

Sustainability Report 2022



Delphinus[®]
for a brilliant blue planet

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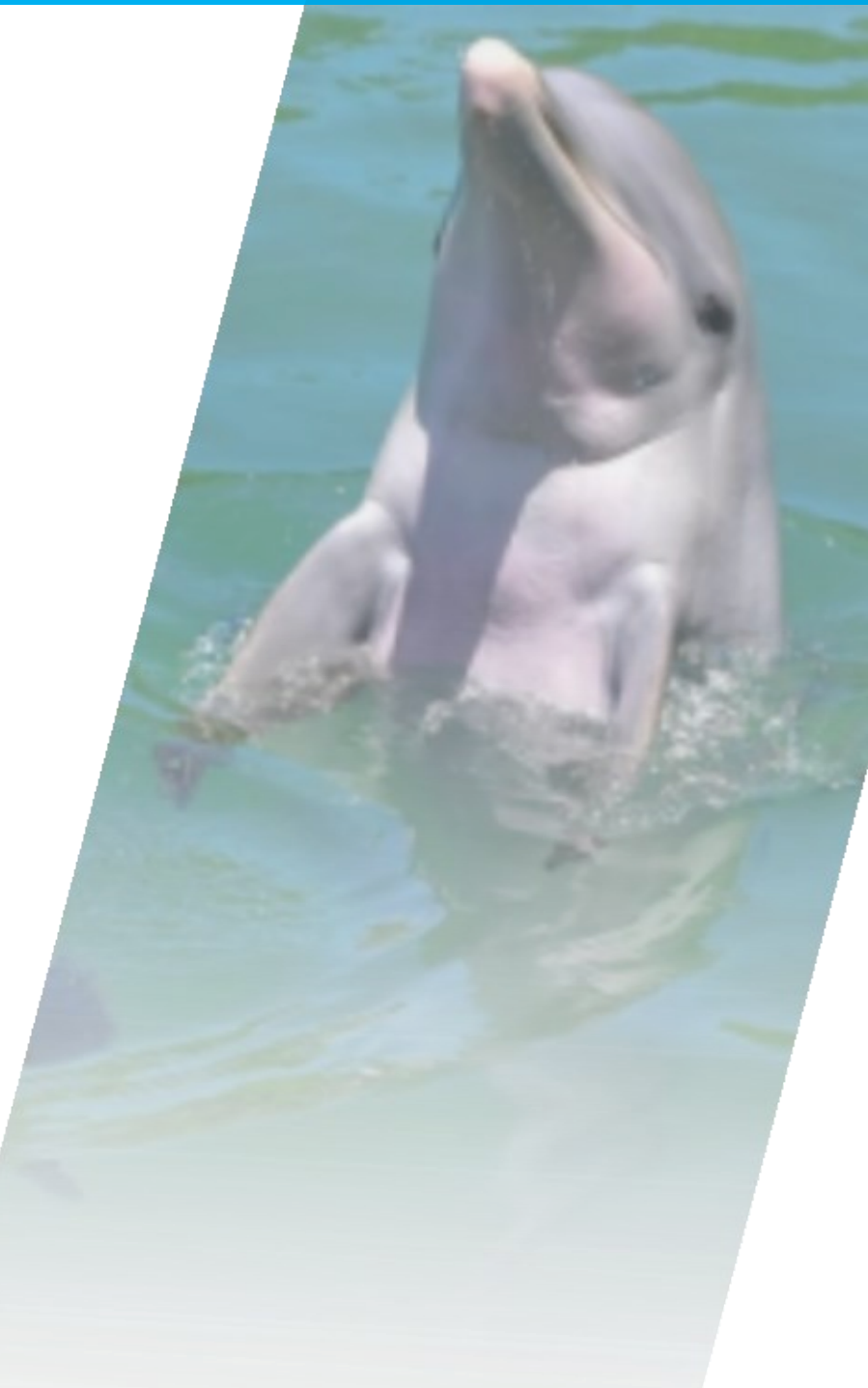
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MESSAGE FROM THE CEO

Rodrigo Constandse Córdova
CEO

2022 presented an environment of constant challenges and opportunities. In the aftermath of the pandemic, the various tourist destinations in Quintana Roo, home to what is now known as the "Mexican Caribbean," the most important tourism corridor in Mexico and Latin America, comprised of Cancún, Playa del Carmen, Isla Mujeres, Puerto Morelos, Playa Mujeres, Tulum, Cozumel, Mahahual, Bacalar, and Chetumal experienced significant consolidation. Our organization successfully capitalized on many of these opportunities, achieving the best metrics in our history as a modern zoological institution.

