



African Savannah & Congo Exhibits

Operational Management Plan

Life Sciences Research and Conservation

African Savannah & Congo Precinct Work Procedure



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(This report will be updated with specific details when detailed design is completed)



All staff must read Animal Husbandry Procedure Policy and Definitions in conjunction with all Husbandry procedures

1.0 Purpose

To provide all staff with clear guidelines and parameters when working with and around animals and associated facilities, ensuring work practises are safe and make efficient use of time.

1.1 Definition of Work Procedure

A number of terms are used within the context of this document and the following provide a clarification on the intent of those terms.

- **Shifting** – shifting is considered as the activation of any slide, door gate or raceway system that allows an animal to gain access to another part of the building or complex that the animal normally resides in. It does not refer to the removal of that animal from any exhibit or holding facility to another facility.
- **WHS Classification** – The WHS classification is applied through a formal sign off process at Director level and is registered in the “Emergency Procedures Manual” Changes to WHS classification must also follow the same formal sign off process approved by the Director.
- **Grade** – A staff members grade refers to one of the following formal titles; Trainee Keeper, Trade or Qualified Keeper, Senior Keeper, Unit Supervisor, Manager or Precinct Manager, Wildlife Operations Manager and Wildlife Director. A staff member’s grade is that which is formally recorded on their personnel file.
- **Employee** – any person on the payroll of the TCSA
- **Volunteer/Work Experience** – This title covers any person on site in a voluntary or work experience capacity.
- **Trades persons and Contractors** – This covers any person (employee or otherwise) that is not part of the Life Sciences division and generally not reporting through normal Wildlife reporting process.
- **Supplementary procedures** – these relate to any associated plans, procedures, guidelines etc. as listed in the classification and working parameters. These may

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include birthing plans, breeding actions plans, handling protocols, hand feeding protocols etc.

- Enclosure – refers to any part of an animal exhibit, holding yard or facility, den, exercise yard, training area or catch up area.



2.0 Lions Work Procedure

2.1 Animal Classification and Staffing Parameters

Exhibit Name: African Lion	
Species	African Lion <i>Panthera leo senegalensis</i>
OHS&E Classification	Dangerous
Minimum grade required for husbandry (no animal shifting)	Trainee
Minimum grade required for animal shifting*	Trade
Minimum number of staff for husbandry (no animal shifting)*	1
Minimum number of staff for animal shifting*	2
Minimum experience/Training	Unit Supervisor approved training
Key holder restrictions	Keys issued only following Unit Supervisor approved training completed
Personal protective equipment (specific to species)	Working two-way radio
Animal Training and Conditioning Plan	Pole and hand injection training for 1:2 lions
Preventative medicine	• Drontal • FEVAC 3-in-1 <i>Refer to Preventative Medicine Program</i>
Relevant Supplementary procedures	ZAA annual report and recommendations

*Exemptions may be made on a case by case basis through documented approval from the Life Sciences Operations Manager.



2.2 Species/Specimen Specific Notes

- All lions are trained to fed from a set position and in a set order in the exhibit for the afternoon feed.
- When housing more than one male - If females are come into season, males will become aggressive towards each other – separate the sexes immediately.
- Tension between males has also occurred when the female tiger is in oestrus.
- Signs of oestrus are females presenting to males, females rolling and mating.
- Females may cycle every 4 weeks – all year round.
- Oestrus lasts for 5-7 days.
- All lions have been trained to accept either pole or hand injections for vaccinations and general anaesthetics.

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2.3 Facility Operations and Security

Exhibit Name: African Lion	
Species	African Lion <i>Panthera leo senegalensis</i>
Building Access (key ID#)	Lion Key 1 – Key Code TBA (exhibit access)
Volunteers/Work Experience/Trades and Contractors Access	Must be accompanied by a keeper at all times while working in areas where contact may be possible
Behind The Scenes (BTS) Opportunities	Yes <i>Refer to Behind the Scenes Policy HR 5.9.1</i>
Keeper Talk/Encounter	No
Removal of Food and Animal Waste	Collected for normal composting/recycling
Cleaning Products Used in Facilities	• Chlorine • Animal House Detergent • Morning Fresh Detergent <i>Refer to Exotic Fauna Precinct Chemical Usage and Handling Procedure</i>
Relevant Supplementary procedures	N/A



2.4 Work Procedure

AM

1. Check Lions before 8.00AM. Report any problems to the Unit Supervisor immediately.
2. Lock lions into separate dens and feed AM meat as per shifting procedures.
3. Second keeper to check all locks throughout shifting of Lions

AM EXHIBIT

1. Cleaning of exhibit to be completed before 9.30 AM
2. Ensure Lions are locked in dens before entering exhibit, turn off electric fences
3. Open pond valve and clean and/or bleach pond on Wednesday and as needed
4. Remove faeces and food scraps
5. Remove weeds, prune vegetation as needed
6. Rake exhibit
7. Place enrichment in exhibit as per schedule
8. Clean inside windows daily or as needed
9. Check perimeter fencing and electric wires for damage - report to Unit Supervisor as required
10. Remove all equipment from exhibit
11. Exit exhibit and lock doors, turn on electric fences – second keeper to ensure all doors are locked and fences are turned on
12. Follow African Lion shifting procedures for animal movements
13. Refill pond

AM DENS

1. Ensure Lions are locked out of den - second keeper to check all locks
2. Remove faeces, food scraps and debris from dens
3. Hose den floors, bed boards and walls – degrease dens on Wednesday or as needed
4. Clean and refill water troughs
5. Lock all doors – second keeper to ensure all doors are locked

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PM

1. Late shift keeper to enter the building with K1 keeper and ensure that all den/exhibit doors are locked
2. K1 keeper to set den slides in unlocked position – lateshift keeper to check that building is set up and secure for lateshift
3. 5 PM – Late shift keepers to give Lions access to dens as per lateshift procedures
4. Lions to be checked for any signs of injury /illness before leaving the area.

General

1. Designated K1 keeper is the only keeper permitted to use keys while working African Lions
2. Do not fill any bin above what you can comfortably move.
3. Always check exhibit integrity before moving animals.
4. Should any order, request, situation or circumstance conflict with any written procedure check with a senior keeper.
5. All service and entrance doors to complexes must remain bolted at all times as a back up to any escape scenario.

2.5 Shifting Procedures

Two keepers, both with radios must be present to shift these animals. Keepers must adhere to the Dangerous animal procedures of the Carnivore Unit at all times while working these animals. The designated K1 keeper is only permitted to use keys during shifting of the African Lions.

The African Lions are locked in dens separately for feeding. Raceways may be used for animal access while locked in dens. After hours, 1:2 African Lions have access to all dens and both raceways when not locked on exhibit. Race A and B have counter weight slides while each den has a push rod divider slide. Changes to routine must be approved by the Unit Supervisor and communicated to necessary staff.

The following shifting procedures must be followed at all times when working these animals.

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Movement from exhibit to den (for exhibit cleaning, maintenance, special activity feeds, emergencies etc.)

1. K1 keeper and second keeper to verify that all den doors including exhibit door are locked and secure.
2. Call 1:2 African Lions into dens via race A and and/or race B- Close counter weight slide of race A and/or B.
3. K1 keeper to secure locking pin for counter weight slide of race A and/or B
4. Second keeper to check that counter weight slide is securely locked.
5. K1 keeper to close and lock pushrod slide for den A, second keeper to check that slide is locked and secure.
6. K1 keeper to close and lock pushrod slide for den B
7. Second keeper to check that 1:2 lions are locked into dens and that pushrod slide to den E is locked and secure
8. Ensure electric fences are off.
9. K1 keeper to open exhibit door to ECX 003 in race B (or A if required).
10. Exhibit cleaning, maintenance, special activity feeds etc can now be performed
11. K1 keeper to lock exhibit door
12. Second keeper to verify that door is locked and secure.
13. Ensure electric fences are on.

Movement from den to exhibit (for locking African Lions on display etc)

1. Ensure exhibit door is locked, checked by second keeper.
2. Ensure that ground level access doors are locked, checked by second keeper
3. Ensure electric fences are on.
4. K1 keeper to unlock and open push rod slide for den A and/or B.
5. Once 1:2 African Lions are in exhibit, K1 keeper to close and padlock push rod slide A and/or B
6. K1 keeper to close counter weight slide in race A and/or B
7. K1 keeper to secure locking pin in closed position for counter weight slide in race A and/or B.

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8. Second keeper to verify that 1:2 African Lions are in exhibit and check that all counter weight race slides and den slides are securely locked.

9.

Opening of den doors (for cleaning of dens, maintenance etc)

1. K1 keeper and second keeper to verify that 1:2 African Lions are in exhibit and check that all counter weight slides and den slides A and E are securely locked.
2. K1 keeper to open keeper doors to dens A B and/or race A B
3. Clean dens/races as per work procedures/complete maintenance
4. K1 keeper to close and lock keeper doors to dens/races all dens
5. Second keeper to verify that all den/race doors are locked and secure

Movement from den to den

1. K1 keeper and second keeper to verify that all den doors and exhibit door are locked.
2. K1 keeper to open divider slide
3. K1 keeper to secure divider slide in open position if African Lion/s are to have access to more than one den.
4. K1 keeper to secure divider slide in closed position if African Lion/s are to be locked in one den.
5. Second keeper to verify that divider slide is secure.

Movement from den to den during feeding

NB When food hoppers are in use follow steps 1 - 4

1. Follow steps 1 – 7 of movement from exhibit to den.
2. K1 keeper to separate Lions into individual dens using pushrod slides and dens A - B
3. K1 keeper to lock pushrod slides of dens A - B in closed position
4. Second keeper to check that all lions are separated into individual dens and that pushrod slides are locked and secure.
5. Feeding of lions commences with the first secured empty den – in this case is den B. ('empty' pertains to the absence of a lion held within the den, 'secure' pertains to the divider push rod slides locked in the closed position)
6. Second keeper to verify that the den is secure and empty.
7. K1 keeper to open den door, second keeper to place meat in den.

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8. K1 keeper to close and lock den door, second keeper to check that den door is locked.
9. K1 keeper to open divider slide and lock lion in den with meat.
10. Second keeper to check that divider slide is locked closed and secure.
11. Steps 5 – 10 are to be followed until all African Lions have been fed.
12. At completion of feeding, second keeper to verify that 1:2 lions are locked in individual dens and that all push rod slides are locked and secure.
13. Before leaving the area on each occasion, both keepers to visually check that all doors are secure, physically check that all slides are locked/secure and electric fences are turned on

2.6 Security, Locking Systems/Slides, Enclosure Mechanisms

All animal areas are secured via slide bolt and locked with security padlocks.

2.7 Animal Escape Brief (animal has escaped its enclosure)

Exhibit Name: African Lion	
Species	African Lion <i>Panthera leo senegalensis</i>
OHS&E Classification	Dangerous
Animal Escape Code	Code 1
When to make a Code call	When the animal is no longer under control or restrained within its enclosure.
Likely scenario	Staff or visitor mauled or fatally injured by escaped animal.
Recapture Coordinator	• Precinct Manager, LS Operations Manager or • Unit Supervisor - Carnivores
Recapture Team	• Carnivore Staff • Veterinary staff (on stand by) • Animal Emergency Response Team (on stand by)
Supporting equipment	• Heavy vehicles (as physical barrier). • Fire extinguishers. • Hoses.

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Personal protective equipment	Working two-way radio
Immediate response summary to an escape	• PRESS DURESS ALARM • Call code to switchboard and inform of basic details (species, location, behaviour and define as an escape) and request immediate assistance. • Ensure enclosure or service area is secured in the event that a door/gate has been left open (if safe to do so). • Maintain observation of animal if possible and/or safe to do so • Ensure any public are escorted to a safe house • Wait until coordinator arrives or provides instructions. • Under no circumstances chase the animal or make any undue noises. • Stay beyond the animals flight distance.
Most likely recapture method	Veterinarian administered immobilisation drug via dart or animal destroyed (if poses an immediate threat to public safety).
Post escape reporting	Any escape must be reported to the Precinct Manager as it is a requirement that escapes of all EAPA listed animal are reported within 24 hours.

