

To: Wellington City Council
From: Wellington Zoo Trust
Date: 29 January 2020



Second Quarter Report 2020/21 Financial Year

Highlights

- WZT completed its annual Qualmark assessment, which involved an audit of various visitor, marketing and H&S initiatives at the Zoo and we were awarded **Qualmark EnviroGold** certification status. We also again passed the **Ministry of Primary Industries' annual Audit**, both as a containment facility and as a Transitional Facility.
- The People and Culture team have launched new **staff induction initiatives**. This included a half day induction workshop for a more streamlined and effective process and the implementation of **Tick Box** as a repository for all induction information, WZT policies, H&S information etc.
- As part of **WZT's Remuneration Strategy**, Management are currently reviewing all Tier 4 roles. Once sized appropriately, any remuneration adjustments will be incorporated into the 2021/22 budget within capacity to pay.
- Staff were heavily involved with the drafting and publication of two important documents: **WAZA's Sustainability Strategy, Protecting Our Planet**. (<https://www.waza.org/wp-content/uploads/2020/10/WEB-WAZA-Sustainability-Strategy-2020-30.pdf>) and **IZE²'s Social Change for Conservation Strategy** (https://www.waza.org/wpcontent/uploads/2020/10/10.06_WZACES_spreads_20mbFINAL.pdf)
- Our **direct field conservation** contributions for 2019/20 totalled \$582,613 or 7.1% of our operational budget, exceeding the 2019/20 target of 6% and ZAA/WAZA's baseline target of 3%.
- **Wellington Green Gecko Moko Kākāriki** habitat and **Te Piringa Iti³** were officially opened with blessings from Taranaki Whānui's Neavin Broughton and a speech from Mayor Andy Foster. Guided tours were taken of Te Piringa Iti following formalities.
- The Central Zoo Authority of India (CZA) has contacted several global zoos, including Wellington Zoo, via a consultancy with EY. CZA is seeking to improve the top ten zoos in India (out of 152 across the country) via collaborations with progressive global zoos that are WAZA members. CZA have suggested Wellington Zoo collaborate with **Chennai Zoo**, one of the wealthier Indian zoos, and focus on themes of visitor experience, sustainability, animal welfare and conservation.
- Our Senior Veterinarian spent a week at Southland Museum in early October assisting DOC with health checks on 73 **Tuatara that were released** on Takaporewa in the Marlborough Sounds in November. These animals were part of a large translocation project from them living in human care at Southland Museum. The release party consisted of representatives from Ngāti Koata (guardians of the taonga species), Kāi Tahu ki Murihiku/ Ngāi Tahu papatipu rūnaka ki Murihiku, DOC, Victoria University and two WZT staff.
- The parameters of WZT's **Te Ao Māori Project – Kanohi Kitea** have been decided as Te Taihū (WCC); Te Arawhiti (Crown) and the Five Domains of Animal Welfare. This will be used to bring together an approach to Oranga – the balance between people, place, animals and the environment to create wellbeing.

Challenges this Quarter

- Venues bookings have been significantly impacted by COVID-19 with a decline in bookings while at Alert Level 2 and limited interest in large scale group bookings as well. While we fielded many requests during November and December, ultimately customers were hesitant to commit due to uncertainty around Alert Level changes.

Visitor Attendance as at 31 December 2020:

	Current YTD 2020/21
Actual	106,988
Annual Target	254,000

Student and Education Visits

Annual Target	Current YTD 2020/21
20,000	11,729

¹ World Association of Zoos and Aquariums

² International Zoo Educators

³ Gecko Breeding Facility



Photo: WZT Board Trustee, Raewyn Bleakley presenting Chye-Mei Huang the Gold Agouti Hinengaro Award, October 2020 (N Price)

Health, Safety and Wellbeing

- The Sales and Service team participated in a dedicated **emergency procedure training** session, facilitated by our Health and Safety Advisor. The Sales and Service team play a critical role during emergency situations and this training was an excellent way to familiarise new staff with procedures and to reinforce training and competency in existing team members.
- The reinvigorated **WZT Social Club** organised two staff events during the quarter with a Fish and Chip lunch in October and an on-site Christmas Lunch in December with attendees bringing along some non-perishable items to donate to the Wellington City Mission Christmas Appeal.
- The Green Team organised the staff annual **Secret Sustainable Santa event** whereby staff were invited to swap sustainable gifts, for example a gift made by the giver, or reused items. Staff swap presents over a shared lunch.
- Management advised all permanent staff that an additional day of **annual leave** had been gifted to show appreciation of how they had all stepped up during the COVID-19 lockdown and the shifts between Alert Levels.
- Following the implementation of WZT's **SunSmart Policy**, the long-sleeved shirts deemed necessary in the Policy arrived and were distributed to those working outside. These new shirts complement the wide brimmed hats and sunscreen which are already available for outdoors staff.

Model Values Aligned Behaviour

- Due to the move into COVID-19 Alert Level 2, the annual **Gold Agouti Awards** were postponed until 1 October. Once again, this was a fantastic evening with over 100 of our staff, volunteers and Board members attending to celebrate the success of our colleagues. Categories included Oranga (a healthy organisation), Whānau (our role), Tinana (our animals), Hinengaro (our purpose), Wairua (our community) and Living the Values Award. Staff and Volunteers having worked at the Zoo for five, ten or fifteen years were also acknowledged with an Aoraki Award.

