

TWYXCROSS ZOO

**CONSERVATION
IN ACTION 2024**

Registered Charity No. 501841

A SPECIAL THANKS...

I want to extend my deepest thanks to all those who have made this report, and the actions within it, possible. It is not only a reflection on the progress we've made towards our 2030 conservation goals, but it is testament to the passion, dedication and drive of every single person who makes up our charity.

From our animal and veterinary teams; our educators and conservationists; to our operations, estates, and support teams – this mission belongs to you all. Whether behind the scenes or on the frontlines, your commitment drives the change we want to see in the world.

To every visitor, member, partner, and donor who has chosen to support us, thank you. You are part of a movement to redefine what a modern zoo can be – and prove that zoos like ours are not only relevant, but vital in securing a future for wildlife.

To our Chair of Trustees, Geoff Hoon - thank you for your steadfast support in both me and the zoo. Alongside the full Board of Trustees your leadership and trust has given us the confidence to think bigger, act bolder and push further.

And finally, to Dr Rebecca Biddle, your vision, leadership, and unwavering dedication inspires not just our team, but a global movement for wildlife. This simply wouldn't exist without you.

Thank you.

Together, we are showing that conservation is in action. I could not be prouder.



Craig Dunkerley
Chief Executive, Twycross Zoo



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OUR VISION

TO BE A GLOBAL FORCE IN BIODIVERSITY CONSERVATION

OUR MISSION

TO LEAD CONSERVATION EFFORTS BY PROTECTING ENDANGERED SPECIES, EMPOWERING COMMUNITIES, AND FOSTERING A DEEP CONNECTION TO WILDLIFE

OUR IMPACT AREAS

OUR ANIMALS

Actively contribute to species survival

OUR PEOPLE

Be the best UK zoo to work at

OUR GUESTS

Be all guest obsessed

OUR VALUES

**VITALITY
GUARDIANSHIP**

**WONDER
EMPOWERMENT**

OUR CONSERVATION GOALS

GOAL ONE

Supporting zoo animal populations

GOAL TWO

Protecting wild species and habitats globally

GOAL THREE

Inspiring positive change for wildlife

GOAL FOUR

Enhancing the value of zoos for society and nature

GOAL FIVE

Caring for UK ecosystems

GOAL SIX

Becoming environmentally sustainable

WHY ZOOS MATTER

Zoos play a vital role in protecting wildlife and inspiring people to care about nature. At Twycross Zoo, we've spent over 60 years working to safeguard some of the world's rarest species. As part of a global network of conservation zoos, we maintain healthy, genetically diverse populations that act as lifelines for animals on the brink. These populations also allow us to carry out vital research that informs how we protect species in the wild.

Across the UK, over 32 million people visit zoos every year. That reach gives us an unmatched opportunity to educate, inspire and ignite action for nature. As Baba Dioum put it:

"IN THE END WE WILL CONSERVE ONLY WHAT WE LOVE, WE WILL LOVE ONLY WHAT WE UNDERSTAND, AND WE WILL UNDERSTAND ONLY WHAT WE ARE TAUGHT."

The International Union for the Conservation of Nature (IUCN) recognises the impact of conservation zoos, and our work is directly aligned with global biodiversity targets through the UN's Kunming-Montreal Global Biodiversity Framework.

Twycross Zoo is a registered conservation charity. We are proud members of BIAZA, EAZA, WAZA and the IUCN, and we work alongside leading academic institutions and NGOs to deliver conservation that matters - in our zoo, in the UK, and across the world.



OUR TRUSTEES



Geoff Hoon
Chair of the board of trustees



Helen Mitchell
Vice-chair of the board of trustees



Dee Beckett



Malcolm Bennett



Gary England



Elizabeth Hardwick-Smith



Tim Maxted



Trevor Payne



Phil Popham



Harminder Singh Dua

OUR SENIOR LEADERSHIP TEAM



Craig Dunkerley
Chief Executive Officer



Dr Rebecca Biddle
Chief Conservation Officer



Craig Watson
Finance Director



Jamie Turner
Marketing Director



Chris Jones
Estates Director



Christophe Thuriot
Commercial Director



Lynsey Bugg
Senior Curator

INTRODUCTION

FROM OUR CHIEF CONSERVATION OFFICER DR REBECCA BIDDLE



As we look back on 2024, we reflect on some huge achievements in the first full year of Twycross Zoo's Conservation Strategy 2023-2030. As you read through "Conservation In Action", you will see examples of our commitment to becoming a global force in biodiversity conservation, including case studies that highlight our work to protect endangered species worldwide and empower communities to take action for wildlife. Guiding all that we do and the decisions that we make, our Conservation Strategy enables us to prioritise, think bigger, collaborate more and ensure that our activities have impactful results for wildlife, our guests and our people. 2024 has been a year of change and we have moved at great pace, as you will see in this report. This is testament to our dedicated people, supporters and guests who make all this work possible by visiting our zoo.

We have made significant progress against each of our six key conservation goals. From the arrival of four new threatened primate species and 29 animal births and hatches in 2024, to our support for wild populations of spider monkeys, howler monkeys, Ecuadorian amazon parrots and bonobos, our team have led the way and now hold **40 positions of influence** within our professional zoo associations. Collaboration is core to our ethos at Twycross Zoo and our work in these forums enhances the impact that zoos can have together, globally, by driving best practice for the future of conservation zoos. Alongside this, we have **inspired over 45,000 students** through our learning programmes and **welcomed more than 700,000 visitors** to our zoo.

We thank you for your support and believe that by working together, we can safeguard a future for wildlife.

THE CLIMATE AND NATURE CRISIS

The unrelenting pressure that we face from the dual climate and biodiversity loss crises poses a serious threat to the survival of our planet. 2024 brought us more evidence of this as it became the hottest year on record with increases in climatic extremes bringing about catastrophic consequences globally, including sprawling wildfires and devastating floods. We also saw continued evidence of biodiversity loss in the **WWF's Living Planet Report 2024**, which showed the average size of wildlife populations plummeted by 73% on average between 1970 and 2020.

Since 1970, 75% of Earth's land surface has been significantly altered, 66% of the oceans have been degraded, and one million species are now threatened with extinction due to human activities.

This extinction rate is up to 100 times higher than the average over the past 10 million years, with primary threats being human induced habitat degradation and fragmentation, unsustainable wildlife use and trade, pollution, climate change, invasive alien species and emerging infectious diseases. (*IPBES Global Assessment Report, 2019*)

Species, as living components of ecosystems, individually and collectively secure the conditions for life. When species populations fall below a certain level, it can cause ecosystems to weaken, creating a knock-on effect to the benefits that ecosystems provide to nature and people, such as provision of food, clean water and climate regulation. Conserving species is critical to the future of all life on earth, and the work that zoos do to save species, is now more important than ever.

ZOOS SAVING SPECIES AND MORE

As professional conservation zoos, we must align our activities with global initiatives designed to tackle the challenges that our planet faces, and throughout our Conservation Strategy our targets are linked with the UN's Sustainable Development Goals (SDG) and the Kunming-Montreal Global Biodiversity Framework (GBF). For example, Target Three of the GBF recognises that to safeguard ecosystems into the future, there needs to be a colossal global increase in the effective protected area coverage over the next five years, and calls for 30% of lands, waters and seas to be protected by 2030. In response to this, we have joined this target at Twycross Zoo, aiming to manage 30% of our land for wildlife by 2030, a threefold increase on the current 10% made up of our onsite Wetland Nature Reserve.

In 2024 the Global Species Action Plan was developed by the IUCN, to further support the implementation of the GBF by setting out the key strategic actions required to achieve successful outcomes for species. This document is for everyone, from governments, academic and research institutes, *ex-situ* institutions (zoos, aquaria, botanic gardens), commercial and business sectors, to all of us as civil society as a whole. In this action plan, zoos are called on directly to:

“SCALE UP COMMITMENTS TO SUPPORT THE CONSERVATION OF SPECIES *EX-SITU* AND THEIR RETURN TO THE WILD, AS WELL AS CONTRIBUTIONS TO *IN-SITU* SPECIES CONSERVATION AND STRENGTHEN EDUCATIONAL OUTREACH ON SPECIES AND BIODIVERSITY LOSS.”

In response to this, at Twycross Zoo we continue to ramp up our efforts and work at pace. We passionately advocate for the 69 species we care for, of which 65% are part of scientifically managed European programmes designed to enable us to maintain genetically healthy insurance populations. We continue to prioritise endangered species with **54% of our species** listed as threatened with extinction on the IUCN red list, and we will continually strive to provide support to the species that need our help the most, with a target to **increase this to 60% by 2030**. To contribute more effectively to *in-situ* species conservation in 2024 we set a target to **reverse the decline of 15 species** globally. One of these species is the Kentish glory moth, currently extinct in England. Alongside a group of dedicated partners including Butterfly Conservation, Forestry England and Natural England we are working to safeguard the future of this beautiful moth, through applied genetic research, habitat assessments and management, and potential future reintroduction.



