

Australian Government
Carbon Neutral Program
Public Disclosure Summary




NAME OF CERTIFIED ENTITY: ZOOS VICTORIA

REPORTING PERIOD: 2018-19

Declaration

To the best of my knowledge, the information provided in this Public Disclosure Summary is true and correct and meets the requirements of the National Carbon Offset Standard Carbon Neutral Program.

Signature 	Date 08/01/2020
Name of Signatory Kiam Yoong	
Position of Signatory Senior Manager Environmental Sustainability	

Carbon neutral certification category	Organisation
Date of most recent external verification/audit	8 th Jan 2020
Auditor	Ndevr Environmental
Auditor assurance statement link	https://www.zoo.org.au/fighting-extinction/sustainability/



Australian Government
Department of the Environment and Energy

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1. Carbon neutral information

1A. Introduction

Zoos Victoria is a not-for-profit conservation organisation aimed at saving endangered wildlife from extinction. Zoos Victoria operates Healesville Sanctuary, Werribee Open Range Zoo and Melbourne Zoo and in 2018-19 welcomed 2.69 million visitors. Zoos Victoria is dedicated to connecting these visitors to wildlife and providing them with actions they can take to help save species in the wild. Zoos Victoria sees first-hand the impact of climate change and other human-induced threats to wildlife and this has spurred the organisation to take great lengths to decrease its environmental footprint.

Based on the operational control consolidation approach, Zoos Victoria defines its organisational boundary in accordance with its properties (Melbourne Zoo, Healesville Sanctuary and Werribee Open Range Zoo), including:

- i. the controlling organisation – Zoos Victoria located at Melbourne Zoo
- ii. contractors – that operate within the Zoos Victoria boundary and using the zoo's resources

The Zoos Victoria emissions boundary definition includes all scope 1 & 2 emissions and scope 3 emissions from business travel (air and taxi), staff travel to and from work, waste to landfill, energy supply, paper use, reticulated water and the supply of animal foods. Scope 3 emissions are included based on materiality and measurability. The diagram below identifies key Zoos Victoria activities (applicable and measured at all sites), together with the breakdown of emission sources and the organizational boundary for emissions.

This inventory has been prepared based on the following standards:

- National Carbon Offset Standard for Organisations (Organisation Standard)
- National Greenhouse & Energy Reporting Scheme
- GHG Protocol – Corporate Standard (WBCSD and WRI, 2004)
- ISO 14064.1:2006

Through a process of continuous improvement, a new approach to accounting for electricity emissions has been adopted. This approach, the 'market based method', is based on guidance from international best-practice standards including the Greenhouse Gas Protocol and ISO 14064.

All the greenhouse gases (GHGs) required by the UNFCCC/Kyoto Protocol have been assessed and complied. Greenhouse gasses calculated in this inventory includes carbon dioxide (CO₂), methane (CH₄), nitrous oxide (N₂O), and hydrofluorocarbons (HFCs). These greenhouse gas calculations are converted to tonnes CO₂-e using various emissions factors. There were zero emissions for the other GHGs such as perfluorocarbons (PFCs), sulphur hexafluoride (SF₆), and nitrogen trifluoride (NF₃).

1B. Emission sources within certification boundary

Quantified sources

Scope	Emission source
1 and 3	Fuel for vehicles
1	Refrigerant losses from our air-conditioners, cooler and chillers/freezers
1 and 3	Natural gas consumption for buildings
1 and 3	LPG consumption for both building and transport
1	Composting on site
1 and 3	Acetylene consumption for building maintenance
1	Greases and lubricants for transport
2 and 3	Purchased, offsite and onsite generated electricity for buildings
3	Municipal solid waste and Construction & Demolition waste
3	Staff air travel
3	Business Accommodation
3	Taxi travel
3	Purchased office paper
3	Reticulated water supply (potable water)
3	Purchased food for animals
3	Employee travel to and from work

Excluded sources

The following emission sources have been excluded in line with the provisions of the National Carbon Offset Standard for Organisations. The impact of excluding these sources is not expected to materially affect the overall total emissions.

