

To: Wellington City Council
From: Wellington Zoo Trust
Date: 31 October 2018

First Quarter Report 2018/19 Financial Year

Highlights

- Karen Fifield travelled to Canberra for the signing of an MOU between Wellington Zoo, National Zoo and Aquarium (Canberra) and Wildlife Reserves Singapore. We have agreed to collaborate on conservation projects, animal welfare initiatives, staff exchanges and sustainability learning. Delegates from the three countries were present as well as government Ministers from the ACT.
- The Zoo hosted The Formary's Stage 3 launch of its NZ Textile Reuse Programme. The programme was launched by Minister Eugenie Sage and the event was attended by representatives of the textile and fashion industry as well as businesses and organisations partaking in the programme.
- Karen Fifield has been selected as a finalist in the Sustainability Superstar category for the 2018 Sustainable Business Network Awards. Winners will be announced at an Awards Ceremony in Auckland on 22 November 2018.
- Wellington Zoo won the following Awards during the quarter:
 - Our *Conservation Colouring & Activity Book* was named the winner for the Museum Shops Association of Australia & New Zealand's "Best Product or Range – Turnover Under 1 Million" Award at the recent MSAANZ conference in Melbourne;
 - Voted as the Best Family Attraction in the 2018 Best of the Capital Survey; and
 - Won the Resene Total Colour Landscape Award for its Kea Enclosure.
- We are working with Environmark Solutions to test a proposed methodology to assess the impact and prioritisation of UN Sustainable Development Goals within the Zoo. This work will inform the revision of the Zoo's strategy in 2019.
- The result as at 30 September 2018 shows an operating deficit of (\$20,042) against a budgeted operating deficit of (\$217,448). This is due to income being above budget by \$183,393 and expenditure being below budget by \$14,013.

Challenges this Quarter

The new bus network service has been of concern with one of the critical failures being the hospital hub model (over and above the loss of a direct bus route). Visitors to our city are now having to pay two bus fares to get to the Zoo unless they pay \$10 to get a Snapper card. Management has been in discussions with GWRC officers and councillors about mitigating the impact on the Zoo from the bus changes and it is hoped the #23 bus route out of peak hour will be reinstated.

Visitor Attendance as at 30 September 2018:

	Current YTD 2018/19
Actual	49,970
Target	43,501
Difference	6,199



Inaugural World Chimpanzee Day, 14 July 2018

Several media opportunities arose during the quarter:

- WZT provided a childcare solution for parents on the day of the primary school teachers' strike in August by running a special "Zoo Day Out" which was modelled on our regular school holiday programmes. Thirty children attended and media covered the story both locally (NewsHub) and nationally (TV One News).
- Our lions, Malik and Zulu, left for Auckland Zoo on 15 August where they will reside until Auckland's new lions arrive from the United States. Their journey north was covered by TVNZ's Seven Sharp and One News also posted a story online.
- A Dom Post journalist and videographer visited us for a full day of activities including behind the scenes tours of the Nutrition Centre and The Nest Te Kōhanga, and joining keepers on section. The purpose of the visit was to strengthen our relationship with the Dom Post and for them to learn more about how a progressive zoo operates.

During the quarter Wellington Zoo celebrated and/or participated in the following:

- The first ever World Chimpanzee Day celebrated on Saturday 14 July timed for the anniversary of Dr Jane Goodall's arrival in what is now Gombe Stream National Park, Tanzania to study Chimpanzees in the wild;
- Global Tiger Day fell on 29 July and our visitors helped us celebrate our tigers Bashii and Senja with a special tiger talk and fun activities including mask making and games. It was a great opportunity to connect with our visitors and share how buying FSC products can help save tigers in the wild;
- On 11 and 12 August we celebrated World Lion Day (8 August). The focus was on the role of a progressive zoo and how we look after our lions to ensure their welfare;
- Over 15 and 16 September we celebrated our Red Pandas as part of International Red Panda Day. Activities included learning about the Red Panda diet and making a take-home Red Panda mask;
- As part of Conservation Week we celebrated Aotearoa's native wildlife with activities at The Nest Te Kōhanga and Meet The Locals He Tuku Aroha;
- A number of Zoo Staff were part of a Conservation and Environment careers evening at Victoria University organised by Forest and Bird; and
- The Community Engagement Team participated in "Kids Day Out" at the Botanical Gardens with other conservation organisations from around the capital.

