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THOR'S THUNDER

News & Views from Ensystex • ISSUE SEVEN •

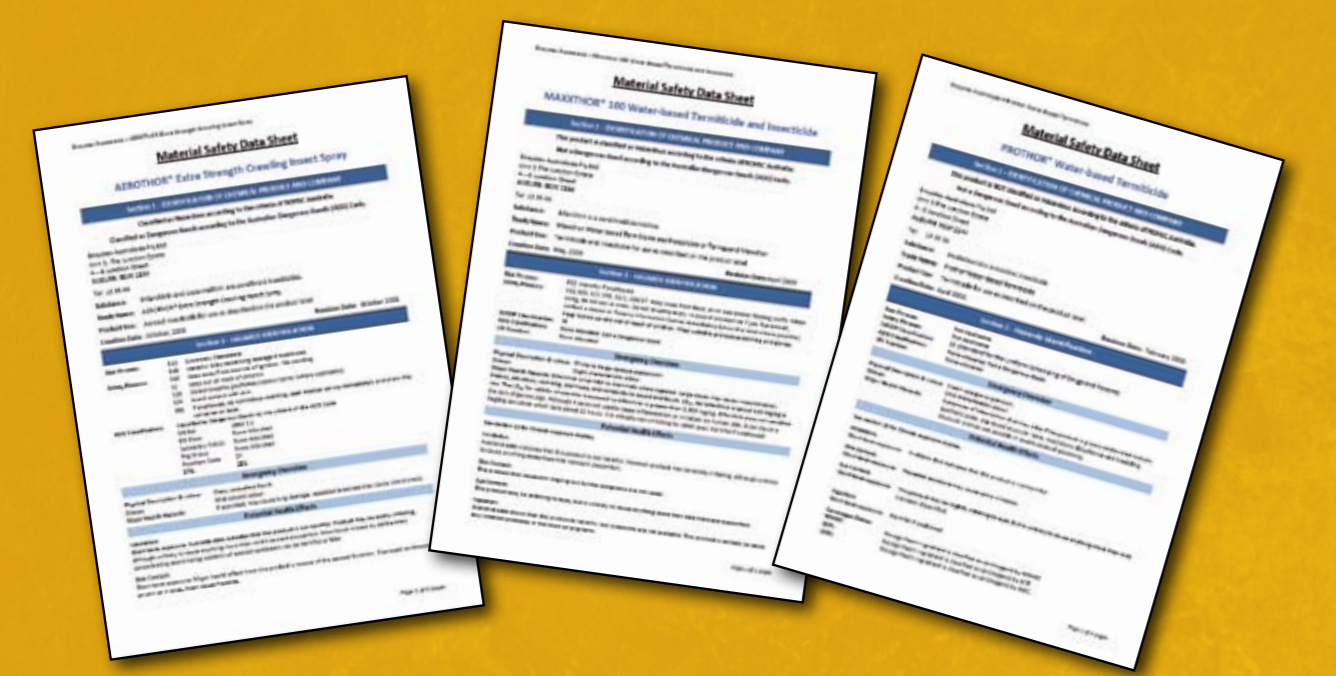
ARE YOUR MSDS CURRENT?

We all know the importance of maintaining up to date lists of Material Safety Data Sheets (MSDS) in our business. Did you know that a MSDS must be no older than five years to maintain currency? This means a MSDS must be reviewed by the manufacturer every five years as a minimum.

With recent changes to the international requirements for MSDS, Ensystex has done a review of all our MSDS. All comply with the latest international standard and the most

up to date version can always be found at our web site, www.ensystex.com.au. Click on the required product, and then choose the MSDS link to download the sheet.

In Section 1 – Identification of Chemical Product and Company, of each MSDS, you will see on the left, the original creation date of the MSDS; and on the right you will notice the Revision Date. This is the important date, when the MSDS was last revised. This must be within the last five years.



CUSTOMER SERVICE

It is well established that your telephone manner can have a significant impact on your sales results and customer attitudes to your business. The person who picks up the phone is the window to your business. Anyone who picks up the phone needs to realise that they are an important part of the entire relationship building process. To the consumer, they are the company. Whether a person is calling due to flying termites, ants trailing through the

living room or with questions about their current service, the telephone is a critical point of contact. Customer service needs to be more than just a word, it needs to be an integral part of your business, and proper telephone etiquette is an important aspect of this. Proper telephone etiquette is part of service excellence and the use of a few simple phrases can make a big difference. Try the following ways to improve how you deal with clients.



