**Zoo Containment Facility**

**Quality Management System**

Enter company logo here

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| --- | --- |
| **Date QMS compiled** |  |
| **Zoo name** |  |
| **Zoo Containment Facility Operator** |  |
| **MPI Approved Transitional Facility Number (ATF#)** | This is the 3 or 5 digit number on your current facility approval certificate |
| **Physical Address** |  |
| **Postal Address** |  |
| **Telephone number** |  |
| **Email address** |  |
| **Zoo opening hours** |  |
| **Out of hours on call manager(s): names and phone numbers** |  |
| **MPI inspector:****Name****Email****Phone** |  |

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| --- |
| Review and Amendments Record |
| Reviews / Amendments to this document must:* Be given a consecutive number
* Include the date the amendment was made to the document
* Include the amended section(s) number
* **Changes to Part 1 require MPI approval**
 |
| No. | Section | Review / Amendment details | Date |
| 1 | 1 | Example: Pg6 – Operator training expiry updated | 30/06/2019 |
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# Part 1: Requirements for Zoo Containment Facilities

## Introduction

A Quality Management System (QMS) must be prepared for each zoo containment facility.

Text shown in red in this template is providing advice or instruction for authors of the QMS and should be deleted or rewritten to suit the requirements of the zoo containment facility for which the QMS is prepared.

It is recommended that authors refer to the *Guidance Document: Generally Accepted Practice in New Zealand Zoo Containment Facilities* published by the Ministry for Primary Industries (MPI).

The QMS should provide enough information to answer the following commonly asked questions:

1. Does it accurately document what we are doing and does this meet the requirements of the standard?

2. Who is responsible for carrying out specified actions under each section of the QMS and any associated Standard Operating Procedure (SOP)?

3. Who is responsible for monitoring that a specified action / SOP has been carried out correctly?

4. What objective evidence, such as documented records, are available in association with this SOP / particular section of the QMS?

5. What is the zoo containment facility’s justification / rationale for the way their containment areas have been built?

**Part 1 describes how this zoo containment facility will be operated to meet the requirements of the Standard for Zoo Containment Facilities, 2018, the Biosecurity Act and the HSNO Act approval APP201517 for zoo animals. To meet the requirements of the standard, changes to Part 1 shall be submitted to the MPI inspector for approval prior to implementation, or as soon as is practicable after implementation. MPI approval is not required for changes to Part 2 of this QMS.**

# Requirements for Zoo Containment

## Format

The numbering in this section aligns with the Standard for Zoo Containment Facilities, the clauses of which are shown in italics.

## General requirements

*2.2.1 The zoo containment facility must be constructed, maintained and operated in compliance with this standard at all times.*

*2.2.2 The zoo containment facility must be operated in compliance with the requirements of the zoo containment facility’s QMS as described in this standard at all times.*

*2.2.3 New organisms held in the zoo containment facility must be held in containment at all times in the zoo containment facility, including during movement between containment areas, and to or from another zoo containment facility, zoo transitional facility, or biosecurity control area*.

All species of new organisms held at this zoo containment facility are listed in **Table 1.**

Please complete **Table 1 –** the EPA approval numbers can be found by searching the EPA website: [www.epa.govt.nz](http://www.epa.govt.nz)

Note: the controls imposed by HSNO Act approvals are listed in decision documents and any subsequent amendments.

**Table 1: List of new organisms held under HSNO Act approval**

| **Common Name** | **Scientific Name** | **EPA Approval Number** |
| --- | --- | --- |
| Example: Giraffe | *Giraffa camelopardalis* | PRE008929 |
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## Design and construction

*2.3.1 The zoo containment facility, including all containment areas, must be designed, constructed, and maintained to ensure that new organisms are held in containment at all times, taking into account all reasonably foreseeable circumstances.*

*2.3.2 The design and construction of the zoo containment facility (and any containment areas) must take into account the physical nature, health, and behavioural needs of the new organisms that are, or are intended to be, held in containment in the zoo containment facility.*

The zoo containment facility has the following features for compliance with the design and construction requirements. Please add details of building or perimeter fence here.

Information on containment areas for the design and construction requirement is shown in **Appendix A.** Please complete **Appendix A.**

SOPs and other documents describing how the physical nature, health and behavioural needs are taken into account are listed in **Appendix F**. Please include these in **Appendix F** (note that this information could be provided in **Part 2** of this QSM).

