



kontiki



Animal Welfare Framework for Sled Dogs

Contents

| | |
|--|-----------|
| 1. Purpose | 2 |
| 2. Animal Welfare | 3 |
| 3. Background and Method | 3 |
| 4. Animal Welfare Framework for Sled Dogs..... | 4 |
| 4.1 Minimum Requirements..... | 4 |
| 4.2 Best Practice Standard | 5 |
| 5. Obligations and Responsibilities of the Supplier | 5 |
| Appendix 1: Minimum and Best Practice Criteria..... | 7 |
| Appendix 2: Definitions | 12 |
| References | 12 |

Kontiki Animal Welfare Framework for Sled Dogs

1. Purpose

Kontiki Reisen is committed to sustainable development. We want to be the principal sustainable tour operator for northern destinations and lead the industry by good example to ensure that we can continue to share unforgettable experiences with our travellers. Within this agenda, animal welfare is of the utmost importance to us. All encounters with animals must occur in a respectful and species-appropriate manner and with the welfare of the animal and the protection of the natural environment in mind. This is a responsibility Kontiki Reisen takes seriously, and we are prepared to commit ourselves to obligations that go beyond the minimum legal requirements. Therefore, we have adopted a comprehensive Animal Welfare Policy in 2019 as part of the DERTOUR Group. In 2024, we have updated the criteria to include guidelines for focal species in Nordic tourism: sled dogs and Icelandic horses.

This document outlines requirements for the use and welfare of domestic dog breeds used in a working capacity as sled dogs. The **Kontiki Animal Welfare Framework for Sled Dogs** defines acceptable standards for aspects such as nutrition, housing, veterinary care, handling practices and expression of normal behaviours. Effective application of this policy seeks to ensure that animals in the dog sledding operations we offer are always kept in appropriate conditions and are not subjected to inappropriate treatment.

Kontiki wishes to promote the well-being of the animals, the customers and the animals' caretakers. Without the support of our suppliers, however, these goals will unlikely be met. Therefore, we will do our utmost to engage, inform and encourage our partners to share our path.

The Kontiki Animal Welfare Framework shall align with the strategic objectives to:

- a) value all forms of life in its operations and supply chain by upholding requirements for animal welfare;
- b) embed animal welfare as a measurable outcome in all settings with working animals;
- c) promote the optimisation of the physical, psychological, and behavioural welfare of animals;
- d) seeks to guide stakeholders, from activity providers to tourism industry professionals, in their efforts to uphold and implement best practice standards in the care of animals;
- e) foster responsible stewardship, scientific integrity, and public trust in those responsible for animal care and welfare;
- f) steer our customers towards more responsible choices, and enjoyable experiences.

2. Animal Welfare

Animal welfare refers to the physical and mental state of the animal. It is how the animal experiences its world and life through its association with pleasant experiences specific to that species such as vitality, affection, safety and excitement or unpleasant experiences such as pain, hunger, fear, boredom, loneliness, or frustration. An animal may experience positive mental states if it is healthy, well-nourished, safe, and able to exhibit choice and control over its behavioural repertoire. It must not suffer from unpleasant, negative mental states such as pain, fear or distress. Reasonable animal welfare requires those responsible to ensure disease prevention and veterinary treatment, appropriate and enriching environments, shelter, good management, nutrition, humane handling and opportunities for normal behaviour and social interactions. Where animals are under human care, they rely on the ability of the latter to provide them with appropriate conditions to maintain their welfare.

The criteria of Kontiki Reisen's Animal Welfare Policy build on the Five Domains Model – a widely accepted framework for animal welfare. It was developed by Mellor & Beausoleil (2015) and is based on the Farm Animal Welfare Council's Five Freedoms (1979) and the Welfare Quality® criteria. It divides animal welfare into five categories: nutrition, environment, physical health, behaviour and positive mental experiences. The first four domains allow one to ascertain an animal's overall welfare in crucial aspects of its life. The final domain signifies a shift away from animal welfare being synonymous with the mere prevention of negative experiences such as pain or frustration. Instead, it highlights animal welfare crucially entailing efforts to promote positive mental experiences such as happiness, playfulness or comfort.

