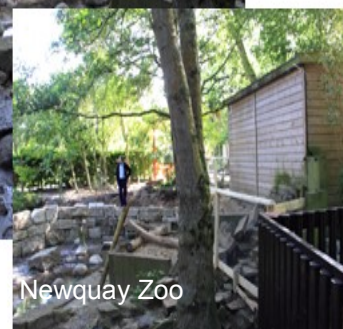


## Newquay Zoo

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Flood damage at Newquay Zoo in 2008 (left) and 2009 (right), before the flood resilience measures were put in place.

### Overview:

Newquay Zoo, opened in 1969, has become one of the country's top zoos, with ground breaking and innovative conservation programmes. It is one of the major attractions in the South West and has won many awards, including most recently GOLD in the Green Tourism Business Scheme 2008-2010.

Specialising in breeding many endangered species, Newquay Zoo is now a conservation charity and is at the forefront of conservation and education, leading the way in exciting innovative enclosure design, enrichment projects and overseas conservation.

In 2009 serious flooding occurred in the Oriental Garden, one of Newquay Zoo's enclosures. Staff called the Fire Brigade, as the water was rising so fast there were concerns that they would not be able to reach some of the animals and the water could cause damage to enclosures. Fortunately, they managed to clear the sluice gates enough for the water to start flowing downstream and out of the zoo, so none of the animals were harmed on this occasion.

However, this was not a one-off event and the experience, along with similar flood events from heavy rainfall affecting the zoo, alerted managers to the need to improve the zoo's resilience to flooding – particularly since heavy rainfall events are likely to become more frequent and intense due to climate change.



## Climate change adaptation actions

Flood resilience measures:

- The otter enclosure in the Oriental Garden has been completely re-landscaped. This included building a new bridge and granite stone wall to solve the problems of persistent flooding.
- Certain enclosures have also been raised above normal flood level.
- A Flood Plan has been developed for staff, particularly those in charge of the most commonly affected enclosures. The Plan ensures that all staff know what to do in the event of a flood, including implementing short-term measures such as laying down sandbags and moving animals to safety.

In addition to flood resilience measures, Newquay Zoo is also adapting to the affects of climate change by ensuring that they conserve water wherever possible, as water supplies will be put under increasing pressure due to droughts and reduced summer rainfall. Water efficiency measures include:

- An abstraction license for using water from their own lake for uses such as washing down enclosures.
- Plans to build a well to access spring water, also for washing down enclosures etc.
- Water usage is monitored and water efficient taps have been installed.

## Benefits of adapting

- Less disruption to staff and animals, and the zoo more widely, from heavy rainfall and flooding.
- Water efficiency measures have resulted in a general decline in water usage and have, therefore, reduced costs.
- The water efficiency measures also have wider sustainability benefits, as they help to reduce energy and resource use. They have contributed to Newquay Zoo winning a number of sustainability awards, including:
  - Resource Conservation category winner, 2009/10 - The Sustainable City Awards
  - Winner, 'Best Managed Medium Business' and Highly Commended, 'Low Carbon Business'; – The Cornwall Sustainability Awards 2009
  - GOLD – Green Tourism Business Scheme 2008-2010

In 2007 the zoo was also awarded the ISO 14001 International Environmental Accreditation.

- Communicating environmental measures helps to increase the zoo's reputation among visitors. This is important, as the zoo is a conservation charity. A number of visitors do take interest in this and many view the Environmental Policy, which is designed in an attractive cartoon-style.



### **Further thoughts**

Sean Sanguinette's (Environmental Manager at Newquay Zoo) recommendation to other tourism businesses looking at these issues is:

*"Start simple, work big. Start by being more aware of your actions and the effects that they have. Making sure that your staff are aware and committed is essential to the success of improving your business' resilience and sustainability".*

Newquay Zoo has looked to Business Link and the Cornwall based organisation Community Energy Plus for advice, and found their help extremely useful.

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### **Relevant links:**

Website: [www.newquayzoo.org.uk](http://www.newquayzoo.org.uk)