According to official figures, at the close of 2022, the Mexican Caribbean welcomed 19,680,330 tourists, representing a growth of 45.5% compared to 2021, a period in which, along with 2020, the effects of the pandemic were more pronounced. Delphinus mirrors this recovery by recording a 21.61% growth in visitors to the dolphin interaction habitats compared to 2021.

Delphinus contributes much more than just wealth generation and job stability for its collaborators and supply chain. As a socially responsible company, it invests in community engagement programs, particularly, ones promoting environmental education.

After the COVID-19 pandemic, 2022 marked a transitional year for the tourism sector in Quintana Roo and for us as part of this ecosystem that experienced moments of recovery and growth. Despite travel restrictions and public health measures affecting various source markets in the early months of the year, signs of recovery emerged as mass vaccination progressed, and the implementation of safety protocols in tourist destinations played a key role in the recovery of visitors and the resulting economic impact.

Delphinus contributes much more than just wealth generation and job stability for its collaborators and supply chain. As a socially responsible company, we invest in community engagement programs, particularly, ones promoting environmental education in the local community of Quintana Roo. One such program, the Educational Visits initiative, which provided free admission to 4,161 students and teachers from public schools in Quintana Roo throughout 2022. This is a significant increase from the 135 students and teachers we were able to accommodate in 2021 due to pandemic restrictions. It's important to note that the reported figure spans from January to December of 2022, covering parts of both the 2020-2021 and 2021-2022 school years.

Programs such as beach and mangrove cleanups have been maintained, with 40 events held from 2012 to 2022 and the cumulative participation of 5,464 volunteers who have helped remove 15,649 kg of solid waste from coastal ecosystems in Quintana Roo. These events are organized to

raise awareness and provide opportunities for education and sensitization to the volunteers and collaborators who join us.

The Festival of the Oceans of the Mexican Caribbean deserves special mention, as it celebrated its tenth edition in 2022. Through the dissemination of science, gastronomy, arts, and ecological actions, this event has become the most important environmental education initiative

on the Yucatán Peninsula. And thanks to the collaboration with the Mexico City Metro, we were able to extend our messages and awareness content in favor of the ocean and its ecosystems to over 3 million users of the largest public transportation system in Latin America.

Delphinus works every day to establish itself as an organization that bases its operation on

animal welfare and environmental education, contributing to the knowledge, sustainable use, and conservation of oceanic resources. We do this with the firm belief that our actions as a corporate citizen contribute to the achievement of the Sustainable Development Goals and the 2030 Agenda, a mission in which we all, as individuals and societies, need to contribute, so that future generations have at least the same opportunities to enjoy this *brilliant blue planet*, just as we are doing.

