

## Particulars

### About Your Organisation

#### 1.1 Member Name

Cheyenne Mountain Zoo

#### 1.2 Membership number

6-0017-10-000-00

#### 1.3 Membership sector

Environmental or Nature Conservation Organisations (Non Governmental Organisations)

#### 1.4 Membership category

Ordinary

#### 1.5 Country

United States

### 2.0 Does your company or organisation produce, process, consume or sell any palm oil or any products containing derivatives of palm oil?

Yes

### 2.1 Please select all description(s) that describe the palm oil-related activities of your company or organisation. Multiple selections are allowed, and not limited to the primary sector of the member's RSPO membership. You will be required to complete the relevant ACOP section based on your selection(s).

- I own and operate oil palm estate(s) and/or palm oil mill(s)
- I represent a palm oil Independent Smallholder farmer Group
- I own and operate independent palm oil mills
- I own and operate independent palm kernel crushing plants
- I trade or broker palm oil, palm kernel oil or related products
- I am a refiner of palm oil or palm kernel oil
- I am a processor of intermediate (B2B) palm oil, palm kernel oil or related ingredients
- I am a B2B distributor or wholesaler of palm oil, palm kernel oil or related products
- I manufacture consumer (B2C) products containing palm oil, palm kernel oil or related products. This includes products manufactured by 3rd party contractors.
- I retail consumer (B2C) products containing palm oil, palm kernel oil or related products
- I operate food retail outlets that use palm oil, palm kernel oil or related products
- I support the sustainable development of the palm oil industry as a conservation and environmental NGO
- I support the sustainable development of the palm oil industry as a social and human development NGO

## NGOs

### 1. Operational Profile

#### 1.1 What are the main activities of your organisation?

Cheyenne Mountain Zoo's main activities are wildlife conservation, captive breeding and education. Our mission statement: A leader in conservation, captive breeding and animal care, Cheyenne Mountain Zoo connects people to wildlife and wild places through experiences that inspire action.

#### 1.2 What activities has your organisation undertaken to publicise programmes to support the RSPO, RSPO certification, the uptake of RSPO-certified sustainable palm oil and oil palm products, or to support good standing RSPO members during the reporting period?

The Cheyenne Mountain Zoo continues to take a lead in our industry in the U.S. on palm oil sustainability. Our palm oil awareness program has made it possible to not only educate our more than 567,000 guests (this number is reduced from previous years due to COVID-19) about the importance of using only sustainable palm oil, but to also work with other zoos to become engaged in this issue. We are committed to this effort and, in the past year, promoted the RSPO and CSPO in the following ways:

1. Cheyenne Mountain Zoo was a speaker on a sustainable palm oil panel in support of the RSPO at the virtual national Association of Zoos and Aquariums (AZA) conference for the over 230 AZA accredited institutions.
2. In response to COVID-19 we have switched from signed petitions and kids' coloring pages to an online petition platform that collects signatures. These signatures were sent to four companies in 2020.
3. For the tenth year, in January, a palm oil survey was sent out to all AZA institutions. The results show that we are maintaining previous progress on palm oil awareness and having other institutions promote the same sustainable palm oil message of supporting RSPO member companies.
4. Social media posts for our shopping guide app—which promotes the RSPO—were posted on our Facebook, Twitter, and Instagram platforms.
5. In the first few months of 2020, primate keepers continued daily orangutan shows at our great ape exhibit that include messaging about sustainable palm oil and handing out promotional cards for our sustainable palm oil shopping guide app. Trading cards were handed out to young children with links to additional palm oil information. COVID-19 restrictions prevented these interactions from continuing in an official capacity, but primate keepers still have discussions with visitors when appropriate and so that they do not draw crowds.
6. We continue to keep our smart phone app up to date with products made by RSPO member companies. The app has been downloaded more than 146,000 times. The app includes a scanner for easier use. We continue to work to maintain accuracy and improve user experience, as well as fix any emerging technological issues.
7. We have continued discussions with Chester Zoo in the UK and Auckland Zoo in New Zealand about developing a global sustainable palm oil shopping guide app. We believe a global palm oil app- and broader global awareness of the RSPO and sustainable palm oil- is possible in the near future.
8. We maintained and updated an interactive "store" so that guests can use our shopping guide app on grounds to discover how some of their favorite companies are doing in regards to using certified sustainable palm oil that is deforestation-free. All on-grounds messaging references the RSPO and encourages membership.
9. We are actively involved in the World Association of Zoos and Aquariums (WAZA) Palm Oil Subcommittee where we are working to help fulfill the MoU between WAZA and the RSPO.