## Operation of the facility

*2.4.1 The operation of the zoo containment facility must comply with this standard and the zoo containment facility’s QMS.*

### **Access to the facility and containment areas**

*2.4.2 The QMS must specify which persons may enter the zoo containment facility and any containment areas, and under what conditions, including what training, supervision or instruction is required to meet the standard.*

*2.4.3 The zoo containment facility must be designed and operated to prevent access into the zoo containment facility and/or any containment areas except in accordance with the QMS.*

Information on who can access the containment facility and the containment areas, and how security is maintained, are provided in **Table 2.** Please complete **Table 2.**

**Table 2: Information on who can access the containment facility and the containment areas, and how security is maintained.**

| **Containment Facility or Containment Area** | **Species Held** | **Persons Authorised** | **Training, Supervision or Instruction Required** | **Security Details** |
| --- | --- | --- | --- | --- |
| Example: Main entrance to facility | Full animal collection | All persons accessing the zoo containment facility, including paying visitors | Signs detail conditions of entry | Refer to policy or insert security details such as perimeter fence, electric fences, locking systems for gates and doors, alarms or after-hours security checks |
| Example: vehicle gates into containment facility | Full animal collection | Staff, contractors, delivery persons | Signs detail conditions of entryAll contractors and delivery persons must sign in at main entrance | Refer to policy or insert security details such as perimeter fence, electric fences, locking systems for gates and doors, alarms or after-hours security checks |
| Example: Africa 1 | GiraffeNyalaSpringbok | Names and / or positions | Training in procedures and QMSPractical instruction in animal husbandry routinesSign-off to carry out husbandry routines unsupervised – by whom? | Refer to policy or insert security details such as perimeter fence, electric fences, locking systems for gates and doors, alarms or after-hours security checks |
| ContractorsZoo visitors (behind scenes tours) | Supervised at all times by approved staff, including briefing on site safety | Refer to policy or insert security details such as temporary barriers restricting contact with animals, etc. |
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*2.4.4 All entrances and exits to and from the zoo containment facility and any containment areas must be clearly identified, including specifying who may use those entrances and exits.*

This information is provided on the following map of the zoo containment facility.

Please insert map of zoo containment facility showing entrances and exits to the facility, as well as to each containment area and link to who may use them. In addition, describe entrances and exits and security measures in place. Examples of signage used may be added as an appendix.

### **Training and staffing**

*2.4.4 The containment facility must have sufficient staff with the appropriate qualifications, expertise, knowledge, and training to ensure that the containment of all new organisms held within the zoo containment facility is effectively maintained at all times, including during and after business hours, public holidays and periods when some staff may be unavailable.*

*2.4.5 The zoo containment facility’s QMS must describe the staffing requirements to operate the zoo containment facility, including qualifications, expertise, knowledge, training, supervision and operational staffing levels.*

The information for the training and staffing requirement is shown in **Appendix B.** Please complete **Appendix B.**

### **Waste and equipment**

*2.4.6 Any waste (including biological material) that may harbour new organisms or heritable material from new organisms, must be treated to ensure that new organisms and any heritable material are killed prior to discarding outside the new organism’s specified containment area.*

Please describe how waste is treated to ensure new organisms and/or heritable materials are killed, including how your waste treatment method is validated, and on what frequency. For example, autoclave users may reference the use of biological indicators in each cycle.

**OR**

Please state if this section is not applicable.

*2.4.7 Any equipment used in a containment area that may harbour new organisms or heritable material from new organisms, must be treated to ensure that new organisms or any heritable material are removed prior to the equipment being used for another purpose or being removed from the zoo containment facility.*

Please describe how equipment is treated to ensure new organisms and/or heritable materials are killed prior to the equipment being used for other purposes or removed from the containment area or containment facility. Also describe how any equipment used as part of the waste treatment process is calibrated. For example, are there regular service visits carried out that include calibration?

**OR**

Please state if this section is not applicable.

### **Contingency plans**

*2.4.8 The zoo containment facility’s QMS must contain a contingency plan.*

*2.4.9 Contingency plans must be able to be implemented immediately if a contingency occurs.*

*2.4.10 The contingency plan must, at a minimum, include plans for the following contingencies:*

*a) Fire;*

*b) Unauthorised access to the containment area(s) or zoo containment facility;*

*c) Breach of containment;*

*d) Natural weather events including earthquake, flood, and extreme wind; and*

*e) Zoo containment facility closure following the occurrence of another contingency.*

*2.4.11 The contingency plan must include a timeline(s) for disposal and/or relocation of new organisms to other zoo transitional facilities or zoo containment facilities where necessary and maintenance of staffing levels and competencies during a zoo containment facility closure period.*

The contingency plans are shown in **Appendix C.** Please complete **Appendix C.**

## Significant modifications to the construction and/or operation of the facility subsequent to the facility approval

*2.5.1 The operator must obtain an approval from MPI for any significant modification to the construction and / or the operation of the zoo containment facility prior to the significant modification occurring. However, in exceptional circumstances where this is not possible, the approval must subsequently be obtained from MPI as soon as reasonably practicable.*

*2.5.2 When notifying MPI of any significant modification, the operator must supply sufficient evidence to enable MPI to assess whether the significant modification complies, or will comply, with the standard.*

### **Significant modifications to the construction of the zoo containment facility**

Planned modifications to the construction of the facility are shown under ‘zoo development plans’ in **Appendix A** (either complete this section of **Appendix A** or delete this sentence if not applicable).

