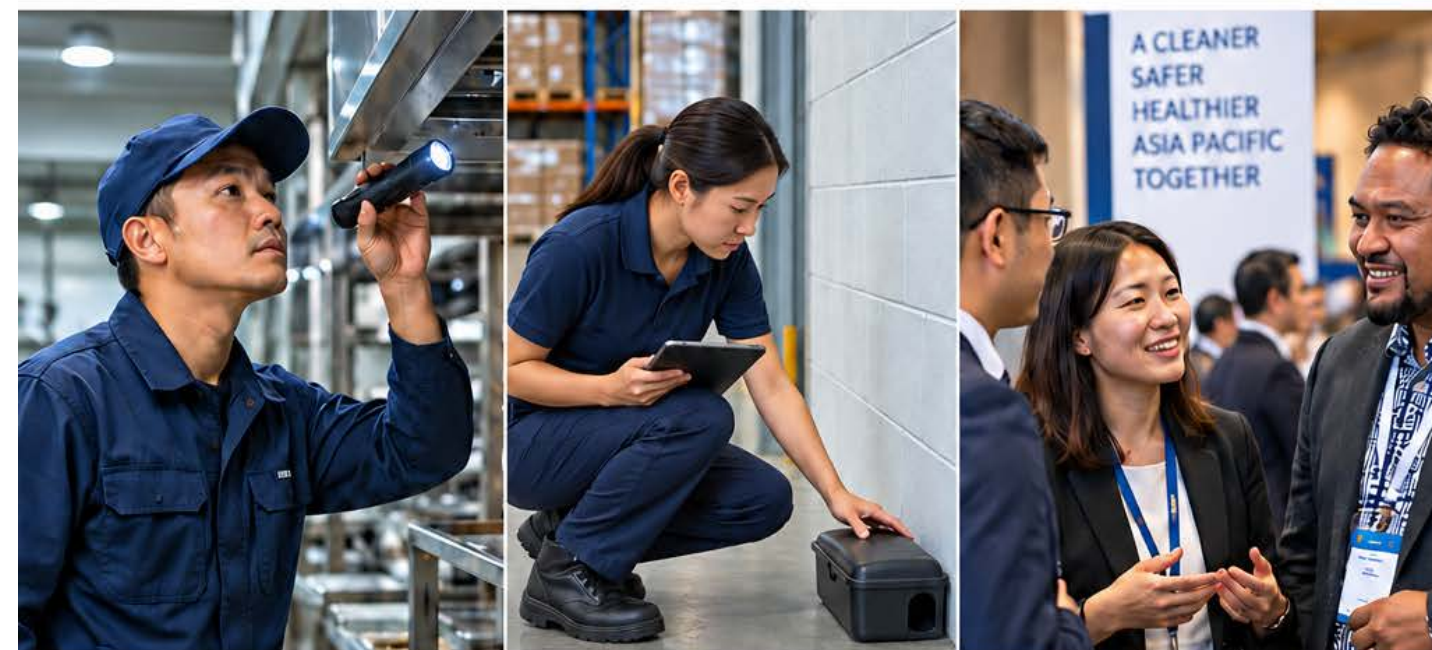


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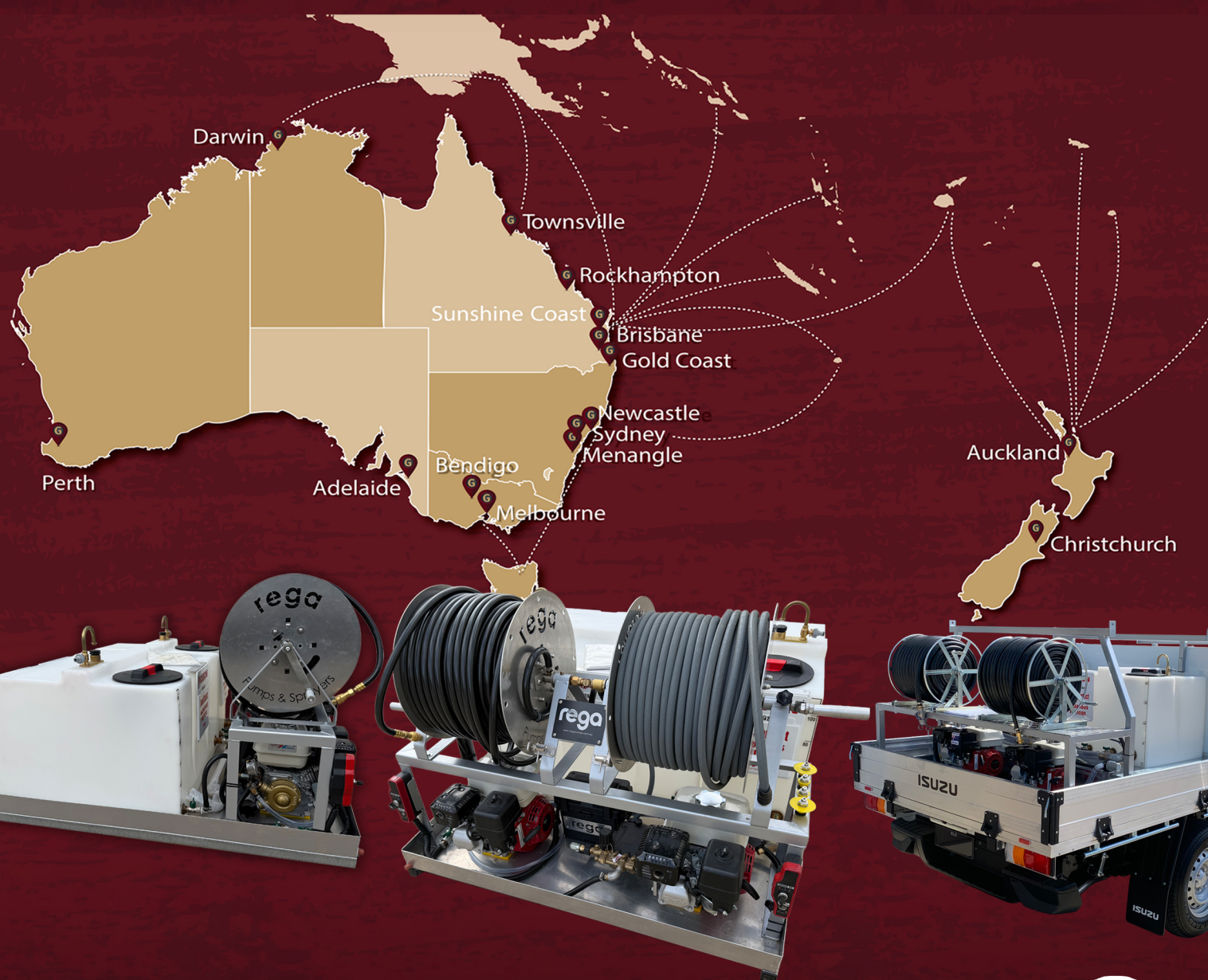
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THE JOY OF PESTS:

study reveals why rat catchers are so happy in their work

Pest control means dealing with the kinds of animals many of us try our best to avoid. But catching rats and battling cockroaches turns out to be very satisfying work...

Author: Hannah Fair
Lecturer in Human Geography, University of Southampton.

My research reveals that this surprising level of job satisfaction comes from the variety, challenge and connection pest controllers experience. They also told me their work had a positive effect on people's lives.

I discovered this after spending the last few years immersed in the world of professional pest control. I've attended trade shows, read industry magazines, interviewed pest controllers and accompanied them on their call outs.

One thing that stood out was the range of pests involved, and the different places in which they appear. Both provide opportunities for pest controllers to engage in problem solving and detective work.

Most pest controllers are generalists who will deal with a wide range of wildlife, from rats and mice to wasps, bedbugs and moths. And every infestation needs a nuanced understanding of animal behaviour.

I was told that pest control work, particularly in people's homes, requires changing tactics and adaptability. For example, some animals learn to avoid traps or develop resistance to certain chemicals. The unpredictability prevents the work from becoming monotonous and routine.

As one pest controller explained: "There's no such thing as a [typical] job for a rat or a mouse. They're always different. Different homes, different scenarios, different entry points. Different motivations, different food sources."

Another said: "Every day is different [and] they're all interesting. They all have their moments. Every job is bespoke."

Pest controllers also tend to experience a relatively large amount of freedom and autonomy over how and when they work, both as sole contractors and as employees of larger companies. Many were also interested in understanding

the animals' biology, habitats and behaviour, and enjoyed engaging with the natural world.

Many expressed a fascination and curiosity towards the species they dealt with, with some highlighting a favourite. And despite the spectre of animal death, I noticed a wide appreciation of nature within the industry.

It's not all perks, though.

Pest control often means working in unpleasant environments like drains or loft spaces filled with bird excrement. There are also ethical issues, with some pest controllers privately expressing guilt or discomfort when killing certain species.

But generally, pest controllers were compassionate, often choosing methods that, although deadly, would minimise suffering for the creatures involved.

And despite pest control being an important part of public health, the job is often held in low social esteem, with little appreciation for the skills and knowledge the work involves.

As one of my interviewees told me: "You're seen as a kind of neanderthal, or a knuckle dragger that hits small furry animals with sticks."

I heard of customers asking technicians to park away from the home they were visiting, to enter via a backdoor, or to use vans without logos, to avoid the public embarrassment of calling in pest control.

Some workers experienced open disdain, with customers refusing use of their bathrooms or making derisory comments about their work.

One interviewee from a family business described how his adult son had been checking bait boxes under a sink in a school staff room and heard a teacher commenting:

“Cor, imagine, doing that all your life.”

The rat race

And despite the welcome autonomy, a lot of pest control involves working alone, which can lead to isolation and mental health difficulties.

However, this was often mitigated by strong friendships across the industry (despite many small business owners technically being in direct competition with each other), and the sense of meaningful social benefit their work provided, particularly when dealing with residential customers.

As one pest controller explained: “I find it so, so rewarding, seeing people going from [so distressed to being] so happy and so grateful.”

Another added: “I love getting to know my customers, having that banter and being able to solve people’s problems and have them put that element of trust in me.”

Some pest controllers also prioritised compassion over profit, informally providing discounts or additional visits for pensioners or poorer customers, enabling them to perform work that was meaningful and rewarding.

But while the industry is very keen to welcome new recruits, pest control is not for everyone.

Personally, I would get far too attached to my unintended rodent housemates to even require pest control in the first place. And pest management does raise tricky questions about animal welfare, and the environmental impact of chemicals.

But my research with pest controllers gives an indication of some of the key qualities that make work enjoyable and meaningful.

These include variety, autonomy, connection to others, and the capacity to perform socially beneficial work. And if you can find all of those things in pest control, it looks like the future will be full of opportunity.

“I find it so, so rewarding, seeing people going from [so distressed to being] so happy and so grateful.”

Another added: “I love getting to know my customers, having that banter and being able to solve people’s problems and have them put that element of trust in me.”

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Hannah Fair is a Lecturer in Human Geography at the University of Southampton. She was previously a Departmental Lecturer at the University of Oxford and a postdoctoral researcher at Brunel University London. She has a PhD from University College London.



Post-FAOPMA, thanks from PEST TECH crew and friends.

We would like to re-express our gratitude to everyone who contributed to making FAOPMA 2026 such a memorable and productive event for the PEST TECH team. Whether you stopped by for a brief discussion, explored our product displays, or discussed potential collaborations, we appreciate your interest in our technology.

Key Highlights & Successes:

Warm Attendee Engagement: We extend our sincere thanks to all delegates, industry leaders, and visitors who took the time to visit the PEST TECH exhibition stand. The quality of conversations and feedback received throughout the event was outstanding.

Strong Uptake in Environmental Tech: The central highlight of our participation was the strong enthusiasm and interest surrounding our **Environmental Pest Control Technology**. Delegates consistently sought out our sustainable, high-efficacy solutions, reinforcing a clear industry shift toward eco-friendly pest management. See the features list below.