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2.8 Animal Incident Brief (An incident with a person and an animal)

Exhibit Name/number: African Lion	
Species	African Lion <i>Panthera leo senegalensis</i>
OHS&E Classification	Dangerous
Animal Incident Code	Code 1
When to make a Code call	An incident between a person and animal has occurred
Likely scenario	Person has entered exhibit with animal
Incident Coordinator	• Precinct Manager, LS Operations Manager or • Unit Supervisor - Carnivores
Incident Team	• Carnivore Staff • Veterinary staff (on stand by) • Animal Emergency Response Team (on stand by)
Supporting equipment	• Fire extinguisher • Hose
Personal protective equipment	Working two-way radio
Immediate response summary to incident	• PRESS DURESS ALARM • Call code to switchboard and inform of basic details (species, location, behaviour and define as an incident) and request immediate assistance. • If safe to do so leave the exhibit or request third party to vacate exhibit immediately. • <u>Do not enter exhibit.</u> • If safe to do so from a secure area a hose or fire extinguisher could be used to scare an animal away from a person. • Await further directive from the Incident Coordinator.
Most likely resolution	Animal ushered/scared into back into den, Veterinarian administered immobilisation drug via dart or animal destroyed by licensed gun person.
Post incident reporting	Any incident must be reported to the Precinct Manager and



an appropriate Hazard/incident report completed immediately.

2.9 Authorisation and reporting

It is the responsibility of the Manager or Precinct Manager to oversee the review of all procedures on a six monthly basis and after authorising those reviews forward the updated version of these documents to the Operations Manager Life Sciences and CWI Operations Manual Coordinator.

Referenced Documents

Ref:	Checklist:	Date:
	ZPB Emergency Procedures Manual	
	Memo – Updated Preventative Medicine Program	2014
	Exotic Fauna Precinct Chemical Handling and Usage Procedure	
	ZAA annual report and recommendations	2013
	Birth and Mother rearing Rearing Procedures	
	Lion Talk – not currently in use	



3.0 Fennec Fox Work Procedure

3.1 Animal Classification and Staffing Parameters

Exhibit Name: Fennec Fox	
Species	Fennec Fox <i>Vulpes zerda</i>
OHS&E Classification	Non - hazardous
Minimum grade required for husbandry (no animal shifting)	Trainee
Minimum grade required for animal shifting	Trainee
Minimum number of staff for husbandry (no animal shifting)	1
Minimum number of staff for animal shifting	1
Minimum experience/Training	Unit Supervisor approved training
Key holder restrictions	No restrictions
Personal protective equipment (specific to species)	Working 2-way radio
Animal Training and Conditioning Plan	N/A
Preventative medicine	<i>Refer to Preventative medicine Program</i> Virbac Canigen DH _{A2} P (L) Interceptor Spectrum™ Proban
Relevant Supplementary procedures	N/A

3.2 Species/Specimen Specific Notes

- Fennec Fox are classified as Non-Hazardous.
- Staffs are not permitted to enter the enclosure/dens with the Fennec Fox.
- All staff working Fennec Fox must be trained in CODE procedures

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- No direct contact with any animal is permitted unless directed by the Unit Supervisor or Senior Keeper.
- If animals will not enter an enclosure or holding yard they are not to be forced. Contact a senior keeper.
- When female is in oestrus male will become aggressive towards keepers. Keepers are to leave exhibit if male is becoming stressed with keepers presence.
- When female is nearing the time to give birth, male and possibly female will become aggressive towards keepers. If this occurs leave the exhibit and notify Unit Supervisor or keeper in charge.
- Species tends to mismother kits if area is disturbed (highly sensitive to disturbance).

3.3 Facility Operations and Security

Exhibit Name/number: Fennec Fox	
Species	Fennec Fox <i>Vulpes zerda</i>
Building Access (key ID#)	Fennec Kay 1 – Key Code TBA (building and exhibit access)
Volunteers/Work Experience/Trades and Contractors Access	Must be accompanied by a keeper at all times while working in areas where contact may be possible
Behind The Scenes (BTS) Opportunities	N/A
Keeper Talk/Encounter	N/A
Removal of Food and Animal Waste	Collected for normal composting/recycling
Cleaning Products Used in Facilities	• Hiclean <i>Refer to Exotic Fauna Precinct Chemical Usage and Handling Procedure</i>
Relevant Supplementary procedures	N/A



3.4 Work Procedure

AM

1. Check 1:1 Fennec Fox before 8.00AM. Report any problems to the Unit Supervisor immediately.
2. Hand feed AM activity and/or treatments to each Fennec Fox through exhibit wire OR shift into den dependent on shifting procedures.

AM EXHIBIT

1. Cleaning of exhibit to be completed before 12 PM
2. Feed fruit feed by 11.30 am – place fruit in clean rocks and logs. If bowls are used, ensure they are hidden from public view (place under cover if raining)
3. If young kits are present, follow Fennec Fox birth procedures during cleaning
4. Ensure air lock door is closed before opening exhibit access door. Bolt exhibit access door during cleaning
5. Commence cleaning from left side, moving slowly at all times.
6. Scrub and empty automatic waterer – ensure waterer refills with cool, clear water.
7. Remove faeces piles and food scraps.
8. Rake exhibit and recover exposed wire.
9. Fill in any dens dug over night.
10. Sweep concrete area near den daily.
11. Check perimeter fencing/roofing for damage - report to Unit Supervisor as required
12. Remove all equipment from exhibit
13. Exit exhibit and bolt/lock exit doors
14. Clean cobwebs from viewing wire

AM DENS

1. Check den daily for faeces and urine and clean as required.
2. Den floor to be swept and/or hosed as required or at minimum each Saturday.

PM

1. Scatter feed kibble and mealworms at 2 – 2.30 PM.
2. Check all locks and check Fennec Foxes for any signs of injury /illness before leaving the area.
3. Ensure 1:1 Fennec Fox are sighted and have access to Den area.

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Late shift

1. 4 - 5 PM scatter feed live insects as per diet board
2. Give access to den if required

General

1. Do not fill any bin above what you can comfortably move.
2. Always check exhibit integrity before moving animals.
3. Should any order, request, situation or circumstance conflict with any written procedure check with a senior keeper.
4. All service and entrance doors to complexes must remain bolted at all times as a back up to any escape scenario.

3.5 Shifting Procedures

The exhibit is a fully enclosed outdoor facility located in the African Savannah Precinct. The exhibit door should only be opened when the airlock entry door is closed and secured. These animals are unclassified; therefore a single keeper can work in these animals. The holding yard/den is connected via a guillotine slide operated from the within the exhibit airlock.

Movement from den to exhibit

Used for locking Foxes on exhibit, checking and cleaning of den

1. Ensure exhibit doors are bolted, ensure airlock doors are closed and locked
2. Enter den airlock and ensure all doors are closed and bolted
3. Ensure Fennec Fox are visible in the exhibit.
4. Close slide into den area – secure cable
5. Check or clean nest boxes, perform maintenance etc as required.

Movement from exhibit to den

Used for giving Foxes access to nest box area

1. Ensure exhibit doors are bolted, ensure airlock doors are closed and locked
2. Enter airlock and ensure all doors are closed and bolted
3. Check that Fennec Fox are visible in the exhibit.
4. Open slide into nest box area – secure cable

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If it is suspected that a female fennec Fox is pregnant, she must have unrestricted access to the nest box area from time of mating.

3.6 Security, Locking Systems/Slides, Enclosure Mechanisms

All animal areas are secured via slide bolt and locked with security padlocks.

3.7 Animal Escape Brief (animal has escaped its enclosure)

Exhibit Name/number: Fennec Fox	
Species	Fennec Fox <i>Vulpes zerda</i>
OHS&E Classification	Non - hazardous
Animal Escape Code	N/A
When to make a call	When the animal is no longer under control or restrained within its enclosure.
Likely scenario	Animal escaped from airlock
Recapture Coordinator	• Precinct Manager Exotic Fauna or • Unit Supervisor – Carnivores • Senior Keeper - Carnivores
Recapture Team	• Carnivore Staff
Supporting equipment	• Cage trap • Hoop net • Pet pack
Personal protective equipment	N/A
Immediate response summary to an escape	• Call Unit Supervisor and inform of basic details (species, location, behaviour and define as an escape) and request immediate assistance. • Ensure enclosure or service area is secured in the event that a door/gate has been left open (if safe to do so). • Maintain observation of animal if possible • Wait until coordinator arrives or provides instructions.

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	Under no circumstances chase the animal or make any undue noises.
Most likely recapture method	Animal manually captured with net or trapped with a trap cage.
Post escape reporting	Any escape must be reported to the Precinct Manager as it is a requirement that escapes of all EAPA listed animals are reported within 24 hours.

3.8 Animal Incident Brief (An incident with a person and an animal)

N/A

3.9 Authorisation and reporting

It is the responsibility of the Unit Supervisor and Precinct Manager to oversee the review of all procedures on an annual basis. Documents must be dated at time of review. All staff to sign using permanent margin note that they have read and understood the work procedures, and any additional or supplementary procedures, each time they are reviewed.

Table 3 Referenced Documents

Ref:	Checklist:	Date:
	Exotic Fauna Precinct Chemical Handling and Usage Procedure	
	Birth and mother rearing procedures	
	Introduction plan	



4.0 Giraffe - Work procedure

4.1 Animal Classification and Staffing Parameters

Exhibit Name: Giraffe	
Species	Giraffe <i>Giraffa camelopardalis</i>
WHS Classification	Dangerous
Minimum grade required for husbandry (no animal shifting) *	Trainee
Minimum grade required for animal shifting*	Trade unless approve by Manager
Minimum number of staff for husbandry (no animal shifting)*	1
Minimum number of staff for animal shifting*	2 into the giraffe houses, 1 on lock out and when moving to and from the yard.
Minimum experience/Training	Unit supervisor approved training
Key holder restrictions	No restrictions
Personal protective equipment (specific to species)	Working two-way radio
Animal Training and Conditioning Plan	Yes <i>Refer to Training Plan</i>
Preventative medicine	Eraquell <i>Refer to Routine Preventative Treatments – Ungulates 2015</i>
Relevant Supplementary procedures	

*Exemptions may be made on a case by case basis through documented approval from the Wildlife Operations Manager



4.2 Species/Specimen Specific Notes

- Giraffe are classified as Dangerous
- Staff are not permitted to enter the enclosure/dens with the Giraffe.
- All staff working Giraffe must be trained in CODE 1 procedures
- No direct contact with any animal is permitted unless directed by the Unit Supervisor or Senior Keeper.
- If animals will not enter an enclosure or holding yard they are not to be forced. Contact a senior keeper.
- Keepers need to maintain a safe environment when working in close proximity to a giraffe. Keepers need to be aware that giraffe are capable of kicking unexpectedly, head swinging and trampling. A safe distance should always be kept from an unrestrained giraffe i.e. out of kicking and head swinging distance except during approved training sessions. See giraffe training procedures.
- No direct contact with any animal is permitted unless under stimulus control as directed by the unit supervisor or senior keeper.
- Do not have any part of your body between an animal and a solid object.
- Zebras may be housed in this exhibit for enrichment



4.3 Facility Operations and Security

Exhibit Name: Giraffe	
Species	Giraffe <i>Giraffa camelopardalis</i>
Building Access (key ID#)	Giraffe Key 1 – Key Code TBA (exhibit access)
Volunteers/Work Experience/Trades and Contractors Access	Can work unsupervised only once animals secured in adjacent facility
Behind The Scenes (BTS) Opportunities	Yes <i>Refer to Wildlife Behind The Scenes Tour</i>
Keeper Talk/Encounter	Yes <i>Refer to keeper talk overview</i>
Removal of Food and Animal Waste	Collected for normal composting/ recycling
Cleaning Products Used in Facilities	N/A
Relevant Supplementary procedures	N/A

4.4 Facility and Animal Procedures

General

1. Both keepers must check gates before letting animals back onto exhibit, due to a containment risk if there is a breach of security.
2. On windy days Keepers are to wet down the paddock before commencing raking to reduce the risk of dust particles entering your eyes. Protective glasses are available in the shed for keepers to wear. Other suitable forms of eyewear include sunglasses and reading glasses.
3. All baling twine must be removed and accounted for. If a bale is opened in an animal area or in a storage bin the twine MUST be removed and placed in a garbage bin.
4. Any outer gate to an “airlock” is to remain closed to keep animals in and unauthorised people out.

