

To: Wellington City Council
From: Wellington Zoo Trust
Date: 30 September 2021



First Quarter Report 2021/22 Financial Year

Highlights

- Wellington Zoo's Chief Executive has been confirmed by member vote as the incoming Vice President for the World Association of Zoos and Aquariums. This is an excellent achievement and in line with Wellington Zoo being recognised as a world leader in animal welfare, sustainability and visitor experience as a progressive zoo.
- The Nest Te Kōhanga team were requested by DOC to support the care of stranded Orca, Toa, in Plimmerton recently. DOC requested the team's assistance specifically to act in an advisory capacity providing veterinary/conservation medicine guidance.
- Wellington Zoo has been announced as one of three finalists in the 2021 Tourism Industry Awards in the Environment category which is an excellent achievement considering there were a record number of entrants this year.
- All Kanohi Kitea (te ao Māori programme) workshops were completed in August, attended by over 70 staff who each attended two workshops. These were facilitated by Neavin Broughton, Taranaki Whānui and a follow-up meeting has been held with him to decide on the next steps forward.
- Following August/September's lockdown, management sent out an Ask Your Team survey on "Remote Working & Wellbeing" with the results of the survey sitting at a positive 83%. The survey covered staff's access to the internet, tools and systems needed to work from home and how supported by their managers and teams they felt during lock down. Some questions were also specifically targeted towards how supported and protected our essential workers on site felt during the same time.
- Animal Science Manager is continuing to work with Copenhagen Zoo to transfer two lion brothers to Wellington Zoo, with a planned arrival in early November. The Lions are 18 months old and on arrival will go into quarantine for a month before we introduce them to our community.
- Wellington Zoo was used as one of the case studies in ECCA's Genless Sustainability Series of videos. This involved our Director, Safety, Assets and Sustainability, who took viewers on a walkabout of Wellington Zoo's sustainability and conservation initiatives. ECCA is sharing the Sustainability Series of videos to inspire other organisations, and individuals, to do their bit for the planet.
- DOC have asked Wellington Zoo to be part of a conservation breeding programme for the endangered Whittaker's Skink. We will be planning for this over the coming months with a view to bring in two to four skinks once remedial work on Te Piringa Iti is completed. This is an important part of the role we had hoped Te Piringa Iti would take for reptile and invertebrate conservation breeding, in addition to our Wellington Green Gecko Programme.

Challenges this Quarter

- The COVID-19 Delta variant lockdown impacted on revenue during the quarter via cancellation of venues bookings, Close Encounters and Winter Wednesdays. Some of this loss in revenue was mitigated by two tranches of the wage subsidy and the final STAPP payment.
- COVID-19 lockdown and subsequent Alert Levels has also created delays to a number of renewal projects, both through the inability of contractors to work during lockdown and, more recently, the restricted access to key building materials. We are looking at advance purchase of materials wherever possible to mitigate this risk long-term for future 2021/22 projects.

Visitor Attendance as at 30 September 2021:

	Current YTD 2021/22
Actual	31,554
Annual Target	255,936

Student and Education Visits

Annual Target	Current YTD 2021/22
20,000	5,939

¹ Energy Efficiency & Conservation Authority



LEAP PROGRAMME

Leadership Excellence and Performance



Leadership Excellence and Performance (LEAP) Programme

Grow our people through learning and development

- One of the themes from the 2019 Ask Your Team survey was that we had inconsistency among managers and leaders. To address this, a Leadership Excellence and Performance (LEAP) programme was launched in September for all managers, team leaders and those with organisational responsibility. The LEAP programme will set a common leadership understanding, language and approach across the organisation. LEAP is being delivered over six workshops and will be embedded in the induction programme for future managers and leaders.
- Work continues on developing a Learning and Development Framework for the organisation with a workshop for SMT facilitated by an external Learning and Development specialist in August to test the foundations of the draft framework so far.
- During Alert Levels 4 and 3, sales and service staff undertook training and upskilling and ran a series of in-house workshops via Microsoft Teams.
- The second round of Keeper Development Programme assessments were undertaken at the end of September. Two additional Keepers have also joined the programme in the latest intake which brings Keepers currently working through the programme to seven.
- With the resignation of one of our GMs, an opportunity was taken in July/September to realign the Strategic Management Team to our new strategy. A Chief Operating Officer role was established which has assumed responsibility for operational excellence and the GM, Animal Care & Science and GM, Business & Partnerships roles were disestablished. GMs of Communications, Experience and Conservation and Safety, Assets and Sustainability had a title change to Directors of those areas.

Sustain a safety conscious culture

- Earthquake-Prone building notices have been issued for both the Horticulture Shed (back wall) and Te Piringa Iti, the building which houses our Wellington Green Gecko breeding facilities centre. While the Bea Arthur office on top of the Hort Shed is safe in itself, we are not prepared to risk staff safety. As part of the Seismic Strengthening Programme, four temporary Portacoms have been installed on the road outside the Tea Rooms to house staff needing to vacate Bea Arthur.
- WZT underwent a SafePlus On-Site Assessment during July. This consisted of a survey completed by staff and an on-site assessment by an external consultant. Overall, management was satisfied with the final recommendations, noting that several were already in the process of being assessed and reviewed while some others crossed over each other. Work has already started to list, group and prioritise recommendations and to identify key actions and milestones to achieve the required outcomes.
- In early August, our Director Safety, Assets and Sustainability and H&S Lead attended a workshop targeted at the development of Health & Safety Representatives. The workshop content is designed to outline current best-practice principles that can be included in the updated Worker Engagement processes for the Zoo. One of the SafePlus On-site Assessment recommendations was to appoint Health & Safety Representatives.
- With several new staff on board, the Sales & Service team participated in an internal training session after-hours which focused on delivering the Zoo's expectations of that team during each of the "Code" emergency events to ensure a consistent approach is taken by all.