DON'T SAY...	INSTEAD TRY SAYING...
I don't know.	That's a great question. Let me find out for you.
We can't do that.	Here's what we can do...
You have to...	Here's what we need to do...
Just a second.	May I put you on hold for a minute while I check for you?
No.	Let's see what we can do...

PYRETHROID POTENTIATION



Cats can be more susceptible to pyrethroids

Potential refers to when a pesticide is made more toxic. This may be intentionally, e.g. when we use piperonyl butoxide with natural pyrethrins, we see a potentiation of the toxicity of the pyrethrins, making them more effective. This is also referred to as synergism.

More importantly though, as professional managers, you need to be aware of circumstances where potentiation might arise when it is not intended. A classic example of this is the potentiation effects when a pyrethroid and an organophosphate come together. Whilst organophosphates and carbamates are not widely used in our industry, they are used greatly in agriculture, and often in pet products. While pyrethroids on their own are relatively low toxic, this is not the case if they are potentiated by an organophosphate or a carbamate.

The effects of simultaneous pyrethroid insecticide and organophosphate exposure has been studied by a number of researchers who have shown that certain organophosphates will inhibit esterases, thus decreasing an organism's ability to detoxify pyrethroids. This results in greater than additive toxicity i.e. this is like saying 2 + 2 = 5. Similar toxic effects have been observed in exposures to pyrethroids and carbamates. Permethrin and the carbamate propoxur elicited greater than additive toxicity in the mosquito *Culex quinquefasciatus*. These greater than additive effects are attributed to the complementary modes of toxic action of these two insecticide classes, which act on different components of nerve impulse transmission.

You need to be very careful when using pyrethroids around domestic animals, especially cats. It is always wise to check if the owners are treating their animals with any insecticidal products. Cats can be more susceptible to pyrethroids, especially alpha-cyano pyrethroids. If the animal is being treated with an organophosphate there could be issues! Remember pet owners don't always read the labels, and therefore often overdose, thinking such a little amount can't work. A classic example is the use of Proban™, cythioate. This is registered for use on cats in Australia at a ¼ tablet per 5kg, to be given twice a week. We have come across reports of vets recommending ½ a tablet every other day! In these instances contact with pyrethroids can lead to potentiation and toxic effects that would not normally have occurred.

Similarly, if you still use chlopyrifos, then make sure you clean tanks very thoroughly before going to a pyrethroid.

A REMARKABLE DISCOVERY

ONE OF AUSTRALIA'S RAREST MAMMALS LOCATED AT PUNGALINA-SEVEN EMU

Australian Wildlife Conservancy field ecologists have made a remarkable discovery at Pungalina-Seven Emu, capturing one of Australia's rarest mammals – the Carpentarian False Antechinus. Several animals were caught on camera traps, and one individual captured in an Elliot trap, in rocky country on the edge of the escarpment. The Carpentarian False Antechinus, a small carnivorous marsupial, is listed as a threatened species by the Federal Government. However, this is not just any threatened species... discovered in 1905, the individual captured at Pungalina is only the 20th individual of this species ever recorded (and only the 5th on mainland Australia).

This is our most exciting biological discovery of the year, and highlights what a critically important place Pungalina-Seven Emu is for the conservation of Australia's unique wildlife. As mammal populations across northern Australia decline, AWC sanctuaries will, with effective land management, provide a vital refuge for species like the Carpentarian False Antechinus.

Ensynex has been supporting the AWC via sales of the Exterra Termite Interception and Baiting System. In the first six months alone \$84,470 has been raised and the current quarter sales will continue to add to this impressive total.



Carpentarian False Antechinus

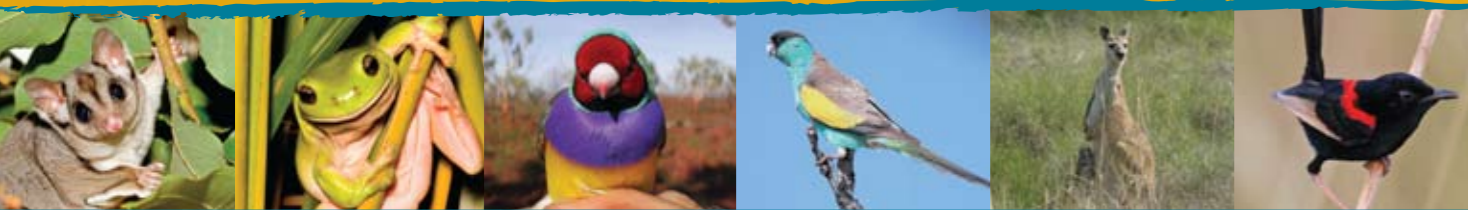


Caught on a camera trap



Pungalina-Seven Emu

Photography below courtesy of: Bruce Thompson, Dean Ingwersen, Ecopix, Jo Heathcote, Michael Morcombe and S. Murphy.



