

Particulars

About Your Organisation

1.1 Name of your organisation

SERVICE SYSTEMS ASSOCIATES, INC.

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

8-0167-15-000-00

1.4 Membership category

Organisations

1.5 Membership sector

Affiliate

Late Submission

Affiliates

1. Operational Profile

1.1 What are the main activities of your organisation?

The SSA Group is a family owned and operated guest services company providing retail, culinary and ticketing operations for over 50 million visitors annually in zoos, aquariums and museums across the United States. The diverse team at SSA works to assure our guests the highest level of experience while shopping, dining and visiting our partner institutions. The SSA Group manages operations at over 60 partner locations.

1.2 What activities has your organisation undertaken to promote sustainable palm oil, the RSPO and/or RSPO members in the reporting period?

The SSA Group has a Conservation Team at every account throughout the USA and partners with host institutions to share news, information, activities as well as develop increased awareness with our over 6,000 employees nationwide. We have throughout 2019 promoted the RSPO and the collaboration at the Cheyenne Mountain Zoo to all of our teams and staff with the core goal of raising both the level of awareness on-site and for our employees own personal actions when they make purchase decisions at home. In addition, Andrew Fischer, Vice President of Sustainability & Conservation for the SSA Group has engaged with the procurement team of SSA who work with our vendors including US Foods to continue to drive home the importance of RSPO support and compliance. Andrew also is a representative on the AZA (Association of Zoo and Aquarium) Green Science and Advisory Group who focus on sustainability of environments here and around the world. He is also a member of the Conservation Education Committee with AZA and has been a part of the discussion of RSPO education within Zoo and Aquarium facilities nationwide.

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

5.0%

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

No

1.5 Does your organisation have any past or on-going 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?

The SSA Group ownership has a commitment to focused sustainability and conservation organizations who work with our partner institutions to make a difference. SSA supports the RSPO efforts in this area by having Andrew Fischer, Vice President of Sustainability & Conservation involved in these efforts.

2. Actions for Next Reporting Period

2.1 Please outline activities that your organisation will take in the coming year to promote the production or consumption of certified sustainable palm oil (CSPO)

The SSA Group will continue to communicate with our suppliers and partners on the importance of being a supporter of the RSPO and to continue or shift as applicable to the consumption of certified sustainable palm oil. Andrew Fischer will also work with the national SSA Group culinary procurement team to elevate our expectations with our top vendors and SSA will support increased sustainable production. We will also work with our partner institutions on developing increased awareness for our guests in the cafe's and restaurants nationally as well as our employees.

Late Submission

3. Challenges

3.1 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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3.2 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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3.3 If your organisation has any other publicly-available reports or information regarding its palm oil-related policies and activities, please provide the links here

N/A at this time but will be working on more details for 2021