

WILDLIFE PROTECTION AND SUSTAINABILITY COMPLIANCE TRAINING



PURPOSE OF WILDLIFE PROTECTION TRAINING

Employee Responsibility Awareness

Training ensures hotel employees understand wildlife protection responsibilities under international sustainability standards.

Focus on Endangered Species

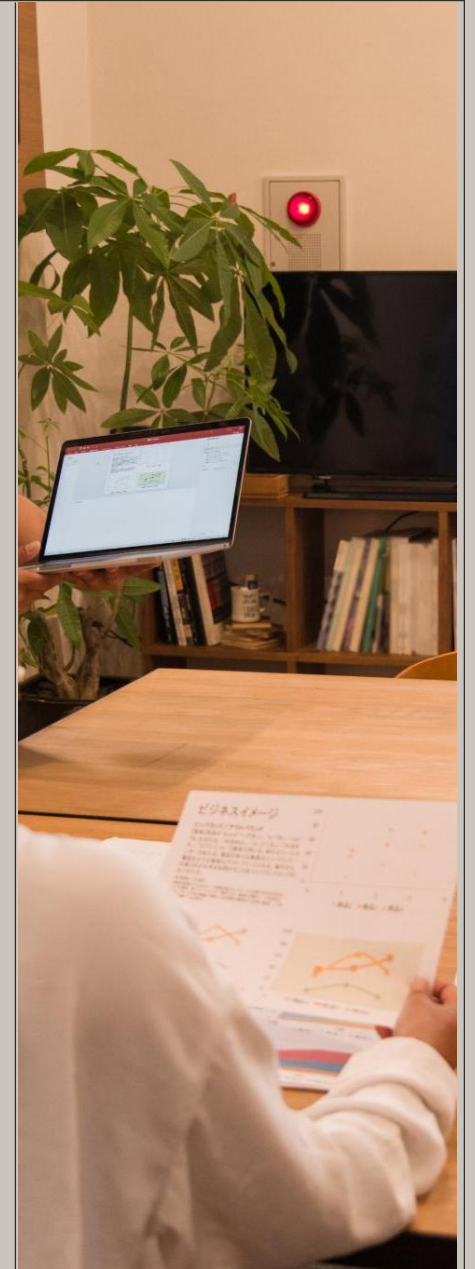
Training educates staff on endangered species and legal restrictions on hunting, trading, and serving wildlife products.

Promoting Ethical

Sourcing Training highlights risks of sourcing without verification and encourages ethical sourcing and responsible tourism practices.

Compliance and Conservation

Culture Training supports compliance, due diligence, and fosters a culture of respect for nature across hotel departments.





WHY WILDLIFE PROTECTION MATTERS IN HOSPITALITY

Impact of Hospitality on Wildlife

Hotels influence guest behavior and supplier practices that can either harm or protect wildlife worldwide.

Risks of Non-Compliance

Failure to follow wildlife protection laws can result in fines, loss of certification, and brand damage.

Ethical and Business Benefits

Protecting wildlife supports responsible tourism principles and enhances guest trust and loyalty.

Daily Operational

Practices Menu planning, procurement, and guest interactions are key to supporting wildlife conservation efforts.

UNDERSTANDING THE IUCN RED LIST OF ENDANGERED SPECIES

IUCN Red List Categories

The Red List classifies species into categories like Critically Endangered and Vulnerable based on scientific assessments.

High-Risk Species

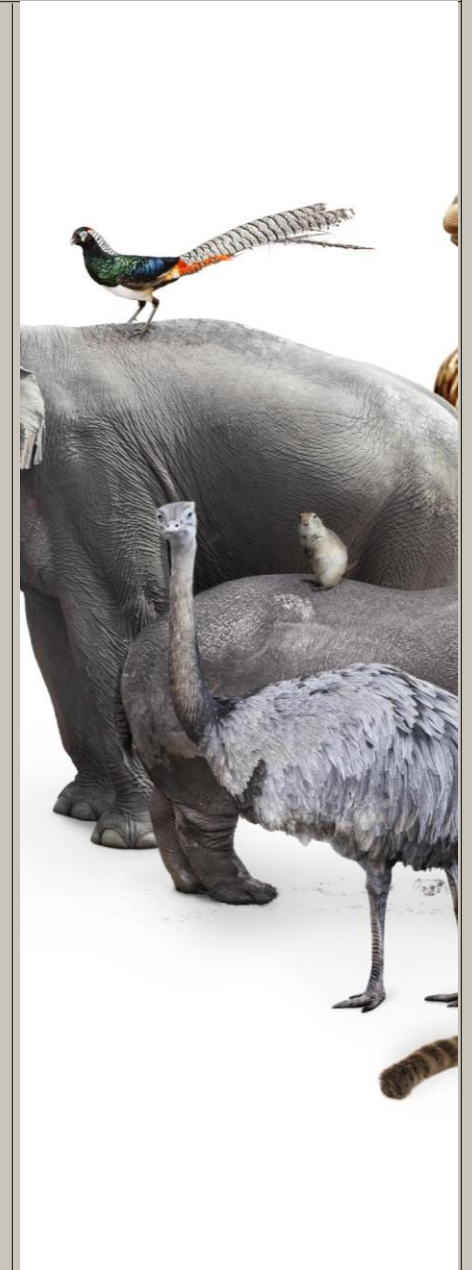
Species like pangolins, rhinoceroses, and sea turtles face high risk due to illegal trade and habitat loss.