Rodrigo Constandse Córdova

OBJETIVOS DE DESARROLLO SOSTENIBLE

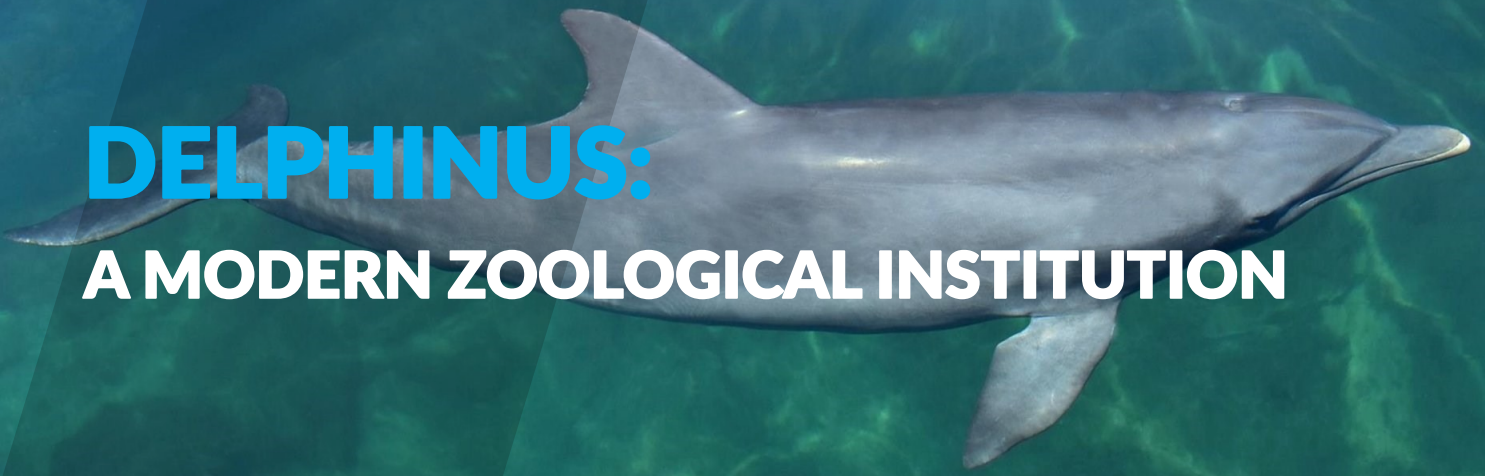




Delphinus[®]

for a brilliant blue planet





DELPHINUS: A MODERN ZOOLOGICAL INSTITUTION

Delphinus has undergone an evolution in terms of its own existence and its contribution to society and future generations.

Today, Delphinus goes beyond being a simple 'dolphinarium,' fulfilling five basic pillars necessary for any modern zoological institution:

The conservation of wild populations is the main reason for the existence of modern zoological institutions like Delphinus.

Conservation

Rescue and Rehabilitation

Delphinus is part of the response network for the stranding of marine mammals

As part of the social responsibility of any modern zoological institution, Delphinus collaborates in research programs to learn more about marine mammals.

Research

Education

Delphinus is a company dedicated to environmental education, emphasizing the protection of our ocean.

Animal Welfare

The foundation of any operation at Delphinus is the welfare of our dolphins, the ambassadors of the ocean

Delphinus is an organization founded in Quintana Roo, Mexico, in 1990, with the aim of reconnecting people with nature, in particular the marine environment, actively involving them in its conservation. Its slogan or distinctive phrase is "For a brilliant blue planet", indicating that the organization's existence intends, through interaction with our dolphins, that those who visit it are inspired to actively participate in the conservation of the oceans, essential elements for the sustenance of life on the planet.

Mission

To give our guests moments of **intense happiness** and to promote **caaring for the environment** though the wonderful **contact** with our dolphins.

Vision

To be a company that creates and operates **experiences** where human beings **interact** with **nature** in harmony