**1.3 What percentage of your organisation's overall activities focus on palm oil?**

10%

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**1.4 Did members of your organisation participate in RSPO working groups and/or taskforces during the reporting period?**

Yes

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**1.5 Does your organisation have any collaborations with public or private sector palm oil industry players to support them in their efforts to increase the production or consumption of certified sustainable palm oil (CSPO)?**

Yes

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**1.6 How is your organisation's work on palm oil funded?**

Our palm oil awareness program is funded through Quarters for Conservation in which 75 cents of each zoo admission goes towards a conservation project. Guests can vote on various projects, one of those being palm oil awareness to help save wild orangutans and other wildlife.

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## 2. TimeBound Plan

**2.1 Which year did your organisation start or expects to start participating in RSPO working groups and/or taskforces?**

2019

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**2.2 Which year did your organisation start or expects to start undertaking and publicising programmes to support the RSPO, RSPO certification, uptake of RSPO-certified sustainable palm oil and oil palm products and/or good standing RSPO member?**

2010

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### 3. Actions for Next Reporting Period

#### 3.1 Please outline activities that your organisation will take in the coming year to promote the production or consumption of certified sustainable palm oil (CSPO)

1. Service Systems Associates (SSA), the vendor for the Cheyenne Mountain Zoo's concessions, has joined the RSPO. They also operate at 41 other zoological facilities throughout the United States. We will continue to work with the company toward using 100% CSPO in their restaurants and gift shops at all facilities.
  2. We will continue to promote our sustainable palm oil shopping guide mobile app that has over 146,000 downloads.
  3. We will continue to collaborate with international zoos about developing a global sustainable palm oil shopping guide mobile app.
  4. We will continue to work towards having more USA and Canadian zoos become members of the RSPO.
  5. We will continue to advocate for companies to become members of the RSPO and use only CSPO in their products. Our target goal for 2021 reporting year is to have 5 new national companies become members of the RSPO and/or use only CSPO. (If a company is currently a member of the RSPO we will advocate to have them use 100% traceable CSPO that is deforestation-free.)
  6. We will continue to facilitate zoo and web guests in writing letters and emails asking companies to become members of the RSPO and use only CSPO in their products.
  7. We will use our sustainable palm oil shopping guide mobile app rating system to encourage RSPO members to keep improving.
  8. We will continue to examine our in-house palm oil use (e.g. animal foods, cleaning products, etc). We will encourage our current suppliers to join the RSPO and use CSPO, or we will look for alternative suppliers that are members of the RSPO. Approximately 75% of our current suppliers are RSPO members or do not naturally use palm oil or palm oil derivatives.
  9. For 2021 we will continue to attend virtual conferences and spread messaging about sustainable palm oil to other zoos. We hope to attend in-person conferences when safe to do so.
  10. We will provide virtual training and resources to other zoos and organizations (both in the US and internationally) interested in learning how to better educate their communities to take action on demanding and using certified sustainable palm oil.
  11. We will be working in close collaboration with the Sustainable Palm Oil Coalition for India (I-SPOC) to help USA based companies improving their sustainable palm oil supply chains if operating in India.
  12. We will continue to engage with the World Association of Zoos and Aquariums (WAZA) Palm Oil Subcommittee that is working to fulfill the MoU between WAZA and the RSPO.
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## Shared Responsibility