Commit to Outstanding Daily Visitor Care

- WZT completed its annual Qualmark assessment, which involved an audit of various visitor, marketing and health and safety initiatives at the Zoo. We have again achieved **Qualmark EnviroGold** certification.

Infrastructure Improvements

- Phase 2 of the **IT Network Upgrade Works** was completed early November with work being done around Te Piringa Iti and Bea Arthur Office Building to improve the network cabling. The computers in all meeting rooms have also been upgraded to Microsoft Office 365 and animal care staff were issued with individual laptops rather than having to share pool computers.
- The **PA System** was tested late October to ensure volume level and that the equipment was all working correctly. It is envisaged that the system will be up and running in January 2021.

Learning and Development

- The People and Culture team launched new **staff induction initiatives** for a more streamlined and effective process:
 - a half day induction involving the Chief Executive and General Managers from each area outlining what happens in their respective departments; and
 - Tick Box, where all induction information, strategic documents, WZT policies, H&S information etc will be held for staff and Board, where relevant, to access.
- On 4 November, WZT organised a meeting for staff who are on **work visas** with our immigration lawyer so they could find out more about the new immigration changes and how these variations will impact on their visa applications.
- The Business & Partnerships and Marketing & Communications teams participated in four dedicated training sessions with Salesforce and Gravity Lab to support the use of **Salesforce CRM**. This included in-depth training on sales reports and dashboard functionality.
- Staff attended a **Financial Literacy Learning Session** run by Sam Stubbs, Founder and Managing Director of non-profit KiwiSaver provider Simplicity. Sam covered some basic information around financial markets and helped staff learn more about how to manage their money and how they could make their finances work better.
- Two Keepers have commenced a six-month **curatorial internship** around species planning and management with the Animal Science Manager.
- Team Leader Learning and a Zoo Educator attended the **Wellington Region Environmental Educators' Forum (WREEF)** at Zealandia. It provided a good opportunity for professional development and a chance to network with environmental educators around the region.

Legal and Compliance requirements

- The AWUNZ⁴ and WZT have renewed the **Collective Employment Agreement** which will be in force for the next three years. The new agreement gives members an extra week's annual leave on their fifth and subsequent years of continuous employment.
- As part of WZT's **Remuneration Strategy**, all Tier 4 roles are currently being reviewed. This will involve 13 different roles including keepers, educators, veterinary technicians, maintenance officer and various advisors. Once sized appropriately, any necessary remuneration adjustments will be incorporated into the 2021/22 budget within capacity to pay.
- WZT again passed the **Ministry of Primary Industries' annual audit**, both as a containment facility and as a Transitional Facility. Feedback received from the Ministry was very positive.

⁴ Amalgamated Workers Union NZ

SUSTAINABLE DEVELOPMENT GOALS



United Nations Sustainable Development Goals

- **WAZA⁵ activity** during the quarter:
 - Chief Executive, Karen Fifield, (virtually) attended two WAZA Council Meetings and the annual WAZA Conference held in October. At this Conference, Karen (as the Chair of the group leading this work) launched **WAZA's Sustainability Strategy, Protecting Our Planet**. (<https://www.waza.org/wp-content/uploads/2020/10/WEB-WAZA-Sustainability-Strategy-2020-30.pdf>) which is based around the United Nations Sustainable Development Goals. Karen, as Chair of the WAZA Ethics and Animal Welfare Committee, also co-presented an update on the work being done on the 2023 WAZA Animal Welfare Goals;
 - WAZA Ethics and Animal Welfare Committee Meeting (virtual); and
 - WAZA Conservation and Environmental Sustainability Committee Meeting (virtual).
- Chief Executive, Karen Fifield also attended the online **SEAZA⁶ Annual Conference** which focused on the impact of COVID-19 on zoos and animals within the region and globally.
- Communication, Experience and Conservation (CEC) staff attended the online **IZE⁷ Conference** where the **Social Change for Conservation strategy**, in which the General Manager, CEC was involved in developing, was launched (https://www.waza.org/wp-content/uploads/2020/10/10.06_WZACES_spreads_20mbFINAL.pdf). In her capacity as the IZE Board Regional representative, Amy Hughes hosted an Oceania Regional drop-in Zoom session attended by 18 educators from across the region.
- One of WZT's **local conservation grant programmes** had success with *Dactylanthus taylorii* seeds gathered from Pureora Forest, brought to Wellington and planted at Zealandia and Otari Wilton's Bush.
- WZT featured in a case study in the **Good Impact Framework** (<https://goodimpactframework.org/>). The Good Impact Framework (GIF) helps businesses to create impact on issues that matter to customers, ie, Climate, Waste, Community, and Land & Water.

⁵ World Association of Zoos and Aquarium

⁶ South East Asian Zoo Association

⁷ International Zoo Educators

- WZT's **direct field conservation contributions** for 2019/20 totalled \$582,613 or 7.1% of our operational budget, exceeding the 2019/20 target of 6% and ZAA/WAZA's baseline target of 3%.

