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REQUIREMENTS FOR MEMBERSHIP OF BIAZA

Under Article 1.2.1 Membership of the Charity is open to any collection which meets the requirements prescribed by the Trustees from time to time:

These are the requirements as of 9 January 2018.

A member undertakes:

1. To maintain a high standard of animal husbandry with a strong programme of veterinary medical care at both preventive and curative levels.
2. To participate in approved co-operatively managed breeding programmes at British & Irish (B&I), European (EEP) and global levels for all species held in its collection for which such a programme exists, and to follow the recommendations of Regional Collection Planning.
3. To abide by The Association's Memorandum and Articles of Association
4. To participate in the provision of educational programmes and, where appropriate, to do so by close co-operation with external education providers and to follow the BIAZA education policy and standards
5. To maintain a programme of training for animal keeping staff including exchanges between collections where appropriate. To provide, when appropriate, training facilities for overseas wildlife and zoo personnel.
6. To act in accordance with the ideals and goals of the modern zoo as articulated in the *World Zoo and Aquarium Conservation Strategy 2015*.
7. To demonstrate direct involvement in, and the support of conservation activities, both locally and internationally.
8. To demonstrate direct involved in, and/ or assistance with, one or more field programmes.

9. To contribute to the advancement of biological knowledge of species which they hold and, where practical, carry out relevant scientific study.
10. To comply with all relevant regulations and legislation.
11. For those inspected under zoo legislation, to provide BIAZA with copies of the most recent Inspection Report, any responses given and current issued licence including conditions. The member must notify BIAZA of any Special Inspections carried out under licensing legislation. On the third notification by the office of a member's failure to submit these documents a £100 administration fee will be levied against the next years membership fee invoice. Each subsequent notification of failure to submit these documents will incur a further £100 administration fee.
12. To provide, to the Association, such information about the animals exhibited and the premises as Council may at any time require; this includes completion of the annual BIAZA questionnaire sent to members. On the third notification by the office of a member's failure to submit these documents a £100 administration fee will be levied against the next years membership fee invoice. Each subsequent notification of failure to submit these documents will incur a further £100 administration fee
13. To notify the Association immediately of any investigations, formal complaints, disciplinary actions or actions affecting their membership status from other zoo associations, and to provide the Association such information as Council may at any time require regarding these event.
14. To display prominently and publicly on its premises the fact that the collection is a member of The Association.
15. Not without the consent of Council in writing, to use or permit or suffer to be used in evidence in any legal proceedings any of the following, viz: notes about membership, communications from The Association or reports of inspectors of The Association, and not to plead in any defence that it is a member of The Association.
16. To notify The Association of the reasons they are refused EAZA accreditation if they apply to be members of EAZA and their application is unsuccessful.
17. To ensure payment of the membership fees promptly in accordance with the BIAZA fee structure. BIAZA will maintain confidentiality of all data gathered for the purposes of calculation of the membership fees, and will not release details of individual member's visitor numbers or ticket sales without written permission of the members involved.

COLLECTION MEMBERSHIP

1. An application for membership must be made on the appropriate form and signed by the CEO. The application must be supported by two sponsors who are already full members of The Association. Statements from the sponsors and any additional referees should be attached to the application along with any additional documentation.
2. Applicants for membership and existing members, not within the jurisdiction of operational zoo legislation, will be inspected by The Association. Arrangements will be made to inspect the collection and premises of such applicants and members and these inspections will follow the same procedures as laid down by legislation and will be at the expense of the applicant or member. Inspections should take place every six years. The SSSMZP, attached

to the Zoo Licensing Act, will be applied to those members who are not within the jurisdiction of any comparable zoo legislation. Applicants will receive a copy of any Inspector's report on their Collection. All applicants for membership may be asked to pay a fee to meet the expenses of inspection.

