



EAZA Accreditation Screening Mission – Institution Guide

What is the goal of a screening mission?

As EAZA reinforces its position as the most progressive zoo and aquarium organisation in the world, we expect our membership to hold to the highest standards in animal care, conservation education, and facility management. It is the goal of the screening mission to confirm that member institutions are holding to these standards and as an opportunity for knowledge exchange between leadership in Europe's top zoos and aquaria.

Your participation in the EAZA Accreditation Programme is appreciated and we look forward to working with you on this important initiative.

What is expected of me as an EAZA institution being screened?

- All costs related to the screening mission, including travel, accommodation, and personal costs (drinks, meals, taxi, etc.) of the screening team will be paid for by your institution by way of an invoice from the EEO. In most cases, we expect these costs to not exceed €2500.
- Accommodations and travel to and from the airport/hotel/facility are to be arranged for by your institution.
- You will allow the screening team guided but full access to your facility, including off-display, veterinary and office areas.
- A member of senior staff (director, curator, veterinarian or other senior management) should serve as guide for the entire visit.
- Staff members should also be available to answer questions specific to their areas of expertise.
- Dinner after the screening day(s) will be arranged by your facility and attended by a member of senior management to allow for further discussion and answer any questions.

What is the role of the EAZA Executive Office (EEO) in the screening mission?

- A screening team consists of two selected screeners and a rapporteur from the EEO. One screener will be a resident of your country and/or familiar with local laws, language and customs. The second screener will be an international representative of an EAZA institution that has familiarity with your type of facility.
- The rapporteur from the EEO will be on hand for every aspect of the mission, including screenings, meetings and dinners. (S)He will take notes during the site visit, inform you of all required tasks, keep to the visit schedule, and serve as spokesperson for the entire screening mission. Any problems that arise will be handled by the rapporteur.
- All travel arrangements (flights, train, etc.) will be made in advance by the EEO with input from your facility and with an aim of keeping costs as low as is reasonably possible.
- Confidentiality and neutrality will be maintained at all times. While screeners can and will share knowledge and suggestions during the visit, they cannot discuss the membership recommendation with you at any time during the screening mission.

Before Visit

- Send updated information (animal records, master plans, financial information) that may have become outdated in the time between application and screening mission.
- Confirm accommodation and pick-up times/dates and reply to all correspondence by EEO coordinator.
- Communicate to your staff to expect the screening team and be available for questions.

During Visit

Arrival

- Arrange pick-up and transportation of screening team to your facility.
- Provide a private room for the screening team to be able to ask questions to the rapporteur and prepare the schedule for the screening mission.
- The rapporteur will then brief your representative on the schedule, and answer any questions that your facility may have about the screening process.

Screening Tour

Screeners will use current EAZA Standards to inform their decisions.

The topics that will be screened include *but are not limited to*:

Back Office – make staff and documents available relating to these topics and others

- Funding and financial support
- Staff education and development
- Organisational structure and management
- Master plans
- Collection plans
- Emergency plans and protocols
- Acquisition, exchange and transport
- Participation in conservation, research, and EAZA supported breeding programs.
- Animal care/veterinary records

Guided Walking Tour – provide access to entire facility, including back areas and off-site facilities.

Physical Facilities

- Public accessibility
- Non-animal attractions
- General repair and cleanliness
- Enclosure safety and maintenance
- Management of sewer and waste
- Safety of public, staff and animals

Animal Care

- Water and food access
- Displays and off-show areas
- Life support systems
- Enrichment and behavioural needs
- Species-specific needs
- Nutrition and food handling
- Daily animal care records

Veterinary

- Facility and equipment
- Staff education and knowledge
- Necropsy
- Capture and firearm equipment
- Drug management

After Tour

- Provide a private room and time for the screening team to allow for discussion of their visit and to fill out the EAZA Screening Team Questionnaire. Staff should be available to answer any questions that may arise.

After Visit

- EAZA will provide a detailed invoice for all costs associated with the screening mission. The invoice must be paid prior to the accreditation decision.
- A formal, standardised report of the visit and the recommendation of the screening team will be submitted to the Membership and Ethics committee, who will in turn review the documents and make a final recommendation to the EAZA Council. This can take up to six months.
- Council will make the final decision on awarding or denying membership (and level of membership) or accreditation.