Visitor Numbers

	Current YTD 2018/19
Actual	49,970
Target	43,501
Difference	6,199

LEOTC Numbers

	Annual Target	YTD 18/19
School Visits (LEOTC)	10,500	3,309

Species Planning

Arrivals			
Species	Gender	Status	Due
Lace Monitors	1 male 1 female	From Auckland Zoo	Arrived July 2018
Tasmanian Devil	1 female	From Dreamworld	Arrived August 2018
Dingoes	1 male 1 female	Coming from Australian Reptile Park, New South Wales	October 2018
Cotton-top Tamarin	1 male	Coming from Singapore Zoo	October 2018
Kiwi	1 male	Coming from National Aquarium, Napier	November 2018
Tasmanian Devils	Two	Coming from Tasmania	Late 2018 / early 2019
Giraffe	1 male	Coming from Australia Zoo	Late 2018 / early 2019

Planned Transfers Out			
Species	Gender	To	When
African Lions	2 males	Auckland Zoo	August 2018
Scheltopusik	1 unsexed	Brooklands Zoo, New Plymouth	August 2018
Agoutis	1 male 1 female	Perth Zoo	Late 2018
Agoutis	1 male 2 females	Auckland Zoo	Late 2018



PEOPLE LOVE AND SUPPORT THE ZOO

WZT Annual Report 2017/18 Cover Page

- Minister of Civil Defence Kris Faafoi visited on 6 August to congratulate WZT on being the 500,000th sign up for National "ShakeOut" day on 18 October. He was joined by staff from the Ministry of Civil Defence & Emergency Management and the Wellington Regional Emergency Management Office.
- Grants and donations received during the quarter:
 - The Brian Whiteacre Trust, \$10,000 to support The Nest Te Kōhanga;
 - Pelorus Trust, \$2,000 to replace the broken TV screen in Meet The Locals Te Huku Aroha;
 - J & A Mauger Trust, \$5,000 for The Nest Te Kōhanga's operational funding;
 - Anstiss-Garland Trust, \$2,000 to support The Nest Te Kōhanga; and
 - Wellington Community Trust, \$4,170 to be used for Visitor Experience Television Screens.
- In July our Conservation Fund donation box was stolen from the foyer. There was a large outpouring of community support in both helping to identify the perpetrator which led to an arrest and the receipt of \$2,600 in additional conservation fund donations. Separately, Wainuiomata School students raised \$480 for the WZT Conservation Fund as a direct result of attending a Learning Session at Wellington Zoo.
- During September we engaged with one of our key partners, welcoming a group of MPI volunteers. The group joined our property team for the morning and the work achieved equated to one staff member doing 2.5 days of work. This was a great illustration of how we can help partnering organisations understand the work we do and to become advocates for Wellington Zoo.
- Clemenger BBDO has renewed its arrangement for a further three years to support WZT with pro-bono creative and account management.
- During the first quarter our Facebook following sat at 131,833; Twitter at 24,853; Instagram at 15,362; and LinkedIn is now up to 1,506 followers.

WZT's Annual Report 2017/18 was published at the end of September and circulated via email to our stakeholders, partners, funders and other interested parties. Some of the feedback included:

- *"Kia ora Karen,
I visited the Zoo on Saturday 22nd September for my grandsons 4th Birthday – he wanted his little party at the zoo. It has been many many years since I last visited we were absolutely 'blown away'. A totally different experience at the Zoo to what we had seen in the past.*

The layout, the story boards and just the general feel made it a very welcoming environment to see the animals – a wonderful experience.