Improve and maintain the physical assets

- Work is ongoing to upgrade Zoo assets, or new builds, including:
 - Accumulated material from the past 20 years has been removed from the Monkey Island moat. This has allowed for a thorough assessment of the moat's condition and a revamp of the water pump and flow system along with the installation of a mid-moat electric fence;
 - A purpose-built bike shelter has been erected for staff bikes;
 - Habitat improvement works in Meet the Locals He Tuku Aroha with a second visitor gate being added to the sheep paddock;
 - The disused block of visitor toilets and storage room has been demolished (earthquake prone);
 - A building contractor is providing a construction estimate for the earthquake strengthening required at Te Piringa Iti;
 - The old bird aviaries at the back of Wild Theatre are being upgraded to act as a temporary holding area for the two Lace Monitors while their habitat is being built, and to house the residents of Te Piringa Iti while strengthening works are completed; and
 - Repairs have been done to the water pumps in both The Nest Te Kōhanga and the Penguin habitat which unfortunately broke down at the same time during Alert Level 3.

Model values aligned behaviours

- The Rainbow Tick learning module was launched in Tickbox² with all staff required to complete as it is an important step in our Rainbow Tick certification pathway.

Meet all legal and compliance requirements

- The annual ComplyWith Survey for legislative compliance was carried out in July 2021 and showed a good level of compliance with 99% of staff responses raising no issues. Some of the issues identified were already being dealt with via the H&S team with the remaining two matters relating to minor employment relations compliance issues.

² an innovative internally accessed programme used to manage the Trust's key learning and information documents.

Embed wellbeing for our people

- In July, the Board approved the reviewed Flexible Working Arrangements Policy. While there have always been flexible working arrangements in place for staff at the discretion of their managers, following the 2020 COVID-19 Alert Level lockdown, an increasing number of staff have expressed the desire to be able to, at times, work from home.
- Following August/September's lockdown, management sent out an Ask Your Team survey on "Remote Working & Wellbeing" with the results of the survey sitting at a positive 83%. The survey covered staff's access to the internet, tools and systems needed to work from home and how supported by their managers and teams they felt during lock down. Some questions were also specifically targeted towards how supported and protected our essential workers on site felt during the same time.
- Health and Safety Lead ran a series of activities and posted useful articles and tips on Workplace from Facebook for staff to access during Mental Health Awareness Week. The theme of Mental Health and Safety Week was *Take the Time to Korero*.
- Management has been actively encouraging staff to be vaccinated and will support them to have the injections during work hours and grant them discretionary leave if they have a reaction to the vaccine. This is the same process when staff need to have a COVID-19 test and have to stay home until the results are received or fully recovered.

Sustain financial success by data driven decision making

- During the quarter, we undertook a project with a Stanford University MBA candidate who looked at our venues business and helped us to start a new strategy for driving increased growth from this area of our business. Eric's report proved there was substantial opportunity for growth in this area and his work will help us look at our Venues' positioning and overall market strategy.
- The government's wage subsidies had offset the drop in revenue because of COVID-19 Alert Levels 4 and 3, however we will not be eligible for a third subsidy as we cannot attribute our revenue decline to the impact of Auckland's COVID-19 Alert Level 3. The final STAPP funding payment of 164k had been approved and we will be applying for IRD's Business Resurgence Fund which, if successful, will further mitigate some of the September revenue shortfall.

Commit to outstanding daily visitor care

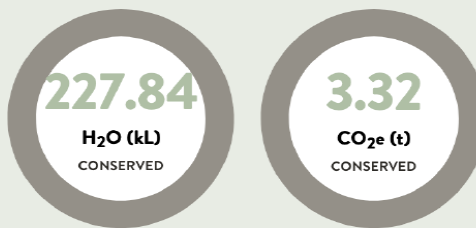
- The Sales and Service team have done an exceptional job managing customer expectations and providing great service throughout Alert Levels 4, 3 and 2. While we have had to rearrange bookings for our experience products and venues, the proactivity of the team has led to little in the way of refunds that we could have otherwise expected. The majority of customers (80%) chose to rebook their experience rather than request a refund. Feedback from a visitor: *"WOW! That's absolutely amazing, thank you so much! That's absolutely blown me away, it is so kind and generous of Wellington Zoo to extend the vouchers even though it was no fault of theirs. Thank you so much, my friend is over the moon! She plans to have a family day out at the zoo. Again, I am beyond grateful and will be singing your praises at how incredibly generous that is of Wellington Zoo! Have a great week!"*
- The Sales and Service team has reviewed our retail suppliers and created an updated learning/sales guide for the team on the sustainability and conservation messages attached to our different retail products. The team also reviewed our bookings processes and documents and undertook a range of other continuous improvement exercises.
- With Café Mojo's ten-year contract terminating at the end March 2022, we have gone to market calling for Registrations of Interest (ROI) for a hospitality partner to deliver the catering services for both the two retail outlets at Wellington Zoo as well as our functions catering. Our expectation of this provider is for them to align with our strategic project to enhance our venues business and, if possible, invest in the venues as well as the retail cafes.