Strengthening Industry Ties: FAOPMA 2026 provided an ideal setting to exchange insights, discuss emerging regional challenges, and demonstrate how PEST TECH’s latest innovations address chemical resistance, environmental and regulatory standards.

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FAOPMA REVIEWS A YEAR OF GROWTH AT AUCKLAND AGM



FAOPMA President - Mr Raju Parulkar at the FAOPMA AGM

Representatives from FAOPMA's member associations met in Auckland on 15 July for the Federation's 2026 Annual General Meeting. Held during Pest Summit, the meeting covered the growth of the SkillTech webinar program, new members and the Federation's finances, with preparations for the 2027 Summit in Manila also on the agenda.

FAOPMA's education program, growing membership and plans for the next Pest Summit were key topics at the Federation's 36th Annual General Meeting in Auckland on 15 July 2026.

Held during Pest Summit 2026, the meeting brought together member association representatives to review the year's work. President Raju Parulkar thanked PMANZ and AEPMA for jointly organising the Auckland conference and acknowledged the support of member associations, sponsors and the organising committee.

Among the year's achievements was the growth of the SkillTech education program. The Termite Management Masterclass attracted more than 500 registrations from 28 countries, while more than 350 people registered for the Rodent Management Masterclass. Mr Parulkar thanked Satish Chandran for his work in developing the program.

The meeting confirmed that FAOPMA webinars remain free to attend. Participants who choose to complete the assessment and receive a certificate of achievement pay an optional US\$10 fee to cover administration costs. Member associations were encouraged to help promote the sessions so more pest managers could take part.

With the addition of Vietnam, Nepal and APJ PMI from Indonesia, FAOPMA's membership continued to grow. The President also outlined three areas of focus for the Federation's committees: standards, policy and advocacy; knowledge, innovation and sustainability; and communications, engagement and development.

Reporting on the finances, Treasurer Bavani Palanivellu outlined an operating surplus of A\$27,799 for the year ended 30 June 2026. Cash and cash equivalents increased to A\$161,991, with FAOPMA maintaining a strong financial position while continuing to fund its educational programs.

Administrator Stephen Ware reported on membership growth, strong conference attendance and improvements to member communications, including the redesigned magazine. Mr Parulkar acknowledged the work of Stephen Ware and Orla Erasmus in supporting FAOPMA's activities throughout the year.

Following their election for a two-year term in Penang in 2025, the office bearers were confirmed for 2026–2027:

****President:**** Raju Parulkar
****Vice President:**** Gerwyn Jones
****Treasurer:**** Bavani Palanivellu
****General Member:**** Rob Boschma
****Special Experts:**** Catherine Baisas and Satish Chandran
****Immediate Past President:**** Taro Kanazawa
****Administrator:**** Stephen Ware

Looking ahead to 2027, representatives from the Philippines shared their plans for the next Pest Summit, to be held at ****The Manila Hotel from 20–23 July 2027****. Three Philippine associations will jointly host the conference, with around 1,200 delegates expected.

Mr Parulkar noted the Philippine associations' longstanding support for FAOPMA events and encouraged members to join them in Manila. The next AGM will be held during the 2027 Summit.



Satish Chandran at the FAOPMA AGM 15



FAOPMA webinars are making professional development accessible to pest managers across the region.



Manila will host the next FAOPMA Pest Summit from 20-23 July 2027.



New members from Vietnam, Nepal and Indonesia have extended FAOPMA's regional representation



FAOPMA leadership: past, present and future.



Bringing together FAOPMA Presidents past, present and future — a rare moment and a great photo from Pest Summit.

(L-R: Past President Mr Taro Kanazawa, Current FAOPMA President Mr Raju Parulkar, FAOPMA Vice President & President-Elect Mr Gerwyn Jones, and Honorary Past President Mr Junichiro Katayama)

FAOPMA Executive Committee Continues into Second Year



Following their election in Penang in 2025, FAOPMA's Executive Committee was confirmed for the second year of its two-year term.

President Raju Parulkar continues alongside Vice President Gerwyn Jones, Treasurer Bavani Palanivellu, General Members Regine Lim and Rob Boschma, Special Experts Catherine Baisas and Sathes Chandran, and Immediate Past President Taro Kanazawa, with support from Administrator Stephen Ware and Honorary Past Presidents Madam Xiaoyun Huang and Mr. Junichiro Katayama.



PMANZ Welcomes CPCA Delegates to Auckland Zoo

A visit to Auckland Zoo brought a different perspective to FAOPMA Pest Summit 2026, as PMANZ welcomed delegates from the Chinese Pest Control Association for the first collaboration between the two associations. The group explored the challenges of managing pests around zoo animals, encountered New Zealand's native wildlife and made connections away from the conference floor.



PMANZ hosted delegates from the Chinese Pest Control Association (CPCA) for a special Auckland Zoo visit as part of FAOPMA Pest Summit 2026. The occasion marked the first collaboration between the two associations, offering an opportunity to build friendships and bring the pest management communities of China and New Zealand closer together.

Hosting the group was Gerwyn Jones, President of PMANZ, with assistance from Siân Jones of PMANZ. Joining the CPCA delegates were Raju Parulkar, President of FAOPMA, and Dominique Stumpf, Chief Executive Officer of the National Pest Management Association (NPMA).

Hosting our CPCA colleagues was a highlight of the Summit. The Zoo visit gave us a chance to get to know each other and share a little of New Zealand - Gerwyn Jones (President PMANZ)



Joining the CPCA delegates were Raju Parulkar, President of FAOPMA, and Dominique Stumpf, Chief Executive Officer of the National Pest Management Association (NPMA).



Auckland Zoo's Siân Buley presented the challenges of managing pests in an environment where animal welfare comes first. Food, water and naturalistic habitats can attract unwanted pests, while control methods must protect the Zoo's animals, staff and visitors. The presentation offered a practical look at how familiar pest management principles apply in this specialised setting.

Following the presentation and morning tea, the group toured the Zoo, enjoying its grounds and meeting some of New Zealand's native species. Seeing a live kiwi in its nocturnal habitat was a particular highlight and a memorable introduction to our wildlife.

PMANZ thanks Siân Buley and Auckland Zoo for their hospitality, Siân Jones for her assistance, and our international guests for joining us. This first collaboration was a welcome beginning, laying the foundations for closer ties between PMANZ and CPCA in the years ahead.



PEST SUMMIT 2026

Auckland In Review

900+ attendees

For three days in July, Auckland became the meeting place for the Asia-Pacific pest management industry, with more than 900 delegates gathering at the New Zealand International Convention Centre for FAOPMA Pest Summit 2026.

Hosted by FAOPMA, AEPMA and the Pest Management Association of New Zealand, the Summit brought together pest managers, suppliers and industry representatives from across the region. With a full conference program, sold-out exhibition and plenty of social events, there was no shortage of activity.

Read on for a look back at the presentations, awards, exhibition and some of the moments that made the 2026 Summit one to remember.





Connections,



Pest friends



DAY ONE



The Summit was busy from the moment the doors opened, as delegates collected their passes from the registration kiosks and made their way into the New Zealand International Convention Centre. The first official business of the day was the FAOPMA Annual General Meeting, led by FAOPMA President Raju Parulkar and attended by representatives from member associations across the region.

A memorable opening ceremony followed, with Tūrongo Collective welcoming delegates through Māori culture and performance. PMANZ President Gerwyn Jones, AEPMA President Rob Boschma and President Raju Parulkar then officially opened the Summit.

Once the doors to the exhibition hall opened, it quickly became one of the busiest parts of the venue. Delegates met with suppliers, explored new products and technology, and caught up with industry colleagues from across the Asia-Pacific.

The day ended with the Australian Awards Night, where the focus shifted to recognising the people and businesses making their mark on Australia's pest



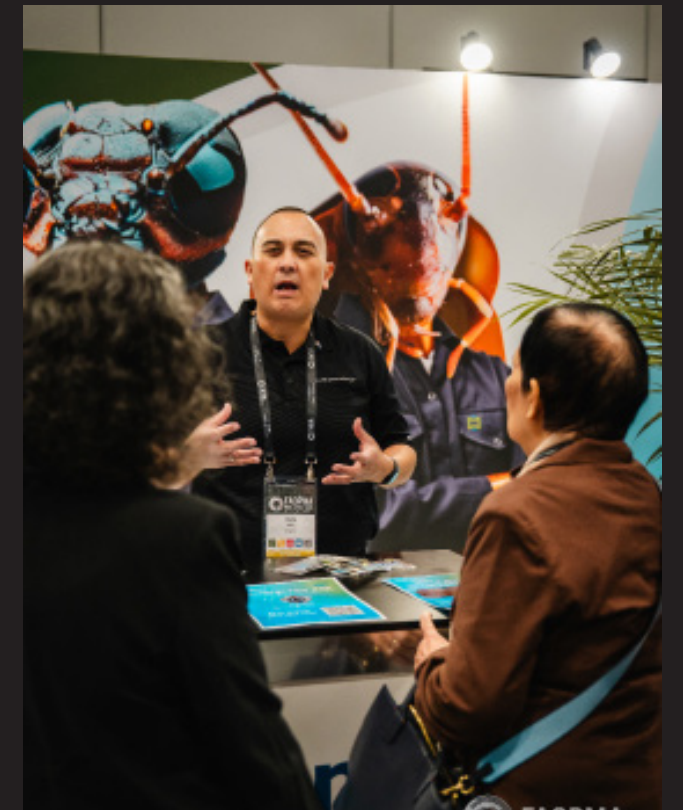
THE EXHIBITION HALL WAS WHERE NEW PRODUCTS, PRACTICAL CONVERSATIONS AND INDUSTRY CONNECTIONS CAME TOGETHER.





Summit Vibes

Snapshots



DAY TWO

Day two began with the AWPMA Networking Breakfast, where speaker Monique Bradley brought delegates together for a lively start to the morning. The main conference program opened with keynote speaker Dr Michelle Dickinson, whose presentation, Future-Ready, Not Future-Proof, challenged delegates to remain curious and adaptable as technology and the world around us continue to change.

Across two conference streams, the program moved between technical knowledge and business development. Sessions explored Predator Free New Zealand 2050, termite behaviour, bait presentation, European wasps, bird control, mosquitoes, bed bugs, house mice and new trapping and surveillance technology. Stephen Mansfield also spoke about coaching and mentoring, while the afternoon business panel, chaired by Steve Broadbent, brought Rupert Trotter and Rayner Lorenzo together to discuss the decisions and strategies behind business growth.

Between presentations, the exhibition hall remained the centre of activity. Morning tea, lunch and afternoon tea gave delegates time to explore new products, speak with suppliers and continue conversations sparked during the sessions. The day finished with networking in the exhibition hall before delegates returned to Theatre 1 for the FAOPMA Gala Dinner—an evening devoted to good food, entertainment and celebrating the international pest management community.

The Summit featured 31 speakers and panellists.



Keynote speaker Dr Michelle Dickinson challenged delegates to stop trying to predict the future and concentrate on becoming more adaptable. Her message was clear: curiosity and a willingness to change will be critical as technology, regulations and customer expectations continue to reshape the industry.

“The businesses best prepared for the future will be those ready to adapt.”



DAY THREE

The final day opened with Dominique Stumpf's call for greater collaboration across the global pest management industry. Junichiro Katayama followed with lessons from pest control operations after the 2011 Great East Japan Earthquake, while Dr Gene Browne returned the focus to the fundamentals of pest biology and behaviour.

The program then split into two streams. Steve Broadbent explored how changing weather conditions are affecting pest activity, while Andrew Stone discussed how to build a business ready for growth. Other sessions covered temperature and insecticide performance, workforce training, sustainable pest management, AI in business, redbank spider eradication and the role of rats and mice in spreading bird flu.