YOUR SUPPORT IS VITAL

The work that we do at Twycross Zoo as a conservation charity, would not be possible without the support of our funders, donors and guests. Every visit to our zoo helps to fund our vital species protection both in the UK and globally. Our new **Conservation Membership** provides in-depth access to our conservation stories, successes from our teams in the UK and our global partners, and some behind the scenes opportunities.

Whilst 2024 brought many challenges for our planet, it is important to stay positive and all play our part. We know that small changes can have a big impact, and each of us has the ability to make a positive difference in our world by considering our choices and adopting sustainable and pro-conservation behaviours where possible. For example, here at Twycross Zoo, in 2024, we have provided alternative drinking vessels in one of our catering outlets and as a

result have diverted over 70,000 plastic bottles away from our waste streams. We invite you to join this journey with us and bring a reusable cup to the zoo for your next visit to receive a discount off your hot drinks.

As we look forward to 2025 and a challenging economic climate, we thank you for your continued support. Following on from our UK general election we hope to see progress for zoos with publication of the new zoo standards (our licence governing structure) and more support with European collaboration for the movement of our animals between the UK and Europe as part of their important conservation programmes. We invite you to continue your interest in Twycross Zoo and follow our journey - we are ready to scale up our efforts where needed, in the UK and across the globe with our international partners. With your support we can continue to work together to stand up for wildlife and conserve species and habitats worldwide.

**“ IT IS NO
EXAGGERATION TO
SAY THAT WHAT
HAPPENS IN
THE NEXT 5 YEARS
WILL DETERMINE
THE FUTURE OF
LIFE ON EARTH ”**

OUR CONTRIBUTION TO CONSERVATION

CONSERVATION IN ACTION

In 2024, 93.5% of our income came from our zoo visitors and we are sincerely grateful for your support. The remainder came from external funders, legacies, donations and university supporters, an area that we hope in the future to increase our charitable income through. Of our 2024 expenditure, we spent 20% on direct conservation, 24% on indirect conservation, and 56% on mission driven operations. Our contribution to direct conservation is a baseline figure that we will aim to increase year on year.

We follow the International Union for the Conservation of Nature's definition of conservation as:

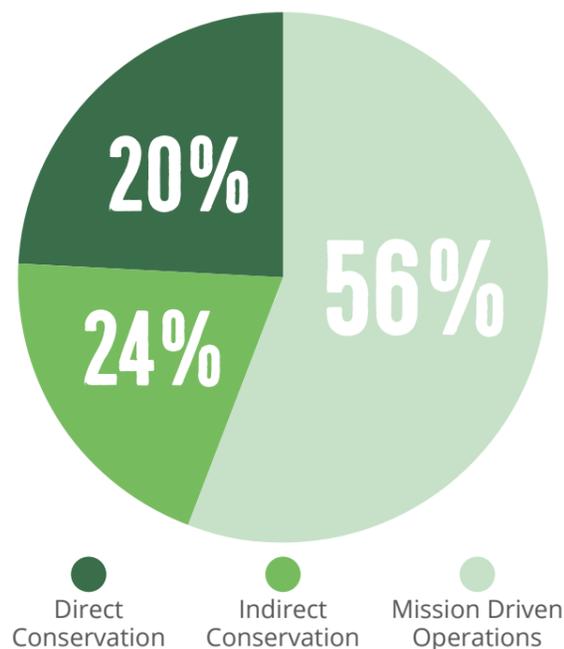
“THE PROTECTION, CARE, MANAGEMENT AND MAINTENANCE OF ECOSYSTEMS, HABITATS, WILDLIFE SPECIES AND POPULATIONS, WITHIN OR OUTSIDE OF THEIR NATURAL ENVIRONMENTS, IN ORDER TO SAFEGUARD THE NATURAL CONDITIONS FOR THEIR LONG-TERM PERFORMANCE.”

Therefore, to categorise our expenditure we define **“Direct Conservation”** as the costs associated with all our in-situ field conservation activities, a proportion of our conservation science budget, plus the costs (husbandry, veterinary, enclosure maintenance, utilities, staff support) associated with caring for the 51%

of our species that have a direct conservation role as part of their European conservation programme (EEP).

Our **“Indirect Conservation”** is defined as all the costs associated with our conservation education activities, a proportion of our conservation science budget, plus the costs (husbandry, veterinary, enclosure maintenance, utilities, staff support) associated with caring for the remaining 49% of our zoo species.

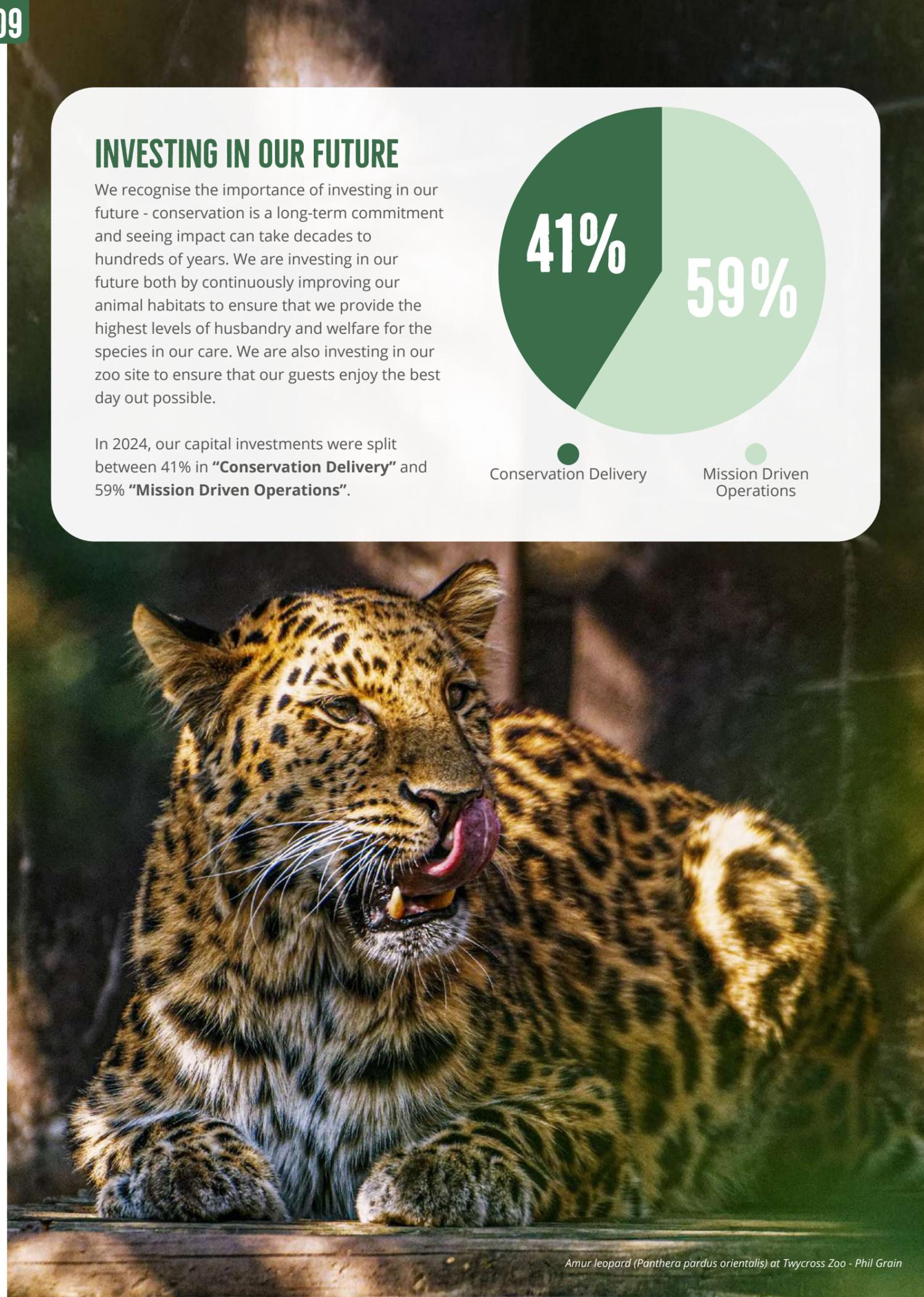
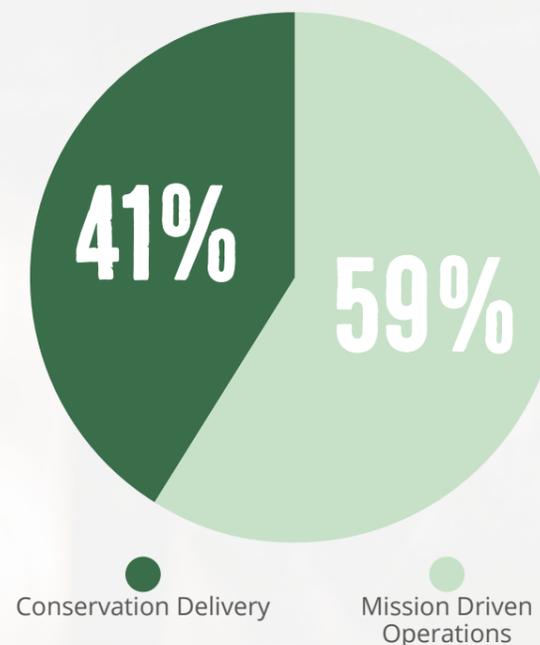
Finally, our **“Mission Driven Operations”** reflect the remaining costs of running our charity zoo, including marketing, finance, operations, and visitor services.”