3. Any applicant aggrieved by the refusal to grant membership shall have the right to appeal to Council which may, if it considers it necessary, arrange for an inspection and report (for which the applicant must pay). After consideration of this report, and any representations made by the applicant in writing, the Council's decision shall be final.
4. Applicants which are unable to meet the obligations and standards required for membership, but are committed to do so, may be granted the status of Provisional Member. The Association shall, in conjunction with the provisional member, draw up an action plan with time scales not exceeding three years. The action plan will be designed to enable the Provisional Member to reach full compliance within an agreed time-frame. The membership fee will be the same as that for a Full Member. The Provisional Member will have the same benefits as a Full Member BUT will not have any voting rights or be eligible to stand for Council. The Provisional Member will not be allowed to use the Association's logo and may only describe itself as having Provisional Membership of the Association. A provisional member failing to receive membership within the three year period would not normally be allowed to re-apply for three years.
5. Full membership will only be granted to those collections which, in the opinion of the Council, maintain suitable standards of management and animal husbandry on the premises for which they are responsible and which apply all other membership criteria to Council's satisfaction.
6. If at any time any member shall fail to comply with the provisions laid down in the Memorandum and Articles and Requirements of BIAZA, or shall otherwise be considered by the Council not to be a fit and proper person or body to remain a member of The Association, or to have acted to the prejudice of The Association's objects and policies, Council may by resolution communicate it to the member in writing, stating the grounds on which it proposes to act. It may call upon any member to resign from The Association and if the member does not resign within 28 days after being so called upon, the Council may by resolution terminate his membership. Before coming to any decision the Council shall give the member affected proper facilities for stating his case to it either orally or in writing as the Council may determine.
7. Council reserves the right to suspend a member during the period of investigation resulting from a report that a member is not complying with the requirements of membership in line with BIAZA's sanctions policy. The suspension shall last for the period of investigation and may result in the reinstatement of the member, a request for resignation or a termination of membership.
8. If membership is granted the member shall pay an annual basic subscription within 60 days of invoicing each year, except that in the year of election only such proportion thereof as may be due between the date of election and the first day of January next shall be payable. In addition, the attendance related levy (ARL) portion of the subscription, shall be payable (after mid-year) within 60 days of invoicing. If payment is NOT made within a 60-day period following receipt of the invoice BIAZA reserves the right to add a 5% surcharge + VAT onto the subscription and an invoice with the added surcharge will be raised and issued. The amount of the basic annual subscription and the attendance related levy of any member shall

be determined by the Council and the Council may at its discretion remit in part the subscription of any member.

9. No collection can be a member if a serving Director/Principal Officer has been found guilty of an offence listed in the relevant zoo legislation.
10. A serving person or Institution, Society or Company may not be eligible for membership if at any time the person or a Director/Principal Officer of the Institution, Society or Company has been convicted of any offence under the Endangered Species (Import and Export) Act 1976 or if any licence granted to him under the said Act has at any time been revoked, or if at any time any animal in his possession or under his control has been forfeited under Section 1(7) of the said Act.
11. The election of members to The Association shall be by the Council, on the advice of the Membership and Licensing Committee, and at Council's uncontrolled discretion and no Institution, Society, Company or person shall become a member of the Association unless and until so elected nor shall the Council be required to give any reason for the non-election of the applicant.
12. Under Article 1.6.1 Membership can be terminated if the Member concerned gives through an Authorised Representative Written notice of resignation to the Charity. Council requests that six months notice be given, and that the proportion of the membership fees for that year will be paid up until the end of the period of notice of termination of membership.
13. The Association also reserves the right to inspect any member on an ad hoc basis in special circumstances and, if necessary, review his status.
14. *BIAZA Policy On Change of Ownership or CEO*

A member must inform the Association of any changes in the ownership of or license holder of the organization. A member must also inform the Association of any change of Director or CEO.

In the event of a change of ownership of or license holder of an organization, the BIAZA office, or a relevant member of BIAZA Council or the Membership and Licensing committee, will undertake a visit to the organization within the first year. In the event of a change in CEO, BIAZA reserves the right to visit the Member in the first 12 months.

Procedure:

- The Member must inform the BIAZA office if there is a change in ownership, CEO or License holder.
- This communication will be circulated to MLC (Membership and Licensing committee).
- MLC will ask the Member to confirm who is named on the zoo license and whether there is any intention to change this.
- The Member will be asked to confirm in writing that the mission and aims and objectives of the organization will remain the same, or inform the Association of proposed changes.
- The new owners, CEO or License Holder must commit in writing to BIAZA standards and any changes in mission, aims or objectives must be in line with those standards. In addition, they must confirm that they are in receipt of all BIAZA affiliated documentation and have read and understood these.

- The membership will then be informed of the change in ownership / management and the commitment of the new owner / management to continue to uphold the standards of the Association.
- Any responses from the members will be reported to MLC for action or further consideration.

Complaints and Whistleblowing Procedure

The BIAZA complaints and whistleblowing procedure endeavours to:

- Ensure that bona fide complaints about a member recognize that BIAZA is the most effective organization to which to make the complaint
- Ensure that the procedure is structured in such a way so that it is seen by the complainant or whistleblower to be fast, accessible and effective
- Ensure that each complaint is dealt with on its merits, and to identify those which are malicious, mischievous, or trivial
- Provide a mechanism which will allow BIAZA to take appropriate action if a member is in breach of its obligations

Complaints

This procedure is specifically for members of the public or staff from a non-BIAZA zoo.