Following a final round of conversations in the exhibition hall, the Summit closed with the official handover to the Philippines for FAOPMA Pest Summit 2027. Farewell drinks gave delegates one last opportunity to catch up before three busy days in Auckland came to an end.

Three days of shared knowledge, new ideas and conversations that will continue well beyond Auckland.



Dominique Stumpf, CEO of the National Pest Management Association, opened the final day with One Industry, One Voice. She spoke about the value of pest management associations working together to strengthen the industry's voice on issues including sustainability, workforce development, public policy and the essential role of professional pest management.

Her message was a timely one: when associations share knowledge and speak collectively, the industry is better placed to influence decisions and prepare for future challenges.



One of the final day's most powerful presentations came from Junichiro Katayama, who shared Japan's experience following the devastating 2011 Great East Japan Earthquake and tsunami. Amid widespread destruction, rotting seafood, waste and damaged sanitation systems created ideal conditions for serious fly and rodent outbreaks.

His presentation showed how pest management became part of the emergency response, helping protect displaced residents and reduce further public health risks. It was a sobering reminder of the industry's role when communities are at their most vulnerable



AUCKLAND SIGNS OFF, MANILA STEPS UP

The final afternoon of FAOPMA Pest Summit 2026 brought delegates together to farewell Auckland and look ahead to Manila in 2027. Gerwyn Jones, Raju Parulkar and Rob Boschma each offered their thanks to everyone who had contributed to the Summit, acknowledging the work behind the event and the support of those who attended.

A special thank you went to Conference Manager Kirsten Winlaw for her work in planning and delivering the Summit. From speakers and sponsors to exhibitors, organisers and delegates, everyone played a part in making the gathering a success.

In a thoughtful gesture, Mr Majid Ali of SPMA Pakistan presented special thank-you awards to conference organisers in recognition of their efforts. It was a warm moment of appreciation for the people who had worked hard to bring the event together.

With the acknowledgements complete, attention turned to the next host city. The flag handover to the Manila hosts marked the close of the Auckland Summit and the beginning of the countdown to FAOPMA Pest Summit 2027 in the Philippines.



Revolutionizing Pest Management
on a Changing Planet

**FAOPMA
Pest Summit
2027**

MANILA, PHILIPPINES

JULY 20 - 22
AT THE MANILA HOTEL



By the end of 2027, we will have 500 members from 120 countries and 400+ companies.

United by
 

FAOPMA PHILIPPINES 2027

faopma2027.com



Next Stop: Manila — FAOPMA Pest Summit 2027



Global Challenges, Regional Solutions: Advancing Sustainable Pest Management

FAOPMA Pest Summit 2027 will be held in Manila, Philippines, from 20–23 July 2027, bringing together the pest management community from across Asia, Oceania and beyond. The theme, “Global Challenges, Regional Solutions: Advancing Sustainable Pest Management”, will focus attention on shared industry challenges and the importance of practical, locally relevant solutions.

Hosted at The Manila Hotel, the Summit will give delegates an opportunity to exchange ideas, renew friendships and build connections with colleagues from across the region. The hotel will serve as both the conference venue and an accommodation option, making it a convenient base for those attending.

With Manila Bay and the historic district of Intramuros nearby, there is plenty to explore outside the conference. Delegates may wish to extend their stay to experience more of the city’s history, food and culture.

For more information, visit faopma2027.com.



SPOTLIGHT ON MANILA

Thinking of Heading to FAOPMA
Pest Summit 2027?

Make time to get to know the
Philippine capital beyond the
conference venue.



WITH FAOPMA PEST SUMMIT 2027 BRINGING THE INDUSTRY TO THE MANILA HOTEL, IT'S A GOOD EXCUSE TO ADD A FEW DAYS TO YOUR STAY. GO FOR THE CONFERENCE, THEN TAKE THE OPPORTUNITY TO EXPLORE, TRY SOMETHING NEW AND ENJOY A MEAL.

Manila is one of those cities that deserves a little time to get to know. It's busy, colourful and full of contrasts, with old stone churches, lively neighbourhoods and a waterfront overlooking Manila Bay. Spend a few hours wandering through historic Intramuros, stop for a Filipino lunch and leave time to watch the sunset. There's plenty to discover between the city's better-known sights



The Manila Hotel - Pest Summit 2027 venue



Intramuros

Intramuros, known as the “Walled City,” is the oldest district and historic core of Manila. Intramuros tours are a must-try for history buffs because it’s packed with trips to many interesting attractions.

This iconic Manila landmark is actually a walled area within the modern city. It was the seat of government and political power when the Philippines was still under the Spanish rule. Intramuros is Manila’s only district where travellers can see complete architectural remnants of the Spanish Era. A day trip in Intramuros is enough for you to take in the significance of this well-preserved historical attraction



Mall of Asia

SM Mall of Asia in Pasay City is a popular shopping and entertainment destination beside Manila Bay. Known as MOA, the complex brings together hundreds of shops and plenty of dining options.

Allow a few hours to explore, enjoy a meal and take in the waterfront views

Outside Manila TAGAYTAY



Tagaytay is a favourite escape for local travellers, just a few hours from Manila.

Its elevated setting offers cooler temperatures and sweeping views of Taal Lake and Volcano.

Restaurants, cafés and parks provide plenty of places to pause and enjoy the scenery. For a change of pace from the city, it’s an appealing addition to your itinerary.



GALA DINNER

With guests from across the Asia-Pacific and beyond, the dinner captured what the Summit was all about—bringing people together, strengthening friendships and celebrating the industry as one international community.



15-17 JULY 2026
JULY 2026

NNER

Bringing a distinctly New Zealand flavour to the evening, the Tūrongo Collective delivered a powerful Māori cultural performance.

AUSTRALIAN ENVIRONMENTAL PEST MANAGERS ASSOCIATION



FAOPMA AWARD WINNERS TAKE CENTRE STAGE

Black and white was the theme for the FAOPMA Pest Summit Gala Dinner, with delegates dressing for the occasion and gathering for one of the most anticipated events on the program.

The evening recognised businesses making a mark across the region. Ecolab Pest Elimination was named the BASF/FAOPMA Pest Manager of the Year, while Pest Science received the FAOPMA Sustainability Award sponsored by Ensystex. Ecolab also took home the PMANZ Sustainability Award, supported by Ensystex.



The AEPMA Team at the Pest Summit Gala Dinner



Ecolab Pest Elimination
Winner of the BASF Pest Manager of the Year Award 2026 - Presented by Subash Markad, Director Professional & Speciality Solutions BASF



Ecolab Pest Elimination
Winner of the NZ Sustainability Award, Sponsored by Ensystex - Presented by Steve Broadbent

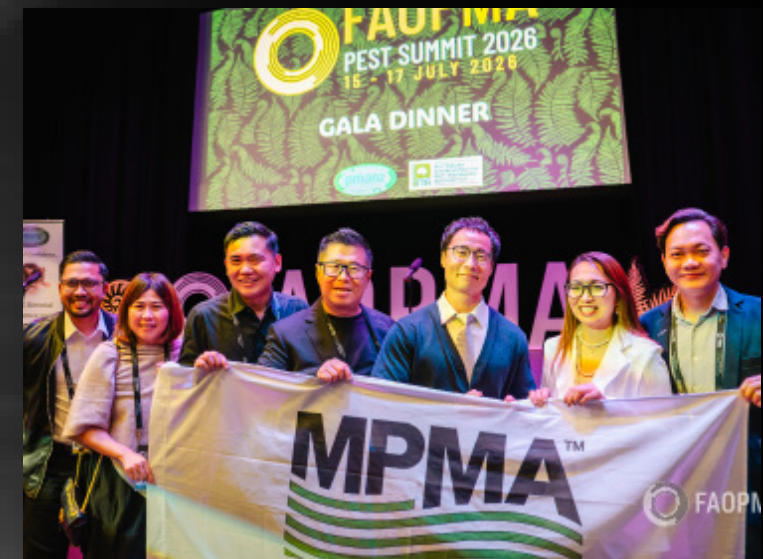


Pest Science
Winner of the FAOPMA Sustainability Award, Sponsored by Ensystex - Presented by Steve Broadbent

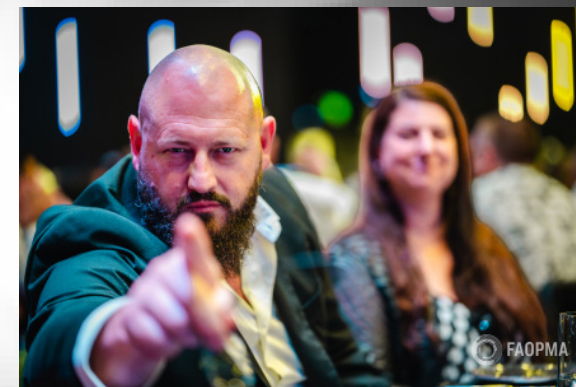


Peter Barry
Awarded Life Membership - PMANZ (Presented by Gerwyn Jones - President PMANZ)

A CLASSIC EVENING: BLACK & WHITE GALA DINNER 2026



A CLASSIC EVENING: BLACK & WHITE GALA DINNER 2026



Events like Pest Summit 2026 simply wouldn't be possible without the support of these organisations. Their contribution helps create a space where the industry can come together, share ideas, and stay connected to the innovations shaping the future of pest management.

Platinum Sponsors
Envu • Agserv • Pelsis

Our Platinum Sponsors each have a long history of working closely with pest professionals across Australia and New Zealand. Their commitment to research, product development, and industry training has made them familiar names in the field, and their support plays an important role in bringing the Summit to life.

Gold Sponsors
PelGar International • Ensystex • Rentokil Initial

The Gold Sponsors bring a mix of global experience and local insight. Their work spans everything from innovative formulations to large-scale service delivery, and they continue to contribute to the tools, knowledge, and approaches used by pest managers throughout the region.

Silver Sponsors
Syngenta • PestWest • Garrards • EZFlex

The Silver Sponsor group reflects the variety of solutions that support day-to-day pest management. Whether it's chemistry, equipment, monitoring systems, or practical field tools, these companies help ensure professionals have access to reliable, effective options for the challenges they face.

Bronze Sponsors
Sentricon • Newpharm • Flick • BASF • Key Industries

Our Bronze Sponsors represent trusted brands that have supported the industry for many years. Their focus on quality, consistency, and customer outcomes continues to make them valued partners for pest managers across Australia and New Zealand



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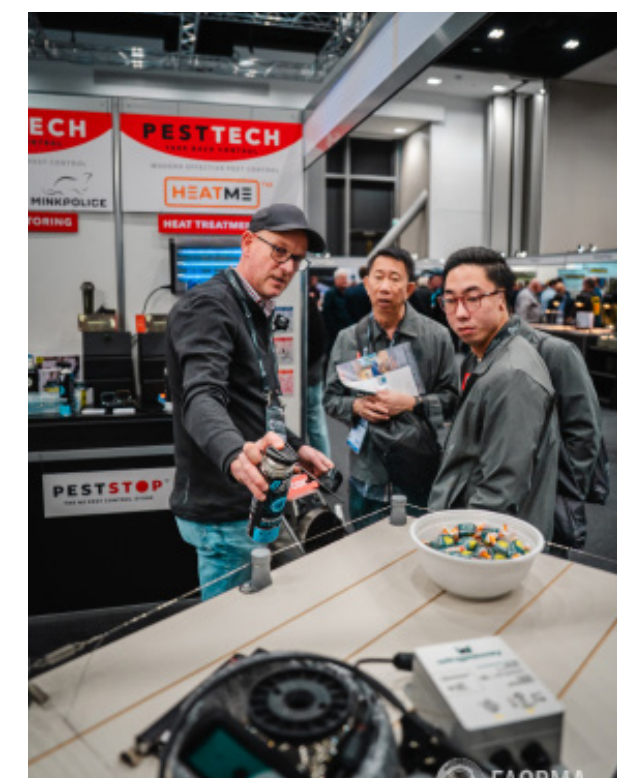


