

## Particulars

### About Your Organisation

#### 1.1 Member Name

Zoological Parks & Garden Board (t/a Zoos Victoria)

#### 1.2 Membership Number

6-0055-19-000-00

#### 1.3 Membership Sector

Environmental or Nature Conservation Organisations (Non Governmental Organisations)

#### 1.4 Membership Category

Ordinary

#### 1.5 Country

Australia

### 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?

Zoos Victoria operates three zoos in Victoria, Australia and cares for a variety of native and exotic animals including threatened species. Zoos Victoria is a not for profit conservation organisation that runs educational and behaviour change campaigns to activate specific, pro-wildlife actions among target audiences of our community.

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#### 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?

Zoos Victoria has maintained the Don't Palm Us Off campaign which seeks to raise the profile of RSPO certified palm oil supply chains in Australia. Activities such as the 2021 Easter Chocolate Guide are an example of how this was promoted during the reporting period [https://www.facebook.com/zoosvictoria/photos/its-that-time-of-year-zoos-victorias-orangutan-friendly-easter-chocolate-guide-i/10158448071233068/?\\_rdr](https://www.facebook.com/zoosvictoria/photos/its-that-time-of-year-zoos-victorias-orangutan-friendly-easter-chocolate-guide-i/10158448071233068/?_rdr)

The campaign also calls on members of the community to lobby relevant government ministers to bring about clear and mandatory labelling laws for palm oil as an ingredient on food products to help create a consumer-driven demand for CSPO in Australia and New Zealand. In 2021, Zoos Victoria made a public submission to this group to keep palm oil labelling on the agenda. Zoos Victoria also conducted a research project to gauge consumer perceptions of palm oil and the RSPO among Australian grocery shoppers and test the efficacy of different message frames for shifting perceptions about palm oil and CSPO.

Zoos Victoria actively participated on the Zoo and Aquarium Association (ZAA) Palm Oil Taskforce to promote the RSPO within the Australasia region and zoo and aquarium community during the target period.

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

5.0%

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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?

Via zoo revenue streams.

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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?**

2015

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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?**

2015

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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)

- 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

Zoos Victoria plans to share and potentially publish research about perceptions of palm oil, CSPO and the RSPO among Australian consumers and share learnings with other organisations.

Zoos Victoria is also planning a review of the onsite presence of the Don't Palm Us Off campaign at Melbourne Zoo.

## 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](mailto:sharedresponsibility@rspo.org).*

### Information & Public Availability

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

No

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### 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
- Suppliers and Sub-Contractors

### Legal Compliance

**1.3 Does your company comply with all applicable legal requirements?**

Yes

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**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

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### Complaints & Grievances

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

Yes

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

Yes

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**Smallholders**

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

No

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**Labour & Labour Rights**

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

No

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**Occupational Health & Safety**

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

Yes

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

Yes

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**Waste Management**

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

Yes

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**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?**

Yes

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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

Lack of palm oil labelling laws in Australia and New Zealand means palm oil supply chains can more easily go unchecked.

### 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

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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

<https://www.zoo.org.au/dont-palm-us-off/>