



Standard Licence Conditions

Zoo Licensing Act 1981

1.0 PROVISION OF FOOD AND WATER

- 1.1 Food provided must be presented in an appropriate manner and must be of the nutritive value, quantity, quality and variety for the species, and its condition, size and physiological, reproductive and health status.
- 1.2 Fresh, clean drinking water of sufficient quantity must be available at all times for all animals requiring it.
- 1.3 Supplies of food and drink to be kept and prepared under hygienic conditions, in particular –
- a) Food and drink must be protected against dampness, deterioration, mould or from contamination by insects, birds, vermin or other pests;
 - b) Supplies of perishable food and drink, other than those brought into the premises fresh on a daily basis, should be kept, where appropriate, under refrigeration;
 - c) Preparation of food and, where appropriate, drink should be undertaken in a separate area suitably designed and constructed, and used for no other purpose;
 - d) Staff should be instructed to observe strict standards of personal hygiene practice in the preparation of food, having due regard to the risk of cross contamination between equipment, utensils and surfaces;
 - e) Receptacles for food and drink should not be used for any other purposes.
- 1.4 The natural behaviour of the animals, particularly social aspects, should be considered when offering food and drink. Feeding and drinking receptacles, when used, should be of appropriate design and placed so as to be accessible and available to every animal kept in an enclosure.
- 1.5 Feeding methods should be safe for animals and staff.

- 1.6 Although the Protection of Animals Act 1911 to 1964 do not prohibit the feeding of animals with live prey, the live feeding of vertebrate prey should be avoided save in exceptional circumstances, and then only under veterinary advice. Where any live prey must be used, its welfare must be considered as well as any potential injury, which might be caused to the predator.
- 1.7 Food and drink, and feeding and drinking receptacles when used, should be placed in positions which minimise the risks of contamination from soiling by the animals, wild birds, rodents or other pests.
- 1.8 Food, water and other drinking receptacles, where used, should be regularly cleaned.
- 1.9 Self-feeders, where used, should be inspected twice daily to ensure that they are working effectively and do not contain caked or unfit food. Water lines should also be checked twice a day.
- 1.10 Uncontrolled feeding of animals by visitors should not be permitted. Where controlled feeding occurs. It should be on a selective basis only, with suitable food sold, provided or approved by the operator. The quantity supplied per day must be managed to avoid over feeding.
- 1.11 Uneaten food must be removed as appropriate to maintain hygiene.
- 1.12 Veterinary or other specialist advice in all aspects of nutrition must be obtained and followed.
- 1.13 A record of all diets must be maintained.

2.0 PROVISION OF A SUITABLE ENVIRONMENT

- 2.1 The temperature, ventilation, lighting (both levels and spectral distribution) and noise levels of enclosures must be suitable for the comfort and well-being of the particular species of animal at all times. In particular –
- a) Consideration must be given to the special needs of pregnant and newly-born animals;
 - b) Newly arrived imported animals should be allowed to become fully acclimatised into their new environment. In some cases, this may be a gradual process;
 - c) Tanks for aquatic animals need to be adequately aerated, according to the number kept in each tank, and must be heated or cooled according to the needs of the species. Environmental

- parameters (e.g. salinity, water quality) must be suitable for the species;
- d) Indoor housing must protect against extremes of sunlight, heat, draughts and cold, and provide appropriate humidity;
 - e) Where appropriate, salinity and other physical limits (e.g. water quality) must be suitable for the species.
- 2.2 Animals in outdoor enclosures must be provided with sufficient shelter for their comfort and well being. Refuge areas must be provided for nervous animals to escape the permanent gaze of the public. Enclosure must also be designed to allow for animals' normal defence reactions and appropriate 'flight' or escape distances.
- 2.3 Enclosures and barriers to enclosures must be maintained in a condition, which presents no likelihood of harm to animals. In particular:
- a) Any defect noted in an enclosure barrier or in any appliances or equipment within animal enclosures likely to cause harm must be repaired, or replaced or the animal relocated immediately and recorded on keepers' daily record sheets;
 - b) Any defect likely to cause harm to animals must be rectified at once. If this is not possible, the animals should be removed from the possibility of any contact with the source of the danger until rectified;
 - c) Any vegetation capable of harming animals must be kept out of reach;
 - d) Water-filled and dry moats used for the confinement of animals must provide a means of escape back to the enclosure for animals falling into them;
 - e) Any natural materials (e.g. plants and their products, such as seeds or fruit) or any introduced non-natural materials (e.g. paint, chemicals, treated substrates and treated water) should be assessed for toxicity to the species held before use.
- 2.4 All plant and fixed equipment, including electrical apparatus, must be installed and maintained in such a way that they do not present a hazard to animals, and their safe operation cannot be disrupted by them.
- 2.5 Where environmental quality is dependent on external utilities, adequate backup facilities must exist in case of failure.
- 2.6 Adequate provision must be made for servicing, maintenance and uninterrupted operation of life-support systems.