Anonymous complaints will be considered invalid.

The initial procedure for dealing with complaints is that the complainant is asked to put details of the complaint in writing to the zoo / aquarium about which they are complaining, if they have not already done so. The collection is asked to reply to the complainant and to the BIAZA office.

In the event of the reply being deemed to be unsatisfactory by the BIAZA office or to require further investigation and/or discussion the issue will be reported to the Membership and Licensing Committee (MLC). In the case of less serious complaints (which might relate to individual examples of alleged bad practice) MLC would note the member's written response to the complainant, which would remain on file. In the event of repetition of the same or similar complaints, procedures under serious complaints should be invoked.

Serious complaints are those which may, if proven, constitute a *prima facie* breach of the BIAZA Requirements of Membership. The M&LC would have the options:

1. to support the written response of the zoo/aquarium to the complainant or
2. to investigate the complaint either by further written enquiries or by a visit to the premises concerned in line with the Sanctions policy. Where appropriate, the investigation would include reference to the relevant license and attached conditions and other information.

In the event of the complaint being upheld, the Committee would make appropriate recommendations in line with the Sanctions policy and for remedial action by the member concerned. In all cases it would set a time limit within which the problem must be resolved. Failure to resolve the problem within the time limit set would render the member to undergo disciplinary procedures as detailed in items 6 and 7 above.

BIAZA reserves the right to bypass this process for animal welfare reasons where it is deemed that immediate action is necessary.

See Appendix I on Mentoring of Members

Whistleblowing

Legislation defines a whistleblower as someone inside the membership organization. This procedure applies to all staff of BIAZA members, as well as to individual members (e.g. professional, basic associates) who wish to raise concerns about their own organization or other organizations within the membership.

Staff of BIAZA members who have a concern about their own organization should first undertake to resolve the issue through their organization's internal processes.

Staff of BIAZA members should first raise concerns with their own line manager where possible. We would encourage issues raised to be discussed between the members, if appropriate, without recourse to the BIAZA complaints and whistleblowing procedures. Where this course of action is unsuccessful in resolving the issue, or inappropriate for the circumstances concerns should be raised with the BIAZA office, preferably in writing or by e-mail with as much detail as possible. BIAZA strives to operate in an ethos of openness; however it is recognized that certain cases will have to proceed on a confidential basis to ensure that concerns can be raised without fear of victimization, discrimination or disadvantage.

In these cases BIAZA office will act for the complainant. Where considered necessary additional information from the complainant may be requested prior to contact with the BIAZA member. The issue will be reported to the Membership and Licensing Committee (MLC), who reserve the right to institute an inspection.

Serious complaints are those which may, if proven, constitute a *prima facie* breach of the BIAZA Requirements of Membership. The MLC would have the options:

1. to request and support written response of the zoo/aquarium to the whistleblower
2. to request a written response of the zoo/aquarium to the whistleblower and, on the receipt of this, to institute an investigation
3. to investigate the concern either by further written enquiries or by a visit to the premises in question. Where appropriate the investigation would include reference to the relevant license and attached conditions and other information.

In the event of the concern being validated, the Committee would make appropriate recommendations for remedial action by the member in question. In all cases the committee would set a time limit within which the problem must be resolved. Failure to resolve the problem within the time limit set would render the member to undergo disciplinary procedures as detailed in items 6 and 7 of the membership requirements above.

The report of the inspection team will be submitted to M&L, and a recommendation made to BIAZA Council. The member will be given the option of commenting on the outcome of the investigation and the decision by M&L and Council.

In the case of less serious concerns (which might relate to individual examples of alleged bad practice) MLC would note the member's written response to the whistleblower, which would remain on file. In the event of repetition of the same or similar concerns, procedures under serious complaints should be invoked.

And see Appendix I on Mentoring of Members

Committees

Article 8.2 states that The Trustees can delegate any of their function to committees consisting of three or more individual appointed by them. At least one member of every committee must be a Trustee and all proceedings of committees must be reported to the Trustees. There are six of these standing committees.

The Council shall have power to appoint (and remove) the Chairman and members of such committees. Chairmen shall be appointed for a term of office of three years and shall be eligible for reappointment for a further 3 years.

Membership and Licensing (MLC): deals with matters relating to membership and standards of members and legislation.