3. Background and Method

Kontiki Reisen has developed its agenda KONTIKI2030 to promote sustainable tourism in the North. This commitment is based on the United Nations' 17 Sustainable Development Goals (SDGs). Until 2030, Kontiki Reisen will fulfil 17 pledges – one per SDG – to contribute to sustainable development. As part of this roadmap, Kontiki wishes to contribute to SDG15 Life on Land and promote high animal welfare standards with our partners. Dog-sledding tours are among the most popular activities for our customers in the winter season. In October 2023, we invited stakeholders from the dog-sledding industry to join our virtual roundtable centred around how we can collectively ensure animal welfare and foster best practices.

The current animal welfare landscape in dog-sledding tourism is difficult to navigate. It is characterised by national laws that diverge significantly in their requirements and positive movements such as animal welfare certifications. However, opinions on what comprises good animal welfare are plenty, and certifications are not yet readily available to all kennels due to their geographic location or other factors such as associated resources and costs. Therefore, Kontiki Reisen established its Animal Welfare Framework for Sled Dogs as an interim solution until an industry-wide approach to animal welfare is found. We welcome a unified industry approach and hope to set an additional impulse through our framework. The policy will work in unison with existing regulations, national guidelines and certifications rather than in competition. Should the requirements of the Kontiki Reisen Animal Welfare Framework for Sled Dogs differ from local regulations, the stricter regulation shall always apply.

The Kontiki Animal Welfare Framework applies requirements consistent with the extended Five Domains Model developed by Mellor & Beausoleil (2015). The criteria draw on industry best practice standards such as The University of Lapland's Animal Welfare Criteria for Sled Dog Kennels in Tourism (2021) and the Finnish Green Activities ecolabel. Kontiki Reisen worked with ANIMONDIAL, experts in animal and nature protection in tourism, to ensure an accurate interpretation of the guidelines and to define this policy framework. Moreover, Kontiki collected feedback from three sled dog kennels to ensure they apply to a real-life context. The criteria will be subject to regular evaluation and updates to ensure effective and efficient application.

4. Animal Welfare Framework for Sled Dogs

Kontiki Reisen's Animal Welfare Framework for Sled Dogs is divided into a minimum and best practice standard. The criteria and requirements are outlined in Appendix 1 Minimum and Best Practice Criteria.

4.1 Minimum Requirements

Kontiki Reisen enforces a minimum animal welfare standard in its products. This ensures all animals in our offers are always kept in appropriate conditions, are not subjected to inappropriate treatment, and receive positive stimulation to promote their welfare. Our goal is to implement requirements for suppliers that go beyond the legal requirements and subsequently push for even higher levels of animal welfare.

The minimum requirements of Kontiki Reisen's Animal Welfare Framework for Sled Dogs are **compulsory** for all suppliers using animals in a working capacity as sled dogs. This also applies to all suppliers subcontracting businesses using animals in a working capacity as sled dogs. Although dogsledding operations may be subcontracted, the supplier remains fully responsible for their obligations under the contract. **All suppliers must sign an official agreement** and thereby undertake to comply with Kontiki Reisen's animal welfare minimum criteria for as long as the supplier is in a business relationship with Kontiki Reisen. Kontiki Reisen will organise audits of all concerned suppliers. The time frame will be decided on individual basis.

Kontiki Reisen wishes to propel partners and the tourism industry to raise animal welfare standards. To this end, Kontiki Reisen provides partners or subcontractors who **do not yet comply with individual requirements** of the Animal Welfare Framework's minimum criteria the opportunity to commit to a **program to improve standards**. By signing up for the program, the partner/subcontractor commits to undertake appropriate remedial measures to fulfil all minimum requirements until a predefined date. This time frame will be decided mutually on individual basis. The partner/subcontractor must submit an improvement plan and a concrete timeline to Kontiki Reisen accordingly. Kontiki Reisen verifies the implementation of the measures and compliance with the animal welfare policy during the implementation period, as well as after the deadline. During the implementation period, Kontiki Reisen will continue to conduct business with the partner/subcontractor. If the latter is not able to implement the agreed-upon measures on time, an extension may be granted, or, if no other solution is found, Kontiki Reisen reserves the right to terminate the contract. In exceptional and justified cases, Kontiki Reisen may exempt partners from their obligation to fulfil certain criteria, as long as the partner's practices a) fulfil the overall purpose of the criterion (e.g. provide shelter for the animal from extreme weather and cold), and b) align with Kontiki's general requirements for animal welfare. Please contact cr@kontiki.ch if you wish to know more.