Values

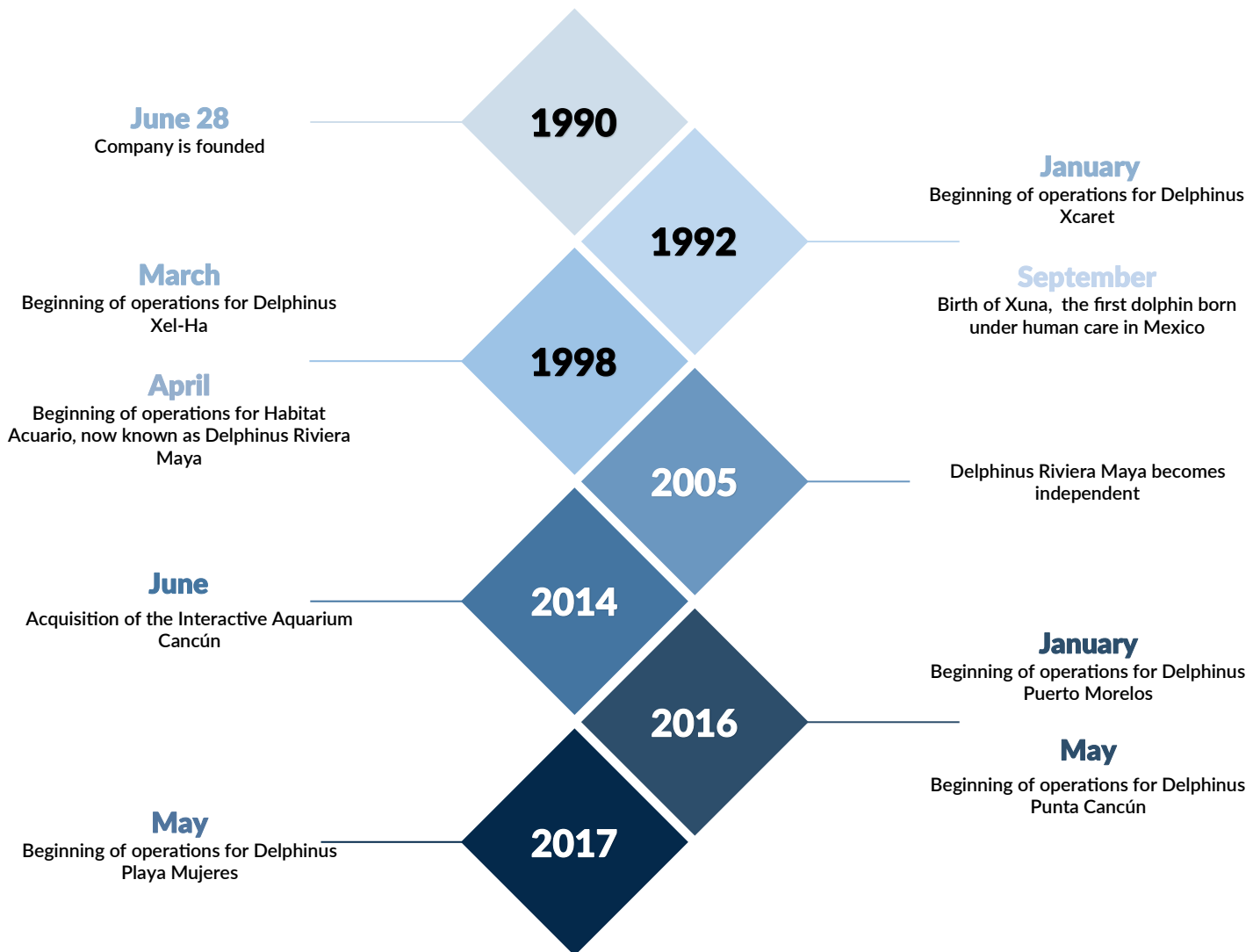
- Honesty
- Responsibility
- Respetc
- Loyalty
- Congruence

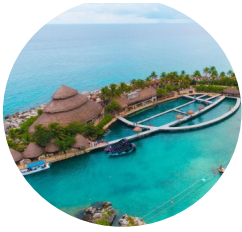
Brand Positioning

Delphinus is an encounter with dolphins, preferred by those seeking an approach to this magnificent species and its environment, with the highest standards of animal welfare, environmental commitment, and quality of service. It transforms visitors into individuals committed to the care of this amazing planet.

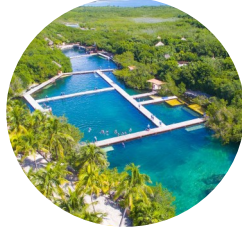


OUR HISTORY

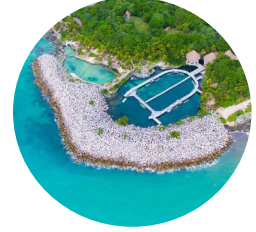




Delphinus | **Xcaret!** MEXICO



Delphinus | **Xel-Ha** HIDDEN WONDER by Xcaret



Delphinus | RIVIERA MAYA



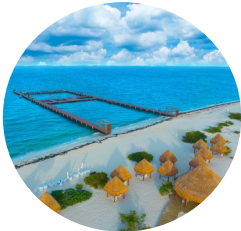
Delphinus | interactive **AQUARIUM** cancun