Emission source	Scope	Justification for exclusion & overall implications for footprint
Transport of Animals	3	Transport of Animals (3 rd party – e.g. flights, couriers etc.) as transportation of animals can arise from a number of scenarios with varying stakeholders such as animal confiscations (holding and diverting), animal releases in the conservation field, rescued animals brought into our hospitals, animal exchanges with other institutions, quarantine facilities (holding and diverting), as well as planned animal movement and imports. It is excluded based on:

		<ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria. <p>Note however, all travel activities taken by staff using Zoos Victoria’s vehicles and business travel are included separately.</p>
Rental vehicle	3	<p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria. <p>Note that Zoos Victoria has a fleet of leased and owned vehicles and emissions has been accounted for fuel, greases and lubricants used. For interstate and international conferences and seminars, we provide staff the ability to book accommodation close to the conference venues hence omitting the need for a rental vehicle.</p>
Telecommunications	3	<p>Data telecommunications are difficult to acquire with high uncertainty relative to overall size of emissions.</p> <p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria.

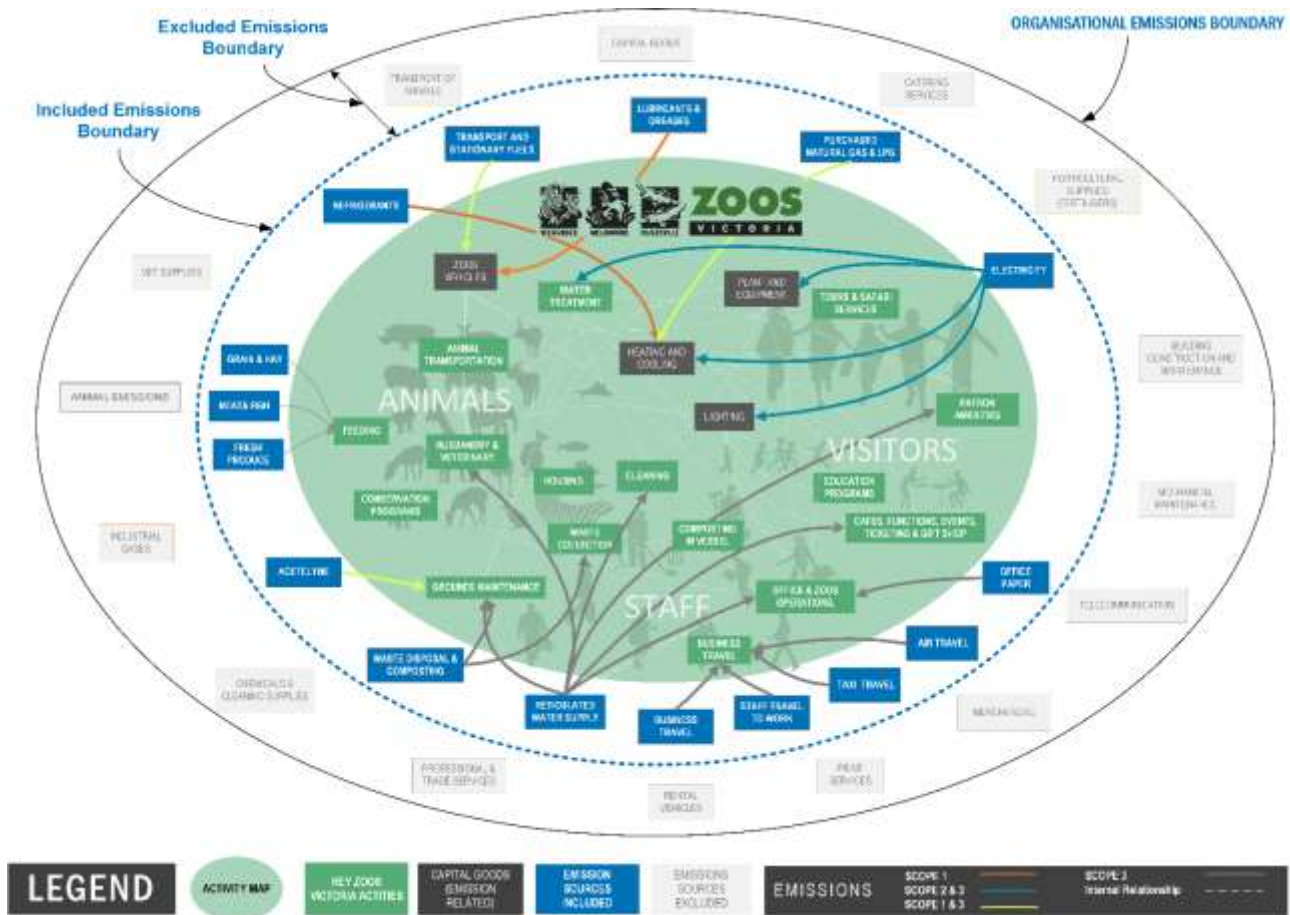
<p>Chemicals and Cleaning Supplies</p>	<p>3</p>	<p>Data for chemicals and cleaning Supplies are difficult to acquire with high uncertainty. Using proxy emission factors, chemicals and cleaning supplies were found to be very small.</p> <p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria.
<p>Vet Supplies</p>	<p>3</p>	<p>This category includes pharmaceuticals and medical supplies (e.g. syringes, gloves etc.).</p> <p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria.
<p>Animal Emissions</p>	<p>1</p>	<p>There are no emissions factors for our wide and varied range of wild animals. Using proxy emission factors, animal emissions are found to be very small. Animals in our care are non-productive animals and are kept in a wild state.</p> <p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions.
<p>Mechanical Maintenance</p>	<p>3</p>	<p>All fleet vehicles are serviced externally and only minor maintenance is done on site.</p>

