

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 - Processors and/or Traders
- I trade or broker palm oil, palm kernel oil or related products - Processors and/or Traders
- I am a refiner of palm oil or palm kernel oil - Processors and/or Traders
- I am a processor of intermediate (B2B) palm oil, palm kernel oil or related fractions/derivatives - Processors and/or Traders
- I am a B2B distributor or wholesaler of palm oil, palm kernel oil or related products - Processors and/or Traders
- I manufacture final consumer (B2C) products containing palm oil, palm kernel oil or related products. This includes products manufactured by 3rd party contractors - Consumer Goods Manufacturers
- I retail final consumer (B2C) products containing palm oil, palm kernel oil or related products - Retailers
- I operate food retail outlets that use palm oil, palm kernel oil or related products - Retailers
- I am a conservation and environmental NGO supporting the sustainable development of the palm oil industry
- I am a social and human development NGO supporting the sustainable development of the palm oil industry

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 800,000 guests and roughly 36 million people reached through our various online platforms 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. We facilitate a petition and coloring page station where guest can create encouraging letters and coloring pages that we send to companies we want to join the RSPO. Coloring pages and letters are also used to thank members of the RSPO who have reached their goal to source 100% CSPO. These coloring pages and signatures were sent to nine different companies in 2021.
 2. For the 11th 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.
 3. Social media posts for our shopping guide app—which promotes the RSPO—were posted on our Facebook and Instagram platforms.
 4. In 2021, because of Covid-19 concerns with our great apes, our keepers were still unable to gather large crowds in our primate building to deliver formal “chats” or shows to guests about palm oil. However, they are able to have these discussions with small groups and guests that approach them.
 5. 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 162,000 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. Development began for a new global app to serve the USA, Canada, UK, New Zealand, and Australia with an expected launch in April or May 2022. This new app will be rating all companies working/selling in these regions that use palm oil or palm oil derivatives in their consumer products. Because the development has started we have been able to approach companies that use palm oil but are not RSPO members, introduce them to the concept of the app, and then encourage them to join the RSPO to receive a better rating within the app.
 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. In conjunction with Oregon Zoo, we have organized a coalition of zoos and other environmental nonprofits who are banding together to approach non-RSPO members as a united front in asking these non-members to become members.
 10. Working under WAZA we help create “A short guide on: Sourcing sustainable palm oil at your zoo or aquarium”. This short guide covers multiple topics including a brief introduction to palm oil and how it relates to zoos/aquariums, how zoos/aquariums can analyze their own buying to make sure they're supporting sustainable palm oil, and examples from zoos across the world who are leading the way in supporting sustainable palm oil.
-

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

10.0%

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

Yes

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

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.

2. TimeBound Plan

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

2019

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

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)

- Training on sustainability topics, monitoring of implementation of sustainability topics
- Participation in RSPO Working Group or Task Forces;
- Support Independent Smallholders (ISH)
- Become a partner of the RSPO Smallholder Trainer Academy
- Provide technical support for Independent Smallholder Certification projects
- Involvement/direct investments in Jurisdictional/Landscape approach
- Promote and support Direct/collective investments in conservation and restoration initiatives
- Provide technical support support members with Remediation and Compensation (RaCP) process, direct/collective investments in conservation and restoration initiatives
- Allocating FTE to promote the production or consumption of certified sustainable oil palm products or
- Specific policies and action plans by the member to promote CSPO production or consumption in the upstream or downstream supply chain, including target dates or broader policies that include such efforts
- No activities planned
- Others