- 2.7 Tools and other portable equipment must not be left unattended in places where they could cause animals harm, provide a means of escape, or serve as missiles.
- 2.8 Rubbish likely to cause harm in animal enclosures must be cleared as soon as possible.
- 2.9 Proper standards of hygiene, both in the personal hygiene of staff and in enclosures and treatment rooms should be maintained. In particular:
- a) Special attention must be given to the management and appropriate cleaning of enclosures and equipment within them, to reduce the risk of disease. In the case of aquatic animals, there should be regular monitoring of water quality;
 - b) Suitable cleaning agents must be readily available, along with supplies of water and the appropriate safe means to apply them;
 - c) Veterinary advice must be obtained and followed regarding the routine cleaning and sanitation requirements of enclosures or other areas. Particular care must be taken if an infectious disease is identified in any animal.
- 2.10 The drainage of all enclosures should be capable of removing efficiently all excess water.
- 2.11 Any open drains, other than those carrying surface water, must be outside enclosures.

3.0 PROVISION OF ANIMAL HEALTH CARE

Routine Observation

- 3.1 The condition, health and behaviour of all animals should be checked at least twice daily by the person or persons in direct charge or their care.
- 3.2 Any animals, which give cause for concern, must be thoroughly assessed as to whether they are unduly distressed, sick or injured. Where necessary they must receive immediate attention and treatment.
- 3.3 A daily record must be kept by the person or persons in direct charge of the animals, indicating changes to the prescribed diet, health checks carried out, and any unusual behaviour or activity or other problems, and remedial actions taken.

Enclosures

- 3.4 Enclosures must be of a size and design, and animals must be so managed as to:
- a) Avoid animals within herds or groups being unduly dominated by individuals;
 - b) Avoid the risk of persistent and unresolved conflict between herd or group members. Or between different species or age groups in mixed exhibits;
 - c) Ensure that the physical carrying capacity of the enclosures and/or system is not over-burdened;
 - d) Prevent an uncontrolled build-up or spread of parasites and other pathogens;
 - e) Remove any refuse and allow drainage of waster water.
- 3.5 Trees within or near animal enclosures must be regularly inspected and lopped or felled as necessary to avoid animals being harmed by falling branches, toxicity or trauma. Trees and climbing plants must be pruned to prevent their aiding animal escape.
- 3.6 Distance or barriers between animals between enclosures and visitors must be sufficient to minimise transmission of disease or potential pathogens.

Veterinary Care

- 3.7 A comprehensive programme of care must be established and maintained under the supervision of a veterinary surgeon who is familiar with current practice in the care of zoo animals, particularly in the types maintained in the collection. He or she must make arrangements to meet the ethical responsibilities of veterinary cover, set out in Guide to Professional Conduct of the Royal College of Veterinary Surgeons
- 3.8 Where a zoo uses a local veterinary practice for basic cover, supported by a specialist (or a specialist supported by a local veterinary practice), adequate arrangements must be made to allow early contact and discussion between all parties whenever necessary, and particularly for emergency cases.
- 3.9 The veterinary surgeon should be responsible for, or actively involved in, the following: -
- a) Routine inspections of the collections;
 - b) Directing or carrying out treatment of all sick animals;
 - c) Administration of vaccines, worming and other aspects of preventive medicine;