INVESTING IN OUR FUTURE

We recognise the importance of investing in our future - conservation is a long-term commitment and seeing impact can take decades to hundreds of years. We are investing in our future both by continuously improving our animal habitats to ensure that we provide the highest levels of husbandry and welfare for the species in our care. We are also investing in our zoo site to ensure that our guests enjoy the best day out possible.

In 2024, our capital investments were split between 41% in **“Conservation Delivery”** and 59% **“Mission Driven Operations”**.



Amur leopard (Panthera pardus orientalis) at Twycross Zoo - Phil Grain

2024 AT A GLANCE

CONSERVATION GOAL ONE:

45 OF THE 69 SPECIES WE CARE FOR (65%) ARE PART OF EAZA CONSERVATION PROGRAMMES

CONSERVATION GOAL TWO:

312 HOURS OF TECHNICAL SUPPORT TO OUR FIELD PARTNERS CONSERVING WILD POPULATIONS



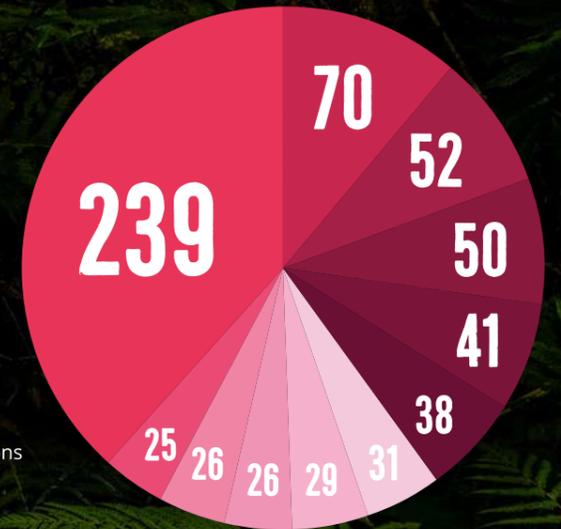
A TARGET TO REVERSE THE RED OF 15 SPECIES

CONSERVATION GOAL THREE:

627 WILDLIFE WORKSHOPS DELIVERED WITH 15,188 STUDENTS INSPIRED

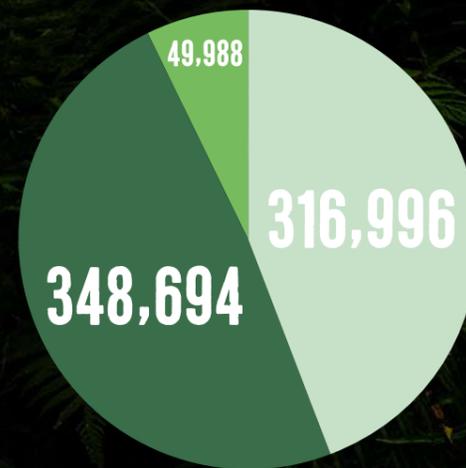
TOPICS:

- KS1 Habitat Chat
- KS1 Sorting Species
- KS1 African Adventure
- KS1 Habitat Chat Expedition
- KS2 Life in the Rainforest
- KS2 Life in the Rainforest Expedition
- KS2 Grubs Up
- KS3 Animals in Danger
- KS3 Critical Conservation
- Bespoke Workshops/Expeditions
- Others



CONSERVATION GOAL FOUR:

715,612 VISITS TO OUR ZOO



● New visitors ● Repeat visitors ● Education visitors

CONSERVATION GOAL FIVE:

DESIGNATED OUR 4 HECTARE NATURE RESERVE AS A LOCAL WILDLIFE SITE

CONSERVATION GOAL SIX:

70,547 PLASTIC BOTTLES DIVERTED AWAY FROM OUR WASTE STREAMS



SUPPORTING ZOO ANIMAL POPULATIONS

SAVING SPECIES

GOAL ONE



To care for healthy *ex-situ* populations of managed species (EEPs), with a focus on threatened primates and species with a direct conservation role.

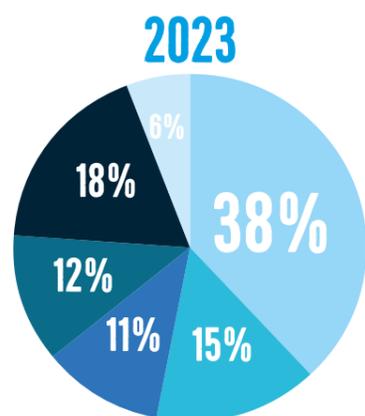
EEPS - SUPPORTING EAZA *EX-SITU* PROGRAMMES

EEPs are integral to our activities, each one represents a species specific range of population management activities, coordinated and carried out by EAZA members aiming towards sustaining healthy populations of healthy animals. Activities include setting best practice for care and welfare, genetic and demographic population analysis, recommendations for breeding, biobanking initiatives, *in-situ* conservation activities, applied conservation research, and coordinated education and behaviour change campaigns.

54%

OF THE SPECIES WE CARE FOR ARE THREATENED WITH EXTINCTION

To achieve greatest conservation impact, we focus our efforts on the species that need our help the most, and in 2024 we increased the number of threatened species (as defined by the IUCN Red List) at Twycross Zoo from 42% (2023) to 54%, moving toward our 2030 goal of 60%.

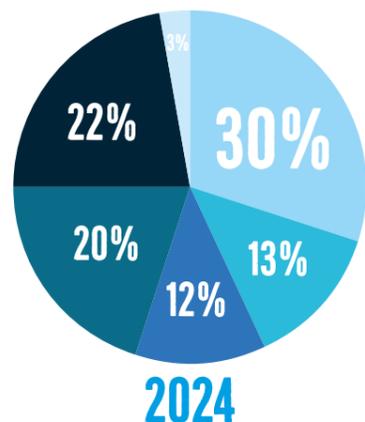


- CR** Critically endangered
- EN** Endangered
- VU** Vulnerable
- NT** Near threatened
- LC** Least concern
- NE** Not evaluated

65%

OF OUR SPECIES ARE PART OF MANAGED PROGRAMMES (EEPs)

At the end of 2024, Twycross Zoo was home to 69 species and 370 individual animals (excluding our butterflies and ants). Of these 65% were part of EAZA *Ex-situ* Programmes (EEPs), an increase from 61% in 2023, working towards our goal of 75% by 2030. These programmes are designed to minimise extinction risk to species, by ensuring the existence of a demographically and genetically healthy zoo population across Europe.



6

EEPS COORDINATED BY OUR STAFF

To enable species conservation and effective management of animal populations, zoos that are members of EAZA work to ensure that every species in our care (>500) has a Species Coordinator. This person is responsible for ensuring that the zoo population remains healthy, both demographically and genetically. To ensure that we are leading the way in species conservation, at Twycross Zoo we increased the number of EEPs that we coordinate from 4 to 6, in 2024.

The role of an EEP coordinator includes keeping a central database of all the animals of that species within Europe, analysing the population regularly, and working with zoos across Europe to make recommendations for breeding and transfers.

Twycross Zoo currently leads the EEPs for



LC

Black and gold howler monkey

EEP Coordinator
Jess Aldred



CR

Eastern black rhino

Vice EEP Coordinator
Dr Rebecca Biddle



CR

Ecuadorian amazon parrot

EEP Coordinator
Dr Rebecca Biddle



CR

Mongoose lemur

EEP Coordinator
Lynsey Bugg



EN

Pileated gibbon

EEP Coordinator
Lynsey Bugg



LC

Silvery marmoset

EEP Coordinator
Joanne Rudd

29

ANIMAL BIRTHS AND HATCHES IN 2024

Highlighting our expertise in primate care and welfare, this included the birth of one coppery titi monkey, one Geoffroy's spider monkey, and two Francois' langurs, as part of European conservation programmes. Additionally, we successfully bred one tufted deer and continue to be the only zoo in the UK that houses this species. It was not just mammals however, in 2024 we also saw hatchings of 15 stick insects and 3 rainbow lorikeets.