**Example of procedure that you may adapt for use:** The (insert person / position responsible) shall consult with MPI prior to starting work on any new or altered containment area or alteration of the perimeter fence or any buildings forming part of the perimeter.

MPI shall also be advised if interim measures are required to maintain containment of new organisms whilst construction work is carried out. Details provided to MPI may include:

New organisms moved to an alternative MPI approved containment area whilst alterations are carried out

New organisms confined to part of the containment area, such as night quarters, whilst work is carried out on the rest of the containment area

Details of temporary fencing, including height and materials, erected to maintain the integrity of the perimeter fence whilst work effecting the perimeter fence is carried out.

### **Significant modifications to the operation of the zoo containment facility**

**Example of procedure that you may adapt for use:** The (insert person / position responsible) shall revise the QMS to reflect any significant modifications to the operation of the zoo containment facility.

The revised QMS shall be provided to MPI by (insert position/role responsible) for approval in advance of implementation where possible. In exceptional circumstances where this is not possible, the revised QMS shall be provided to MPI for approval as soon as reasonably practicable.

## Register and identification of new organisms held in the facility

*2.6.1 Records must be kept of the current location of all new organisms held in the zoo containment facility (for example, the containment area in which they are held), together with the species, number, gender, and identification (where practicable), in a form that is easily accessible and that allows MPI to determine what new organisms are held in any containment area.*

*2.6.2 The zoo containment facility’s QMS must record the approvals under the HSNO Act under which each new organism held in the facility has been imported into containment.*

*2.6.3 All new organisms must be readily identifiable through a system of visual or electronic identification and, in the case of vertebrates, this must allow individual specimens to be distinguished.*

The information required here can be fully recorded in the Zoo Information Management System (ZIMS) for those zoo containment facilities that are members of Species 360. If you are a member of species 360, please provide evidence of your membership. DO NOT complete Appendix D.

Where a Zoo Containment Facility is not a member of Species 360, please describe the record keeping system here, including but not limited to:

length of time that records are stored;

any duplicate records;

medical and husbandry recording systems;

animal marking systems used (transponders, tattoos, bands, rings etc.); and

person responsible for updating this system and / or checking that the system is updated correctly.

 Examples of records required here and in section 2.10, are shown in **Appendix D.**

## Organisational structure and management

### **Management and decision-making structures**

*2.7.1 The zoo containment facility’s QMS must contain a clearly defined management structure that describes the roles and responsibilities of all persons having responsibility for complying with the requirements of this standard, including who has responsibility for day-to-day management of the zoo containment facility.*

The following roles include responsibility for complying with the requirements of this standard. Please refer to the organisation chart and position descriptions in **Appendix B** for more detail.

Please describe here the roles and responsibilities of all persons having responsibility for complying with these requirements of the standard.

*2.7.2 The QMS must contain recorded decision-making processes that describe how any decisions that may relate to, or have an effect on, containment, will be made in a timely manner by persons with the appropriate level of financial and managerial delegation.*

Please include here the decision-making process around decisions that relate to containment, including financial authority. The process should refer to the relevant job titles recorded in the organisation chart provided in **Appendix B**.

### **Manager to be on call at all times**

*2.7.3 At all times, there must be a manager on call who is responsible for the day-to-day management of the zoo containment facility.*

*2.7.4 The manager on call must have access to resources and any authority necessary to ensure the zoo containment facility operates in accordance with this standard and the zoo containment facility’s QMS.*

Information on the manager(s) who is/are responsible for the zoo containment facility during and outside of business hours, are provided in **Table 3.** Please complete **Table 3**.

**Table 3: Duty Manager(s)**

| **Position / Job Title** | **Name** | **Contact Details** | **Duty Periods** | **Financial Delegation** |
| --- | --- | --- | --- | --- |
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Please describe the procedures in place to meet the requirements of clauses 2.7.3 and 2.7.4 of the standard, including the following:

How do staff know which manager is on call at any given time and access the manager’s contact details?

What distance from the facility is the manager on call allowed to travel?

What process is used to hand over responsibility if the manager on call needs to leave work unexpectedly?

