



Hello,

Thank you for choosing to book your interactive reptile experience with snakes alive ltd.

We can't wait to introduce you to some of the amazing animals we care for and tell you all about their homes and sometimes fascinating stories. Understanding the nature and features of reptiles, insects and arachnids is imperative to our line of work and sharing this information enables others to make informed decisions about the treatment of these animals in the wild and in captivity.

Until then it might be important for you to verify the legitimacy of our company and the staff that assist.

Operating Licence

snakes alive was set up in 1996 and has grown to a Limited Company (Company Number 09400359) providing a variety of reptile services. In October 2018 to regulate and improve animal welfare for businesses that exhibit animals the Animal Activities Licence (AAL) was introduced. We were issued with ours in January 2019 by Southend-on-Sea Borough Council with a 5-star rating, a copy of the certificate can be seen below.

Staff DBS Checks

The company is currently run by father and son team Peter and Daniel Hepplewhite with the help of support staff. Copies of the Disclosure and Barring Certificates are available to see below. Key members of staff have also subscribed to the renewal service so you can check updated versions if you have access to do so.

Children and Young People Safeguarding

Working with children and young people is a key part of what we do and keeping them safe from harm is key priority for all. We now include a Safeguarding Statement to outline our commitment to Child Protection and summarise our policies and procedures.

Risks and Insurance

For those in charge of the Health and Safety of an event, fear not, we have also included a brief risk assessment for your information. We do not intend for any issues to occur and will advise you of safety protocols when we meet and hope that you also assist us by pointing out the nearest Fire Exits and assembly points.

Risk Assessments aside if something does go disastrously know that we hold Public Liability Insurance and evidence is also provided below.

We look forward to meeting you!

Kind regards,

snakes alive team



Animal Activities Licence (AAL)

LICENCE



The Animal Welfare (Licensing of Activities Involving Animals) Regulations 2018

THIS IS TO CERTIFY THAT the person to whom the undermentioned Particulars relate has this day been licenced under the above Act with

Licence no 19/00178/APERF

Southend-on-Sea Borough Council who are the Licensing Authority for the Borough of Southend.

Star Rating ☆☆☆☆☆

Dated: 24th January 2019

Signature of authorised officer

Adam Penn - Team Leader Regulatory Services

Surname	Name of Keeper or Trainer.		Nationality	Either (a) Address of fixed place of residence in Great Britain or (b) permanent postal address in Great Britain from which letters addressed to the keeper or trainer will be forwarded.	Address or addresses at which animals are to be kept	Particulars of any previous Registration	Kinds of Animals			Description of General Nature of Performance	Date of Licence	Particulars of any Order of Court made under Section 2 or Section 4	
	Other Names	Business Name					To be trained	To be exhibited	No.				
Hepplewhite	Daniel	"Snakes Alive"	British	95 Westbury Road, Southend-on-Sea Essex. SS2 4DL	95 Westbury Road, Southend-on-Sea Essex. SS2 4DL	Previous registration	Kind.	No.	Kind.	No.	Interactive reptile experience. Display of animals to and handling of animals by audience.	24 th January 2019	None
							Lizards	10	Tortoise	3			
							Snakes	14	Spiders	2			
									Scorpions	1			
									Snails	2			
									Stick Insects				
									Cockroaches	6			
									Toad	1			
									Millipede	1			



Method Statement



Method Statement

We (snakes alive limited) can confirm that in providing animals for a school, event or party we will follow, in summary, the procedures outlined below:

Transporting animals

Any vehicle used by the company to transport animals is fully insured, has a full MOT certificate and is taxed, unless exempt.

Staff driving the vehicles will hold a full clean licence, and any driving infractions will need to be declared.

Animals are to be secured within transportation enclosures - these may appear small however it reduces the risk of movement within the vehicle that may cause harm

Animals are checked and provided regular break on long journeys where appropriate and safe to do so.

Predators and prey are not transported in areas where they can be seen, smelt or heard.

Animals are heated and cooled as necessary in order to maintain the optimum temperatures suitable and the ventilation is carefully considered.