Lynsey Bugg, Senior Curator at Twycross Zoo

4 NEW THREATENED PRIMATE SPECIES

In 2023 we launched a new comprehensive Species Planning Tool (SPT) to assist us in choosing which species we care for at Twycross Zoo, to again maximise our conservation impact. This tool scores species based on their IUCN status, the sustainability of their EEP, alongside the educational and scientific value to conservation. It is vital that we utilise our limited resources most effectively and in 2024 we were able to make significant improvement in this regard with our primate species. Utilising our new SPT, our curator team led by Senior Curator, Lynsey Bugg, were able to identify four new primate species, to care for in our zoo.

In 2024 we successfully imported silvery gibbons (EN), golden lion tamarins (EN), greater bamboo lemurs (CR) and mongoose lemurs (CR).

36 ANIMAL TRANSFERS

To enable EEPs to run effectively, we must work with colleagues across Europe to transfer animals regularly between zoos. In 2024 we moved 24 species (36 individuals) into and out of Twycross Zoo. In May 2024 we carried out our third French primate export, of four Diana monkeys to two different zoos in France. Since the UK left the EU, animal health requirements for primates entering France (and other countries) have been revised, and have become, unfortunately, much more difficult for the UK. The pre-export testing and quarantine conditions needed are set out in legal documents, and have become increasingly restrictive, so carrying out these transfers successfully was a huge success for our teams and dedicated Registrar, Joanne Rudd.



Joanne Rudd, Registrar at Twycross Zoo

12 INNOVATIVE COMMISSIONED RESEARCH PROJECTS

Twycross Zoo is making a strategic decision to invest resources into science which has been commissioned by staff from across the organisation. Twycross Zoo staff are at the heart of project initiation, development and facilitation, allowing us to align our research closely to our conservation strategy. An example of this is a body of work initiated by Twycross Zoo involving researchers from London Metropolitan University. Combining expertise in animal welfare and sound engineering, this work aims to understand our zoo's soundscape focusing on both anthropogenic and biological sounds. From this work, we can uncover how our animals at the zoo communicate with conspecifics and their environment, allowing us to optimise their welfare from an acoustic perspective.

Another project involves researchers from Nottingham Trent University and is focused on utilising artificial intelligence (AI) to enhance the welfare of our chimpanzees. This revolutionary PhD project brings Twycross Zoo staff together with leaders in computer science and zoo animal welfare. Outputs of this research will harness the power of AI, allowing us to be more strategic in resource allocation and will optimise our ability to make evidence-based management decisions for this species.

100% COMPLETION OF ANIMAL WELFARE ASSESSMENTS

As part of our comprehensive animal welfare assessment processes, in 2024 our dedicated Animal Behaviour and Welfare Coordinator, Naomi Frost, carried out assessments on all our animals, in conjunction with our animal keeping team and veterinarians. To drive best practice in animal welfare assessment, Naomi is currently conducting a PhD studentship with the University of Wolverhampton, to inform methodology for zoo animal welfare assessment, building an evidence-based approach for the enhancement of current welfare assessment protocols. With far-reaching impact, this project has the potential to have a positive influence on animal welfare in zoos across Europe.



Naomi Frost, Animal Behaviour and Welfare Coordinator at Twycross Zoo



**PROTECTING WILD SPECIES
AND HABITATS GLOBALLY**

PROTECTING WILD POPULATIONS

GOAL TWO



Build conservation resources and capacity at Twycross Zoo and in animal range countries to support the preservation of wild populations and their habitats.

In 2022, we restructured our *in-situ* conservation fund, to ensure alignment with our conservation goals as an organisation. As part of this, we prioritise projects that focus on great apes or EEP species that Twycross Zoo coordinates, involve local conservation organisations or locally employed staff, build capacity to enable continued and effective conservation of wildlife, and have clear indicators to measure success and conservation impact.

6 INTERNATIONAL PARTNERS WE WORKED WITH TO PROTECT WILD ANIMAL POPULATIONS

In addition to our native species projects, covered in goal five, we currently support *in-situ* international conservation partners to support wild populations of:



Bonobo



Bornean orangutan



Cao vit gibbon



Ecuadorian amazon parrot



Yucatán black howler
Central American spider monkey



Anoa
Sumatran tiger
Babirusa
Banteng

1 NEW FIELD PROJECT

2024 saw the introduction of a new project for Twycross Zoo as we joined the 'Action Indonesia' international partnership coordinating the Global Species Management Plans (GSMPs) for anoa, banteng, babirusa, and Sumatran tiger. Over 50 institutions are involved, combining the skills, resources and expertise of both the zoo community and *in-situ* conservationists to achieve stable wild and captive global populations of these species, with activities focused around the following goals: To reach a demographically and genetically healthy global *ex-situ* population, to raise awareness among zoo visitors, to use zoo expertise to help *in-situ* conservation and to prioritise and support *in-situ* projects.



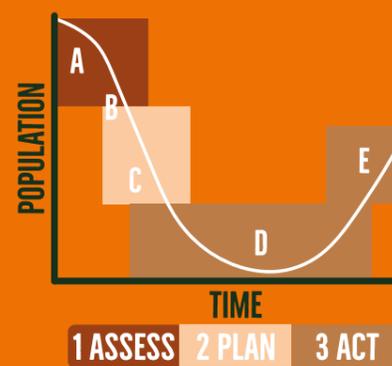
Funding from us will be used to support training workshops for Indonesian zookeepers, zoo educators, and government workers. As well as this, Senior Conservation Education Officer, Denver Anderson joined the Action Indonesia Education Working Group, providing technical support to develop training programmes and prepare education materials.

BY 2030 REVERSE THE RED OF 15 SPECIES

In 2023 we launched an ambitious target as part of the global Reverse the Red initiative to reverse the decline of 15 species before 2030. The aims are to reverse the current negative trends in species survival and to:

“IGNITE OPTIMISM AND COLLABORATIVE ACTION TO GUARANTEE THE SURVIVAL OF ALL SPECIES WE SHARE THIS PLANET WITH, AND THE ECOSYSTEMS THEY LIVE IN AND TO EMPOWER COMMUNITIES AROUND THE WORLD.”

At Twycross Zoo our Reverse the Red target spans conservation goals two (international projects) and five (native species) and will focus on species for which we are making a concerted effort to have demonstrable positive impact on their populations, and those we are able to monitor progress against using species recovery curves.



- A) Assess and monitor the species
- B) Diagnose threats and plan conservation action
- C) Trail conservation action and monitor impact
- D) Introduce the conservation action and monitor impact
- E) Manage the population and monitor recovery



INCREASED CAPACITY FOR IN-SITU CONSERVATION

In 2024 we increased our capacity for *in-situ* conservation in comparison to 2023. Whilst our work on the zoo site, protecting *ex-situ* populations is of paramount importance, it is important that this is coupled with work to ensure that populations, habitats and ecosystems exist in the wild, to enable species survival.





312 HOURS OF TECHNICAL SUPPORT

Capacity building and training in conservation skills is essential to future proof conservation efforts. As part of our commitment to conservation we are targeting ourselves on days of technical staff support time for *in-situ* wild population conservation.

In 2024, seven of our team members, across different zoo departments were involved with international field conservation and shared their wide array of skills. This included Ape Team Leader, Jen Bridges, travelling to Guinea Bissau to support the work of researchers from University of Derby in developing new sampling methods using eDNA to detect the presence of chimpanzees. As well as our Head of Conservation Education, Dr Richard Sands, along with three team members travelling to Indonesia to support the work of Borneo Nature Foundation.



SUCCESSFUL PRIMATE RELEASES

Since 2019 Twycross Zoo has supported the work of Wildtracks in Belize in the rehabilitation and release of primates. In 2024 we supported research as part of a masters degree by Alisha Huotari, who investigated the long-term success of the Yucatán black howler monkey rehabilitation and release program in Belize's Northeastern Biological Corridor. Coordinated by our project partner Wildtracks, this project has seen 78 howler monkeys released over a 12-year period, some with zoo support. During the study period, Alisha identified 118 individual howler monkeys in 23 troops, demonstrating population growth and successful reproduction, including multiple wild-born generations. Released monkeys displayed activity budgets, feeding behaviour, and territoriality similar to fully wild individuals. They spent comparable proportions of time resting, feeding, and socializing, consumed a diverse diet, and established stable home ranges with limited overlap. These similarities underscore the effectiveness of Wildtracks' evidence-based protocols, which include staged rewilding, social group formation, and pre-release acclimatisation.

This research provides evidence that Wildtrack's ongoing reintroductions of howler monkeys are successful. Further to this, these evidence-based reintroductions can act as a model for other rehabilitation centres in the region and internationally. In the future, we hope to work with Wildtracks to extend this research to the other primate species they work with, Central American spider monkey.