Is there a decision process to be used if the manager on call needs authority to spend above delegation, or make significant decisions outside of their area of delegations?

### **Financial Resourcing**

*2.7.5 The operator must ensure that there is adequate financial resourcing, management capability, and expertise to ensure that this standard can be complied with during contingencies.*

*2.7.6 Evidence of financial resourcing, including business plans, budgets and financial records, must be made available to MPI, upon request.*

Please list here the evidence showing how the operator can ensure there are adequate financial resources, management capability, and expertise available under normal operating circumstances and during implementation of a contingency plan (as described in **Appendix C**).

## Requirements for monitoring and inspection

### **Qualifications of persons carrying internal inspection, monitoring and audit**

*2.8.1 All internal inspection, monitoring, and audits required in this standard, including those specified in clauses 2.8.2 to 2.8.6, must be carried out by trained staff, or by an external party with suitable knowledge and expertise.*

Please state person(s) responsible for carrying out internal inspection, monitoring and audits.

### **Internal inspection and monitoring**

*2.8.2 The zoo containment facility, including all containment areas and structures relevant to containment (such as fences, walls, windows, and waste treatments), must be inspected and monitored at regular intervals, appropriate to those containment areas and structures, to ensure the requirements of this standard, the zoo containment facility’s QMS, and any relevant HSNO Act approval for new organisms are being complied with.*

Please describe how the containment areas and structures relevant to containment will be inspected. Descriptions including but not limited to:

Identification of areas or structures, e.g. perimeter fence, containment area fences, electrified fences, etc.

Person(s) responsible for inspection, e.g. keepers looking after tigers are responsible for checking that electrified fences in tiger enclosure are working

Frequency of inspection, e.g. perimeter fence is inspected monthly

How the inspections will be recorded and by who.

*2.8.3 The activities undertaken in operating the containment facility, including all containment systems, policies, and procedures must be monitored, evaluated and reviewed at regular intervals to ensure containment is being achieved, and this standard and the zoo containment facility’s QMS are being complied with.*

Please describe how (and how often) the operation of the zoo containment facility, including all containment systems, policies, and procedures will be monitored, evaluated, and reviewed. Descriptions including but not limited to:

Person(s) responsible, e.g. the operator is responsible for monitoring, evaluation and review of all policies and procedures

Frequency, e.g. all policies are reviewed at least once per year.

*2.8.4 The zoo containment facility must be inspected as soon as possible after a contingency that has, or may have, compromised containment has occurred, to ensure containment is being maintained.*

Details about the inspection of the zoo containment facility following any event that has, or may have compromised containment is included in **Appendix C.** A non-compliance report template is provided in **Appendix E.** This should be used for any non-compliance, including breach of containment.

### **Internal audits**

*2.8.5 Internal audits of the zoo containment facility must be carried out at least once every six months to:*

*assess whether the requirements of this standard and any relevant HSNO Act approval are being met;*

*assess whether the zoo containment facility’s procedures and policies are effective in maintaining containment and achieving the requirements of this standard; and*

*ensure the zoo containment facility’s QMS reflects any relevant changes in the zoo containment facility and its operation.*

*2.8.6 A written internal audit report must be provided to MPI within 10 working days of the completion of each internal audit and must include the following, at a minimum:*

*the scope of the audit*

*any non-compliances and the status of any corrective action(s) put in place to remedy and prevent their recurrence;*

*any recommendations and whether these have been agreed to by the operator*

*the name of the person who undertook the audit; and*

*the areas of the zoo containment facility that were physically inspected.*

The template for written internal audit reports is provided in **Appendix E**.

The written internal audit report will be sent to MPI by (insert position/ role responsible) via email to the MPI inspector listed on the first page of this QMS.

## Quality Management System

### **Quality Management System (QMS)**

*2.9.1 The operator must prepare and maintain a QMS for each zoo containment facility in respect of which the person is approved as the operator.*

*2.9.2 A QMS for each zoo containment facility must be supplied to MPI to enable MPI to assess whether the QMS complies with this standard before the relevant zoo containment facility is approved under the Biosecurity Act*.

*2.9.3 The QMS must describe how the zoo containment facility will be operated to meet the requirements of this standard. The QMS must identify the policies, processes and procedures that are required to achieve compliance with this standard, the Biosecurity Act and any relevant HSNO Act approvals.*

Refer to the **Table of Contents** for a list of policies included in Part 2 of this QMS and refer to **Appendix F** for a full list of policies and procedures to be followed in conjunction with this QMS, including details of where these can be found. Please complete **Appendix F.**

*2.9.4 The QMS must describe the zoo containment facility, including details about its location, construction, exit and entry points.*

Please provide details about the location and construction of zoo containment facility, including numbers, location and specified users of exit and entry points (referencing the map in section 2.4).