4.2 Best Practice Standard

Kontiki Reisen supports stakeholders in their efforts to uphold and implement best practices in the care of animals. Therefore, the Framework outlines **voluntary best practice criteria** as guidance for partners.

Kontiki Reisen encourages its partners to strive for continuous improvement and work towards achieving the best practice standard over time. As a sign of appreciation, Kontiki Reisen gives **promotional advantages** to partners who adhere to the best practice criteria on top of the minimum standard. Partners verified as «best practice» will get enhanced exposure in Kontiki's marketing activities and special labelling on the Kontiki website to increase visibility.

If suppliers wish to be recognised as «best practice» by Kontiki Reisen, there are different ways to **apply for the best practice standard**:

- 1) The supplier holds a **valid animal welfare certification**, such as Green Activities. The certification criteria must include specific requirements for the animal welfare of sled dogs and include an on-site audit by a third party. Kontiki Reisen is happy to suggest certification bodies.
- 2) The supplier fulfils all **9 mandatory best practice requirements (O)** and at least **5 other criteria** and can provide factual proof of this (footage of the premises, veterinary records, daily work logs, etc.).

Kontiki Reisen recommends its suppliers seek out option (1) of acquiring an official animal welfare certification, such as the Green Activities certificate. Kontiki Reisen's best practice standard is **not a substitute** for a certification by an external party, as we are not experts on animal welfare. Official certification provides various benefits, such as guidance on safeguarding animal welfare, expert audits and advice, and receiving an official stamp of approval to highlight to customers. Additionally, suppliers with a valid animal welfare certification will have minimal effort when applying for Kontiki Reisen's best practice standard. Suppliers will receive recognition immediately upon showing a valid certificate and Kontiki Reisen verifying its status. Furthermore, suppliers with certification will be exempt from additional audits through Kontiki Reisen.

Suppliers who wish to apply for best practice recognition are invited to contact Kontiki Reisen directly at cr@kontiki.ch. Kontiki Reisen will then assist in the process and provide guidance.

5. Obligations and Responsibilities of the Supplier

The partner, henceforth called «Supplier», is aware of and commits to undertake the following obligations and responsibilities upon entering a business relationship with Kontiki Reisen:

- The Supplier undertakes to comply with all **minimum requirements** of the Kontiki Reisen Animal Welfare Framework for Sled Dogs.
- The Supplier undertakes to ensure that the requirements of the Kontiki Reisen Animal Welfare Framework for Sled Dogs are also **communicated to and followed by all its bodies, employees and subcontractors** to prevent violations in the further supply chain. The Supplier shall at its best efforts ensure through appropriate agreements with its direct suppliers that it is able to fulfil the minimum requirements and its obligations under this section.
- The criteria of the Kontiki Reisen Animal Welfare Framework for Sled Dogs shall **apply in the version in which a contract was last concluded** between the Supplier and Kontiki Reisen, whereby the Supplier shall be free at any time to refer to a more recent version instead.
- If the Supplier is of the opinion that it **cannot fulfil a minimum requirement** of the Kontiki Reisen Animal Welfare Framework for Sled Dogs **without violating applicable law**, it shall inform Kontiki Reisen thereof without delay.
- Compliance with the requirements of the Kontiki Reisen Animal Welfare Framework for Sled Dogs **does not release the Supplier or its subcontractors from fulfilling any further requirements** that may arise from applicable regulations to which the Supplier is subject, such as national law. Should the requirements of the Kontiki Reisen Animal Welfare Framework for Sled Dogs differ from local regulations, the stricter regulation shall always apply.
- The Supplier is obligated to inform Kontiki Reisen within **10 days** in case there are changes in its operations that impede meeting any minimum criterion. The Supplier must take appropriate preventive or remedial measures independently and without being requested to do so. The Supplier shall on request prove to Kontiki Reisen which measures it has taken in this respect.
- Kontiki Reisen may at any time request **unrestricted access** to all documents mentioned in the minimum standard (medical records of the animals, daily working logs, etc.) – in accordance with the rights of employees, data protection and the protection of trade secrets – which the Supplier is to provide promptly upon request.
- The Supplier permits Kontiki Reisen to **talk to the Supplier's or subcontractor's staff**, if factual indications suggest the possibility of a violation of any of the requirements or obligations of the Supplier. The Supplier shall also accept that employees or agents of Kontiki Reisen may inspect the Supplier's business premises under given circumstances. Factual indications include but are not limited to reported grievances in connection with the German Act on Corporate Due Diligence Obligations in Supply Chains, customer feedback or observations made by Kontiki staff during visits.