3 YEAR COMMITMENT TO ORANGUTAN CONSERVATION

For the past five years, Twycross Zoo has been supporting the work of Borneo Nature Foundation (BNF) - a not-for-profit wildlife conservation and research organisation that protects and safeguards tropical rainforests and the environment in Borneo. In 2024 we developed a new three-year project, recognising that whilst successful conservation can take many decades, enabling financial security for as long a period as possible enables a project to have greater impact. The focus of our project is to continue environmental education activities within the fringes of orangutan forest habitat and expand on these by creating a scholarship to promote higher education studies in wildlife and conservation, for young adults. Additionally, the work of the BNF education team helps to empower indigenous people and local forest dependent communities to become guardians of their forests.

Education and awareness programmes are critically important for changing public attitudes and behaviour to support conservation goals as well as helping people make links between their activities and conservation impacts. This awareness motivates people to act against threats to wildlife (e.g. forest fires, illegal logging, hunting) and to support conservation in general. Our team at Twycross Zoo has provided support to the BNF education team including training in education theory from a formal education structure, and how the implantation of such techniques can benefit outcomes. This collaboration will continue to aid in development of education materials, complete with monitoring and evaluation methods to enable us to determine the success of the project, and its conservation impact.





Dr Rebecca Biddle interacts with children at Anak Sebangau 'Children of Sebangau'. The Twycross Zoo team supported Borneo Nature Foundation in the delivery of workshops promoting sustainable livelihoods, including the impacts of deforestation on gibbons - Borneo Nature Foundation



A wild troop of West African chimpanzees spotted on camera trap footage from Guinea Bissau - University of Derby, Twycross Zoo



Twycross Zoo team collect eDNA samples from Chimpanzee Eden - Adam Kay



**INSPIRE POSITIVE CHANGE
FOR WILDLIFE**

INSPIRING POSITIVE CHANGE

GOAL THREE



To deliver conservation education to promote positive behaviour change for wildlife conservation and become a conservation role model for the zoo and wider industry.

91,333 GUESTS ATTENDED OUR TALKS

At Twycross Zoo we deliver extensive informal and formal education programmes to educate, inspire and involve our guests in our mission of species conservation. As part of our informal education delivery,

we encourage our guests to engage with signage around animal habitats and to attend talks during their visit to the zoo. Our talks are delivered by our team of Conservation Education Rangers, such as Lucy Vann, who are extremely knowledgeable and passionate about nature. Their talks are carefully created to provide interesting and intriguing information about our animals, the conservation status and threats to our species, and importantly, ways that our guests can get involved in conservation through their own sustainable behaviours.



In 2024, our most popular was the flamingo talk, attended by more than 17,000 guests, who had the opportunity to learn about threats flamingos face, general information about their biology and ecology as well as our own animals and their husbandry. We use our flamingo talk as a gateway to talk about water conservation and how to use water responsibly.



An education ranger giving a talk at Twycross Zoo

45,764 STUDENTS AS PART OF FORMAL EDUCATION VISITS

In 2024, we welcomed 45,764 school students to our zoo as part of formal education visits with their school class and teachers. Of these, 30,576 students took part in a self-led visit and 15,188 additionally booked a workshop with our Conservation Education Officers. These workshops offer a chance for students to learn more about wildlife and conservation, through curriculum linked topics - our most popular being KS1 Habitat Chat (70 workshops in 2024), followed by KS2 Life in the Rainforest (52 workshops in 2024) and KS1 Sorting Species (50 workshops delivered in 2024).

3 STUDENT VOLUNTEERS

We recognise that many young people have a love of wildlife and are passionate about pursuing a career in conservation. In 2024 we launched a new partnership with the SMB College Group (Brooksby Campus), providing opportunities for some of their Level 3 Animal Management students to become volunteers at the zoo. The student volunteers were trained to engage our guests with information about our animals during busy periods in the year, and to support meaningful conversations. Helping to achieve our mission as a conservation and education charity, whilst ensuring that our guests have a fulfilled day out at the zoo. One of the volunteers demonstrated significant potential and was successful in later obtaining paid employment with the education team.



Student volunteers at Twycross Zoo - Adam Kay

94,702 MEANINGFUL CONVERSATIONS

Meaningful conversations are fundamental to the education mission of the zoo and refer to occasions where zoo staff actively engage in conversation about conservation or animals with our guests, which can help to inform people about conservation issues, build emotional connections, encourage behaviour change and counteract misinformation. In 2024, education staff had 94,702 meaningful conversations with our guests. This was facilitated with education rangers positioned in our deep dark wood Butterfly Paradise walkthrough, but also with the use of our "conservation cart" - a mobile platform that allows the education rangers to carry games and artefacts and engage people around the zoo.





38 OUTREACH SESSIONS TO LOCAL SCHOOLS, UNIVERSITIES, AND GROUPS

Outreach is a great way to reach groups that otherwise may miss out on our conservation education provision. In 2024, we visited 38 sites away from the main zoo, including the Hinckley & Bosworth Borough Council conference. This event brought together local businesses within the area to share sustainable practice frameworks. We also ran an “unbox your future” event, working in collaboration with schools in the Leicester city area to develop skills-based opportunities for young people, and supported Ecoschools, an ongoing collaborative effort where we work to support roadshows for young people to learn from organisations and award prizes for the best schools.



774 FURTHER AND HIGHER EDUCATION LEARNERS

Our education provision spans all levels and in 2024, 774 higher education (HE) and further education (FE) learners attended lectures at Twycross Zoo. Our FE lectures are designed specifically to match the needs of T-levels. HE lectures include both BSc and MSc bespoke content to match the needs of the degree programme. With the opening of our new Global Conservation Centre in 2026, we will expand our HE delivery significantly with co-developed courses and residential fieldtrips.

35 VETERINARY SCIENCE STUDENTS TRAINED

The veterinary department at Twycross Zoo plays a huge role in training the vets of the future by hosting final year Nottingham University veterinary students and final year Nottingham Trent University veterinary nurse students on placement shadowing the zoo team. In 2024, 35 veterinary students and 2 veterinary nurse students spent a total of 340 days (2,720 hours) working with the veterinary team and learning about the important work zoos do for conservation.



Phillipa Dobbs, our Veterinary Services Manager was awarded excellence in teaching by University of Nottingham 2024 final year veterinary students and voted one of the most supportive and inspirational clinical associate staff members in the exotics rotation.

4.5/5 RATING FOR OUR CONSERVATION EDUCATION WORKSHOPS

In 2024 as part of our education delivery quality assurance, post session surveys were sent to all schools who made a booking. One hundred schools responded and rated their visit an average 4.5 out of 5. Excluding self-led visits, 82% of teachers attending formal session in the zoo rated the quality of delivery as excellent.

“Children have a deep concern about the state of the planet and the ongoing damage to the rainforests in particular (our study focus). We were all particularly impressed by the conservation and education aspects of your work at Twycross. Many thanks to you all.”

“It was a wonderful trip, it was a treat for the children for having a great year in Year 7. They really loved it and I got a lot of positive feedback from parents. Thank you”



**ENHANCING THE VALUE
OF ZOOS FOR SOCIETY
AND NATURE**

IMPACTING SOCIETY

GOAL FOUR



To enhance the value of zoos for society and wildlife conservation by action, and through influencing relevant regional and national policy.

The future of conservation zoos relies on collaboration and working together to achieve maximum impact. At Twycross Zoo we consistently work with our national, regional and international zoo associations, professional scientific organisations and academic institutions, to ensure that our expertise helps to inform, guide and drive best practice for species conservation. We also play a wider role in society, as a zoo, nature reserve and much-loved green space for access to support wellbeing, and as a significant local employer.

183 TEAM MEMBERS

As a significant employer in the East Midlands, the zoo had 111 full-time equivalents, with a peak headcount of 183 team members in 2024. Employee wellbeing and engagement remain a top priority, and this year, we undertook a comprehensive review of our benefits package, resulting in improvements across the board, including pay increases for all employees. In addition to our existing benefits, we introduced:



Life assurance for all permanent employees



Enhanced company sick pay policy



Offering savings on a wide range of products and services



Free daily tea, coffee and toast



An electric car lease scheme to support sustainable commuting

To further enhance internal communication, we expanded our internal channels to include Facebook and WhatsApp, making updates more accessible for all teams. We also conducted a full employee survey at the beginning of the year, followed by pulse surveys to continuously track engagement and progress.

We are committed to continuous learning and development across all teams. In 2024, we increased our training and development budget for our animal teams by 40% and launched our Leadership Academy, which delivered in-house training on leadership development, customer service excellence and effective communication skills.

These initiatives reflect our ongoing commitment to creating a supportive, rewarding, and dynamic workplace for our employees.