**OR**

**Example text that you may adapt for use:** A description of the zoo containment facility, including the details required for compliance with this subsection of the standard, is provided in section 2.3 Design and construction. The specifications for the containment areas are shown in **Appendix A**.

*2.9.5 Policies and procedures documented or referred to in the QMS must describe how the requirements of this standard, and any controls imposed by relevant HSNO Act approvals will be implemented, including, but not limited to:*

*monitoring, maintenance, inspection and internal audits, including the persons responsible, frequency and scope;*

*movement of new organisms;*

*management of undesirable organisms;*

*descriptions of the persons who may be authorised to access the zoo containment facility (e.g. keeping staff, visitors, contractors, or management) along with their roles and responsibilities, as applicable, and what training is relevant to them and how it is to be delivered and verified;*

*treatment and/or disposal of waste, equipment and any other object that may include new organisms or heritable material from new organisms;*

*the records that will be held (see 2.10); and*

*review and modification of the QMS.*

All requirements of the standard and controls imposed by the relevant HSNO Act approval are covered in in the policies and procedures documented or referred to in this QMS.

*2.9.6 The QMS and any policies or procedures referred to in the QMS must be readily accessible to any member of staff at the zoo containment facility and MPI.*

The location of any policies and procedures referred to in the QMS are shown in **Appendix F** and are accessible to any member of staff**.**

The current version of the QMS is stored and available to staff in the following locations:

(insert all electronic and physical storage locations).

### **Review of the QMS**

*2.9.7 The operator must review and update the zoo containment facility’s QMS and any policies or procedures referred to in the QMS, where necessary, at least once every 12 months.*

This requirement is included in the frequency of reviews shown under **2.8.3** and a Review and Amendments Record is maintained on page 2 of this QMS.

*2.9.8 Relevant parts of the QMS and any relevant policies, processes or procedures must be reviewed and updated prior to the acquisition of a species of new organism new to the zoo containment facility, and following any breach of containment or other failure to comply with this standard or the QMS. The purpose of the review is to ensure that compliance with this standard can still be achieved.*

*2.9.9 Records must be kept of all QMS reviews and updates.*

*2.9.10 A copy of the QMS, or the modified part of the QMS, must be provided to MPI as soon as practicable following any changes (including the addition of new containment areas) to the QMS.*

**Example text that you may adapt for use:** (Person responsible) shall be responsible for the ongoing review of the QMS, ensuring that the QMS and any policies or procedures referred to in the QMS, are reviewed at least once every 12 months, or earlier if triggered by the occurrence of a contingency event, non-compliance or staff feedback.

The (person responsible) shall ensure that adequate records are kept of procedure and policy review including:

Minutes from any review meetings, including who was present

Procedure amendment history

Improvements identified and implemented following non-compliances.

The (person responsible) shall provide MPI with details of any significant changes to the QMS as soon as possible upon completion.

## Requirement to keep records

*2.10.1 Records act as evidence of compliance with the standard and the zoo containment facility’s QMS. All records relevant to the requirements of this standard and any HSNO Act approvals being used by the zoo containment facility must be kept. Records may include (but not limited to):*

*zoo containment facility approval;*

*operator approval and any conditions attached to this;*

*zoo containment facility plans and specifications;*

*containment areas (including any previous or proposed significant modifications, list of species or individuals);*

*HSNO Act approvals for new organisms held in the zoo containment facility;*

*permits to import, movement authorisations (between facilities and following importation), and biosecurity clearance authorisations;*

*the QMS and any amendments to the QMS;*

*register of new organisms held within the zoo containment facility, including species, number, gender and identification (where practicable);*

*facility inspection records, internal audit reports, and external inspection reports including non-compliances, corrective actions and closure reports;*

*register of staff qualifications, expertise and knowledge (including staff training records); and*

*zoo containment facility and containment area maintenance records, including records of significant modifications to these.*

*2.10.2 Records relating to compliance with this standard must be retained for a minimum of seven years.*

**Example text that you may adapt for use:** Most of the information, including maintenance of containment areas, required for compliance with this standard is fully recorded and held indefinitely in ZIMS as this zoo containment facility is a member of Species 360. Information recorded elsewhere is shown in **Appendix F** and held for at least seven years.

**OR**

Most of the information required for compliance with this standard is recorded in **Appendix D** and information recorded elsewhere is shown in **Appendix F**. All records are held for at least seven years.

# Part 2: Information Relating to Other Aspects of Zoo Containment Facilities

Part 2 relates to other aspects of the management of the zoo containment facility, including animal welfare, animal health and health and safety in the workplace. **MPI approval is not required for changes to Part 2 of this QMS.**

1.