Rights of Kontiki Reisen in the event of breach of obligations by the Supplier

If the Supplier **fails to comply with any of its obligations** under this section, Kontiki Reisen may ask the Supplier to participate in the program of improvement. If a Supplier is not willing to participate or continues to fail to comply to the minimum requirements, Kontiki Reisen shall be entitled – without prejudice to its other rights – to **suspend the business relationship** with the Supplier until such time as the Supplier complies with its obligations.



If the Supplier breaches its obligations in an **intentionally or in a grossly negligent way**, Kontiki Reisen shall be entitled to terminate for good cause any continuing obligations in place with the Supplier and to withdraw from any purchase contracts not yet fully performed, provided that:

- the breach is related to a very serious violation of animal welfare,
- cooperation in a program of improvement is refused without reasonable cause, or
- no other, less extensive means are available to Kontiki Reisen to end the violation

Further rights to which Kontiki Reisen may be entitled to in the event of a breach of obligations by the Supplier (in particular the right to demand compensation for any damages incurred) shall remain unaffected.



Appendix 1

Minimum and Best Practice Criteria

| CATEGORY | MINIMUM STANDARD CRITERIA | BEST-PRACTICE-STANDARD CRITERIA |
|---|--|---|
| 1. Organisation, Staff and Emergency Protocol | 1.1 The organisation has a valid government-issued license to operate . | 1.8 The organisation has an endorsement or certification from a relevant, professional body of excellence (e.g. Green Activities). |
| | 1.2 The organisation has an adequate number of sufficiently qualified staff for the size of the business and number of dogs. | |
| | 1.3 The staff contracts ensure a fixed minimum monthly pay or guaranteed working hours per month for all employees. Exceptions may apply to volunteers. Unpaid volunteers receive contractually agreed-upon compensation for their work, e.g. free lodging and/or meals. | |
| | 1.4 The organisation has a training plan that ensures that all personnel working with the animals have a good understanding of animal welfare principles and how they are applied. | 1.9 The staff participate at least annually in training and seminars to refresh, update and increase their knowledge of working dog health, nutrition, training, working and breeding.  |
| | 1.5 Guides must be experienced enough to be able to sufficiently handle the dogs. | 1.10 The organisation prioritises and incentivises returning staff . |
| | 1.6 The organisation has an emergency plan that covers different forms of incidents (injuries of the dogs/guests, accidents, equipment malfunctions, extreme weather, fire outbreak, dogs fighting, etc.). The organisation ensures that staff or another form of appropriate support is available in the area in case of emergency . | 1.11 An escort vehicle is present on the tour or available on call nearby (e.g. snowmobile, all-terrain vehicle). |
| | 1.7 Staff are trained for emergencies . | |
| 2. Animal Welfare Safeguards | 2.1 The organisation acknowledges a commitment to animal welfare. | 2.9 The organisation has a written animal welfare policy.  |
| | 2.2 The organisation guarantees that no animals who are young (<1yrs), injured, ill, distressed, or fatigued will be used for work . | |
| | 2.3 Animals are trained and worked within their willingness and physical capabilities , with regular daily rest periods and health checks. | |
| | 2.4 The organisation ensures that the animals are fed, cared for and housed in a manner appropriate to their species, breed and needs . The dogs receive individual treatment and housing based on personality. | |