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5. Do not fill any bin above what you can comfortably move.
6. Always check exhibit integrity before moving animals.
7. Should any order, request, situation or circumstance conflict with any written procedure check with a senior keeper.

4.5 Shifting Procedures

Where practical, management of the animals should be done without entering the area with the animals. In circumstances where it is necessary to enter areas with the animals, only staff authorised to do so may enter the area.

Any new routines are to be clearly communicated by the senior keeper prior to commencing the shifting of the animals.

Lock out – One keeper required

1. Place a portion of their food in the 2 feeders on fence line. (There is the option of feeding in the troughs at the platform. Use the portable step stored under the platform if you can't reach. DO NOT stand on the Giraffe fence), once the Giraffe move out of the Giraffe house and are a safe distance from the house enter the and close the sliding door. Exit via exhibit, if safe to do so. If the giraffe decide to return to the enclosed house and have reached the foot rock, the keeper should close themselves into the enclosed house and exit via the darting room. Only one keeper required for this. N.B. There should be no giraffe in the house at this time.

Trouble shooting- two keepers required

1. If giraffe refuse to leave the enclosed house enter the house via the darting room door and clap your hands, stopping as soon as they go in the right direction; repeat until they leave the house (using pressure and release technique). Two keepers must be present, one of which must be trade level.
2. On rainy mornings, you may need to shut the indoor yard after placing cubes in the trough to prevent the giraffes from hanging in the indoor yard after they are locked out of the enclosed house. Both keepers should be present while this is being done.
3. In wet weather, the giraffe can be locked/shut straight into enclosed house, and the house cleaning forfeited for the morning. This can be done by X1 keeper putting a small amount of cubes in the trough closest to the darting room door, while the second keeper shuts the front slide/door. Note; Portable troughs can then be hung over the front gate, so the rest of the morning cubes can be given.



Lock in Enclosed House- Two keepers required

1. Ensure the sliding gate into the crush is in the locked open position with the padlock above the chain and the top holding yard is secure.
2. Unlatch the sliding gate into the enclosed Giraffe house. Wait for an opportunity in which the Giraffe are out of the way prior to opening the door. This can be achieved by tapping on the door waiting until all is clear. It may be necessary to move the door a fraction if the giraffe is fixated on an object in the distance to get their attention.
3. To open the main exhibit door, use the cue DOOR- push the door from the closed position. This door is now light so it does not need much force to open it. Once you have pushed the door do not go with it and retreat at a steady pace out of the top house through the crush. If the door does not open all the way DO NOT try to open it further. The giraffe can walk around the door.
4. If the Giraffe are to have access to the indoor yard, latch the metal pole door in an open position so the giraffe can access the top yard.
5. If the giraffe are to only have access to the house and the crush, shut the metal pole door into a closed position and double latch. Then latch the wooden slatted gate afterwards.
6. Walk through the shed to the front of the enclosed Giraffe house (talking as you go so as not to scare the animals) and slide the gate into the exhibit closed after counting the correct number of individuals are inside. Use the sliding gate as your protection in case a Giraffe turns and tries to re-enter the exhibit. Take the padlock from the exhibit's keeper door and lock the sliding door in the closed position.

Let out of Enclosed House – Two keepers required

1. Both keepers to check locks on the lower double gates to ensure that the exhibit is secure.
2. Unlatch the sliding gate into the enclosed Giraffe house. Wait for an opportunity in which the Giraffe have pulled their heads out of the way prior to opening the door.
3. Push the sliding gate open (go with the door, using the slide as your protection) and retreat out of the exhibit. If the slide does not open all the way DO NOT try to open it further. The giraffe can walk around the door. The door is light now so does not need a lot of force.
4. Stand either out of the exhibit or at the gap adjacent to the house (next to the gate) while the giraffe walk past.
5. Place the padlock back on the exhibit keeper door.

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6. Latch the front door open and shut the crush slide after walking through the enclosed giraffe house once Giraffes are at a safe distance and occupied. The second keeper is to alert you if a giraffe turns around and moves in your direction.
7. Place the chain on the hook on the back of the door to prevent the giraffe from opening the door. Do not lock this chain down.

Lock in indoor yard- One trainee keeper required (or keeper approved to move giraffe as the primary)

1. Hang feed troughs from exhibit around the indoor yard.
2. Let the giraffe into the indoor yard from the enclosed house by opening the metal pole door in the crush. Pull this gate toward you and exit via the door closest to the shed. Latch the metal pole door to the wooden slatted door. If the giraffe are not to have access back into the enclosed house, once all the giraffe have moved through the crush into the indoor yard, push the wooden slatted door to the crush inward for your protection while you shut and latch the metal pole door across the crush. DO NOT shut the solid wooden door into the indoor yard unless advised by the senior keeper as this door is a visual barrier only and not giraffe proof.

Let out of indoor yard

Indoor yard- Two keepers required

1. Ensure the enclosed house is secure, and the chain securing the crush door is locked in place.
2. If the giraffe are too close to the door lure them away from the crush by throwing a handful of pellets onto the shed roof from the Chimp side of the shed.
3. Unlatch the wooden slatted door into the crush and push it inward for your protection while you unlatch and open the metal pole door. As you are opening the metal pole door, pull the wooden keeper back towards you and overlap it with the metal pole door.
4. Latch the wooden slatted door shut and wait for all the giraffes to enter the top house.
5. Let giraffe out of top house following shifting routine.

NB If there are any problems whilst trying to get Giraffe into the houses, authorised staff may enter the yard to coax the animals into the houses. There must be two staff present, both with radios and the keepers must keep a safe distance from the Giraffe and have an escape route.

4.6 Work Procedure

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AM

1. Drop clean and refill water trough holding yard if giraffe are having access to the yard for any length of time, otherwise leave empty.
2. Lock giraffe out of the enclosed house following the lock out procedures.
3. Clean the enclosed giraffe house of faeces and dig out the sawdust from around the edges.
4. Place their ration of concentrates (as per whiteboard) in the troughs in the house. Then an authorised keeper to lock giraffe in enclosed house as per the lock-in enclosed house procedures.
5. Take the full sulo bins from the enclosed house, through the paddock and replace them with empty ones. To exit the paddock, open the keeper door of the main gates from inside the paddock and then open one of the double doors from the outside. Check all the sulo bins on the bottom driveway and place any full ones on the side of the road for collection.
6. Rake the yard and sweep all concrete areas. Any old branches should be taken to the pile opposite the driveway and not dumped behind the sulo bins.
7. Half full sulo bins are to be placed on the road ready for collection.
8. U3 keeper is to do a giraffe talk for RnS group.
9. Clean the dry moat area and check the perimeter fences for any damage.
10. The water trough should be dropped, cleaned, scrubbed and refilled by UL.
11. Hay to be placed in hay racks by trained staff.
12. Hang browse on hay racks or around fence line.
13. Lock up the exhibit - lock the double doors first and then come through the small door and lock it. Ensure the house and darting room are secure.
14. Both keepers let the Giraffes out of the enclosed house onto exhibit, following the AM let out procedures. The second keeper can remain at the bottom gates if they have visual of the keeper letting the giraffe out.

Between 10:30 and 12:30pm

1. Giraffe Encounter
2. Giraffe training

On days when giraffes are not being trained, feed portion of dairy pellets as per diet (see white board) in troughs at the giraffe platform
3. Hang up enrichment as per schedule.
4. Behind the scenes may be scheduled during this time period.

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1:30 pm

1. Giraffe talk

Late Shift

2. U2 or UL to lock giraffes out of the enclosed giraffe house following the lock out procedures.
3. Place some vegies and concentrates in troughs inside the enclosed house.
4. UL and U2 to let the giraffes into the enclosed house as per shifting procedure. Animals will not have access to the crush at this time, instead close the solid sliding door to the crush as you exit and place the chain on the hook to prevent the giraffes from opening the door from the inside.
5. Keepers to lock animals in the enclosed house and hang browse/ enrichment up on feeders if available and let out as per shifting procedure.
6. Ensure the holding yards are locked and secure.
7. Check food quantities and order as required
8. U2 keeper to set rabbit traps

4.7 Security, Locking Systems/Slides, Enclosure Mechanisms

4.7.1 All animal areas are secured via slide bolt and locked with security padlocks.

4.7.2 Hay basket procedure

Winding baskets down

- Collect detachable winch handle that is stored underneath the giraffe platform.
- Position yourself so you are standing directly in front of the winch i.e. the winding nuts are on your right hand side.
- Place the winch handle onto the top winding nut. Ensure that the socket completely encases the nut.
- Check to ensure that there is no one standing under the baskets.
- Wind the basket up slightly as this will loosen the pin.
- While holding the handle, unlock the pin and slowly wind down the basket in a controlled manor.
- Do not let the basket hit the ground as this releases the tension of the cable.

Winding baskets up

- Place winch handle onto the appropriate winding nut. (The top nut winds up the basket faster, the bottom nut is slower but easier for heavy loads). Ensure that the socket completely encases the nut.

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- Stand next to the pole on the side that is most comfortable for you to wind up the basket. **DO NOT STAND UNDERNEATH THE BASKET.**
- With both feet firmly on the ground, wind up the basket in a controlled manner. The basket should be high enough that the tallest giraffe cannot get their head in the top of the basket.
- Once you have reached your desired height, check that the locking pin is positioned between two of the tines of the winch and locked in place.
- Remove the handle, and return the handle to its storage area under the giraffe platform.

NB

- All hay baskets are only to be operated by fully trained staff.
- Volunteers, work experience TTI etc are not permitted to operate hay baskets.
- When operating the hay baskets always ensure that there is no one standing under the baskets.
- Ensure that the socket of the handle fully encases the nut.
- Never release the locking pin without holding onto the handle.

4.8 Species/Specimen Specific Procedures

4.8.1 ROAR AND SNORE / ZOOSNOOZ

The Giraffe BTS component of the Roar and snore program takes place at 7:30am as per a schedule which will be indicated in the diary. On days when there is no RnS, the Zoosnooz program may be booked in its place. Procedures for the two programs are the same. Hosts to contact the giraffe keepers to ensure Giraffe have been locked away and to confirm that the BTS will still be taking place.

1. Giraffe keepers to clean area where the BTS will take place first so guests do not have to stand in faeces, and to ensure there are no trip hazards.
2. U3 keeper to collect bucket of Lettuce from the shed and take to location of the talk. (K/N; please try and keep some lettuce aside for any other BTS taking place on that day)
3. When the group arrives, ensure they are not standing within head swinging distance of the giraffe. If talk is taking place in the enclosed house service area guest must not go past the black drain grate or go past the bins next to the yard.
4. U3 keeper to give a 10 min talk to the guests. Keeper can feed the giraffes lettuce or browse while talking to keep the animals attention.
5. Once talk is complete keeper to return to keeping duties, and guests to feed the giraffe (No patting) in an orderly fashion under the supervision of a trained host.
6. The host should do a spiel to outline the safety considerations when feeding the giraffe such as no patting and no standing too close as well as to leave any dropped food on

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the ground. Ungulate keepers working in the paddock should also keep an eye on the group to ensure that the encounter is running smoothly.