## Animal Health and Welfare

## Animal Health

3.1.1 It is recommended that zoo containment facilities have policies and procedures to ensure that animals in a zoo containment facility receive adequate health care. Consider including sections on:

* Does the zoo have a resident vet or another system for veterinary care?
* Are others involved in giving veterinary and husbandry advice to the collection?
* Is there a regular programme of veterinary care, e.g. regular visits by veterinarian, preventative health care?
* Are there veterinary facilities onsite?
* Do veterinary staff have any ongoing professional development that is relevant to the zoo?
* Are necropsy investigations carried out on any deceased animals at the zoo containment facility? It is common practice to prescribe when necropsies do or do not occur, who undertakes the necropsy, timeliness of review of outcomes of necropsies, and which disease investigation reports are submitted to MPI.
* How is the nutrition provided for and monitored for all the animals within the zoo?
* What capture and restraint equipment is available at the zoo containment facility?
* Is there a pest control programme and how does this operate?

## Animal Welfare

3.2.1 It is recommended that zoo containment facilities have policies and procedures to ensure that the animals in a zoo containment facility are well cared for. Consider including sections on:

* Does the zoo containment facility have an animal welfare policy?
* Does the zoo containment facility have an animal collection plan?
* How are decisions made on which species and individuals are kept at the zoo containment facility?
* How are decisions made on which species and individuals are no longer to be kept at the zoo containment facility?
* How do you ensure that suitable habitats and animal care is provided for new species to the zoo containment facility?
* Does the zoo containment facility collaborate with other zoos and organisations to improve husbandry and welfare for the animals in its care?
* Are animals owned by the zoo containment facility held elsewhere, e.g. on loan to another zoo containment facility, and if so, how is their level of care determined?

# Health and Safety

4.1.1 Compliance with the Health and Safety at Work Act is a requirement for all workplaces, including zoo containment facilities in New Zealand. Please refer to the following website [www.worksafe.govt.nz](http://www.worksafe.govt.nz) for further information.

The following questions may be useful to assist you when completing this section:

* Does the zoo containment facility have a health and safety policy?
* Have any risk assessments been completed, e.g. for daily animal husbandry routines, staff and visitor interactions with animals, etc?
* How are staff made aware of emergency procedures?
* How are staff made aware of zoonotic disease risks?
* Are zoo staff trained in first aid?
* How are hazardous substances managed?
* What is the procedure for an arborist to inspect and attend to trees that may cause injury or aid breaches of containment?
* How often are electrical systems and equipment checked and maintained?
* How are firearms managed if the zoo containment facility holds dangerous animals?

# Appendix A: Containment Area Specifications

**Table A1: Operational containment areas**

| **Containment area name / code** | **Species approved to be held in containment area** | **Requirements in place to reduce motivation to escape, e.g. appropriate social groups** | **Containment area description****OR****location of plans and specifications** | **Foundation depth and type of material** | **Description of containment barriers, e.g. fence height, moat width or fully enclosed** | **Justification of why this design will achieve containment** | **Date of construction & approval OR modification & approval** | **Location of technical records** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Example:Africa 1 | GiraffeNyalaSpringbok | Mixed sexed herds of each species.Only 1 intact mature male Springbok and Giraffe to be held in the containment area at one time to prevent fighting.Fences clad in shade-cloth when new animals introduced. | 5000m² enclosure.Plans and specifications for this containment area are located (insert location). | 1m concrete | Fence 1.8m chain link mesh with electrified wires | In line with ZAA enclosure guidelines | 01/01/2000 | Location of engineer report, technical drawings, material specifications, photos of construction process, specialist technical advice, MPI written approval of containment area |
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**Table A2: Zoo Development Plans**

The following table outlines the zoo containment facility’s future development plans, including timeframes and how any proposed new containment area or significant modifications will meet the Standard. Alternatively, state where the development plans can be found.

| **Proposed containment area name / code** | **Species planned to be held in containment area** | **Requirements planned to reduce motivation to escape, e.g. appropriate social groups** | **Containment area description****OR****location of plans and specifications** | **Foundation depth and type of material** | **Description of containment barriers, e.g. fence height, moat width or fully enclosed** | **Justification of why this design will achieve containment** | **Proposed timeframe for construction and date MPI notified** | **Location of technical records** |
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# Appendix B: Staff

**Figure B1: Current Organisation Chart**

**Date of the last modification and notification to MPI:** (Please insert here)

Please insert organisation chart (including staff names) here and make sure it is always up to date.