Other

1. Service Systems Associates (SSA), the vendor for the Cheyenne Mountain Zoo's concessions, has joined the RSPO. They also operate at over 40 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 and support them as they encourage their suppliers to commit to CSPO.
2. Our original sustainable palm oil shopping guide app with over 162,000 downloads will be replaced by a new app—PalmOil Scan that should retain this same audience who used our original app. The new PalmOil Scan app will be available in a greater number of countries than the original app and we are excited to expand the app and its message to these areas.
3. We will continue to work towards having more USA zoos become members of the RSPO.
4. We will continue to advocate for companies to become members of the RSPO and use only CSPO in their products. Our target goal for the 2022 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.)
5. We will continue to facilitate zoo guests and online followers in writing letters and emails asking companies to become members of the RSPO and use only CSPO in their products.
6. We will use our smart phone shopping guide app rating system to encourage RSPO members to keep improving.
7. 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. 75% of our current suppliers are RSPO members or do not use palm oil or palm oil derivatives.
8. For 2022 we will be returning to in-person conferences when available and will spread messaging about sustainable palm oil to other zoos. Our industry's annual conference will occur in September 2022 and at this conference we will host a trade show booth wholly dedicated to our work promoting sustainable palm oil.
9. 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 (guests, followers, companies operating in country, etc.) to take action. Action includes but is not limited to empowering consumers by helping them understand what sustainable palm oil is and how to identify companies that have committed to sustainable palm oil, utilizing our sustainable palm oil shopping mobile app, asking companies to join the RSPO and commit to sourcing CSPO. We will also encourage zoos/aquariums to get involved with the RSPO by joining as an Ordinary member.

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 (SR) requirements will be done through ACOP and MyRSPO. As the process of verification of the reports is in development, the Shared Responsibility section in ACOP may change in future ACOP cycles. Evidence to show compliance to the SR requirements shall be uploaded via your membership profile in MyRSPO. Please login to your MyRSPO account and upload the relevant policies, plans and relevant reports there. If you do not have a policy or your policy does not cover all items, you will be required to provide a Declaration of Support for the relevant policy items in your MyRSPO profile. Additional information on the required policies and plans applicable to all sectors as well as the annual uptake targets for supply chain actors can be found on <https://rspo.org/members/shared-responsibility> or email the Shared Responsibility team at sharedresponsibility@rspo.org.

Information & Public Availability

1.1 Does your company have organisational management documents publicly-available?

Yes

Ethical Conduct & Human Rights

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

Yes

1.2.1 Does the policy cover:

- Recruitment
- Contractors
- Suppliers and Sub-Contractors

Legal Compliance

1.3 Does your company comply with all applicable legal requirements?

Yes

1.4 Does your company require its third party contractors to comply with legal requirements, i.e. including a clause on legal compliance in the contracts?

Yes

Complaints & Grievances

1.5 Does your company have a Grievance Mechanism that is accessible to all affected parties?

Yes

1.5.1 Is your Grievance mechanism in line with the principles of the RSPO's Complaints System?

Yes

Smallholders**1.7 Does your company support oil palm smallholders (groups)?**

No

Labour & Labour Rights**1.8 Does your company have a publicly-available policy covering Labour & Labour Rights?**

Yes

1.8.1 Does the policy cover:

- No discrimination and equal opportunities
- Pay and working conditions at least at legal or industry minimum standards and are sufficient to provide decent living wages (DLW)
- Freedom of association and Collective bargaining
- Protection of children, as well as the workforce of suppliers and third-party contractors
- Prevention of all forms of harassment, including sexual harassment
- No forced or trafficked labour

Occupational Health & Safety**1.9 Does your company have a publicly-available Policy covering Occupational Health & Safety?**

Yes

1.9.1 Does your company have a Standard Operating Procedure (SOP) for Occupational Health & Safety?

Yes

Waste Management**1.10b Does your company have a statement of intent to reduce, recycle, reuse and disposal based on the hazardous characteristics?**

Yes

Climate Change & Greenhouse Gas (GHG)**1.13 Does your company have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG) including identification and assessment of GHG emissions and implementation of a plan to reduce or minimise them?**

No

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 companies 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 companies 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 companies through meetings and through 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?

- Communication and/or engagement to transform the negative perception of palm oil
- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- Engagement with peers and clients
- Promotion of CSPO through off product claims
- 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

-

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

<https://www.cmzoo.org/conservation/orangutans-palm-oil/>
