



ORNAMENTAL AQUATIC TRADE ASSOCIATION (OATA)

CODE OF CONDUCT

CODE OF CONDUCT

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1. CODE OF CONDUCT FOR RETAILERS

General points

Members:

- 1.1. should display the OATA Ltd logo and Customers Charter in an appropriate site on their premises.

The Charter should be displayed prominently in the retail sales area but NOT behind the counter. Arrangements should be made to allow members of the public to view the Code of Practice by appointment at an agreed time.

- 1.2. must be in possession of a current Pet Shop Licence. It is an offence under the Pet Animals Act 1951 (Section 1(7)) to trade without one.

2. LIVESTOCK

Receipt of animal livestock

(This section applies when livestock is purchased from a wholesaler's import facility meeting the appropriate section of this code. Retailers who import fish direct or buy fish via a consolidator should also refer to the Code for Unpacking Imported Livestock).

- 2.1. The retailer should accept responsibility for any livestock ordered once despatched, in good faith, for delivery at a reasonable time or at another pre-arranged time. An out of hours contact should be available so that any delay in delivery can be dealt with promptly.
- 2.2. Fish should be carefully unpacked at the place of destination. Preferably in dim light and avoiding strong sun or artificial light sources. The animals should be acclimated to the physical and chemical water conditions in the holding facility using all reasonably practicable means to reduce the stress experienced by them during the procedure.
- 2.3. Newly imported livestock (either direct import or via consolidation) should be separated from previously held stock, clearly marked and rested for a minimum 48 hours or until a normal behavioural and feeding pattern has been re-established, whichever is the longer period, before sale.
- 2.4. Materials used in packing should either be disposed of hygienically or, if to be reused, disinfected appropriately.
- 2.5. Fish must be acclimatised to the water in the holding facility and a normal feeding pattern should be established, with an appropriate food, prior to retail sale.

- 2.6. When tanking fish due regard should be paid to the physical and behavioural needs of each species.
- 2.7. All reasonable precautions must be taken to prevent the outbreak and spread of diseases. This may include disinfecting nets, the use of a specified net for each tank in an individually filtered aquaria. In centralised systems it may include efficient UV filtration or tank isolation.
- 2.8. Fish showing overt clinical signs of disease should be treated appropriately. This may require the affected individuals or population to be isolated. No sales from these individuals or populations should be made. Veterinary consultation may be required. Sick or damaged fish should be removed from public view.
- 2.9. Antibiotics should only be used on a veterinary prescription.
- 2.10. Water quality should be assessed regularly and managed so that criteria outlined in Annex A are satisfied.
- 2.11. Records of fish purchased should be maintained.
- 2.12. Records of mortalities should be maintained and related where practicable to batches of fish from which they originated.

3. RETAIL SALE OF ANIMAL LIVESTOCK

- 3.1. All livestock sold should be in good health as far as can be reasonably determined without veterinary inspection.
- 3.2. No animal with an obvious significant abnormality, which would seriously reduce its quality of life, should be offered for sale. If in doubt veterinary advice should be sought.
- 3.3. Fish should be caught in such a way as to reduce the stress induced and ensure no physical damage occurs to the animal.
- 3.4. Every reasonable effort should be made to ensure that the customer purchases livestock suitable for the aquarium or pond for which it is intended. Due regard should be given to the time the aquaria/pond has been established and the stocking, both in terms of species and density, when offering advice.

To enable staff to fulfil this requirement a full range of books for reference should be available. Less experienced staff should be encouraged to consult a senior member of staff whenever they are uncertain.

(Under no circumstances should a brand new aquaria or pond be established and stocked full immediately. If asked to do this the retailer should advise the customer as to the inadvisability of this course of action and explain why he must refuse to do so and if necessary refer to the 'Customers Charter').

3.5. Particular attention should be paid to informing the customers of the risks associated with any potentially harmful or venomous species. This information should include First Aid procedures.

3.6. Transport of livestock sold to customers in a retail outlet

Fish or other aquatic organisms should be sold in containers suitable for the journey to be undertaken and thus ensure they arrive in good health. Special regard should be paid to the climatic conditions and length of journey.

The containers should:

- i. contain a sufficient oxygen supply for the organisms for the duration of their journey;
- ii. contain an appropriate quantity of water;
- iii. have sufficient insulation to prevent large fluctuations in temperature;
- iv. be covered to exclude light.