Filter Organisation: Wellington Zoo |
 Filter Project: Wellington Zoo 2020 |
 Start Date: |
 End Date: 01/01/2021 |
 Filter Status: All

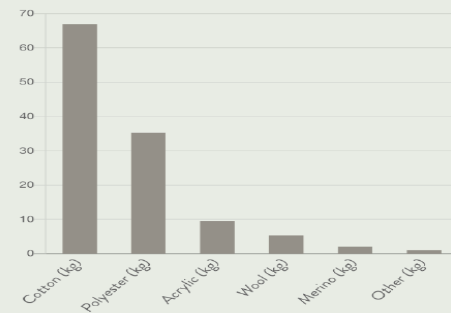
Metrics Summary



Environmental Summary



Textile Reuse Summary



Metrics Overview	Reused / Total
Total Weight (kg)	120.20 / 120.20
Number of garments	349 / 349

Environmental Impact	Reused / Total	Value (\$)
Carbon CO ₂ e (t)	3.32 / 3.32	n/a
Water H ₂ O (kL)	227.84 / 227.84	n/a
Waste - Weight (kg)	0.00	n/a
Carbon CO ₂ e (kg)	0.00	
Water H ₂ O (L)	0.00	

Textiles Overview	Reused / Total (kg)
Cotton	66.89 / 66.89
Polyester	35.28 / 35.28
Acrylic	9.46 / 9.46



WZT's Usedfully Report

Developing initiatives for social, environmental and economic sustainability

- Usedfully (previously The Formary) sent us a breakdown of the various uniform pieces we have sent them recently to be repurposed. These items are being used to support Usedfully's Research and Development Programme for end-of-life textile solutions which includes roading and building product trials. This is a really exciting way for the Zoo to ensure we do everything we can to reduce the environmental impact of our uniform choices.
- Wellington Zoo's Chief Executive has been confirmed by member vote as the incoming Vice President for the World Association of Zoos and Aquariums. This is an excellent achievement and in line with Wellington Zoo being recognised as a world leader in animal welfare, sustainability and visitor experience as a progressive zoo. WAZA Council has three representatives from North America, three from Europe and three for the rest of the World. To fulfil her new role as Vice President, Karen will be stepping down from her position as Chair of the WAZA Ethics and Animal Welfare Committee but is staying on the WAZA Conservation and Environmental Sustainability Committee. This was WZT's top LinkedIn post for September with 5,103 impressions and 295 engagements.
- Staff attended:
 - WAZA sustainability webinar series on single use plastics and FSC use; and
 - 2021 ZAA³ Conference and helped present Sustainable Supply Chain Workshops with the ZAA Palm Oil Taskforce.
- The Marketing and Communications team have added a fun quiz to the Twilight Te Ao Māhina doors and installed some climate actions on the wall at Conservation Corner to encourage our visitors to act. We also talk about Wellington Zoo's kaupapa Me tiaki, Kia ora! and encourage visitors to pledge an action to help the environment flourish.

³ Zoo and Aquarium Association

- A series of water meters have been installed around the Zoo which will enable us to employ targeted initiatives to reduce overall water use.
- Wellington Zoo was used as one of the case studies in ECCA⁴'s Genless Sustainability Series of videos. This involved our Director, Safety, Assets and Sustainability, who took viewers on a walkabout of Wellington Zoo's sustainability and conservation initiatives. ECCA is sharing the Sustainability Series of videos to inspire other organisations, and individuals, to do their bit for the planet.
- Wellington Zoo, along with almost 100 other zoos and conservation organisations signed a statement in support of sustainable palm oil. Our Conservation Manager is working with ZAA's Sustainable Palm Oil Taskforce to help push Australia and New Zealand towards 100% labelled and sustainable palm oil.
- Director, Safety, Assets and Sustainability met with Wellington Predator Free to discuss their Phase 2 roll-out plans in the Eastern suburbs and what it will look like within the Zoo and the surrounding town belt and community. This started with some monitoring in August and followed up with a workshop with some of the Zoo team around how problem areas can be targeted for specific animal safe measures to improve the success of the project.

Integrating the United Nations Sustainable Development Goals

- Director of Communications, Experience and Conservation and the Conservation Manager reviewed Wellington Zoo's identified UN Sustainable Development Goals against the WAZA⁵ Sustainability Strategy, *Protecting Our Planet*. Identified areas for impact across the Zoo will establish baseline measures to set aspirational targets to contribute to these SDGs.
- Chester Zoo produced a video on behalf of nearly 100 conservation organisations, including Wellington Zoo, to share the message about sustainable palm oil with people around the world. Wellington Zoo is proud to be associated with this video and to contribute to ZAA's Sustainable Palm Oil Taskforce. As part of our UN Sustainable Development Goals work, the Trust is looking at the next steps to be taken to support sustainable palm oil.

