

Welcome to our new company newsletter where we bring you up to date with goings on within Graham Pest Control, within the pest control industry and we also include a light hearted section. We hope you enjoy the read.



Ross Graham  
(Managing Director)

## Company News – New staff

Since our last newsletter Graham Pest Control have employed 7 additional members of staff. In the office we have Elizabeth McKenna (Finance Manager), Anita Barrie (Contracts Administrator), Gillian Tosh (Customer Service Advisor) and out on the road we have Bob Young (Service Technician) in Auchterarder/Crieff/Oban, George Grant (Service Technician/Surveyor) in Inverness-Aviemore, Phillip McLagan (Service Technician) in Blairgowrie-Glenshee and Callum Macdonald (Service Technician/Surveyor) in Dunfermline-Edinburgh. I'm sure these new employees will soon become either a well-kent face or voice over the phone.

Congratulations to the following members of staff who have gained promotion within our company – Louise Crawford to Office Manager, Tom McLevy to Contracts Supervisor and Mike Thompson to Area Supervisor.



**Elizabeth McKenna**  
Finance Manager



**Anita Barrie**  
Contracts Administrator



**Gillian Tosh**  
Customer Service Advisor



**Bob Young**  
Service Technician



**George Grant**  
Service Technician



**Phillip McLagen**  
Service Technician



**Callum Macdonald**  
Service Technician/  
Surveyor

## Company Acquisition

Graham Pest Control have recently acquired the business of George Byers Pest Control which was based in Grantown-on-Spey and carried out a variety of pest control work throughout the Scottish Highlands. This acquisition enabled us to employ a technician/surveyor in the North of Scotland ensuring we were able to respond quicker to our customers emergency calls in that area. We wish George every success in his new business ventures.

**Did you know?**  
A German Cockroach can live for up to 9 days without its head!

## Pest Control Courses

The following pest control training courses are getting held over the next few months and throughout 2012 to cater for our customers requirements.

**General Pest Control Course:-** This half day course is targeted at personnel involved in food packing and processing sites who have to meet BRC auditors requirements and covers the basic biology of rodents, insects and pest birds, legislation, EFK's, HACCP, proofing, stacking, hygiene, housekeeping and working together with your pest control contractor and substantially eliminate the risk of pests in your premises.

**Bed Bug Awareness Course:-** This 2-3 hour course is targeted at hotel managers and housekeeping staff and covers identification, life history, monitoring and treatment control methods. If there are any other pest control awareness courses that you feel would benefit you or your staff, please contact [mark@grahampestcontrol.com](mailto:mark@grahampestcontrol.com) and we can organise suitable training at a convenient time and location.



## Celebrity Pest Controller

Service Technician Barrie Montgomery who works in the Carnoustie-Arbroath area had his 5 minutes of fame this summer when several local and national newspapers as well as BBC and ITV news picked up on the story about his daily dice with death!! Barrie had worked with us for about 2 years and had suffered one of the hazards of the job –“getting stung” on many occasions when without warning he suffered an anaphylactic shock after coming out second best in a duel with a wasp! Barrie's throat began to swell up and within minutes he was struggling to breathe, fortunately he was close to Arbroath Infirmary and they administered a life-saving injection.

Barrie treats between 30-40 wasps nests every week at the height of the summer with each nest containing up to 20,000 wasps, but he now carries a shot of adrenaline which, should he get stung can give him a vital few minutes before the paramedics arrive. Despite the risk his job presents, Barrie says there's no chance he will ever give up the job he loves!

To view the STV news story go to <http://bit.ly/iThwK7>



**Did you know?**  
Only female wasps sting!

## Contract Extensions

Graham Pest Control are delighted to announce the extension of 3 major pest control contracts over the last few months. Perth & Kinross Council, Angus Council and NHS Tayside have all been delighted with the level of service they have been receiving over the last few years and have rewarded our company with another contract extension.



(Tom)

(Ross)

(Stuart)

## Edinburgh Marathon

In May last year Company Directors Ross Graham, Stuart Graham and Contracts Supervisor Tom McLevy ran the Edinburgh Marathon and managed to raise over £7,800 which was split between the 2 charities "Help for Heroes" and "Down Syndrome Scotland".

Managing Director Ross Graham commented "The marathon was run on one of the hottest days of the year and the organisers ran out of water when I was at the 18 mile stage and it turned into probably the hardest, most gruelling experience of my life! However, I'd sincerely like to thank all the generous people and businesses that donated a phenomenal amount of money to my first . . . . . and last ever marathon!!"

