

## Particulars

### About Your Organisation

#### 1.1 Name of your organization

SERVICE SYSTEMS ASSOCIATES, INC.

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

- Grower
  - Processor and/or Trader
  - Consumer Goods Manufacturer
  - Retailer and/or Wholesaler
  - Bank and/or Investor
  - Social and/or Development NGO
  - Environmental and/or Conservation NGO
  - Supply Chain Associate
  - Affiliate
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#### 1.3 Membership number

8-0167-15-000-00

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#### 1.4 Membership category

Organisations

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#### 1.5 Membership sector

Affiliate

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## Affiliate

### 1. Operational Profile

#### 1.1 What are the main activities of your organisation?

Service Systems Associates (SSA) is a family owned and operated visitor service provider, serving over 40 million visitors annually in zoos, aquariums and museums nation-wide. Approximately 10 million families sat down for a meal in one of our cafe's, or took home a special memory of their visit to a cultural attraction from one of our gift shops. SSA manages the foodservice in retail and catering at our clients locations. We do everything possible to make sure that those families feel welcome and valued, returning again and again to relive that special occasion.

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

No

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

We work with USF (who will become a RSPO member and 100% compliant in all branded products) and many RSPO member manufacturers and non members to make sure that we do not use products with non sustainable palm oil or any derivative of palm oil.

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

100%

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#### 1.5 Did members of your staff participate in RSPO working and/or taskforce groups in the reporting period?

No

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

Yes

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#### 1.7 How is your work on palm oil funded?

Through our private owners commitment to the RSPO efforts in this area and other sustainable efforts in other segments of sustainability.

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### 2. Actions for Next Reporting Period

#### 2.1 Outline activities that you will take in the coming year to promote sustainable palm oil along the supply chain.

we will keep working with our suppliers and manufacturers to work on elimination of non sustainable palm oil use not just in our products but the products they manufacturer.

By 2022, 100% of the palm oil used in SSA,Ãs cafÃ and restaurants nationally and as ingredients in SSA,Ãs products will support sustainable production.

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### 3. Challenges

**3.1 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?**

- 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
  - Others
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Other:

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**3.2 In addition to the actions already reported in this ACOP, how has your organisation supported the vision of RSPO to transform the market for sustainable palm oil in other ways? (e.g. Funding; Engagement with key stakeholders; Business to business education/outreach)**

- Engagement with business partners or consumers on the use of CSPO
  - Engagement with government agencies
  - Promotion of CSPO outside of RSPO venues eg trade workshops industry associations
  - Promotion of physical CSPO
  - Providing funding or support for CSPO development efforts
  - Research & Development support
  - Stakeholder engagement
  - Others
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Other:

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**3.3 Please attach or add links to any other information from your organisation on your palm oil policies and activities (e.g.: sustainability reports, policies, other public information)**

None at this time.

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