⁴ Energy Efficiency & Conservation Authority

⁵ World Association of Zoos and Aquariums



New Lions from Copenhagen Zoo (as yet unnamed) scheduled to arrive early November

Strategic species planning for our site and staff expertise

- Animal Science Manager is continuing to work with Copenhagen Zoo to transfer two lion brothers to Wellington Zoo, with a planned arrival in early November. The Lions are 18 months old and on arrival will go into quarantine for a month before we introduce them to our community.
- WCC Chief Executive signed a Letter of Intent for Naylor Love to ensure a fixed cost contract for the Snow Leopard Project. Naylor's are now starting their formal engagement of key subcontractors across the project – particularly with the demolition and mesh fixing contractors. The availability of contractors across the Wellington Region, and the procurement of specific materials both here and from overseas, is a key risk for the project.
- DOC have asked Wellington Zoo to be part of a conservation breeding programme for the endangered Whittaker's Skink. We will be planning for this over the coming months with a view to bring in two to four skinks once remedial work on Te Piringa Iti is completed. This is an important part of the role we had hoped Te Piringa Iti would take for reptile and invertebrate conservation breeding, in addition to our Wellington Green Gecko Programme.
- The Regional species coordinator provided a recommendation for us to breed our Chimpanzee as part of the managed breeding programme. In July we announced the pregnancy of Chimpanzee Sally who is due in October 2021. Sally will be a second time mum and has shown solid parenting skills to her son Bakari, also living at Wellington Zoo.

Departure

Species	Gender		Date
None			

Arrivals

Species	Gender		Date
3 Swamp Wallabies	2 males and one female	From Taronga Zoo	December 2021
2 Lions	Males	From Copenhagen Zoo	November 2021

Science based animal welfare practices so the animals are happy

- Director Communications, Experience and Conservation and the Community Engagement Manager had a co-authored article, *“Happy Animals – Interpreting the Five Domains Model of Animal Welfare at Wellington Zoo”* published in the latest IZE⁶ journal on how Wellington Zoo integrates the Five Domains of Animal Welfare into our learning experiences through “Happy Animals”. Helping Visitors to understand this critical part of Wellington Zoo’s work is extremely important.
- We continue to monitor the OIE⁷’s advice about the potential impact COVID-19 could have on the animals in our care. We do not feel that there is any heightened risk at the moment given New Zealand’s current situation and management of COVID-19, however, we acknowledge that we may have to implement further risk mitigations over time, particularly when our borders open next year.
- WZT’s Animal Welfare Committee met in September with one independent and four new staff representatives joining the group for the next two years. At this meeting the committee discussed a new animal dietary management software programme being trialled at the Nutrition Centre. The team are integrating Wellington Zoo data which contains the nutritional breakdown of New Zealand grown produce which will improve our understanding of animal diets and enable us to address the recognised Selenium, Iodine, Chromium, Zinc and Boron soil deficiencies in New Zealand.

World leading animal care so the animals live their best lives

- The Animal Care and Science team again did a superb job through the COVID-19 Level 4 and Level 3 lockdowns, continuing to care for the animals on-site throughout this period. As with lockdowns before, the teams operated on an “emergency roster” whereby they were split into two groups who worked three days on site, followed by three days working at home.
- Wellington Zoo has reached agreement with Airways for the Zoo airspace to be designated as a no-drone flying area on the Airways database. This is a proactive step for the welfare of animals in our care due to the ease at which a number of our species can be frightened causing fight/flight/freeze responses. No-drone flying signs will be installed around the Zoo’s perimeter fence.
- A similar discussion was held with Airworks which is the operator of Westpac Rescue Helicopter and Capital Coast District Health Board’s heliport operator at Wellington Regional Hospital. Subsequently, both CCDHB and Airworks will now require helicopter pilots to operate on a flight trajectory that avoids flying over the Zoo.
- The Nutrition Centre and Animal Care team have been trialling replacing the Primates protein source of chicken with a variety of pulses. Not only are pulses a better source of protein than chicken they are more cost effective and better for the planet.
- Zahara, our oldest Giraffe has been successfully trained by The Nest Te Kōhanga veterinary technicians to have conscious blood draws which is much safer than having to undertake a General Anaesthetic for routine animal health examinations.

⁶ International Zoo Educators

⁷ World Organisation for Animal Health

- The Reptile and Invertebrate team's hard work has paid off and they are now hatching 1,000-1,500 locust weekly as live feed. The programme has been so successful we ceased to receive any orders from our external suppliers in early July. Not only does this have the ability to save 40k annually in live food costs, it reduces our carbon footprint and the locusts have better lives than those accessed externally.