- d) Health monitoring of animals including submission of blood and other samples for laboratory examination;
 - e) Safe and proper collection, preparation and dispatch of diagnostic and other samples. (Where these tasks are to be carried out by someone other than the veterinary surgeon, a suitably qualified or appropriately trained member of zoo staff should be nominated to carry out the task e.g. a laboratory technician or veterinary nurse);
 - f) Training of zoo personnel in health and hygiene;
 - g) Ensuring that post-mortem examinations of animals are carried out where necessary;
 - h) Supervision of quarantine premises and other such tasks required by law or as part of good zoo veterinary practice;
 - i) The nutrition and the design of diets;
 - j) Planning and exhibit design;
 - k) The establishment of written procedures to be followed in the event of the accidental use of dangerous drugs.
- 3.10 The level of veterinary facilities must be consistent with the welfare needs of the animals.
- 3.11 Comprehensive records must be kept – where possible on computer – and be made available to Inspectors covering the following:
- a) Preventive medicine;
 - b) Clinical medicine and surgery;
 - c) Pathological findings from ante-mortem testing. Results of post-mortem examination and testing.
- 3.12 There must be systems for regular review, by the relevant veterinary and curatorial staff, of clinical, behavioural and pathological records and mortality. Husbandry and preventive medical practices must be reviewed where problems become apparent.
- 3.13 Zoo management must ensure that the zoo, or a local hospital, or their veterinarian has readily available antidotes to potentially toxic veterinary products used at the zoo.
- 3.14 A member of staff must be readily available at all times to take decisions regarding the euthanasia of sick animals on veterinary advice. There must be provisions of an effective humane method of euthanasia and standard written protocols should be set down.
- 3.15 Adequate facilities must be available either at the zoo or within a reasonable distance for the post-mortem examination of all species held at the zoo.

- 3.16 Dead animals must be handled in a way, which minimises the risk of transmission of infection.
- 3.17 Animals that die at the zoo should be examined post-mortem in accordance with veterinary advice. Where appropriate, samples for diagnosis or health monitoring should be taken for laboratory examination.
- 3.18 Retained samples must be stored in conditions advised by the veterinary surgeon and away from animal feeding substance. The establishment of a reference collection should be encouraged.

Isolation & Containment

- 3.19 Dedicated accommodation, off-show where necessary, should be available for the isolation and examination of newly arrived animals, and for the quarantine and care of unduly distressed, sick or injured animals.
- 3.20 Facilities should be available for hand-rearing and nursing animals.
- 3.21 Newly – arrived animals should be kept isolated as long as is necessary to ensure proper examination, acclimatisation and quarantine before introduction to other animals in the collection.
- 3.22 Particular attention must be paid to hygiene in the quarters where isolated or quarantined animals are kept.
- 3.23 Protective clothing and utensils used by staff in the isolation area must be used, cleaned and stored only in that area.

Sanitation and Control of Disease

- 3.24 Clinical waste and refuse must be regularly removed and disposed of in a manner approved by the Local Authority.
- 3.25 A safe and effective programme for the control or deterrence of pests and vermin and where necessary predators, must be established and maintained throughout the zoo.
- 3.26 Health risks posed by the use of power hoses on animal waste must be minimised.
- 3.27 Staff must be instructed to report in confidence any medical condition or disability which might affect his/her capacity to manage the animals in a safe and competent manner.

Specialist Techniques

3.28 Specialist techniques used on animals to make them safe for exhibit or to allow them to be exhibited in a particular way (e.g. pinioning waterfowl) must be kept under continual review. Current legislation or codes of practice must be followed.

4.0 PROVISION OF OPPORTUNITY TO EXPRESS MOST NORMAL BEHAVIOUR

4.1 Captive breeding should be encouraged where appropriate and a policy should exist covering all species kept, and be subject to continual review. Appropriate control measures should be put in place to prevent over population.

4.2 Zoos must consult fully and keep up-to-date information on biology and husbandry, especially when considering the keeping of species that they have not housed before, or when planning new housing for species already kept.

4.3 Accommodation should take account of the natural habitat of the species and seek to meet the physiological and psychological needs of the animal.

4.4 Enclosures should be equipped in accordance with the needs of the animals with bedding material, branchwork, burrows, nesting boxes, pools, sub-strates and vegetation and other enrichment materials designed to aid and encourage normal behaviour patterns and minimise any abnormal behaviour. Facilities must take into account growth in animals and must be capable of satisfactorily providing for their needs at all stages of their growth and development.

4.5 Animals of social species should normally be maintained in compatible social groups. They should only be kept isolated for the benefit of the conservation and welfare needs of the group, and where this is not detrimental to the individual specimen.

4.6 Animals of different taxa should not normally be allowed to inter-breed. Where practised for justifiable reasons, it should never compromise the genetic integrity of animals within a managed conservation breeding programme.