Animals are not left unattended in any vehicle. Exceptions include if external temperatures prove more of a risk or the duration is minimal, such as paying for a parking ticket.

If animals are seeking medical treatment they should be transported individual if possible, or separated from other animals if unavoidable.

Exhibiting animals

Smaller than best practise enclosures are only used temporarily whilst animals are being exhibited. Enclosures will be spot cleaned and waste debris removed at the earliest convenience.

Even when exhibited correct temperatures and ventilation needs will be considered.

Animals will be sheltered from adverse weather if exhibited outside.

If animals are unable to move fully (i.e. use their natural full range of movements, such as running and flying) in any temporary enclosure (e.g. whilst being exhibited), they will be given the chance to do so at least once each day and a record kept.

Staff with the responsibility of care for the animals will be able to identify animals that are anxious or fearful about contact and/or handling.

Animals will only be exhibited if they are suitable for the type of exhibition involved (including any handling, noise, lighting, special effects, other animals), i.e. they are able to have their needs met and are not likely to be nervous, stressed or fearful.

Where an animal is showing signs of being nervous, stressed or fearful, steps will be taken immediately to address this including withdrawal during an exhibition.

Upon arrival at a destination we may make the following checks...

- the wellbeing of each animal and action any concerns immediately
- that the display area is suitable for our animals, such as making sure there are no cold drafts during the winter months or direct sunlight during summer.
- that there will be sufficient space for guests and consider control measures if the space becomes overcrowded
- that the exhibiting enclosures and suitable regulating equipment is set up in a safe way for the public and the animals before the animals are moved from their transportation enclosures.
- that enclosures are secure and our health and safety signs (hand washing signs etc) are displayed
- that staff are aware of the nature and age range of participants at the event and make arrangements to best suit the audience

The following posters will be displayed at exhibitions and external events where appropriate and necessary or clients informed of the information to which they contain:

- Do not disturb / bang the animals
- How to behave around our animals
- Wash your hands after handling animals
- Disclaimers (if applicable)

Interacting with the public

Handling will always be conducted in the most respectful and stress-free way for the species. Animals will be habituated to handling for the purposes of health-checking, education and performance in line with the Animal Activities Licence (AAL).

All staff responsible for the care of the animals are competent in the appropriate handling of each animal to protect it from pain, suffering, injury or disease.

Animals are never forced to interact with people, and must have a facility to avoid people, i.e. have access to a hiding place.

All handling/interaction by the public with animals will be constantly supervised.

Clients will be directed to facilities to wash their hands before and after handling animals.

Where a client is handling an animal it is the responsibility of a competent member of staff to ensure the interaction is appropriate and is stopped if the animal shows sign of fear, suffering or fatigue.

Emergency Procedures

Should an emergency event occur on site or with a member of our staff our full Emergency Plan can be easily located in the labelled red folder within our vehicle or within a bag in our possession. This will detail Emergency Contacts for our staff members and who to contact to look after the animals.



General Risk Assessment



General Risk Assessment

To prevent risks snakes alive will endeavour to ...

- Have trained, competent staff with the animals at all times
- Have appropriate health and safety signs on display, such as reminders to wash hands after handling animals
- Remove animals that may pose a risk

Hazard	Those at risk	Prevention	Possible action required
Bites and/or scratches	Anyone who handles the animals	Person receives close supervision from the presenter. The presenter is trained in the appropriate handling and the handler will be given verbal instructions.	Minor first aid may be needed if the skin is punctured.
Spiders and scorpions	Anyone who handles the Spiders or scorpions	Trained staff will always be present to guide public. Although they contain venom they are safe if handled correctly. The hairs from a spider may cause skin irritation, particularly for those with sensitive skin.	Bites and stings from these animals may feel like a bee sting and are normally harmless. However, if people feel unwell they should seek medical advice.