Thank you to all the staff that make this such a great experience for both young and old.

*Kind regards
Lyn Patterson
MAYOR, Masterton District Council"*

- *"You are, as always, such an inspiration. Gorgeous-looking report and unbelievable stats! You and the team must be thrilled to bits.*

Caroline Lees, Conservation Breeding Specialist Group Australasia"

- *"Hi Karen,
On behalf of Malcolm and the team here at NZ Coach Services we would like to thank you and your team that arranges transport.
It's been a real privilege to be involved in transporting so many school guests to the Zoo, our drivers often comment on how excited the children get both before and after their Zoo experience.*

Well done to your team and we are very much looking forward to our continued ongoing involvement.

*Kind regards
Jim Petrie
National Manager, NZ Coach"*

- *"Karen
Thanks. Very impressive. Rest assured we are very conscious of the Zoo's needs for bus services!*

Chris Laidlaw, Chair, Greater Wellington Regional Council"

- *"Hi Karen
Congratulations on another great year. You just keep raising the bar! You must be incredibly proud of what you and your team have achieved over the years. It's great for us to have an industry leader on our doorstep to learn from. Always inspiring to watch.
All the best
Sarah Purdy
Manager, Staglands Wildlife Reserve"*

- *"Dear Karen,*

Thanks you so much for the sharing the report and the opportunity to work with you.

*We are delighted to be able to work with such a committed organisation.
Your vision is aspirational and your achievements deserve absolute merit.*

I believe that there are a lot of organisations globally that could benefit from your mission!

We look forward to our partnership with you and hope some day you could visit our enterprise in India.

All the very Best,

*Janjri Trivedi
www.re-wrap.com"*

- *"And really just being a fabulous zoo staffed by wonderful people.
Thanks to the Wellington Zoo team for making my year just that little bit brighter, love your innovation, and that you consistently walk the talk.
Go Team Wellington Zoo!*

*Amanda Embury | Project Manager 20 Years Species Plan
Wildlife Conservation & Science, Zoos Victoria"*



SAVING ANIMALS IN THE WILD

Photo: Bernadette Casey (The Formary), Karen Fifield, Minister Eugenie Sage, Peter Thompson (The Formary) at the NZ Textile Reuse Programme Launch at WZT

- The Zoo hosted The Formary's Stage 3 launch of its NZ Textile Reuse Programme. The programme was launched by Minister Eugenie Sage and the event was attended by representatives of the textile and fashion industry as well as businesses and organisations partaking in the programme.
- Staff travelled to support our partners under our conservation fund staff grant programme:
 - Maxine Jenkins travelled to Colombia to assist Proyecto Titi with the four multi-disciplinary "pillars" that it operates under – research, restoration, community initiatives and education; and
 - April Turnbull travelled to Namibia to support The Giraffe Conservation Foundation's ecological monitoring efforts on the desert-dwelling Angolan giraffe which will help guide the species' conservation and management.
- At its September Board meeting, Trustees approved four more conservation fund staff grant projects to be undertaken in the 2018/19 financial year: Jane Goodall Institute Africa; Free the Bears; Madagascar Fauna and Flora Group; and Save the Tasmanian Devil Programme.
- Our direct conservation contributions for 2017/18 totalled \$472,032 or 6.6% of our operational budget, exceeding our target of 4% (an increase of \$74,146 in conservation investment).
- Our final report to The NZ National Commission for UNESCO for the grant received to develop Wellington Zoo's Rangatahi Roots & Shoots group has now been completed. This grant was vital in helping Wellington Zoo to create an ever expanding network of young people who are inspired and engaged to be change-makers and reflect on how their individual and collective actions can have positive impacts for animals, people and the environment. In July Forest and Bird presented George Hobson, founding member of Wellington Zoo Rangatahi Roots & Shoots group, the Te Kairahi Rangatahi o te Taiao Youth Award.