Technology, Tools and Big Conversations *Exhibition Hall*

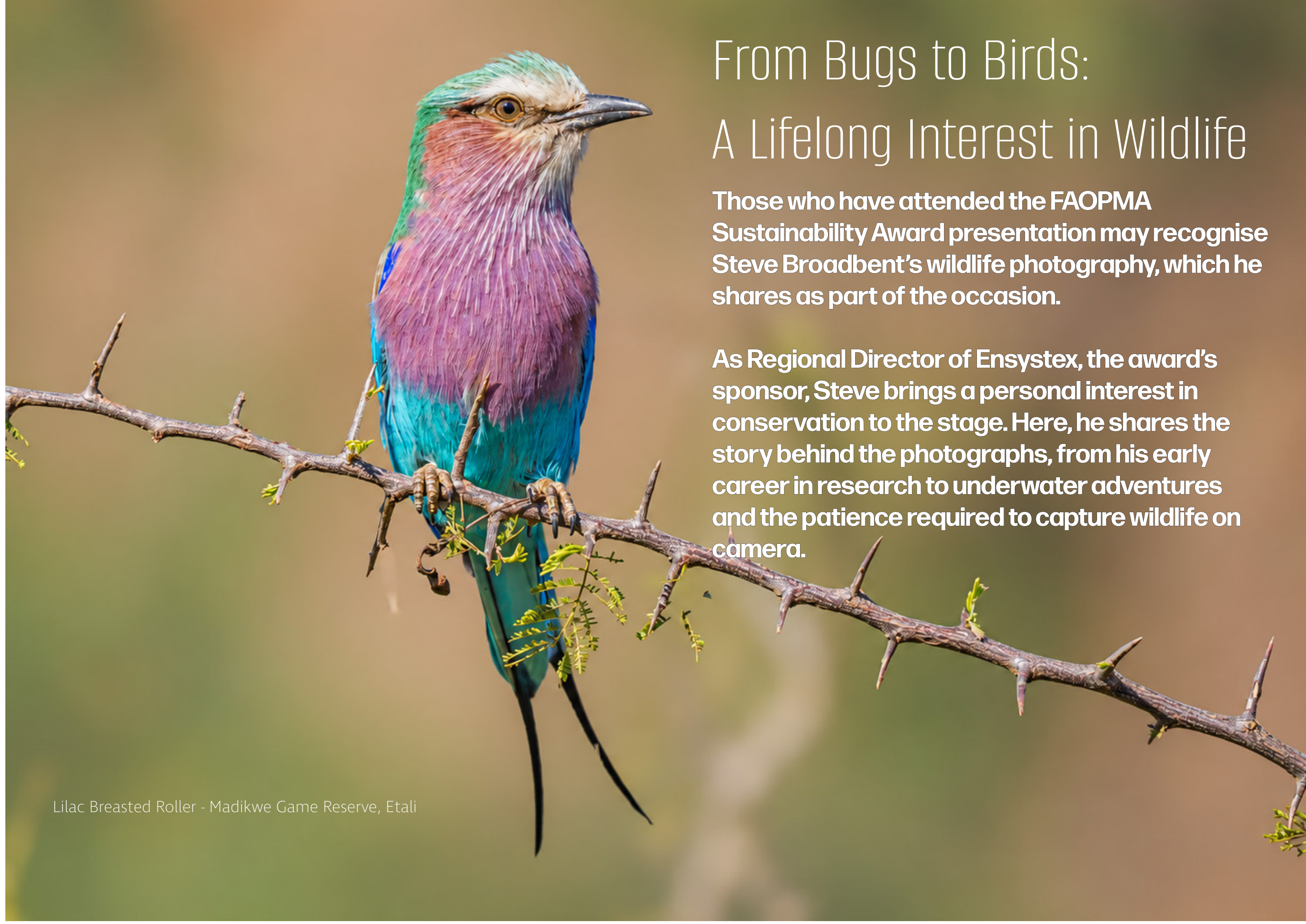
With every booth booked, the exhibition hall at FAOPMA Pest Summit 2026 brought together suppliers and manufacturers from across the region and beyond.

Delegates had the opportunity to explore pest management products, equipment and technology, speak directly with suppliers and make new industry connections.

Thank you to all our exhibitors for their support and contribution to the Auckland Summit.





A vibrant Lilac Breasted Roller bird is perched on a dark, thorny branch. The bird has a striking color palette: a greenish-blue head, a white face, a pinkish-red throat, a deep purple breast, and bright blue wings and tail. Its long, thin tail feathers are visible. The background is a soft, out-of-focus mix of green and brown, suggesting a natural habitat.

From Bugs to Birds: A Lifelong Interest in Wildlife

Those who have attended the FAOPMA Sustainability Award presentation may recognise Steve Broadbent's wildlife photography, which he shares as part of the occasion.

As Regional Director of Ensystex, the award's sponsor, Steve brings a personal interest in conservation to the stage. Here, he shares the story behind the photographs, from his early career in research to underwater adventures and the patience required to capture wildlife on camera.

Lilac Breasted Roller - Madikwe Game Reserve, Etali

“For me, photography is not simply about collecting attractive images. It is a way of paying attention.”

— Steve Broadbent



Pale Chanted Goshawk
& Slender Mongoose

My working life began in a fairly conventional way—or at least as conventional as a career involving nematodes, cestodes and insects can be. After completing an Honours degree in Applied Biology, majoring in Ecology and Biocide Science, I joined the British Government as a Research Scientist. I started with worms and parasites before gradually moving up the evolutionary ladder to insects.



Steve Broadbent at FAOPMA Pest Summit 2026

After several years of studying creatures that are generally more comfortable being avoided, I left the UK and spent time travelling and teaching scuba diving in some rather more attractive parts of the world. This gave me the opportunity to combine two growing interests: being underwater and attempting to photograph whatever happened to swim past. The diving was usually successful. The photography was more variable.

Underwater photography is a particularly effective way of discovering the limits of careful planning. Fish rarely pose, visibility is often unhelpful, and the subject may disappear just as the camera is finally pointing in the right direction. At other times, the resulting image is beautifully sharp, well composed—and contains only the tail of the animal that was there a moment earlier. Nevertheless, being immersed in marine environments gave me a much deeper appreciation of the variety and fragility of wildlife, as well as a lasting interest in conservation.

That interest has continued throughout my professional career. My work has taken me to some remarkable places and involved projects ranging from rodent control in the Galapagos Islands and termite management at the Sydney Olympic Village and at Angkor Wat, to turtle conservation in Malaysia.

These experiences have reinforced the importance of approaching environmental challenges with sound science, practical judgement and respect for the ecosystems involved.

Wildlife photography has become a way of continuing that relationship with the natural world outside of work. It encourages patience—often more patience than I actually possess—and requires a willingness to spend considerable amounts of time waiting for something interesting to happen.

Sometimes it does. Sometimes the main photographic achievement is documenting an empty branch or a bird leaving the frame at speed.

GIANTS OF THE WILD



A brown bear walks along the water's edge in Alaska's Katmai National Park. Photograph: Steve Broadbent.

“The more closely we observe wildlife, the more we appreciate how complex, adaptable and vulnerable it can be.”

— Steve Broadbent

For me, photography is not simply about collecting attractive images. It is a way of paying attention. The more closely we observe wildlife, the more we appreciate how complex, adaptable and vulnerable it can be.

A photograph can never replace effective conservation, of course, but it can help create curiosity and connection. People are generally more inclined to care about protecting a species once they have seen its character, behaviour and beauty.

My professional life has taken me from research to management, consulting and speaking at industry conferences. Photography has provided a complementary thread running through it all: a continuing fascination with living things and the environments they depend on.

I photograph wildlife whenever I can. I have learned that the best photographs require preparation, persistence and a fair amount of luck—although I prefer to describe the luck as “fieldcraft”! Above all, the pursuit keeps me curious, gets me outdoors, and provides a useful reminder that the natural world remains far more interesting than most of us are.



Clockwise from top: green rosella, albino Bennett's wallaby and African wild dog. Photographs: Steve Broadbent.



King penguins gather beneath mist-covered mountains on Salisbury Plain, South Georgia. Photograph: Steve Broadbent.

Sustainability Award 2026 Winner

Pest Science
Corporation

WINNER 2026

FAOPMA



SUSTAINABILITY
AWARD

SPONSORED BY ENSYSTEX

SUSTAINABILITY AWARD 2026

SPONSORED BY ENSYSTEX

Pest Science Corporation of the Philippines has won the 2026 FAOPMA Sustainability Award, sponsored by Ensystex, bringing together a strong commitment to environmental responsibility, employee safety and community service.

Central to its nomination was the BioPrestige Program, launched in December 2023. The program combines AI-assisted pest monitoring with preventive measures and targeted treatments to reduce reliance on broad-spectrum spraying. By tracking pest activity, chemical use and treatment frequency, the company aims to make sustainability a measurable part of everyday service delivery.

Across its operations, Pest Science supports this approach through regular staff training and certified management systems covering quality, environmental management and occupational health and safety. Clients receive pest trend data and service reports to help them understand treatment decisions and opportunities for prevention.



Steve Broadbent, Gerwyn Jonnes and the Pest Science Corporation representatives



Beyond its commercial work, the company supports the Little Angels Home Foundation and partners with the Rotary Club of Pasay Southeast on community health and environmental projects. These include free pest control and sanitation treatments in selected schools, health centres and public facilities.

Together, these initiatives demonstrate the breadth of Pest Science's approach: reducing environmental impact, supporting its people and extending professional pest management to communities with limited access to these services.

Sustainability isn't a slogan for Pest Science — it's a measurable, everyday practice that protects the environment, supports their people and strengthens the communities they serve.



Smarter Pest Management

for a *Warmer*

World...

The Technician's New Toolkit - How data, technology, sustainability and professional judgment are redefining pest management.



By Sathes Chandran

*Adapted from presentations delivered
at the FAOPMA Pest Summit 2026 in Auckland, New
Zealand, and IPCA IndiaPest 2026 in Chennai, India*

Pest management is an industry that works quietly behind almost every major sector. Food safety, hospitality, healthcare, manufacturing, pharmaceuticals, logistics, aviation, export industries and public health all depend on professional pest management in one way or another. Most people notice our work only when there is a visible pest problem. But professional pest management starts much earlier than that. A pest incident can affect food safety, compliance, customer confidence, product quality, reputation and, in some cases, public health. Our role is therefore much bigger than simply controlling an insect or rodent.

For many years, however, the industry was largely understood as a treatment service. A technician visited the site, carried out the treatment, prepared a report and left. The next service was often scheduled according to a fixed calendar. That model helped build the modern pest management industry, but the environment around us is changing rapidly.

We are now operating under the combined pressure of changing climate conditions, regulatory restrictions, increasing client expectations and workforce challenges. Warmer conditions and shifting weather patterns are influencing pest pressure and vector activity. The chemical toolkit available to the industry is becoming more restricted. Clients increasingly ask about sustainability, carbon footprint, digital monitoring, data and measurable outcomes. At the same time, the next generation of technicians will need a different level of technical and digital capability.

Taken individually, each of these challenges can be managed. Taken together, they are changing the operating model of pest management. What this really means is that the future of our industry will not be defined by how much treatment we can deliver. It will be defined by how well we understand risk, prevent problems, interpret information and make the right decisions.



For many years, pest management performance was measured largely through activity. How many visits were completed? How many traps were checked? How many treatments were carried out? How much chemical was applied? But the client does not actually need activity. The client needs reduced risk.

A hotel wants fewer pest incidents and protection of the guest experience. A food facility wants contamination risk controlled. A hospital wants a safer environment. A manufacturer wants compliance and operational continuity. When we start showing trends, evidence, corrective actions and risk reduction instead of simply reporting that a service was completed, the conversation with the client changes. This is one of the most important changes taking place in professional pest management.