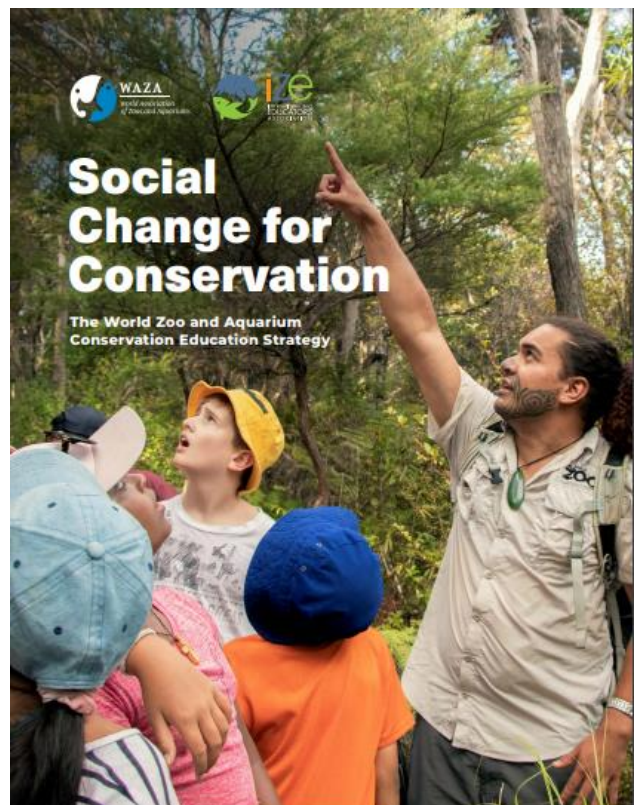
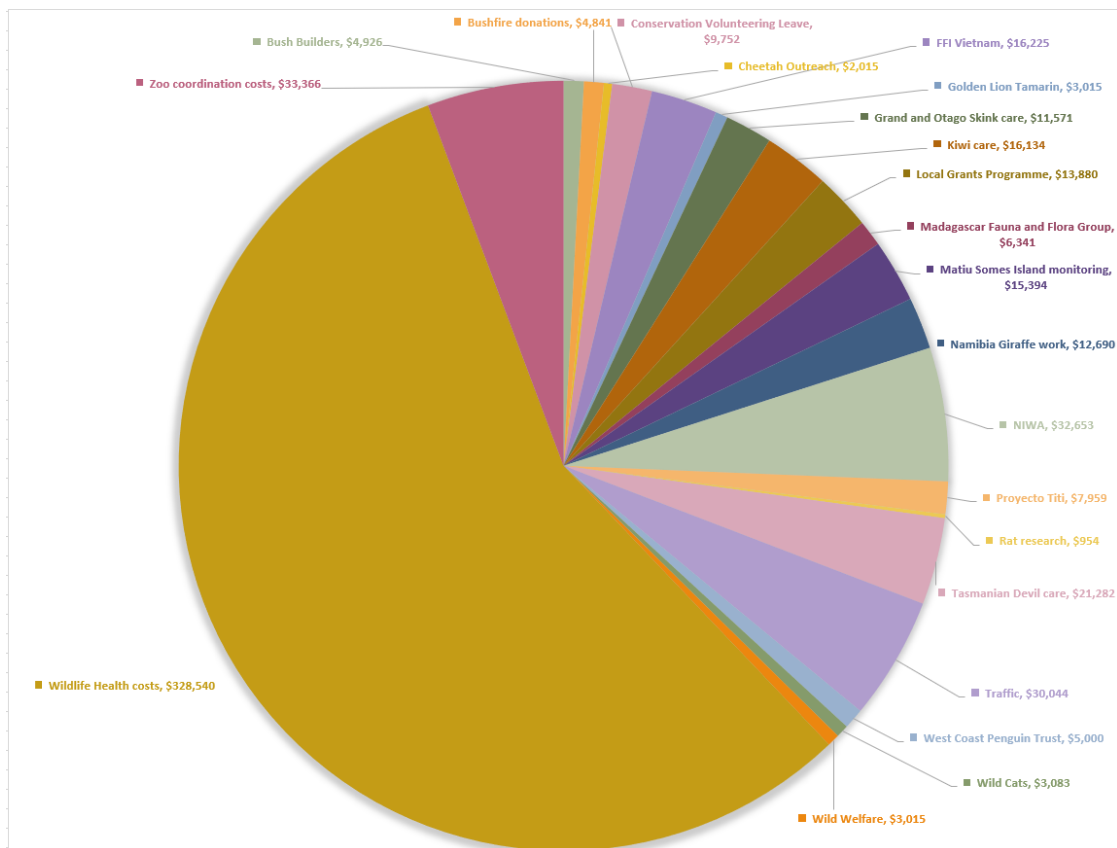




Photo: Ankari's new companion, Kamory (H Neale)