- Staff attended:
 - GM Business and Partnerships attended his first Madagascar Fauna and Flora Group Board meeting in Chattanooga in July;
 - WZT's Conservation Manager attended the Society for Conservation Biology Oceania Congress, the Wellington Gecko hui and the West Coast Penguin Trust one day symposium;
 - One of our community experience team attended the Wellington Regional Environmental Educators' Forum Hui at Pataka and the SciHub professional; and
 - The Chief Executive and GM Comms, Experience and Conservation attended the Climate Leaders Coalition launch for NZ companies committing to a low carbon future.
- CarbonZero certification work took place during September. At Enviro-Mark Solutions' recommendation, the baseline will be changed this year for audit purposes. After each five year reporting cycle, the Zoo is required to issue a new Emissions Reduction Management Plan (ERMP) which states the Zoo's reduction targets across the next five years. The new ERMP will set targets against the new baseline year, keeping the certification and ERMP targets more relevant.

Native animals brought to The Nest Te Kōhanga in the last year

Native Animal Admission Statistics	2015	2016	2017	2018
January	63	67	76	54
February	51	41	52	70
March	60	39	33	57
April	30	28	22	37
May	37	33	47	33
June	34	23	21	38
July	33	17	20	36
August	26	15	24	25
September	25	24	22	30
October	19	43	28	
November	33	41	37	
December	67	58	61	
	478	429	443	380



Photo: Kea Enclosure, Winner of the Resene Total Colour Landscape Award

- Wellington Zoo won the following Awards during the quarter:
 - our *Conservation Colouring & Activity Book* was named the winner for the Museum Shops Association of Australia & New Zealand's "Best Product or Range – Turnover Under 1 Million" Award at the recent MSAANZ conference in Melbourne. This book was designed and created by Zoo staff and features our national and global conservation partners printed on FSC certified paper;
 - the Best Family Attraction in the 2018 Best of the Capital Survey; and
 - the Resene Total Colour Landscape Award for its Kea Enclosure. Resene noted that the "...robustness of products and colours aptly reflect the nature of the inhabitants, with a pop of colour anchoring a focal point. The diversity and toughness of materials and the depth of the colour palette brings an appreciation for life in the wild."
- Karen Fifield travelled to Canberra for the signing of an MOU between Wellington Zoo, National Zoo and Aquarium (Canberra) and Wildlife Reserves Singapore. We have agreed to collaborate on conservation projects, animal welfare initiatives, staff exchanges and sustainability learning. Delegates from the three countries were present as well as government Ministers from the ACT.
- Karen Fifield has been selected as a finalist in the Sustainability Superstar category for the 2018 Sustainable Business Network Awards. Winners will be announced at an Awards Ceremony in Auckland on 22 November 2018.
- We are working with Environmark Solutions to test a proposed methodology of assessing the impact of, and prioritising of, Sustainable Development Goals within the Zoo. This work will inform the revision of the Zoo's strategy in 2019.

