From: [redacted]@uk.issworld.com>
Sent: 14 January 2026 14:20
To: [redacted]@northernrailway.co.uk>
Cc: [redacted]@uk.issworld.com>
Subject: FW: Bird Management - Complaint

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Hi [redacted]

I have shared below Ecolab formal response, they have indeed taken this very serious hence the escalation to the USA, however I do not believe they or we are at fault on this occasion.

Feel free to review and we can setup a call if required.

Kindest regards

[redacted]

[redacted]
[redacted]
ISS Facilities Services Government - Northern Trains
[redacted]
,
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PEOPLE MAKE PLACES

ISS Classification - Restricted External

From: [redacted]@ecolab.com>
Sent: 14 January 2026 10:21
To: [redacted]@uk.issworld.com>; [redacted]
[redacted]@ecolab.com>
Subject: Re: Bird Management - Complaint
Importance: High

Good morning [redacted]

Thanks for your time on the call yesterday regarding the email below.

As discussed, Ecolab follow government legislation when undertaking all our works as it heavily involves all matters of wildlife.

The pigeon group who has contacted you have expressed their concern regarding birds they claim to have found wounded after our shoots and they therefore believe that this means we're breaking the wildlife and countryside act.

We follow the GL41 licence to use lethal force against Feral pigeons as a last resort at Manchester Victoria.

We have looked at all other reasonable avenues to mitigate the health and safety risk caused by the birds and this is a last option.

As we are following the GL41 guidelines which you can find here https://www.gov.uk/government/publications/wild-birds-licence-to-kill-or-take-for-public-health-or-safety-gl41/gl41-general-licence-to-kill-or-take-certain-species-of-wild-birds-to-preserve-public-health-or-public-safety

Kind regards

Sent from Outlook for Android