4.7 Where a hybrid animal is transferred to another collection, the recipient organisation must be informed that the animal is a hybrid. If practical, the animal should be permanently sterilised prior to transfer.

5.0 PROVISION OF PROTECTION FROM FEAR AND DISTRESS

- 5.1 Animals must be handled and managed only by, or under the supervision of, appropriately qualified or experienced staff. Handling must be done with care, in order to protect the animals' well-being, and avoid unnecessary discomfort, stress or physical harm.
- 5.2 Any direct physical contact between animals and the visiting public must only be for restricted periods of time and under conditions consistent with animals' welfare, and not likely to lead to their discomfort
- 5.3 Animals must not be provoked for the benefit of the viewing public.
- 5.4 Animals which may interact in an excessively stressful way must not be maintained in close proximity.
- 5.5 Suitable, separate if appropriate, accommodation for pregnant animals and animals with young should be available in order to minimise unnecessary stress.
- 5.6 Animals temporarily accommodated away from others should not be separated for such a period of time that there would be difficulties in their re-introduction to the group.
- 5.7 Animals destined for rehabilitation (e.g. casualty animals) must not be on public display if this is likely to cause stress or compromise their eventual release.
- 5.8 Smoking by zoo staff and visitors must be prohibited except in designated areas.

6.0 TRANSPORTATION AND MOVEMENT OF LIVE ANIMALS

- 6.1 Surplus zoo stock should only be passed on to responsible persons who have the appropriate facilities, resources and expertise to ensure the welfare of the animals. Where necessary, the appropriate licences for the keeping and management of the species must be held.
- 6.2 Facilities suitable for lifting, crafting and transportation of all the types of animals kept within the Zoo to destinations both inside and outside the zoo should be readily available.
- 6.3 The Licensee must ensure that the Zoo is in compliance with the requirements of the Convention on International Trade in Endangered Species (CITES) which governs the import, export, sale and other commercial use – including display - of species listed on

its Appendices. Licensees must also ensure when animals are moved to accommodation outside the zoo that:

- a) Transport must confirm with all other current Regulations, including MAFF and IATA provisions.
- b) The accommodation the animal is being moved to, and the animals it is to be mixed with, must not compromise the welfare of that individual or the other animals.

6.4 Catching and transportation techniques must take account of the animal's temperament and escape behaviour in order to minimise injury, damage and distress.

6.5 Any animal taken outside the zoo must be in the personal possession of the operator of the zoo, or of competent persons acting on his/her behalf, and adequate provision must be made for its and the public's safety and well-being.

6.6 All animals taken outside the zoo must be kept securely at all times. Animals should be kept away from direct contact with persons other than the zoo operator or competent persons acting on his/her behalf, unless the zoo operator satisfied that the animal is not likely, when under control, to suffer distress or cause injury or to transmit or contract disease. Zoo operators should exercise caution and discretion in case of the removal of all animals from the zoo, since their behaviour may become less predictable when away from their usual enclosures.

7.0 CONSERVATION, EDUCATION AND RESEARCH

7.1 The Licensee must:

- a) Promote public education and awareness about biodiversity conservation. In particular, provide information about the species of wild animals kept in the zoo and their natural habitats.
- b) Accommodate and keep the animals in a manner consistent with the standards set out in the Secretary of State's Standards of Modern Zoo Practice.
- c) Prevent escapes and put in place measures to be taken in the event of any escapes or unauthorised release of animals.
- d) Introduce practical measures designed to prevent the intrusion of pests and vermin into the premises of the Zoo.

- e) Keep up-to-date records of the animals, including numbers of different animals, acquisitions, births, death, disposals and escapes, causes of deaths and the health of the animals.
- f) Participate in at least one of the following:
 - i) Research which benefits the conservation of wild animals
 - ii) Training in relevant conservation skills
 - iii) Exchanging information about the conservation of wild animals
 - iv) Breeding of wild animals in captivity
 - v) Repopulating an area with wild animals, or re-introducing wild animals

The Licensee must keep information to show how it has complied with this condition and supply it to the local authority upon request.

- 7.2 A zoo must have written education strategy and an active education programme.
- 7.3 Suitable facilities should be available for education purposes.
- 7.4 Accurate information about the species exhibited must be available. This should include, as a minimum, the species name (both scientific and common), its natural habitat, some of its biological characteristics and details of its conservation status.