Craig Ellison
Board Chair
Wellington Zoo Trust

Appendix 1 – Wellington Zoo Strategy Framework 2018-19

Measure	Target 2018-19	Tracking YTD 30.09.2018	Notes	Comments as at 30 September 2018	
Connect people with animals					
People participating in Animal Close Encounters.	4,000	1,149	🍃	More people participate in Close Encounters during the summer months.	
Number of students participating in LEOTC sessions.	10,500	3,309	🍃		
Measure visitor feedback and satisfaction.	8.5	9.3	🍃	164 visitors surveyed year to date. Result is overall experience rating measured out of ten.	
People love and support the Zoo					
Increase total visitation.	244,420	49,970	🍃	7,434 ahead of last year and 6,469 ahead of target.	
Percentage of operating costs generated by the Trust.	56%	54%	👉	Annual Target	
Ratio of Trust generated income as percentage of WCC grant.	127%	122%	👉	Annual Target	
Average income per visitor from Trust generated revenue.	\$17.21	\$20.28	🍃	Annual Target	
Average WCC subsidy per visitor.	\$13.58	\$16.61	👎	Annual Target	
WCC full subsidy per visitor.	\$21.73	Annual Measure	👉	This KPI 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.	
Volunteer engagement survey.	1	Annual measure	👉		
Save animals in the wild					
Number of vulnerable, endangered or critically endangered species (IUCN Red List and DOC National list) in the Zoo's collection.	27	26	👉	Drop to 26 with death of Rosa the Axolotl	
Percentage of native patients successful released to the wild after treatment in The Nest Te Kōhanga (TNTK).	70	60	👎	% of animals successfully treated after being admitted into TNTK post 72 hour triage period.	
Number of Field Conservation Projects supported for threatened (NZ) endangered or critically endangered (global) species.	8	13	🍃	1. Kea Conservation Trust. 2. Madagascar Fauna and Flora Group Black and white Ruffed Lemurs. 3. Proyecto Titi, Cotton Top Tamarins. 4. Associação Mico-Leão-Dourado, Golden Lion Tamarins. 5. Wildcats Conservation Alliance (Sumatran Tigers). 6. Save the Tasmanian Devils Programme. 7. FFI Vietnam White Cheeked Gibbons. 8. Red Panda Network. 9. Jane Goodall Institute (Chimpanzees) 10. West Coast Penguin Trust. 11. Free the Bears. 12. TRAFFIC South East Asia. 13. Wild Welfare	
% of OPEX directly contributed to field conservation.	5%	Annual measure	👉	This measure uses the Zoo Aquarium Association (ZAA) Australasia Framework to measure direct contributions to field conservation.	
Participate in zoo-based research projects and paper publication.	10	10	🍃	1. Lead toxicity in Tui with Massey Wildbase. 2. Honey Bee Pathogens with Victoria University, Wellington. 3. Major Histocompatibility Complex (MHC) detection in Cheetah if this is a contributing factor in mate choice for this species with Nick Cave, Massey University. 4. Feline gastrointestinal flora – of importance to our cats as we are having some digestive related problems with our Cheetah at present with Nick Cave from Massey. 5. Zoo animal anaesthesia study: Nigel Dougherty is one of our current residents in avian, wildlife and zoo animal health at Wellington Zoo and Massey University. 6. Logistics and medical aspects of translocating ngahere geckos (<i>Hoplodactylus</i> sp.) from a proposed mine expansion site to an off-shore island – with Ecogecko consultants and DOC. 7. Pathogens of yellow eyed penguins – Masters thesis of Emily Kay, with Massey Wildbase. 8. Causes of adult mortality in two populations of NZ sea lions (<i>Phocarctos hookeri</i>) – Baukje Lenting preparing chapters from her thesis for publication. 9. Kiwi faecal toxicology – contributing samples to an ESR project. 10. <i>Mycobacterium pinnipedii</i> tuberculosis in marine mammals in NZ - Baukje Lenting preparing chapters from her thesis for publication.	
Lead the way					
Maintain Zoo and Aquarium Association Animal Welfare Accreditation.	Achieved	Nov 2018	👉	Accreditation round in November 2018.	
Maintain carboNZero certification.	Achieved	Monitoring	👉	2017/18 Audit completed on 27 September 2018. Final amendments to reports submitted to Enviromark for sign-off.	
Health & Safety targets	Safety Improvement Team meeting attendance.	70%	96%	🍃	Attendance based on available SIT members. Four meetings held to date in 2018/19.
	Successful Emergency drill/incident debriefs held.	8	5	🍃	Code Yellow staff workshop, Emergency Response Team workshop, Code Purple drill, Shake-Out and associated Code Green and Code Red drill held to date in 2018/19.
People & Culture targets	Staff Recognition programme.	1	1	🍃	Gold Agouti Awards were held in August 2018
	Staff Learning and Development Sessions held.	10	4	👉	