7. Once the feed is complete the group is to exit the paddock.

4.8.2 GIRAFFE KEEPER TALK

1. The keeper talk is presented every day. It may only be cancelled due to unusual circumstances or due to bad weather. The decision to cancel may only be made by the Divisional Manager or Unit Supervisor and should occur at least 15 minutes prior to the scheduled start time. Switch must be notified immediately. Top guide hut and visitor services must also be notified immediately *6507.
2. Collect old eucalyptus browse from driveway.
3. The keeper talk must start at 1.30pm every day, so the keeper responsible (UL) must ensure that the browse is put up along the fence line and that the sound system is working prior to the presentation.
4. UL to check that the battery in the microphone is charged. If it is not, replace it with another from the recharged batteries in the charger and put the dead battery out for recycling.
5. The Ungulate late keeper is responsible for doing the talk, unless specified by Unit Supervisor (or delegate).
6. Please Note: Keepers working in this area must carry a radio. The radio may be turned down or off for the talk only.
7. Place a portion of DFI pellets into feed troughs along the fenceline- this will keep the giraffe busy, allowing you time to put up the browse branches along the fence line in the browse holders.
8. Put branches in browse holders along the exhibit fence line (start with the holder closest to Nyota so that she will go to this branch once she has finished the pellets allowing you to safely put the others branches up without her close by).
9. Take the microphone from the shed and enter the giraffe platform and latch the door shut behind you to prevent visitors from entering.
10. On hot sunny days open the umbrella provided and pin it in the open position.
11. The talk should last for approximately 10-15mins with time for questions.
12. Keepers involved presenting to giraffe talk should stand in the middle of the giraffe platform ensuring that they stand outside of head swinging distance.

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4.8.3 GIRAFFE ENCOUNTER

K/N; On the way up the hill prior to the giraffe enclosure U2 is to set up the bollards for the giraffe encounter.

1. Giraffes-in-Focus is operated by the U2 keeper or otherwise designated by the Unit Supervisor and takes place between 11:30 and 12:00.
2. Tickets are pre sold or sold at the gate if time is permitting. Photos are taken by a professional photographer, which can be later picked up from the green screen.
3. The platform rope barriers must be put up on the loops appropriate to the giraffe that are present. The keeper should stand on the Giraffe side of the barrier with a full pouch of carrots and the rest of the carrots close by for easy access.
4. People having their photos taken should have at least 3 carrots each if it is group of 4 people. Allow the guests have a practice feed first then set them up for the photo. The guest can hold the carrot over their shoulder to feed the giraffe for the photo. It is up to the keeper to ensure that the public are well behaved and not stressing the animals, and that the animals are not causing a dangerous situation by leaning too far past the barriers. The keeper must also feed the giraffes that may be missing out on carrots from the public, being aware not to reinforce begging behaviours such as tongue hanging out, nodding head up and down, grabbing or nudging the keeper or displacing other giraffe.
5. Once all presentations are complete for the day, the barriers should be packed away (out of reach of the giraffe), the bollards put back on the platform, umbrella is to be closed and the left over carrots are to be returned to the office and kept as extras for the next day's feeding unless the giraffe have had less than half a bucket (this is the optimal amount for then per day).

4.8.4 Behind the Scenes Procedures.

1. Ensure the gate leading into the giraffe exhibit area is closed and service area is tidy.
2. Collect food that is to be used in the BTS i.e. carrots, lettuce or browse
3. Guests to meet keeper at the top of the giraffe stairs or giraffe statue.
4. Keeper to unlock the top gate and let visitors down the stairs reminding guest to hold the hand rail when walking down the stairs. Guest to wait at the bottom of the steps in the giraffe service area while keeper locks the top gate. IT IS IMPORTANT TO LOCK THE GATE TO PREVENT STAFF OR VISITOR FROM FALLING DOWN THE STAIRS IF THEY LEAN ON THE GATE.

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5. For large groups (10+) the keeper is to present the talk to the guests commencing the feed. Otherwise the keeper can talk as the guest feed.
6. Keeper to escort up to 5 people into the feeding area ensuring the guests are not within head swinging distance of the giraffe. Guests are allowed to feed and take photos but no patting.
7. Keeper is to escort the guests back to the service area. Repeat step 6 if there are more people in the group.
8. Ensure all guests use hand sanitiser prior to leaving. Keeper to unlock the gate at the top of the stairs to allow guest to exit.

4.8.5 Giraffe training procedures

- Two keepers are required for separating animals and crush work. One keeper must be of trade level.
- Fence sessions can be done by one keeper with a radio.
- Reinforcements are fed by hand.
-

4.9 Animal Escape Brief (animal has escaped its enclosure)

Exhibit Name: Giraffe	
Species	Giraffe <i>Giraffa camelopardalis</i>
OHS&E Classification	Dangerous
Animal Escape Code	Code 1
When to make a Code call	When the animal is no longer under control or restrained within its enclosure
Likely scenario	Staff or visitor run down/kicked by fleeing animal
Recapture Coordinator	• Precinct Manager Exotic Fauna or • Unit Supervisor – Ungulates or • Most senior member of Ungulate team present on the day
Recapture Team	• Ungulate Staff • Veterinary staff (on standby) • Animal Emergency Response Team (on standby)
Supporting equipment	• Lengths of Hessian as visual barriers.

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	• Poles rakes to assist with guiding an animal and raising height of Hessian. • Solid barriers such as temporary fencing or vehicles • Spray bottles
Personal protective equipment	Working two-way radio
Immediate response summary to escape	• Call code to switchboard and inform of basic details (species, location, behaviour and define as escape) and request immediate assistance. • Ensure enclosure is secured in the event that a door/gate has been left open (if safe to do so). • Maintain observation of animal if possible and/or safe to do so • Ensure any public are kept at a safe distance • Wait until coordinator arrives or provides instructions. • Under no circumstances chase the animal or make any undue noises. • Stay beyond the animal's flight distance.
Most likely recapture method	Veterinarian administered immobilisation drug via dart or animal destroyed (if poses an immediate threat to public safety).
Post escape reporting	Any escape must be reported to the Precinct Manager as it is a requirement that escapes of all EAPA listed animal are reported within 24 hours.

4.10 Animal Incident Brief (An incident with a person and an animal)

Exhibit Name/Number: Giraffe	
Species	Giraffe <i>Giraffa camelopardalis</i>
OHS&E Classification	Dangerous
Animal incident Code	Code 1
When to make a	An incident between a person and animal has occurred

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Code call	
Likely scenario	Person has entered exhibit with animal
Incident Coordinator	• Precinct Manager Exotic Fauna or • Unit Supervisor – Ungulates or • Most senior member of the Ungulate team present on the day
Incident Team	• Ungulate Staff • Veterinary staff (on standby) • Animal Emergency Response Team (on standby)
Supporting equipment	• Lengths of Hessian as visual barriers. • Poles rakes to assist with guiding an animal and raising height of Hessian. • Solid barriers such as temporary fencing or vehicles • Spray bottles
Personal protective equipment	Working two-way radio
Immediate response summary to incident	• Call code to switchboard and inform of basic details (species, location, behaviour and define as an incident) and request immediate assistance. • If safe to do so request third party to vacate exhibit immediately. • Do not enter exhibit unless it is normal practise to work in with the animal. • If safe to do so from a secure area a hose or fire extinguisher could be used to scare an animal away from a person. • Await further directive from the Incident Coordinator.
Most likely resolution	Animal called into either of the 2 houses or staff member enters enclosure maintaining a safe distance from the giraffe to remove offender.
Post incident reporting	Any incident must be reported to the Precinct Manager and an appropriate Hazard/incident report completed immediately.

4.11 Authorisation and reporting

It is the responsibility of the Unit Supervisor and Precinct Manager to oversee the review of all procedures on an annual basis. Documents must be dated at time of review. All staff to add a

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permanent margin note to the ELO document to state that they have read and understood the work procedures, and any additional or supplementary procedures, each time they are reviewed.

Table 3 Referenced Documents

Ref:	Checklist:	Date:
	ZPB Emergency Procedures Manual	May 2007
	HR 5.9.1 Life Sciences Behind the Scenes Procedure	06.04.2006
	Exotic Fauna Precinct Chemical Handling and Usage Procedure	27.03.2007
	Routine Preventative Treatments – Ungulates 2015	January 2015

5.0 Gorilla - Work procedure

5.1 Animal Classification and Staffing Parameters

Exhibit Name/number: Gorilla	
Species	Western Lowland Gorilla <i>Gorilla gorilla gorilla</i>
WHS Classification	Dangerous
Minimum grade required for husbandry (no animal shifting)	Trainee/casual – After G2 keeper training and assessment (Unit Supervisor approved)
Minimum grade required for animal shifting*	Trade* - After G1 keeper training and assessment (Unit Supervisor approved)
Minimum number of staff for husbandry (no animal shifting)	1 or 2 staff (must be approved by Unit Supervisor)
Minimum number of staff for animal shifting	2 staff present for <u>all</u> animal moves. This must include one G1 and one G2 or above. These must

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	be approved by Unit Supervisor.
Minimum experience/Training	Training is through Gorilla (G1 and G2) keeper training and assessment (Unit Supervisor approved)
Key holder restrictions*	• LS1PRI dangerous animal key held by trade keeper or above, unless otherwise approved by Unit Supervisor • LS2EXO key issued to trainee keeper following Unit Supervisor approved training
Personal protective equipment (specific to species)	Working two-way radio
Animal Training and Conditioning Plan	Refer to training steps in work procedure
Preventative medicine	<i>Refer to veterinary preventative procedures</i>
Relevant Supplementary procedures	• G1 and G2 keeper training and assessment

*Exemptions may be made on a case by case basis through documented approval from the Wildlife Operations Manager.

5.2 Species / Specimen Specific Notes

- Gorillas are classified as Dangerous
- Staffs are not permitted to enter the enclosure/dens with the Gorillas.
- All staff working Gorillas must be trained in CODE 1 procedures
- No direct contact with any animal is permitted unless directed by the Unit Supervisor or Senior Keeper.
- If animals will not enter an enclosure or holding yard they are not to be forced. Contact a senior keeper.

5.3 Facility Operations and Security

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Exhibit Name/number: Gorilla	
Species	Western Lowland Gorilla <i>Gorilla gorilla gorilla</i>
Building Access (key ID#)	Gorilla Key 1 – Key Code TBA (building access) Gorilla Key 2 – Key code TBA (exhibit/corridor access)
Volunteers/Work Experience/Trades and Contractors Access	Must be accompanied by a keeper at all times, unless otherwise approved by Unit Supervisor.
Behind The Scenes (BTS) Opportunities	Yes – Approved by Unit Supervisor. <i>Refer to Wildlife 3.8 Behind The Scenes Tours.</i>
Keeper Talk/Encounter	Yes
Removal of Food and Animal Waste	Collected for normal composting/recycling Browse is not to be reused, must be disposed of in bins
Cleaning Products Used in Facilities	• Animal House™ • Neutrasan™ • F10 <i>Refer to Exotic Fauna Precinct Chemical Usage and Handling Procedure</i>
Relevant Supplementary procedures	N/A

5.4 Facility and Animal Procedures

General

- Gorillas are classified as dangerous and relevant safe practices must be employed.
- Only staff authorised by the Unit supervisor/Precinct Manager may enter this area. In the event of an emergency any unauthorised entry must be brought to the attention of the supervisor/manager as soon as possible.
- Keepers must not enter an area occupied by a gorilla at any time.
- Adhere to all WHS guidelines.