- On 14 December, WZT opened its **Wellington Green Gecko Moko Kākāriki**, with a mihi whakatau from Neavin Broughton (Taranaki Whānui) followed by an address from Mayor Andy Foster prior to refreshments in Kamala's. The habitat is located opposite Hero HQ and additional visitor interpretive signage was installed in the surrounding gardens to let visitors know about reptile friendly plants to grow at home. Garden signage also referred to cat enrichment and safe cat activities that visitors can do at home to help protect wildlife.
- The official **Opening of Te Piringa Iti** was also held on 14 December. Visitors praised the professionalism and knowledge of the Reptiles and Invertebrates Team who took guided tours through Te Piringa Iti following formalities.
- **Zoomonitor**, our animal behavioural observations monitoring App, has been successfully piloted with the Caracals, Cotton Top Tamarins, Red-Fronted Macaw, Giraffe, Sun Bear and Tuatara. This App traces the animals' movements in their habitats and collation of the captured data will assist Keepers to provide an even higher level of animal care and welfare for our residents.
- At its December 2020 meeting, the WZT Board accepted the **Snow Leopard Developed Design Report** and cost estimate and approved the Zoo team to move into the Detailed Design stage.
- Following the need to euthanase Lucky, a Black and White Ruffed Lemur, on age related animal welfare grounds, WZT welcomed Kamory, another **Black and White Ruffed Lemur** from National Zoo and Aquarium in Canberra. Introductions with our resident Lemur, Ankari, went extremely well and they are now both back in their habitat.
- A strategic review of injured and/or sick **indigenous wildlife** species admitted to The Nest Te Kōhanga for care was completed and a new framework was drawn up in conjunction with DOC and SPCA Wellington to effectively manage where and how hurt or ill native wildlife would be treated.
- A **Victoria University of Wellington student** spent two weeks at WZT observing the Tuatara to see how they would fare under climate change, a key factor for their conservation.

- The renovation of the **Pygmy Marmoset habitat** next to Mojo Zoo café was more extensive than first planned due to the deterioration of the wooden wall. The plants were all removed to enable a concrete floor to be laid but these were replanted once the work was completed. Some items of habitat “furniture” known to be appreciated by the animals was also re-installed. UV lights were installed, and a new roof built so that the heat can be better regulated.

Species Planning

Arrivals			
Species	Gender		Date
Black and White Ruffed Lemur	Male	From National Zoo and Aquarium, Canberra	13/11/20
Wellington Green Gecko	6 unsexed	From Joel Knight	07/11/20

Departures			
Species	Gender		Date
Stripe Knee Tarantula	Female	To Otago Museum	4/12/20
Brazilian Black Tarantula	Unknown	To Otago Museum	4/12/20
Brazilian Black Tarantula	Unknown	To Canterbury Museum	3/12/20
Mexican Red-knee Tarantula	Female	To Canterbury Museum	3/12/20
Duvaucels Gecko	Female	To Nga Manu	15/12/20
Nyala	2 males	To Gibbs Farm	

Native Animal Admissions to The Nest Te Kōhanga

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



Photo: Opening of Wellington Green Gecko Moko Kākāriki (L Fyfe)



Photo: One of the three Squirrel Monkeys born in the quarter (L Ridley)



Photos: Matiu/Somes Gecko Monitoring programme (C Huang)

- The **Matiu Somes Island monitoring programme** for Ngāhere and Wellington Green Geckos had commenced for the season with a Ngāhere Gecko being located on the first trip undertaken during the quarter. On the December monitoring trip the team detected an adult male and an adult female Ornate Skink which had been released on the Island in 2006 and also a 2020-born juvenile.
- Two of our Reptile & Invertebrate Keepers travelled to Central Otago on Conservation Staff Grant Leave to help Landcare Research with the **Grand and Otago Skink Recovery Programme**. Some of the released skinks had come from Wellington Zoo so the project was very relevant to the work we do to save native species. Feedback from Landcare Research:
"G'day Dave
Can I keep Joel and James forever please? If that doesn't sum up what I think about these guys, I don't what does. They are fantastic, super-enthused by whatever they do, and just wanting to do what's best for the project down here. I'm so impressed. Thanks for sending them down my way Dave.
Grant Norbury
Wildlife Ecologist
Manaaki Whenua – Landcare Research
Alexandra"
- Some of our staff took **Conservation Volunteering Leave** to work with our Conservation Partners and other conservation groups:
 - West Coast Penguin Trust;
 - Tawaki, Fiordland; and
 - Conservation Volunteers NZ for restoration work on Wellington's South Coast.
- Wellington Zoo hosted **Predator Free Wellington's** event to engage with community groups on the next phase of the project, moving from Miramar into Newtown. WZT will continue to work closely with Predator Free Wellington as they progress further into the local community.

- Our Senior Veterinarian spent a week at Southland Museum in early October assisting DOC with health checks on 73 **Tuatara before they were released on Takaporewa** in the Marlborough Sounds in November. (These animals were part of a large translocation project from them living in human care at Southland Museum.) The release party consisted of representatives from Ngāti Koata (guardians of the taonga species), Kāi Tahu ki Murihiku/ Ngāi Tahu papatipu rūnaka ki Murihiku, DOC, Victoria University and two WZT staff. Our staff were very moved by the relocation process as the release of this very precious taonga was of significant importance to the local Iwi.
- During the quarter, staff attended:
 - The **Kiwi Hui** in Queenstown in September. This annual meeting is coordinated by “Kiwis for Kiwi” and brings together Kiwi carers and conservationists from across New Zealand;
 - Staff attended virtual annual meetings of the **ZAA Taxonomic Advisory Groups (TAGs)** to discuss species breeding programmes in our Australasian region for Birds, Primates and Australian mammals;
 - The General Manager, Communications, Experience and Conservation attended (virtual) **ZAA Board meetings** and a **ZAA Wildlife Conservation Committee** meeting. The Wildlife Conservation Committee is reviewing the way conservation contributions are measured as part of the next phase of ZAA Accreditation;
 - The General Manager, Animal Care and Science attended a **ZAA New Zealand Committee Meeting** in Auckland; and
 - Animal Care and Science Manager presented a lecture to **Massey University’s Companion Animal Science Course** on modern zoos, animal welfare and accreditation.
- The Central Zoo Authority of India (CZA) had contacted several leading global zoos, including Wellington Zoo, via a consultancy with EY. CZA is seeking to improve the top fifteen zoos in India (out of 152 across the country) via collaborations with progressive global zoos that are WAZA members. In initial conversations, CZA have suggested Wellington Zoo collaborate with **Chennai Zoo**, one of the wealthier Indian zoos, and focus on themes of visitor experience, sustainability, animal welfare and conservation. An introductory meeting with Chennai Zoo’s management team was held mid-December. A formal MoU is being developed.