		<p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria. <p>Note however, greases and lubricants have been included in Zoos Victoria’s GHG inventory.</p>
Industrial Gasses	3	<p>Apart from Acetylene used in Scope 1 emissions, other gasses we use (e.g. oxygen) are not GHG emitting gasses.</p> <p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria.
Horticulture Supplies	3	<p>Horticulture supplies include small tools to small amounts of chemicals. Zoos Victoria practices Sustainable Landscaping/Management, which minimises the use of chemicals.</p> <p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria.
Professional & Trade Services	3	<p>Zoos Victoria uses a number of external companies (professionals and trade services) for its activities. They include consultancies and works such as electrical, plumbing and landscaping on site. Resources used on site</p>

		<p>have been accounted in Zoos Victoria’s GHG inventory. Emissions from these companies and resources brought in to completed works have not been included.</p> <p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria.
Print Services	3	<p>External print services include the production of zoo maps, newsletters etc. as part of Zoos Victoria’s activities. With the move towards digital media, this service is declining.</p> <p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria. <p>Zoos Victoria is also continuously looking towards printing services that provides carbon neutral and environmentally friendly print services where possible.</p>
Building Construction	3	<p>While we use, upgrade and construct buildings and enclosures, construction is not part of our normal business and done through third party contractors. Also our buildings especially enclosures are unique in many ways tailored to the animal and visitor experience.</p> <p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria.

Catering Services	3	<p>Catering services are done through third party suppliers. However GHG emissions from the use of energy, water and waste management* in conducting these services are included in our carbon inventory.</p> <p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria. <p>* exclude Healesville</p>
Merchandise	3	<p>The zoos’ retail shops sell a very wide range of product lines from soft toys to craft items.</p> <p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria.
Capital Goods	3	<p>It is excluded based on:</p> <ul style="list-style-type: none"> • Emission likely to be small relative to electricity, stationary energy and fuel emission. • Emissions do not contribute to Zoos Victoria’s greenhouse gas risk exposure. • Emissions are not relevant to key stakeholders. • Zoos Victoria does not have the potential to influence the reduction of emissions. • Emissions are not from outsourced activities previously undertaken by Zoos Victoria. <p>However, Zoos Victoria has a Green procurement process to ensure the best possible environmental outcomes for capital goods procurement.</p>

1C. Diagram of the certification boundary



Emissions reduction measures

2A. Emissions over time

Table 1. Emissions since base year								
	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19
Scope 1	1,117.94	1,125.70	1,096.147	1,056.15	1,051.12	1,130.32	1,039.14	1,088.73
Scope 2	8,191.14	8,359.98	8,545.51	8,773.88	8,592.54	8,257.96	8,243.17	6,084.27
Scope 3	5,604.77	5,245.07	5,161.41	4,730.28	5,139.63	4,959.26	5,334.51	5,079.01
Total (t CO₂-e)	14,913.84	14,730.76	14,803.09	14,560.32	14,783.29	14,306.46	14,646.85	12,245.29*

*Final calculations based on full fuel cycle emissions factors for electricity.