Fish which may be aggressive to one another should be packed separately. It may be necessary to prevent these fish from having any visual contact.

3.7. The new owners of fish should be very carefully instructed in the technique required to acclimatise fish to their aquaria/pond.

3.8. 'After sales' advice should be offered to customers who purchase livestock.

3.9. Accurate instructions on the care and welfare of the animal purchased should be given to the customer at the time of any sale as appropriate.

3.10. No animal should be sold to any person under the age of 16 years who is unknown to the licensee unless that person is accompanied by a parent or legal guardian or provides appropriate written consent.

Subsequent sales to a juvenile less than 16 years (but over 12 years) of age who is known to the licensee can be carried out in the absence of a parent or legal guardian or appropriate written consent, provided that the licensee is satisfied as far as possible that:

- i. the parent/guardian would not object to the acquisition;
 - ii. the juvenile is sufficiently knowledgeable as to the needs, care and nature of the species acquired.
 - iii. the juvenile's intention towards the acquisition is consistent with the well-being of the animal concerned.
- 3.11. No venomous or potentially harmful species should be sold to anyone under 16 years of age.

4. CODE OF CONDUCT FOR IMPORTERS

INTERNATIONAL MOVEMENT OF LIVESTOCK

Packing and Exporting

Living animals must have priority over all other freight and should be transported by the most expeditious means.

Importers (i.e. consolidators, wholesalers and retailers importing direct from an exporter) should be able to demonstrate that they have taken positive steps to ensure that packers and exporters follow the guidelines given below:

- 4.1. Livestock should be packed in a manner which complies with the current IATA Live Animal Regulations. The Regulations for 1992 require that fish are packed so that they will survive 48 hours from the time of their acceptance by an airline. Due regard should be given to behavioural characteristics of the species concerned.

4.2. Chemicals

The use of chemicals of the following classes:

- i. Buffers
- ii. Ion exchange materials
- iii. Vital dyes
- iv. Vaccines
- v. Sedatives
- vi. Antibiotics

should only be used when necessary and then only in accordance with good husbandry, bearing in mind the provisions of the Medicines Act 1968 and veterinary practice in the UK.

4.3. Labelling

The contents of each box in a shipment should display an external label giving the following information:-

- i. Consignor -name and address
- ii. Consignee -name, address and out-of-hours contact telephone number
- iii. Date and time of packing and of dispatch
- iv. Airport or port of destination and route
- v. Accepted scientific names and local common names of species enclosed or be accompanied by a document containing this information
- vii. Required temperature range
- viii. Any medication or chemicals used
- ix. A note of any organism hazardous to humans

4.4. No livestock should be despatched unless in direct response to an order that has been received. No 'makeweights' are acceptable if covered by any UK import restrictions. Substitutions must be notified at least 24 hours in advance of arrival. This will enable importers to meet the requirements the Veterinary Checks Directives 91/425 and 91/496.

4.5. 48 hours notice should be given by the consignor to the consignee of the estimated time of arrival of shipment.

4.6. Animals from the wild should have been collected using legal, ethical techniques which do not damage the ecosystem.

4.7. No fish showing overt signs of clinical disease should be dispatched.

Carrying

- 4.8. No carrier or agent, in the country of origin, should accept a consignment of livestock for which no documentary evidence of an order is available, whether that consignment is prepaid or charged collect.
- 4.9. IATA Live Animal Regulations must be followed especially with regard to the rapid discharge of the cargo.
- 4.10. If for any reason the fish have to be unpacked before their final destination then the following conditions must be observed:
 - i. the operation must take place in a room where the ambient temperature is within the range stated on the label.
 - ii. the operation should be conducted in dimmed or red light. It should not occur in bright sun or artificial light.
 - iii. any water that is used for topping up or replacement must be to a very similar chemical and physical nature to the packing water at the time of unpacking.
 - iv. expert ichthyological advice should be sought.
- 4.11. Unpacking during the journey should be avoided if reasonably practicable and should only be undertaken to benefit the welfare of the livestock or for statutory purposes.

General Responsibilities

The importer (or agent) should also assume the following responsibilities.

