

Particulars

About Your Organisation

Organisation Name

San Diego Zoo Global

Corporate Website Address

<http://www.sandiegozooglobal.org>

Primary Activity or Product

- Environmental NGO
-

Related Company(ies)

No

Membership

Membership Number	Membership Category	Membership Sector
6-0024-13-000-00	Ordinary	Environmental or Nature Conservation Organisations (Non Governmental Organisations)

Environmental and Conservation NGOs

Operational Profile

1.1 What are the main activities of your organization ?

San Diego Zoo Global (SDZG) is committed to saving species worldwide by uniting our expertise in animal care and conservation science with our dedication to inspiring passion for nature. We will lead the fight against extinction. San Diego Zoo Global is the largest zoological membership association in the world, with more than 250,000 member households and 130,000 child memberships representing more than a half-million people.

Our San Diego Zoo Institute for Conservation Research is one of the largest zoo-based research centers in the world. Founded in 1975, it is dedicated to preserving and protecting rare and endangered wildlife and habitats. Staff develop, gather, and increase knowledge vital for the establishment of self-sustaining populations of wildlife.

1.2 Does your organization use and/or sell any palm oil?

Yes

1.3 Activities undertaken to promote sustainable palm oil, the RSPO and/or members in the reporting period

Our objectives for the last reporting period are listed below, with activities conducted to fulfill those objectives enumerated beneath:

1. We will continue employee awareness initiatives to further develop an internal understanding of the importance of increasing CSPO uptake in North America.
 - a. RSPO member products were promoted for Halloween 2014 and Easter 2015 to educate staff about sustainably-minded palm oil purchases
 - b. SDZG sent a representative to the Association of Zoos and Aquariums (AZA) 2014 conference in September to attend the Palm Oil Task Force meeting and discuss sustainable palm oil with representatives from zoos and aquariums
 - c. A four-page "Zoo View" internal communication highlighted sustainable palm oil, RT12, and staff visits to palm oil growers and mills for the benefit of employees and docents
 - d. The SDZG in-house library developed a palm oil repository page, with published literature, informational reports and links to webpages that describe and analyze the palm oil conservation crisis. This resource serves as a one-stop resource for all staff seeking to know more about the issue. The RSPO is included among the materials on this page
2. We will expand our public outreach efforts to include signage reflecting our RSPO membership at the newly built Tiger Trail exhibit at the San Diego Zoo Safari Park.
 - a. Our Orangutan exhibit signs were recently updated to reflect our RSPO membership. A link to the RSPO website was included
 - b. A graphic describing deforestation and sustainable palm oil is included at Tiger Trail. The RSPO will be highlighted in an addition in the next reporting cycle
3. We will continue to target our public "animal encounters" as venues to discuss the palm oil conservation crises and the role of the RSPO, to connect the public with conservation issues relating to animals they interact with on their visits
 - a. Internal communications continue to promote sustainable palm oil literacy among those staff who engage the public regularly
4. We will expand support of the RSPO on the San Diego Zoo Global family of websites
 - a. Due to the short reporting period since the last ACOP submission, this objective has yet to be fulfilled
5. We will investigate ways in which our organization can begin to engage the private sector with respect to palm oil.
 - a. A member of our staff was seated as an alternate member of the RSPO's Complaints Panel
6. We will investigate ways to build relationships with other North American zoos and the AZA to promote general knowledge of sustainable palm oil and drive the uptake of CSPO
 - a. SDZG sent a representative to the AZA 2014 conference in September to attend the Palm Oil Task Force meeting and discuss sustainable palm oil with representatives from zoos and aquariums
 - b. SDZG actively participated in the AZA Palm Oil Task Force, which made recommendations to the AZA regarding the implementation of sustainable palm oil practices for member zoos and aquariums, developed a position statement for the AZA on sustainable palm oil, and provided examples to major zoo industry vendors regarding sustainable business practices utilizing CSPO
 - c. SDZG staff is seated as an AZA Palm Oil Advisor, to continue to guide AZA best practices with respect to palm oil

In addition, we successfully developed and collaboratively implemented an education module at the Bornean Sun Bear Conservation Centre in Malaysian Borneo which highlights the plight of the sun bear. Included in that module is information regarding the role of palm oil development in influencing the conservation status of sun bears. Student education components and exhibit signs reflect sustainable palm oil messaging.

1.4 Did members of your staff participate in RSPO working groups/taskforces in the reporting period?

Yes

Please explain how

1. Staff attended RT12 and participated in a number of talks and discussions
 2. Staff attended GA11 and voted on resolutions
 3. A staff member was selected to serve as an alternate member to the Complaints Panel
-

1.5 Do you have any collaborations with the industry players/private sector to support them in the market transformation towards CSPO?

Yes

Please explain how

SDZG actively participated in the AZA Palm Oil Task Force, which made recommendations to the AZA regarding the implementation of sustainable palm oil practices for member zoos and aquariums, developed a position statement for the AZA on sustainable palm oil, and provided examples to major zoo industry vendors regarding sustainable business practices utilizing CSPO. SDZG staff is seated as an AZA Palm Oil Advisor, to continue to guide AZA best practices with respect to palm oil.