Zoos Victoria has managed to cut its carbon emissions despite continuous growth in our visitor and staff numbers, exhibits and programs we run. The major reduction is due to off-site renewable electricity generation through a power purchase agreement from the 1st Jan 2019 for Healesville Sanctuary. Other

reductions are due to projects and programs on resource efficiency, on-site renewable energy production, reducing our consumption of resources and reducing our waste to landfill as part of our Zero Waste to Landfill target.

2B. Emissions reduction strategy

Zoos Victoria uses the ISO 14001:2015 Environmental Management System (EMS) to manage its environmental performance and minimise environmental impacts. Zoos Victoria has an [Environmental Policy](#) and plans that assist in guiding the organisation towards its environmental goals, which includes:

- Water consumption reduced by 10% by 2021 from 2018 levels.
- Zero Waste to Landfill with targets of 88% diversion rate by June 2019 and 100% diversion rate by June 2022.
- Investment in resource efficiency and on-site renewable energy projects through our Zoos Victoria Environmental Sustainability Prospectus.
- Procure off-site generated renewable energy. Completed for Healesville Sanctuary through a power purchase agreement from the Crowlands Wind farm.
- Developed the Guiding Principles for integrating Environmentally Sustainable Development (ESD) to minimise environmental impacts associated with new and re-developments.
- Strengthen the Sustainable Procurement policies and processes considering life cycle impacts from services and products we use.
- Encouraging staff and contractors to improve our overall environmental performance by providing training and awareness.

2C. Emissions reduction actions

Location	Emission source	Reduction measures	Scope	Status	Measured Reduction 2018-19 - t CO2-e
Melbourne Zoo	Electricity	Grid Connected Solar PV installed - 299 kW	2 & 3	Ongoing	497
Werribee Open Range Zoo	Electricity	Grid Connected Solar PV installed - 180 kW and Off-grid Solar PV - 20kW	2 & 3	Ongoing	279
Healesville Sanctuary	Electricity	Grid Connected Solar PV installed - 102 kW	2 & 3	Ongoing	102
Healesville Sanctuary	Electricity	Off-site Wind Power (Crowlands Wind Farm) through a PPA	2 & 3	From 1st Jan 2019	534
Melbourne Zoo	Waste	On-site in-vessel composting	3	Ongoing	1,456
Werribee Open Range Zoo	Waste	On-site composting	3	Ongoing	332
Healesville Sanctuary	Waste	On-site composting	3	Ongoing	142
Zoos Victoria	Office Paper	NCOS certified product	3	Ongoing	5
Total emission reductions in 2018-19					3,357

2. Emissions summary

Scope	Emission source	t CO2-e
1	Petrol for vehicles	34.13
1	Diesel for vehicles	306.28
1	Refrigerant losses	79.88
1	Natural gas usage for buildings	580.18
1	LPG usage for buildings	3.80
1	Composting on site	84.20
1	Acetylene	0.01
1	Greases and lubricants for transport	0.24
2 & 3	Total electricity for buildings	6,650.95
2 & 3	Onsite electricity generation (renewable energy)	0
2 & 3	Offsite electricity generation (PPA Renewable Energy)	543
3	Natural gas usage for buildings (extraction, production & transport)	43.91
3	LPG usage for buildings (extraction, production & transport)	0.23
3	Petrol for vehicles (extraction, production & transport)	1.82
3	Diesel for vehicles (extraction, production & transport)	15.64
3	Municipal solid waste	480.49
3	Construction and Demolition Waste	1.23
3	Purchased office paper	0.31
3	NCOS certified Office paper	-
3	Reticulated water	117.71
3	Air travel	161.85
3	Business Accommodation	47.41
3	Taxi	1.90
3	Acetylene	0.00
3	Purchased animal food	2,682.47
3	Employee travel to and from work	950.65
Total Gross Emissions		12,788.29
GreenPower or retired LGCs		543
Total Net Emissions		12,245.29