- 4.12. The IMPORTER i.e. the person or business upon whose licence the import is made, must accept primary responsibility for any consignment ordered, after it has been despatched in good faith and left the country of origin, under all circumstances. Late arrival of shipments for any reason does not absolve an importer from this responsibility.
- 4.13. The importer or his/her representative should make all reasonable efforts to expedite the clearance of the consignment and transport to its destination.
- 4.14. This journey should be completed by a means and in circumstances that do not prejudice the well-being of the animals.

- 4.15. Shipments that have been abandoned should only be 'rescued' when appropriate tanking facilities are available as soon as is reasonably practicable. Fish should not be 'rescued' and stored in their transit boxes until sold. Only in exceptional circumstances e.g. flights bound for the continent that become fog bound in the UK, should livestock be unpacked, water changed and repacked before their final destination is reached.

Should a shipment be abandoned then the importer's Freight Agent should make him or herself responsible for alerting OATA Ltd by telephone or fax of this eventuality. Failing that contact should be made with another recognised OATA Ltd importer.

- 4.16. A record of all fish imported and sold, (except retail sales) to include source and destination, should be maintained. This may be achieved by retention of orders and invoices.

- 4.17. Transport packages should not be opened until they have arrived at their destination. An exception may be made when the survival of the livestock is threatened. In these circumstances the conditions relating to livestock outlined in 'CARRYING - INTERNATIONALLY' should as far as reasonably practicable be applied.

- 4.18. CITES

When importing CITES listed species the appropriate import and export permits should be obtained. Details of the import permit ie permit number or photocopy of the original should be provided for the purchaser.

- 4.19. EC Wildlife Trade Regulations

The necessary import permit (Annex B species) or import declaration (Annex D species) should be available as appropriate to both authorities and customers. The supplier of Annex B species should take positive steps to satisfy themselves that their intended customers are able to care for the specimens properly.

- 4.20. Plant Health Requirements

Where necessary Phytosanitary Certificates or Plant Health Passports should be obtained.

5. UNPACKING IMPORTED LIVESTOCK

This section of the Code applies on the first occasion livestock is unpacked following import.

Thus it may apply to:

- traditional wholesalers
- retail outlets importing directly
- businesses buying livestock through consolidators

The provisions laid out in this section are similar to those applied whenever livestock is unpacked or handled. However they must be applied bearing in mind the origin of the livestock and the length of time they have been in transit.

Businesses receiving livestock in the manners described as above should be able to provide the additional care and husbandry required by livestock immediately following import. Particular attention and effort is necessary when wild caught specimens are considered.

- 5.1. Livestock should be unpacked promptly upon arrival
- 5.2. Suitably trained and/or experienced staff should be available during unpacking.
- 5.3. Fish should be unpacked in dim light conditions. Livestock should not be exposed to strong natural or artificial light.
- 5.4. Livestock should be acclimated to the physical and chemical water conditions in the holding facility using all reasonably practicable means. Particular attention being paid to those factors e.g. pH, temperature and ammonia which may have altered substantially during transport.
- 5.5. Livestock showing overt signs of distress, injury or disease should be treated as appropriate. This may require the affected individuals or populations to be isolated. Livestock thus treated should not be sold and should be removed from public view. Veterinary consultation may be required.
- 5.6. All reasonable precautions must be taken to prevent the outbreak and spread of diseases. This may include disinfecting nets, the use of a specified net for each tank in an individually filtered aquaria. In centralised systems it may include efficient UV filtration or tank isolation.
- 5.7. Records of disease outbreaks, treatments and mortalities should be maintained. These should be related to particular batches of fish whenever practicable.
- 5.8. Materials used in packing should either be disposed of hygienically or, if to be reused, disinfected.

- 5.9. Antibiotics should only be used under the supervision of a Veterinary Surgeon practising in the EC and following the normal practice of the profession in the UK. (See also 'Use of Medicines').
- 5.10. When tanking fish due regard should be paid to 5 and 6 above and the physical and behavioural needs of each species.
- 5.11. Stocking Densities - see Appendix A
- 5.12. Newly imported livestock (either direct import or via consolidation) should be separated from previously held stock, clearly marked and rested for a minimum of 48 hours or until a normal behavioural and feeding pattern has been re-established, whichever proves the longer period, before sale.
- 5.13. A record of fish bought and sold, including information on source and destination should be maintained. This may be in the form of invoices and orders. Records of mortalities should be maintained relating to particular batches where reasonably practicable.