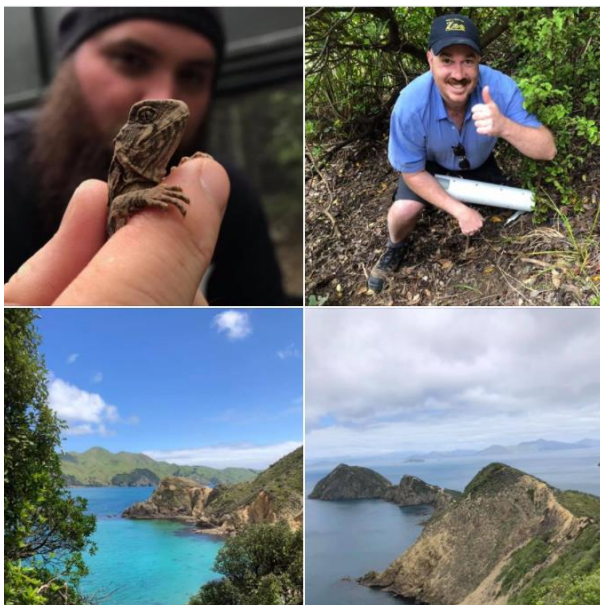


Photo: Releasing Tuatara on Takaporewa Island (P Kowalski)



Photo: Grand and Otago Skink Recovery Programme, Alexandra (J Kilduff)



Photo: School Holiday Programme (C Wilson)

- **Grants** received during the quarter:
 - Support from **Holdsworth Charitable Trust** to contribute to the operational costs of Te Piringa Iti and Te Hononga with a contribution of \$300,000 over three-years (this is in addition to their support for the Nest Te Kōhanga);
 - \$48,000 from **J&A Mauger Trust**, managed by Trustees Executors, which they have given us permission to use for Snow Leopards. This will be J&A Mauger Trust's final contribution to WZT as the Trust is closing; and
 - \$13,867 funding from **Koala Trust** and **Brian Whiteacre Trust** to support The Nest Te Kōhanga operational costs.
- Three **Memorandums of Understanding** were signed:
 - **Froneri**, which has acquired Tip Top from Fonterra, renewed its supplier partnership agreement with WZT for three years effective October 2020. Froneri has introduced a new sales performance partnership model: \$7,000 fixed exclusivity contribution + 18% of wholesale sales;
 - WZT has renewed its agreement with **Weta Digital** for two years for a value of \$20,000 per annum and will be in place for two years; and
 - **Holdsworth Charitable Trust** (three years) for their generous support of Te Piringa Iti and Te Hononga.
- Sound engineers from **Park Road Post** visited the Zoo to record Meerkat vocalisations, as part of a project for Weta Digital. The Carnivore team assisted in organising two visits, where the Meerkats had enrichment to encourage group vocalisations.
- The Marketing & Communications team delivered on a **Turning the Page "Family Room" video** collaboration. Turning the Page is a US-based non-profit organisation, which links public schools, families and community to ensure students receive valuable educational resources and a high-quality public education.
- On the weekend of 28-29 November, we **hosted members from Zealandia** as part of a no charge "members swap" with our Zoo Crew members. Visitor numbers to Wellington Zoo totalled 1,330: 922 adults and 408 children. Zoo Crew members attending Zealandia's swap day numbered 130.

- Two “charity of choice” **partnerships** were signed:
 - **ChangeMakers Resettlement Forum**, a Wellington-based not-for-profit organisation that supports the region’s refugee community (from as far away as Myanmar, Syria, Colombia and Somalia). WZT provided ChangeMakers with 20 free passes; and
 - **Wellington City Mission** to support individuals and families who are working with the City Mission. Following their first walking tour of Wellington Zoo, we received this feedback from Ray Tuffin, the Mission’s Community Engagement Advisor:

“What a day” We had 24 of our guests assemble in the lounge this morning like children going to their first school camp. It was such a buzz, collecting their packed lunch off to their big journey walking to the zoo, I then witnessed their return, the wellness this has created is just stunning, amazing, awesome. The hardest of selected guests returned glowing in so many ways. This is just an amazing partnership that will create happiness and wellness within the community.

Your team is amazing and I feel they need to understand and realise their support makes such a difference in lives within our communities.

