

Document Checklist for Selling Animals as Pets

Written procedures are required as a minimum standard for holding an animal activities licence. Failure to have these written procedures in place and to a suitable standard not only invalidates your licence, but it will also invalidate any business insurance you have as you will be in breach of your licence conditions.

Your written procedures are there to be followed so that everyday business operations take place in compliance with your licence and in the interest of animal welfare. They should therefore be written to include how you meet each of the licence conditions. The emergency contact/key holders will rely on these policies to ensure the business operates as normal in your absence. It is imperative that they are written as a step-by-step guide highlighting how the business operates on a daily basis.

Standard Operating Procedures

Training Policy

This document applies to **licence holders** as well as any paid staff and volunteers. It should detail training practices in line with the business.

- Outline how often training/CPD is undertaken
- Details what kind of training is undertaken (formal vs informal)
- Explain how training is documented/recorded
- Explain what processes are in place to review training needs
- Explain the appraisal process (if applicable)
- Explain What induction training is available for new starters (if applicable)

As a minimum, evidence of informal training should be documented every other month.

Formal training with certification is optional, but an animal first aid course with regular refreshers is a mandatory requirement.

Cleaning Policy

This document should detail all cleaning that is carried out across the premises. This includes cleaning vehicles after transportation, cleaning of enrichment items, enclosures and **any/all** equipment used in relation to the animals (beds, blankets, grooming equipment etc), cleaning bowls and waste disposal, cleaning the premises (hoovering, dusting, carpet cleaning, hard floor cleaning, food prep area) and cleaning the isolation facilities.

- Specifically list the cleaning chemicals used as part of the activity and where they're stored on the premises
- Explain the daily spot-cleaning process for each species
- Explain the deep cleaning process for each species
- Provide specific information on the dilution ratios for the chemicals used
- Outline where all cleaning equipment (such as cloths, mops, hoovers etc) is stored on the premises
- Include the COSHH sheets for the chemicals used
- If pests have been/are a problem at the premises, explain what provisions have been implemented to manage this (if applicable)
- Outline if animals are removed from areas when they're being cleaned
- Link this policy with the isolation policy to show how the isolation facilities are cleaned

□ **Immature Animals' Policy**

This document should outline what provisions the business has in place to help young animals become habituated to handling and experiences they may encounter throughout ownership

- Outline what adjustments are made to accommodate young/immature animals
- Discuss what handling takes place and its frequency
- Explain what animals are exposed to, such as novel sounds and different people that prepares them for life outside of the premises

□ **Separating/grouping of Animals Policy**

This document should detail how you group animals according to their social needs, taking into consideration age, life stage and compatibility.

- Discuss feeding habits and whether animals need to be kept singly or in a group
- Outline predator/prey placement
- Explain how you prevent competition when giving toys and feed enrichment
- Outline how social interactions are managed
- Outline how animals must be sexed prior to grouping to minimise the risk of breeding

□ **Feeding Policy**

This document should detail the frequency of feeding and water provision, including how often water is changed or topped up. It should also detail monitoring of food and water intake.

- Outline where food is kept on the premises and how it's stored to deter vermin/prevent contamination
- Outline how uneaten food is disposed of
- Outline if fridges and freezers are available
- Explain the different dietary requirements for each species, including how you know what to feed each animal and the frequency of feeding
- Outline what equipment is needed for feeding and where it's stored
- If live insects make up part of a species diet, explain the importance of gut loading and how they're kept
- Outline if supplements are given and why
- Discuss when vet advice would be sought and what records would be kept if eating/drinking habits dipped outside of the norm
- Link this policy with the monitoring & ensuring health policy regarding inappetence or changes in drinking habits
- Link this policy with the cleaning policy regarding cleaning of bowls and other feeding equipment

If raw feeding is undertaken there must be a separate procedure in place explaining how it's handled and prepared (e.g. gloves & aprons) and where/what equipment is kept for its preparation. How the cleaning station and associated equipment are disinfected after use must be referenced in the cleaning policy.