| CATEGORY | MINIMUM STANDARD CRITERIA | BEST-PRACTICE-STANDARD CRITERIA |
|------------------|---|--|
| | 2.5 The organisation monitors, recognises and respects social grouping and compatibility . | |
| | 2.6 In handling and training the animals, the organisation avoids and reduces negative emotions such as fear, sadness, frustration or apathy and promotes positive emotions such as security or contentment. | |
| | 2.7 Animals are handled with respect and humanely . | |
| | 2.8 Dogs are never handled using methods that could harm the animal or scare them . | |
| 3. Records | 3.1 The organisation maintains an up-to-date list of all their animals, including births, deaths and rehoming. | 3.5 All dogs are microchipped , with records identifying, as a minimum, their year of birth, pedigree, origin and owner. |
| | 3.2 Veterinary records are maintained for each individual animal, including, as a minimum, vaccinations, medication, injuries, illnesses, and where deaths occur, date of and reason for death. | 3.6 The organisation maintains extended records for each animal that include, for example, its name and microchip number, pedigree and origin, preventative and curative health records, dietary requirements, behavioural traits, abnormal behaviour, injuries incurred, given treatment and monitoring, incidences of fighting, date of retirement / rehoming / euthanasia details. |
| | 3.3 All records are identifiable through a unique number, or animal's name. | |
| | 3.4 A daily log records at least: hours worked and participation in tours / total distance run. The record is available for the past 12 months (or, if this agreement has been signed less than 12 months ago, for the time period since signing). | |
| 4. Tour Planning | 4.1 The organisation ensures compatibility between guests, dogs and tours (this includes weight, age, experience/skills of the guests, length and difficulty of the tour). | 4.3 During tours and safaris, one guide is responsible for a maximum of 6 teams . |
| | 4.2 During overnight safaris , the organisation takes appropriate measures to ensure the animals are comfortable, have food and access to clean water, and are protected from extreme weather and cold. | |
| | | 4.4 Care is taken to ensure tour trails do not disturb wildlife, disturb breeding sites, degrade nature, or cut through migratory routes , including reindeer herds. |

| CATEGORY | MINIMUM STANDARD CRITERIA | BEST-PRACTICE-STANDARD CRITERIA |
|--------------|---|--|
| 5. Equipment | 5.1 Equipment (harness, leash, etc.) is appropriate and fits the animals and does not cause distress or injury. | 5.6 Each individual dog has a harness customised to its needs to optimise comfort. |
| | 5.2 Equipment is in working order and cleaned and dried , if necessary. | |
| | 5.3 Equipment is repaired or replaced as soon as it becomes worn or damaged. | |
| | 2.4 Sled equipment must allow mushers to stop and remain stationary on trails. | |
| | 5.5 No electrical or metal collars with pins , or other pain-inducing equipment is used. | |
| | | 5.7 In icy conditions , neoprene (or similar material) booties can be used to protect the dogs' paws (recommendation). |
| 6. Nutrition | 6.1 All animals have access to appropriate high-quality food and clean, fresh water both in the kennel and when on tours. Feeding occurs at least two times a day . Drinking water is regularly checked and refilled to prevent freezing. | 6.3 Feeding routines are mentally stimulating and encourage normal behaviours . |
| | 6.2 Food is of an adequate amount that is suitable for the animal's sex, age, size, body condition, activity level, and reproductive and health status. | |
| 7. Housing | 7.1 Every dog has a doghouse available that is safe, insulated , includes clean and dry bedding , is of an appropriate size to allow a dog to turn around, and provides shelter from extreme weather. Ideally, it has a platform to lie on top. | 7.7 The area of each enclosure is larger than dictated by national law to permit freedom of movement. |
| | | 7.8 All dogs are housed in 'compatible' or working pairs to ensure social interaction . |
| | 7.2 The kennel, pen or shelter is weatherproof and raised off the ground , allowing dogs to shelter in a dry, draught free and comfortable area. | |
| | 7.3 The kennel is designed so that dogs can express normal and species-appropriate behaviour , with proper facilities and enrichment materials, and contact with other dogs. | 7.9 The kennel is environmentally complex , with furnishings, shelter and enrichment to encourage normal behaviours. |
| | | 7.10 A secured yard, automatic runner or free runs are available where dogs can exercise without a leash. This may include a water source – bathing water/pool/sprinkler – or furnishings to encourage exercise and enrichment. |
| | 7.4 The kennel area provides sufficient space , is free of excessive artificial noise and provides a stress-free environment for the dogs. | |
| | 7.5 Enclosures, food storage, preparation and treatment facilities are hygienic, well maintained and safe . | |
| | 7.6 The kennel has security surveillance (staff in immediate proximity or surveillance cameras). | |

