

PestWorldEast

23-24 April 2012

CROWNE PLAZA DUBAI
DUBAI, UNITED ARAB EMIRATES

MONDAY, 23 APRIL

7:00 a.m. – 5:00 p.m.

Registration

8:00 a.m. – 8:30 a.m.

Continental Breakfast

8:30 a.m. – 9:00 a.m.

Welcome and Opening Remarks

Rob Lederer, Executive Vice President, National Pest Management Association, Fairfax, Virginia, USA; Hani Shehadeh, Regional Director, Ecovar, Dubai, UAE

9:00 a.m. – 10:00 a.m.

Bed Bug Biology and Behavior

Dr. Harold Harlan, Armed Forces Pest Management Board, Silver Spring, MD, USA

Bed bugs are on the rise worldwide. One of the keys to developing a successful bed bug management plan for your customers is to understand the key biology and behaviors that make this pest so difficult to control.

10:00 a.m. – 10:30 a.m.

Refreshment Break in the Exhibits Area

10:30 a.m. – 11:15 a.m.

Regional Challenges Associated with Bed Bug Services

Dinesh Ramachandran, National Pest Control, Dubai, UAE

This session will focus on the local challenges faced by pest management firms when performing bed bug services and solutions that result in success. Find out how companies in your region are dealing with the bed bug crisis and learn about “real world” approaches to bed bug management.

11:15 a.m. – 12:00 Noon

Hands-On Demonstration of Bed Bug Management Techniques

Jim Fredericks, National Pest Management Association, Fairfax, Virginia, USA; Dr. Faith Oi, University of Florida, Gainesville, Florida, USA

In this unique, interactive demonstration, you will be able to observe a simulated bed bug treatment in a simulated bedroom. This is your chance to learn

new tips for control, ask questions and interact with experts in bed bug treatment methods in a “hands on” environment.

12:00 Noon – 1:30 p.m.

Lunch in the Exhibits Area

1:30 p.m. – 2:30 p.m.

What a Pest Management Professional Needs to Know About Today's Food Safety Requirements

Deryck Tremble, AIB International, Leatherhead, Surrey, United Kingdom

This session will cover the very high standards that are required in today's food industry and provide a detailed review of common IPM issues that are found during audits, and what needs to be done to resolve them. Following this talk your firm will be better prepared for audits in the future.

2:30 p.m. – 3:30 p.m.

Identification and Control of Common Filth Flies

Dr. Harold Harlan, Armed Forces Pest Management Board, Silver Spring, MD, USA

The first step in developing a treatment program for common flies is identification. Once the pest has been identified, a treatment program, tailored specifically for that fly can be implemented. Learn how to identify and control common filth flies like the house fly, blue bottle fly, stable flies, drain flies, phorid flies and others in this highly informative session.

3:30 p.m. – 3:45 p.m.

Refreshment Break in the Exhibits Area

3:45 p.m. – 4:45 p.m.

Controlling Subterranean Termites in Structures Through an Integrated Pest Management Approach

Dr. Walid Kaakeh, Global Experts: Environmental and Agricultural Consultancy and Training, Al-Ain, UAE

Structural termite control is a challenging endeavor. Learn about local termite pests, the challenges that they present and successful termite management approaches from an industry expert with global experience.

4:45 p.m. – 5:45 p.m.

Understanding How Pesticides Work and Why It Matters to the Pest Management Professional

Dr. Faith Oi, University of Florida, Gainesville, Florida, USA

Understanding how insecticides work is extremely important when determining what product to choose for a job and how to apply it. In this session you will learn how the most common insecticides work and how this affects which types of products you choose for your pest management programs.

5:45 p.m. – 7:00 p.m.

Reception in the Exhibits Area

TUESDAY, 24 APRIL

7:30 a.m. – 8:30 a.m.

Continental Breakfast in the Exhibits Area

8:30 a.m. – 9:30 a.m.

Public Health Pests: The Role of the Pest Management Professional In Protecting Public Health

Dr. Harold Harlan, Armed Forces Pest Management Board, Silver Spring, MD; Motahar Hossain, Public Health Pest Control Section, Public Health Services Department, Dubai Municipality Engr. Murugan Pitchai, Eagle Environmental Services and Pest Control, Abu Dhabi, UAE

World Health Organization Speaker, TBD

One of the most important roles of the pest management professional is that of protector of public health. In this unique session, learn about the important public health pests affecting the region, the impact that they have on human health and methods that are being employed to provide effective control.