The Nest Te Kōhanga Wildlife Admissions

	2015	2016	2017	2018	2019	2020	2021
January	63	67	76	54	78	84	38
February	51	41	52	70	57	55	51
March	60	39	33	57	51	44	43
April	30	28	22	37	36	0	27
May	37	33	47	33	34	2	21
June	34	23	21	38	24	28	18
July	33	17	20	36	18	39	12
August	26	15	24	25	23	25	13
September	25	24	22	30	30	19	14
October	19	43	28	40	30	93	
November	33	41	37	44	44	36	
December	67	58	61	48	58	47	
	478	429	443	512	483	277	237



New Conservation Partner, Mountain Spirit, Nepal

Effective field partnerships for long term conservation outcomes

- With the future arrival of Snow Leopards, WZT signed a MoU with new conservation partner Mountain Spirit which is based in Nepal. Mountain Spirit is a member-led grassroots organisation which works to improve local people's livelihoods, protect the environment and conserve mountain culture. This includes initiatives to keep Snow Leopards away from livestock.
- WZT sent annual grant payments to our Conservation Partners: Mountain Spirit, Kea Conservation Trust, Proyecto Titi (Cotton-top Tamarins) and Associação Mico-Leão-Dourado (Golden Lion Tamarins).
- One of our conservation partners and a recipient of WZT's Local Conservation Grant in 2020, Te Ahumairangi Hill Ecological Restoration (TAHER), recently found some rare and interesting species in their area: A Concealer Moth (*Chersadaula ochrogastra*) which hasn't been sighted since 1923; a rare puffball (possibly a new genus); and Spider Orchid (*Corybas trilobus*).

Recognition and involvement of the Zoo's conservation expertise

- The Nest Te Kōhanga team were requested by DOC to support the care of stranded Orca, Toa, in Plimmerton recently. DOC requested the team's assistance specifically to act in an advisory capacity providing veterinary/conservation medicine guidance. Toa's plight our Top Facebook post for July with 100,222 reach and 5,335 engagements and 290 engagements, 1,600 impressions on LinkedIn.
- DOC again contacted The Nest Te Kōhanga in August to help with an injured Leopard Seal on Island Bay beach and a pod of sickly dolphins in Porirua. These are examples of the ongoing positive relationship we have with DOC and in line with the Kaupapa of our Conservation Strategy: "Wellington Zoo people will be sought after for conservation work and our involvement will be regularly requested".

- WZT re-signed its agreement with the Ministry for Primary Industries to continue disease screening injured/sick wildlife that comes in for treatment to The Nest Te Kōhanga following a year-long pilot. This disease screening assists MPI to understand and monitor the prevalence of different diseases in Aotearoa New Zealand.
- Staff members presented papers at the ZAA Conference held virtually in August:
 - General Manager, Animal Care and Science, talked about our experience creating the new Keeper Development Programme at Wellington Zoo. In addition to the co-design process, Daniel also shared the completed programme format and how we linked the modules to the Five Domains of Animal Welfare;
 - Veterinarian Dr Phil Kowalski did an excellent presentation on plastic ingestion being an underestimated cause of death for southern hemisphere albatrosses. This presentation was based on a paper he and Senior Veterinarian Dr Baukje Lenting had co-authored which was published in the Conservation Letters journal in November 2020⁸.
- Team Leader Learning presented at a global IZE webinar on Wellington Zoo's work interpreting the Five Domains of Animal Welfare through the Happy Animals projects in Chapter 5 of the World Zoo and Aquarium Conservation Education Strategy. Over the next year we will be looking at how we integrate this strategy across the Zoo.
- Four Wellington Zoo Conservation Staff grants were approved for:
 - field work with the Tawaki project, Milford Sound;
 - monitoring Grand and Otago lizards and jewelled geckos in Otago (two people) in collaboration with Mokomoko Lizard Sanctuary, Manaaki Whenua, Central Otago Ecological Trust and DOC; and
 - monitoring Maud Island frogs in collaboration with Victoria University of Wellington – this project has been running for 30 years.
- Animal Care Manager led a tutorial session for the UNITEC Captive Wild Animal Certificate course which is the foundational course for Zoo Keeping in Aotearoa. The tutorial discussed the various euthanasia scenarios for animals in human care, focusing on the decision-making framework using the Five Domains of Animal Welfare. This tutorial will be delivered to UNITEC students by Wellington Zoo annually.
- Being recognised as conservation experts:
 - the Chief Operating Officer was interviewed by AgResearch as part of their research into Animal Human interactions and the Share Reality Hierarchy; and
 - Staff met with Taranaki Whānui and other parties relating to a management plan for Kororā at Shelly Bay.
- Wellington Zoo has been announced as one of three finalists in the 2021 Tourism Industry Awards in the Environment category which is an excellent achievement considering there were a record number of entrants this year. The Awards Evening needed to be moved from 1 September to the end of November due to COVID-19 Level 4 lockdown. This was the Top LinkedIn post for August with 1,540 impressions and 66 engagements.

Focused investment in conservation innovations

- WZT's Conservation Investment for 2020/21 totalled \$550,547 which was 6.7% of our operational budget. This exceeded ZAA/WAZA's baseline target of 3%, however, it was below our 2020/21 target of 7% which was directly attributable to curtailing our activities due to COVID-19. From August 2021, the new standard to be used to measure conservation will be the ZAA Conservation Database. This requires us to submit details of our conservation breeding programmes, *in situ* programmes, research, education and training, advocacy, and wildlife rescue work. In effect, this means we will need to change our existing measure from a purely dollar value measure to a more holistic assessment.