| CATEGORY | MINIMUM STANDARD CRITERIA | BEST-PRACTICE-STANDARD CRITERIA |
|---|--|--|
| 8. Tethering | 8.1 Tethering or chaining as a method of (permanent) confinement is discouraged . If still in use, the kennel should have a plan to phase out tethering confinement in favour of pen structures. | 8.4 The kennel houses the dogs using a pen structure rather than tethering. No dogs are kept on chains permanently.  |
| | 8.2 If used, the tether must provide a means for the dog to walk, lie down and stand up (without tension on the tether) and to reach food, water and shelter at all times . | |
| | 8.3 No dogs <1 year are tethered. | |
| 9. Physical Health and Provision of Healthcare | 9.1 The animals are healthy , within an appropriate weight range (Score 4, 5 or 6 acc. on the Body Condition Score Guidelines by ISDVMA). | |
| | 9.2 The animals' physical and mental well-being is monitored daily by the tour guides and dog handlers to spot any changes or stress-related behaviours. Tour Guides and dog handlers must receive appropriate training in this matter. | |
| | 9.3 Animals are protected from pain, injury and disease by health planning, prevention, rapid diagnosis and treatment and avoidance of unnecessary procedures. | |
| | 9.4 The organisation has a vet or contracts a vet who provides curative treatment and routine healthcare, ensuring vaccination and worming protocols are kept up to date . | |
| | 9.5 The animals have access to at least one annual health check . | 9.8 All dogs have regular veterinary assessment , particularly the length of their nails, size of their collars, paws, joints and body condition. |
| | 9.6 The organisation has the possibility of placing sick/injured dogs indoors . | |
| | 9.7 Handlers are trained in basic first aid for dogs and humans. | 9.9 The organisation is equipped with a first aid kit for dogs. 9.10 First aid is available during tours by a suitably qualified person. |
| 10. Expression of Normal Behaviour and Social Interaction | 10.1 The dogs have daily opportunity to interact and socialise with other dogs off-tether or go on a walk/tour . | |
| | 10.2 The dogs have free-running exercise or playtime with other dogs at least once a week , weather permitting, including in summertime . | 10.4 Dogs must have daily free-running exercise, walks or playtime in summertime .  |
| | 10.3 Enrichment and stimulation are provided (through feeding procedures, toys, exercise, social interaction, etc.). | 10.5 Management of the animals seeks to offer options to increase behavioural diversity and normal behaviour patterns. |

| CATEGORY | MINIMUM STANDARD CRITERIA | BEST-PRACTICE-STANDARD CRITERIA |
|---|--|---|
| 11. Work, Rest Periods and Training | 11.1 A dog must be at least 1 year old before it starts to work. | |
| | 11.2 Dogs have an appropriate rest period between tours and for at least one full day per week . | 11.5 During the winter months, the dogs have at least 2 rest days per week . ○ |
| | | 11.6 Days with longer tours are alternated with shorter tours or full rest days . |
| | 11.3 During rest periods all dog harnesses are removed , and the dogs have the opportunity to interact and socialise with other dogs. | |
| | 11.4 Training starts at least 3 months before the first full-length tour, if the weather permits. | 11.7 Training begins three months prior to the start of the season (weather permitting). |
| | | 11.8 The operator has a year-long training plan for the animals, including rest and exercise periods during the summer . ○ |
| 12. Euthanasia, Retirement and Rehoming | 12.1 The organisation has a written euthanasia policy . | |
| | 12.2 An animal may not be killed without reasonable cause , such as terminal illness, critical distress, serious injury, genetic or congenital defect, overall exhaustion/weakness, old age or if all possible avenues to rehome/retire the dog have been exhausted and were unsuccessful . | 12.5 The organisation seeks to rehome or keep all dogs in the kennel after retirement. ○ |
| | | 12.6 The organisation has a plan for the retirement/re-homing/life cycle planning of dogs for when they no longer can work / if they aren't suitable for sledding and maintains a directory of potential owners. |
| | 12.3 An animal may only be killed under effective analgesia (stunning) in a state of insensibility or otherwise, as far as reasonable under the given circumstances, only under avoidance of pain . | |
| | 12.4 An animal may only be killed by someone who has the necessary knowledge and skills to do so: a registered veterinarian does so in accordance with the standards of the practice of veterinary medicine, an agent authorised and instructed by a veterinary, or an agent with a suitable license. | |
| 13. Breeding | 13.1 Breeding is planned while maintaining good welfare. | |
| | 13.2 Weaning of young occurs naturally . | |
| | | 13.3 The organisation has a safe whelping area that provides a stress-free, dry, and warm place for the bitch and the pups apart from other dogs, preferably indoors. |
| 14. Visitor Information | 14.1 Customers receive instructions on animal welfare, safety and humane handling in German or basic English. Alternatively: written instructions are displayed in German / French. | 14.4 The organisation provides animal welfare information on its website . ○ |
| | 14.2 Customers are advised only to touch or feed those dogs that are open to contact . | |
| | 14.3 Poor driving styles and harmful animal handling practices including jerking of reins, harsh stops and direction changes and whipping are not permitted . Staff intervenes, if necessary. | |