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- Before entering the facility in the morning all staff must read the daily reports and diary notes.
- Keepers must wash hands using antiseptic hand wash before and after any hand feeding.
- Trainee keepers must be trained in correct methods for hand feeding the gorillas and signed off by the unit supervisor.
- Trainee keepers are only allowed to hand feed in the presence of a senior keeper and are not permitted to touch the gorillas at any time.
- Keepers must hand feed the gorillas using hand to the gorillas mouth or hand. Do not place fingers inside the mesh. The only exception is when it is required to do so during a formal training session and only to be done by an experienced gorilla keeper/trainer.
- Work experience, volunteers and tertiary students are not permitted to feed or touch any of the gorillas under any circumstances. Work experience, volunteers and tertiary students must remain behind the yellow safety lines at all times
- Browse must only be 1 metre in length unless it is a soft browse type or attached for enrichment purposes.
- Hoses are not to be used to threaten or wet the gorillas UNLESS in the case of an animal emergency. They are not to be used in any routine movements.
- Hessian sacks are not permitted with the group.
- All new enrichment devices must be approved by the Unit Supervisor.
- Gumboots are not essential however boot cleaning through F10 footbaths and boot cleaning stations must be done at all times when entering and exiting the building.
- Animal slides are activated at a keyed point in four locations to be determined
- Red lights shine during activation. Switch should be turned off immediately when not in use.
- Keepers must not unlock service doors into den areas unless these lights are switched off. When not cleaning in animal areas, all doors into the keeper corridor are to be closed and padlocked unless otherwise instructed.
- In the event of a general anaesthetic or any other procedure that is likely to cause duress to the group, particularly the silverback, every attempt should be made to have two slides between keepers and gorillas otherwise for routine cleaning one slide between keepers and gorillas is permissible.
- Do not fill any bin above what you can comfortably move.
- Always check exhibit integrity before moving animals.
- Should any order, request, situation or circumstance conflict with any written procedure check with the unit supervisor.

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- Social management of the group takes priority in all of our husbandry practices and work routines.
- Being a social group of gorillas means that their social interactions should be their primary reinforcement.

5.5 Shifting Procedures

Movement from Den to Den or Den / Exhibit or vice versa

1. Switch on control switch
2. Open the slide while saying cue 'slide'.
3. Switch off control switch
4. Do not race the animals to shut the slide. Never attempt to shut a slide unless you believe that you will do so successfully without racing or tricking them. Slide shutting is currently incorporated into the training plan.
5. The most senior keeper (G1 keeper) designated to the Gorilla round is the only keeper permitted to use keys during shifting of the Gorillas or other key padlock operations (unless secondary keeper is otherwise instructed). In the event that two trainee keepers are working the Gorilla round together an experienced trained G1 keeper will assist with animal movements.
6. Two keepers (G1 and G2 or above) must check slides/ doors etc before staff enter an area or animals are shifted.

5.6 Security, Locking Systems/Slides, Enclosure Mechanisms

1. All animal dens and exhibit doors are secured via slide bolt and locked with security padlocks.
2. Animal slides are activated at a keyed point in multiple locations to be determined.
3. Red lights shine during activation. Switch should be turned off immediately when not in use.

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4. Keeper access to the night areas will be provided through keeper only access ways.
5. External doors and plant room door are linked to an alarm which is armed every night.

5.7 Animal Escape Brief (animal has escaped its enclosure)

Exhibit Name : Western Lowland Gorilla	
Species	Western Lowland Gorilla <i>Gorilla gorilla gorilla</i>
WHS Classification	Dangerous
Animal Escape Code	Code 1
When to make a Code call	When the animal is no longer under control or restrained within its enclosure.
Likely scenario	Staff or visitor run down by fleeing animal or gored whilst trying to physically restrain. It is likely that multiple animals will escape at the same time.
Recapture Coordinator	• Precinct Manager Exotic Fauna or • Unit Supervisor – Primates or • Most senior member of Primate team present on the day
Recapture Team	• Senior Primate Staff • Veterinary staff (on stand by)
Supporting equipment	• Lengths of Hessian as visual barriers. • Cargo nets. • Co2 extinguisher (can be used to turn animals around). • Hose (can be used to turn animals around). • Herding boards (if animal has been darted or shot).
Personal protective equipment	Working two-way radio
Immediate response summary to an escape	• Call code to switchboard and inform of basic details (species, location, behaviour and define as an escape) and request immediate assistance. • Ensure enclosure is secured in the event that a door/gate has been left open (if safe to do so).

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	• Maintain observation of animal if possible and safe to do so • Ensure any public are kept at a safe distance • Wait until coordinator arrives or provides instructions. • Under no circumstances chase the animal. • Stay beyond the animal's flight distance.
Most likely recapture method	Animal ushered back into exhibit or Veterinarian administered immobilisation drug via dart.
Post escape reporting	Any escape must be reported to the Precinct Manager as it is a requirement that escapes of all EAPA listed animal are reported within 24 hours.

5.8 Animal Incident Brief (An incident with a person and an animal)

Exhibit Name : Western Lowland Gorilla	
Species	Western Lowland Gorilla <i>Gorilla gorilla gorilla</i>
WHS Classification	Dangerous
Animal Incident Code	Code 1
When to make a Code call	When a member of the public or other non-authorised person has entered the exhibit with the animal.
Likely scenario	Visitor or contractor has climbed over the enclosure fence.
Incident Coordinator	• Precinct Manager Exotic Fauna or • Unit Supervisor – Primates or • Most senior member of Primate team present on the day
Incident Team	• Primate Staff • Veterinary staff (on stand by).
Supporting equipment	• Hose. • Co2 extinguisher. • Herding boards. • Pitch forks.
Personal protective	Working two-way radio

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equipment	
Immediate response summary to an incident	• Call code to switchboard and inform of basic details (species, location, behaviour and define as an incident) and request immediate assistance. • If safe to do so leave the exhibit or request third party to vacate exhibit immediately. • Do not enter exhibit unless it is normal practise to work in with the animal. • If safe to do so from a secure area a hose or fire extinguisher could be used to scare an animal away from a person. • Await further directive from the Incident Coordinator.
Most likely resolution	Person ushered out of exhibit or animal manually scared off person.
Post incident reporting	Any incident must be reported to the Precinct Manager and an appropriate Hazard/incident report completed immediately.

5.9 Authorisation and reporting

It is the responsibility of the Unit Supervisor and Precinct Manager to oversee the review of all procedures on an annual basis. Documents must be dated at time of review. All staff to sign using permanent margin note that they have read and understood the work procedures, and any additional or supplementary procedures, each time they are reviewed.

Referenced Documents

Ref:	Checklist:	Date:
	TCSA Emergency Procedures Manual	August 2010
	Exotic Fauna Precinct Chemical Usage and Handling Procedure	September 2010
	Gorilla KTA	



6.0 Meerkat - Work Procedure

6.1 Animal Classification and Staffing Parameters

Exhibit Name: Meerkat	
Species	Meerkat <i>Suricata suricatta</i>
OHS&E Classification	Unclassified
Minimum grade required for husbandry (no animal shifting)	Trainee
Minimum grade required for animal shifting	Trainee
Minimum number of staff for husbandry (no animal shifting)	1
Minimum number of staff for animal shifting	1
Minimum experience/Training	Unit Supervisor approved training
Key holder restrictions	No restrictions
Personal protective equipment (specific to species)	Working two-way radio
Animal Training and Conditioning Plan	N/A
Preventative medicine	• FEVAC 3-in-1 • Parvo (I) <i>Refer to Preventative Medicine Program</i>
Relevant Supplementary procedures	

6.2 Species/Specimen Specific Notes

- Meerkats are Unclassified.
- All staff working Meerkats must be trained in procedures
- No direct contact with any animal is permitted unless directed by the Unit Supervisor or Senior Keeper.
- If animals will not enter an enclosure or holding yard they are not to be forced. Contact a senior keeper.

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- If one or more of the Meerkats need to have anaesthetics they must be returned that day. If not it is possible the group will not accept that meerkat back into the group.
- Meerkats are not to be separated for any length of time ie greater than 12 hours as hierarchy shifts may occur while an individual is out of the group which may prevent a successful reintroduction.
- Sick or injured Meerkats should be returned to the holding yard after veterinary treatment and managed in the holding yard so the group has access to the Meerkat undergoing treatment.
- Inform Unit Supervisor or keeper in charge if fighting is occurring within group.
- Fighting can be managed via Ovarid oral treatment. All individuals that are fighting need to go on a course of Ovarid.
- This is a breeding group – staff must monitor females abdomens daily to check for signs of pregnancy so the birth and mother rearing plan can begin.
- From first appearance of a pregnant Meerkat there is usually 4 weeks till a birth.
- Female Meerkats can have a post partum oestrus within 3 days of giving birth.

6.3 Facility Operations and Security

Exhibit Name: Meerkat	
Species	Meerkat <i>Suricata suricatta</i>
Building Access (key ID#)	Meerkat Kay 1 – Key Code TBA
Volunteers/Work Experience/Trades and Contractors Access	Must be accompanied by a keeper at all times while working in areas where contact may be possible
Behind The Scenes (BTS) Opportunities	Yes <i>Refer to Wildlife 3.8 Behind The Scenes Tours</i>
Keeper Talk/Encounter	N/A
Removal of Food and Animal Waste	Collected for normal composting/recycling

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Cleaning Products Used in Facilities	• Chlorine • Animal House Detergent • Hiclean <i>Refer to Exotic Fauna Precinct Chemical Usage and Handling Procedure</i>
Relevant Supplementary procedures	N/A

6.4 Facility and Animal Procedure

AM

- Check and count Meerkats before 8.00AM. Report any problems to the Unit Supervisor immediately.
- Feed AM activity feed of chicks, mice or eggs in holding yard
- Lock group 2:4:0 meerkats in holding yard by placing perspex exhibit slides into slot, secure with latch

AM EXHIBIT

- Cleaning of exhibit to be completed before 9.30 AM
- Ensure that 2:4:0 Meerkats are locked in holding yard during cleaning of exhibit
- Tools are to be laid down flat in exhibit when not in direct use, do not lean tools against walls.
- Enter exhibit and remove faeces and food scraps
- Clean sand from rocks that are used for feeding, hose rocks and water plants as needed
- Clean viewing glass as required
- Fill in any tunnels that have been made
- Clean and refill water drinker in exhibit.
- Rake entire exhibit, remove all debris and leaf litter.
- Check Vaseline on heat lamps and reapply as required
- Place enrichment into the exhibit
- Close exhibit doors and lock Meerkats on exhibit.

AM DENS

- Check all nestboxes and clean/bleach if needed. If nestboxes are to be hosed, leave lids open to dry for several hours.
- Sweep nestboxes, remove faeces and remove and clean mats.

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- Clean and refill water bowls in holding yard.
- Hose holding yard each Tuesday, Saturday and when necessary (including PVC tubing).
- Bleach holding yard/nestboxes on the first Tuesday of the month and as needed.

NB If nestbox bound young are present in group, follow birth plan.

FRUIT FEED - To be fed at 11.30 am – during meerkat talk

- Scatter fruit feed around clean rocks and logs.
- NO fruit is to be put on sand as the Meerkats may ingest the sand.

PM

- At 2-2.30 PM set up nestboxes with clean dry matting and close lids.
- Give mealworm/kibble scatter feed on exhibit
- Between 4 -5 PM give Meerkats a scattered insect feed.
- Check all Meerkats for any signs of injury /illness before leaving the area.
- By 5 PM Lateshift keeper is to give group access to holding yard through exhibit slide.
- Heat lamps to be turned on in winter and during cold/ wet days.

NB in winter, Meerkats are can be given access to the holding yard from 4 pm

General

1. Do not fill any bin above what you can comfortably move.
2. Always check exhibit integrity before moving animals.
3. Should any order, request, situation or circumstance conflict with any written procedure check with a senior keeper.
4. All service and entrance doors to complexes must remain bolted at all times as a back up to any escape scenario.

6.5 Shifting Procedures

The holding area is a weather protected yard that is divided in half by a mesh divider with a keeper door to access each side and a hatch for feeding through. The holding yard has PVC pipes used for movements of Meerkats into the exhibit and into each side of the holding yard. The PVC tubes are locked using Perspex slides that are slotted into the pipes and secured in place with small bolts. Once in place, Meerkats are able to be isolated within an area.