		Hand washing facilities must be available.	If skin irritation occurs do not rub eyes, thoroughly wash your hands. If irritation persists seek medical advice.
Allergens	Anyone who handles the animals Those with a latex allergy	Presenters should be notified in advance of any known allergies to animals or latex. Hand washing facilities must be available and latex free gloves are available upon request, if notified in advance.	If skin irritation occurs thoroughly wash your hands. If irritation persists seek medical advice.
Phobias	Anyone who encounters the animals	Presenters should be informed of participants with phobias in advance.	Presenters will always be considerate and sensitive to the needs of nervous participants and will allow them to exit the vicinity of the animals or gradually introduce the animals to them.
Zoonotic diseases	Anyone who handles the animals	Hands MUST be washed after any contact, and food MUST NOT be consumed in the vicinity of any animals. Disinfectant hand gels are NOT a substitute for thorough hand washing with warm water and soap.	Some reptiles can carry salmonella, if concerned they should seek medical advice.
Escaped animals	No potential risk to people	Staff will supervise animals and frequently check on them. Animals are never left unattended	We have an Escaped Animal Procedure that will be followed in the event of an escaped animal.

		during talks. A locked room should be made available if the animals are to be unattended for any length of time.	Phobics may become anxious and should be notified in a calm way.
Bug challenge	People taking part do so at their own risk.	All the bugs used are harmless to humans. Handwashing is recommended after every animal encounter.	
Bug eating	People taking part at their own risk.	All the bugs provided for eating have been professionally prepared and are available to purchase from retail shops.	If someone feels particularly unwell they may wish to seek medical advice.
Trips, slips and falls	Everyone	We will frequently assess the area for potential trips hazards and attempt to minimise these. If an area is overcrowded we may restrict entry to our exhibit.	
Heavy Lifting	Anyone lifting the larger animals	Follow the guidance in the Animal Handbook on heavy lifting.	Possible medical attention



Safeguarding Statement



snakesalive

Safeguarding Statement

Snakes alive understand that Safeguarding has a much wider remit than just protecting children and young people from abuse and neglect. All organisations that work alongside children have a duty to keep children and young people safe; including minimising the risk of harm and accidents and taking action to tackle safety concerns.

We also know that Safeguarding is also about being able to respond quickly and appropriately to concerns or allegations, which means having the right policies and procedures in place to deal with difficult situations if they arise.

For peace of mind know that

1. Snakes alive has a Child Protection and Safeguarding Policy in place that is updated annually and details key identifiers of harm alongside the correct procedures to report them.

Staff are also required to read the Child Protection and Safeguarding Policy upon starting and every 6 months thereafter. This allows staff to have the ability to signpost young people, parents and carers to information about child protection and where they might go for help.

2. All staff undergo a criminal record check through the Disclosure and Barring Scheme and are encouraged to subscribe to the annual renewal system so that these are always up to date.
3. Our Staff Handbook also covers a written code of conduct for:
 - a. Behaviour, including language
 - b. Mobile phone and camera usage
 - c. Respect for people's personal spaces
 - d. Appearance
 - e. Health and Safety procedures
 - f. Risk Assessments for Humans

- g. Risk Assessments for Animals as it is our responsibility to Safeguard these too.

As well as reading through our Safeguarding Policy and Handbook all staff are made aware of the details of our Local Safeguarding Children's Board and the NSPCC website for further reading. We encourage staff to undertake Safeguarding and First Aid Training as part of their continued professional development.

- 4. We have a whistle blowing policy in place for adults and young people to voice any concerns about abusive or unethical behaviour.
- 5. Our company aims to promote a culture that puts the interests of children and young people first; thereby enabling them to feel confident that any concerns they may have will be taken seriously.
- 6. Our named Safeguarding Officer is Daniel Hepplewhite and staff understand that any concerns must be raised with them immediately after reporting to the Police if the child or young person is deemed at significant and immediate risk. Otherwise we will discuss the matter with the Events/Schools Safeguarding Officer and/or report the incident via the local council's Child Protection team as appropriate.