715,678 VISITS TO OUR ZOO

In mid-2023 we launched a new annual pass ticket to our zoo which allows guests to pay for one day and visit free for the year. This has enabled many of our guests to visit multiple times during the year, gaining a better understanding of the conservation role of zoos. By increasing accessibility and reducing the cost per visit we have seen that on average guests visited twice during 2024.

40 POSITIONS OF INFLUENCE

By 2030 we aim to hold 60 positions of influence across our professional associations. Positions of influence are defined as role whereby the person is a leader in that field, and can actively contribute to driving best practice, enhancing the standards and impacts that conservation zoos can have. By increasing the number of roles that we have, we are playing our part within our zoo community and committing to drive forward change. In 2024 we held 40 positions of influence – an increase of 15 roles from 2023. Supporting our team members to undertake these roles provides a benefit to them with regards to professional training and development, and to the zoo in terms of reputation building, skills development, and awareness of best practices. Examples of such roles include:



Dr Rebecca Biddle
EAZA Vice Chair



Lynsey Bugg
EAZA Gibbon TAG Chair



Yianna Cooling
BIAZA Accreditation Screener



Phillipa Dobbs
EAZA Veterinary Advisor for the Bush Dog EEP



Katherine Finch
BIAZA Mammal Working Group Research Liaison



Dr Stuart Young
BIAZA Field Conservation Committee Member

33 CONFERENCE PRESENTATIONS

In 2024 our teams published 3 scientific papers and ended the year with 6 more in review. We also delivered 33 professional and scientific conference contributions. Some examples include; Naomi Frost presenting "Informing best practice in zoo animal welfare assessment", at the annual BIAZA Research Conference in Fota, Rebecca Biddle presenting "Twycross Zoo 2023-2030 Conservation Strategy - increasing and monitoring our impact through evidence-based decision making and collaboration", at the WAZA Annual Conference in Sydney, Laura Cannon who presented "How to excel at great ape nutrition - tailoring the menu at Twycross Zoo" at the Great Ape Welfare Meeting in Paignton Zoo, and Stuart Young who presented "Insights in Conservation Strategies from EAZA members" at the EAZA Conservation Forum in Ostrava.



10 CONSERVATION FOCUSED MEDIA STORIES

In 2024, we had a strong focus on using our networks and voice to enhance awareness of the conservation role of zoos, with our visitors, followers and society more generally. To achieve maximum traction, we worked with our in-house and agency PR teams on both proactive and reactive activity that aligned with events and activities going on at the zoo, as well as in the wider world and media agenda. Collectively, we were able to publish 10 conservation-specific pieces, that were covered regionally, nationally and globally in the media 628 times, and reached a maximum of 1.2 billion people.

This included a mix of more innovative, creative ideas to discuss hard-hitting topics, such as taking 'Louie' an animatronic orangutan to the ITV Central studios with an expert spokesperson talking about the need for sustainable palm oil production to save the species. In addition we launched our ambitious targets as a charity as part of the Reverse The Red campaign, to reverse the decline of 15 species by 2030. We also used topical stories in the news, such as the launch of Love Island to gain coverage of the zoo's newest 'couple' - a breeding pair of Critically Endangered red fronted macaws, who arrived at Twycross Zoo as part of a conservation programme designed to protect their species, which has less than 1000 individuals in the wild.



Adam Kay, PR & Content Manager at Twycross Zoo

140 PEOPLE ATTEND CAREERS FAYRE

On the 25th October, Twycross Zoo hosted their first ever careers fayre. This was an open careers day held on-site for learners aged 14-18 to showcase the zoo and allow attendees to gain knowledge of the range of roles available within the sector, as well as access pathways and networking opportunities.

There were stands manned by South Staffordshire College, Derby College, Dipper Ecology, Forestry England, Hinckley and Bosworth Borough Council, National Trust, National Forest, Severn Trent, SMB College Group, University of Derby, University of Wolverhampton, Warwickshire College Group, Nurture, and our own animal and conservation teams. The event was a massive success, with over 140 attendees.

10 YEARS OF RESEARCH INTO APE HEART HEALTH

The Ape Heart Project is an important collaboration between University of Nottingham, University of Birmingham and Twycross Zoo. It is an international team of veterinarians, cardiologists and researchers working hard to better understand great ape heart disease in captive great apes in Europe. This project is supported by the European Association of Zoos and Aquaria (EAZA) Great Ape Taxon Advisory Group and has worked with many zoos in Europe for many years to help diagnose and treat ape heart disease. To date the project has helped facilitate more than 10 years of research into this important topic and published over 18 peer reviewed publications to aid in diagnosing and treating this important disease. In 2024 the project supported two students in their studies:

Rachel Jarvis, a BBSRC PhD student who completed her PhD at the end of 2024 following four years of research looking at the relationship between cardiovascular health, serum biomarkers and vitamin D levels in captive great apes.

Will Purcell, a Nottingham University veterinary student, who reviewed previous data collected by staff involved in the project as part of his Masters - research which will hopefully be published in the coming year.



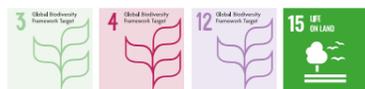
Chimpanzee (Pan troglodytes) at Twycross Zoo - Adam Kay

CARING FOR UK ECOSYSTEMS



PROTECTING UK WILDLIFE

GOAL FIVE



Conserve UK native wildlife and habitats on our site and beyond and support key UK environmental initiatives.

10% OF OUR LAND PROTECTED FOR WILDLIFE

Adjacent to Twycross Zoo sits our Wetlands Nature Reserve. This is free to enter and provides opportunity for a gentle stroll down a winding path of ponds, surrounded by native wildlife, to the large pond with bird hide from which to sit and gaze into the distance. Our dedicated Biodiversity Action

Plan for the Twycross Zoo Wetland Reserve ensures that we manage this land in a way to protect the species that are there, including hedgehogs, harvest mice, common toads and frogs, multiple butterfly species and a breeding population of grass snakes.

DECLARED A DESIGNATED LOCAL WILDLIFE SITE

To ensure that our Wetlands Nature Reserve stays protected into the future, in 2024, we worked with the Leicestershire and Rutland Wildlife Trust to designate our nature reserve as a Local Wildlife Site. The reserve consists of 19 ponds bordered by a species rich grassland including knapweed, ox-eye, cowslip, wild carrot, birds-foot trefoil, musk mallow, hay rattle, meadow buttercup. This grassland meets the Habitat Quality criteria as it contains 16 plant indicator species, and the 19 ponds contained a further three. The lowest pond is an open-water body with marginal fringes of mainly typha, water mint and hard rush, with meadowsweet, great willowherb and greater pond sedge on the terrestrial banks.



Twycross Zoo team managing our Nature Reserve - Adam Kay

4 DESIGNATED ANCIENT HEDGEROWS

We are also lucky enough to have four ancient hedgerows on our site, that contribute to the designation as a Local Wildlife Site. Hedgerows are often relic features in an historic landscape denoting boundaries between parishes or landowners, and this is typical of the landscape character of this area of Leicestershire. The hedgerows are interspersed with mature trees along their length and may also be relics of ancient woodlands. The old hedges at Twycross Zoo also have associated features such as banks, ditches, veteran trees and deadwood habitats that add to their wildlife value and provide niche habitats for wildlife as well as acting as important wildlife corridors to connect habitats in the wider landscape. These hedgerows provide important features in an otherwise barren and intensively farmed landscape around the zoo, making them particularly valuable for wildlife dispersal to forage and commute to other nesting or roosting sites.

The tree standards within the hedgerows are all mature specimens of ash and oak. They contain many features associated with wildlife such as fungal growth, cracks, crevices and fissures (for bird nesting/bat roosting), broken limbs and cracked bark (for invertebrates). The hedgerows contain common hawthorn and Midland hawthorn, field maple, dogwood, blackthorn and elder.

635 MATURE TREES ON SITE

Twycross Zoo is a very rural site, and we are lucky enough to be surrounded by native wildlife, in mature trees and wild spaces. In 2024 we calculated that we have 635 large mature trees, 7.4 hectares of hedge and shrub 23 hectares of grassland within our zoo land. Having this data gives us a benchmark to work from, to ensure that we improve and incorporate protection of these trees into our future development plans. This piece of work also gives us a very rough estimate that we offset approximately 1500 tonnes of CO2, using our zoo.

3 YEARS OF BUTTERFLY DATA

2024 was the third year of conducting systematic butterfly population counts on the Twycross Zoo Nature Reserve as part of the UK Butterfly Monitoring Scheme (UKBMS). The data collected here by Twycross Zoo staff is important to not only show local trends in butterfly populations and numbers on the reserve but also feeds into regional and national datasets. This is vitally important since Butterfly Conservation declared a "butterfly emergency" due to butterfly numbers declining by 80% since 1970 – indeed, data from our Nature Reserve showed declines in butterfly abundance of 62.5%, with some species such as the Common Blue declining by 93%.