Blessings to you and your team

Ray Tuffin”

- During the quarter, the **Learning Team** worked with various schools:
 - Team Leader Learning and a Visitor Ranger attended a careers event hosted by Elite Management School for Year 9 & 10 students;
 - Utilising existing staff skills, WZT delivered Japanese and Spanish learning sessions for Year 9 and 10 students from Upper Hutt College;
 - The October School Holiday Programme was a success at 97% capacity which is a 33% increase on the same period last year. During this period, visitor numbers reached 19,097; 4,772 more than the same time last year;
 - A new session for Year 9 Spanish students was trialed with Rongotai College;
 - Island Bay, Kelburn Normal, Roseneath, Hataitai and St Patrick’s Schools, which were lapsed/irregular visitors, have reinstated their learning sessions with WZT;
 - Implementing a New Zealand Native Animal Tour for International Students from Wellington High; and
 - Fergusson Intermediate School planted 120 plants at their School as part of Phase 3 of Wellington Zoo’s Bush Builders programme.
- WZT enjoyed much positive **media** attention during the quarter including:
 - Trip 101 (USA) talked about our sleepovers in their ten exciting things to do at night in Wellington, New Zealand article;
 - Buzzpodcast by Karen Fifield on the role of directors and managers in animal welfare research [#AnimalConcepts #WellingtonZoo #PAWS #podcast #iBuzzanimalconcepts](#);
 - WZT featured on FSC⁸ social media channels re new Giraffe interpretations;
 - Newstalk ZB, NZ Herald and Zooborns all ran stories on our baby tarantulas;
 - Multiple coverage around the proposed fireworks ban near the Zoo included TV1 and TV3 6.00pm News Bulletins; DomPost; NZ City; Newstalk ZB (interview with Karen Fifield); Stuff; Voxy; and SAFE;
 - NZ Herald about the Minibeasts experience and refurbished Giraffe House; and
 - TVNZ Breakfast interview about Bird of the Year.
- As at 31 December 2020, Wellington Zoo had 52,159 Facebook followers, 14,706 Instagram followers, 9,436 Twitter followers and 1,275 LinkedIn followers. These statistics showed steady growth in each of these **social media channels** over the quarter.
- A new “**Tap to Donate**” initiative, which accepts contactless EFTPOS and credit card donations, was launched late November and stations installed in the shop. This new fundraising channel diversifies the way visitors can engage with and donate to Wellington Zoo - we received the first two donations within 30 minutes of the stations being installed.

⁸ Forest Stewardship Council

- During Te Wiki o Te Reo Māori, WZT ran a kupu o te rā (word of the day) relating to the Zoo and conservation. each day;
- The parameters of the **Te Ao Māori Project – Kanohi Kitea** – have been decided: Te Tauihu (WCC); Te Arawhiti (Crown) and the Five Domains of Animal Welfare. These will be used to bring together an approach to Oranga – the balance between people, place, animals and the environment to create wellbeing. The Project commenced with a cultural baseline survey undertaken with staff in December 2020.
- WZT's summer **promotional campaigns** were up and running:
 - Zoo Shop sale night;
 - December and January School Holiday Programme;
 - Zoo Crew gifting campaign;
 - New adventure collateral to be used throughout lower North Island and upper South Island; and
 - WellingtonNZ campaign on TV.
- WZT actively **promoted the Zoo** as a destination of choice by:
 - Hosting a successful “incentives experience” famil with WellingtonNZ and 212F, an agency which specialises in corporate rewards programmes;
 - Participating in the Wellington NZ Tourism Operators Day for all regional tourism operators to connect with hotels, B&Bs, City Ambassadors and i-Sites; and
 - Joining Conference and Incentives NZ (CINZ) which creates and supports increased business tourism, including conventions, meetings and incentives, and attending a CINZ networking event in Auckland in December.
- WZT hosted seven students from the **Wellington City Council Amenity Horticulture and Nursery Production** apprenticeship programme on 16 November for their team building day. The students offered their skills to the maintenance team and assisted with the removal of plants in Neighbours to improve the visitor experience.
- **We celebrated:**
 - International Zoo Keeper Day and World Animal Day on 4 October;
 - International Vet Nurse Day on Friday 9 October;
 - International Zoo and Aquarium Educators' Day for all who help engage our visitors with animals and conservation on 5 November; and
 - International Volunteer Day on 5 December.
- From Sunday 25 October **Metlink's bus service** routes 23, 23e and 23z changed to effectively reinstate the bus routes from July 2018. This is very good news, not only for Zoo visitors and staff but also for the community housing residents.
- General Manager Business & Partnerships participated in a **Tourism Workforce focus group** in October. This focus group was facilitated by Service IQ and will form part of the “Hinonga Kōkiri/Head Start Project” which aims to contribute to the development of the Tourism Workforce Strategy for the Hospitality, Tourism, Travel, Aviation and Retail sectors.
- The Chief Executive **presented** to/participated in:
 - Victoria University of Wellington's Aspire Women's Leadership Development programme 2020;
 - Skål International (global professional organisation of tourism and travel leaders) on COVID-19 post recovery from the Zoo's perspective;
 - Tourism NZ panel discussion as speaker as part of the Tourism NZ Roadshow;
 - A Victoria University of Wellington Tourism Management Advisor Group Meeting; and
 - Zoo Advisors USA– Women in Leadership Conference Focus Group workshop.
- Te Motu Kairangi have gifted WZT around **300 native plants** for Te Hononga, our new Tuatara facility. These plants have come from the set of Avatar 2.

