

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 - 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

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, ZSL Whipsnade Zoo, Zoo Enterprises Ltd

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 RSPO-certified (IP, MB, SG and RSPO Credits/Book and Claim) and Non 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.

Description	Tonnes
Total volume of crude palm oil (tonnes)	0.00
Total volume of crude palm kernel oil (tonnes)	0.00
Total volume of palm kernel expeller (tonnes)	0.00
Total volume of crude palm oil/palm kernel oil-based derivatives and fractions (tonnes)	0.06
Total	0.06

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
Palm kernel oil-based derivatives and fractions	20

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.

Countries/Regions	Percentage
Europe	100
North America	0
Malaysia	0
Indonesia	0
China	0
India	0
Latin America	0
Africa	0
Rest of World	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.

Description	Crude/Refined Palm Oil (CSPO)	Crude/Refined Palm Kernel Oil (CSPKO)	Palm Kernel Expeller (CSPKE)	Certified Derivatives and Fractions
RSPO Credits from Mill / Crusher	0.00	0.00	0.00	0.00
RSPO Credits from Independent Smallholder	0.00	0.00	0.00	0.00
Mass Balance (MB)	0.00	0.00	0.00	0.05
Segregated (SG)	0.00	0.00	0.00	0.01
Identity Preserved (IP)	0.00	0.00	0.00	0.00
Total	0.00	0.00	0.00	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

Description	Percentage
Certified Palm oil-based derivatives and fractions	80
Certified Palm kernel oil-based derivatives and fractions	20

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, palm kernel oil and related products (as declared in Question RT.2.4) in the following countries/regions:

Countries/Regions	Percentage
Europe	100
North America	0
Malaysia	0
Indonesia	0
China	0
India	0
Latin America	0
Africa	0
Rest of World	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.

(ZSL began reporting as a Retailer for the first time in the 2020 ACOP)

3.2 Which year did your company begin (or expects to begin) using only 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.

(ZSL began reporting as a Retailer for the first time in the 2020 ACOP)

3.3 Which year did your company begin (or expects to begin) using only 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.

(ZSL began reporting as a Retailer for the first time in the 2020 ACOP)

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

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.

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)

- Participation in RSPO Working Group or Task Forces
- Support Independent Smallholders (ISH)
- Contribute to the RSPO Smallholder Trainer Academy
- Financial contribution to the RSPO Smallholder Support Fund
- Direct investments in Smallholder Certification projects
- Involvement/direct investments in Jurisdictional/Landscape approach
- Direct/collective investments in conservation and restoration initiatives
- Financial contribution to 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
- 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

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NGOs

1. Operational Profile

1.1 What are the main activities of your organisation?

ZSL (Zoological Society of London) an international conservation charity driven by science, working to restore wildlife in the UK and around the world by protecting critical species, restoring ecosystems, helping people and wildlife live together and inspiring support for nature. We've been building stronger connections to wildlife for 200 years. Through our leading Zoos, our innovative conservation work in the field and through the Institute of Zoology, a centre of research excellence, we are passionate advocates for nature and won't stop until we have created a world where wildlife thrives.

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 believe that transforming the market to a sustainable supply of palm oil that supports both people and wildlife is a practical solution to pursue. 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 RSPO Principles & Criteria. The full Palm Oil Position Statement is available here: www.zsl.org/about-zsl/policies/palm-oil-positionstatement

SPOTT: SPOTT, an initiative of ZSL, is an online platform supporting sustainable commodity production and trade (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 2023, ZSL published assessments of 100 palm oil producers, processors and traders (<https://www.spott.org/palm-oil>), and engaged directly with around half of these companies to support their improvement. Stakeholder engagement: In 2023 ZSL continued to work with a variety of stakeholders in the palm oil industry to support and promote sustainable palm oil. 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 guidance documents, training materials and research pieces to support both assessed companies and industry stakeholders. All resources can be found on our website: <https://www.spott.org/training-hub/> and www.spott.org/reports

We also continue to engage as part of the India Sustainable Palm Oil Coalition (ISPOC), and the UK Roundtable on Sourcing Sustainable Palm Oil.

