

## Particulars

### About Your Organisation

#### 1.1 Member Name

Zoological Society of London

#### 1.2 Membership number

6-0009-11-000-00

#### 1.3 Membership sector

Environmental or Nature Conservation Organisations (Non Governmental Organisations)

#### 1.4 Membership category

Ordinary

#### 1.5 Country

United Kingdom

### 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

## Retailers

### 1. Operational Profile

**1.1 Please state your company's main activity(ies) within the palm oil supply chain. Please select all options that apply to your operations.**

- Retail - with own brand products
- Retail - without own brand products
- Food service providers
- Retail wholesalers
- Other

Other

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### 2. Palm Oil and Certified Sustainable Palm Oil Consumption

*Information in Section 2.0 - Palm Oil and Certified Sustainable Palm Oil Consumption - is a mandatory declaration in your ACOP. This includes volume data on palm oil, palm kernel oil and related products consumed, to enable the RSPO to accurately calculate uptake of individual members, sectors and RSPO members as a whole. ACOP reports without reported volume data will be considered as incomplete and will not be accepted. Incomplete ACOP reports may lead to suspension or termination of RSPO membership.*

**2.1 Please list down all operations and subsidiaries using palm oil, palm kernel oil and related products that are owned and/or managed by the member, including those under Group Membership**

ZSL London Zoo and ZSL Whipsnade Zoo

**2.1.1 In which markets does your company sell goods with palm oil and oil palm products?**

Europe

**DL.2.0 In order to facilitate ease of reporting and transparency, RSPO members operating within the palm oil demand supply chain can now choose to report palm oil and palm oil product volumes on:**

an aggregate level (as in previous ACOP reporting cycles)

**2.2 Total volume of uncertified and certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand and third-party brand products**

Description	Tonnes
Total volume of crude palm oil (tonnes)	0.0
Total volume of crude palm kernel oil (tonnes)	0.0
Total volume of palm kernel expeller (tonnes)	0.0
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	0.06
Total	0

**2.2.1 Please estimate the percentage of derivatives and fractions (reported in Question RT.2.2) derived from palm oil or from palm kernel oil. The default split for volumes is assumed to be 80% palm oil-based derivatives and 20% palm kernel oil-based derivatives.**

Description	Percentage
Palm oil-based derivatives and fractions	80.0
Palm kernel oil-based derivatives and fractions	20.0

**2.3 Please estimate the regional distribution of your company's uncertified and certified palm oil, palm kernel oil and related products sales (as declared in Question 2.2) in the following countries/regions. In cases where sales distribution data is not available, members may use manufacturing regions as a proxy for regional usage of certified volumes.**

Countries/Regions	Percentage
Europe	100.0
North America	0.0
Malaysia	0.0
Indonesia	0.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	0.0

**2.4 Total volume of RSPO-certified palm oil, palm kernel oil and related products purchased for use in your company's own-brand products. Third-party brand products containing palm oil should be excluded.**

<b>Description</b>	<b>Crude/Refined Palm Oil (CSPO)</b>	<b>Crude/Refined Palm Kernel Oil (CSPKO)</b>	<b>Palm Kernel Expeller (CSPKE)</b>	<b>Certified Derivatives and Fractions</b>
RSPO Credits from Mill / Crusher	0.0	0.0	0.0	0.0
RSPO Credits from Independent Smallholder	0.0	0.0	0.0	0.0
Mass Balance (MB)	0.0	0.0	0.0	0.05
Segregated (SG)	0.0	0.0	0.0	0.01
Identity Preserved (IP)	0.0	0.0	0.0	0.0
Total	0.0	0.0	0.0	0.06

**2.4.1 Please estimate the percentage of RSPO-certified derivatives and fractions (reported in Question RT.2.4) derived from RSPO-certified palm oil or from RSPO-certified palm kernel oil. The default split for volumes is assumed to be 80% palm oil-based derivatives and 20% palm kernel oil-based**

<b>Description</b>	<b>Percentage</b>
Certified Palm oil-based derivatives and fractions	80.0
Certified Palm kernel oil-based derivatives and fractions	20.0

**2.5 According to the volume information you have provided in Question 2.2 and Question 2.4, your company's Certified Sustainable Palm Oil uptake is:**

100.00%

**2.5.1 Please provide additional information on your certified palm oil, palm kernel oil and related products uptake. This may include your usage of RSPO Credits to cover gaps in certified uptake, changes due to business environment, variations due to stock positions or efforts to support independent smallholders beyond volume commitments.**

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2.6 Please estimate the regional distribution of your company's RSPO certified palm oil and palm oil-products usage (as declared in Question RT.2.3) in the following countries/regions:

<b>Countries/Regions</b>	<b>Percentage</b>
Europe	100.0
North America	0.0
Malaysia	0.0
Indonesia	0.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	0.0

### 3. TimeBound Plan

**3.1 Which year did your company begin (or expects to begin) using RSPO-certified sustainable palm oil and palm oil products in own-brand products**

2020

**3.1.1 If the previous target year has not been met, please explain why.**

This is the first year in which ZSL is reporting as a Retailer.