⁸ Plastic ingestion is an underestimated cause of death for southern hemisphere albatrosses, Roman, L, RG Stewart, D Hunter, S Jolly, M, Kowalski, P, Hardesty, BD and Lenting, B - <https://eprints.utas.edu.au/36285/>



Photo: Activities for Visitors celebrating International Chimpanzee Day

Engaging, message driven experiences to build community environmental action

- WZT again celebrated special events during the quarter with themed activities and pop-up talks:
 - In July, World Chimpanzee Day and International Tiger Day (we support Conservation Partner, WildCats Conservation Alliance, Sumatra); and
 - International Day of the Cotton-Top Tamarin (we support Conservation Partner Proyecto Titi, Colombia) and International Golden Lion Tamarin Day (we support Conservation Partner, Associação Mico Leão Dourado, Brazil) in August.
- The Learning Team responded quickly to lockdown, making online “taster” learning sessions about *Caring for Animals* (focusing on the Five Domains of Animal Welfare⁹) available to schools for free. Uptake was very high and we reached 3,010 students in eight days of 70 sessions during August and September. School feedback was overwhelmingly positive as was student engagement.
- The Ministry of Education has granted us a six-month extension until 30 June 2022 on our Learning Outside of the Classroom contract due to the impact of COVID-19 lockdowns and Alert Levels 3 and 2. As at September 2021, teacher feedback response rate was 77% satisfaction rate of 98%. A new programme requested by teachers was developed based on the local curriculum and Homeostasis (Biology Year 13).
- Our Product Marketing Advisor entered a competition and won \$50,000 worth of media placement with Mediaworks across online, radio and out of home channels. This represents a huge amount of advertising space for Wellington Zoo and will be of great assistance for our marketing programme.

⁹ The 2020 Five Domains Model: Including Human-Animal Interactions in Assessments of Animal Welfare, David Mellor, Ngaio Beausoleil, Katherine Littlewood, Andrew N. McLean, Paul D. McGreevy, Bidda Jones, Cristina Wilkins - <https://www.mdpi.com/2076-2615/10/10/1870/htm>

Integrating Te Ao Māori within the Zoo

- All Kanohi Kitea workshops were completed in August, attended by over 70 staff who each attended two workshops. These were facilitated by Neavin Broughton, Taranaki Whānui and a follow-up meeting has been held with him to decide on the next steps forward. This will be part of a strategy to roll out WZT's te reo Māori programme across the Zoo within the next three to five years.
- Staff celebrated Te Wiki o te Reo Māori/Māori Language Week with a series of activities on Workplace from Facebook, a coffee morning and suggestions to practice email greetings and other communications in te ao Māori.














Maintaining lasting partnerships for community support and conservation outcomes










- Although we couldn't roll out activities to celebrate Te Wiki Tiaki Ao Tūroa/Conservation Week in September, Wellington Zoo communicated via its Facebook page by shining a spotlight on some conservation projects we are a part of – from regional projects funded by our Local Conservation Grants through to our global partners.
- Director, Communications, Experience and Conservation contributed to two projects during the quarter:
 - Victoria University of Wellington Tourism Masters' Students on a project of what the Zoo could look like in 2075; and
 - participated in research with a PhD student from Michigan State University on a project called "*Native Animals, Native Knowledge*" that seeks to look at how zoos from around the world incorporate human cultural perspectives (particularly those of Indigenous and First Nations peoples) into their conservation education mission.
- During the quarter we received grants from:
 - Koala Trust (\$7,050) to support native species work at The Nest Te Kōhanga;
 - Brian Whiteacre Trust (\$15,000) for the Snow Leopard project;
 - Pub Charity (\$400,000) for the Snow Leopard project; and
 - Two generous donations from individuals for \$10,000 and \$750.
- In July we signed up to a partnership agreement with Dodoland to donate a portion of all Blue Penguin sales to Wellington Zoo through their Giving Back programme. These toy model kits made of recyclable materials are sold in multiple countries across the world. At the end of September, Dodoland made its first quarterly contribution of \$500 to The Nest Te Kōhanga, equating to the sale of 569 kororā.
- Staff attended:
 - New Zealand Association of Environmental Educators' Branch Executive meeting; and
 - Wellington Regional Environmental Educators' Forum Hui.
- Details for the Snow Leopard community fundraising initiatives have been finalised:
 - Selection of Snow Leopard products for the retail shop including soft toys and tote bags which will have messaging around how each sale contributes to the development of the project;
 - Snow Leopard Tap to Donate display to go in Mojo Café supporting a new Conservation Coffee initiative; and
 - Snow Leopard Project donation campaign on our website, enabled with our new donation platform Donorbox.