The exhibit entrance has a long airlock corridor termed an 'airlock' which allows access to the holding yard also. Only one of the airlock doors should be open at any time to prevent an animal escaping. No tools or equipment is to be left in the corridor as it could be a potential escape



risk. These animals are unclassified, therefore a single keeper with a radio can work these animals.

When introductions are in place please refer to the Meerkat Management document

Movement from exhibit to holding yard

1. Enter holding yard airlock and ensure all doors are closed and bolted
2. Call meerkats into the holding yard.
3. Enter holding yard, close and bolt door from inside and place Perspex exhibit slides into exhibit access pipes - bolt in place
4. Count Meerkats to ensure are locked into holding yard.
5. Exit holding and close and lock door.
6. Clean exhibit as per routine, provide enrichment, feed and do maintenance as required.

Movement from holding yard to exhibit

1. Ensure exhibit doors are bolted, ensure airlock doors are closed and locked
2. Enter holding yard airlock and ensure all doors are closed and bolted
3. Enter holding yard, close and bolt door from inside. Remove perspex exhibit slides and ensure all Meerkats have moved into the exhibit.
4. Place perspex exhibit slides into exhibit access pipes - bolt in place
5. Clean holding yard as per routine.
6. At completion of cleaning and/or setting up of holding yard for lateshift, ensure all doors are closed and locked.

Movement within holding yard

1. Enter holding yard airlock and ensure all doors are closed and bolted
2. Enter holding yard, close and bolt door from inside.
3. Use Perspex slides as needed to isolate Meerkats in each side of the holding yard.
4. Ensure Perspex slides are bolted in place.

6.6 Security, Locking Systems/Slides, Enclosure Mechanisms

All animal areas are secured via slide bolt and locked with security padlocks.



6.7 Animal Escape Brief (animal has escaped its enclosure)

Exhibit Name: Meerkat	
Species	Meerkat <i>Suricata suricatta</i>
OHS&E Classification	Non - hazardous
Animal Escape Code	N/A
When to make a Code call	When the animal is no longer under control or restrained within its enclosure.
Likely scenario	Animal escaped over outside exhibit wall
Recapture Coordinator	- Precinct Manager Exotic Fauna or - Unit Supervisor – Carnivores or - Most senior member of Carnivore team present on the day
Recapture Team	- Carnivore Staff - Veterinary staff (on stand by)
Supporting equipment	- Pet pack - Hoop net
Personal protective equipment	Working two-way radio
Immediate response summary to an escape	- Call Unit Supervisor and inform of basic details (species, location, behaviour and define as an escape) and request immediate assistance. - Ensure enclosure or service area is secured in the event that a door/gate has been left open (if safe to do so). - Maintain observation of animal if possible - Wait until coordinator arrives or provides instructions. - Under no circumstances chase the animal or make any undue noises.
Most likely recapture method	Animal manually captured with net.
Post escape reporting	Any escape must be reported to the Precinct Manager as it is a requirement that escapes of all EAPA listed animals are reported within 24 hours.



6.8 Animal Incident Brief (An incident with a person and an animal)

N/A

6.9 Authorisation and reporting

It is the responsibility of the Unit Supervisor and Precinct Manager to oversee the review of all procedures on an annual basis. Documents must be dated at time of review. All staff to sign using permanent margin note that they have read and understood the work procedures, and any additional or supplementary procedures, each time they are reviewed.

Table 3 Referenced Documents

Ref:	Checklist:	Date:
	Exotic Fauna Precinct Chemical Handling and Usage Procedure	
	Meerkat Management document	

7.0 Okapi - Work Procedure

7.1 Animal Classification and Staffing Parameters

Exhibit Name: Okapi	
Species	Okapi <i>Okapia johnstoni</i>
WHS Classification	Hazardous
Minimum grade required for husbandry (no animal shifting)	Trainee
Minimum grade required for animal shifting*	Trainee
Minimum number of staff for husbandry (no animal shifting)*	1
Minimum number of staff for animal shifting*	1
Minimum experience/Training	Unit supervisor approved training
Key holder restrictions	Trainee

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Personal protective equipment (specific to species)	• Working two-way radio
Animal Training and Conditioning Plan	Hand injection training
Preventative medicine	• Eraquell • Vita-stress <i>Refer to Routine Preventative Treatments - Ungulates 2013</i>
Relevant Supplementary procedures	Annual Report and Recommendations <i>Refer ZAA Website</i>

*Exemptions may be made on a case by case basis through documented approval from the Life Sciences Operations Manager.

Species/Specimen Specific Notes

1. Keepers must not enter an enclosure occupied by Okapi, unless authorised by the manager or unit supervisor
2. Direct contact with any animal is only as permitted by the unit supervisor.
3. Do not have any part of your body between an animal and a solid object.
4. If animals will not enter an enclosure or holding yard they are not to be forced. Contact a senior keeper.
5. Do not enter exhibit/ holding with mother and calf without permission from Unit Supervisor.

7.2 Facility Operations and Security

Exhibit Name: Okapi	
Species	Okapi <i>Okapia johnstoni</i>
Building Access (key ID#)	Okapi Key 1 – Key Code TBA (exhibit access)
Volunteers/Work Experience/Trades and Contractors Access	Must be accompanied by a keeper at all times while working in same space as animals.
Behind The Scenes (BTS) Opportunities	N/A

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Keeper Talk/Encounter	N/A
Removal of Food and Animal Waste	Collected for normal composting/recycling
Cleaning Products Used in Facilities	
Relevant Supplementary procedures	N/A

7.3 Facility and Animal Procedures

General

1. If a bale is opened in an animal area or in a storage bin the twine **MUST** be removed and placed in a garbage bin. All baling twine must be removed and accounted for.
2. Any outer gate to an “airlock” is to remain closed to keep animals in and unauthorised people out.
3. Do not fill any bin above what you can comfortably move.
4. Always check exhibit integrity before moving animals.
5. Should any order, request, situation or circumstance conflict with any written procedure check with a senior keeper.

7.4 Shifting Procedures

Exhibit

The adult male spends the night on exhibit and the female is out during the day. No Okapis are to be put together unless authorised by the manager or unit supervisor.

Moving animals between stalls

1. Place a portion of the animal's diet in the stall in which the animal is moving to, and check that all water troughs are clean.
2. Ensure the stall is secure, but leave your nearest door slightly ajar as an escape route.
3. While standing in the stall that the animal is moving to, open the door linking the two stalls. (NB some doors open inward and some outward. When pushing the door inward, be mindful of where the animal's head is to avoid collision. Also position yourself so that you are standing closer to the hinged side of the door, and use the door as protection should the animal bolt through the door)
4. Exit the stall via your escape route, closing and locking the door behind you.
5. Once the animal has moved through, enter the stall the animal was just in and close and lock the door behind them.

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NB: If the animal will not move out of the holding yard, position yourself behind them on the other side of the wall (do not enter the stall). From this position you can apply pressure release techniques as approved by unit supervisor. This may be in the form of continuing to clean in this space or gradually increasing your noise. Should they still refuse contact the unit supervisor. DO NOT HERD OKAPI OUT OF THE DEN.

Moving from exhibit to holding yards.

1. Set up desired stall with a portion of diet or as an empty stall depending upon the individual's routine.
2. Ensure all doors between the exhibit and the stall are shut the race way is set up to ensure a direct pathway to the desired stall.
3. Open the exhibit gate by pulling it towards you in the service area. Stand behind the gate for protection. Once the Okapis have moved through the gate, push the exhibit door into the exhibit, (just in case the animal decides turn around and run into the exhibit). Follow them up the raceway keeping a safe distance. Close the door behind them once they are completely in the holding yard.

Moving from holding yards to exhibit.

1. Set up exhibit with a portion of diet.
2. Ensure that the exhibit gate is opened outward into the exhibit
3. Ensure all doors between the exhibit and the stall are shut to ensure a direct pathway to the exhibit.
4. Open the stall door and stand behind the door as protection. If the animal is in the top small stall open the door into the double stall and exit through the double stall and behind the door in the raceway.
5. Once the animal/s have exited the stall and is/ are a safe distance away, slowly follow them to the exhibit door (ensure that the stall door is open behind you and blocking the raceway just in case the Okapi decides to run back into the holding yard). Shut and lock the exhibit door behind them.

NOTE

1. If the Okapis refuse to come in from exhibit give them a maximum of 2 time outs with a minimum of 10 min interval between attempts. If that does not work contact the unit supervisor.

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2. If inclement weather or fireworks are due, lock Okapi into the stall that is set up with food and a bed, and lock the female plus young in the double holding yard overnight. High winds are more critical than rain, as they could spook them and lead to misadventure. This should be done as late as possible to ensure that there is Okapi on display for as long as possible.

7.5 Work Procedure

7AM

1. Move Okapi from exhibit to the stall following shifting procedures without any food (due to the birds eating his concentrates).
2. Feed Okapi $\frac{1}{2}$ of his concentrates through the door on the firehose side of triangle stall. Okapi is to have tactile training at this time by authorised staff. Place food bowl just inside the triangle stall door and as close as possible to the double stall wall. When Okapi has his head down eating say "touch" and touch Okapi's neck close to his shoulder. If he does not react continue rubbing him with continuous contact around his shoulder. Be aware of his demeanour and remove your hand if there are any precursors to aggression such as a head tilt or when he lifts his head.
3. In summer or when directed by unit supervisor use the spray bottle to apply Repel-X to his body from the position of his shoulder. Ensure you can always remove your arm quickly and keep your head out of striking distance from his horns.

9AM

1. Clear all faeces, food scraps and other rubbish from the Okapi exhibit and clean the drinking trough.
2. Lightly rake over the exhibit and fill in the ditch in front of the cement ramp with dirt.
3. Dig out front embankment as required.
4. Check all perimeters of the exhibit to ensure it is escape proof, and that the electric fences are intact.
5. Change sawdust bed every Thursday, or as required.
6. Place 1 pad of hay and browse on exhibit.
7. Move animal from the holding yards and lock onto the exhibit following shifting procedure.

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AM Holding Yards

1. Collect a sulo bin and tools from the top giraffe house service area.
2. Remove all soiled bedding, food and faeces from the crush, the yards and the double stall (don't overfill the sulo bins). Hose all the raceways and yards, including the crush and the drains.
3. Replace bedding (get bags of shavings from the Giraffe house using the trolley).
4. Remove tools and set up double stall with remainder of Okapi's AM concentrates in a food tub and 1 pad of Lucerne hay in the hay rack.
5. Secure the double stall and move Okapi up into the double stall following the shifting procedure.
6. Clean the triangle stall and the bottom stall.
7. Wind up hose, and return tools to the giraffe house service area.
8. Check all doors and gates that should be bolted and locked are bolted and locked. Some gates should be left bolted but unlocked, these gates are animal entry gates (i.e. if an animal needs to be moved quickly in an emergency appropriate holding yards should be unlocked).
9. Tidy up service area.

Late shift

1. Ensure the triangle stall is secure. Place a handful of Okapi's vegies in the triangle stall.
2. Move Okapi from the double stall to the triangle stall following the shifting procedures.
3. Set up double stall with 3 pads of hay, browse and the female's pm vegies (review hay amounts when housing a pregnant/ lactating female).
4. Ensure double yard is secure and that water troughs are clean and working.
5. Move female from exhibit to double stall following shifting procedure.
6. Set up exhibit with 2 pads of hay, browse, and Okapi's vegies.
7. Move Okapi from the triangle stall to the exhibit following shifting procedure.
8. Spot clean Okapi's bed as required.
9. Ensure that the holding yards are secure, and that doors into empty stalls are latched shut to prevent them blowing in the wind.
10. Check feed stock, re order if necessary.
11. Take all blue food buckets back to office for cleaning.

7.6 Security, Locking Systems/Slides, Enclosure Mechanisms

All animal areas are secured via slide bolt and locked with security padlocks.



