



In what seems like the blink of an eye, we witnessed the passing of 2006 and now face all the hopes, fears, opportunities and challenges of 2007. I am certainly reminded that time is short and it waits for no man. That is why I sincerely wish that we will make the most of this new year and succeed in carrying out our plans for the next 12 months. We certainly owe it to our members to do so.

## Our Future Rests on the commitment of our Exco's shoulder.

Besides carrying out our plans, it is vital for us to always consider the future of our members as an Association. In our case, the success or failure as well as future viability of our Association depends solely on our Exco & Members. That's why I stress how important it is for us to gather during Exco meetings for the progress of the Association. Without the Exco's serious attendance and participation, the future of the members is at stake!

To underscore this, allow me to remind members on the coming 13 Annual General Meeting (AGM) to be held on 21 April, 2007. This year's AGM is especially important since it is an election year. All active members will have the privilege to vote in the new Exco for a 2 year term. (2007-2009)

Firstly, I urge all active members with a passion and vision for the growth of the Association to come forward and offer themselves to serve in the various capacities in the Association.

Secondly, I strongly beseech every one to carefully pray and ask God to bestow us His wisdom and continue to lead us in choosing the right and capable leaders.

## Linking with our Past.

Even as we consider the future, we must never forget our past or from where we begun. We benefited greatly from the wisdom, experience and achievements of those who had served the Association selflessly and sacrificially. To nurture this link we must continue to interact with all our former Exco members and those who have left the Association. It was them who had laid a sound foundation for the present leaders to uphold the banner of PCAM. Without them, we may still be in doldrums and struggling for a foothold yearning for a vivid direction. My belief is that it was the past which propels the present into the future.

## Our Present Strength.

Even as we discuss matters pertaining to our past and our future, we must also concentrate on our present.

Two such areas that all of us really need to focus better on are in the areas of membership expansion and communications. In this age of information technology, dissemination of vital urgent news and updating members are of paramount importance.

Time and again, the Exco & members have been exhorted to execute expansionary strategies but sadly, not all heeded the call. In 2006, PCAM only managed to register (1) new member and revive (zero) old members. Surely, this is far below our capacity and our passion for greater heights? Or could it be due to complacency, self-glorification or self gratification, believing that we ought to pat one another for the work we have performed?

The Association exists to reach to more Pest Control People who may be lost or who do not know the the professionalism and standards required by the Pest Control Industry. We have to create more avenues and activities to reach the unjoined Pest Control Operators in more dynamic ways and in a format that members understood and can rejoice.

I urge all the members and captains in the Pest Control Industry to remember the vital role they can play in encouraging all members to play their part in expanding the Pest Control fraternity. Let's not forget the Association's objective or take it too lightly as we face more and more adversities and challenges from within and without.

## And Finally.....

I pray that all of us will be shining examples of perseverance. Never forget that we are surrounded by a wall of witnesses - and that we might be the only representation that members know. I hope members will continue to trust our leadership or come forward positively to serve rather than just "mere lip service".

Please accept these humble words that I have shared with you as an encouragement to further strengthened the PCAM's objectives.

Let's look forward to an excellent 2007! God bless you all.



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Tanah tapak pembinaan 建築地基	Sebelum pembinaan 建築前  Anai-anai 白蟻 ( <i>Coptotermes formosanus</i> )	25 ml 毫升	Rintangan melintang : semburkan 4 liter bancuhan setiap satu meter persegi. Jika tanah mengandungi batu atau bahan yang kasar, semburkan 5.5 liter bancuhan setiap satu meter persegi. 橫面防禦：每平方公尺施 4 公升藥液。如粗質土或砂質土則每平方公尺施 5.5 公升藥液。 Rintangan tegak : semburkan 15 liter bancuhan pada setiap 3 linear meter sedalam 30 cm. 垂直防禦：每相隔 3 公尺，把 15 公升藥液注入深約 30 公分之土地內。
	Selepas pembinaan 建築後  Anai-anai 白蟻 ( <i>Coptotermes formosanus</i> )	25 ml 毫升	Buatkan lubang-lubang suntikan dengan jarak 40-60 cm di antara setiap lubang. Suntikkan 5 liter bancuhan larutan setiap meter panjang tapak bangunan berkenaan. 每 40-60 公分鑽噴射洞。每公尺的建築地基用 5 公升藥液。

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## EDITOR'S NOTE

A N D R O O S U N G

### Pest News beyond borders

#### Majlis Perbandaran Subang Jaya (MPSJ) – Local Council Very important issue for members to stand by PCAM

It appears the council (MPSJ) has come up with another requirement for Pest Control Operators (PCOs) before they can be on the council's panel. The council has imposed a RM5,000 bond on the PCOs. To date, only a handful PCOs were registered with the panel. It is believed among the handful were companies who were part of the earlier controversial consortium which MPSJ wanted to set-up 5 months ago!