## Let's Go Green!

In our aim to reduce the paper we use and our quest to continue to embrace the "electronic age", we now have the facility to carry out most of our administrative office tasks by e-mail, including invoices, statements, orders, quotations, payments and other correspondence. For more information please contact [liz@grahampestcontrol.com](mailto:liz@grahampestcontrol.com)



## Customer Hero

This issue's Graham Pest Control "Customer Hero" is Tom Miller (pest control technician) North East Fife area who was nominated by Miss Hirst from St. Monans, Fife who commented "Tom carried out a fantastic job and is a real asset to your business." Well done Tom!

If you would like to nominate one of our field or office staff for a "Customer Hero" award, who you feel has done an exceptional job or gone that extra mile to assist then please send nominations to [ross@grahampestcontrol.com](mailto:ross@grahampestcontrol.com) with a brief reason why they deserve the award.

## New Electronic Fly Killers – Special Offer

Graham Pest Control are delighted to announce a once-only major 20% discount on our new Cobra Electronic Fly Killer for the remainder of 2011. The innovative translucent technology incorporated in these



EFK's emits more UV light intensity than other models enabling a faster insect catch than rival units making it the ideal unit for hotels, restaurants, take-away shops and farmhouse kitchens. Normal RRP is £200.00 (Excl V.A.T.) but this has been reduced to £160.00 (Excl V.A.T.) for the months of October, November and December. For further information please contact [stuart@grahampestcontrol.com](mailto:stuart@grahampestcontrol.com) or 01250 875555.

### Did you know?

Rodents teeth grow continuously throughout their life, meaning they always have to gnaw at something to keep them filed!

## Focus on . . . . . Mice

The House Mouse, and sometimes the Long-Tailed Field Mouse, seek the warmth and shelter of buildings for nesting sites and food. Their presence is usually detected from their dark-coloured droppings or damage to stored foods in the larder, packaging or woodwork.

Mice become sexually mature in eight to ten weeks, and a pair may produce eight litters, each of 16 young, in a year. Multiply those and you arrive at a horrifying number in excess of 2000 mice from a single pair in a year!

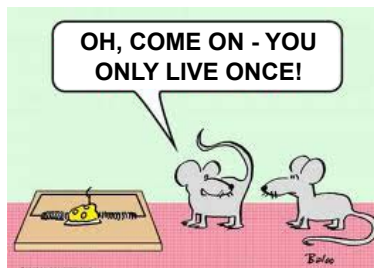
These nibbling nuisances have a compulsive need to gnaw in order to keep their incisor teeth worn down to a constant length. Electric cables, water and gas pipes, packaging and woodwork may all be seriously damaged by mice - many instances of electrical fires and floods have been attributed to them. They contaminate far more food than they consume and they are capable of carrying many diseases, particularly food poisoning. The average mouse deposits 70 droppings in 24 hours and urinates frequently to mark its territory.

Mice are erratic, sporadic feeders, nibbling at many sources of food rather than taking repeated meals from any one item. They do not need free water to drink as they normally obtain sufficient moisture from their food.

There are three main ways to prevent mice setting up home in your house:

- Stop them getting in
- Don't give them a reason to come in
- Provide a reason for them to stay well away

With any luck doing at least one of these things should ensure that you won't have to deal with a mouse infestation in the future.



### Did you know?

The early bird gets the worm but it's the second mouse that gets the cheese!

## Fire Gel sees off Pesky Pigeons!!

Graham Pest Control have a new tool in their armoury in the fight against pest birds. Bird Free optical gel creates a unique ultraviolet optical illusion which looks like fire to any bird and has proved very successful in preventing them landing, perching, nesting and shi\*\*\*\*g fouling on buildings and pavements below.

Recent trials in Dundee, St. Andrews and Covent Gardens, London where the bird-free product is placed in small dishes have proved very successful with customers being delighted that pigeons and seagulls have been discouraged from their premises in a humane non-toxic way.

Designed and developed in the Far East, it has now replaced bird netting and bird spikes as the most popular way of deterring pest birds from buildings. Here are some before and after photos of Covent Gardens, London.



## Social Networking

Love it or loathe it you certainly can't ignore it, and now with over 20 million Facebook users in the UK and over 800 million users worldwide, Graham Pest Control have decided to join the world of social networking to engage in business to business communication with our customers and to relay any interesting or funny stories or offers relating to our company and/or industry. To follow us on Facebook simply log onto [www.facebook.com](http://www.facebook.com) and "like" the Graham Pest Control page.

facebook



Did you know?

A moth can lay over 650 eggs at any one time!

## Focus on . . . . . an Office Manager

**Name** – Louise Crawford

**Years Service** – 3

**Best thing about job** – the atmosphere in the office. There are 6 of us with the right balance between getting the work done and having a laugh. A dream team to manage.

**Worst thing about the job** – pushy sales calls - how many different ways can you say "not interested" before they give up?! And sometimes talking about bugs makes me itchy.

**Funny story** – when I first started working here Ross asked Nan if she had 2 big jugs! It took me a couple of minutes to realise he meant for the water in the boardroom - but I wondered for a minute what kind of place I'd come to!

