

August 28, 2015

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Public Health Office
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**Regarding submission of an Improvement Plan relating to the death of Ucchi the sun bear at
Maruyama Zoo**

In relation to the case of the death of Maruyama Zoo sun bear “Ucchi” on July 25, 2015 which is seen to have occurred due to a failure to adhere to the standards outlined by Article 21 Section 1 of the Act on Welfare and Management of Animals, Maruyama Zoo received a written Improvement Advisory from the Animal Welfare & Management Center dated August 21, 2015.

Based on this advisory, Maruyama Zoo has drafted and hereby submits the following Improvement Plan as outlined.

Maruyama Zoo hereby commits to the steady implementation of this plan and therefore requests the continued surveillance of the Animal Welfare & Management Center as pertinent to relevant laws and regulations.

Improvement Plan Overview

I. Policies of improvement

Maruyama Zoo takes the case of having caused an animal death extremely seriously. This Improvement Plan, which covers not only the zoo’s breeding facilitation system but also the overall structure of the zoo’s animal care management, was drafted with the intent of ensuring animal safety through the pursuit of ongoing systematic review.

The plan additionally promotes careful consideration of issues requiring attention for a finite period of time by calling in specialists with knowledge of animal keeping and zoo administration as external advisors, as is appropriate.

II. Improvement Plan

The plan outlines the following improvements in accordance with the content specified within the

received written Improvement Advisory.

1. Establishment of a legitimate animal care implementation structure that conforms to legal standards

a) Consolidate and reinforce the functionality of veterinarians

(Scheduled implementation: September & October, 2015)

The service of veterinarians who monitor the health of animals ought to be a top priority within the framework of zoo administration and requires prompt improvement.

With this in mind, Maruyama Zoo is taking immediate measures toward consolidating and reinforcing the functionality of veterinarians in order to enhance the medical examination system for animals by unifying the current two rearing teams of three veterinarians into one team (September) and furthermore increasing the number of veterinarians on staff (October).

b) Review of the approach to strengthening zoo organization

(Scheduled implementation: Spring of 2016 (incorporating input from external advisors))

A review will be conducted concerning the approach to strengthening the organization of the zoo in order to take expert charge of duties regarding the routine health examination of animals, safety inspection of animal housing facilities and the overall health monitoring of the animals.

c) Review of approaches to staff recruitment and training

(Considerations to be made alongside external advisors, including the timeframe of implementation)

In aim of the further enhancement of the animal rearing system, a review will be conducted making reference to case studies from other cities concerning the approach to recruiting and training personnel that harbor specialized skill and knowledge in animal keeping.

d) Review of the optimal oversight of the zoo during opening and closing hours

(Scheduled implementation: Spring of 2016 (incorporating input from external advisors))

A review will be conducted concerning the optimal oversight of the zoo during opening and closing hours in order to ensure that there is sufficient time to meticulously monitor the physical condition of the animals, carry out safety inspections of all animal housing facilities and share information among faculty such that the zoo may be operated in a fully prepared manner.

2. Drafting of implementation plans and revision of duty manual

a) Drafting of implementation plans

(Implemented August, 2015)

A review was conducted to draft individual implementation plans for the introduction of new animals to the zoo, commencement of practice drills for moving animals into cohabitation and encouraging breeding as well as changes including methods of exhibiting animals in care.

b) Revision of duty manual

(Scheduled implementation: September, 2015)

The current Animal Care Duty Manual (last revised November, 2010) is to be re-examined and its content revised in light of the recent incident. Revisions are to include in particular items that take into consideration elderly and/or injured animals and the development of a positive care environment.

3. Enrichment of staff education **(Scheduled implementation: September, 2015)**

Maruyama Zoo aims for the enrichment of staff education through holding training led mainly by the animal handling officer (Manager of Zoo Animal Exhibits) in order to ensure that all staff members involved in animal care duties fully understand the revisions made to the duty manual, share information, and are sufficiently aware of relevant laws and notices (Act on Welfare and Management of Animals, Standards for the Keeping and Feeding of Animals on Exhibit, etc.)

The zoo shall also strengthen initiatives to improve animal care techniques by means such as calling in external specialist instructors to conduct training courses.

4. Conduct overall inspection of facilities and take remedial action

a) Conduct emergency inspection of the Africa Zone

(Implemented August 25-25, 2015)

A two-day facility inspection was conducted in order to receive technical advice from other zoos regarding the relocation of large animals to the Africa Zone, which is scheduled to open in the near future.

b) Temporary early closure of the zoo

(Scheduled implementation: September 14 - 18)

A temporary period of early closure of the zoo (the traditional closing time of the zoo will be moved up from 17:00 to 13:00) will be put in place over five days in order to carry out an overall inspection of all facilities, verify of hygiene management and hold a range of trainings – activities that are otherwise difficult to conduct during opening hours.

5. Revisions for facilitating the sharing of information **(Implemented August, 2015)**

Revisions were made to secure more time for regular staff meetings to allow for information on the condition of animals and matters regarding animal care management to be shared as an organization without delay.

III. Improvement Plan Report

A report will be given on the above items regarding future action and the outcomes of implementing improvement measures by September 30, 2015.

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