**Figure B2: Job Descriptions**

Please insert or attach, job descriptions (including qualification requirements for the positions) for all zoo positions.

**Figure B3: Staffing Levels**

Please insert or attach, examples of rosters showing minimum staffing levels and how levels are maintained during times of leave, public holidays and illness.

Please provide rationale behind current staffing levels – what factors demonstrate that this level of staff is appropriate? Refer to guidance document for some examples.

**Figure B4: Staffing levels during a natural disaster, including high levels of sickness during an epidemic**

Please insert or attach, example of roster that would be used during a natural disaster.

**Figure B5: Training provision for staff**

Please provide details of Internal Training.

Example: your training and assessment process for the husbandry and care of a specific species.

Please provide details of External Training and how this is prioritised.

Example: Unitec New Zealand Certificate in Animal Management (Captive Wild Animals), or equivalent, is required for all keepers.

**Figure B6: List of staff and their experience, relevant qualifications and training records**

| Name | Position within zoo | Qualifications | Experience | Species approved to work with |
| --- | --- | --- | --- | --- |
| Example: | Keeper | Unitec Captive Wild Animals | 2 years | GiraffeSpringbok |
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# Appendix C: Contingency Plans

Please attach a contingency plan for the following situations, which must include timeline for inspection of containment facility and / or containment areas (except for loss of operator contingency plan).

In the event of permanent closure of the zoo containment facility, include a timeline for disposal and/or relocation of the new organisms to other transitional facilities or containment facilities, and detail the maintenance of staffing levels and competencies during the closure period.

1. Fire
2. Unauthorised entry to the zoo
3. Unauthorised entry into the containment area of a non-dangerous animal
4. Unauthorised entry into the containment area of a dangerous animal (if applicable)
5. Breach of containment by non-dangerous animal
6. Breach of containment by a dangerous animal (if applicable)
7. Natural disasters, which must include earthquake, flood and extreme wind. Other examples that could be included are electrical storms (can cause power supply failure) and landslides
8. Closure of the zoo containment facility (temporary or permanent)

Here is a list of other contingencies for which you could develop contingency plans:

1. Evacuation of buildings and / or zoo containment facility
2. Contingency event occurring outside normal working hours
3. Loss of operator and key staff. This should identify the key positions and the contingency for them being vacant
4. Movement of animals within, into or out of the zoo (including temporary transfers)
5. Dangerous individual
6. Bomb threat
7. Hazardous substance spill / emergency

**Figure C1: Example of contingency plan**

**Contingency Name: Evacuation Procedures**

**Do NOT leave the designated assembly point until everyone is accounted for and the ALL CLEAR is given by Site Warden**

**Staff and visitors to go to Main Car Park Assembly Point.**

**Staff Facility evacuation - go to Gate 2 Assembly Point**

## **Site Warden to give the ALL CLEAR when emergency is over**

**Drill Frequency: Location of Drill Records:**

**Purpose:** Evacuation of the zoo containment facility or a zoo building may be necessary for various reasons including fire, animal escape, earthquake, hazardous substance spill or arson/bomb threat.

**Procedure:**

**Debriefing meeting held once emergency is over**

**Duty Manager to ensure all buildings and rest of zoo (if required) are evacuated – directs staff to help**

**Assess whether it is necessary to contact Police.**

**Dial 1, then 111**

**State:**

1. **Your name**
2. **Location**
3. **Nature of emergency**

**Evacuation Tips**

Walk quickly – DO NOT RUN

Leave lights on

Stay close to the floor to avoid smoke in a burning building

Close doors to prevent the spread of fire

Keep clear of buildings, trees or power lines after an earthquake

**Notify Duty Manager of emergency**

**Duty Manager takes charge and announces via intercom evacuation of building or whole zoo**

**Figure C2: Alternative template for documenting contingency plans**

Contingency Name:

Drill Frequency: Location of drill records:

Responsibilities:

When to activate this contingency plan:

Procedure:

# Appendix D: Records of New Organisms

**Figure D1: Example of records for species, number, location in zoo**

| **Containment area name / code** | **Species common name** | **Species scientific name** | **EPA approval code** | **Number of individuals (M:F:U)** |
| --- | --- | --- | --- | --- |
| Example: Africa 1 | Giraffe | *Giraffa camelopardalis* | PRE008929 | 2:15:7 |
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**Figure D2: Example of animal records**

| **Species** | **Sex** | **Date of birth** | **Name** | **Local ID** | **Identifiers** | **Date of death** |
| --- | --- | --- | --- | --- | --- | --- |
| Example: Giraffe | F | 01/01/2000 | Geraldine | B12345 | Transponder 9680000000012345 |  |
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# Appendix E: Report Templates