*The Board of Governors of the Roundtable on Sustainable Palm Oil approved new Shared Responsibility rules on 31 October 2019, requiring all members to share sustainability requirements and obligations. Reporting of Shared Responsibility indicators will be done through several channels, including ACOP. As the implementation of Shared Responsibility reporting is still on-going and in development, the Shared Responsibility section in ACOP is not yet final and may change in future ACOP cycles. For more information on Shared Responsibility, please go to <https://rspo.org/news-and-events/news/what-are-the-new-shared-responsibility-rules> or email the ACOP team at [acop@rspo.org](mailto:acop@rspo.org)*

### Labour & Labour Rights

**1.1 Does your company have a publicly-available policy covering Labour & Labour Rights?**

Yes

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**1.1.1 Does the policy cover:**

- No discrimination
- Wage and working conditions
- Freedom of association
- No child labour
- No harassment
- No forced or trafficked labour

### Ethical Conduct & Human Rights

**1.2 Does your company have a publicly-available Policy covering Ethical Conduct & Human Rights?**

Yes

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**1.2.1 Does the policy cover:**

- Recruitment
- Contractors
- Sub-Contractors & Third-Party Contractors

### Occupational Health & Safety

**1.4 Does your company have a publicly-available Policy covering Occupational Health & Safety?**

Yes

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**Climate Change & Greenhouse Gas (GHG)**

**1.5 Does your company have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG)?**

No \_\_\_\_\_

**Complaints & Grievances**

**1.6 Does your company have a Complaints & Grievances Mechanism?**

Yes \_\_\_\_\_

**1.6.1 Is your Complaints & Grievance mechanism in line with the principles of the RSPO's grievance mechanism, which are the elements of fairness, transparency, and impartiality?**

Yes \_\_\_\_\_

**Smallholders**

**1.7 Does your company support oil palm independent smallholder groups?**

No \_\_\_\_\_

**1.7.3 Do you have any future plans to support oil palm Independent Smallholders?**

Yes \_\_\_\_\_

**Sustainable Palm Oil Policy**

**1.8 Does your company have a publicly-available Policy covering the implementation of RSPO Shared Responsibility principles?**

No

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**Waste Management**

**1.9 Does your company have a waste management plan?**

Yes

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**Water Management**

**1.10 Does your company have a water management plan?**

Yes

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**Energy Use**

**1.11 Does your company have an energy use plan covering fossil fuels and renewable energy?**

No

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**RSPO Services and Support**

**1.12 Does your company provide services and support to the RSPO, eg. participation in RSPO Working Groups and Task Forces**

Yes

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**Shared Responsibility Resourcing**

**1.13 Does your company have a plan to commit resources to ensure effective implementation of RSPO Shared Responsibility principles?**

No

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## Challenges and Support

### 1.1 What significant obstacles or challenges has your company encountered in the promotion of certified sustainable palm oil (CSPO)? What efforts has your company taken to address these obstacles or challenges?

- Awareness of RSPO in the market
- Difficulties in the certification process
- Certification of smallholders
- Competition with non-RSPO members
- High costs in achieving or adhering to certification
- Human rights issues
- Insufficient demand for RSPO-certified palm oil
- Low usage of palm oil
- Reputation of palm oil in the market
- Reputation of RSPO in the market
- Supply issues
- Traceability issues
- No challenges faced
- Others

#### Others

We are an environmental NGO primarily engaged in educating both the public and corporations on the importance of sustainable palm oil. Most of our challenges come from the public believing that all palm oil is bad or our challenges come from corporations who say that their consumers don't care about sustainable palm oil. We are constantly engaging the public through signs and graphics at our facility as well as on social media and our website. We engage corporations through meetings and sending them signatures and coloring pages from our guests encouraging them to commit to RSPO certified sustainable palm oil.

### 1.2 In addition to the actions already reported in this ACOP report, what other ways has your company supported the vision of the RSPO to transform markets to make sustainable palm oil the norm?

- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Promotion of CSPO outside of RSPO venues such as trade workshops or industry associations
- Promotion of physical CSPO
- Providing funding or support for CSPO development efforts
- Research & Development support
- Stakeholder engagement
- No actions taken
- Others

#### Others

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### 1.3 If your company has any other publicly-available reports or information regarding its palm oil-related policies and activities, please provide the links here

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