

Particulars

About Your Organisation

1.1 Name of your organisation

Cheyenne Mountain Zoo

1.2 What is/are the primary activity(ies) or product(s) of your organisation?

- Palm Oil Grower
- Processor and/or Trader
- Consumer Goods Manufacturer
- Retailer
- Bank and/or Investor
- Social and/or Development NGO
- Environmental and/or Conservation NGO
- Affiliate

1.3 Membership number

6-0017-10-000-00

1.4 Membership category

Environmental or Nature Conservation Organisations (Non Governmental Organisations)

1.5 Membership sector

Ordinary

NGOs

1. Operational Profile

1.1 What are the main activities of your organisation?

Cheyenne Mountain Zoo, Ås 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?

1. We attended the national Association of Zoos and Aquariums (AZA) conference and hosted a booth in the exhibit hall for the duration of the conference. We educated our peers from more than 230 accredited institutions from around the country (and even some international attendees) about the importance of using sustainable palm oil and becoming members of the RSPO. Throughout the conference, we facilitated formal and informal discussions, distributed information about our toolkit and shopping guides, and promoted our free sustainable palm oil shopping guide app. We also facilitated conference attendees with reach out to corporations who are not yet members of the RSPO, encouraging them to join, as well as thanking corporations who are members of the RSPO and very active in sourcing physical CSPO. We feel we have played a significant role in increasing US zoos, Å participation in RSPO membership, as well as awareness and having other institutions promote the same sustainable palm oil message of supporting RSPO member companies. 2. We have facilitated and sent thousands of kids, Å letters and signatures to six different companies throughout the year after seeing great effectiveness in converting former letter-and signature-receiving companies to RSPO members after being contacted for several months. 3. For the tenth 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. 4. Promotional cards for our shopping guide app, Å which promotes the RSPO, Å were handed out at our zoo as well as at conferences we attended. Additionally, we provided these cards to other zoos through our Palm Oil Toolkit. 5. Primate keepers continue daily orangutan shows at our great ape exhibit that include messaging about sustainable palm oil and handing out promotional cards for our sustainable palm oil shopping app. Trading cards are handed out to young children with links to additional palm oil information. 6. 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 126,000 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. We have continued discussions with Chester Zoo in the UK about developing a global sustainable palm oil shopping guide app, Å beginning with a collaboration between zoos in the US, UK, France, Australia, and New Zealand. We believe a global palm oil app- and broader global awareness of the RSPO and sustainable palm oil- is possible in the near future. 8. We presented at conferences about sustainable palm oil and encouraging others to join and support the RSPO, including: the Annual Orangutan SSP Husbandry Workshop conference, the International Congress for Conservation Biology (ICCB), and Canada's Accredited Zoos and Aquariums annual conference (CAZA). 9. We maintained and updated an interactive, Å store, Å 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. 10. We traveled to WAZA accredited Taman Safari in Bogor, Indonesia where we did a one-day training around the RSPO, sustainable palm oil, and how to start sustainable palm oil awareness programs. Since that visit Taman Safari has started sustainable palm oil conservation messaging on grounds. 11. We have two active members involved in the World Association of Zoos and Aquariums' (WAZA) subcommittee on certified sustainable palm oil. These members work to fulfill goals set out in a memorandum of understanding (MOU) between the RSPO and WAZA. Specifically some of these goals include an increase in the number of WAZA members who commit to and use only CSPO in the products they retail, purchase, and consume on their premises as well as more WAZA members carrying out CSPO awareness campaigns.

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

10%

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)

1. We will continue to work with Service Systems Associates (SSA), the vendor for the Cheyenne Mountain Zoo, concessions, and a member of the RSPO, to reach the goal of using 100% CSPO in their restaurants and gift shops at all facilities. They also operate at 38 other zoological facilities throughout the United States. 2. We will continue to promote our sustainable palm oil shopping guide mobile app that has over 126,000 downloads. 3. We will continue to collaborate with international zoos about the feasibility of developing a global app. 4. We will continue to work towards having more USA zoos become members of the RSPO. 5. We will continue to advocate for companies to become members of the RSPO and use only CSPO in their products. Our target goal for 2020 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.) 6. Continue to facilitate zoo and web guests in writing thousands of letters, kids' coloring pictures, and emails asking companies to become members of the RSPO and use only CSPO in their products. 7. We will use our smart phone shopping guide app rating system to encourage RSPO members to keep improving. 8. 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. 9. We will continue to attend conferences and spread messaging about sustainable palm oil to other zoos. 10. We will provide training and resources to other zoos and organizations (both in the US and internationally) interested in learning how to better educate their communities to take action on demanding and using certified sustainable palm oil. 11. We will continue to educate our 785,000+ guests on the importance of certified sustainable palm oil through talks with staff / animal keepers, signage, interactive areas, and events.

4. Shared Responsibility

The Board of Governors of the Roundtable on Sustainable Palm Oil (RSPO) approved new Shared Responsibility rules on 31 October 2019, requiring all members to share sustainability requirements and obligations. Reporting of Shared Responsibility indicators will be done through several channels, including ACOP. As the implementation of Shared Responsibility reporting is still on-going and in development, the Shared Responsibility section in ACOP is not yet final and may change in future ACOP cycles. For more information on Shared Responsibility, please go to <https://rspo.org/news-and-events/news/what-are-the-new-shared-responsibility-rules> or email the ACOP team at acop@rspo.org

Labour & Labour Rights

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

Yes

4.1.1 Does the policy cover:

- No discrimination
- Wage and working conditions
- Freedom of association
- No child labour
- No harassment
- No forced or trafficked labour

4.1.2 Has your company previously uploaded or linked its Labour & Labour Rights policy in previous ACOP reporting cycles?

No

Ethical Conduct & Human Rights

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

Yes

4.2.1 Does the policy cover:

- Recruitment
- Contractors
- Sub-Contractors & Third-Party Contractors

4.2.2 Has your company previously uploaded or linked its Ethical Conduct & Human Rights policy in previous ACOP reporting cycles?

No

Occupational Health & Safety

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

Yes

4.3.1 Has your company previously uploaded or linked its Occupational Health & Safety policy in previous ACOP reporting cycles?

No

Climate Change & Greenhouse Gas (GHG)

4.4 Does your company have a publicly-available policy covering Climate Change & Greenhouse Gas (GHG)?

No

Complaints & Grievances

4.5 Does your company have a Complaints & Grievances Mechanism?

Yes

4.5.1 Is your Complaints & Grievances mechanism in line with the RSPO's grievance mechanism? For details of the RSPO's grievance mechanism, please go to <https://askrspo.force.com/Complaint/s/>

Yes

Smallholders

4.6 Does your company support oil palm independent smallholder groups?

No

4.6.3 Do you have any future plans to support oil palm Independent Smallholders?

Yes

5. Challenges

5.1 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

Our efforts to combat most of these challenges has been focused on education. We highly rely on scientific research supporting the RSPO and sustainable palm oil. We find most of this research by way of the RSPO, independent third party research organizations (often universities), and other environmental NGOs. We educate companies on the importance of sourcing CSPO as well as educating consumers on the importance of supporting companies that source CSPO. We educate everyone on why CSPO is a solution to combating deforestation.

5.2 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?

- Engagement with business partners or consumers on the use of CSPO
- Engagement with government agencies
- 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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5.3 If your organisation has any other publicly-available reports or information regarding its palm oil-related policies and activities, please provide the links here

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