8.0 PUBLIC SAFETY IN THE ZOO

General

- 8.1 A suitable and sufficient risk assessment should be undertaken where appropriate and significant findings have been acted upon and should be available for examination by the Inspector.

Enclosures

- 8.2 Other than when under the control of authorised staff, animals kept in the zoo must be maintained at all times in enclosures or, in the case of free-running animals, within the perimeter of the zoo.
- 8.3 All animals should be kept in enclosures so constructed as to avoid escape. Gates and doors to enclosures must be securely locked so as to prevent unauthorised opening.

- 8.4 Barriers must be designed, constructed and maintained to contain animals within enclosures. Enclosures must be free from any vegetation or other items, which would aid escape.
- 8.5 Gates and doors to enclosures must be at least strong, and as effective in containing the animals, as the rest of the enclosure carriers. In particular, gates and doors should be designed and maintained so as to prevent animals lifting them from their hinges or unfastening the securing device.
- 8.6 Gates and doors to animal enclosures where the public are admitted, and any enclosure or stand-off barrier, must be designed, constructed and maintained so as not to trap or otherwise injure visitors, particularly children or those with disabilities.
- 8.7 Animals, which can climb or jump should be kept in enclosures secure enough to prevent them from escaping. Digging or burrowing hazardous animals must be kept in enclosures so constructed as to avoid escape underneath barriers.
- 8.8 Viewing panels used in enclosures should be able to withstand attacks by animals.
- 8.9 Where fences are used to enclose animals, the supporting posts must be firmly fixed into the ground. Fence material should be sufficiently secured to supporting posts in such a way that the weight of the animal enclosed could not detach it from the support nor dislodge the supporting posts.

Management and Maintenance

- 8.10 Buildings, structures and areas to which the public have access must be maintained in safe condition.
- 8.11 The visiting public should not be allowed to enter any building or other areas of the zoo premises, which could present an unreasonable risk to their health and safety.
- 8.12 Areas where visitors are encouraged to go should have even, non-slip, surfaces, or be grassed, to avoid the risk, as far as reasonably practicable, of visitors falling. Since grassed slopes may be slippery, consideration must be given to creating steps, paths or fitting rails.
- 8.13 Where a flight of steps is used as a means of access for visitors within the premises, a handrail should also be provided. Consideration should be given to providing shallow gradients for pushchairs and disabled access.

8.14 Trees within areas where visitors are likely to be walking or sitting should be regularly inspected and lopped or felled as appropriate to avoid visitors being harmed by falling branches. Similarly, vegetation such as nettles and thistles should be controlled to avoid injury to visitors.

8.15 Where a walkway passes over an animal enclosure it should be designed, constructed and maintained to ensure that it is safe. It should also be maintained, sited and protected so as to withstand contact by animals.

Protection of the Public

8.16 Every person licensed to use a firearm must undergo training. Every trained operator should undergo periodic refresher training and practice. Such training should be recorded and available for inspection.

8.17 Firearms, ammunition and darting equipment, where provided, must be:-

- a) Available for immediate use
- b) Used by licensed and trained operators only;
- c) Cleaned and maintained as recommended by the manufacturer;
- d) Kept securely under lock and key when not in use or under maintenance.

8.18 Appropriate staff must be trained in drug handling, risks, side effects, human risks if misused, and emergency protocols.

Free – ranging Species

8.19 Licensees should be active in ‘...preventing the escape of animals in order to avoid possible ecological threats to indigenous species’

8.20 The licensee in relation to free-flying psittacine birds or birds of prey in flying displays, must be aware of the Wildlife and Countryside Act 1981 and take every precaution to prevent escapes. Particular points to note are:

- Bird of prey centres who use birds in flying demonstrations should train birds sufficiently to ensure their return;
- Where possible, transmitters should be used to help zoo staff to locate birds, which have strayed.

- Zoos which allow psittacines to free-fly should encourage them to remain on site by providing roosting areas, nestboxes, and feeding points.
- Enough staff should be available to retrieve birds when lost.

