

Code of Conduct

General points

3.1. Members 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.

3.2. Arrangements should be made to allow members of the public to view the Code of Conduct by appointment at an agreed time.

3.4. Members should ensure that they are aware of the current legislation on the matters relating to their business, including but not limited to non native species, aquatic organisms welfare, import and ownership concerning endangered species and plants and animal medicines. The OATA office will, if possible, be happy to assist members.

Routine care of live aquatic organisms

Advice on the care and maintenance of aquatic organisms must be available at the time of sale (this is a requirement of the welfare legislation). Customers should be advised that aquatic organisms must never be released or disposed of in the wild

Aquatic animals

4.1.1. Aquatic organisms shall at all times be kept in accommodation that is adequate in construction, size, facilities, and position in the premises and appropriate for the species and specimens concerned. No aquatic organisms should be exposed to excessive light or heat, or lack of adequate warmth. No fish or other organism should be subject to rapid fluctuation in light, temperature and chemical composition of their water, other than for the controlled treatment of disease or as part of a controlled breeding programme.

All aquaria should be sited so that visual inspections are easily carried out.

4.1.2. Water quality should be assessed regularly and managed so that the criteria outlined in Appendices A and B are satisfied.

4.1.3. 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.

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 of water quality using commercially available test kits as appropriate.

4.1.5. The care given to aquatic organisms 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.

4.1.6. Food should be offered to aquatic organisms on a regular basis taking into account the water temperature and the biology of the species concerned. Food should be stored in appropriate containers which can, if necessary and appropriate, be cleaned easily.

4.2 Care of Plants

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

Plants should be carried and handled so as 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

Stocking densities for ornamental fish

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

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 Species

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

Tropical Freshwater Species

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

Tropical Marine Species

Free Ammonia - max 0.01mg/l
Nitrite - max 0.125mg/l
pH - min 8.1
Dissolved Oxygen - recommended 5.5mg/l (never lower than 4.0mg/litre)
Nitrate - max 100 mg/l

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 stocking levels are advisory only. They may be exceeded if the water quality standards are satisfied. When the water quality standards are exceeded at 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.

These sections of the Code are included in the complete Code of Conduct which is available at www.ornamentalfish.org or a hard copy is available on request. You will receive a copy in your membership pack.

15.1 Work contracts

Members should not undertake professional work unless the terms and conditions covering such works have been recorded in writing and agreed to with the client

15.2 Training , qualifications and competence

Members must ensure that staff carrying out electrical checks and installations are qualified and authorised to do so.

In addition to requirements regarding electrical installations and issuance of a Part P certificate, it is the contractor's responsibility to advise customers on the condition of their electricals and the need to seek qualified professional help, as necessary.

Members will also endeavour in updating their employees' knowledge and skills through adequate and relevant training, such as fish health and horticulture courses and others as applicable.

15.3 Insurance

Members are expected to have adequate and appropriate insurance. (i.e. public and employer's liability insurance as a minimum.)

In addition and as a minimum, contractors are expected to honour warranties for parts (pumps, filters, etc) in accordance with manufacturer warranties.

15.4 Disclosure and Barring Service (DBS) Checks (previously CRB checks)

It is the responsibility of contractors to conduct DBS checks on staff as necessary and provide their client with this information

15.5.1 Hours and routes of access

Access to others' property must be restricted to the working hours previously discussed with the client. Access should also be restricted, in as a much as possible, to pre designated routes so as to cause minimal disruption to others on site and to minimise negative impacts on clients' privacy.

15.14 Waste Management

It is members' responsibility to dispose of all waste material according to current legislation

15.14 Construction Waste

Members must handle construction waste appropriately. Persons generating commercial waste will need to classify their waste and usually get a permit to store, treat, transport or dispose of their waste themselves. Alternatively, they should seek for a licensed waste business to deal with their waste

Under waste exemption NWF3 small business may store at any one time, up to 50 m³ of solid waste and 1,000 L of liquid waste for a period not to exceed 3 months.

15.14.2 Waste Electrical and Electronic Equipment (WEEE)

It is members' responsibility to be in compliance with the Waste Electrical and Electronic Equipment (WEEE) regulations. WEEE regulations apply to all retailers regardless of how products are sold whether direct or by internet, mail order or telephone

15.15 Hazardous Waste Materials

If your business produces or holds hazardous waste in England, you must register your premises unless the volume of waste produced, held or removed in a 12 month period is below 500 Kg. Companies in Scotland and Northern Ireland do not need to register.

If you deal with hazardous wastes, you will need to classify your waste and store it safely, and use an authorised business to collect, recycle or dispose of your waste. You must meet the requirements for carriers if you transport any hazardous waste from your own business.



Membership Application Form Pond & Aquarium Maintenance

I wish to apply for OATA Membership. **The following is required to be sent with this application, Public Liability Insurance, Current Fee.** Membership of OATA is at the discretion of the OATA Board which will make the final decision. Full voting membership is confirmed once the signed agreement of the code of conduct has been returned to the OATA Office and a membership pack has been sent to you..

I agree to abide by the letter and spirit of the Code of Conduct. I also agree to give the health and welfare of all livestock the highest priority consistent with the well being of customers and staff. I further agree to conduct my business in a manner which does not bring the industry into disrepute locally, nationally or internationally. I understand that a paid officer may visit my premises without prior appointment. I also understand that appropriate action will be taken by the Board of Directors of OATA Ltd against any member who breaches the Code of Conduct.

Please tick the box if you are happy for OATA to contact you for marketing purposes		<input type="checkbox"/>
Name (Please print):		
Trading Name:		
Address:		
Tel No:	E-mail:	
Fax No:	Web:	
Signed:	Date:	

Membership runs from 1st January to 31st December. Enclosed is my cheque for £153.10 (£127.58 + £25.52 VAT). A VAT receipt will be forwarded to you along with an Approved Member window logo, Code of Conduct, Customer Charter & Leaflets.

Please return this completed application form to:- Ornamental Aquatic Trade Association Ltd 1 st Floor Office Suite, Wessex House, 40 Station Road, Westbury, Wiltshire, BA13 3JN T: 01373 301352 F: 01373 301236 info@ornamentalfish.org www.ornamentalfish.org	Second and subsequent years membership subscriptions will cost £146.32 inc. VAT (£121.93 + £24.39 VAT) Reviewed annually
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