Appendix 2

Definitions

Animal: Any mammal, bird, reptile, amphibian, fish, invertebrate or other sentient organism (excluding plants or fungus).

Animal interaction: A term that describes a wide spectrum of interactions between animals and the public (in this case) that can be positive, negative, or neutral for either party.

Appropriate conditions: An animal experiences a positive mental state when it is healthy, well-nourished, safe, able to exhibit choice and control over its behavioural repertoire and when it is not suffering from unpleasant, negative mental states such as pain, fear or distress.

Captivity: A time-based state wherein animals are in a condition of confinement, both intentionally and by consequence, with their day-to-day needs and welfare subject to the provision of direct human intervention and care.

Domestic animal: An animal that has been genetically modified through selective breeding over many generations in order to serve various human objectives, also referred to as 'domestic breed'.

Environment: The surroundings or conditions in which a person, animal, or plant lives or operates.

Nature-based tourism: Leisure travel, undertaken largely or solely for the purpose of enjoying natural attractions and engaging in a variety of nature (based) activities.

Nature-positive: Nature Positive is a global societal goal defined as 'Halt and Reverse Nature Loss by 2030 on a 2020 baseline, and achieve full recovery by 2050' - halting and reversing damage to nature so that the whole living world can recover from its current depleted state. This involves minimising ongoing harm and taking positive action to restore nature to produce an overall benefit to biodiversity and to help achieve Net Zero.

Normal behaviour: Actions we expect to see from animals in good welfare, such as playing or grooming. Normal behaviors tell us that an animal is happy, healthy, and relaxed in its environment. When animals become stressed, bored, or sick, they may perform 'abnormal behaviors' such as biting, hiding, or pacing.

Sanctuary: A permanently sited facility exclusively administered for on-site, long term or lifelong, individual animal care. A sanctuary is a facility that rescues and provides care for animals that are in need of appropriate care, or have suffered abuse, injury or neglect, or have been abandoned or confiscated. Sanctuaries do not breed, buy, sell, or trade animals and do not allow public contact with animals in their collection. Animals are only taken offsite for medical treatment, emergencies, or to return them to the wild in a responsible manner.

Sentient: The capacity to have subjective experiences and feel and perceive emotions such as pain and pleasure. It implies a level of conscious awareness and the ability to suffer.

Species: A group of living organisms consisting of similar individuals capable of exchanging genes or interbreeding, and including any sub-species, cultivar, variety, geographic race, strain, hybrid, or geographically separate population.

Species-specific: Associated with, or relevant to, a given species.

Suffering: An adverse mental state that negatively affects the welfare status of an animal and is associated with negative experiences such as pain, distress, extreme boredom, injury and disease.

Suppliers: Providers of products and services for our customers.

Unacceptable practice: any practice in animal use or management that is not considered acceptable in regard to animal welfare.

Unnatural behaviour: Behaviour not observed in wild settings. Not all unnatural behaviours are regarded as abnormal, however, as they may be advantageous within the captive environment.

Welfare: Animal welfare refers to a state that is specific for every individual animal; it is how the animal experiences its own world and life through its association with pleasant experiences specific for that species such as vitality, affection, safety and excitement or unpleasant experiences such as pain, hunger, fear, boredom, loneliness, or frustration.

References

Mellor, D.J. & Beausoleil, Ngaio. (2015). Extending the 'Five Domains' model for animal welfare assessment to incorporate positive welfare states. *Animal Welfare*. 24. 10.7120/09627286.24.3.241.