Escapes

- 8.21 The perimeter boundary, including access points, should be designed, constructed and maintained to discourage unauthorised entry and, so far as is reasonably practicable, as an aid to the confinement of all the animals within the zoo.
- 8.22 Zoos must have systems in place to minimise the risks of theft, malicious damage or release of animals by intruders entering the grounds out of hours.
- 8.23 Zoo operators must assess whether any danger may arise in the event of an animal escaping from its enclosure, and consider the possible or likely attempted escape route from the zoo if this were to happen.
- 8.24 Every effort must be made, so far as it is reasonably practicable, to effect the recovery, live or dead, of any escaped animals.
- 8.25 The procedures to be adopted in the event of escapes within or from the zoo (or of accidental or unauthorised releases) of any animal should be brought to the attention of, and available to, all members of staff in a written document.
- 8.26 Procedures relating to escapes of animals should be established and include the following:
- The reporting of every escape by the quickest possible means to the most senior member of staff available;
 - The response to an escape in all situations; for example, whether daytime staff are on duty, whether visitors are present, and whether more than one animal escaped;
 - What needs to be done in the event of an escape; including recapturing the animal; protecting visitors, alerting police.
 - The control of visitors, including reassurance, ushering into buildings, closing doors and windows, evacuating the zoo;

- The security of the perimeter barrier, involving the closure of all points of access to, and exit from, the zoo;
- The provision of the firearms and darting equipment to tranquillise or kill escaped animals, precise details of which to be discussed and agreed by the zoo operator and the local police;
- The provision of adequate equipment for members of any recapture party, including, where necessary, vehicle protection.

8.27 A member of staff should be readily available at all times to take decisions regarding euthanasia of escaped animals.

8.28 The zoo must establish a clear chain of responsibility, which must be written and up to date. It must be notified to all staff, and posted on notice boards in staff areas.

8.29 The zoo must be responsible for the selection of the appropriate firearm or darting firearm or darting equipment to deal with escaped animals.

8.30 Zoo operators must ensure that all members of staff are familiar with emergency procedures when animals escape. In particular, emergency drills must be carried out at least four times a year, recorded and regularly reviewed.

8.31 All escapes must be recorded and detailed reports made. Risk assessment must be continually reviewed in the light of experience.

8.32 Zoos must consider the potential risks of releasing parasites, diseases or non-native plants and animals through effluent water and other routes. Waste water should be appropriately treated to ensure that this does not occur.

8.33 Where used to contain animals, moats (whether wet or dry) must be surrounded by fences, walls, hedges or shrubbery sufficient to prevent the public from approaching too close to the edge.

8.34 Barbed, razor wire or electrified fences should be beyond the reach of members of the public.

8.35 Stand off barriers should be designed to prevent children either from getting through, under or over them; they should also be designed to discourage visitors sitting on them.

8.36 Safety barriers should be designed to prevent children either from getting through, under or over them. They should also be designed to discourage visitors sitting on them.

- 8.37 An adequate number of clearly visible safety signs, providing warning by means of a symbol, words, or a combination of symbol and words, should be displayed at each enclosure containing any species of hazardous animal, which is likely to cause injury.

Exits

- 8.38 Exits should be suitably located and adequately signed.
- 8.39 Each exit must be kept clear and be capable of being easily opened from inside to allow the release of visitors from the zoo. All such gates should be capable of being closed and secured to prevent the escape of animals.

Signs

- 8.40 Suitable and, where appropriate multi-lingual, warnings and information should be provided where animals and visitors may come into contact.
- 8.41 An adequate number of safety signs (in accordance with British Standard BS 5378 and, where appropriate, the Health and Safety (Safety Signs and Signals) Regulations 1996), giving warning of the hazard either by symbol or a combination of symbol and words, should be provided on any necessary electrified fence.
- 8.42 Warning should be given of all edges where a person might fall. Such edges must be guarded by a barrier capable of preventing children from falling.
- 8.43 Any building where a hazard exists should be kept locked. Warning notices should be displayed to indicate that access is either unsafe or not permitted.
- 8.44 Other areas should be clearly defined, e.g. by means of barriers and warning notices; or, where access is allowed to vehicles operated by staff, by notices and road markings.
- 8.45 Zoos should consider the use of symbol-based signs wherever practicable to assist, for example, foreign visitors and children.
- 8.46 Safety signs on any electrical section of perimeter fence should face both outwards and inwards.