The PCOs were told that they could be in the panel as long as they are members of the Pesticide Board. However, those registered with the Pesticide Board still have problems registering with the panel. Many PCOs were wondering why MPSJ took so long to response to their panel application. They were told by MPSJ that their application requires further documentation. Upon checking, the MPSJ made a ruling to impose a RM5,000 mandatory bond payment.

MPSJ's reasons for the bond payment imposition.

- To ensure the PCOs is responsible and committed to their customers.
- To use the deposits to carry out damage-control works when the PCOs fail to perform their services efficiently.
- To top-up the deposits as and when required if MPSJ deem necessary to fine the PCOs for shoddy or unsatisfactory performances.

After the Pest Control Consortium created by MPSJ has been stopped and over-ruled by the Selangor Menteri Besar in September, 2006 PCOs agreed to comply and register to be on the panel of MPSJ out of respect for the Menteri Besar. However, with the imposition of the performance bond of RM5,000 by MPSJ, PCOs were again unhappy over such a ruling.

The PCOs felt that there weren't any need in the first place for them to register with the council (MPSJ) or need to comply with its conditions because:-

- The PCOs are not the council's contractors
- The PCOs's services are not paid by the council.
- The public are the customers who engage and pay the PCOs
- The customers have the prerogative to choose their own pest controllers

Questions to ponder:

1. Any regulations or ordinances enacted, there must be specific citations, interpretations and penalties clearly spelt out by which an offender can be brought to book.  
**IS MPSJ THE AUTHORITY TO IMPOSE SUCH A RULING?**
2. If it is within the by-laws of the local governments, there should be a blanket ruling for all businesses. **THEN WHY DOES MPSJ HAS SUCH A RULING FOR PEST CONTROL OPERATORS AND NOT OTHERS?**

### PCAM EXCO 2005 - 2007

<b>President</b> Ang Tan Loong	<b>VP Membership</b> Lim Hoong Fatt	<b>VP Project Development</b> Johnny Ooi Juan Lee	<b>Committee Members</b> Edward Gana Francis Ho Stephen Liu Gan Wilson Shubhi bin Abdul Chong Yee Seng
<b>Deputy President</b> Wahid Udin Ali	<b>Hon. Member</b> Professor Dr. Lee Chow-Yang	<b>VP Communication</b> Azlina Bte Amran	
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<b>Hon. Treasurer</b> Christopher Lim			



# PCAM Education & Training Center

## REPORT ON "EFFECTIVE CUSTOMER CARE & SERVICE SKILLS PROGRAM" ORGANIZED BY PCAM - 22 NOVEMBER, 2006

The program aims to equip members' staff with soft skill techniques that will assist in understanding customers' expectations. That is the utmost priority of any company – to satisfy the end customer.

### COURSE OBJECTIVE:

- How to get your staff to provide best customer service
- Customer service skill can increase company's value and advance staff career

### TOPICS COVERED:

- Defining Customer Service
- Meeting Customer Expectations
- Setting Goals & Targets
- Communication Skills for Excellent Customer Service
- Fundamental techniques for handling People
- Turning complaints into Opportunities
- 2 tools for dealing with Difficult People
- 7 steps to Customer Problem Solving
- Resolving Conflict
- De-stress Options you can use Right Now!
- A Personal Action Plan

### WHO BENEFITED?

(26 participants attended)

1. All staff dealing with customers
2. Front-line customer service staff
3. Telesales, receptionist and operators
4. Marketing and Sales Staff, marketeers
5. Staff handling customers like technicians, drivers, junior staff etc.

### PROGRAM IMPACT

- Change staff attitudes & work behaviour
- Attaining a first & lasting impression on customers
- Dressing for 'Warmth' feeling & make customers feel at ease
- Collection of feedback, referral & data for corporate planning

### PROGRAM EXPERTISE

**Mr Joseph Miranda** CIM,UK.Dip.OHSA,Aust. He is currently a Mentor, Consultant and Corporate Facilitator for many commercial houses.

Please **FEEDBACK** programs/courses that you would like PCAM to organize? Just e-mail to [pcam@streamyx.com](mailto:pcam@streamyx.com) or [pcam@tm.net.my](mailto:pcam@tm.net.my) or fax to us : **03-9274 0288**



2 participants - Life demonstration on Effective Customer Care & Service.



Our regular supporter: Mr Wan Kong Meng of Aneka Pest receiving his certificate.



Another 2 participants practising on Customer Service principles.



Trainer Mr Joseph encouraging Puan Wan of Stopest (M) Sdn Bhd to participate.



Trainer Mr Joseph sharing the finer points to the Participants.



Group photo "Effective Customer Care & Service".





Happy CIDB participant wearing his helmet to collect his certificate.



Mr Fong Kim Hon of Foggers Marketing receiving his helmet.



Mr Cheong of Brussia Corp. Brunei, receiving his helmet.



CIDB participants listened attentively to the trainer.