HACCP

MISCONCEPTIONS OF HACCP AND PEST CONTROL

There's much industry confusion about pest control and HACCP. Stories on HACCP and pest control are frustrating as we observe companies supplying misinformation for the sole purposes of income generation and blatant self-promotion. There are many fabrications and misrepresentations occurring, so here's a rundown on what not to believe.

- Many companies are marketing 'HACCP-compliant' pest control methods and equipment, with some gullible food manufacturers even convinced that their operations are HACCP compliant once they install insect light traps or sticky boards with this tag. Crazy, naive, idiotic, but true. This is false advertising.
- There's widespread belief that rodent baits, bait stations and other equipment have to be HACCP approved. This is simply not true.
- That food companies should only deal with pest control companies who themselves are HACCP certified. This is nonsense.
- That pest control is part of a HACCP programme. No, it isn't! Don't be surprised by this point. Let me clarify: pest control is a basic part of any food safety management system, but it is not part of HACCP; it is actually one of several pre-requisite programmes that form the foundation of HACCP, along with preventative maintenance, personnel hygiene, cleaning practices and good manufacturing practices. Pest control is not a CCP (critical control point) and if it's classed as one, then both it and the HACCP programme should be reviewed.



Rodent Stations



Insect Monitoring Stations

MINIMUM STANDARDS

Preventing problems from occurring is the paramount goal underlying any HACCP system. Seven basic principles are employed in the development of HACCP plans that meet the stated goal. *These principles include hazard analysis, Critical Control Point identification, establishing critical limits, monitoring procedures, corrective actions, verification procedures, and record-keeping and documentation.* Under such systems, if a deviation occurs indicating that control has been lost, the deviation is detected and appropriate steps are taken to reestablish control in a timely manner to assure that potentially hazardous products do not reach the consumer.

As safety concerns and HACCP compliance certification have become a top priority for the global food industry, expectations of the efficiency of pest control programmes have also increased. It is up to pest control companies themselves to set minimum standards of pest control in the food industry. HACCP itself is a systematic, preventive approach to food safety. It is not a legislated approach with HACCP approval systems. It is only concerned with food safety. It is simply an approach for addressing physical, chemical and biological hazards, with the emphasis on prevention rather than finished product inspection.

Pest control can only become a critical control point if it is risking the food! This of course should never occur.

ESTABLISHING SAFER METHODS

Cardboard and/or open bait stations are something of the past! Rodenticides must be placed in tamper-resistant, heavy-duty plastic bait stations. The bait and station should also be anchored, numbered and marked on a schematic diagram. Their placement, too, must reduce the possibility of rodents entering from outside. The use of toxic bait inside a factory is not acceptable. Many types of bait stations are available and while they may look like just a box with two holes, a huge

amount of research has gone into them and is ongoing to create the 'perfect' bait station.

The key point here is that there is no official system for certifying a station for HACCP.

MONITORING SYSTEMS

Years ago insecticidal sprays were applied haphazardly and served little purpose. Today the application of pesticides is frequently limited to areas verified by pheromone traps. If a pesticide has to be used, confirmation that it's approved by the APVMA is critical, and that a current MSDS is held. Some manufacturers will require additional approval under AQIS if the product is to be used in an Export Meat Plant.

Insect light traps are also used to establish population levels. These monitoring devices must be maintained and cleared regularly so as to ensure the unit is always working optimally. Placement, too, is vital to ensure the unit attracts insects to its full potential.

REPORTING

Data generated by pest control operators can be used to fine-tune any food safety programme and it should be documented on a spread sheet for easy interpretation. For instance, information from insect traps can determine whether the facility's closed-door policy is adhered to by night-shift staff. Rodent activity trends can establish if an infestation originated from a supplier or from a resident population, with stock control documentation used to cross reference the dates of product arrival and the rodent activity. Further, the logging of chemicals would be helpful during any legal disputes over residues.