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 2023 these included the Biodiversity and HCV Working Group (staff member is a co-chair), Smallholder Standing Committee, and the Standards Review Taskforce.

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

1.0%

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 work on palm oil is funded mostly through grants, charitable donations and some charitable core funds. A small amount of our work in this area is also funded through consultancy services the Sustainable Business and Finance team within ZSL provides.

2. TimeBound Plan

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

2008

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

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

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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.

SR 1. Transparency

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

Yes

SR 2. Ethical Conduct

1.2 Does your organisation have a publicly-available policy covering Ethical Conduct, including for recruitment and contractors?

Yes

SR 3 and SR 4. Legal Compliance

1.3 Does your organisation comply with all applicable legal requirements?

Yes

1.4 Does your organisation require its third party contractors to comply with legal requirements?

Yes

1.7a Does your organisation promote the use of off-product RSPO claims and labels?

No

SR 8. Information and outreach activities

1.8 Does your organisation implement transparent communication and outreach activities to promote sustainable palm oil?

Yes

SR 9. Human Rights

1.9 Does your organisation have a publicly-available Policy on respect for human rights, including for suppliers and sub-contractors?

Yes

SR 10. Complaints & Grievances**1.10 Does your organisation have a Grievance Mechanism that is accessible to all affected parties?**

Yes

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

Yes

1.11a Does your organisation have a policy covering Commitment to respect Free Prior and Informed Consent (FPIC) in the operational Palm Oil Supply chain?

No

SR 13 and SR 14. Smallholders inclusion**1.13 Does your organisation support oil palm smallholders (groups)?**

No

SR 15 - SR 20. Labour & Labour Rights**1.15 Does your organisation have a publicly-available policy covering Labour & Labour Rights?**

Yes

1.15.1 Does the policy cover:

- No discrimination and equal opportunities
- Pay and conditions of the workers.
- Freedom of association and Collective bargaining
- Protection of children and remediation for suppliers and third party contractors.
- Prevention of all forms of harassment, including sexual harassment
- No forced or trafficked labour

SR 21. Occupational Health & Safety**1.21 Does your organisation have a publicly-available Policy covering Occupational Health & Safety?**

No

SR 22. Waste Management**1.22a Does your organisation have a waste management plan that includes reduction, recycling, reusing and disposal based on the hazardous characteristics?**

Yes

1.22a.1 Is this plan implemented?

Yes

1.22b Does your organisation have a statement of intent to reduce, recycle, reuse and disposal based on the hazardous characteristics?

Yes

SR 23. Water Management**1.23 Does your organisation have a water management plan to promote efficient use and continued availability of water sources?**

Yes

1.23.1 Is this plan implemented?

Yes

SR 24. Energy Use**1.24 Does your organisation have an energy use plan to improve the efficiency of the fossil fuels used and to optimise renewable energy?**

Yes

1.24.1 Are there records of implementation of the plan ie. monitoring and reporting?

Yes

SR 25. Climate Change and Greenhouse Gases (GHG)**1.25 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

1.26b Does your organisation meet the SR CSPO uptake target?

Yes

SR 27. Sustainable Palm Oil Policy

1.27a Does your organisation have other relevant policies as a sustainable palm oil sourcing policy?

Yes

1.27b Does your organisation have available a statement of support to RSPO's vision?

Yes

SR 28 and SR 29. Support and resourcing

1.28 Does your organisation provides services and support to RSPO and resources to implement SR?

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

ZSL publishes annual reports here: <https://www.zsl.org/about-zsl/organisation/zsl-publications/zsl-annual-reports>
Sustainable Business and Finance Programme website here: <https://www.zsl.org/what-we-do/working-with-business>
SPOTT website is here: www.spott.org