3. Carbon offsets

4A. Offsets summary

Table 3. Offsets Summary						
Projects supported by offset purchase	Eligible offset units	Registry	Cancellation date	Serial numbers (including hyperlink to registry transaction record)	Vintage	Quantity
The Kasigau Corridor REDD Project - Phase II The Community Ranches, APX registry	VCUs	APX	24 Oct 2018	6053-277359310-277364184-VCU-006-MER-KE-14-612-01012015-31122015-1 <i>– Note: these 497 tonnes were banked from the offsets (4,875 tonnes) retired in for the 2017-18 period.</i>	2015	497
Native Forest Protection project, Tasmania, Australia	VCUs	Markit	25 Oct 2019	4147-176335640-176337639-VCU-016-MER-AU-14-641-16042012-15042013-0	2013	2,000
Kariba REDD+ Project	VCUs	APX	25 Oct 2019	5303-223499338-223503437-VCU-006-APX-ZW-14-902-01012014-30062014-1	2014	4,100
Chyulu Hills REDD+ Project	VCUs	APX	06 Nov 2019	7257-381546073-381548072-VCU-006-MER-KE-14-1408-19092013-31122013-1	2013	2,000
Rimba Raya Biodiversity Project	VCUs	Markit	18 Oct 2019	3167-143924187-143928286-VCU-016-MER-ID-14-674-01012013-30062013-0	2013	4,100
Katingan Peatland Restoration and Conservation Project	VCUs	APX	17 Oct 2019	6358-302904475-302906474-VCU-016-APX-ID-14-1477-01112015-31122016-1	2016	2,000
Total offsets cancelled						14,697
Total offsets banked for use future years: Kariba REDD+ Project, APX registry. Serial Number 5303-223499338-223503437-VCU-006-APX-ZW-14-902-01012014-30062014-1						2,452

4B. Offsets purchasing and retirement strategy

Our offset purchasing and retiring is done in arrears at the end of the reporting period. This is in line with our annual reporting on environmental indicators. Any surplus retired offsets will be used in the following year's offset requirements to maintain certification.

4C. Offset projects (Co-benefits)

As a leading zoo-based conservation organisation, we will purchase NCOS acceptable offsets that have co-benefits that promote habitat protection, biodiversity together with high social benefits.

Project type and Standards	Name of Project and co-benefits	% of total offsets used in this reporting period
Reduced Emission from Deforestation and Degradation. Verified Carbon Standard and Climate, Community and Biodiversity Standard – Gold Level.	The Kasigau Corridor REDD Project - Phase II The Community Ranches - Kenya This project builds on Wildlife Works' first REDD project (Phase I, Rukinga Ranch) which has been protecting forests, flora and fauna since 2006. The aim of this new, larger project is to bring the benefits of direct carbon financing to surrounding communities, while simultaneously addressing alternative livelihoods and protecting vital flora and fauna. Human-wildlife conflict has been a problem in the past, as local agents are directly reliant on the environment as a means for subsistence. This Phase II project directly addresses such sources of conflict in a holistic, sustainable approach, and on a large scale.	4.1%
Improved Forest Management. Verified Carbon Standard	Redd Forests Grouped Project: Protection of Tasmanian Native Forest The projects help to protect and restore Tasmania's valuable native forests, which provide a habitat for a number of endangered species including the wedge-tailed eagle, spotted quoll and the iconic Tasmanian devil. They have also created new employment opportunities in the forestry sector, and ecotourism opportunities through the enhancement of the landscape. Furthermore, the projects have provided income diversification and stabilisation for local landowners, thereby enabling them to set the land aside for conservation purposes only, and manage it in a way that encourages natural regeneration of the forest.	16.3%
Reduced Emission from Deforestation and Degradation. Verified Carbon Standard and Climate, Community and Biodiversity Standard – Gold Level.	Kariba REDD+ project, Zimbabwe This is a world's largest forest conservation project covering 785,000 hectares of forest. The project area is an important wildlife area with populations of elephants, lions, impalas, hippos and crocodiles along with a wide variety of birds. Threaten species include the critically endangered Black Rhino, endangered African Wild Dog and vulnerable species such as the Cheetah, Lion, Hippo, Elephant, Southern Ground Hornbill, Lappet-faced Vulture, and White-headed Vulture. The project area also serves as a wildlife corridor between national parks such as Mana Pools, Matsadona and Chizarira national parks. Social benefits include education programs on farming techniques to increase productivity and nutritional value of crops, and support to develop sustainable businesses that align with conservation goals. Funds from the project are also invested in infrastructure to support social needs. They include renovation	13.5%