Field Conservation (FCC): encourages, facilitates, monitors and promotes the national and international *in situ* conservation work of BIAZA and its member collections. It has two sub-groups: Environmental Sustainability and Climate Change Group; and Native Species Working Group

Living Collections (LCC): encourages and advises to ensure high standards of animal welfare, husbandry and management and supports the *ex situ* work of member collections. The committee oversees:

- The work of the Taxon Working Groups (TWGs): Mammals, Birds, Reptiles and Amphibians, Terrestrial Invertebrates, Aquarium and Plants. WGs liaise closely with EAZA and discuss species management programmes (EEPs, ESBs), animal management, research and conservation issues pertaining to their relevant taxa
- The Veterinary Group, which advises on veterinary related matters
- Animal Records Group, which advises on animal records

Research (RC): encourages, facilitates, monitors, promotes and communicates research being carried out in BIAZA member collections and related field research.

Mission Enabling (MEC): raises the profile of the Association, represents the interests of the Members and develop the effectiveness of the Association and its Members in their marketing, PR and development activities. The committee oversees:

- Health and Safety Working Group advised the BIAZA office on health and safety related matters and development.
- Volunteer Manager's Working Group advises the BIAZA office on volunteer and volunteer management related issues and development.
- Human Resources and Operational Development Working Group advises the BIAZA office on human resources and operational development.
- Communications Working Group advises the BIAZA office with regards to marketing and PR, oversees any promotional activity, campaigns and communication on the work of Members to the community at large. They also organizes an annual seminar on marketing and PR issues

Conservation Education (CEC): coordinates the work of members in conservation education and training. It advises on issues regarding education and training as well as overseeing the group which coordinates the keeper training course (Diploma in the Management of Zoo and Aquarium Animals (DMZAA)). Each year CEC organizes a meeting along with the Annual Awards, termed ACE (Awards, Communication, Education).

ASSOCIATE MEMBERSHIP

1. Any person or body not eligible for full membership of The Association may apply to become an associate by application signed by or on his or its behalf. No person or body shall become an associate until elected by the Council at its own uncontrolled discretion and the Council shall not be required to give any reason for non-election of an applicant.
2. Any person or body not eligible for full membership but keeping a collection of exotic species may only apply for Accredited Associateship of the Association
3. Associates shall pay such rates of subscription as shall from time to time be prescribed by the Council which may provide differing scales for separate classes of associates.
4. Associates shall receive the Annual Report of The Association and such other publications as the Council may from time to time decide. They may attend (without any voting rights) such conferences and meetings to which the council may invite them, and such views as are expressed by them shall be considered by the Council of The Association.
5. Honorary Associates shall be elected by Council, at its discretion, in recognition of their contribution to the aims and objectives of the Association or of *The World Zoo and Aquarium Conservation Strategy*, and will receive the same benefits as Associates. N.b. A person holding a private animal collection may only become an honorary associate if he/she had previously been an Accredited Associate member.

Associate Membership Categories

Basic Associate

Criteria: Application must be supported by 2 sponsors; either two current Associates of any category or two bona fide representatives of full members (but not from the same collection) or one of each.

Benefits: *LifeLines*, access to the members area of the website, other information of possible interest and invitation to attend the Annual Conference.

Professional Associate

Criteria: Employed in an appropriate position directly or indirectly connected with zoos or an allied profession.
N.B. This category is **not** open to staff of institutions that are eligible for full membership but are not members of BIAZA. Applications must be supported by 2 sponsors; one of which has to be a bona fide representative of a full member and the other an existing Professional or Accredited Associate or two bona fide representatives of full members (but not from the same collection).

Benefits: *LifeLines*, access to the members area of the website, other information of possible interest, invitation to attend the Annual Conference and AGM and receipt of all paperwork (i.e. *Annual Report* etc.).

Accredited Associate

Criteria: An Associate who holds a private exotic animal collection (definition of what constitutes a private animal collection and what does not is at the discretion of the Membership & Licensing Committee, but the collection would not open to the public for 7 days and therefore would not require a zoo licence)..
Application must be supported by 2 sponsors, both of whom have to be bona fide representatives of full members (but not from the same collection); and subject to approval following an inspection of the private animal collection which must take place no more than 3 months prior to the application. Inspections thereafter will take place every three years.
The inspection for accreditation is *gratis* with an appropriate inspector volunteering their time free of charge and only charging for travelling and subsistence.

Benefits: *LifeLines*, access to the members area of the website and available and wanted section, other information of possible interest, opportunity to use BIAZA logo on notepaper, invitation to attend the Annual Conference and AGM and receipt of all paperwork (i.e. *Annual Report* etc.).