Craig Ellison
Board Chair, Wellington Zoo Trust

Appendix 1 – Wellington Zoo Strategy Framework 2021/22

Required WCC Performance Measures	Target 21.22	Tracking YTD 30.09.21			Comments as at 30.09.21
		#	%		
Visitors	255,936	31,554	12%		9,666 visitors behind YTD target due to COVID-19 lockdown.
Student and education visits	20,000	5,939	29.6%		Zoo led Conservation Education programmes and student self-guided visits.
Council operating grant per visitor	\$14.05	\$28.83	NA		Annual Measure based on visitor numbers and WCC grant
Full cost to Council		Annual Measure	NA		This target is generated by WCC and is not controlled by the Trust. It includes depreciation and shared services costs, CCO team costs, insurance, CAPEX interest and the OPEX grant. To be reassessed over 2020-21.
Trading Revenue per visit (excl. grants & interest)	\$17.83	\$22.60	NA		
Non-Council donations and funding	\$387k	Annual Measure	NA		Non-Council operational grants, donations, sponsorships and bequests. This target does not include any capital funding.
Percentage of operating costs generated by Trust	59%	NA	34%		
Trust generated income as percentage of the Council grant	146%	NA	78%		
Additional WZT Performance Measures					
		#	%		Notes
Measure visitor feedback and satisfaction	8.5	9.05	NA		Please note these surveys are only collected in Alert Level One. Average for July & August
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) at the Zoo	25	28	112%		IUCN Red List and DOC National list
Percentage of indigenous animals released to the wild after triage and treatment by The Nest Te Kōhanga (TNTK)	50%	NA	40%		Post 72-hour triage period. This figure has been impacted by COVID-19 lockdown.
ZAA Conservation Database completed	Achieved	Annual Measure	NA		Completed for 20-21 FY and submitted to ZAA
Number of field conservation projects supported for vulnerable, endangered or critically endangered (IUCN Red List and DOC National list) at the Zoo	12	13	108%		<ul style="list-style-type: none"> West Coast Penguin Trust, Tawaki (VU) Cheetah Outreach (Cheetah, VU) Free the Bears, Sun Bears (VU) DOC, Wellington Green Geckos (VU) Kea Conservation Trust, Kea (EN) Madagascar Fauna and Flora Group, Black and White Ruffed Lemurs (CR) and Ring-tailed Lemurs (EN) Proyecto Titi, Cotton Top Tamarins (CR) Associação Mico-Leão-Dourado, Golden Lion Tamarins (EN) Wild Cats Alliance, Sumatran Tigers (CR) Save the Tasmanian Devils Programme (EN) FFI Vietnam, White Cheeked Gibbons (CR) Red Panda Network, Red Pandas (EN) Mountain Spirit, Snow Leoparda (VU)

Additional WZT Performance Measures				
		#	%	Notes
Participate in zoo-based research projects, scientific papers and presentations	10	13	130%	 These projects are directly related to conservation medicine, biological sciences, animal husbandry, animal welfare science and visitor engagement research. 1. Disease screening of Fijian bats – Master’s thesis in preparation by Jessica McCutchan (Resident). 2. The ethics and animal welfare of aged animal management in zoos – Master’s thesis in preparation by Alison Clarke (Resident). 3. Investigating marine predation injuries to yellow-eyed penguins – Master’s thesis in preparation by Kathryn Johnson (Resident). 4. Lead exposure in rural and urban Tūi – Undergraduate project in preparation for publication by Alisdair Eddie and TNTK team. 5. Total ear canal ablation in a lion – case study being written up for publication by Dr Helen Orbell and TNTK team. 6. Do tuatara behaviourally respond to sex ratio variation? – PhD research by Linlin Liu (Victoria University of Wellington) assisted by Animal Care R&I Team. 7. Regional variation in winter foraging strategies by Weddell seals in Eastern Antarctica and the Ross Sea – publication in <i>Frontiers in Marine Science Journal</i> , Baukje Lenting co-author. 8. The pharmacokinetics of butorphanol in kererū and kāhu- Master’s thesis in preparation by Ryan Collins (Resident). 9. The characterisation of toxoplasma gondii in cat prey species in New Zealand- Master’s thesis in preparation by Ashley Whitehead (Resident). 10. Investigating food preference in zoo-housed meerkats – published in <i>Zoo Biology journal</i> by Bridget Brox. 11. Strong ion gap in anaesthetised large Felidae – paper in preparation for publication by Nigel Dougherty (Resident). 12. Jejunal intramural haematoma in a captive african lion – paper in preparation for publication by Richelle Butcher (Resident), Baukje Lenting, Phil Kowalski and Shanna Rose. 13. Using a novel ethogram of tuatara behaviour to evaluate the impact of interactions with zoo visitors – published in <i>New Zealand Journal of Zoology</i> by Bridget Brox.
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieved	Annual Measure		 Occurs every three years. Next accreditation in early 2022.
Maintain Toitū carbonzero certification	Achieved	Annual Measure		 Toitū carbonzero audit will be scheduled for mid-November 2021 for the 2020/21 FY
Implementing <i>Kanohi Kitea</i> cultural competency programme	Achieved	Phase One delivered		 First phase complete: 71 Full time and permanent part time staff members and one board member completed day 1 sessions and 69 staff members and one board member attended Day 2 session. Next phase to be delivered after consultation with Iwi.
Safety Improvement Team meeting attendance	80%	1	88%	 Meetings delayed due to Covid-19 restrictions
Successful emergency drill/incident debriefs held	8	2	25%	 July Code Blue incident debrief, Code Green drill (Kea)
Volunteer engagement survey	1	Annual Measure		 This annual survey measures the satisfaction levels of those volunteering across the organisation.
Staff recognition programme	1	Annual Measure linked to Gold Agouti Awards		 This measure refers to the year-long recognition of staff excellence at full staff meetings and culminates in the annual staff awards event in October.
Staff learning and development sessions held	10	6	60%	 In-house learning opportunities from both internal and external speakers. 6 Kanohi Kitea workshops.