Insurance Documents

Tel: 01328 857 921
Fax: 01328 857 959
Email: info@cliverton.co.uk



15-17 Norwich Road
Fakenham
Norfolk
NR21 8AU

CERTIFICATE OF COVER

We act as insurance brokers to:

Insured Name: Mr D & Mr P Hepplewhite
t/a Snakes Alive

Address: 95 Westbury Road, Southend-on-sea, SS2 4DL

Policy Number: HEDP01PM01

Security: Underwritten by certain underwriters and administered by Cliverton in accordance with the authority granted under binding authority agreements by Aspen Insurance UK Ltd.

Period of Cover: **From:** 08 July 2020 **To:** 07 July 2021 (Both inclusive)

Business: Minding of exotic animals (non DWAA)/small domestic animals including boarding in the insured's own home. Pet Taxi (excluding human passengers). Loss of keys/replacement £10,000.
Educational talks and parties with animals, birds, insects, & reptiles (excluding DWAA). Includes handling. Cover included for Film and TV work.

Cover	Limit of Indemnity
Public Liability	£10,000,000
Professional Indemnity	Not Insured
Products Liability	£10,000,000
Employers Liability	£10,000,000

Additional Information

The Public Liability cover includes Indemnity to Principal.

No excess applies other than £100 excess in respect of the third party property damage.

Document Sign Off

Signed By:  **Date:** 27/06/2020

In witness whereof this Certificate has been signed in Norfolk on behalf of **Aspen Insurance UK Limited**



Certificate of Employers' Liability Insurance^(a)

(Where required by regulation 5 of the Employers' Liability (Compulsory Insurance) Regulations 1998 (the Regulations), one or more copies of this certificate must be displayed at each place of business at which the policy holder employs persons covered by the policy)

Policy No: HEDP01PM01

1. Name of policy holder: Mr D & Mr P Hepplewhite
t/a Snakes Alive
2. Date of commencement of insurance policy: 08 July 2020
3. Date of expiry of insurance policy: 07 July 2021

We hereby certify that subject to paragraph 2:-

1. the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney, or to offshore installations in any waters outside the United Kingdom to which the Employers' Liability (Compulsory Insurance) Act 1969 or any amending primary legislation applies^(b); and
2. (a) the minimum amount of cover provided by this policy is no less than GBP5,000,000^(c)

Signed on behalf of those Lloyd's Underwriters subscribing to the above policy (Authorised Insurers)

..... Signature

- (a) Where the employer is a company to which regulation 3(2) of the Regulations applies, the certificate shall state in a prominent place, either that the policy covers the holding company and all its subsidiaries, or that the policy covers the holding company and all its subsidiaries except any specifically excluded by name, or that the policy covers the holding company and only the named subsidiaries.
- (b) Specify applicable law as provided for in regulation 4(6) of the Regulations.
- (c) See regulation 3(1) of the Regulations and delete whichever of paragraphs 2(a) or 2(b) does not apply. Where 2(b) is applicable, specify the amount of cover provided by the relevant policy.

Note: The information below this line does not form part of the statutory certificate. Those Underwriters at Lloyd's on whose behalf this certificate is issued require the following information to be entered by the issuing intermediary:

Name and address of issuing intermediary: Lycetts
Milburn House
Dean Street
Newcastle upon Tyne
NE1 1PP

Issuing intermediary's reference:
(if different from the Policy Number stated above)



Staff DBS Certificates

Enhanced Certificate

Page 1 of 2

DBS Fee Charged

Certificate Number

001629658175

Date of Issue:

13 SEPTEMBER 2018

Applicant Personal Details

Surname: HEPPLWHITE

Forename(s): PETER KENNETH

Other Names: HEPPLWHITE, PETER KENNETH

Date of Birth: 25 AUGUST 1958

Place of Birth: ROCHFORD ENGLAND

Gender: MALE

Employment Details

Position applied for:

CHILD WORKFORCE CHILDRENS ENTERTAINER (SCHOOLS)

Name of Employer:

SNAKES ALIVE LTD

Countersignatory Details

Registered Person/Body:

DUE DILIGENCE CHECKING LTD

Countersignatory:

HELEN PALETHORPE

Police Records of Convictions, Cautions, Reprimands and Warnings

NONE RECORDED

Information from the list held under Section 142 of the Education Act 2002

NONE RECORDED

DBS Children's Barred List information

NONE RECORDED

DBS Adults' Barred List information

NOT REQUESTED

Other relevant information disclosed at the Chief Police Officer(s) discretion

NONE RECORDED

Enhanced Certificate

This document is an Enhanced Criminal Record Certificate within the meaning of sections 113B and 116 of the Police Act 1997.