Continuing contributing to the UKBMS means we can monitor further declines and highlight species particularly at risk, as well as being able to track the effectiveness of interventions. In addition to this, this is an effective way to engage zoo staff with native species conservation.







1 SPECIES MOVED ALONG THE RECOVERY CURVE

The Kentish glory moth is extinct in England, last being found in the Wyre Forest, Worcestershire, in the 1970s. In a formal partnership with Natural England, Forestry England, and Butterfly Conservation, we are working to re-establish the moth in its former stronghold. To inform this potential reintroduction, we have worked with the University of Leicester to understand the genetics of the extant populations of the moth (in Scotland and continental Europe). With the Natural History Museum, we can then compare this to the genetic make-up of the historic English populations using ancient DNA techniques.

This research will show which populations will be suitable for conservation breeding and reintroduction to the Wyre. Further, the Kentish glory moth is one of the 15 species we have committed to reverse the decline of as part of our 'Reverse the Red' pledge.

PAVING THE WAY FOR HAZEL DORMICE

Hazel dormice are listed as 'Vulnerable' on the UK Red List for Mammals (although recent research suggests they are now 'Endangered'). Locally, they are extinct in Leicestershire. Since 1993, a national reintroduction scheme coordinated by the Peoples Trust for Endangered Species has released dormice into 25 sites across Britain.

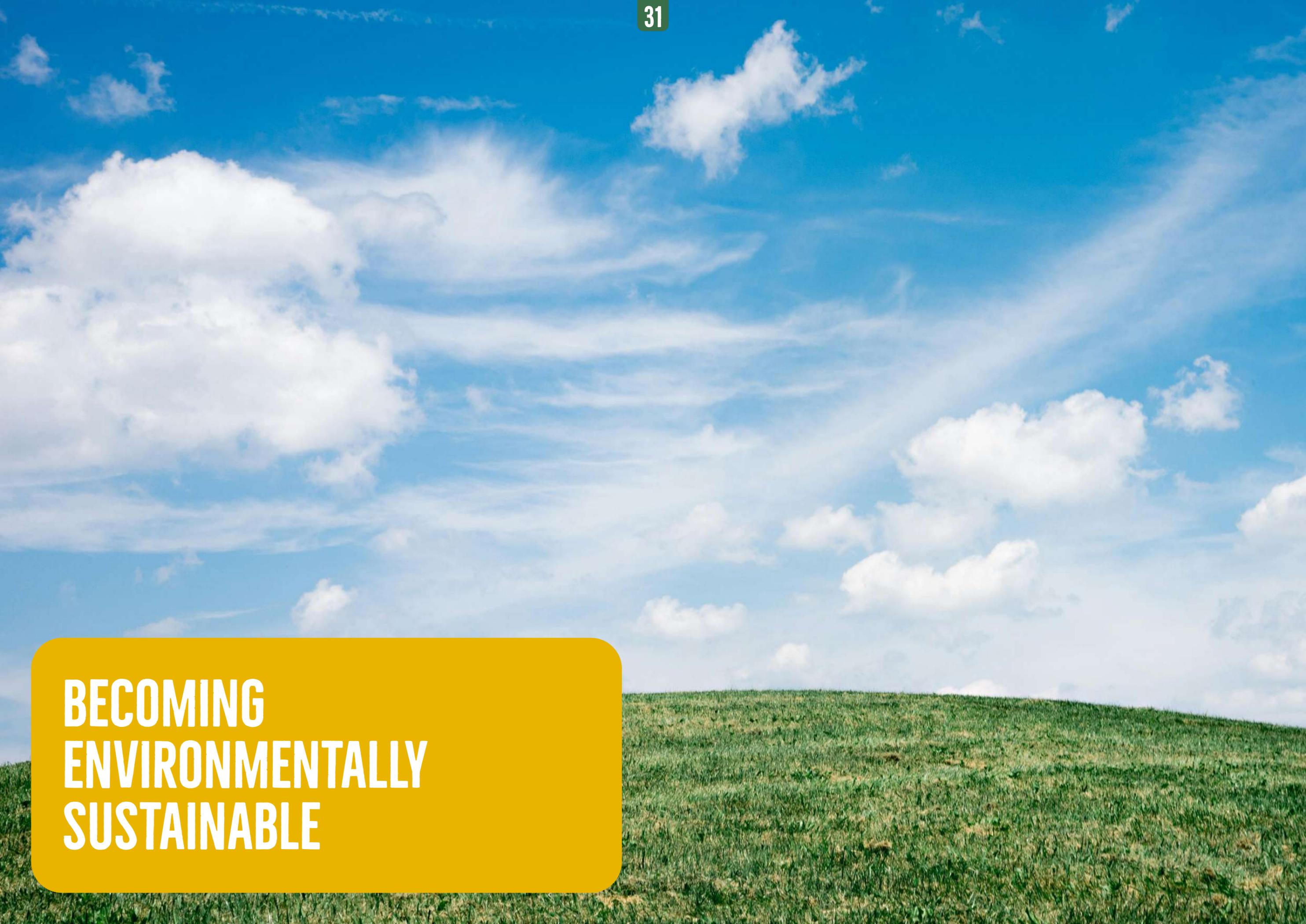
In 2023, we supported the release and post-release monitoring of dormice at Calke Abbey, Derbyshire. We also supported surveys across Leicestershire, working with local landowners and conservation groups, to identify suitable sites for reintroduction to the county. In 2024, we received £18,850 from the UK government (in partnership with Hinckley & Bosworth Borough Council) through the UK Shared Prosperity Fund to develop quarantine facilities at the zoo.

Quarantine facilities at Twycross Zoo will allow us to perform crucial health-checks and disease risk analysis on captive bred animals before they are released into the suitable sites identified in Leicestershire. In addition to this, the current dormouse quarantine facilities are concentrated in southern England, and there is an identified need to increase capacity elsewhere to support releases in the Midlands and the North. Following local releases in 2025, our quarantine facilities will help us to contribute to future reintroductions elsewhere in the UK. Interpretation around the on-site quarantine will also allow us to educate and engage our visitors with our local conservation work and raise awareness of threatened native species.



Hazel dormouse (*Muscardinus avellanarius*) - Frank Vassen

**BECOMING
ENVIRONMENTALLY
SUSTAINABLE**



ENVIRONMENTAL SUSTAINABILITY

GOAL SIX



To become a sustainable organisation and minimise our contribution to global climate change.

The mission of our organisation as a conservation charity is inherently linked to preventing global climate change – conserving species is critical to the future of all life on earth and helps to support effective functioning of our planet. However, above and beyond our charitable mission and its contribution to the prevention of global climate change, it is essential that we take sustainable actions across all our activities and inspire our guests to do the same.

In our Conservation Strategy 2023-2030 we set out four areas of work towards becoming a sustainable organisation. This included 1) waste reduction, 2) procurement, 3) energy usage and 4) inspiring our guests, and we have worked closely with our teams, catering (Restaurant Associates) and maintenance (Wates) partners to drive improvements.

NEW SUSTAINABLE PROCUREMENT POLICY

In 2024 we developed a new Sustainable Procurement Policy that will go live in early 2025. This includes guidelines and requirements on animal welfare, environmental and sustainability practices, and ethical trading.

The policy will be used to review new and existing suppliers, to ensure that they meet our requirements, or can work towards these within a given timeframe.



Eco-friendly plush in the gift shop at Twycross Zoo - Adam Kay

SWITCH TO ELECTRIC

In 2024 we reviewed our full vehicle fleet and were able to move from 11 vehicles (7 diesel and 4 petrol) to 10 (5 diesel and 5 electric), completely replacing all petrol vehicles with electric. When comparing between the old and new vehicles, based on mileage or hours of usage across the year, we project a reduction of 65% reduction in CO2 emissions from vehicle use.



23% OF OUR WASTE RECYCLED

We have set ourselves a target to recycle over 50% of the waste generated on site annually, by 2030. In 2024, we increased our recycling to 23% of waste generated on site, by introducing new recycling streams. This is an increase from 19% in 2022.

30,500 GUESTS REACHED WITH RECYCLING MESSAGES

We currently raise awareness of recycling message to our guests in our penguin, gorilla, chimpanzee and bonobo educational talks; across 2024 we have delivered these talks to over 30,500 guests.

538 FOOD ITEMS PROVIDED

In 2024 we partnered with Olio to ensure we have as little food waste as possible. As part of this, a total of 538 items were collected by volunteers and redistributed to families and individuals in need.

70,547 PLASTIC BOTTLES DIVERTED FROM OUR WASTE

We diverted 70,547 plastic bottles from our waste, by providing different plant based drinking vessel options in The Catch our fish and chip shop.