Traditionally, our product was the chemistry in the vehicle, the treatment equipment, the frequency of visits, the activity report and the compliance certificate. Increasingly, the real product is becoming risk intelligence, continuous monitoring, verified outcomes, decision grade reporting and audit ready evidence.

The treatment still matters. The equipment still matters. The technician still needs strong practical skills. But those things increasingly sit inside a much larger service model. This also changes how we should understand the role of the technician.

I often describe pest management professionals as Environmental Doctors. A doctor looks at a patient, understands the symptoms, investigates the cause and decides the right treatment. Pest management professionals do something similar with the environment around people. We observe the site, identify evidence, understand pest biology and behaviour, identify conducive conditions, assess risk and decide what intervention is required.

Sometimes the correct intervention is a pesticide treatment. Sometimes it is not. The answer may be proofing, sanitation, drainage correction, waste management, structural improvement, monitoring or a change in operational practices. The real skill is therefore not simply knowing how to apply a product. It is knowing what action is appropriate and, equally importantly, when not to treat.

That professional judgment becomes even more important as technology develops. There is a great deal of discussion today about artificial intelligence, smart monitoring and automation. But I believe the industry should approach these tools in a practical way.

AI should not be positioned as a replacement for the pest management technician. It should be used to make the technician more capable. Smart monitoring can improve the way pest activity is detected. Imaging tools can support identification. Service records can be analysed to find patterns that may not be obvious from a single inspection. A technician can record a voice note on site and use it as the starting point for a professional report.

Training materials and SOPs can be prepared in different languages. The experience of senior technicians can be captured and structured so that knowledge can be transferred to the next generation.

The practical applications are already becoming clear. Computer vision can support first level species identification. Pest activity, weather, building characteristics and intervention history can be analysed together to identify changing risk. Monitoring systems can identify unusual changes in activity. Data from multiple locations can help identify hotspots. AI can support report drafting and technical knowledge retrieval.

These tools can significantly improve speed and consistency, but they also have limitations. AI can be confident and still be wrong. A photograph may suggest the wrong species. A system may identify a trend without understanding what physically changed at the site. A recommendation can sound technically correct while being inappropriate for the actual situation. For that reason, the process should never be AI directly to action. There must always be a trained professional in between. Technology can support identification, pattern recognition and reporting. It can process thousands of data points much faster than a person.

But only the technician can walk the site, observe the actual conditions, speak with the client, carry out the intervention, understand the operational reality and verify whether the technology is correct.

I see the technician's new toolkit in five parts.

The first is Eye: better observation through smart monitoring, imaging and improved inspection.

The second is Brain: AI, data analysis and the ability to identify patterns.

The third is Voice: clearer professional reporting, communication and multilingual support.

The fourth is Memory: service history, trend data and accumulated organisational knowledge.

At the centre of all of these is Judgment. That must remain human.

This shift in capability also allows us to rethink the traditional service cycle. The old model was relatively simple: visit, treat, report and invoice. It was calendar driven and largely one directional.

The emerging model is different: capture, interpret, act and verify. The service becomes risk-driven and continuous. The visit is no longer the entire product. It becomes one data point within a longer decision-making process.

This is important because pest pressure does not operate according to our service calendar. One example from our experience involved what initially appeared to be a rodent problem at a resort. When the information was analysed more closely, the underlying issue was connected to sanitation timing in two restaurants. Waste bins were being emptied around 90 minutes after closing, creating a predictable opportunity for rodent activity.

In another situation, mosquito activity initially appeared to follow a seasonal pattern. The data instead showed a relationship with nearby construction activity. Pest pressure changed when materials and temporary coverings created additional breeding opportunities. Similarly, routine inspections may suggest that a kitchen is performing well during daytime operating hours, while monitoring data can reveal pest activity occurring much later at night when no one is present.

This is where the value of data becomes clear. Collecting data by itself does not create intelligence. A company can generate

thousands of trap readings, service records, pest sightings and treatment logs. That is useful documentation, but it does not automatically lead to better decisions. The real value comes from interpretation.

Good pest management data needs to be captured at the source by the technician, structured consistently, collected continuously where appropriate, linked with other relevant information and verified against actual field conditions.

Once that happens, we can begin asking better questions. Where are the highest-risk sites? Which locations are generating most reactive callouts? Is there a relationship with construction, rainfall, waste management, drainage or building condition? Are we repeatedly treating the same area without addressing the underlying cause?

Are we visiting low-risk areas simply because the calendar says we should? These questions move pest management away from activity reporting and towards risk management.

The same thinking also applies to sustainability. Sustainable pest management should not be treated as a marketing statement or a separate environmental project. It has to become part of the daily operating system. An exclusion first approach can reduce the need for repeated treatment. Targeted applications such as gel baits, IGRs and point treatments can reduce unnecessary chemical use compared with broad applications. Data led scheduling can replace unnecessary calendar-based visits. Refillable equipment, rechargeable devices and better waste protocols can reduce the environmental footprint of the service.

None of these practices are entirely new. The change is that we now need to apply them systematically, measure them and report the results. This becomes increasingly important because the environmental footprint of a pest management service extends far beyond the office. Vehicle fuel, equipment use, chemical and equipment manufacturing, logistics and waste all contribute to the overall footprint. Reducing unnecessary travel and reducing unnecessary chemical load can therefore improve both environmental performance and operational efficiency.

Better sustainability, better productivity and better risk management do not necessarily compete with each other. When the operating system is designed properly, they can support one another. This transition is also not limited to large companies.

Large organisations may have dedicated technical teams, analysts, reporting departments, training departments and integrated software systems. Smaller companies may not have the same infrastructure, but most already have technicians, service records, smartphones, spreadsheets and practical knowledge.

AI does not remove the advantage of scale, but it can reduce part of the capability gap. A smaller company may not have a reporting department, but a technician's voice note can still become a structured report. It may not have a data analyst, but twelve months of service information can still be reviewed for patterns. It may not have a formal training department, but the knowledge of an experienced technician can still be captured and shared with others.

The aim is not to use technology to make a smaller company look bigger.

It is to use technology to make the company better. The best place to begin is therefore not with technology. Start with the problem. If reports are taking too long, start there. If quotations are delayed, start there. If important knowledge is sitting with one senior technician, start there. If large amounts of service data are collected but never analysed, start there.

Solve one problem. Test one workflow. Measure whether it creates value. Then move to the next. A practical way to do this is through a focused pilot. Choose one property or contract. Establish the current baseline for chemical usage, fuel, waste and time on site. Redesign the service around prevention, better data capture and risk-based decision-making. Measure the changes honestly. Then provide the client with a report showing what changed, what improved and where gaps still remain.

One property, one quarter and one verifiable improvement story can often teach a company more than a large technology programme introduced without a clear operational purpose.

The pest management industry has already come a long way. Recognition of the profession has improved. Standards are higher. Clients expect more from us than they did ten years ago. We are increasingly part of discussions involving food safety, quality assurance, engineering, sustainability and senior management. The next stage is about demonstrating our value through better knowledge, stronger skills, safer practices, clearer evidence and better decisions.

The technician of the future should therefore not be defined by the

equipment carried or the number of treatments completed. The technician should be defined by the judgment brought to the site, the ability to understand risk, the quality of the evidence collected and the confidence to explain why a particular decision is being made.

Technology will support that technician. Data will strengthen that technician. AI will extend the technician's capability. Better sustainability practices will change the way the service is delivered. But the professional must remain at the centre.

The pest management company of the future will not be defined primarily by the chemistry it carries, the size of its fleet or the number of scheduled visits it completes. It will increasingly be defined by the data it captures, the intelligence it builds from that data and the decisions clients trust it to inform. The tools are changing. The climate is changing. Client expectations are changing.

Our profession must change with them. But the fundamental responsibility remains the same: understand the environment, identify the risk, make the right decision and take responsibility for that decision.



“The technician should be defined by the judgment brought to the site, the ability to understand risk, the quality of the evidence collected and the confidence to explain why a particular decision is being made.”



nemesis termite bait system



The Australian Pest Management Industry has a good depth of experience in the use of the Nemesis Termite Baiting System based on a chitin synthesis inhibitor (chlorfluazuron), a form of insect growth regulator. Nemesis represents an important tool in the control of subterranean and arboreal termites. The industry has adopted the use of Nemesis and developed considerable knowledge on its suitability for a variety of building construction types, climates and termite species. The Nemesis Termite Baiting System is fully Australian researched, developed and manufactured by an Australian family-owned company - PCT International Pty Ltd.

It was first registered in Australia in 2005 and has since become widely and successfully used by the Pest Management industry in Australia. The environmental benefits associated with Nemesis, and baiting systems in general, are a major factor contributing to the growth of the pest management industry, globally.

By geography, Southeast Asia is experiencing major growth during the forecast period up to 2026 due to the booming infrastructure activities, and the need to meet the demands of an increasing urban population in this region. As a result, the demand for the Nemesis Termite Baiting System is increasing momentum in this region. This system is widely used in Thailand, Singapore and Malaysia and is under commercial evaluation and establishing acceptance in other ASEAN countries.

In Thailand and Malaysia over 85% of termite infestations are by *Coptotermes gestroi*. In Indonesia *Coptotermes curvignathus* is the significant species infesting structures and oil palm. Both species of *Coptotermes* are proven to be effectively baited by Nemesis and subsequently have their colonies eliminated.

With increased popularity of termite baiting systems an independent University study was conducted in Australia to compare three commercially available termite baiting systems based on chitin synthesis inhibitors (CSIs) against the subterranean termites, *Coptotermes acinaciformis* and *Mastotermes darwiniensis*. In the referenced study the Nemesis Termite Baiting System demonstrated high palatability and comparatively caused the highest termite colony mortality rate with less bait substrate consumed.

This university study, as popularity in termite baiting was growing provided the results that were positive in demonstrating the potential of Nemesis against *Coptotermes acinaciformis* and *Mastotermes darwiniensis* compared to two other commercial baiting systems. In 2026 after 21 years of industry commercial experience, we continue to confirm the highly successful established reputation and acceptance of Nemesis by the Australian Pest Management Industry. Over the last 10 years, the Nemesis Termite Baiting System has established a strong reputation and growing commercial acceptance across ASEAN countries, with its use continuing to expand throughout the region.

MORE THAN A SACHET OF BAIT

Effective baiting also depends on the system surrounding the bait.

NEMESIS incorporates purpose-designed above-ground and in-ground monitoring and baiting stations, monitoring timber inserts, technical procedures, professional training and ongoing support.

Regular inspection allows the pest manager to assess bait consumption and observe changes in termite numbers, appearance and behavior. These indicators help build a picture of the colony's response and allow treatment to be managed accordingly.

This approach can be particularly useful where minimising disruption is important or where applying large volumes of liquid termiticide may be undesirable.



Future-Proofing Pest Management: The Opportunity in Bird Control

The pest management industry is changing. Customer expectations are evolving, technology is opening up new possibilities, and pest management businesses are increasingly looking for smarter ways to deliver value.

One area with significant opportunity is bird control. For many commercial customers, birds are more than a nuisance.

They can create hygiene concerns, damage buildings and equipment, contaminate products, disrupt operations and create ongoing maintenance costs. Yet bird management can still sit outside the traditional pest control offering.

At Birdzout, we see this as an opportunity for pest management professionals to expand their services while giving customers access to more effective, humane and technology-driven solutions. Bird problems rarely have a one-size-fits-all solution. The most effective approach depends on the species, environment, pressure and behaviour involved. That is why Birdzout has developed a broad range of bird management technologies, including automated laser systems, bioacoustic deterrents, visual deterrents and professional bird-proofing solutions.

Our automated lasers use movement and light to discourage birds from landing and settling, while our bioacoustic systems

use carefully selected distress, predator and harassment sounds. By combining different deterrents and targeting multiple senses,

pest professionals can create more robust bird management strategies and reduce the risk of birds becoming accustomed to a single method. Static deterrents that worked a decade ago are increasingly outsmarted by birds that habituate quickly.