**3.2 Which year did your company begin (or expects to begin) using 100% RSPO-certified sustainable palm oil, palm kernel oil and related products from any supply chain option in own-brand products.**

2020

**3.2.1 If the previous target year has not been met, please explain why.**

This is the first year in which ZSL is reporting as a Retailer.

**3.3 Which year did your company begin (or expects to begin) using 100% RSPO-certified sustainable palm oil and palm oil products from physical supply chain options (Identity Preserved, Segregated and/or Mass Balance) in own-brand products.**

2020

**3.3.1 If the previous target year has not been met, please explain why.**

This is the first year in which ZSL is reporting as a Retailer.

**3.4 If the TimeBound Plan commitments declared above do not cover all countries in which the member operates, please explain why**

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#### 4. Trademark Use

##### 4.1 Does your company use or plan to use the RSPO Trademark in own-brand products?

No

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##### 4.3 Please explain why your company does not plan to use the RSPO Trademark in own-brand products

- Challenging reputation of palm oil
- Confusion among end-consumers
- Costs of changing labels
- Difficulty of applying for RSPO Trademark
- Lack of customer demand
- Limited label space
- Low consumer awareness
- Low usage of palm oil
- Risk of supply disruption
- Others

##### Others

Total volumes sourced by ZSL within own-brand products are currently very low, and we currently do not have the internal capacity and resourcing to manage the application and auditing process for applying the trademark. We hope to increase resources for this and add the RSPO Trademark to own-brand products in future. We will be engaging further with the manufacturer supplying our products to understand the barriers to them applying the Trademark.

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## 5. Actions for Next Reporting Period

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

We will continue to follow our position statement and sourcing commitments on sustainable palm oil for London and Whipsnade Zoos, requiring our suppliers to provide only physical CSPO in our own-brand products, and continuing towards our goal of ensuring any palm oil in processed animal feed, cleaning, office supplies and retail products is physical CSPO/K in our UK offices and estates at ZSL London and Whipsnade Zoos. We will continue to engage in discussions within the international zoo community on sustainable procurement of palm oil and outreach and education, involving organisations such as the British and Irish Association of Zoos and Aquariums (BIAZA), and World Association of Zoos and Aquariums (WAZA). We will also continue our engagement with business and the financial sector involved in or financing the palm oil industry - through our Sustainable Business and Finance team and projects such as SPOTT ([spott.org](http://spott.org)) - to push for uptake of sustainable best practices and certification through/participation in the RSPO.

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## NGOs

### 1. Operational Profile

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

ZSL (Zoological Society of London) is an international conservation charity working to create a world where wildlife thrives. From investigating the health threats facing animals to helping people and wildlife live alongside each other, ZSL is committed to bringing wildlife back from the brink of extinction. Our work is realised through our ground-breaking science, our field conservation around the world and engaging millions of people through our two zoos, ZSL London Zoo and ZSL Whipsnade Zoo.

#### 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?

**Palm Oil Position Statement:** ZSL operates a Palm Oil Position Statement across our sites and offices at ZSL London Zoo and Whipsnade Zoo in the UK. We recognise that unsustainable palm oil production has serious negative environmental and social impacts. However, we also recognise that the palm oil industry plays an important role in employment and economic development for many countries, and palm oil is currently the most efficient vegetable oil crop in terms of yield per hectare. Due to these factors, we believe that transforming the market to a sustainable supply of palm oil that supports both people and wildlife is the most practical solution. As such, where ZSL procures products containing palm oil, it is committed to sourcing only certified sustainable palm oil (CSPO) where available, as a minimum defined by the Roundtable on Sustainable Palm Oil (RSPO) Principles & Criteria. The full Palm Oil Position Statement is available here: <https://www.zsl.org/palm-oil-position-statement>

**SPOTT:** SPOTT, an initiative of ZSL, is an online platform supporting sustainable commodity production and trade (<http://www.spott.org>). SPOTT assesses commodity producers, processors and traders on their public disclosure regarding their organisation, policies, and practices related to environmental, social and governance (ESG) issues. SPOTT scores tropical forestry, palm oil and natural rubber companies annually against over 100 sector-specific indicators to benchmark their progress over time. SPOTT supports constructive industry engagement by investors, ESG analysts, buyers and other supply chain stakeholders – those with the power to influence companies to increase their transparency and improve their practices on the ground. Users of SPOTT can identify areas where a company is making continuous improvement and other areas where more engagement may be needed. SPOTT indicators and assessment data can inform policies and procedures for due diligence, screening and sourcing. In 2020, ZSL published assessments of 100 palm oil producers, processors and traders (<https://www.spott.org/palm-oil>), and engaged directly with more than half of these companies to support their improvement. The average score of palm oil companies in November 2020 was 41.5% - an increase on the previous year. The average score of RSPO members (65 companies), including companies with subsidiary RSPO members, was 54.9% vs. 16.5% for non-RSPO members.