9.0 STOCK RECORDS

- 9.1 Records must be kept and maintained of all individually recognisable animals and groups of animals in the zoo. Where possible, animals should be individually identifiable.
- 9.2 The records must be kept either on a card index or computer, or other type of retrieval system from which information examined.
- 9.3 Records must be kept up to date and be available on site for six years. Provision should be made for long-term archiving in a secure format.
- 9.4 The records must provide the following information:
- a) Identification and scientific name;
 - b) Origin (i.e. whether wild or captive-born, including identification of parents, where known, and previous location/s, if any);
 - c) Dates of entry into, and disposal from, the collection and to whom;
 - d) Date, or estimated date, of birth or hatching;
 - e) Sex (where known);
 - f) Any distinctive markings, including tattoos, freeze-brands, rings or microchips;
 - g) Clinical data, including details of and dates of any treatment given;
 - h) Behavioural and life history data;
 - i) Date of death and the result of any post-mortem examination and laboratory investigations;
 - j) Where an escape has taken place, or damage or injury has been caused to, or by, an animal to persons or property, the reason for such escape, damage or injury must be recorded and a summary of remedial measures taken to prevent recurrence should be provided;
 - k) Food and diets.
- 9.5 In addition to the individual records, an annual stock-list of all animals must be kept. A copy must be forwarded to the local authority no later than 1 April of the year following that to which it relates. The stocklist must include the following:
- a) Common and scientific names of the species;
 - b) Total in the collection at 1 January;
 - c) Number of arrivals into the collection from all sources during the year;
 - d) Number of births or hatchings within the collection during the year;
 - e) Number which died within 30 days of birth/hatching;
 - f) Number which died at other times, including culls;
 - g) Number that departed the collection, including sales, breeding loans, etc;

- h) Total remaining in the collection at 31 December
- i) The sex of each animal, where known, must be recorded – e.g. 1.2.3 indicates one male, two females and three unsexed;
- j) The records should be set out in columns for ease of compilation and reference, e.g.:

Common Name	Scientific Name	Group at 1.1.2000	Arrive	Born	Death within 30 days of birth	Death	Depart	Group at 31.12.2000
White-Naped Crane	Grus vipio	2.1.1	0.2.1	0.0.2	0.0.1	1.0.0	0.1.0	1.2.3

10.0 STAFF AND TRAINING

- 10.1 Number of staff and their experience and training must be sufficient to ensure compliance with the Standards at all times, taking due allowance for holidays, sickness and other absences.
- 10.2 A list must be maintained of all staff authorised to work with the animals, together with lines of responsibility and levels of expertise, training and qualifications.
- 10.3 A suitably competent member of staff must always be available and in charge.
- 10.4 All animal staff must be competent for their individual responsibilities and given the opportunity to undergo formal training to achieve appropriate qualifications.
- 10.5 Continuous in-house staff training must be a regular aspect of the zoo.
- 10.6 The zoo operator must make every effort to ensure that his/her staff do not have any convictions under the Zoo Licensing Act 1981 or a background of the ill-treatment of animals under any other animal welfare or conservation legislation.

11.0 PUBLIC FACILITIES

First Aid

- 11.1 First-aid equipment must be readily accessible on the premises.

- 11.2 First aid points must be adequately signed.
- 11.3 An adequate number of staff trained in first-aid must be available during the zoo's normal operating hours
- 11.4 Written instructions must be provided for staff in the provision of health care and the procedures to be followed in the event of an incident involving any venomous animal and a visitor or staff member.
- 11.5 These instructions must include immediate action to be taken and required information on a pre-prepared form for forwarding to the local hospital which would include:
- The nature of the bite or sting and the species inflicting it;
 - The specification, for cross-reference purposes, of the anti-venin which accompanies the patient;
 - The telephone number of the nearest poisons centre (where appropriate);
 - The telephone number of the zoo and of an appropriate senior staff member;
 - The telephone number of the appropriate specialist that must be contacted;
 - Where applicable, the medical records of the member of staff
 - Details of the vet or any staff involved in handling venomous species.

Toilets

- 11.6 Adequate, properly equipped and maintained toilet facilities must be provided.
- 11.7 Clean water for washing must be provided along with soap and means of drying hands.

Parking

- 11.8 Zoo operators must ensure, in liaison with the Local Authority and the police where necessary, that parking facilities are sufficient to meet the anticipated needs of visitors to the zoo.

Provisions for Particular Needs

- 11.9 Suitable shelter and seats should be provided for use, in particular, by elderly people and parents with young children.
- 11.10 Arrangements should be made to meet the reasonable needs of special-needs visitors, including the disabled.

12.0 DISPLAY OF ZOO LICENCE

- 12.1 The current Zoo Licensing Act licence or a copy of it, including the conditions must be displayed at each public entrance of the Zoo.