Meanwhile, clients want solutions that are humane, low-maintenance, and defensible under strict welfare standards. We saw this recently with a commercial building whose roof had become a nightly roost for hundreds of white-fronted terns. The mess and hygiene risk were severe enough that the client had priced full re-roofing at roughly \$250,000, simply to get ahead of ongoing corrosion and contamination. After trialling a handheld laser to confirm terns would respond, a Birdzout Auto Laser Ultimate MK2 was installed, programmed to scan the roofline automatically through peak roosting hours.

The birds stopped returning almost immediately, cleaning costs dropped sharply, and the client avoided a quarter-million-dollar reroof, without harming a single bird from a protected species.

Technology is also making bird control more practical for the businesses delivering it. Automated systems can operate consistently with minimal intervention, helping pest management businesses take on larger or more challenging sites without adding proportional labour.

Understanding bird behaviour, selecting the right solution and implementing it correctly are all critical to achieving results. That is where Birdzout aims to be different.

We work with pest management professionals to assess challenges, recommend appropriate solutions, provide technical advice and support installation. For businesses looking to build bird control into their service offering, we also provide reseller opportunities and ongoing support.

The theme of FAOPMA 2026, FutureProof: Smarter Pest Solutions for a Rapidly Changing World, reflects an important shift in our industry. Future-proofing doesn't necessarily mean replacing proven methods with more technology. It means having access to better tools, understanding when to use them, and being prepared to solve increasingly complex customer problems.

Bird control is one of those opportunities. For pest management professionals looking to expand their capabilities, differentiate their service and offer customers smarter solutions to challenging bird problems,

Birdzout is ready to help.



Future-proof your business

don't let bird problems fly under the radar



Send pest birds packing with smart Birdzout solutions

For smart *bird control*

Birdzout 

PEST MANAGER OF THE YEAR 2026

BASF ARE PROUD TO BE A LONG-TIME SPONSOR OF PEST MANAGER OF THE YEAR AWARD & AWPMA EXCELLENCE AWARD.

THE 2026 AWARD CELEBRATED EXCELLENCE IN THE PEST CONTROL INDUSTRY, RECOGNISING OUTSTANDING PROFESSIONALS WHO HAVE DEMONSTRATED EXCEPTIONAL SERVICE, INNOVATIVE APPROACHES, AND A COMMITMENT TO UPHOLDING THE HIGHEST STANDARDS IN PEST MANAGEMENT.

The 2026 FAOPMA BASF Pest Manager of the Year (PMOY) Award saw a record number of entries, showcasing the incredible talent and dedication within the pest management industry. This year's award highlighted the outstanding achievements of individuals and companies committed to delivering exceptional service, innovative solutions, and a forward-thinking approach to pest control.

Judging the entries was no easy task, as the field included a diverse range of pest management professionals from across the region, each demonstrating high standards of customer care, technical expertise, and business excellence. The PMOY Award recognises those who go above and beyond, not only in managing pests but also in promoting best practices and elevating industry standards.

2026 PEST MANAGER OF THE YEAR FINALISTS

BLACKHORSE INTERNATIONAL

FASTKIL PEST CONTROL SERVICES PTE
LIMITED

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2026 PEST MANAGER OF THE YEAR FINALISTS

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PEST MANAGER OF THE YEAR | 2026

OVERALL WINNER



(L-R) Subash Markad - Director Professional & Speciality Solutions BASF, Ecolab Pest Elimination, and Mr Raju Parulkar - FAOPMA President

ECOLAB PEST ELIMINATION

Ecolab Pest Elimination has won the 2026 FAOPMA/BASF Pest Manager of the Year Award, announced at the FAOPMA Pest Summit in Auckland, New Zealand.

The award recognises excellence in professional pest management across Asia and Oceania. Entrants are assessed across four areas: technical knowledge and skills, professional image, customer relationships and innovation.



In its submission, Ecolab highlighted its ongoing commitment to developing pest management capability through continual learning and skills development. This commitment sits at the heart of the award's "know-how" category, which examines how businesses keep their knowledge current and put it into practice.

Beyond technical expertise, the award considers the wider contribution a business makes to the profession. Building customer relationships, understanding individual requirements and improving the industry's reputation within the community are all central to the assessment. Innovation also carries weight, with a focus on improving performance and developing pest management systems that reduce risk.



For Ecolab, the win provides regional recognition of its team's work and its approach to professional pest management. The presentation in Auckland brought that achievement before industry colleagues from across the FAOPMA membership.

Congratulations to the Ecolab Pest Elimination team on being named the 2026 FAOPMA/BASF Pest Manager of the Year.



Mr. Subash Markad - Director Professional & Speciality Solutions BASF



Pest Management App

Powered by Formitize

Running a Pest Control Business Shouldn't Mean Running Three Different Systems. Ask any pest controller what actually slows their business down, and it's rarely the pest work itself. It's the paperwork trailing behind it: job sheets filled out by hand, photos texted separately from the report, technicians unsure which chemical application logs a client or regulator will ask for next, and invoices that don't go out until someone remembers to raise them.

The Formitize Pest Management App was built to close that gap. It's a single mobile platform that takes a pest control job from the first booking through to the paid invoice, without the operator needing three separate systems stitched together with hope. At the centre of it is Compliant Reporting. Rather than a generic PDF, technicians produce a client-facing Report built to hold up against compliance requirements and customer demands, linked directly to Asset Management so every treated site, chemical used, and inspection point is recorded against the job itself. For an industry facing tightening regulatory scrutiny across every FAOPMA member country, that traceability isn't a nice-to-have. It's what keeps an operator out of trouble when a client asks questions six months later.

The Pest Management App also solves a problem most software vendors don't think to touch: getting paid. With payment-gated report release, a client can't access their completed report until the invoice is settled. It's a small mechanism with an outsized effect on cash flow, and operators who've switched to it report noticeably faster payment cycles.

For businesses operating across borders or navigating different national standards, Formitize's multi-language capability presents forms and reports in one or more languages. Combined with a Resources Library that can hold the latest versions of documentation, the platform is built around the reality that pest management compliance looks different depending on where you're operating.

Other features include: CRM Customer Database, Sales Pipeline, Client Portal, Live JobLink, Asset Management, Quoting and Invoicing, Smart Forms, Automated Reminders and more. None of this comes at the cost of security. Formitize's parent company, Atebion, is ISO27001 accredited, giving operators and their clients confidence that job data, compliance records, and client information are held to a recognised standard.

We enjoyed meeting so many of you at the FAOPMA Pest Summit and hearing firsthand what's actually slowing your businesses down. If client demands, reporting, and cash flow are on that list, it's worth a conversation.

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GREENZONE®: Innovation in Termite Protection

GREENZONE® is an Australian-owned company developing and supplying innovative termite and insect management systems for the building and pest management industries. Its comprehensive product range is designed to support effective termite protection across both pre-construction and post-construction applications.

The company was established following the development of a patented concept that integrated termite protection directly into expansion joint foam. Traditionally, protecting concrete joints against termite entry involved two separate steps: installing expansion foam to fill the joint, followed by applying a termite barrier product.

GREENZONE® combined these essential functions into one product, significantly simplifying installation and reducing time and materials.

Following years of research, development, testing and field trials, GREENZONE® Expansion Foam was launched in Australia in 2017. The product was quickly embraced by distributors and pest management professionals for its ability to improve installation efficiency while providing reliable termite protection around service penetrations and concrete control and expansion joints.

Since then, GREENZONE® has continued to expand its product portfolio. The GREENZONE® Perimeter System, launched in 2019, provides a termite barrier sheet installed around concrete slabs prior to the erection of internal wall frames.

The same year saw the introduction of the GREENZONE® Sock Barrier, an easy-to-install collar designed to

protect service penetrations from termite entry and concrete movement.

In 2022, GREENZONE® Backer Rod was added to the range, providing a versatile joint filler for concrete, masonry substrates, precast panels, interior walls, skylights, shop fronts and curtain wall construction.

The range expanded further in 2023 with GREENZONE® Termite Paint, Primer and Sealant, designed for applications including control joints, step-downs, cavities and retaining walls. With high elasticity, these products accommodate movement in building materials while helping maintain long-lasting termite protection.

GREENZONE® also expanded into post-construction termite management with the introduction of GREENZONE® Bifenthrin and GREENZONE® Fipronil, giving pest professionals access to locally formulated chemical solutions and reinforcing the company’s goal of becoming a one-stop shop for termite management.

In 2024, GREENZONE® acquired Altis Pty Ltd, bringing the established Altis Reticulation System into its growing portfolio. The upgraded Altis Pro Reticulation System, launched in 2025, features thicker, flexible piping with integrated emitters designed to improve chemical distribution, flow and pump-up times, while reducing clogging. With fewer pump-up stations required, the system offers a practical and cost-effective solution for long-term termite management.

Today, GREENZONE® offers solutions spanning the termite management process—from pre-construction barriers to post-construction treatments. The combination of innovation, industry relationships and responsive customer support has helped establish GREENZONE® as a trusted partner for pest management professionals.





GREENZONE® TERMITE PAINT, PRIMER & SEALANT

GREENZONE® TERMITE PAINT:

- ✓ is the perfect product for control joints, step downs, cavities and retaining walls.
- ✓ can be applied with a brush, roller or spray gun.
- ✓ is stored in a 15L pail and available in a 330mL cartridge as a sealant.



GREENZONE® PRIMER:

- ✓ is stored in a 5L container.

GREENZONE® BACKER ROD

GREENZONE® BACKER ROD:

- ✓ is ideal as a vertical and horizontal joint filler in concrete, masonry substrates between precast concrete panels, interior walls, sealing skylights, shop fronts and curtain wall construction.
- ✓ can be used in conjunction with the GREENZONE® Termite Paint.



PestWest Advances LED Technology for Modern, Energy-Efficient Fly Management

PestWest Australia is a leading manufacturer of high-quality flying insect control units, trusted by distributors across Australia and in more than 32 countries worldwide. With decades of experience in developing professional pest management solutions, PestWest continues to combine proven insect control expertise with the latest technological advancements.

As the pest management industry continues to place greater emphasis on sustainability, energy efficiency and smarter monitoring, PestWest Australia is developing solutions designed to meet the changing needs of modern businesses and pest professionals.

At the heart of the latest developments is Quantum® X LED technology. Designed to provide highly efficient UVA attraction, Quantum® X tubes deliver reliable flying insect control while significantly reducing energy consumption compared with traditional fluorescent technology. The technology also eliminates mercury, supporting businesses looking to reduce their environmental impact without compromising on performance.

The latest PestWest units incorporate Quantum® X LED tubes, bringing together energy-efficient technology with discreet, contemporary designs. From customer-facing environments

to demanding commercial and industrial applications, these units are designed to provide effective fly control while integrating seamlessly into their surroundings.

PestWest's focus on innovation also extends beyond the hardware itself. The flyDetect® X provides pest management professionals with remote monitoring capabilities, helping transform flying insect monitoring from a manual, periodic task into a more proactive and data-driven process. With remote access to catch data and alerts, pest professionals can gain greater visibility of insect activity and respond more efficiently when action is required.

By combining advanced LED technology with intelligent monitoring, PestWest is helping pest management professionals make more informed decisions while supporting the delivery of efficient and effective pest control programmes.

PestWest is taking further steps towards smarter, more efficient and more sustainable flying insect control, helping pest management professionals stay ahead of changing industry expectations while delivering reliable results.