Mr Ashby Foo of Entopest receiving his CIDB certificate.



Anita William of M'sian Pest Control, the only lady participant.

# REPORT ON CONSTRUCTION & INDUSTRY DEVELOPMENT BOARD (CIDB) PROGRAM ORGANIZED BY PCAM ON 31 JANUARY, 2007 - NUMBER OF PARTICIPANTS: 37

## PROGRAM OBJECTIVE:

- To meet the legislative requirement of CIDB
- To achieve the Green Card Status

## PROGRAM TOPICS: Synopsis:-

1. Overview of the pertinent Rules & Regulations of CIDB.
2. Understanding of the safety requirements at the Construction site on:
  - Housekeeping & Cleanliness
  - Fire prevention & fire safety
  - Electricity at site
  - Portable power tools, ladder, crane, hoist
  - Excavation & scaffolding
  - Work at height
  - Welfare facilities
  - Site Transport
3. Usage of Personnel Protective equipment.
4. Safety Procedures when entering confined space.
5. Manual handling of goods and equipment.
6. Safety Precaution when handling chemical, dust & fumes.
7. Reporting and handling accident cases.

## WHO SHOULD ATTEND?

Any staff/personnel of Pest Control Contractors who perform & carry out duties, supervision & management in the scope of work in the premises of their respective clients in the Construction Industry

## PROGRAM BENEFITS

- Be aware & understand the safety rules when in the client's premise
- Meet the standards and compliance of CIDB
- Participants received CIDB Safety guide book & training materials
- Green card, Certificate of Compliance, & free CIDB Helmet
- Perlindungan Takaful – Special Insurance coverage which NIOSH certificate does not cover.

## PROGRAM EXPERTISE

Sarjeet Singh, Certified Niosh & CIDB Trainer



CIDB Group Photo.



# PCAM Announcement

1. Coming AGM in April, 2007 (Election year).
2. Active Members need to renew their subscriptions, current and arrears, in order to exercise their voting rights in the AGM.
3. Kindly update your company's address, contact nos & e-mails etc. to PCAM as some e-mails and postal addresses have been rejected.
4. The Executive Committee (Exco) have invited 2 new faces to serve in the Exco effective from 1st January, 2007. They are Mr Chong Yee Seng of Wood Pecker and Mr Shubhi bin Abdul of Ochre Pest Control. Total number of Exco members now stand at 13 out of the allowable 15 in the constitution.



## Proposed AIB International Inc. Seminar/Workshop -

**Target date** : End of May 2007: 2 full days

**Trainer** : Deryck Tremble - Regional General Manager - Europe (AIB International, UK)  
Speaker @ Pest Summit 2006, Singapore  
- The importance of HACCP to the food industry  
- Food Safety Auditing in year 2006

### Contents

1. Integrated Pest Management: (IPM)
2. Hazard Analysis Critical Control Points Program (HACCP)

### Objectives

- The Pest Practitioners become experts at pest issue and food related establishments
  - Be able to conduct basic audit and monitoring
  - Be able to use IPM techniques with special reference to HACCP
- The workshop is pitched at professional level, aiming at pest situations special to the food industry

### Exams & Certificates:

The seminar/workshop will lead to a valid certificate relevant and useful for the food industry. Those who pass will qualify for a certificate while those do not make it will be given letters acknowledging their attendance.

### Both associations:

PCAM & SPMA are keen to organize this event that could potentially raise the quality of the pest management standards in the food & food related industries.

### Registration:

Contact PCAM for more details:

Tel : 603-9274 7288  
Fax : 603-9274 0288  
E-mail : [pcam@tm.net.my](mailto:pcam@tm.net.my)  
[pcam@streamyx.com](mailto:pcam@streamyx.com)







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- Waterbased SC formulation.

**DIRECTIONS OF USE:** Premise 200SC is a nicotinoid insecticide which acts as a contact and stomach poison. Any usage not in accordance to label is an offence.

To protect wood from termite infestation.

Material	Pest	Usage Rate 10 litres water	Method of Treatment
Timber	Termite ( <i>Coptotermes curvignathus</i> )	13 ml	Spray or paint surface of dried timber or soak in mixture for 30 minutes.

To protect building foundation against termite attack.

Site	Pest	Usage Rate 10 litres water	Method of Treatment
Foundation site/Floor surface.	Termite ( <i>Coptotermes curvignathus</i> )	13 - 25 ml	Spray at 5 litres/m <sup>2</sup> . Spray onto foundation before installing floor slabs. Use the higher rate for longer protection.

To protect building site and floor surfaces.

Post-construction place	Pest	Usage Rate 10 litres water	Method of Treatment
Building foundation site/Floor	Termite ( <i>Coptotermes curvignathus</i> )	13 - 25 ml	Drill holes 50cm apart along the wall, 15cm away from walls. Pump into each hole 5 - 6 litres of the solution. Use the higher rate for longer protection.

**Remarks:**

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