SDZG visited multiple palm oil plantations and mills in West Kalimantan, Borneo in November 2014 and discussed their transition to RSPO membership, their sustainable practices and their efforts to promote biodiversity in areas surrounding their concessions.

1.6 What percentage of your organizations overall activities focus on palm oil?

10%

1.7 How is your work on palm oil funded?

Our work on palm oil is funded through the annual operating budgets of San Diego Zoo Global's Education, Conservation, and Marketing Departments.

Time-Bound Plan**2.1 Date started or expect to start participating in RSPO working groups/taskforces**

2015

Comment:

SDZG has a representative currently serving as an alternate member of the Complaints Panel.

SDZG has applied for membership to the Biodiversity and High Conservation Value Working Group in the past (2014), though our application was not accepted.

We remain open to future opportunities to serve as a member of a working group for which our skills are well suited.

2.2 Date expected to undertake and publicise programmes to support RSPO, RSPO certification and/or good standing RSPO members

2013

Comment:

Implementation began two years ago, but the programs are expanding yearly.

2.3 What are your interim milestones towards achieving your commitments to promote sustainable palm oil (the production/uptake of CSPO)?

1. We will expand our public outreach efforts to include signage reflecting our RSPO membership at the newly built Tiger Trail exhibit at the San Diego Zoo Safari Park
2. We will continue to target our public "animal encounters" as venues to discuss the palm oil conservation crises and the role of the RSPO, to connect the public with conservation issues relating to animals they interact with on their visits
3. We will expand support of the RSPO on the San Diego Zoo Global family of websites
4. We will continue to investigate ways to build relationships with other North American zoos and the AZA to promote general knowledge of sustainable palm oil and drive the uptake of CSPO
5. With our North American Zoo partners, SDZG will seek to evaluate the new US Presidential mandate on trans fats and determine what action steps might be needed to ensure that any changes in practices of North American food suppliers reflect best practices with regard to sustainable palm oil
6. SDZG will develop a new, updated educational document for in-house learning as it pertains to palm oil. This will be used to educate and inform all new employees and docents about the palm oil conservation crisis and the role that RSPO and CSPO play

2.4 Which countries that your institution operates in do the above commitments cover?

- United States

Actions for Next Reporting Period**3.1 Outline actions that will be taken in the coming year to promote sustainable palm oil(along the supply chain)**

1. With our North American Zoo partners, SDZG will seek to evaluate the new Presidential mandate on trans fats and determine what action steps might be needed to ensure that any changes in practices of North American food suppliers reflect best practices with regard to sustainable palm oil
2. The SDZG will continue to work with the AZA via its Palm Oil Advisors to seek ways to inform North American zoos and their guests about CSPO and encourage the development of a palm oil marketplace that is decoupled from deforestation

Reasons for Non-Disclosure of Information**4.1 If you have not disclosed any of the above information please indicate the reasons why****GHG Emissions****5.1 Are you currently assessing the GHG emissions from your operations?**

No

Please explain why

We performed a GHG audit of San Diego Zoo operations in 2009. The independent audit was conducted by students of an environmental economic course from Point Loma Nazarene University. We ascertained areas in which we could improve our carbon footprint, and in the time since we have addressed many of the recommendations of the auditors, including:

- Installation of smart thermostats
- Replacement of CFL lighting by LEDs
- Where possible, telecommuting has been implemented
- Monitors and tvs have been replaced by flat panel, energy star appliances
- Motion occupancy sensors installed where possible
- As equipment motors are replaced, energy efficient variable frequency soft start drives are installed where possible
- Solar panels have been installed at the SDZG Institute for Conservation Research
- Our primary research facility, the Beckman Center, is LEED certified with a silver rating
- Vehicle fleet improvements include the replacement of older vehicles with smart vehicles powered by electric power or with improved fuel efficiency
- Employee van pool system accelerated to improve carbon footprint of employee transportation

Since the 2009 audit we have not yet repeated the process of evaluating our GHG emissions, though we continue to strive to improve our footprint.

5.2 Do you publicly report the GHG emissions of your operations?

No We performed a GHG audit of San Diego Zoo operations in 2009. The independent audit was conducted by students of an environmental economic course from Point Loma Nazarene University. We ascertained areas in which we could improve our carbon footprint, and in the time since we have addressed many of the recommendations of the auditors, including:

- Installation of smart thermostats
- Replacement of CFL lighting by LEDs
- Where possible, telecommuting has been implemented
- Monitors and tvs have been replaced by flat panel, energy star appliances
- Motion occupancy sensors installed where possible
- As equipment motors are replaced, energy efficient variable frequency soft start drives are installed where possible
- Solar panels have been installed at the SDZG Institute for Conservation Research
- Our primary research facility, the Beckman Center, is LEED certified with a silver rating
- Vehicle fleet improvements include the replacement of older vehicles with smart vehicles powered by electric power or with improved fuel efficiency
- Employee van pool system accelerated to improve carbon footprint of employee transportation

Since the 2009 audit we have not yet repeated the process of evaluating our GHG emissions, though we continue to strive to improve our footprint.