Sale and Movement of Livestock

The provisions of Fish Health and Conservation legislation must be adhered to.

- 5.14. Newly imported livestock (either direct import or via consolidation) should be separated from previously held stock, clearly marked and rested for a minimum 48 hours or until a normal behavioural and feeding pattern has been re-established, whichever proves the longer period, before sale.
- 5.15. Before sale a careful visual examination of livestock should be undertaken. Any signs or symptoms of disease should be noted, investigated further and treated appropriately. Records of treatments used, relating where possible to individual batches of fish should be maintained.
- 5.16. All stock sold must be in good health as far as can be reasonably determined without veterinary inspection.
- 5.17. Fish should, if appropriate, be transported to the retailer by the quickest reasonably practicable means. Any livestock received or consigned should be transported according to the regulations laid down by the Welfare of Animals (Transport) Order 1997 or other relevant legislation or recommendations. For air transportation the IATA guidelines must be followed. For rail transportation the British Rail guidelines should be followed.
- 5.18. The animals should be packed to survive at least 150% of the anticipated journey time. The packing must therefore take account of climatic conditions and the behavioural characteristics of the fish as well as the travelling time.

5.19. Complaints from retailers should be dealt with promptly, courteously and sympathetically. In the event that a dispute cannot be settled then the matter may be referred to the OATA Ltd office.

5.20. CITES Species

The import permit number or a photocopy should be supplied, either when the order is delivered or with the invoice for such an order.

5.21. EC Wildlife Trade Regulations

Wholesalers should satisfy themselves that the necessary import permit (Annex B species) or import declaration (Annex D species) has been given or made as appropriate when supplying Annex B species it must be ascertained that the recipient is able to care for them.

5.22. Labelling of transport boxes.

The following information should be available to the transporter:

- consignee
- consignor
- out of hours contacts of both

Where necessary Plant Health Passports should be obtained.

6. ROUTINE CARE OF LIVESTOCK

This Section applies in all establishments holding livestock.

Animal

- 6.1. Animals shall at all times be kept in accommodation that is adequate in construction, size, amenities and position in the premises.
- i. No livestock should be exposed to excessive light or heat, or lack of adequate warmth.
 - ii. No fish or other organism should be subject to rapid fluctuation in light, heat or chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme.
 - iii. All aquaria should be sited so that visual inspections are easily carried out. (This does not necessitate them being wholly visible from the shop floor).

- 6.2. Aquaria shall be checked daily and cleaned as often as is necessary to maintain good hygiene standards, consistent with the rate of stock turnover and consequent stocking densities. Appendix A lists the water quality targets to be maintained.

Notes:

- i. Particular attention should be paid to removal of uneaten food and mortalities, as both of these can release ammonia as they decay.
 - ii. The filtration system, whether internal or external, should be maintained in efficient order. The performance of the filter should be checked by chemical analysis using commercially available test kits as appropriate.
- 6.3. Fish and other aquatic organisms should be displayed in a manner which precludes interference by unauthorised people as far as is reasonably practicable.
- 6.4. The care given to fish kept in outdoor ponds or aquaria must reflect the climatic conditions.

For instance:

- i. an air hole should be created in ice.
 - ii. shading might be required in intense summer sun, this may be by planting appropriately.
- 6.5. Food should be offered to fish on a regular basis taking into account the water temperature and the biology of the species concerned. Food should be stored in impervious closed containers which can, if necessary and appropriate, be cleaned easily. Good hygiene in this area will minimise the risk of insect or rodent infestation.
- 6.6. Water quality should be assessed regularly and managed so that the criteria outlined in Appendix A are satisfied.

Items 4 - 9 and 11 in the section headed 'Receipt of Animal Livestock' apply equally to routine care.

Care of Plants

This Code should apply equally to plants in respect of satisfying import controls (particularly phytosanitary and conservation legislation).

They should be carried and handled to minimise damage.

Diseases should be treated as appropriate.

Appropriate advice on the choice of plants by customers should be given taking account of the intended use to be made of the plant.

Advice on the care and maintenance of the plant should be available at the time of sale.

