

## Particulars

### About Your Organisation

#### 1.1 Member Name

ZOOLOGICAL PARKS BOARD OF NSW

#### 1.2 Membership Number

6-0039-15-000-00

#### 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?

Taronga Conservation Society Australia (Taronga) is a not-for-profit organisation, acting to conserve wildlife. Operating Taronga Zoo in Sydney, New South Wales (NSW) and Taronga Western Plains Zoo in Dubbo, NSW. Taronga cares for wildlife and creates transformational experiences that inspire guests to become champions for wildlife. Taronga participates in regional and global conservation breeding programs to establish insurance populations for species threatened in the wild, and carries out world class research whilst focusing on increasing education and awareness about the threats facing wildlife.

We don't actually have any own brand products that we sell onsite, our caterers Trippas White Group manage all of our on site food and beverage facilities. Through them we do sell branded products within the retail space of Taronga Zoo. Through all of our supplier tender processes, our catering provider and other suppliers (ice cream, cold beverage etc) must adhere to our criteria to only stock products that use 100% CSPO through the RSPO.

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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?

Taronga's Tiger Trek takes a 360 degree approach to saving the Sumatran Tiger, focusing on communities, wildlife and habitat. The exhibit, opened in August 2017, is an innovative and state of the art habitat for Taronga's Sumatran Tigers, including breeding facilities and a disruptive visitor experience. At Tiger Trek guests are transported via a simulated plane journey to Way Kambas National Park in Sumatra, Indonesia where they view Taronga's Sumatran Tigers. The visitor journey from plane, to village, then through the national park, involves learning of the extent of deforestation in Sumatra and its impact to wildlife, hearing about a solution -choosing Certified Sustainable Palm Oil - and then guests are taken through an interactive western style supermarket experience.

Raise Your Palm, Taronga's community conservation campaign on sustainable palm oil, is facilitated through Tiger Trek. Through the supermarket experience, guests can learn about palm oil use in products and email manufacturers and retailers to reward those using 100% Segregated and Certified Sustainable Palm Oil (CSPO), or encourage and support those yet to transition in a positive and collaborative way. Tiger Trek currently features products from eleven companies that represent some of Australia's favourite brands, and over 155,000 emails have been sent to drive market transformation.

During the last year, Taronga also launched an impact report showing that since opening, Tiger Trek has seen over 4.3 million guests, with 25% of those interacting with Choice Mart and learning about sustainable palm oil. Taronga also ran several social media campaigns across all of our social channels designed to promote sustainable palm oil education around International Tiger Day and several blogs promoting the benefits of RSPO Certified Sustainable Palm Oil.

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

2.0%

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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)?**

Yes

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

Taronga's public education program on palm oil is funded within the internal conservation program.

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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?**

2024

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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?**

2017

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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

Education aimed at consumers and students

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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 (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?**

Yes

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### Ethical Conduct & Human Rights

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

Yes

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**1.2.1 Does the policy cover:**

- Ethical conduct for contractors
- Ethical conduct for recruitment
- Respect of human rights, including for suppliers and sub-Contractors

### 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?**

No

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

Yes

**1.7.1 Does your organisation report on the actions to support the inclusion of smallholders?**

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?**

Yes

**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?**

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?

- 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

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