

GENERAL ANIMAL ETIQUETTE FOR CONTRACTORS and CONSULTANTS

Working at the Dallas Zoo is a unique and different experience. Safety is key to all work and activities standard to your industry but also considering animal safety. Just as human injuries are reported, injuries to animals must also be reported to the United States Department of Agriculture (USDA). The zoo may be subject to investigations and fines if human and/or animals are injured. Inappropriate behavior by staff members as well as contractors and consultants may result in disciplinary action including removal from Dallas Zoo property and possible termination. Remember to keep safety first by following these guidelines.

- Never approach an animal exhibit or containment area, unless you have been given approval to do so by the Animal Staff in the area. You may frighten the animals, cause animals to attack other animals, or an animal might attack the fence. Stay in designated service and public areas.
- Your presence in an unusual location may cause the animals to be upset. Direct eye contact can be very threatening to some animals. If you are behind the scenes – don't stand and stare. If the animals seem to be focused on you, or if they are nervous/agitated, move on.
- If your work requires you to be around the animals, keep calm, move slowly and deliberately, and stay quiet. Exaggerated gestures, quick movements, and loud sounds will upset most animals. Remember, they can't get away from us - so we need to respect their need for privacy.
- Always call the Animal Staff if you need to work in or near an animal enclosure/barn. Do not enter animal areas without calling ahead – your sudden appearance may startle animals or put the keeper in a dangerous situation.
- Always notify the Animal Staff if you are going to be performing unusual or loud activities (including unfamiliar vehicles) near animal enclosures/barns. Give the Animal Staff time to shift or monitor the animals before you begin your work.
- Be aware that Animal Keepers go in the same space with some of our animals, and if the animals are frightened – they may attack or run over the keeper.
- Do not leave tools, supplies, or equipment next to or inside of animal barriers – some animals are able to reach through or around fences/barriers. If you do need to retrieve an item, never enter an animal area or adjacent service area – call the Animal Staff and tell them what has happened.
- Internal combustion vehicles or equipment must be kept far enough away from animal barns so that exhaust fumes do not enter the barns.
- Behind-the-scenes photography of animals is prohibited.
- Understand that some of your scheduled work activities and operations may need to stop temporarily due to scheduled animal events or shows. These event periods should be checked and coordinated with your work on a regular basis.
- If you see something unusual from an animal (vomiting, blood, fighting, eating non-food items, attacking fences, running into objects, etc.) – contact the Animal Staff immediately.

IF YOU HAVE QUESTIONS ABOUT STARTING OR CONTINUING WORK OR YOU ARE IN DOUBT REGARDING ANY SCHEDULED ACTIVITY – STOP BEFORE PROCEEDING AND DIRECT YOUR QUESTIONS OR CONCERNS TO YOUR IMMEDIATE SUPERVISOR OR THE DALLAS ZOO DESIGNATED REPRESENTATIVE