

# A better habitat by far

Tourism sector  
Low Carbon Case Study  
Newquay Zoo

This case study demonstrates the business benefits of improved **energy efficiency** and **carbon abatement** to a wildlife, conservation charity and tourist attraction.



Environmental Park

After a number of energy audits and simple changes to business practices Newquay Zoo has now invested in fifty solar panels and three solar thermal panels, with funding assistance from EDF energy and the Government's Low Carbon Building Programme - Phase 2.

## The benefits to Newquay Zoo of these latest developments include:

- The generation of 9,300kWh of renewable energy each year
- A saving of 4.5 tonnes of Carbon Dioxide each year
- An estimated energy saving of 30% equating to an estimated cost saving of £3,500 each year

The **£53,693** cost of the renewable energy project was met by a grant of nearly **£30,000** from EDF Energy and a **£23,728.23** grant from the Government's Low Carbon Building Programme - Phase 2.

The Zoo has also invested in a live web based monitoring system which shows how much power is being generated and the carbon dioxide savings. As part of the Environmental Management System energy consumption levels of electricity, gas and water are monitored and recorded at the end of each month

## Background

Newquay Zoo opened in 1969, and has become one of the country's top zoos, with ground breaking and innovative conservation programmes. Winning many major awards including most recently SILVER Visitor Attraction of the Year at the South West Tourism Excellence Awards 2007-2008, it has proved itself to be one of the best attractions in the South West.

Newquay Zoo has always been environmentally aware and conscious of the dangers of climate change, especially due to the effects on the habitats of many of the animals they rear and care for. In 2000 the zoo began to look more closely at its carbon footprint and its impact on the environment. Their initial contact point began with the Carbon Trust, who assisted them with advice and support while also carrying out an energy audit and report of recommendations for resource efficiency and energy savings.

Many recommendations were made to assist the zoo and many have already been implemented. As well as the installation of renewable

energy technologies the zoo also experimented with thermal imaging with help from a local eco company, Wow-wow, to help them assess the heat loss from buildings. In order to reduce the losses highlighted from the survey the zoo have insulated many of the animal enclosures and offices. This will be an ongoing project as areas of the zoo and the enclosures are updated.

It is the implementation of these types of measures that have ensured the zoo retain their ISO14001 accreditation, an international standard awarded to bodies demonstrating commitment to environmental improvement. They are among just a handful of zoos worldwide to hold the standard.

And as an Ambassador business for the Cornwall Sustainable Tourism Project the staff at Newquay Zoo are happy to share best practice and often give presentations to other organisations.



## Resource efficiency projects and initiatives

### Thermal imaging helps save money

Newquay Zoo has gone one step further in its commitment to the environment by having thermal images taken in order to help save energy. Using a local company called 'Wow-Wow', images were taken around the zoos offices and enclosures to help combat energy wastage.

### Winter Proofing

In line with their continuing commitment to reduce the zoo's environmental impact and following the thermal imaging report completed in March 2009, they have started work to improve the zoos insulation. They have double skinned the tropical house exhibit roof with polycarbonate and replaced the windows for double glazing.

### Waste management system

The zoo is minimising waste by re-using and recycling where practicable. Having recently employed Cory-Environmental to collect their waste they now receive monthly reports on the weights of waste disposed of. This allows the zoo to monitor their waste streams and explore ways to reduce waste. All green waste is composted.

### Transport incentives

The zoo promotes the use of public transport and the exploration of the local area by foot. The zoo offers a £1 discount if you present your bus or rail ticket (valid for that day) at reception when you enter the zoo.

### Conservation Club

An opportunity for businesses to be linked directly with Cornwall's award winning Newquay Zoo, demonstrating support for wildlife conservation and the environment by helping to protect species and preserve natural habitats.

### Staff involvement

Training all staff to enhance awareness of relevant environmental issues and ensure effective management of its environmental impact. All staff are also encouraged to car share and if they live locally, to walk or cycle. The company offers a 'cycle scheme' to all staff.

### Commitment

Newquay Zoo is the first zoo in the country to sign up to the 10:10 campaign. 10:10 is a national campaign devised by the director of 'The Age of Stupid' to encourage people, businesses and organisations across the UK to reduce their carbon emissions by 10% in 2010.

### Comments from Newquay Zoo:

This really is a fantastic achievement and could not have been successfully implemented without the commitment of all the staff. Under our environmental management system every impact of the running of the business is monitored, recorded and improved accordingly.

**Sean Sanguinette**, Environmental Officer

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## Business Support received

**Low Carbon Futures** – offer a variety of environmental business solutions through provision of a range of resource efficiency and energy management services.

**T: 01209 614979**

**W: <http://www.lowcarbonfutures.com>**

**Carbon Trust** – A not-for-profit company with the mission to accelerate the move to a low carbon economy.

**T: 0800 085 2005**

**W: <http://www.carbontrust.co.uk/cut-carbon-reduce-costs>**

**Energy Saving Trust** – The UK's leading impartial organisation helping people to save energy and reduce carbon emissions.

**T: 0800 512 012**

**W: <http://www.energysavingtrust.org.uk/business>**

**EDF Energy** – One of the UK's largest energy companies and the UK's largest producer of electricity.

**T: 0800 096 2255**

**W: [www.edfenergy.com](http://www.edfenergy.com)**

**Low Carbon Building Programme – Phase 2** (Now closed and replaced with the Feed-in Tariff and the Renewable Heat Incentive).

**Wow-wow** – environmental products and materials, bringing together the best in Eco aesthetic design and functional innovation that works

**T: 01726 817 941**

**W: [www.wow-wow.co.uk](http://www.wow-wow.co.uk)**

## Sustainability awards

### 2008 Cornwall Sustainability Award

Best Individual Winner for Ruth Grant the Environmental Officer

### 2008 South West Environmental Parks Ltd.

### 2009 Cornwall Sustainability Awards

Best Managed Medium Business Award

**2009/2010** The low carbon award from the City of London, and a commendation for best environmental management system.

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Supporting Cornwall's Transition to a Low Carbon Economy