□ **Biosecurity/Disease Control and Prevention Policy**

This document should detail how you ensure disease is controlled and prevented on the premises you are visiting and, on the premises, where the animals are kept.

- Outline what measures are in place to stop disease from entering your premises
- Outline what measures are in place to manage zoonoses
- Outline what measures are in place to mitigate illness when taking an animal off site
- Explain what parasite control is in place
- Explain what vaccinations/boosters are in place
- Link this policy to your cleaning policy to show how the premises/associated equipment are kept clean to reduce the risk of disease manifesting

- Link this policy to your isolation policy to show how animals displaying illness are managed

□ **Transport Policy**

This document should outline how often you transport animals and how this is done safely in accordance with good welfare practice and law. This document is applicable even if animals are only transported in an emergency.

- Explain how animals are secured for transit (e.g. seatbelts, crates or pet carriers)
- Outline how predators and prey animals are transported to ensure they're not within sight, sound or smell of each other (if applicable)
- Outline how the temperature is regulated throughout the journey
- Outline which vehicle/s are available
- Explain how external life support is provided for species like reptiles or fish (where applicable)
- Outline what records are kept for transport
- Outline where the accident book is kept in the vehicle
- Discuss what provisions are available for long journeys (such as bottled water or food)
- Link this policy with the cleaning policy to show how the vehicle and any associated pet carriers are cleaned after use
- Link this policy with the emergency policy to discuss the contingency measures in place for the care/management of the animals if there was an accident/vehicle break down

□ **Monitoring & Ensuring Health Policy**

This document should outline how often animals are checked, where observation records are kept and how often they should be filled out.

- Outline if grooming/bathing takes place and the frequency (if applicable)
- Outline how often basic health checks are performed (checking eyes, nose, teeth etc)
- Explain how long would pass before seeking vet advice if an animal were off their food or showing signs of illness/injury
- Outline what is in place for medicine management and storage
- Outline when and how changes in behaviour or health are recorded
- Explain what measures are in place to minimise stress
- Explain what signs of stress are exhibited by the species kept and what they should be monitored for

An animal handling procedure should be in place to monitor interactions between humans and animals.

□ **Isolation Policy**

This document should outline the comprehensive steps taken to isolate a potentially infectious or injured animal.

- Outline where the isolation facilities are on the premises
- If isolation is off-site, discuss how animals are separated prior to transfer to the facility (If isolation facilities are off site, a letter from the vet/appropriate person agreeing to this must be provided)
- Outline what dedicated equipment is kept for isolation (bedding, bowls and any cleaning utensils) and where it is stored
- Outline how equipment specifically kept for isolation is identified so that it is not put in general circulation (e.g. stored in a labelled box)
- Explain how contaminated waste is disposed of
- Outline what PPE is available, where it's stored and how it is disposed of after use
- Explain what barrier nursing provisions and techniques are used to manage infectious disease on the premises
- Explain what provisions are in place for isolating animals on restricted movement due to injury

- Outline how often animals in isolation are monitored and where the records are kept
- Outline how equipment used on/for an infectious animal is disinfected or disposed of after use
- Link this policy with the cleaning policy to detail how the isolation facilities are kept clean

□ **Death and Escape of Animals Procedure**

This document should outline what would happen in the event of an unexpected death.