Appendix 2 – Financial Statements

CCO: Wellington Zoo Trust		\$NZ000's	
Quarter One 2021/22			
Actual 30-Jun-21	EARNINGS STATEMENT	Actual 30-Sep-21	Budget 30-Sep-21
	Revenue		
4,094	Trading Income	626	891
3,508	WCC Grants	910	899
766	Other Grants	347	84
306	Sponsorships and Donations-Operational	125	70
504	Sponsorships and Donations-Capital	415	0
7	Investment Income	1	2
117	Other Income	87	98
9,302	Total Revenue	2,511	2,044
	Expenditure		
5,960	Employee Costs	1,568	1568
2,288	Other Operating Expenses	529	622
0	Depreciation	0	0
0	Interest		
482	Vested Assets		
8,730	Total Expenditure	2,097	2,190
572	Net Surplus/(Deficit) before Taxation	414	(146)
0	Taxation Expense		
550	Operating Surplus (Deficit)	(1)	(146)
572	Net Surplus/(Deficit)	414	(146)
5.9%	Operating Margin	0.0%	-7.1%

Actual 30-Jun-21	STATEMENT OF FINANCIAL POSITION	Actual 30-Sep-21	Budget 30-Sep-21
	Shareholder/Trust Funds		
0	Share Capital/Settled Funds	0	0
0	Revaluation Reserves	0	0
1,808	Restricted Funds	1,724	1,176
242	Retained Earnings	656	104
2,050	Total Shareholder/Trust Funds	2,380	1,280
	Current Assets		
3,806	Cash and Bank	4,145	3,412
52	Accounts Receivable	355	150
214	Other Current Assets	200	100
4,072	Total Current Assets	4,700	3,662
	Investments		
0	Deposits on Call	0	0
0	Other Investments	0	0
0	Total Investments	0	0
	Non-Current Assets		
0	Fixed Assets	0	0
0	Other Non-current Assets	0	0
0	Total Non-current Assets	0	0
4,072	Total Assets	4,700	3,662
	Current Liabilities		
1,144	Accounts Payable and Accruals	556	782
	Provisions		
878	Other Current Liabilities	1,764	1,600
2,022	Total Current Liabilities	2,320	2,382
	Non-Current Liabilities		
0	Loans - WCC	0	0
0	Loans - Other	0	0
0	Other Non-Current Liabilities	0	0
0	Total Non-Current Liabilities	0	0
2,050	Net Assets	2,380	1,280
2.0	Current Ratio	2.0	1.5
50.3%	Equity Ratio	50.6%	35.0%

Actual 30-Jun-21	STATEMENT OF CASH FLOWS	Actual Sep-21	Budget Sep-21
	Cash provided from:		
4094	Trading Receipts	626	891
3508	WCC Grants	910	1,641
766	Other Grants	347	84
810	Sponsorships and Donations	540	70
7	Investment Income	1	2
3649	Other Income	1,325	98
12,834		3,749	2,786
	Cash applied to:		
5,871	Payments to Employees	1,386	1,568
6,220	Payments to Suppliers	1,945	622
	Net GST Cashflow		0
0	Other Operating Costs (VESTING)		0
	Interest Paid	0	0
12,091		3,331	2,190
743	Total Operating Cash Flow	418	596
	Investing Cash Flow		
	Cash provided from:		
	Sale of Fixed Assets		0
	Other		
0		0	0
	Cash applied to:		
	Purchase of Fixed Assets		0
	Other -vesting Cash for Capital Projects	0	0
0		0	0
0	Total Investing Cash Flow	0	0

Actual 30-Jun-21	STATEMENT OF CASH FLOWS (CONT)	Actual 30-Sep-21	Budget 30-Sep-21
	Financing Cash Flow		
	<i>Cash provided from:</i>		
	Drawdown of Loans		
	Other		
0		0	0
	<i>Cash applied to:</i>		
	Repayment of Loans		
	Other		
0		0	0
0	Total Financing Cash Flow	0	0
743	Net Increase/(Decrease) in Cash Held	418	596
2,910	Opening Cash Equivalents	3,653	2,816
3,653	Closing Cash Equivalents	4,071	3,412

Actual 30-Jun-21	CASH FLOW RECONCILIATION	Actual 30-Sep-21	Budget 30-Sep-21
572	Operating Surplus/(Deficit) for the Year	414	(146)
	Add Non Cash Items		
0	Depreciation	0	0
45	Other (movement restricted funds)	-5	
617		409	(146)
	Movements in Working Capital		
(195)	(Increase)/Decrease in Receivables	(303)	0
75	(Increase)/Decrease in Other Current Assets	14	2
440	Increase/(Decrease) in Accounts Payable	(588)	40
(194)	Increase/(Decrease) in Other Current Liabilities	886	700
126		9	742
	Net Gain/(Loss) on Sale:		
0	Fixed Assets	0	0
	Investments	0	0
0		0	0
743	Net Cash Flow from Operations	418	596