	of schools, subsidising of school fees and dedicating a health and education fund to benefit the poorest members of the community.	
Agriculture Forestry and Other Land Use Verified Carbon Standard and Climate Community Biodiversity Alliance (CCBA) – Gold Level	Chyulu Hills REDD+ Project The project protects 420,000 hectares of Chyulu Hills cloud and lava forests together with the surrounding savannah woodlands. The Project lies between the Tsava and Amolesi national parks ensuring a protected wildlife corridor. Revenue from the carbon credits sold are re-invested into self-determining community projects. Projects include financial support for the community school, supplementing the salaries of forest or game scouts, and safeguarding the Chyulu Hills water catchment, which supplies water to an estimated 6 million people downstream.	16.3%
Reduced Emission from Deforestation and Degradation. Verified Carbon Standard and Climate, Community and Biodiversity Standard – Triple Gold Level.	Rimba Raya Biodiversity Project The project aims to protect and preserve 64,977ha of tropical lowland peat swamp forests; home of the endangered Borneo Orang-utan and other RED listed species. These forests are one of the most highly endangered ecosystems in the world. The Rimba Raya project also provides alternative income streams through capacity building, investments in micro-finance, programs that provide necessities and access to a conservation model that does not put the developing world's need for economic growth at odds with the desire to protect this fragile ecosystem.	33.5%
Agriculture Forestry and Other Land Use Verified Carbon Standard and Climate Community Biodiversity Alliance (CCBA) – Gold Level	Katingan Peatland Restoration and Conservation Project The project protects and restores 149,800 hectares of peat swamp forest in Central Kalimantan, Indonesia. Peat forest plays a vital role in stabilizing water flows, preventing devastating peat fires, enriching soil nutrients and providing clean water. The project area is rich in biodiversity, being home to large populations of many high conservation value species, including some of the world's most endangered species such as the Bornean Orang-utan (<i>Pongo pygmaeus</i>) and Proboscis Monkey (<i>Nasalis larvatus</i>). Surrounded by villages, the area supports traditional livelihoods including farming, fishing, and non-timber forest products harvesting.	16.3%

4. Use of trade mark

Table 4. Trade mark register	
Where used	Logo type
Zoos Victoria – Environmental Sustainability Investment Prospectus 2019-24	Certified Organisation
Zoos Victoria Annual Reports	Certified Organisation
Zoo News	Certified Organisation
Web Site	Certified Organisation
Plaque on an exhibit at Melbourne Zoo	Certified Organisation

5. Have you done more?

Zoos Victoria have an ISO 14001:2015 certified Environmental Management System (EMS) in place to ensure continuous improvement in environmental performance and management. We use this EMS and LEAN to continuously improve on our environmental performance.

Through our Sustainable Procurement Working Group, we are looking at ethical and sustainable procurement considering life-cycle impacts from procurement.

We are also continuously improving on our data collection. This year we have reviewed our waste collection data and change status of Commercial and Industrial waste to Construction and Demolition waste to reflect the true nature of the material.

Our Zero Waste to Landfill program have commenced and in June 2019, we achieved a diversion rate of 88.5% of waste away from landfill. All public waste bins have been removed and replaced with soft plastics and organics bins. We continue to compost our organics on-site through our in-vessel composter and our soft plastics through a circular economy agreement with a plastics local recycler. We will continue diverting waste from landfill through in-house sorting, reuse of materials and finding new recycling routes for materials.