Simon Brierley, Catering General Manager at Twycross Zoo



GAVE CENTRE STAGE TO RECYCLING

In a concerted effort to promote sustainability and raise awareness about the importance of recycling, we created an impactful recycling display at the main entrance of our zoo. Set up from 11th October we estimate that 81,956 guests will have walked past it and had the opportunity to engage (based on its location). This initiative combined creativity, collaboration, and education to engage guests and staff in meaningful environmental action. The display was designed using discarded plastic and recyclable materials collected from the zoo, to ensure that it was a true reflection of our waste footprint. Teams were encouraged to bring in recyclable items, allowing active participation, and items that had been left behind or dropped by guests in the zoo, were carefully gathered. These collected materials were creatively arranged to form an eye-catching and thought-provoking display that stood at the main entrance to the zoo. To reinforce the message, the display included prominently placed signage with two key components:

HARD-HITTING FACTS

Statistics and statements highlighted the long-term consequences of neglecting recycling.

ACTIONABLE TIPS

Simple, practical advice was provided to show guests how they could incorporate recycling into their daily lives, making it easy to take action at home.

GUEST ENGAGEMENT

Visitors stopped to interact with the display, often taking photos and discussing the facts presented. Many expressed surprise at the scale of waste and its impact on the environment.

STAFF INVOLVEMENT

Employees became ambassadors for recycling. This recycling display at the Himalaya entrance successfully transformed waste into a powerful educational tool. By combining creativity with impactful messaging, we not only highlighted the importance of recycling but also inspired actionable change among our staff and guests.

6,300 VETERINARY DISPOSABLES RECYCLED

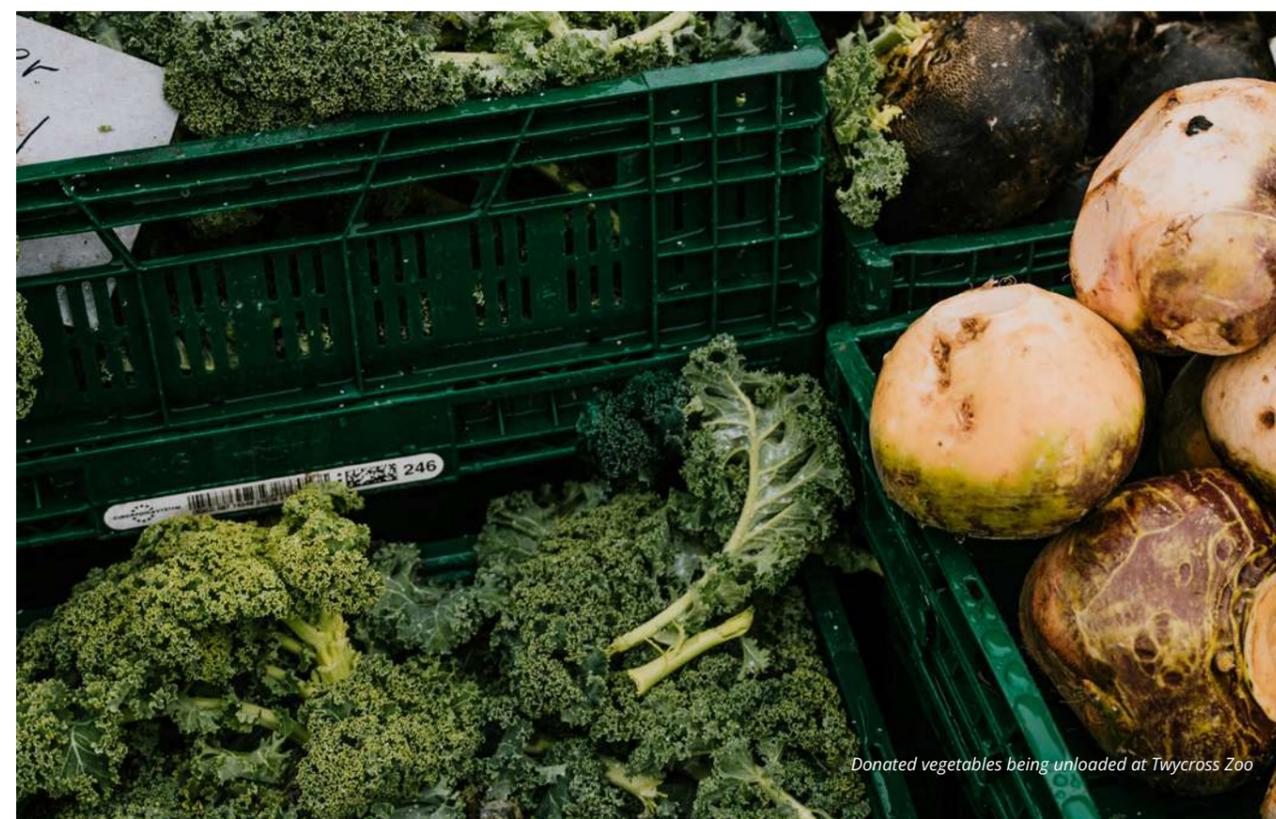
Using many sterilised products means a lot of plastic. The veterinary department have worked hard to increase the amount of veterinary items that are recycled rather than incinerated or disposed of in landfill. In 2024 all of the sharps containers used for disposal of needles were made from recycled plastic. They recycled 110 litres (>2000 items) of soft plastic and approximately 4300 empty blister packs from used medication. If you use medication in your own home, you can take your used medication blister packs to Superdrug stores in the UK for recycling and help reduce normal waste from medication.

£560 SAVED PER WEEK THROUGH OCADO DONATIONS

We collect donations from Ocado twice per week, during which we take food items that would have otherwise be destined for landfill. This includes items such as meat, fruit and veg, that can be incorporated as part of our animals carefully curated diets, and other items for our teams. As an estimate, we believe this helps to save us more than £500 per week, but importantly also ensure that less food is wasted.



Andy Ridout, Animal Services Manager at Twycross Zoo



Donated vegetables being unloaded at Twycross Zoo

LOOKING FORWARD

FROM OUR CHAIR OF THE BOARD OF TRUSTEES
GEOFF HOON



As Chair of the Board of Trustees of the Twycross Zoological charity I have always been very proud of the zoo's consistent commitment to conservation. From the very beginning of Twycross Zoo, led by its founders Molly Badham MBE and Nathalie Evans, through to the remarkable work currently being carried out by our team now, conservation has been at the heart of everything that we do and across that time, the conservation challenge has intensified. The climate and extinction crisis has worsened year on year. Saving species in zoos may be the only means of preserving some of our most endangered creatures. This report showcases some remarkable achievements and emphasises the hard work and dedication of our people at Twycross Zoo.

We have set out our six key conservation goals and we are determined to make real progress in all of these areas in 2025

Conservation Goal One

We will open a new animal habitat with endangered reptiles, spiders and related creatures. We want to engage all our visitors, young and old, across the full range of conservation challenges, not simply those related to the larger and more easily identifiable mammals.

Conservation Goal Two

We will initiate a new African Ape conservation project as part of our commitment to "Reverse the Red" for fifteen species.

Conservation Goal Three

We will provide more opportunities for our visiting guests to be involved in supporting native species conservation by becoming Zoo Crew Champions.

Conservation Goal Four

With the expected launch of new Secretary of State's Standards of Modern Zoo Practice (SSSMZP), we will continue to play our full part in driving best practice for conservation in all zoos in the UK.

Conservation Goal Five

We will enhance the work at our very own nature reserve to increase the number of local species and support the reintroduction of UK native species.

Conservation Goal Six

We will go on improving our waste management on the way to our target to recycle 50% of all our waste by 2030.

Above all else we will continue to develop and build our Global Conservation Centre - onsite at Twycross Zoo with its mini campus for academic research and a new orangutan habitat. 2025 will be a year full of incredible achievements and progress for conservation.

YOUR SUPPORT MATTERS

VISIT WITH PURPOSE

Every visit helps fund the protection of endangered species both here in the UK and around the world. From our animal care to our wild conservation projects, your ticket makes a difference.

BECOME A CONSERVATION MEMBER

Go behind the scenes of our conservation work. Our new membership gives you exclusive stories from our teams in the UK and overseas, plus invites to special conservation events.

DONATE OR FUNDRAISE

Support a cause you care about. Whether it's reintroducing native species, protecting wild habitats, or backing cutting-edge science, your donation helps us act faster and go further.

PARTNER WITH US

We work with like-minded organisations who want to make a real impact for wildlife. From sponsorship to CSR initiatives, we're open to creative partnerships that support our mission.

WWW.TWYCROSSZOO.ORG



TWYXCROSS ZOO

CONSERVATION IN ACTION 2024

Discover more of our work at www.twycrosszoo.org

Twycross Zoo - A registered charity 501841