



WOLFGANG KIESSLING  
PRESIDENTE

Junio 2017

In recent times, the company that I have created with great effort and that I have presided for 45 years with deep love and respect for animals is being the target of criticism by some minority groups, who say they are concerned about the welfare of the animals. These organizations strive to create an ungrounded and continuous noise in social networks by questioning the welfare of our animals. These smear campaigns have even been published by the media. The reason for this letter is to demonstrate, once again, that the welfare of the animals of Loro Parque is excellent, and that the only motivation of these groups is to make a living by agitating zoos.

My main concern is, and has always been, that all the animals under my care are treated with respect, live happily and with an optimal state of well-being. That is why in Loro Parque we have always taken special care in providing our animals the highest quality of food and offered them enriched and most natural facilities in order to provide them a comfortable and safe atmosphere. Moreover, Loro Parque has a big team of experienced and committed veterinarians with a vast expertise who develop their task in one of the most modern veterinarian clinics, equipped with all the necessary equipment to assure the welfare of our animals. Last but not least, a numerous group of keepers, supervised and guided by experts in their field, guarantee the social interactions and the development of natural behaviors for each species. There is no doubt that Loro Parque provides all possible that the welfare of the animals is guaranteed, but: how can we be sure that we are achieving the objective? Very simple: by undergoing multiple verifications, audits and inspections by independent external organizations.

Loro Parque is fully compliant with the current regulations of zoos and has done so before the law was enacted in Spain (2003) and even before the European Directive on zoos came into force in 1999. Authorization as a zoological park implies a yearly inspection by officials of the Autonomous Community of the Canary Islands where compliance with the Zoos Act is certified, including the welfare of animals. From a compliance and legal point of view, Loro Parque also receives weekly inspections (at its own request) by CATICE (Ministry of Commerce), which establishes the legal and legitimate origin of all the specimens under our care. On the other hand, when the environmental authorities have carried out extraordinary inspections through





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the Service of Nature Protection of the Civil Guard (SEPRONA), they have accredited the good conditions of the animals and that we comply with all regulations in force.

From the point of view of quality and environmental certificates, Loro Parque was the first zoo in the world to obtain the certificate of *Biosphere Parks: Animal Embassy* issued by the Institute of Responsible Tourism (linked to UNESCO). EMAS III, ISO 14000 and ISO 9000 certificates; which accredit the environmental quality. Loro Parque is the only zoo in the World to have these four certificates, each of which requires an audit by an independent company (TÜV and ITR) to verify the quality of animal maintenance and the environmental impact of the activities of Loro Parque.

Loro Parque is also an active member of the most important professional zoological associations in the sector: Iberian Association of Zoos and Aquariums (AIZA), European Association of Zoos and Aquariums (EAZA), World Association of Zoos and Aquariums (WAZA), European Association of Aquatic Mammals (EAAM) and Alliance of Parks and Aquariums with Marine Mammals (AMMPA). Membership of these associations requires regular inspection by independent experts who verify that animals live in enclosures of adequate size, receive food, enrichment and care in accordance with the rules of the association, which are usually much stricter than national regulations and European countries.

At the beginning of 2017 Loro Parque has obtained another independent certification, in this case on animal welfare, granted by the prestigious American Humane Association (AHA), an organization that has more than 140 years guaranteeing the human treatment for animals. The AHA is responsible for the program "No animal has been damaged in the filming of this film", which guarantees the welfare of animals used in the film industry. AHA has audited the top 15 zoos in the United States to date and **Loro Parque has been the first zoo in Europe to obtain the AHA Humane Conservation certification, achieving the highest rating.** This certificate has been specially created for zoos and it ensures that the welfare of all animals is suitable; in the case of Loro Parque the team of independent inspectors of the AHA have stated that:

*"Overall the staff does an excellent job focusing on the care and welfare of the animals under their responsibility. In our conversations with staff we consistently obtained clear indications of pride in their organization and work responsibilities. Their dedication to the animals under their care is evident and that sentiment was tied to the values of the organization"*

As if all these inspections and audits were not enough, the animal welfare of Loro Parque is also supervised by the tour operators associations. Thus the British Association of Travel







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Agents (ABTA) supports that all animal attractions marketed by their partners comply with the Global Welfare Guidance for Animals in Tourism, a set of industry established animal welfare standards. The **compliance of Loro Parque with ABTA's Global Welfare Standards has been inspected by independent auditors of Global Spirit** and has obtained the highest possible rating of **100%**. No other animal attraction audited by Global Spirit has achieved this rating to date, which proves that Loro Parque is a worldwide reference in the welfare of its animals. Among other comments, the audit highlights that:

*"The audit was conducted over a two day period and we were granted access to all areas of the park, all staff and all records. The park environment is maintained to a high standard, customer education is central to their activities and they employ dedicated and qualified staff as keepers of the species on site.*

*They have extensive education and costumer information facilities providing facts and figures on the research and conservation projects they support, provide a wealth of species information at each enclosure and offer a behind the scenes tour "*

In conclusion, there is no doubt that the welfare of the animals of Loro Parque is guaranteed by a multitude of independent inspections and certifications of the highest level. As a result of these extraordinary levels of quality and well-being, Loro Parque is the most awarded company in the archipelago and the only one to obtain the prestigious Prince Felipe Award for Business Excellence. The list of Loro Parque is completed with multiple gold medals, merit badges and a list of prizes and awards so long that it is difficult to list; the most relevant can be found at the bottom of this letter. Therefore, it has been shown that there is no real or scientific basis for the animal welfare criticism poured by anti-zoo organizations.

Once demonstrated that the welfare of the animals of Loro Parque is optimal, do not forget the enormous benefit that they provide for the conservation of the threatened species. Through Loro Parque Foundation (a member of the World Conservation Union - IUCN) more than \$ 17,000,000 has been earmarked for more than 140 conservation projects in more than 35 countries. Thanks to this effort, at least 6 species were seriously threatened have been recovered, two of them on the brink of extinction.

We are approaching the sixth extinction; humanity has tripled in the last 100 years. Only in the 16 ½ years of the twentieth century has mankind grown by 1.5 billion; this represents 173 times the city of London which nowadays has 8.674 million inhabitants.



Premio Príncipe Felipe  
Excelencia Empresarial, 2000  
Ministerio de Economía. España



Medalla de Oro  
"Mérito Turístico, 2009"  
Consejo de Ministros.  
España



Placa de Oro  
al Mérito Turístico, 1995  
Ministerio de Comercio y  
Turismo. España



Medalla de Oro  
"Canarias 2010"  
Gobierno de Canarias



Medalla de Oro  
de la Isla de Tenerife, 2013  
Cabildo Insular  
de Tenerife



Medalla de Oro  
de la Ciudad del  
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Medalla de Oro  
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Once again, the important role of modern zoos in the fight against the extinction of species and the conservation of nature is clear. However, one wonders what do anti-zoological organizations do in favor of nature?

Let's keep on working together with confidence and please do not take into consideration minorities which with false arguments and defamations try to damage our cooperation for their own interest.

Wolfgang Kiessling  
President & Founder of Loro Parque



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