7. CODE OF CONDUCT FOR THE MANUFACTURE AND SALE OF GLASS AQUARIA

Insurance

Manufacturers of aquariums must hold Public and Product Liability insurance of at least £1,000,000.

Installation

Each aquarium should be sold with full instructions for its correct installation. These instructions should be prepared by each manufacturer. (They should include the following: weight when empty, weight when full of water-a table of weights should be used- and a warning to the customer that they must ensure that the structure upon which the aquarium is installed must be capable of bearing this weight indefinitely, safe procedures for transport and movement of aquaria, indications of methods to ensure surface on which the aquarium is to be installed is level).

Wholesalers and retailers selling aquaria should be conversant with these instructions.

Manufacture

7.1. The following glass types should NOT be used in aquarium manufacture:

- i. decorative
- ii. toughened glass without a frame.

7.2. Each piece of glass should be inspected for faults:

- i. prior to use
- ii. and after cutting and cleaning and prior to gluing

Faulty glass should not be used. Faults causing the rejection of glass would include imperfections in the sheet, chipping and cracking or unevenness of edges.

- 7.3. All glass edges exposed and unexposed, should be arrised to a standard that enables them to pass the test described for the Safety of Toys in EN71: Part 1:1988 (BS 5665. Part I 1989) Clause 4.18
- 7.4. Each sheet of glass should be cleaned in a manner that ensures no film remains, visible or invisible, that may compromise the efficiency of the adhesive. This may be achieved by
 - i. cleaning machinery using ammonia;
 - ii. hand cleaning using methylated spirits or appropriate industrial cleaner.
- 7.5. Aquarium manufacturers should ensure that the silicone sealer used in construction is specifically recommended for use in the manufacture of aquaria and is safe in use (both for livestock and humans).
- 7.6. Butt and corner joints should be used for aquaria of 18”x 12”x 12” and above. Fillet joints should only be used, as the sole method of gluing, on smaller aquaria.
- 7.7. It is recommended that aquaria should only be repaired by their original manufacturer. Other repairs may invalidate the manufacturers product warranty.
- 7.8. This Code of Conduct applies to cubic aquaria up to a length of 72” and a depth of 24”.
- 7.9. All aquaria designed to have a water depth greater than 17.5 ins. must be constructed of at least 6mm thick glass. Where aquaria are 36 inches or greater in length they should be made in 6mm glass when exceeding 15 inches in height and in 10mm glass where the water depth exceeds 18 ins depth.
- 7.10. Aquaria should be packaged to prevent damage in transit. This should include at least enclosure of end faces of glass with semi-rigid materials-capable of preventing accidental damage of these surfaces under normal transit and handling conditions- held firmly in place. In transit care should be taken to ensure that exposed edges remain undamaged

Testing

- 7.11. Each manufacturer should submit the following aquaria (or the closest in their range) for test:

18 x 12 x 12"
24 x 15 x 12"
36 x 15 x 12"
48 x 15 x 12"

plus one other aquaria selected from the manufacturers range by the independent testing laboratory from a previously supplied product list, specifying the glass thickness used in construction.

If a manufacturer produces no aquaria below 24 x 15 x 12 then only the three other specified aquaria and that selected by the testing laboratory need be submitted for test.

- 7.12. Annually after initial testing manufacturers should confirm in writing that the specification of materials used and design of aquaria manufactured has remained unaltered in the previous 12 months. Permission to use the 'Approved Product' logo will then be granted.

Where this is not the case i.e. when substantive alterations have been made, a full re-test must be undertaken before permission to use the 'Approved Product' logo will be given.

- 7.13. Aquaria to be tested should be selected from ordinary stock and not specifically manufactured for the test.

- 7.14. The laboratory will undertake the following procedures:

i. Inspection

Glass to be inspected visually for flaws and imperfections. Joints to be examined for compliance with Code of Conduct.

ii. Measurement

Overall dimensions and glass thickness to be compared to those specified on manufacturers lists

iii. **Testing**

- Glass edges to be submitted to Sharp Edge Test using the method described for the Safety of Toys in EN71 Part 1:1988 (BS 5665 Part 1:1989) Clause 4.18.
- Aquaria will be filled to normal working depth and inspected after 24 hours.
- Aquaria tanks to be tested at twice the intended working pressure for 24 hours.