- Explain where the deceased animal would be stored on the premises until it could be transported to a vet (e.g. wrapped in a blanket and placed in the coldest part of the residence)
- Outline who would be contacted (e.g. the licensing officer)
- Explain what records would be kept

This document should outline what would happen if an animal escaped its enclosure or the store

- If the species is microchipped, outline who notifies the microchip company
- If the animal escaped its enclosure, outline the process for recapturing it
- If the animal breached the premises, outline the process for recapturing it
- Depending on severity, outline who else the loss reported to (e.g. local vets or licensing officer)
- Explain how a search would be carried out (if applicable)
- Explain what provisions are already in place to minimise the chance of escape
- Detail what records would be kept

□ **Written Emergency Plan covering:**

- Include a list of **all** emergency contacts (fire, ambulance, power company, water company, designated key holder, emergency contacts etc)
- **Fire** – Outline evacuation routes, what firefighting equipment is available, how animals are evacuated and kept safe during the emergency, smoke & CO2 detector locations & how often they're tested and how often fire drills are practiced.
- **Loss of utilities** - Outline how accommodation would be heated or kept cool in the absence of gas or electric. Discuss how water could be provided if it is shut off and how cleaning could be affected. Discuss emergency lighting (such as torches and where they're stored)
- **Extremes of temperature** – Outline what happens if temperatures get too high or low and cannot be controlled adequately. Think about hypothermia or heat stroke and. Outline who is first aid trained and what records/additional monitoring would be implemented.
- **Extremes of weather lightning storms/flooding/snow** – Outline if monitoring is increased. Discuss what measures would be taken to reduce stress.
- **Breakdown of vehicle/accident/traffic jams** - Outline who would recover you. Outline who could collect the animals so they wouldn't need to wait extended periods for recovery. Discuss what additional monitoring would be undertaken & where this would be recorded. Discuss what would happen in the event of an accident. Outline what emergency provisions are kept in the vehicle (e.g. water bottles or blankets)
- **Alternative accommodation if the premises became uninhabitable** - Discuss how the animals would be housed if the premises became uninhabitable (e.g. the emergency contact would be engaged, or they'd be transferred to another licenced premises). Outline who would notify the licensing officer.

- **Alternative accommodation if the licence were revoked or suspended** – Explain that trading would cease immediately and that all future bookings would be cancelled until the licence was reinstated. Outline that the business would work with the licensing officer to rectify any outstanding issues so the licence could be reinstated.
- **Evacuation of the premises** – Explain how (and by what means) animals, staff and the public can evacuate the premises. Identify the designated assembly areas and the designated holding areas for animals. Outline which animals can be safely evacuated (and how) and those that can't (such as fish)

□ **Repair and maintenance procedure/programme**

This document should outline where and how any repairs or defects are recorded and what maintenance jobs are planned/scheduled for the premises throughout the year. A specific diary or logbook alongside the policy is appropriate

Other Documents

□ **Site plan of premises**

This does not have to be to scale but it should show how the premises is laid out. Specific dimensions are required for each animal enclosure/habitat.

□ **Public Liability Insurance Certificate**

This should be for at least £5 million cover (not to be confused with employers' liability which is different)

□ **List of qualifications & certificates**

A list of qualifications, including copies of all formal training certificates and records of informal training that have been undertaken and completed by staff (volunteer or otherwise) and the licence holder/s must be provided.

□ **Training and development plans**

The licence holder/s and all staff (including volunteers) must have a training record and development plan.

Activity Specific Documents

□ **Live vertebrate prey feeding procedure (where live food may need to be fed to reptiles)**

This document must outline what processes are in place if live feeding is required. This is only permitted in exceptional circumstances and must meet specific criteria.

- Outline where the feeding would be carried out
- Explain under what circumstances live feeding would be considered
- Outline who would be responsible for carrying out live feeding
- Explain what records would be kept and where they'd be stored
- Outline the procedure for notifying a potential purchaser of an animal who has had to be live fed

□ **Dangerous Wild Animals Procedure which covers risk assessments and advising customers of DWA licensing requirements (only applicable if DWA's are on the premises)**

This document must outline what procedures are in place when selling DWA listed animals as pets

- There must be some form of leaflet given to a customer before they consider purchasing a DWA which sets out the customers responsibilities under the act.
- They must have a licence in place prior to purchase, and it is the seller's responsibility to check this
- Outline what records are kept and where they're kept

Envenomation Procedure (only applicable if venomous species are kept/sold)

This document must outline what procedures are in place for the management of venomous species and the processes in place to manage envenomation

- Outline the step-by-step process in the event of a sting/bite from a venomous species
- Explain what the response would be for such an event
- Discuss treatment such as anti-venom

Care sheets for each species sold

These are sheets must be given to the customer at the point of sale and must be appropriate to the species sold. They should outline the 5 animal welfare needs, and specific care requirements for each species.