Enhanced Certificate

Page 1 of 2



Disclosure &
Barring Service

DBS Fee Charged

Certificate Number

001624322531

Date of Issue:

26 JULY 2018

Applicant Personal Details

Surname: HEPPLEWHITE

Forename(s): DANIEL PETER

Other Names: HEPPLEWHITE, DANIEL PETER

Date of Birth: 30 JUNE 1982

Place of Birth: ROCHFORD

Gender: MALE

Employment Details

Position applied for:

CHILD WORKFORCE CHILDRENS ENTERTAINER (SCHOOLS)

Name of Employer:

SNAKES ALIVE LTD

Countersignatory Details

Registered Person/Body:

DUE DILIGENCE CHECKING LTD

Countersignatory:

RACHAEL PENGELLY

Police Records of Convictions, Cautions, Reprimands and Warnings

NONE RECORDED

Information from the list held under Section 142 of the Education Act 2002

NONE RECORDED

DBS Children's Barred List information

NONE RECORDED

DBS Adults' Barred List information

NOT REQUESTED

Other relevant information disclosed at the Chief Police Officer(s) discretion

NONE RECORDED

Enhanced Certificate

This document is an Enhanced Criminal Record Certificate within the meaning of sections 113B and 116 of the Police Act 1997.



No DBS Fee Charged

Certificate Number

001644689855

Date of Issue:

21 JANUARY 2019

Applicant Personal Details

Surname: COMMONS

Forename(s): REBECCA JANE

Other Names: NONE DECLARED

Date of Birth: 16 NOVEMBER 1995

Place of Birth: BASILDON ESSEX

Gender: FEMALE

Employment Details

Position applied for:

CHILD WORKFORCE GIRLGUIDING LEADER/SUPPORTER

Name of Employer:

GIRLGUIDING UK

Countersignatory Details

Registered Person/Body:

GIRLGUIDING

Countersignatory:

SHOLA SOBANDE STONE

Police Records of Convictions, Cautions, Reprimands and Warnings

NONE RECORDED

Information from the list held under Section 142 of the Education Act 2002

NONE RECORDED

DBS Children's Barred List information

NONE RECORDED

DBS Adults' Barred List information

NOT REQUESTED

Other relevant information disclosed at the Chief Police Officer(s) discretion

NONE RECORDED

Enhanced Certificate

This document is an Enhanced Criminal Record Certificate within the meaning of sections 113B and 116 of the Police Act 1997.

DBS Fee Charged

Certificate Number

001629655780

Date of Issue:

13 SEPTEMBER 2018

Applicant Personal Details

Surname: **HEPPLEWHITE**

Forename(s): **SUSAN ANN**

Other Names: **HOWGEGO, SUSAN ANN**

Date of Birth: **30 DECEMBER 1957**

Place of Birth: **ROCHFORD ENGLAND**

Gender: **FEMALE**

Employment Details

Position applied for:

CHILD WORKFORCE CHILDRENS ENTERTAINER (SCHOOLS)

Name of Employer:

SNAKES ALIVE LTD

Countersignatory Details

Registered Person/Body:

DUE DILIGENCE CHECKING LTD

Countersignatory:

HELEN PALETHORPE

Police Records of Convictions, Cautions, Reprimands and Warnings

NONE RECORDED

Information from the list held under Section 142 of the Education Act 2002

NONE RECORDED

DBS Children's Barred List information

NONE RECORDED

DBS Adults' Barred List information

NOT REQUESTED

Other relevant information disclosed at the Chief Police Officer(s) discretion

NONE RECORDED

Enhanced Certificate

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