

## Particulars

### About Your Organisation

#### 1.1 Member Name

Naples Zoo, Inc.

#### 1.2 Membership Number

6-0048-17-000-00

#### 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?

Naples Zoo at Caribbean Gardens is a historic botanical garden and accredited zoo with a mission to inspire people of all ages to respect, value, and conserve wildlife and our natural world.

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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?

Naples Zoo staff sources products with certified sustainable palm oil as identified by the WAZA palm oil app. Naples Zoo does not sell palm oil by itself. SSA, our third-party vendor that sells some items with palm oil ingredient, recognizes the large-scale inclusion of palm oil in commercial food products, as well as the significant environmental impacts associated with the palm oil production industry. US Foods, which supplies most of their ingredients, is an "Ordinary Member" of the Roundtable for Sustainable Palm Oil (RSPO). SSA is an "Associate Member" of the RSPO, and they engage most often by soliciting their vendors who use palm oil to get more involved with RSPO and to source responsible product.

Naples Zoo educates online and onsite guests about certified sustainable palm oil. Online the resource is [www.napleszoo.org/palmoil](http://www.napleszoo.org/palmoil). Seasonal shopping guides created by Cheyenne Mountain Zoo are typically shared on social networks. Naples Zoo features a large 2.1m x 1.8m graphic by the Malayan tiger habitat viewing window showing an illustration kitchen cabinetry within a jungle setting in which you can see a tiger walking behind the plants. The headline reads "Your House is Closer to a Tiger's Home than You Imagine" while the text highlights the palm oil link and how to be a kind shopper.

Naples Zoo also features life-size color cutouts of a clouded leopard and orangutan surrounded by graphics that explain what palm oil is and why certified sustainably sourced palm oil is important and how to find products that use it. Two mature African oil palms are located near this display. The Zoo also has an education cart staffed by volunteers several times a month to further help guests understand the connection from their grocery cart to the clouded leopards and other species impacted by unsustainably produced palm oil. By the viewing window for the clouded leopards, Naples Zoo features a graphic bringing attention to palm oil and wildlife as well as features a flip up TRUE/FALSE interactive featuring palm oil information.

At Meet the Keeper talks that have a connection to palm oil (clouded leopards, tigers, etc.), Naples Zoo keepers share the connection between the animals guests are viewing and what guests buy at the store and encourage them to download the app. As guests wait for the show to start in our outdoor theater, a pre-show presentation plays on video screens. Trivia questions are inserted throughout a 15-minute pre-show that plays on video screens prior to our main presentations in the outdoor theater. At least one question per viewing as well as additional stand-alone slides highlight sustainable palm oil and encourage guests to download the WAZA app linked at [www.napleszoo.org/palmoil](http://www.napleszoo.org/palmoil).

At our annual Boo at the Zoo Halloween event, we purchase the candy that gets handed out by our third-party sponsors to ensure it contains certified sustainable palm oil.

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

1.0%

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

No

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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)?**

No

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

From operating budget and donations.

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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?**

2025

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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?**

2014

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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

Continue current public education and feature additional messaging about impact of palm oil and how to ensure products being purchased are certified sustainable palm oil at a new habitat featuring Bornean orangutans.

## 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 organisation have organisational management documents publicly-available?**

No

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### Ethical Conduct & Human Rights

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

No

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### Legal Compliance

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

Yes

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**1.4 Does your organisation 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 organisation 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 organisation support oil palm smallholders (groups)?**

No

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

No

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

No

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

Yes

**Waste Management****1.10b Does your organisation 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 organisation 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

To address some of these issues, Naples Zoo engages in public awareness as detailed earlier in this report.

### 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.napleszoo.org/palmoil>