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9:30 a.m. – 10:30 a.m.

Options for Non-Lethal Bird Management

Ian Rowsby / Bruce Donoho, Bird B Gone

Pest birds are more than just a nuisance, they are unsanitary, can spread disease and damage property. In this session, learn about the tools, equipment and techniques that are available to the pest management professional seeking to develop an effective and humane integrated bird management program.

10:30 a.m. – 11:00 a.m.

Refreshment Break in the Exhibits Area

11:00 a.m. -12:00 Noon

Biology Behavior and Control of German Cockroaches Using IPM Techniques

Dr. Faith Oi, University of Florida, Gainesville, Florida, USA

German cockroaches are a ubiquitous pest that plagues homes and businesses around the globe. Learn about how the behaviors of this pest influence the methods that pest management professionals use for control. Integrated pest management techniques and the most up to date options for control will be discussed in this informative session.

12:00 Noon – 1:00 p.m.

Increasing Professionalism and Managing Client Expectations to Ensure Client Cooperation

Sean Baker, National Pest Control, Dubai, UAE; Michel Bayoud, Boecker Public Health, Beirut, Lebanon; David Burgess / Fadi El-Fakhouri, Pestfree, Abu Dhabi, UAE; Anil Rau, PCI, Mumbai, India

Pest control clients want results quickly. Unfortunately, the solution to their pest problem may take longer than they anticipate. Effectively managing your clients expectations will lead to a greater level of customer satisfaction and cooperation. Hear from regional leaders as they share their experiences on how their businesses have implemented programs to successfully manage client expectations, providing a greater level of customer satisfaction.

HOTEL INFORMATION

This year's event will take place at the Crowne Plaza Dubai Sheikh Zayed, which is just a short shuttle ride away from the famous Dubai Mall or the extraordinary Burj Khalifa, the tallest structure in the world at 828 m (2,717').

RESERVE YOUR ROOM TODAY by visiting:

www.npmapestworld.org/events/pweast.cfm



REGISTRATION FORM

PestWorldEast

23-24 April, 2012

Crowne Plaza Dubai | Dubai, United Arab Emirates

THREE WAYS TO REGISTER

FAX: 001 703 352 3031 or 00 9714 328-5377

ONLINE: [Click Here to Register](#)

E-MAIL: hani@ecovargroup.com or dstumpf@pestworld.org

Your name will appear exactly as indicated on this form, so please print or type all information. One registration per person and spouse. Photocopies are acceptable.

First Name: _____ Family Name: _____

Company: _____

Address: _____

City: _____ Country: _____ Postal Code: _____

Phone: _____ Fax : _____

E-mail: _____

RATE CALCULATOR (Note: Rates increase on-site.)

| | REGISTRATION FEE | NUMBER OF REGISTRANTS | AMOUNT |
|---------------------|--|-----------------------|-----------|
| 1st Attendee | <input type="checkbox"/> \$215 USD (790 AED) | × | = \$ |
| 2nd-4th Attendees | <input type="checkbox"/> \$200 USD (735 AED) | × | = \$ |
| Each Add'l Attendee | <input type="checkbox"/> \$185 USD (680 AED) | × | = \$ |
| GRAND TOTAL | | | \$ |

METHOD OF PAYMENT

Select one: Check (Check # _____) Payable to NPMA (in U.S. dollars, drawn on a U.S. bank)
 Credit Card: Visa MasterCard

Credit Card Number: _____

Name on Card (please print): _____

Expiration Date: _____ Security Code: _____

Signature: _____

Registration fees must accompany this form or registration will not be processed. All checks should be made payable to NPMA, and must be in U.S. dollars, drawn on a U.S. bank. If you fax this registration form, DO NOT MAIL A DUPLICATE COPY. Full registration fees include access to all educational sessions, exhibit hall, general sessions, and social functions associated with the conference. Fees do NOT include travel, hotel or optional tours. All cancellations and refund requests must be received in writing. After 18 April, all registrations will be onsite. If your registration is received after 18 April, it will not be processed until you arrive at the forum.

Questions?

Contact NPMA at 001 703 352 6762 or e-mail npma@pestworld.org.

