



K.E.E.P Code of Conduct

Visiting Keeper

1. The keeper is acting on behalf of their zoo/aquarium and should therefore be courteous and behave responsibly throughout their time learning from another collection. This includes refraining from the following behaviour:
 - a. Swearing or obscene gestures, particularly in front of zoo visitors.
 - b. Abusive or hostile language to members of staff, volunteers or zoo visitors.
Harassment of any kind will not be tolerated and may result in the keeper being asked to leave the premises.
 - c. Using a mobile phone, unless given express permission by staff members, or on their lunch break.
 - d. Smoking, unless in the designated areas of the park.
2. The keeper will maintain a respectable level of hygiene throughout their time at the placement collection.
3. The keeper will follow the husbandry protocols of their placement collection, including not entering an enclosure or approaching an animal without permission. Even if the keeper has experience working with a certain species, they must respect the decisions and instructions of the keeper they are assigned to whilst participating in the exchange.
4. The keeper understands that they must follow all health and safety instructions from their hosting collection, including but not limited to:
 - a. Wearing a mask when entering an enclosure / interacting with specific species.
 - b. Wearing gloves when handling or preparing food or delivering food to an animal.
 - c. Wearing suitable attire for the work undertaken where instructed, including items of clothing such as: Steel-toed boots, Wellington Boots, Waders, Long sleeved clothing, etc.
5. The keeper will follow any emergency protocols outlined by the hosting collection, including events such as a fire or animal escape. The keeper is not to participate in or obstruct any emergency response to these events and must follow instructions given by their duty manager. The keeper will have read the health and safety guidelines before participating in the exchange about what to do in the event of an emergency.
6. If in the event that the keeper does not personally agree with any husbandry methods or ethics behind the management of an animal/group of animals at their hosting collection, they are to consult the KEEP handbook for advice. Aggressive confrontation will not be tolerated.
7. The keeper will consult the hosting collection's social media policy before posting photos or videos (particularly of any behind-the-scenes areas) on any social media platform. If they are found to be violating this policy, it may result in a ban on any future exchanges between the hosting collection and that keeper's collection.
8. Any and all equipment loaned to the keeper for the purpose of their exchange shall be returned in an acceptable condition at the conclusion of their exchange
9. The keeper will adhere to proper levels of personal hygiene before visiting a collection, including clean clothing and footwear, in order to decrease risk of cross contamination between collections.

10. The keeper will understand that for the hosting collection it is a regular working day and all daily tasks need to be completed as normal. Keepers must prioritize assisting the hosts with their tasks to the best of their ability and keep social discussions to an appropriate level whilst working.
11. Please understand that the Keeper Exchange Programme is meant to be undertaken as part of a keeper's CPD, as a valuable learning experience. It is not a leisurely excursion and therefore no unauthorized personnel (such as family members or friends) will be admitted to the premises alongside the visiting keeper, unless otherwise granted permission by the hosting collection.

If the visiting keeper is found to violate any aspect of this code of conduct this may result in a ban on future exchanges between both the visiting keeper and visiting collection.