This test will be completed with either:

a double height aquarium (constructed using normal bracing at both the normal height and twice the normal height, also use of front to back bracers is advised, to ensure the rigidity of the front and back plates and thus not allow excessive bowing) filled with twice the normal working depth of water for 24 hours.

or

aquaria fitted with a top plate and tested at double working pressure for 24 hours using a WIRA pressure head device.

- An impact test should be undertaken as outlined below:

use of a 5kg rubber ball swung on a pendulum length 1.45 m from a distance simulating a drop equivalent to 25cm height into the mid point of a front plate of the aquarium (this uses the principles only of BS 6206, 1981 for domestic glass)

use of a 230g steel ball using the technique described above (this uses the principles only of BS 3193 for oven doors.)

(Testing will be terminated if any aquaria fails any test and reported to the manufacturer who will be invited to resubmit as appropriate.)

8. TESTING LABORATORY

At present (January 2000) the only laboratory is:

The British Textile Technology Group (BTTG)
WIRA House
West Park Ring Road
Leeds, LS16 6QL
Telephone – 0113 259 1999
Fax – 0113 278 0306
Contacts wirafec@bttg.co.uk

Manufacturers must meet the cost of these tests and arrange transport of aquaria to the laboratory.

9. USE OF A LOGO TO DENOTE QUALITY

The logo may be used by OATA member manufacturers on products that meet the requirements of this Code. A copy of the test results and the aquarium installations should be forwarded to OATA to establish this.

10. HEALTH AND SAFETY AT WORK

General

- 10.1. It is of the very highest priority that as safe an environment as is reasonably practical is maintained for both staff and customers. Note should be taken of all relevant legislation but particularly the **Health and Safety at Work Act 1974 (HASAWA 1974)**.
- 10.2. Particular care should be taken to ensure that:
- i. emergency evacuation procedures are known to all staff
 - ii. fire-fighting equipment is regularly maintained and its location and mode of operation is known to all staff.
 - iii. entrances and exits are kept clear and are clearly and correctly marked.

Staff

- 10.3. Particular note will be taken of the need for care and training in the following areas:
- i. First Aid and the use of an Accident Record Book
 - ii. hazardous and venomous species
 - iii. Zoonoses-diseases which spread from animal to man e.g. Fish TB and Salmonella
 - iv. safe use and disposal of chemicals
 - v. Safe installation and working procedures for the use of electrical equipment in damp environments. Any installation of electrical equipment should be carried out by a competent electrician
 - vi. Firefighting
 - vii. Emergency procedures e.g. electric shock, spillage of chemicals, sting by venomous livestock etc.
 - viii. If there are more than 5 employees OATA Ltd would recommend that these points are recorded in the written Health and Safety policy maintained by the business as required by HASAWA 1974.

Out of Hours

- 10.4. The licensee or a designated keyholder must at all times be within reasonable distance of the premises and available to visit the premises in case of emergency.
- 10.5. A list of keyholders with their addresses and telephone numbers must be lodged with the local police and fire brigade.
- 10.6. An emergency telephone number must be displayed at the front of the premises. This may be 999.
- 10.7. When retail outlets are sited within other premises, the licensee or keyholders must have access at all times to the premises containing the livestock.

Use of Medicines

- 10.8. Fish are exempt from the provisions of the Veterinary Surgeons Act. Thus anyone may diagnose and treat fish diseases.
- 10.9. However, fish are not exempt from the Medicines Act. This means that drugs such as anaesthetics, antibiotics or other controlled medicines should only be used under veterinary direction.
- 10.10. Veterinary Surgeons may only prescribe drugs for animals under their care. This must be actual rather than theoretical and will mean periodic on site visits.
- 10.11. Failure on the part of the veterinary surgeon to meet this legal requirement may lead to him/her being struck off.

Staff Training

- 10.12. No animal should be stocked unless at least one member of staff is familiar with its care and welfare.
- 10.13. Staff will be encouraged to increase their knowledge and experience and so enhance the quality of information they may provide to customers.
- 10.14. A written training policy should be formulated to demonstrate that systematic training is taking place.