Corporate Associate

Criteria Corporate Associate Membership of BIAZA is open to traders that may (or may not) trade with BIAZA members, and Companies operating on a local, national or global basis. No company that deals in animals for exhibit may apply to become a Corporate Associate Member of BIAZA.
This category of membership is NOT open to those who own or hold animals as a function of their business.

Benefits:

- Receive *LifeLines* and Annual Report with 10% discount on advertising and the opportunity to sponsor editions of the news letter
- Have access to BIAZA Membership list
- Receive regular mailings from the BIAZA Office
- Receive invitations to the Annual Meeting and AGM with the right to exhibit at a reduced rate (25% off)
- Have a closer association with BIAZA Members
- Permission to cite commercial membership of BIAZA in publications (though use of BIAZA's logo without prior written permission of BIAZA is not permitted).
- May attend the AGM dinner
- The opportunity to sponsor and attend other BIAZA events and to make presentations

Educational Associate

Criteria: Educational Institution Associate Membership of BIAZA is open to Registered Educational Institutions. These can operate on a local, national or global basis. It is anticipated that many may seek membership for a department or part of a department or for individual members of staff. Please note that individuals must be permanent members of staff and be named.

Education Institutions holding live exotic collections may apply for membership of BIAZA. Applications must be supported by 2 sponsors, both of whom have to be bona fide representatives of full members (but not from the same collection); and

subject to approval following an inspection of the private animal collection which must take place no more than 3 months prior to the application. Inspections thereafter will take place every three years

Benefits:

- Receive LifeLines and Annual Report with 10% discount on advertising and the opportunity to sponsor editions of the news letter
- Have access to BIAZA Membership list
- Receive regular mailings from the BIAZA Office
- Receive invitations to the Annual Meeting and AGM with the right to exhibit at a reduced rate (25% off)
- Have a closer association with BIAZA Members
- Permission to cite commercial membership of BIAZA in publications (though use of BIAZA's logo without prior written permission of BIAZA is not permitted).
- May attend the AGM dinner
- The opportunity to sponsor and attend other BIAZA events and to make presentations

Mentoring of Members

Background

BIAZA leads and supports its members in their work, and as such assists them in achieving the highest standards of care and welfare for the animals that they keep.

Mentoring for Provisional Members

When the provisional membership category was created in 2004 a mentoring system was devised to enable comprehensive mentoring to enable the member to increase their skills in order to reach full membership. Areas covered are:

- **General – zoo governance, administration etc.**
- **ZLA Report – examination or conditions recommendations etc.**
- **Animal Husbandry & Welfare**
- **Veterinary Care**
- **Animal Records**
- **Captive Breeding**
- **Education**
- **Conservation**
- **Research**
- **Ethical Review Process**
- **Staff Training & Development**
- **Health & Safety**

Mentoring for Full BIAZA Members

As BIAZA does not have an inspection process, for collections that are licensed under the EU Zoos Directive, procedures are in place for regular monitoring of the membership. The data received in the Annual Questionnaire is of prime importance in this. The BIAZA membership and licensing committee reviews returned Zoo Inspection Reports – which may highlight problem areas. It is felt that a positive benefit of BIAZA membership for some full member collections would derive from a mentoring system, similar in outline to that for provisional members. This would be particularly beneficial in circumstances where the collection has a real desire to develop but would benefit from external advice (this could be improving a problem area or the development of a facility for species not currently maintained by the collection).

Process:

- Visit to collection by (could be members of MLC/BIAZA staff) with managers and identification of problem areas / areas for development
- Source BIAZA members with relevant expertise in problem areas who are willing to assist
- Collection accepts that development is required in the identified areas and will take the advice of the mentor and instigate recommended actions
- Development of plan-of-action with an agreed time-span

- It will be made clear to the Collection in question that the mentor will provide reports to MLC
- The member should take full responsibility to take and implement the advice of the mentor

Mentoring of Full Members following a complaint

Mentoring may be a useful tool in dealing with a complaint against a member collection.

Appendix II

Attendance of non-members at BIAZA Meetings

Proposal agreed July 2012

That a restriction is made on the number of years non-members can attend meetings i.e. all meetings *except* the Aquarium Working Group, which will be reviewed annually. It is felt that it is not fair on the membership which, through fees paid and time donated by staff, make the Association the success it is. Therefore from January 2013 non-BIAZA members will be allowed to attend meetings (with the same increased cost structure currently operated) for a period of two years. *Please note that this applies only to licensed zoos which are eligible for full membership of BIAZA.* After the two year period, if they have not applied for membership, they will no longer be allowed to attend any BIAZA meetings. For 'year' read full calendar year.