- WZT launched gift voucher sales for the **Sun Bear Behind the Scenes experience** and are actively promoting it via radio, online banners, social media advertising and street posters. The actual experiences will not start until early next year, however, we wanted to tap into the gift-giving period before Christmas with the vouchers.
- Following the yard and house upgrade, **Giraffe close encounters** re-commenced in October and gave visitors a more enhanced experience. The Giraffe House refurbishment, including new interpretive media, was completed in December with the installation of browse feeders and drinkers and it will be formally opened on Friday 5 February 2021.



Craig Ellison
Board Chair, Wellington Zoo Trust



Photo: Te Motu Kairangi plant donation for the Te Hononga Tuatara habitat (D Laux)



Photo: Tap to Donate devices installed at WZT (A Binaco)



Photo: a new Behind the Scenes Giraffe experience was launched in the refurbished Giraffe House and yards (G Avery)

Appendix 1 – Wellington Zoo Strategy Framework 2020/21

Required WCC Performance Measures	Pre COVID-19 Target 20-21	Tracking YTD 31.12.20			COVID-19 Budget 20-21	Tracking YTD 31.12.20			Comments as at 31.12.20
		#	%			#	%		
Visitors	254,000	106,988	42%	🟢	173,882	106,988	62%	🟢	
Student and education visits	20,000	11,729	59%	🟢	14,645	11,729	80%	🟢	Zoo led Conservation education programmes and student self-guided visits.
Council operating grant per visitor	\$13.76	\$16.33	NA	🔴	\$20.10	\$16.33	NA	🟢	Annual Measure based on visitor numbers and WCC grant
Full cost to Council	\$21.77	Annual Measure	NA	🟡	\$31.80	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)	\$17.77	\$26.58	NA	🟢	\$18.63	\$26.58	NA	🟢	
Non-Council donations and funding	\$324k	Annual Measure	NA	🟡	\$222K	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	70%	🟢	39%	NA	70%	🟢	
Trust generated income as percentage of the Council grant	144%	NA	163%	🟢	93%	NA	163%	🟢	
Additional WZT Performance Measures									
		#	%			#	%		Notes
Measure visitor feedback and satisfaction	8.5	8.8	NA	🟢	8.5	8.8	N/A	🟢	This target is based on the overall experience rating which is measured out of ten. Please note we did not collect surveys in Level 2, this result is based on the surveys that were collected in September
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) at the Zoo	25	30	120%	🟢	25	30	120%	🟢	IUCN Red List and DOC National list
Percentage of native animals released to the wild after triage and treatment by the Nest Te Kōhanga (TNTK)	50%	NA	69%	🟢	50%	NA	69%	🟢	Post 72-hour triage period.
% of OPEX directly contributed to field conservation	7%	NA	Annual Measure	🟡	7%	NA	Annual Measure	🟡	This measure uses the Zoo Aquarium Association (ZAA) Australasia Framework to measure direct contributions to field conservation.
Number of field conservation projects supported for threatened (NZ) and vulnerable, endangered or critically endangered (global) species	12	12	100%	🟢	12	12	100%	🟢	Pilot Local Conservation Grants projects are complete.
Participate in zoo-based research projects, scientific papers and presentations	10	11	110%	🟢	10	11	110%	🟢	These projects are directly related to conservation medicine, animal welfare science and visitor engagement research. 1. Pathogens of yellow eyed penguins – Master's thesis in preparation by Emily Kay. 2. Disease screening of Fijian bats – Master's thesis in preparation by Jessica McCutchan (Resident). 3. What disturbances of clinical significance to physiological homeostasis are occurring during anaesthesia across a range of zoo animals – Master's thesis submitted by Nigel Dougherty (Resident). 4. The ethics and animal welfare of aged animal management in zoos – Master's thesis in preparation by Alison Clarke (Resident). 5. Investigating marine predation injuries to yellow-eyed penguins – Master's thesis in preparation by Kathryn Johnson (Resident). 6. Lead exposure in rural and urban Tūi – Undergraduate project in preparation for publication by Alisdair Eddie and TNTK team. 7. Total ear canal ablation in a lion – case study being written up for publication by Dr Helen Orbell and TNTK team. 8. Lysosomal storage disease in a South Island Kākā (Nestor meridionalis meridionalis) – case study being written up