7.7 Species/Specimen Specific Procedures

Okapi introductions:

1. If separation is required, keepers are to separate female as per separation routine, and lock in male as per shifting routine.
2. On days when Okapi introductions take place the Okapi exhibit is to be cleaned first thing by the U2 keeper, and set up with ½ biscuit of hay and browse. Food is not to be placed between the exhibit gate and the palm tree to prevent animals milling around the gate.
3. Initially a minimum of 3 keepers are required for the introduction. 1 keeper is to be positioned out the front of the exhibit. 2 keepers are required for moving animals in the holding yards.
4. Female/s is to be let out first, following the “am let out “shifting procedure.
5. 1 keeper is to stand at the bottom of the raceway and watch female/s to ensure that they are away from the gate, and not heading back inside the holding yards. They are to stand here until they can see Okapi is about to enter the race way. At any time should female/s move back towards the gate they are to either close the exhibit gate or the gate at the bottom of the raceway.
6. The other holding yards keeper then moves Okapi from the triangle yards to exhibit, as per shifting procedure. Advising the other keeper of his movements.
7. Once Okapi appears in the raceway, the U2 keeper watching the girls is to stand behind the door at the bottom of the raceway for protection. At this point in time it is the responsibility of the keeper at the front of the exhibit to communicate if the females are heading back towards the holding yards.
8. Once Okapi has walked past and is at a safe distance the U2 keeper then follow behind him and close the exhibit door, but do not lock.
9. The second keeper is to close the door to the triangle stall, open the dividers in the double stall and ensure they are latched in the open position as this will create a circuit where by the Okapis won't get trapped should separation due to aggression is unsuccessful. Also unlock all doors in the triangle and double stalls for quick use.
10. The second keeper is to exit the holding yards, leaving the door to the double stall open outwards to block the raceway.
11. While the Okapis are together, there must be someone with a radio watching them, i.e. Ungulate staff, reliable TTI/ volunteer, or animal watch. Cleaning of holding yards can only take place if there is an observer watching. Do not leave tools in raceway to ensure

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you can still quickly separate the animals if required. Animals to remain together as long as required, but not overnight or when unsupervised without permission from the unit supervisor.

12. If there is aggression between the Okapis, i.e. persistent chasing causing the animals to look stressed or run uncontrollably around exhibit or deep vocalisations from Okapi, the animals are to be separated by a trained keeper. (If unsure speak to unit supervisor). This is done by opening the exhibit gate in towards you, when a female approaches the gate. DO NOT let Okapi in with them. If he is too close behind, let the female do another lap. Once the animal is in, quickly shut the exhibit door and lock her into an available stall. If only one of the females come in set up another available stall to separate the second female, as stated above.
13. If it's early and it's possible try to lock Okapi in the triangle stall, following shifting procedures so that the girls can go back out for the rest of the day as per normal routine. Otherwise leave him out.
14. If Okapi comes in first, and there is an opportunity to bring the female into the holding yards for reinforcement, move as per shifting routine into an available stall reinforce with a portion of their diet, and let back onto exhibit following shifting routine for remainder of the day. (do not re-feed on exhibit to ensure good shifting in the PM routine).
15. N.B. -If Okapi manages to chase the girls in the holding yards quickly push the exhibit door open and immediately exit the raceway via the little door. DO NOT follow them up the raceway. Call the unit supervisor immediately.

Okapi Training- See training plan

7.8 Animal Escape Brief (animal has escaped its enclosure)

Exhibit Name/number: Okapi	
Species	Okapi <i>Okapia johnstoni</i>
WHS Classification	Hazardous
Animal Escape Code	Code 2
When to make a Code call	When the animal is no longer under control or restrained within its enclosure.

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Likely scenario	Staff or visitor run down by fleeing animal or gored whilst trying to physically restrain.
Recapture Coordinator	• Precinct Manager Exotic Fauna or • Unit Supervisor - Ungulates
Recapture Team	• Ungulate Staff • Veterinary staff (on standby) • Animal Emergency Response Team (on standby)
Supporting equipment	• Lengths of Hessian as visual barriers. • Spray bottles can be used to turn animals around. • Push boards
Personal protective equipment	Working two-way radio
Immediate response summary to an escape	• Call code to switchboard and inform of basic details (species, location, behaviour and define as an escape) and request immediate assistance. • Ensure enclosure is secured in the event that a door/gate has been left open (if safe to do so). • Maintain observation of animal if possible and safe to do so • Ensure any public are kept at a safe distance • Wait until coordinator arrives or provides instructions. • Under no circumstances chase the animal or make any undue noises. • Stay beyond the animals flight distance.
Most likely recapture method	Animal ushered back into exhibit or Veterinarian administered immobilisation drug via dart.
Post escape reporting	Any escape must be reported to the Precinct Manager as it is a requirement that escapes of all EAPA listed animal are reported within 24 hours.

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7.9 Animal Incident Brief (An incident with a person and an animal)

Exhibit Name/number: Okapi	
Species	Okapi <i>Okapia johnstoni</i>
WHS Classification	Hazardous
Animal Incident Code	Code 2
When to make a Code call	When a member of the public or other non-authorised person has entered the exhibit with the animal
Likely scenario	Visitor or contractor has climbed over the enclosure fence
Incident Coordinator	• Precinct Manager Exotic Fauna or • Unit Supervisor - Ungulates
Incident Team	• Ungulate Staff • Veterinary staff (on standby) • Animal Emergency Response Team (on standby)
Supporting equipment	• Hose. • Fire extinguisher • Push board
Personal protective equipment	Working two-way radio
Immediate response summary to an incident	• Call code to switchboard and inform of basic details (species, location, behaviour and define as an incident) and request immediate assistance. • If safe to do so leave the exhibit or request third party to vacate exhibit immediately. • Do not enter exhibit unless it is normal practise to work in with the animal. • If safe to do so from a secure area a hose or fire extinguisher could be used to scare an animal away from a person. • Await further directive from the Incident Coordinator.
Most likely resolution	Person ushered out of exhibit or animal manually scared off person.

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Post incident reporting	Any incident must be reported to the Precinct Manager and an appropriate Hazard/incident report completed immediately.
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7.10 Authorisation and reporting

It is the responsibility of the Unit Supervisor and Precinct Manager to oversee the review of all procedures on an annual basis. Documents must be dated at time of review. All staff to sign that they have read and understood the work procedures each time they are reviewed.

Table 3 Referenced Documents

Ref:	Checklist:	Date:
	ZPB Emergency Procedures Manual	May 2007
	Routine Preventative Treatments – Ungulates 2013	January 2013
	ZAA Website www.zaa.org.au	
	Kiazi Box Training plan	



8.0 Ostrich - Work Procedure

8.1 Animal Classification and Staffing Parameters

Exhibit Name/number: Ostrich	
Species	Ostrich <i>Struthio camelus</i>
OHS&E Classification	Hazardous
Minimum grade required for husbandry (no animal shifting)	Trainee
Minimum grade required for animal shifting*	Trade
Minimum number of staff for husbandry (no animal shifting)*	1
Minimum number of staff for animal shifting*	1
Minimum experience/Training	Unit supervisor approved training (min 1 week)
Key holder restrictions	Trainee
Personal protective equipment (specific to species)	Working two-way radio Rake / yoke
Animal Training and Conditioning Plan	N/A
Preventative medicine	N/A
Relevant Supplementary procedures	N/A

8.2 Species/Specimen Specific Notes

1. No direct contact with any animal is permitted unless directed by the unit supervisor or senior keeper.
2. The ostrich go through phases where they are more aggressive than usual. Two trained keepers (one of which must be trade level) are required for moving ostrich.
3. Whenever entering into the same area as an animal, always carry a rake / Yoke.
4. If the Ostrich come towards you hold the Yoke or rake upright so that it is taller than the head of any of the animals. This should keep the animals away as they should submit to anything taller than them.
5. If an Ostrich comes too close to a keeper, the following steps should be taken.
 - Place the head of the Yoke or rake at the base of the neck and chest with slight pressure applied. This should keep the animal at bay.
 - If this doesn't work, apply more pressure to push the animal away. Being a tall slender bird, ostrich generally don't possess too much strength when it comes to pushing forward. Therefore, not too much force will be required to push them away from you.
 - Should any bird show consistent aggressive behaviour, and not respond to the above steps, please remove yourself from the situation and seek assistance from another keeper competent in handling these animals; a time-out can be given for persistent aggression.
6. In normal circumstances if animals will not enter an enclosure or holding yard they are not to be forced. Contact a senior keeper.

8.3 Facility Operations and Security

Exhibit Name: Ostrich	
Species	Ostrich <i>Struthio camelus</i>
Building Access (key ID#)	I1 (exhibit access)
Volunteers/Work Experience/Trades and Contractors Access	Not to enter an area with the animal, but can work unsupervised only once animal secured in adjacent facility
Behind The Scenes (BTS) Opportunities	N/A
Keeper Talk/Encounter	N/A
Removal of Food and Animal Waste	Collected for normal composting/recycling
Cleaning Products Used in Facilities	N/A
Relevant Supplementary procedures	N/A



8.4 Facility and Animal Procedures

General

- All baling twine must be removed and accounted for. If a bale is opened in an animal area or in a storage bin the twine **MUST** be removed and placed in a garbage bin.
- Any outer gate to an “airlock” is to remain closed to keep animals in and unauthorised people out.
- Do not fill any bin above what you can comfortably move.
- Always check exhibit integrity before moving animals.
- Should any order, request, situation or circumstance conflict with any written procedure check with a senior keeper.

8.5 Shifting Procedures

Lock in AM

1. Two keepers to collect a Yoke each from the service area at the bottom of the holding yard raceway enter the exhibit via the gate bongo end of the exhibit.
2. The ostrich should make their way into the holding yard. Should they balk apply a small amount of pressure, by the way of loud noise and movement i.e. bang yoke on the ground, and saying move up in a firm voice. Stop this pressure as soon as they are heading in the right direction (pressure / release technique)
3. Follow the animals towards the holding yard. Once they have moved through the rubber yard into the dirt yard of the holding, one keeper should man the open slide with the yoke to ensure they do not run back out, while the other lifts up the drop bolt and close the main slide to the holding by initially pushing it from the back, then pulling the slide shut from the front. **DO NOT** push slide from the middle as you could get your arm stuck.
4. Lock slide once it is shut.

Lock in PM

1. 1 keeper required. Place 1/2 PM portion of food in the rubber holding yard, (ensure holding yard is secure)
2. open the holding yard slide and stand back away from the slide.
3. The ostrich should make their way into the holding yard. lock slide behind them.

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4. Should they balk 2 keepers should enter the exhibit via the gate bongo end of the exhibit and apply a small amount of pressure, by the way of loud noise and movement i.e. bang yoke on the ground, and saying move up in a firm voice being mindful that the zebra are in the enclosure. Stop this pressure as soon as they are heading in the right direction (pressure / release technique)
5. Place the remaining portion of food on exhibit.

Let out PM

1. Ensure the exhibit gates are secure at both ends.
2. Pull open the exhibit slide.
3. leave slide open and put the drop bolt in downward position to keep the slide in place
1. At a safe distance follow them up the raceway. Once they are all completely in the triangle stall, check that all are calm and well (especially look for hock injuries) and close the door behind them and lock shut.

8.6 Work Procedure

AM

1. U2 and a Trade level keeper to lock ostrich in following the shifting procedure
2. Clean tapir exhibit and Den so den pond valve can be accessed safely as it is located in ostrich exhibit. (See tapir procedure)
3. U2 to collect sulo bin and tools from the bottom giraffe house service area
4. Remove faeces and food scraps and sweep all cement areas. Clean water trough
5. Place 1 pad hay to be fed in either hanging baskets or in piles on the floor. Am portion of chaff and pellets to be placed in piles around exhibit.
6. Check that perimeter and electric fences are all intact.
7. Check exhibit and moat areas for toxic weeds, and remove if any.
8. Remove all tools and bins from the exhibit and store at bottom giraffe house service area.
9. From the tapir end of the waterhole exhibit, let Ostrich back on to exhibit following let out routine.