Appendix 2 – Financial Statements

CCO: Wellington Zoo Trust		\$NZ000's	
Quarter One 2018/19			
Actual 30-Jun-18	EARNINGS STATEMENT	Actual 30-Sep-18	Budget 30-Sep-18
	Revenue		
3718	Trading Income	827	713
3240	WCC Grants	830	830
83	Other Grants	21	21
184	Sponsorships and Donations-Operational	133	56
243	Sponsorships and Donations-Capital	6	0
61	Investment Income	10	8
265	Other Income	22	32
7,794	Total Revenue	1,849	1,660
	Expenditure		
4,796	Employee Costs	1,270	1319
2,455	Other Operating Expenses	591	556
11	Depreciation	2	2
	Interest		
172	Vested Assets		
7,434	Total Expenditure	1,863	1,877
360	Net Surplus/(Deficit) before Taxation	(14)	(217)
0	Taxation Expense		
(9)	Operating Surplus (Deficit)	(20)	(217)
360	Net Surplus/(Deficit)	(14)	(217)
-0.1%	Operating Margin	-1.1%	-13.1%

Actual 30-Jun-18	STATEMENT OF FINANCIAL POSITION	Actual 30-Sep-18	Budget 30-Sep-18
	Shareholder/Trust Funds		
0	Share Capital/Settled Funds	0	0
0	Revaluation Reserves	0	0
1,698	Restricted Funds	1,715	1854
352	Retained Earnings	338	125
2,050	Total Shareholder/Trust Funds	2,053	1,979
	Current Assets		
3,668	Cash and Bank	3,777	3486
523	Accounts Receivable	853	30
78	Other Current Assets	152	100
4,269	Total Current Assets	4,782	3,616
	Investments		
0	Deposits on Call	0	0
0	Other Investments	0	0
0	Total Investments	0	0
	Non-Current Assets		
13	Fixed Assets	11	9
0	Other Non-current Assets	0	0
13	Total Non-current Assets	11	9
4,282	Total Assets	4,793	3,625
	Current Liabilities		
760	Accounts Payable and Accruals	637	400
	Provisions		0
1,472	Other Current Liabilities	2,103	1246
2,232	Total Current Liabilities	2,740	1,646
	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	2,053	1,979
1.9	Current Ratio	1.7	2.2
47.9%	Equity Ratio	42.8%	54.6%

Actual 30-Jun-18	STATEMENT OF CASH FLOWS	Actual Sep-18	Budget Sep-18
	<i>Cash provided from:</i>		
3718	Trading Receipts	827	713
3240	WCC Grants	830	1,641
83	Other Grants	21	21
427	Sponsorships and Donations	139	56
61	Investment Income	10	8
2545	Other Income	1,417	32
10074		3,244	2,471
	<i>Cash applied to:</i>		
4,796	Payments to Employees	1,242	1,319
3,344	Payments to Suppliers	1,893	556
	Net GST Cashflow		
172	Other Operating Costs (VESTING)		
	Interest Paid	0	0
8312		3,135	1,875
1762	Total Operating Cash Flow	109	596
	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-18	STATEMENT OF CASH FLOWS (CONT)	Actual 30-Sep-18	Budget 30-Sep-18
	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
1,762	Net Increase/(Decrease) in Cash Held	109	596
1,906	Opening Cash Equivalents	3,668	2,890
3,668	Closing Cash Equivalents	3,777	3,486

Actual 30-Jun-18	CASHFLOW RECONCILIATION	Actual 30-Sep-18	Budget 30-Sep-18
360	Operating Surplus/(Deficit) for the Year	(14)	(217)
	Add Non Cash Items		
11	Depreciation	2	2
	Other (movement restricted funds)	17	
371		5	(215)
	Movements in Working Capital		
1,398	(Increase)/Decrease in Receivables	(330)	0
(2)	(Increase)/Decrease in Other Current Assets	(74)	30
(898)	Increase/(Decrease) in Accounts Payable	(123)	0
893	Increase/(Decrease) in Other Current Liabilities	631	781
1,391		104	811
	Net Gain/(Loss) on Sale:		
0	Fixed Assets	0	0
	Investments	0	0
0		0	0
1,762	Net Cash Flow from Operations	109	596