**Figure E1: Internal Audit for Zoo Containment Facility**

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| --- | --- | --- | --- |
| **Date** |  | **Date Sent to MPI (within 10 working days)** |  |
| **Scope of Audit** |  |
| **Person(s) completing internal audit** |  |
| **Approved by Operator** |  | **Date** |  |

| **Topic** | **Detail & evidence reviewed** | **Recommendations / Actions** | **Due Date (D) Completed Date (C)** | **Responsibility** |
| --- | --- | --- | --- | --- |
| Standard 2.7.5(a)Review of Standard & HSNO Act approvals | Insert details as required |  |  |  |
| Standard 2.7.5(b)Review of policies & procedures | Insert details of all policies and procedures reviewed for this audit |  |  |  |
| Standard 2.7.5(c)Review of QMS | Insert details of all changes to policies and procedures over last 6 months | Insert details of any policies and procedures due for review |  |  |
| Standard 2.7.6(b)Non-compliance | Insert details of non-compliances | Insert details of any corrective actions |  |  |
| Standard 2.3.4Significant modifications (design & construction) | Insert details of all significant modifications to the design and/or construction of the zoo containment facility/ containment areas over last 6 months |  |  |  |
| Standard 2.4.2Significant modifications (operation) | Insert details of all significant modifications to the operation of the zoo containment facility over last 6 months |  |  |  |
| Standard 2.8.4(a)Monitoring & maintenance | Insert details of monitoring programme, e.g. reviewed records of perimeter and containment area checks, and maintenance programme over last 6 months |  |  |  |
| Standard 2.8.4(b)Movement of new organisms | Insert details of new organism transfers (temporary, to and from NZ zoos, importation and exportation) over last 6 months  |  |  |  |
| Standard 2.8.4(c)Management of undesirable organisms | Insert details of pest control carried out over last 6 months |  |  |  |
| Standard 2.8.4(d)Access to containment facility | Insert details of any changes to access requirements, attempted/actual breaches of perimeter fence, etc. |  |  |  |
| Standard 2.9.1(g)Register of new organisms at Zoo containment facility | Register to include numbers, gender and identification | Supply MPI with current animal inventory |  |  |
| Insert other topics as required |  |  |  |  |

**Figure E2: Non-compliance Report Template**

|  |  |  |  |
| --- | --- | --- | --- |
| **Non-compliance** |  | **Date** |  |
| **Person(s) carrying out investigation** |  |
| **Entered in Non-compliance Register by** | It is recommended that the zoo containment facility keeps a Non-compliance Register as evidence for MPI verification | **Date** |  |
| **MPI notified by** | Only if serious non-compliance, e.g. breach of containment | **Date** |  |
| **Closure approved by operator** |  | **Date** |  |

**Part 1: Summary of Issue**

* 1. **The required outcome not being met:**

Quote the legislative or QMS requirements not being met.

* 1. **The objective evidence requiring corrective action:**

Describe the evidence (or lack of) that supports your assessment of this as a non-compliance.

* 1. **The proposed target date for rectification:**

**Part 2: Root Cause**

Describe the details of your analysis of the non-compliance and identification of the root cause.

There may be a number of options for resolving the identified issue. It is important to analyse and address the root cause of the problem rather than just addressing the symptoms.

**Part 3: Corrective Actions**

Provide a summary of the corrective actions you have undertaken to restore control in response to the non-compliance. Corrective actions to resolve the immediate issue may involve urgent enclosure repairs, or activation of contingency plans.

| **Recommendations / Actions** | **Due Date (D) Completed Date (C)** | **Responsibility** |
| --- | --- | --- |
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**Part 4: Preventative Actions**

Provide a summary of the preventative actions you have undertaken and the follow up monitoring and internal verification checks you have undertaken to confirm restoration of control. Preventative actions should identify any system/procedure modifications, training needs, and opportunities to introduce double checks that will reduce the chance of the issue recurring. Increased monitoring is required to ensure that implemented changes are successful and that the resolution is effective.

| **Recommendations / Actions** | **Due Date (D) Completed Date (C)** | **Responsibility** |
| --- | --- | --- |
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**Part 5: Closure of Non-compliance**

A summary of follow up checks undertaken by delegated staff confirming that the non-compliance has been resolved should be entered in this section.

# Appendix F: Table of Supporting Documents and Resources

| **Name of Document** | **Purpose** | **Location** |
| --- | --- | --- |
| Example of mandatory standard operating procedure (SOP) | Management of undesirable organisms (pest control programme) |  |
| Example of mandatory SOP | Movement of new organisms |  |
| Example: MPI Records SOP | Zoo containment facility and operator approval, import permits, etc. |  |
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