A list of the species kept, including their quantity and size when being stocked (except fish)

Specific animal accommodation details

This should outline the types of enclosures that are utilised, their measurements and any substrates/enrichment that are use. If fish are sold, please explain the type of tank systems (stand-alone/centralised etc)

Stocking densities per enclosure calculations (except fish)

This is the calculation for how many of each type of animal will be housed in each cage/tank/unit according to the DEFRA rules outlined in the guidance and dependent on whether the higher or minimum standards are to be met.

For animals who are shop 'pets'/housed permanently on the premises, the higher standards accommodation measurements must be met, otherwise they cannot stay on the premises.

A documented health checklist for each species (required higher standard)

This document must be completed daily for each species and must cover physical, psychological, and behavioural issues. Any abnormalities that are picked up must be recorded

Species Specific Documents

Dogs

- o A daily exercise & enrichment regime
- o A socialisation and habituation programme
- o A managing difficult dogs' procedure
- o An overnight care procedure outside of premises closures
- o A transitional feeding schedule
- o A puppy contract and information pack
- o A travel plan outlining how animals are managed for journeys longer than 4 hours
(required higher standard)

Cats

- o An enrichment & socialisation plan for kittens held over a month
- o A kitten check list

- A socialisation and habituation programme
 - A transitional feeding schedule
 - A noise management plan (**optional higher standard**)
 - A feeding plan (**required higher standard**)
 - A daily exercise & enrichment programme (**required higher standard**)
- **Ferrets:**
- A feeding plan highlighting the use of dietary enrichment (**required higher standard**)
 - A socialisation and enrichment regime for singly housed ferrets (**required higher standard**)
- **Non-Domestic Mammals:**
- An enrichment programme outlining varied enrichment opportunities that are appropriate for the species (**optional higher standard**)
- **Guinea Pigs:**
- A feeding plan showing that they either have daily access to growing grass or fresh vegetables high in vitamin c (**optional higher standard**)
 - An extended feeding plan showing that they have daily access to forage food or commercially available dried forage like willow and the use of dietary enrichment (**required higher standard**)
 - A socialisation and enrichment regime for singly housed guinea pigs (**required higher standard**)
- **Rabbits**
- A daily exercise & enrichment regime for exercise outside of usual housing
 - A feeding plan showing that they either have daily access to growing grass or two different types of hay (**optional higher standard**)
 - An extended feeding plan showing that they have daily access to forage food or commercially available dried forage like willow and the use of dietary enrichment (**required higher standard**)
- **Birds**
- A socialisation and enrichment regime for singly housed birds
 - A document showing how often cage furniture is changed to provide novelty (**optional higher standard**)
 - A document and associated records showing how often UVB output is monitored with a UV meter (**required higher standard**)
- **Reptiles and Amphibians**
- A temperature management procedure for each species detailing ambient daytime temperatures, night temperatures, basking zone temperatures (if applicable) and UV requirements (if applicable)
 - A wastewater management and treatment plan to ensure no microorganisms are released accidentally.
 - A policy outlining temperature and other husbandry requirements for species that require brumation (**optional higher standard**)
 - A protocol covering the quarantine or prevention of chytridiomycosis and other biological agents (**required higher standards**)
- **Domestic Small Rodents:**
- A socialisation and enrichment regime for singly housed rodents (**required higher standard**)
- **Fish**
- A euthanasia procedure for fish

- A document outlining the procedures that control & manage the buying and selling of fish
(required higher standard)

RECORDS WILL BE CHECKED DURING THE INSPECTION