10:30

1. U2 to clean rubber holding yard and dirt yard, including drains and slides runners.

Late Shift

1. UL to set up rubber yard with ½ remaining chaff and pellet for ostrich as per diet sheet.
2. Lock ostrich into holding as per shifting procedures.

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3. Set up waterhole exhibit with other half of ostrich pellets and chaff
4. Ensure waterhole exhibit is secure.
5. Let ostrich out onto exhibit following the PM let out shifting procedure
6. Remove the goose food tub.
7. Lock double wooden gates.

8.7 Security, Locking Systems/Slides, Enclosure Mechanisms

All animal areas are secured via slide bolt and locked with security padlocks.

8.8 Animal Escape Brief (animal has escaped its enclosure)

Exhibit Name/Number: Ostrich	
Species	Ostrich <i>Struthio camelus</i>
OHS&E Classification	Hazardous
Animal Escape Code	Code 2
When to make a Code call	When the animal is no longer under control or restrained within its enclosure
Likely scenario	Staff or visitor run down/kicked by fleeing animal
Recapture Coordinator	Precinct Manager Exotic Fauna/LS Operations Manager or Unit Supervisor - Ungulates
Recapture Team	• Ungulate Staff • Veterinary staff (on stand by) Animal Emergency Response Team (on stand by)
Supporting equipment	• Lengths of Hessian as visual barriers. • Push boards Yoke/rakes
Personal protective equipment	Working two-way radio
Immediate response summary to escape	• Call code to switchboard and inform of

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	basic details (species, location, behaviour and define as escape) and request immediate assistance. • Ensure enclosure is secured in the event that a door/gate has been left open (if safe to do so). • Maintain observation of animal if possible and/or safe to do so • Ensure any public are kept at a safe distance • Wait until coordinator arrives or provides instructions. • Under no circumstances chase the animal or make any undue noises. Stay beyond the animals flight distance.
Most likely recapture method	Animal ushered back into exhibit or Veterinarian administered immobilisation drug via dart.
Post escape reporting	Any escape must be reported to the Precinct Manager as it is a requirement that escapes of all EAPA listed animal are reported within 24 hours.

8.9 Animal Incident Brief (An incident with a person and an animal)

Exhibit Name: Ostrich	
Species	Ostrich <i>Struthio camelus</i>
OHS&E Classification	Hazardous
Animal incident Code	Code 2
When to make a Code call	An incident between a person and animal has

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	occurred
Likely scenario	Person has entered exhibit with animal
Incident Coordinator	Precinct Manager Exotic Fauna/Wildlife Operations Manager or Unit Supervisor - Ungulates
Incident Team	• Ungulate Staff • Veterinary staff (on stand by) Animal Emergency Response Team (on stand by)
Supporting equipment	• Hose. • Fire extinguisher • Push board Yoke/rakes
Personal protective equipment	Working two-way radio
Immediate response summary to incident	• Call code to switchboard and inform of basic details (species, location, behaviour and define as an incident) and request immediate assistance. • If safe to do so request third party to vacate exhibit immediately. • Do not enter exhibit unless it is normal practise to work in with the animal. • If safe to do so from a secure area a hose or fire extinguisher could be used to scare an animal away from a person. Await further directive from the Incident Coordinator.
Most likely resolution	Animal ushered back into den or Veterinarian administered immobilisation drug via dart. .
Post incident reporting	Any incident must be reported to the Precinct Manager and an appropriate Hazard/incident report completed immediately.



8.10 Authorisation and reporting

It is the responsibility of the Unit Supervisor and Precinct Manager to oversee the review of all procedures on an annual basis. Documents must be dated at time of review. All staff to add a permanent margin note to the ELO document to state that they have read and understood the work procedures, and any additional or supplementary procedures, each time they are reviewed.

9.0 Zebra - Work Procedure

9.1 Animal Classification and Staffing Parameters

Exhibit Name: Zebra	
Species	Plains Zebra <i>Equus burchellii</i>
WHS Classification	Hazardous
Minimum grade required for husbandry (no animal shifting) *	Trainee
Minimum grade required for animal shifting*	Trainee (group shifting) Trade (separation of individuals from the herd)
Minimum number of staff for husbandry (no animal shifting)*	1
Minimum number of staff for animal shifting*	1
Minimum experience/Training	Unit supervisor approved training
Key holder restrictions	No restrictions
Personal protective equipment (specific to species)	Working two-way radio
Animal Training and Conditioning Plan	N/A
Preventative medicine	• Eraquell • Equiban • Tetanus • Sand lube • Hendra vaccine <i>Refer to Routine Preventative</i>

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	<i>Treatments – Ungulates 2013 and Annual vaccinations summary</i>
Relevant Supplementary procedures	N/A

*Exemptions may be made on a case by case basis through documented approval from the Wildlife Operations Manager.

9.2 Species/Specimen Specific Notes

1. Zebra are classified as Hazardous
2. Staff are not permitted to enter the enclosure/dens with the Zebra.
3. All staff working Zebra must be trained in CODE 2 procedures.
4. No direct contact with any animal is permitted unless directed by the Unit Supervisor or Senior Keeper.
5. If animals will not enter an enclosure or holding yard they are not to be forced. Contact a senior keeper.
6. DO NOT feed Zebras on the substrate.
7. Do not make direct contact with the zebra unless authorised by the Unit Supervisor or in a formal training session. Hand feeding is permitted when the zebras are in a training session.
8. Do not have any part of your body between an animal and a solid object.
9. Feeding is done from the bottom giraffe end of the exhibit or the back wall (unless Zebras are training to lock into or locked in bongo holding yards or unless specified by Unit Supervisor)

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9.3 Facility Operations and Security

Exhibit Name: Zebra	
Species	Plains Zebra <i>Equus burchellii</i>
Building Access (key ID#)	Zebra Key 1 – Key Code TBA (exhibit access)
Volunteers/Work Experience/Trades and Contractors Access	Can work unsupervised only once animals secured in adjacent facility.
Behind The Scenes (BTS) Opportunities	K4AD
Keeper Talk/Encounter	11am
Removal of Food and Animal Waste	Collected for normal composting/ recycling
Cleaning Products Used in Facilities	N/A
Relevant Supplementary procedures	N/A



9.4 Facility and Animal Procedures

General

1. All baling twine must be removed and accounted for. If a bale is opened in an animal area or in a storage bin the twine **MUST** be removed and placed in a garbage bin.
2. Any outer gate to an “airlock” is to remain closed to keep animals in and unauthorised people out.
3. Do not fill any animal waste bin above what you can comfortably move.
4. Always check exhibit integrity before moving animals.
5. Should any order, request, situation or circumstance conflict with any written procedure check with a senior keeper.

9.5 Shifting Procedures

1. If the zebras stop while walking up the raceway apply a small amount of pressure from behind them (i.e. wave hands and say “move up” do not touch them) stopping as soon as they move in the right direction. If that does not work lock them back on exhibit once they are out of the door way, give a time out and re-attempt. If they still do not move into to holding yards do not re-attempt unless instructed by unit supervisor.
2. Be aware that the zebras can turn in the raceway so if you are in the raceway and they turn back towards you exit through the first available door. In the event that this is not possible stand flat against the wall and allow them to run past you.
3. Ensure that all tools are removed from the exhibit and the gates at the bottom giraffe end of the zebra exhibit are secure. Ensure the gate between the holding yards and the zebra exhibit is open and held in place by the block to prevent it from swinging shut.
4. Once the animals have entered the holding yard the cue “slide” then close slide. If the zebra try to run out before you close the slide let them, **DO NOT TRAP OR SEPARATE THEM UNLESS ADVISED BY SUPERVISOR.**
5. If the zebras have not locked in, authorised staff are to work in with them.

9.6 Work Procedure

1. Check that perimeter and electric fences are all intact.
2. Clean the exhibit of all old faeces, sweep the concrete areas and the rubber mat. Rake up food scraps on the substrate.
3. Scrub water trough
4. Check exhibit and moat for toxic weeds and remove if any.

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5. Put food into the exhibit, check white board for amounts.
6. Remove all tools and bins from the exhibit.

Observe animals as much as possible throughout the day. Look out for any sign of colic. Symptoms include: Stretching, excessive rolling, and side biting, exposed penis, loss of appetite, constipation or diarrhoea.

Keeper for a Day procedure:

Keeper for a day (K4AD) is a paid behind the scenes tour that occurs most Wednesdays and Saturdays. Tours will be noted in the diary. Part of the tour involves the guests cleaning the Zebra exhibit and feeding the giraffes.

9.7 Security, Locking Systems/Slides, Enclosure Mechanisms

All animal areas are secured via slide bolt and locked with security padlocks.

9.8 Animal Escape Brief (animal has escaped its enclosure)

Exhibit Name: Zebra	
Species	Plains Zebra <i>Equus burchellii</i>
OHS&E Classification	Hazardous
Animal Escape Code	Code 2
When to make a Code call	When the animal is no longer under control or restrained within its enclosure
Likely scenario	Staff or visitor run down/kicked by fleeing animal
Recapture Coordinator	• Precinct Manager Exotic Fauna or • Unit Supervisor – Ungulates or • Most senior member of Ungulate team present on the day
Recapture Team	• Ungulate Staff • Veterinary staff (on standby) • Animal Emergency Response Team (on standby)

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Supporting equipment	• Lengths of Hessian as visual barriers. • Push boards • Brooms/rakes to guide animals
Personal protective equipment	Working two-way radio
Immediate response summary to an escape	• Call code to switchboard and inform of basic details (species, location, behaviour and define as escape) and request immediate assistance. • Ensure enclosure is secured in the event that a door/gate has been left open (if safe to do so). • Maintain observation of animal if possible and/or safe to do so • Ensure any public are kept at a safe distance • Wait until coordinator arrives or provides instructions. • Under no circumstances chase the animal or make any undue noises. • Stay beyond the animal's flight distance.
Most likely recapture method	Animal ushered back into exhibit or Veterinarian administered immobilisation drug via dart.
Post escape reporting	Any escape must be reported to the Precinct Manager as it is a requirement that escapes of all EAPA listed animal are reported within 24 hours.

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9.9 Animal Incident Brief (An incident with a person and an animal)

Exhibit Name: Zebra	
Species	Plains Zebra <i>Equus burchellii</i>
WHS Classification	Hazardous
Animal Incident Code	Code 2
When to make a Code call	An incident between a person and animal has occurred
Likely scenario	Person has entered exhibit with animal
Incident Coordinator	• Precinct Manager Exotic Fauna or • Unit Supervisor – Ungulates or • Most senior member of Ungulate team present on the day
Incident Team	• Ungulate Staff • Veterinary staff (on standby) • Animal Emergency Response Team (on standby)
Supporting equipment	• Lengths of Hessian as visual barriers. • Push boards • Brooms/rakes to guide animals
Personal protective equipment	Working two-way radio
Immediate response summary to incident	• Call code to switchboard and inform of basic details (species, location, behaviour and define as an incident) and request immediate assistance. • If safe to do so request third party to vacate exhibit immediately. • Do not enter exhibit unless it is normal practise to work in with the animal. • Await further directive from the Incident Coordinator.
Most likely resolution	Animal called into holding yard or staff enter exhibit with zebras to remove visitor from their exhibit.
Post incident reporting	Any incident must be reported to the Precinct Manager and an appropriate Hazard/incident report completed immediately.



9.10 Authorisation and reporting

It is the responsibility of the Unit Supervisor and Precinct Manager to oversee the review of all procedures on an annual basis. Documents must be dated at time of review. All staff to add a permanent margin note to the ELO document to state that they have read and understood the work procedures , and any additional or supplementary procedures, each time they are reviewed.

Table 3 Referenced Documents

Ref:	Checklist:	Date:
	ZPB Emergency Procedures Manual	May 2007
	2008 Annual vaccinations summary	24.12.2007
	Routine Preventative Treatments – Ungulates 2013	January 2013