**Stakeholder engagement:** In 2020 ZSL continued to work with a variety of stakeholders in the palm oil industry to support and promote sustainable palm oil, despite the restrictions imposed by the pandemic. Financial sector stakeholders and buyers are the primary audience for SPOTT, and ZSL attended various virtual and in-person meetings, and presented at events, on webinars and podcasts, to disseminate information and encourage financiers and buyers to use the data and work with palm oil companies to improve their transparency and actions on the ground. ZSL also engaged with several palm oil companies to increase the uptake of best practices for palm oil production and sourcing, as well as to encourage improved transparency in corporate reporting. The SPOTT team produced various research pieces to support both assessed companies and industry stakeholders, including 'Palm oil crushers and refiners: Managing deforestation risk through a supply chain bottleneck', which provides supply chain companies and their financiers with specific analysis and recommendations regarding engagement on sustainability with crushing and refining operations in the supply chain. We also produced a joint report with WWF analysing the 2019 RSPO ACOP reporting by RSPO member companies. We released Bahasa Indonesia translations of several of our reports and guidance documents, to support Indonesian palm oil companies and stakeholders in addressing sustainability in the sector. All our reports can be found on our website: <https://www.spott.org/reports/>. In 2020 we also joined the India Sustainable Palm Oil Coalition (I-SPOC), to extend our engagement and support the RSPO and other members in promoting sustainable consumption and trade of palm oil in India.

ZSL has also continued to be part of the UK Roundtable on Sourcing Sustainable Palm Oil, and to engage in discussions within the international zoo community on sustainable procurement of palm oil and outreach and education, involving organisations such as the British and Irish Association of Zoos and Aquariums (BIAZA) and World Association of Zoos and Aquariums (WAZA).

RSPO engagement: ZSL continues to support and engage with the RSPO through its seat as an Alternate on the Board of Governors, and participation of several staff members in various working groups and taskforces. In 2020 these included the Biodiversity and HCV Working Group, Smallholder Standing Committee, 6D Task Force and the P&C National Interpretation Task Force for Cameroon.

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

5%

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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 work on palm oil is funded through grants, charitable donations and some charitable core funds.

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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?**

2008

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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?**

2008

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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)

ZSL will continue to promote and support sustainable palm oil via SPOTT and our related outreach and engagement activities. This will include publishing assessments of 100 palm oil companies in November 2021, and engaging with upstream companies to improve transparency and the strength of disclosure on sustainability, as well as encouraging uptake of better practices on the ground. ZSL also hopes to increase its work directly with companies on the ground to improve practices and support uptake of RSPO certification, including in Indonesia and Cameroon. ZSL will continue to build on its engagement with the financial sector, downstream buyers and other key stakeholders in the palm oil supply chain, with a particular focus in China, India, Indonesia and Malaysia. ZSL will also continue with outreach activities, through our two zoos, through our participation on the RSPO Board of Governors and several RSPO working groups and task forces, and through continued engagement with other relevant external initiatives such as the New York Declaration on Forests (NYDF), India Sustainable Palm Oil Coalition (I-SPOC) and HCV Network.

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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

### Land Use

1.3 Does your company have a publicly-available Policy covering Land Use?

No

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### Occupational Health & Safety

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

No

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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)?**

Yes

**1.5.1 Does the policy cover:**

- Identification and assessment of GHG
- Monitored implementation plan to reduce or minimise GHG emissions

**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?**

Yes

**1.7.1 Does this support cover:**

- Fair and transparent dealings with Smallholders
- Improved Smallholder livelihoods

**1.7.2 How is your company supporting them?**

Through its work with palm oil companies and stakeholders ZSL is indirectly supporting smallholders by encouraging increased support to them through its SPOTT palm oil assessments, and engagement with supply chain companies and key stakeholders. ZSL also supported the development of the RSPO Independent Smallholder Standard and currently sits on the Smallholder Standing Committee.

**Sustainable Palm Oil Policy**

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

Yes \_\_\_\_\_

**Waste Management**

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

Yes \_\_\_\_\_

**Water Management**

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

Yes \_\_\_\_\_

**Energy Use**

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

Yes \_\_\_\_\_

**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 \_\_\_\_\_

**Shared Responsibility Resourcing**

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

Yes \_\_\_\_\_



## 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

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### 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

ZSL publishes its annual reports here: <https://www.zsl.org/about-us/zsl-annual-reports>

SPOTT publishes its annual reports here: <https://www.spott.org/reports/annual-reports/>

SPOTT publishes other relevant reports here: <https://www.spott.org/reports/>

SPOTT website: <https://www.spott.org>