

Particulars

About Your Organisation

1.1 Name of your organisation

Wildlife Reserves Singapore Pte Ltd

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

6-0049-18-000-00

1.4 Membership category

Environmental or Nature Conservation Organisations (Non Governmental Organisations)

1.5 Membership sector

Ordinary

Retailers

1. Operational Profile

1.1 Please state your company's main activity within the palm oil supply chain

- 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 - Palm Oil and Certified Sustainable Palm Oil Consumption - is a mandatory declaration in your ACOP. This includes volume data on palm oil and palm oil products consumed, to enable the RSPO to accurately calculate uptake on a member, sector and total level. ACOP reports without reported volume data will be considered incomplete and will not be accepted.

2.1 Please list down all operations and subsidiaries using palm oil that are owned and/or managed by the member, including those under Group Membership

Singapore Zoo: - Ben & Jerry's - Chawang Bistro - Ah Meng Kitchen - Inuka Caf   - The Wild Deli - Zoo Mandai Mart - Ah Meng Restaurant - Zoo Kiosks - RFW Caf   Night Safari: - Ben and Jerry,   s - Jungle Rotisserie - Safari Sizzles - NS Mandai Mart - Ulu Ulu Safari Restaurant River Safari: - Mama Panda Kitchen - RS Kiosks Jurong Bird Park: - Hawk Caf   - Lory Loft Caf   - Lunch with Parrots - JBP Kiosks - BOP caf   (i.e Ben and Jerry,   s)

2.1.1 In which markets does your company retail goods with palm oil and oil palm products?

Singapore

2.2.5 Total volume of all palm oil and palm oil products (palm-content only) used in your company's own-brand products in the year:

Description	Tonnes
Total volume of crude/refined palm oil (tonnes)	65.212
Total volume of crude/refined palm kernel oil (tonnes)	0.0
Total volume of palm kernel expeller (tonnes)	0.0
Total volume of palm oil/palm kernel oil derivatives and fractions (tonnes)	0.0
Total	65.212

2.2.6 Please estimate the percentage of derivatives and fractions (reported in Question RT.2.2.4) 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	100.0
Palm kernel oil-based derivatives and fractions	0.0

2.3 Volume of RSPO-certified palm oil and oil palm products (palm-content only) used in your company's own brand products in the year (tonnes):

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	0.0	0.0	0.0	0.0
RSPO Credits from Independent Smallholder	0.0	0.0	0.0	0.0
Mass Balance (MB)	65.212	0.0	0.0	0.0
Segregated (SG)	0.0	0.0	0.0	0.0
Identity Preserved (IP)	0.0	0.0	0.0	0.0
Total	65.212	0.0	0.0	0.0

2.3.1 Please estimate the percentage of RSPO-certified derivatives and fractions (reported in Question RT.2.3) 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 derivatives.

Description	Percentage
Certified Palm oil-based derivatives and fractions	100.0
Certified Palm kernel oil-based derivatives and fractions	0.0

2.4 According to the volume information you have provided in Question 2.2 and Question 2.3, your company's certified palm oil and palm oil products uptake is:

100.00%

2.4.1 If your company has not reached 100% usage of sustainable palm oil through the four supply chain models (RSPO Credits, MB, SG or IP), do you have any plans to cover the gap using RSPO Credits?

Yes

2.5 Please estimate the regional distribution of your company's RSPO certified palm oil and palm oil-products usage (as declared in Question RT.2.3) in the following countries/regions:

Countries/Regions	Percentage
Europe	0.0
North America	0.0
Malaysia	0.0
Indonesia	0.0
China	0.0
India	0.0
Latin America	0.0
Africa	0.0
Rest of World	100.0

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

2017

3.1.1 If the previous target year for RT.3.1 has not been met, please explain why.

-

3.2 Which year did your company begin (or expects to begin) using 100% RSPO-certified sustainable palm oil and palm oil products from any supply chain option in own-brand products.

2017

3.2.1 If the previous target year for RT.3.2 has not been met, please explain why.

-

3.3 Which year did your company begin (or expects to begin) using 100% 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.

2017

3.3.1 If the previous target year for RT.3.3 has not been met, please explain why.

-

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

Currently do not have own-branded products that contain palm (kernel) oil and its derivatives, and reported volume is for cooking oil, as advised by RSPO.

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)

1) Revamp existing education programmes to include communication of sustainable palm oil use in our parks and advocate for guests to choose products containing sustainable palm oil. 2) Continue to engage and educate our guests on sustainable palm oil in our parks and on our website. 3) Continue to contribute as a Founding Member of the Southeast Asia Alliance on Sustainable Palm Oil (SASPO). 4) Work alongside WWF and SASPO to develop an outreach plan to encourage businesses to take up sustainable palm oil and to raise awareness amongst consumers. 5) Continue to contribute as a member of the World Association of Zoos and Aquariums (WAZA) Sub-committee on Palm Oil. 6) Engage our vendors and suppliers on sustainable palm oil through implementing requirements for sustainable palm oil in the procurement process. 7) Identify alternative products that can replace non-CSPO products in our operations, where feasible.

6. 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

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

No

Ethical Conduct & Human Rights

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

No

Land Use

6.3 Does your company have a publicly-available Policy covering Land Use?

No

Occupational Health & Safety

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

Yes

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

No

Climate Change & Greenhouse Gas (GHG)

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

No

Complaints & Grievances

6.6 Does your company have a Complaints & Grievances Mechanism?

Yes

6.6.1 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/>

No

Smallholders

6.7 Does your company support oil palm independent smallholder groups?

No

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

Yes

7. Challenges

7.1 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

Geopolitical tensions where palm oil and various forms of certifications are concerned.

7.2 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

-

7.3 If your company has any other publicly-available reports or information regarding its palm oil-related policies and activities, please provide the links here

WRS Position Statement on Palm Oil:

<https://www.wrs.com.sg/content/dam/wrs/documents/sustainability/WRS%20Position%20Statement%20on%20Palm%20Oil%20https://www.wrs.com.sg/en/protecting-wildlife/go-green-for-wildlife/buying-smart-and-sustainable.html> WRS's SASPO Commitment to Sustainable Palm Oil Consumption:

https://saspo.org/wp/wpcontent/uploads/2020/01/WRS-Commitment-to-Sustainable-Palm-Oil-Consumption_Jan2020.pdf

NGOs

1. Operational Profile

1.1 What are the main activities of your organisation?

Wildlife Reserves Singapore is a zoological institution that provides meaningful and memorable wildlife experiences with a focus on protecting biodiversity in Singapore and the region.

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) Engaging and educating our guests with communication material on sustainable palm oil at our F&B outlets, interpretives at the orang utan exhibit, and on our website 2) Founding Member of the Support Asia for Sustainable Palm Oil (SASPO) 3) Member of the World Association of Zoos and Aquariums (WAZA) Sub-committee on Palm Oil 4) Engage our vendors and suppliers on sustainable palm oil through our palm oil audit

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

1%

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

No

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?

As part of our overall organisational workstream.

2. TimeBound Plan

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

2025

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

3. Actions for Next Reporting Period

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<https://www.wrs.com.sg/en/protecting-wildlife/go-green-for-wildlife/buying-smart-and-sustainable.html> WRS's Commitment to Sustainable Palm Oil Consumption: https://saspo.org/wp/wp-content/uploads/2020/01/WRS-Commitment-to-Sustainable-Palm-Oil-Consumption_Jan2020.pdf