10.15. Training may be:

- i. in house; instruction by experienced, preferably qualified staff.
- ii. home study; providers are:
 - Ornamental Aquatic Trade Association (OATA) -
Water Quality and Filtration Advanced Diploma
Fish Biology and Fish Health Advanced Diploma
Water Quality Certificate
Filtration Certificate
Fish Biology Certificate
Fish Health Certificate

Further details including current fees, are available online at
www.ornamentalfish.org
 - Pet Care Trust -

City & Guilds (776) Pet Store Management Certificate
- iii. short courses
- iv. full-time courses
- v. conferences

Sparsholt College, Hampshire, Capel Manor, Brooksby College and Pencoed College offer short courses, full-time courses and conferences.

11. SALE OF GOODS ACT AND SUPPLY OF GOODS AND SERVICES ACT 1982

- 11.1. All transactions should be conducted within the terms of these Acts.
- 11.2. The goods should be:
- of merchantable quality
 - properly described
 - fit for the purpose
- 11.3. If a customer insists on making a purchase against the member's advice he should be warned at the time of purchase that his rights under the Act might be limited. The retailer may refuse a sale on welfare grounds.
- 11.4. Full and clear information must be given upon request regarding goods, services and livestock.
- 11.5. All services provided must be undertaken with reasonable care and skill and, unless a specific time has been agreed beforehand, within a reasonable time.
- 11.6. The customer must be prepared to pay a reasonable charge.
- 11.7. A customer cannot query a price which has been agreed beforehand.
- 11.8. The Supply of Goods and Services Act 1952 does not apply in Scotland, but similar provisions exist under common law.

Pricing

- 11.9. Misleading price offers must not be used.
- 11.10. Discounts offered should be based on fair comparisons.
- 11.11. Any credit facilities offered must be clearly stated in writing, and members must abide by the terms of the Consumer Credit Act 1974. Members are reminded that a licence may be required.

Complaints

- 11.12. The member will make every effort to resolve any dispute between himself and the customer.
- 11.13. All staff must be suitably trained to deal with complaints, but should difficulties arise the matter should be referred to senior member of staff.
- 11.14. At all times the person dealing with the complaint should adopt a courteous manner, act with tact and handle the problem sympathetically. The problem should be settled speedily if at all possible.
- 11.15. If the complaint cannot be resolved the following procedures are available:
- Local Advice
 - Both the member and the customer have the right to contact the Trading Standards Department or the Citizens Advice Bureau.
 - Conciliation Service

If there is still no agreement OATA Ltd can be asked to offer a conciliation service. There is no charge for this service.

12. APPENDIX A

STOCKING DENSITIES - ORNAMENTAL FISH

It is virtually impossible to determine the quantity of fish to be kept in a system purely on a weight or number of fish per unit volume or area of water surface area.

The variation in holding system used, the quality of husbandry and the types of fish stocked vary so greatly that it would render any such system too complicated to be practical or too simple to be useful.

The maintenance of water quality standards can be used to determine working stocking densities.

WATER QUALITY CRITERIA

Cold Water

Dissolved Oxygen	min - 6mg/litre
Free Ammonia	max - 0.02mg/litre
Nitrite	max - 0.2mg/litre
Nitrate	max - 50mg/litre above ambient

Tropical Freshwater

Dissolved Oxygen	min - 6mg/litre
Free Ammonia	max - 0.02mg/litre
Nitrite	max - 0.2mg/litre
Nitrate	max - 50mg/litre above ambient

Tropical Marine

Dissolved Oxygen	min - 5.5mg/litre
Free Ammonia	max - 0.01mg/litre
Nitrite	max - 0.125mg/litre
Nitrate	max - 40mg/litre absolute
pH	min - 8.1

GUIDE STOCKING DENSITIES

The water quality standards should not be met at the expense of a correct feeding regime.

Cold Freshwater

8kg/1000 litres

Tropical Freshwater

Fish up to 2" - 1.5kg/1000 litres

Fish over 2" - 2.5kg/1000 litres

Tropical Marine

Fish up to 2" - 1kg/1000 litres

Fish over 2" - 2kg/1000 litres

Guide stockings are ADVISORY only. They may be exceeded if the water quality standards are satisfied. When the water quality standards are exceeded at a lower stocking, this must then be considered as the maximum stocking density permissible.

The TOTAL volume of the system must be measured and taken into account in determining actual stocking densities.