For more information, please email: info@pestwest.com.au

This advertisement for 'The LED Range' features a vibrant purple background with a pattern of white dots. On the left, a colorful chameleon is shown in profile, looking towards the right. The central focus is on several PestWest fly control units, each labeled with its name: 'Chameleon® Qualis', 'Chameleon® Stellaris', 'flyDetect® X', 'Chameleon® Qualis IP', 'Chameleon® Sirius X', and 'Interceptor'. A 'QUANTUM® LED' logo is positioned in the top right corner. The PestWest logo and website are in the top left. At the bottom left, contact information is provided: 'For more information, please contact us at: info@pestwest.com.au'. The bottom right corner features the slogan 'Confidence in Fly Control'.

PestWest
www.pestwest.com

Find us on: [Facebook icon] [Twitter icon] [LinkedIn icon]

The LED Range

Chameleon® Stellaris

Chameleon® Qualis

flyDetect® X

Chameleon® Qualis IP

Chameleon® Sirius X

Interceptor

QUANTUM® LED

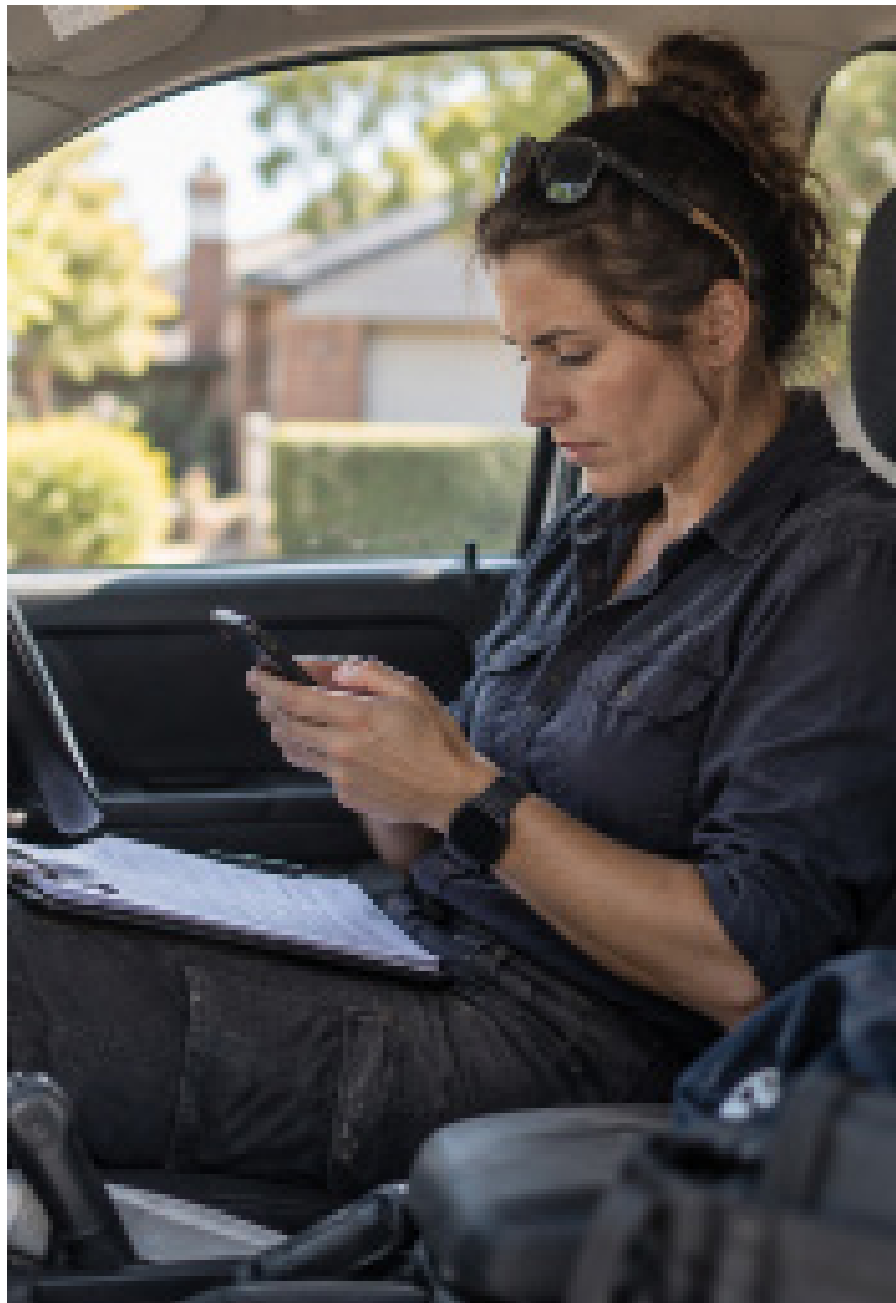
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Confidence in Fly Control

AI in Pest Management: Where Do We Draw the Line?

AI is quickly becoming part of everyday business, helping with everything from emails and reports to marketing and administration. But as pest businesses start using it more, there are some important questions to consider. What information are we giving it, how much should we trust it, and when does a decision need to stay firmly in the hands of a pest management professional?





A pest technician finishes an inspection, gets back in the ute and has three reports to write before the end of the day.

AI can probably help write them.

It could also draft the follow-up emails, turn a few ideas into a social media post and help the business owner knock over a procedure that has been sitting on the to-do list for six months.

That's the attraction of AI. It saves time.

But what happens when the technician asks it what treatment to recommend? Or uploads a customer's entire inspection report, complete with their name, address and photographs? What if AI adds something to a report that the technician

never actually observed?

That's where the conversation about AI gets more interesting.

For pest businesses, the question is no longer whether AI is useful. It clearly is.

The question is where do we draw the line?

Start with what you're putting into it

Think about how much information passes through a pest management business.

Customer names and addresses, phone numbers, photographs, inspection reports, treatment histories, invoices, contracts and sometimes building plans.

Commercial pest managers may also hold information about food businesses, hospitals, schools, aged care facilities, warehouses and other sites where confidentiality and security matter.

It is very easy to upload a report into an AI tool and ask it to rewrite it.

But does the AI need the customer's name and address to do that? Does it need every photograph? Does it need the whole report when all you're trying to do is improve two paragraphs?

Probably not.

The Office of the Australian Information Commissioner (OAIC) recommends, as a matter of best practice, that organisations don't enter personal information, particularly sensitive information, into publicly available generative AI tools.

That is worth thinking about before staff start copying customer information into whatever AI tool they happen to

be using.

Not every use carries the same risk

Nobody needs a committee meeting every time someone asks AI to improve the wording of an email.

There are plenty of jobs where it can be extremely useful.

The problem starts when we move from "help me write this" to "tell me what decision I should make".

A simple traffic-light test might help.

GREEN — USE IT

Generally low-risk jobs where AI can save time:

drafting general emails; social media ideas; improving grammar; brainstorming marketing ideas; meeting agendas; turning rough notes into readable content; and summarising non-confidential information.

You still read the result before using it. But if AI writes a terrible Facebook post, the consequences are probably fairly limited.

AMBER — CHECK IT

This is where somebody who knows what they're doing needs to check the answer:

inspection report wording; pest identification from photographs; customer complaints; contracts and tenders; interpretation of legislation; technical training material;



quoting or pricing recommendations; and treatment recommendations.

AI might be useful in all of these areas. It just shouldn't have the final say.

RED — KEEP THE HUMAN IN CHARGE

Some decisions should stay with the pest management professional.

AI shouldn't independently decide:

what pesticide application is required; whether something complies with a product label; a safety-critical course of action; final technical inspection findings; whether a regulatory requirement has been met; or another decision where getting it wrong could cause significant harm.

“

Before using AI, ask one simple question: what happens if it gets this wrong?

”

AI can help find information and provide another perspective.

The final decision belongs with a competent person.

It sounds convincing — even when it's wrong

This is one of the traps with generative AI.

A wrong answer doesn't necessarily look like a wrong answer.

It can be beautifully written, confident and detailed. It can quote technical terminology and sometimes even provide references.

And it can still be wrong.

For a pest manager, that matters.

If AI says a pesticide label allows something, check the label.

If it says legislation requires something, check the legislation.

If it refers to an Australian Standard or Code of Practice, check the actual document.

Imagine a technician asking AI to turn their termite inspection notes into a professional report.

The report looks great. The customer would never know AI helped write it.

But somewhere in producing that polished report, the AI adds a recommendation the technician never made.

Would the technician notice?

More importantly, who is responsible if they don't?

The answer hasn't changed because AI was involved. The pest management business remains responsible for the work it provides.

You probably don't need a 30-page AI policy

You do need some rules.

For many pest businesses, one or two pages may be enough to start.

Staff should know which AI tools the business is comfortable with them using. They should know what customer and business information shouldn't be entered. There should also be clear rules around reports, photographs, technical information and anything involving safety or compliance.

Most importantly, everyone should understand when AI-generated work needs to be checked by a qualified person.

The Australian Government's guidance on responsible AI use follows a similar principle: organisations should have clear accountability for AI and maintain meaningful human oversight, particularly where the risks are greater.

That doesn't mean every pest business needs an "AI Governance Manager".

For a small business, it could simply be the owner or manager.

Someone needs to make the rules.

What about member and employee information?

The same thinking applies beyond customers.

Businesses and industry organisations hold information about members, employees, contractors and applicants. AI might eventually be used to sort applications, analyse survey responses, assess performance, identify patterns or make recommendations about people.

That is very different from using it to write a newsletter.

Once AI starts influencing a decision that affects a person — their employment, membership, accreditation, access to a service or another significant outcome —

the stakes become much higher.

AI might assist the process, but people should know how it is being used and a human should remain responsible for the decision.

One question worth asking

There is an easy way to start thinking about all of this.

Before using AI for something important, ask:

What happens if it gets this wrong?

If the answer is that someone has to rewrite a Facebook post, the risk is pretty small.

If the answer is an incorrect treatment, a privacy breach, a customer complaint, a compliance problem, an insurance claim or an unsafe situation, the level of human oversight should be much higher.

AI isn't going away, and nor should it.

Used well, it could save pest businesses a lot of time. It can take some of the pain out of administration, help small businesses produce better communications and make information easier to work with.

The challenge isn't whether to use it.

It's knowing when to use it, when to check it and when to put it aside.

AI should help a good pest manager do their job better.

It shouldn't be doing the pest manager's job for them.

"AI can make the work faster, but it can't take responsibility. In pest management, the final call must always come from a qualified human."

THE RAT IN THE ROOM: RODENTS AND H5N1 NOW THAT BIRD FLU HAS REACHED AUSTRALIA AND NEW ZEALAND

By Dr Paul Craddock

For five years the Asia-Pacific watched H5N1 sweep every other continent while Oceania stayed clear. That is over. The virus reached mainland Australia in June 2026 and New Zealand a month later, and it raises a question our industry has not spent much time on: what part, if any, do rats and mice play in moving it around?

Where things stand

Australia recorded its first mainland detection of H5N1 clade 2.3.4.4b on 20 June 2026, when CSIRO's Australian Centre for Disease Preparedness confirmed the virus in a migratory brown skua found at Cape Le Grand National Park near Esperance in Western Australia. It moved fast from there. Victoria's first case was a greater crested tern at Portland on 30 July.

Tasmania followed with a brown skua at Burgess Cove in Rocky Cape National Park. As at 28 August 2026, Australia had

recorded 413 positive H5 events across six states: Western Australia, South Australia, New South Wales, Queensland, Victoria and Tasmania. South Australia has carried the heaviest load, including mass mortality events in wild birds.

Three points from the Australian response should shape how every FAOPMA member reads this. First, the Consultative Committee on Emergency Animal Diseases has advised that H5 bird flu is not feasible to eradicate from

wildlife, and the National Management Group has enacted the National Management Agreement for H5 bird flu on that basis. This is being managed as an ongoing wildlife disease, not a short-term incursion to be stamped out.

Second, a national poultry biosecurity framework took effect on 31 July 2026, and states are issuing their own measures on top of it; Victoria has extended temporary housing requirements for flocks of 50 or more birds in higher-risk coastal and southern areas until at least 18 September. Third, there have still been no detections in Australian poultry or anywhere else in the agricultural production

system, and the official assessment of human health risk remains low. New Zealand is running a slower version of the same story, with its first detection in July 2026 and a handful of single wild birds in the Wellington region since.