Additional WZT Performance Measures									
		#	%			#	%		Notes
Participate in zoo-based research projects, scientific papers and presentations Cont.									for publication by Dr Bob Jolly, Dr Stuart Hunter and TNTK team. 9. Surgical repair of a meningoencephalocoele in a Kākāpō – paper in preparation, Baukje Lenting co-author. 10. Plastic ingestion is an underestimated cause of death for southern hemisphere albatrosses – paper in preparation, Baukje Lenting, Phil Kowalski and Shelly Butcher co-authors. 11. The influence of animal welfare accreditation programmes on zoo visitor perceptions of the welfare of zoo animals - published in Journal of Zoo and Aquarium Research, Daniel Warsaw author.
Maintain Zoo and Aquarium Association Animal Welfare Accreditation	Achieved	Annual Measure		👉	Achieved	Annual Measure		👉	Occurs every three years. Next accreditation in early 2022.
Maintain Toitū carbonzero certification	Achieved	Annual Measure		👉	Achieved	Annual Measure		👉	Toitū carbonzero audit has occurred, waiting for confirmation
Safety Improvement Team meeting attendance	80%	5	95%	👉	80%	5	95%	👉	Measured against those staff available to attend meetings. 5 meetings held to date. Nov meeting was delayed until after Dec. Board meeting
Successful emergency drill/incident debriefs held	8	3	38%	👉	8	3	38%	👉	Shake-out drill combined with a Code Green Drill and debrief to Code Green Incident. Fire drills carried out in mid-December.
Volunteer engagement survey	1	Annual Measure		👉	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		👉	1	Annual Measure		👉	This measure refers to the year-long recognition of staff excellence at full staff meetings and culminates in the annual staff awards event in August. This has been moved to 1 October this year due to the impact of COVID-19 Alert Level change from AL1 to AL2.
Staff learning and development sessions held	10	3	30%	👉	10	3	30%	👉	In-house learning opportunities from both internal and external speakers.

Appendix 2 – Financial Statements

CCO: Wellington Zoo Trust		\$NZ000's	
Quarter Two 2020/21			
Actual 30-Jun-20	EARNINGS STATEMENT	Actual 31-Dec-20	Budget 31-Dec-20
	Revenue		
3178	Trading Income	2105	1148
3680	WCC Grants	1761	1748
665	Other Grants	515	59
237	Sponsorships and Donations-Operational	167	80
269	Sponsorships and Donations-Capital	49	0
27	Investment Income	5	5
207	Other Income	52	43
8,263	Total Revenue	4,654	3,083
	Expenditure		
6,101	Employee Costs	2,970	2994
2,327	Other Operating Expenses	1,110	1147
5	Depreciation	0	0
	Interest		
174	Vested Assets		
8,607	Total Expenditure	4,080	4,141
(344)	Net Surplus/(Deficit) before Taxation	574	(1,058)
0	Taxation Expense		
(713)	Operating Surplus (Deficit)	525	(1,058)
(344)	Net Surplus/(Deficit)	574	(1,058)
-8.6%	Operating Margin	11.3%	-34.3%

Actual 30-Jun-20	STATEMENT OF FINANCIAL POSITION	Actual 31-Dec-20	Budget 31-Dec-20
	Shareholder/Trust Funds		
0	Share Capital/Settled Funds	0	0
0	Revaluation Reserves	0	0
1,280	Restricted Funds	1,250	1322
242	Retained Earnings	816	-1519
1,522	Total Shareholder/Trust Funds	2,066	(197)
	Current Assets		
2,912	Cash and Bank	3,243	667
300	Accounts Receivable	380	150
87	Other Current Assets	150	100
3,299	Total Current Assets	3,773	917
	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
3,299	Total Assets	3,773	917
	Current Liabilities		
545	Accounts Payable and Accruals	593	400
	Provisions		0
1,232	Other Current Liabilities	1,114	714
1,777	Total Current Liabilities	1,707	1,114
	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
1,522	Net Assets	2,066	(197)
1.9	Current Ratio	2.2	0.8
46.1%	Equity Ratio	54.8%	-21.5%

Actual 30-Jun-20	STATEMENT OF CASH FLOWS	Actual Dec-20	Budget Dec-20
	<i>Cash provided from:</i>		
3178	Trading Receipts	2,105	1,148
3680	WCC Grants	1761	1,641
665	Other Grants	515	59
506	Sponsorships and Donations	216	80
27	Investment Income	5	5
268	Other Income	1,844	43
8324		6,446	2,976
	<i>Cash applied to:</i>		
5,801	Payments to Employees	2,961	2,994
3,501	Payments to Suppliers	3,154	1,147
0	Net GST Cashflow		0
0	Other Operating Costs (VESTING)		0
	Interest Paid	0	0
9302		6,115	4,141
-978	Total Operating Cash Flow	331	(1,165)
	Investing Cash Flow		
	<i>Cash provided from:</i>		
0	Sale of Fixed Assets		0
	Other		
0		0	0
	<i>Cash applied to:</i>		
	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-20	STATEMENT OF CASH FLOWS (CONT)	Actual 31-Dec-20	Budget 31-Dec-20
	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
(978)	Net Increase/(Decrease) in Cash Held	331	(1,165)
3,890	Opening Cash Equivalents	2,912	1,832
2,912	Closing Cash Equivalents	3,243	667

Actual 30-Jun-20	CASH FLOW RECONCILIATION	Actual 31-Dec-20	Budget 31-Dec-20
(344)	Operating Surplus/(Deficit) for the Year	574	(1,058)
	Add Non Cash Items		
5	Depreciation	0	0
	Other (movement restricted funds)	-30	
(339)		544	(1,058)
	Movements in Working Capital		
168	(Increase)/Decrease in Receivables	(80)	0
5	(Increase)/Decrease in Other Current Assets	(63)	2
(849)	Increase/(Decrease) in Accounts Payable	48	(151)
37	Increase/(Decrease) in Other Current Liabilities	(118)	42
(639)		(213)	(107)
	Net Gain/(Loss) on Sale:		
0	Fixed Assets	0	0
	Investments	0	0
0		0	0
(978)	Net Cash Flow from Operations	331	(1,165)