Application of Principles & Criteria for all members sectors

6.1 Do you have organizational policies that are in line with the RSPO P&C, such as:

- Energy and carbon footprints
[EN-Policies-to-PNC-waterland.pdf](#)
 - Ethical Conduct
[EN-Policies-to-PNC-ethicalconduct.pdf](#)
 - Labour rights
[EN-Policies-to-PNC-laborrights.pdf](#)
-

6.2 What steps will your organization take to realize ethical conduct in business-applicable regulations and industry practices?

The, not-for-profit, Zoological Society of San Diego, doing business as San Diego Zoo Global, is a conservation, education, and recreation organization dedicated to the reproduction, protection, and exhibition of animals, plants, and their habitats; with a vision of Ending Extinction. Every person at the organization, regardless of position (employee or volunteer, executive, or Board Member) shares in the responsibility for promoting a positive work culture with the highest ethical standards.

The organization has a strict "Code of Business Conduct and Ethics" policy. The code announces the ethical principles, policies, and procedures by which the Society endeavors to ensure that all business activities are consistent with the Society's commitment to the highest ethical standards and the law and to fulfill its public trust. To the extent this Code requires a higher standard than required by commercial practice or applicable laws, rules or regulations, the organization will adhere to the higher standards.

The Code covers these areas in detail:

Compliance with Applicable Law and Contractual Commitments

Governance

Personnel; Conflicts of Interest

Creation, Maintenance and Protection of Collections

Field Study and Conservation

Relationship with Other Zoos and Botanical Gardens

Public Access, Programs, and Education

Fiscal Responsibility

Ethics Assessment

Asking for Help and Reporting Concerns

In addition to the fine level of detail for each of the above subjects in the Code of Ethics; the organization also maintains many of its high ethical standards in other documents and manuals. Some examples are the Employee Handbooks, Conflict of Interest annual documentation procedures, and the entire scope of all Division / Departmental, operational manuals for the various facets of the organization.

The organization encourages anyone with questions regarding the application or interpretation of the Code, or concerns regarding adherence to the Code, to seek assistance from any member of the leadership team, Human Resources, the General Counsel or the CEO. The organization also maintains a third-party Ethics and Compliance hot line to which anonymous reports may be submitted; either verbally, in writing, or through a secure and private web intake process.

Finally, each year, the CEO/President prepares a report to the Board of Trustees on ethical and legal compliance to the Code.

6.3 What best practice guidelines or information has your organization provided to facilitate production and consumption of CSPO? What languages are these guidelines available in?

SDZG participated in the AZA palm oil task force in 2014, which produced a position statement (in English) which advances the use of CSPO to promote deforestation free palm oil practices. That statement is available for download here:

<https://www.aza.org/board-policies/>

6.4 Has your organization partnered with any RSPO members in the implementation of or benchmarking against the Principles and Criteria?

Yes

Concession Map**7.1 This questions only applies for companies who would like to declare concession boundaries owned. (both RSPO Certified and uncertified)**

Do you agree to share your concession maps with the RSPO?

No

Please explain why

--

Challenges

1 What significant economic, social or environmental obstacles have you encountered in the production, procurement, use and/or promotion of CSPO and what efforts did you make to mitigate or resolve them?

I. The lack of products in North America containing 100% CSPO, and thus marked with the RSPO palm tree logo, make it difficult to educate visitors to our facilities about quick and easy ways to promote the uptake of CSPO. Though recent updates to the RSPO website have been helpful, we continue to encourage the RSPO to include on their website a public-friendly (i.e., simplified) list of products of RSPO members in good standing that can be marketed to the public easily, so they can find products they can purchase to support the effort to increase CSPO uptake. SDZG would like to link to such a list in our exhibit signage and electronic communications.

II. ENGOs in North America and across the globe have provided mixed messages to the public, making it difficult, but necessary, to clarify the best way to affect change with respect to the palm oil conservation crisis. Although this environment is slowly changing as North American zoos and NGOs begin to share the same message, we continue to encounter confusion and "pro-boycott" attitudes that will take some time to overcome.

2 How would you qualify RSPO standards as compared to other parallel standards?

--

Cost Effective:

Yes

Robust:

Yes

Simpler to Comply to:

Yes

3 How has your organization supported the vision of RSPO to transform markets? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)

Our primary efforts thus far have been aimed at informing our staff and volunteers about the RSPO and the role it plays in addressing the palm oil conservation crisis. In doing so, we have been building a reservoir of knowledge among our staff to be shared with the general public. As our outreach efforts grow and begin to reach the public, we anticipate that we can play a significant role in developing consumer attitudes about sustainable palm oil, and thus influence the uptake of CSPO in North America. Additionally, as a member of the AZA Palm

Oil Task Force, SDZG participated in a nation-wide effort of like-minded zoological institutions to perpetuate a uniform message to be delivered to North American consumers and zoo-goers to have a more significant impact on market transformation efforts. We will continue to provide guidance to the AZA to contribute towards a positive change promoting CSPO uptake across the United States.

4 Other information on palm oil (sustainability reports, policies, other public information)

None at this time