The case worth a second look

Of everything detected in Australia so far, the one our trade should look at hardest is not a bird. In August, testing at the Australian Centre for Disease Preparedness confirmed H5 bird flu in a long-nosed fur seal found at Beachport in South Australia, the first mammal case in the country. A red fox found at Osborne in metropolitan Adelaide followed, and on 28 August a common dolphin recovered at Goolwa on the Fleurieu Peninsula became the first dolphin in Australia to test positive. Australia already had a warning of what this virus does to mammals at scale: on Heard Island, an external Australian territory in the sub-Antarctic, reports in 2026 estimate around 13,000⁰³

elephant seal pups, roughly 75 per cent of the cohort, have been killed by the disease. The Department of Agriculture, Fisheries and Forestry has been careful to say there is no evidence of mammal-to-mammal transmission in Australia, and that detections in terrestrial carnivores overseas are believed to be isolated spillover from birds, particularly in species that scavenge carcasses.

The fox is the case worth a second look, and for two reasons. One is behavioural: a fox in suburban Adelaide picked up a virus from wild birds almost certainly by scavenging a carcass, and that is precisely the route open to rats and mice along shorelines, wetland edges, paddock margins and around sheds.

The other is that the fox is a pest animal, found in a city, on ground that pest managers service. New Zealand's kāhu, or swamp harrier, near Carterton made the same point earlier in July, with the Ministry for Primary Industries concluding the bird most likely became infected by hunting or scavenging infected birds. Different species, same behaviour. The scavenging pathway is not theoretical in this region any more; it is already operating, and it now has a mammal on the board.

What the research actually shows It helps to separate the rodent question into three claims. First, rodents can catch the virus. Second, infected rodents have been found in the field. Thirdly, rodents can transmit the disease in ways that are significant on poultry farms and other sites we service. The first claim is well supported, the second is growing, the third is still unproven.

The standout study on catching the virus was conducted by Usui et al. at Tottori University and published in Pathogens in 2024. They exposed house mice, brown rats and black rats to H5N1 and all three species contracted the virus. Throughout



A brown skua. Ocean-going seabirds like this one carried H5N1 into the region, accounting for Australia's first mainland detection at Cape Le Grand National Park in Western Australia, the first Tasmanian case, and New Zealand's first detection.

Credit: Brown (Southern) Skua, Stewart Island, New Zealand. Photo: Antoine Lamielle via Wikimedia Commons, CC-BY-SA 4.0

the experiment the animals remained healthy, shedding virus from their mouths for several days while also carrying live virus in their noses, windpipes and lungs. Researchers concluded that rodents functioned as replication-competent hosts. It's worth noting that the study utilised older virus lineages, specifically H5N1 clades 2.2 and 2.3.2.1, rather than the 2.3.4.4b strain now circulating in Australia and New Zealand.

This means the most robust laboratory evidence we have stems from a slightly different strain. It is also worth noting where that work was done: the best experimental evidence on rodent susceptibility comes out of our own region, from a Japanese laboratory, not from Europe or North America.

Field detections are gradually increasing. In 2023, wild rats caught near poultry farms in Giza, Egypt, tested positive for the H5N1 clade 2.3.4.4b. Furthermore, a significant portion of these rats carried H5N1 antibodies (Kutkat et al., 2024). This finding is particularly concerning because it involves the current H5N1 strain. In February 2025, the USDA confirmed H5N1

in four wild black rats in Riverside County, California. Earlier, in May 2024, 66 house mice tested positive near an infected dairy operation in New Mexico. Dairy is not an insignificant factor here. H5N1 established itself in US cattle herds during 2024, and the pasture-based dairy systems that dominate Australia and New Zealand put cattle in close contact with waterfowl on paddocks and effluent ponds. An independent risk assessment commissioned by the Department of Agriculture, Fisheries and Forestry and Dairy Australia, completed in September 2025, estimated the risk to the Australian dairy and pork industries as low and negligible for beef cattle and small ruminants if the virus establishes in wild birds. Low is not zero, and the New Mexico mouse detections came from exactly that kind of site.

Regarding the third claim, whether rodents transmit the virus in relevant ways at our service sites, the evidence gets complicated. A case-control study of the 2015 US H5N2 outbreak found that farms with moderate rodent problems were more likely to be infected (Garber et al., 2016). But work from the 2006 to 2007 Nigerian H5N1 outbreak found rodent problems made no meaningful difference to which flocks became infected (Fasina et al., 2011).

A Korean survey in Gyeonggi province tested 189 wild rodents around poultry farms and found no avian influenza at all, concluding that rodents played no real part (Lee et al., 2024). That study deserves weight with a FAOPMA audience, because it is the closest thing the region has to a field answer, and it came back negative. During the large 2015 US outbreak, house mice were the most commonly trapped mammal on Iowa farms, yet the positive samples came from birds, not mice (Shriner et al., 2016). A 2017 review in Veterinary Quarterly explained why rodents remain plausible carriers (Velkers et al., 2017): they are common around sheds, share ground with waterfowl, get indoors, and can carry virus.

It still finished with the obvious conclusion:

the real role of rodents in transmission is not fully understood and needs further research.

What the evidence supports

Three points are well established. Rats and mice can be infected with H5N1. They shed the virus mainly through their mouths, and can do so while appearing perfectly healthy. And they are testing positive in the field near outbreaks. What remains unresolved is whether they can transmit the virus into a poultry flock or a herd and whether they sustain infection among themselves. Neither Australia nor New Zealand has any rodent surveillance data for H5N1, and across most of the FAOPMA region the same gap exists. Local assessments therefore rest almost entirely on evidence gathered somewhere else, which is a reasonable argument for our associations to push for rodent sampling to be added to national wildlife surveillance programmes now, while the incursion is still young enough for baseline data to be worth something.

That uncertainty does not change the practical advice. Rats and mice are already known to spread leptospirosis and salmonella on Australian and New Zealand farms, and across the region they use the same gaps and enter the same sheds. Good rodent control on a high-risk site was sound disease management before H5N1 arrived, and it remains sound disease management now. A high-risk site means one of two things. The first is any location where poultry are kept or handled, including poultry-related businesses such as feed suppliers and egg packers.

The second is any site under heavy rodent pressure, a category that takes in dairy farms and food processing facilities just as much as poultry sheds. Processors qualify because product and product waste around the site attract gulls, starlings and sparrows while rodents exploit the same spillage. This creates shared ground around the site where birds and rodents coexist.

The risk to the person holding the bait station

The human health question is the one that actually gets asked by people in affected industries. Since 2003, WHO has recorded 997 human H5N1 cases across 25 countries, of which 478 were fatal. That is a case fatality rate just under 48 per cent, and it is the number that circulates. However, this figure is misleading in that it is weighted towards earlier H5N1 variants in Asia and Egypt, and towards patients sick enough to reach hospital. It is likely that many more human cases of bird flu have gone unnoticed and undiagnosed. Members in South-East Asia will not need reminding that this is not a historical problem: Cambodia confirmed three further human H5N1 cases, one of them fatal, between September and November 2025, and every one of the H5 human cases reported globally in that window involved exposure to poultry or a poultry environment.

The recent experience with clade 2.3.4.4b, the strain now here, looks different. Of the 70 US cases confirmed between March 2024 and February 2025, 41 came from contact with infected dairy cattle and 26 from working with infected poultry. In effect, dairy farm work produced more human cases than poultry farm work, and across Australia and New Zealand there are far more dairy sheds than poultry sheds.

Most cases were mild and self-limiting. Severe illness was confined to a single genotype, D1.1, a North American variant that is not necessarily what has arrived in this region.

The most important factor for our industry is the route of exposure. In the recent human cases the most common presentation has been conjunctivitis, which means the eyes, not just the airway. Blood testing of United States dairy workers found that between 7 and 14 per cent carried antibodies to H5N1, meaning they had been infected themselves and mostly never knew it.

This is people performing routine work with infected animals and unknowingly

picking up the virus. Pest managers working at any high-risk site like dairy or poultry could find themselves in a similar situation. Mild and unnoticed is not the same as absent and is a weak justification for skipping protection.

For our sector, practical considerations dictate that eye protection is mandatory on high-risk sites. A P2 or N95 respirator, nitrile gloves, disposable overalls and boot covers should be used. Anyone working a high-risk site should be considered occupationally exposed, especially where there are dead wild birds or pest birds on the ground. They should be advised to watch out for conjunctivitis, flu-like illness and, rarely, neurological symptoms following recent bird exposure. In Australia this is a primary duty of care under the model Work Health and Safety laws, and equivalent obligations apply in New Zealand and across most FAOPMA member jurisdictions. It is a legal obligation to staff, not a courtesy.

What to do about it

The practical response comes down to eight things, whether you are raising them with a client or working through them on your own site:

Treat rodent control on a high-risk site as a biosecurity task, not a nuisance callout, and keep records that would stand up to an audit.

Update site risk assessments to cover H5N1, taking in coastal and wetland proximity, wild-bird activity and existing pest pressure.

Fix exclusion and food, not just bait. Rodent-proof sheds, feed stores and stock sheds, then take away what sustains a population: spilled feed, open bins, long grass against the walls and gaps under doors, all of which also bring wild birds onto the same ground.

Tighten bird control: net and proof sheds, farm buildings and feed stores, keep birds off feed and water, use visual

and acoustic deterrents, and manage resident sparrows, starlings and pigeons. Review PPE and safe work procedures for high-risk sites: eye protection, a P2 or N95 respirator, nitrile gloves, disposable overalls and boot covers.

Deal with carcasses and scavenging opportunity. The Australian fur seal, fox and dolphin cases all point to carcass contact as the mammal exposure route, so prompt removal of dead birds and stock, secure carcass bins and sealed offal disposal are now rodent control work as much as they are hygiene work.

Know the reporting number for your country. In Australia, sick or dead wild birds or mammals go to the Emergency Animal Disease Watch Hotline on 1800 675 888; in New Zealand, three or more sick or dead wild birds found together go to MPI on 0800 80 99 66. Nobody should be handling dead birds or dead wildlife without protection.

Prepare for emergency measures, including movement controls, access restrictions and mandatory reporting, before they are imposed.

Australia and New Zealand both caught this early, which is more than many countries managed, and the region now has something it lacked for five years: its own outbreak to learn from. For FAOPMA members further north, where H5N1 has circulated in poultry for two decades, none of this is new; what is new is that the whole federation is now dealing with the same clade at the same time, which makes shared surveillance and shared protocols worth more than they were a year ago.

Our trade sits on the line between wild birds and the farm gate, exactly where the rodent question lives. Whether or not the science ever pins rats down as a major route, we are already the people best placed to keep them out of the shed.



Brown rats (*Rattus norvegicus*). Laboratory studies confirm all three synanthropic rodent species can be infected with H5N1 and shed the virus, though their role in transmission remains unproven.

Photo: Reg Mckenna via Wikimedia Commons, CC BY 2.0

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About the Author – Dr Paul Craddock

Dr Paul Craddock is a pest management specialist with more than 20 years' experience across commercial, residential, and environmental programs. His career includes roles with the Auckland Regional Council, the Department of Conservation, Flybusters/Antiants, and Rentokil Initial, where he contributed to a wide range of biosecurity and invasive-species control initiatives.

Paul has held operational management positions for over eight years, overseeing teams of pest control technicians and delivering technical support, training, and field leadership. He has served as the scientific specialist for numerous large-scale pest management and biosecurity projects throughout New Zealand and the Pacific region, with expertise spanning ants, mosquitoes, flies, and other public-health and nuisance pests.

His extensive field experience, combined with a strong technical foundation, informs his practical insights into emerging biosecurity risks and the implications of avian influenza for the pest management sector.

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