**How do you switch off after work?** – On a good day, go to the gym. On a bad day, have a big glass of wine.

**Interesting trivia about me** – I have never been in hospital - I was even born at home - long may it continue.

**Best thing ever done** – swam with a pod of over 200 wild dolphins off the coast of New Zealand. Nearly brought me to tears. I'm heading to the Arctic Circle in February to (hopefully) see the Northern Lights and hope that will be just as awesome.

**If you could invite anybody to a dinner party who would it be? (Excluding family!)**

I think an ideal dinner party needs a good variety of guests – here's my list:

1. Stewart Francis – Canadian comedian – for the brilliant one-liners
2. Mohammed Ali – no interest in sport but I reckon he'd be fascinating to speak to
3. Martin Luther King – no interest in politics either but again, he'd be really interesting
4. Johnny Depp – gotta have some eye-candy, oh and he's a great actor!
5. Maya Angelou - my favourite female writer and thought I'd better have another lady at the table!

## Joke

Bob wakes up one morning, looks out of his window to find a gorilla in his favourite tree. So he calls the pest control immediately.

The pest control man arrives in his van and says, "That the gorilla?"  
"Yep that's him"

The pest control man then opens his van and gets out a pair of hand cuffs, a terrier dog and a shot gun.

He says, "Right, I'm gonna go up that tree, wrestle with the gorilla, slap the hand cuffs on him and push him out the tree. When he lands, this dog will grab him between the legs and hold him there till I get down, ok?"

"Yeah that sounds fine"

He starts to climb the tree when Bob says to the pest control man, "Hey what about the shot gun!"

"Oh yeah I forgot, if by any chance I fall out first, shoot that bloody dog!"



Did you know?

Some ants are able to lift 20 times their own body weight

## GPC Golf Day

Graham Pest Control held their annual charity golf day for the members of Blairgowrie Golf Club at Rosemount Golf Course. A fun filled day included 4 nearest the pins, longest drive, straightest drive, nearest the pin in 2 shots and "Beat the pro" at the 17th. Congratulations to all the winners and in particular to 15 year old Bradley Neil who won the scratch prize with an excellent 68 and to Andrew Smith who won the handicap prize with a net 66.

A total of £2,000 was raised and split between our chosen charities "The Seve Foundation" and "Cash for Kids"



## Quiz (True or False) Answers at bottom of page

1. Wasps die after they sting you?
2. Bed Bugs are too small to see?
3. Fleas can jump up to 150 times their own length?
4. Pigeons carry about twice as much disease as a rat?
5. You are never more than 5 metres away from a rat?
6. Under the Prevention of Damage by Pests Act 1949 all property owners must keep their premises rodent free?

**Did you know?**  
Mosquitoes are the most dangerous animal on earth!



## Football Sponsorship

Always eager to encourage sport in the area Graham Pest Control have recently sponsored tee-shirts for Balmoral United AFC and wish the club every success for the season. Pictured is Ross Graham (front right) with the rest of the Balmoral United squad who are currently sitting top of the Perthshire Amateur First Division.

## Collective Nouns

Can you fill in the following blanks which are all vaguely related to pest control?

1. An army of .....
2. A congregation of .....
3. A business of .....
4. A leash of .....
5. A drove of .....
6. A tidings of .....
7. A mischief of .....
8. A company of .....
9. A warren of.....
10. A plague of .....
11. A scurry of .....
12. A host of .....

Send your answers to [ross@grahampestcontrol.com](mailto:ross@grahampestcontrol.com) with a bottle of wine to the first 3 correct answers drawn out of the hat.



Mark Sherriffs



A Highland Cow

## Lookalikes

Many thanks to the "Glenshee Girls" for this lookalike photo.

**Did you know?**  
That insects make up over 80% of all animal life!

## Other Services

Are you aware of the other services Graham's can offer you, ensuring you comply with your insurance requirements.

### GRAHAM FIRE & WATER SERVICES

We can supply and service your fire extinguishers and fire blankets, we also specialise in legionella risk assessments, cleaning & disinfection and water monitoring & sampling. For more information please contact Callum Macdonald (Director) at [callum@grahampestcontrol.com](mailto:callum@grahampestcontrol.com) or on 07730096930



### GRAHAM HYGIENE SERVICES

We can offer you a service for deep cleaning your kitchen canopy/ducting, kitchen equipment, grease trap emptying, kitchen/toilet cleans or any other specialised deep cleaning. For more information please contact Phillip McKenna (Director) at [phil@grahamhygiene.com](mailto:phil@grahamhygiene.com) or on 07967677300



## And Finally.....

If you would like further information on anything you have read in this newsletter or would like to give your feedback or suggestions, please contact us on 01250 875555, [info@grahampestcontrol.com](mailto:info@grahampestcontrol.com)