Hotel Compliance Importance

Hotels must avoid involvement with Red List species in sourcing, decor, and guest activities to comply with regulations.

Staff Awareness Training

Training focuses on practical recognition of endangered species and understanding risks in processed forms.



PROHIBITED WILDLIFE ACTIVITIES AND PRODUCTS



- **Strict Prohibition on Wildlife Activities**
 - All activities involving endangered or protected wildlife are strictly forbidden under international and national laws.
- **Prohibited Wildlife Products**
 - Items like shark fin, ivory, exotic meats, coral jewelry, and animal skins are banned in hospitality operations.
- **Shared Responsibility Among Staff**
 - All hotel departments must ensure due diligence to avoid illegal wildlife involvement, from procurement to guest services.
- **Zero Tolerance for Indirect Involvement**
 - Allowing third-party vendors to promote illegal wildlife experiences on premises is prohibited without exception.



HOTEL RESPONSIBILITIES AND INTERNAL CONTROLS

Sustainable Procurement Policies

Hotels must implement procurement policies that exclude products from endangered species, ensuring all suppliers are approved.

Staff Training and Awareness

Regular training and awareness programs help staff understand and comply with wildlife protection guidelines.

Compliance Monitoring and Reporting

Documenting compliance efforts and reporting suspicious activities are essential for audit readiness and risk reduction.

Company-wide Responsibility

All hotel employees must follow procedures, ask questions, and maintain vigilance to support sustainability goals.

HANDLING GUEST REQUESTS AND SENSITIVE SITUATIONS



Professional Guest Interaction

Staff should handle sensitive guest requests politely and confidently while maintaining professionalism and respect.

Sustainability Communication

Clear communication about hotel's sustainability and wildlife protection policies fosters guest understanding and compliance.

Offering Sustainable Alternatives

Suggesting ethical local experiences and compliant menu options helps guests enjoy responsible tourism choices.

Escalation and Training

Training empowers staff to refuse inappropriate requests and escalate difficult situations to management effectively.

STAFF RESPONSIBILITIES AND DAILY ACTIONS



Procurement Compliance

Staff must follow strict procurement rules to avoid purchasing illegal wildlife products and ensure menu and product ingredient compliance.



Departmental Awareness

Different departments such as F&B, spa, and housekeeping must be alert to specific risks related to wildlife protection in their daily tasks.



Personal Responsibility and Training

Staff should avoid illegal wildlife souvenirs in personal travel and engage in training to embed wildlife protection in hotel culture.

HANDLING GUEST REQUESTS – WILDLIFE PRODUCTS

1.General Principle	2. Standard Handling Steps - Listen	3.Politely Refuse	4.Explain Briefly	5.Offer Alternatives	Escalate if needed
All staff must politely refuse any request related to wildlife products and follow hotel sustainability policies.	Listen carefully to the guest request without interrupting.	Im Sorry that, our hotel follows sustainability standards and we do not serve or support any wildlife products	This is part of our commitment to international sustainability standards and wildlife protection laws.	Offer alternative dishes or experiences that are sustainable and compliant. *Legally sourced seafood *Local dishes without wildlife ingredients *Cultural experiences	If the situation becomes difficult, inform your supervisor or manager.

PROHIBITED ACTIONS

- ❌ Do not argue with guests
- ❌ Do not say "I don't know"
- ❌ Do not recommend places that sell wildlife products
- ❌ Do not show negative attitude or discomfort

REAL-LIFE SITUATION EXAMPLES

◆ Situation 1: Guest asking for wildlife dishes

Guest: "Do you have any wild animal meat on your menu?"

Staff:

"Im Sorry that, our hotel follows sustainability standards and we do not serve any wildlife products. However, I would be happy to recommend some of our signature local dishes."

◆ Situation 2: Guest asking where to find wildlife meat

Guest: "Can you recommend a place where I can try snake or wild meat?"

Staff:

"Unfortunately, I am unable to recommend that. However, I can suggest some excellent local restaurants that offer authentic and sustainable cuisine."
của bên em rất yêu thích ạ."

◆ Situation 3: Guest insisting politely

Guest: "I really want to try it. Are you sure there's nowhere?"

Staff:

"I understand your interest, but as part of our commitment to sustainability and local regulations, we do not support wildlife products. I'd be happy to help you explore other unique local experiences."

REAL-LIFE SITUATION EXAMPLES

◆ **Situation 4: Guest asking about wildlife souvenirs**

Guest: "Can I buy ivory or wildlife souvenirs here?"

Staff:

"Wildlife products such as ivory are strictly prohibited. We recommend legal and locally made handicrafts as meaningful souvenirs."

◆ **Situation 5: Guest feeling disappointed**

Guest: "This is disappointing."

Staff:

"I completely understand. Our goal is to protect wildlife and support sustainable tourism. May I suggest some great alternatives that many of our guests truly enjoy?"

✓ **KEY MESSAGE**

*Stay calm, professional, and respectful. Always refuse politely and offer alternatives.

*Immediately inform the manager if the guest shows dissatisfaction or expresses frustration.

Conclusion and commitment to wildlife protection.



Continuous Commitment

Green Globe certification requires ongoing dedication from management and every employee to ensure sustainability goals are met.

Wildlife Protection Training

Training on endangered species and legal compliance supports biodiversity conservation and global environmental efforts.

Sustainability Integration

Regular training and responsible daily actions embed wildlife protection into the hotel's long-term sustainability journey.

THANK YOU