Delphinus | PUERTO MORELOS



Delphinus | **PUNTA CANCUN**



Delphinus | PLAYA MUJERES

Today Delphinus operates 7 habitats for the interaction with marine mammals, strategically located in the most important destinations of the Mexican Caribbean



Delphinus
por un brillante planeta azul

7 Maravillosas Ubicaciones

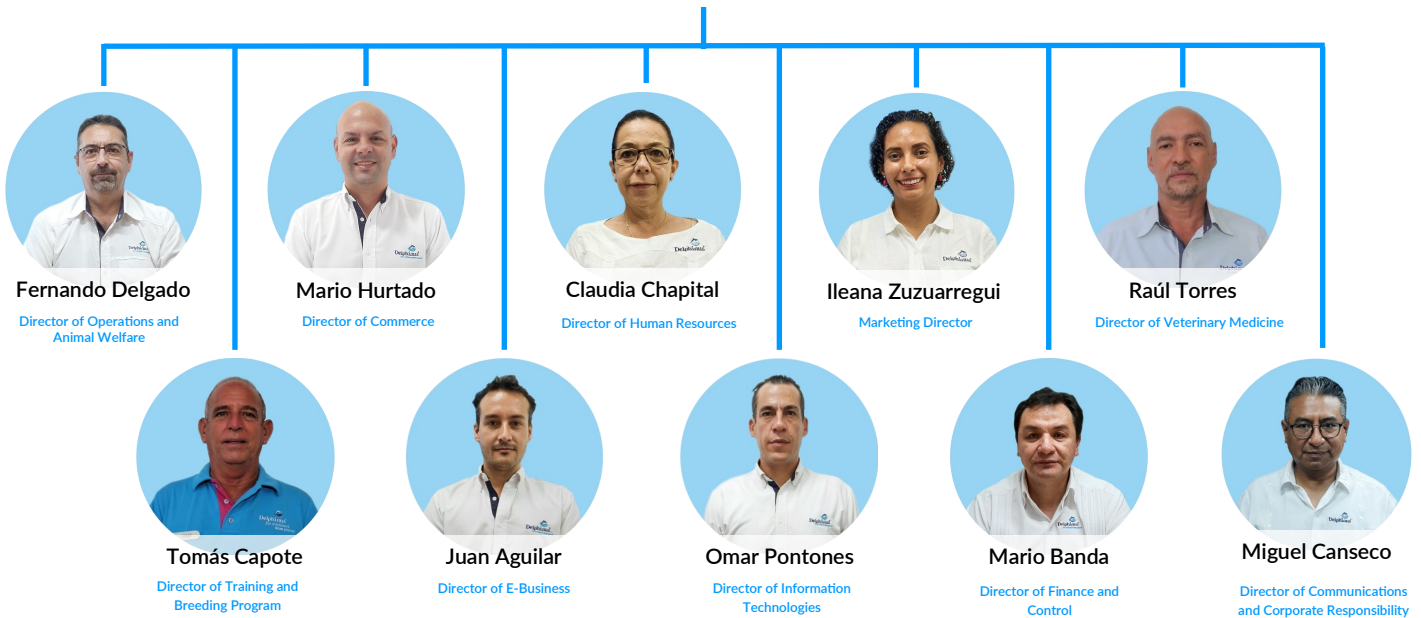
A solo 30 minutos de cualquier resort



Rodrigo Constandse
CEO

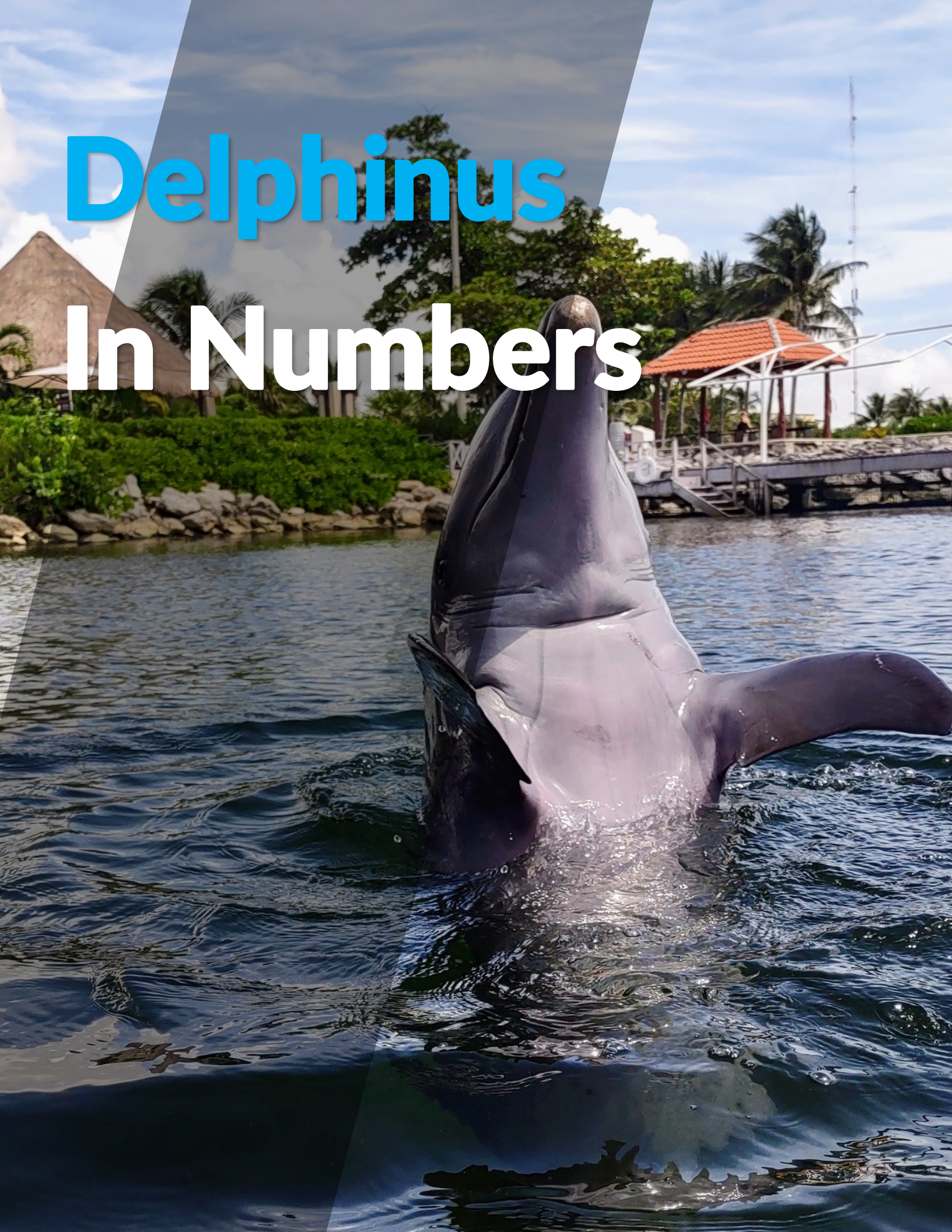


Alfonso Fernández
Deputy Director



Delphinus

In Numbers

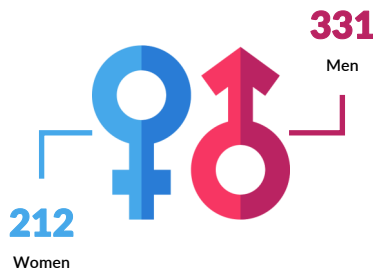
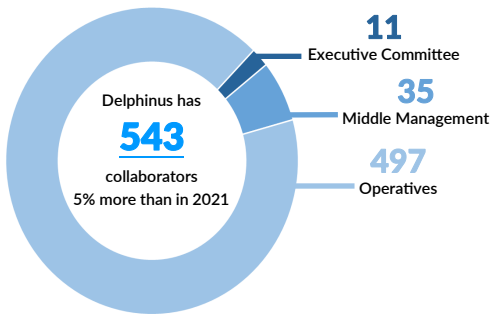


DELPHINUS

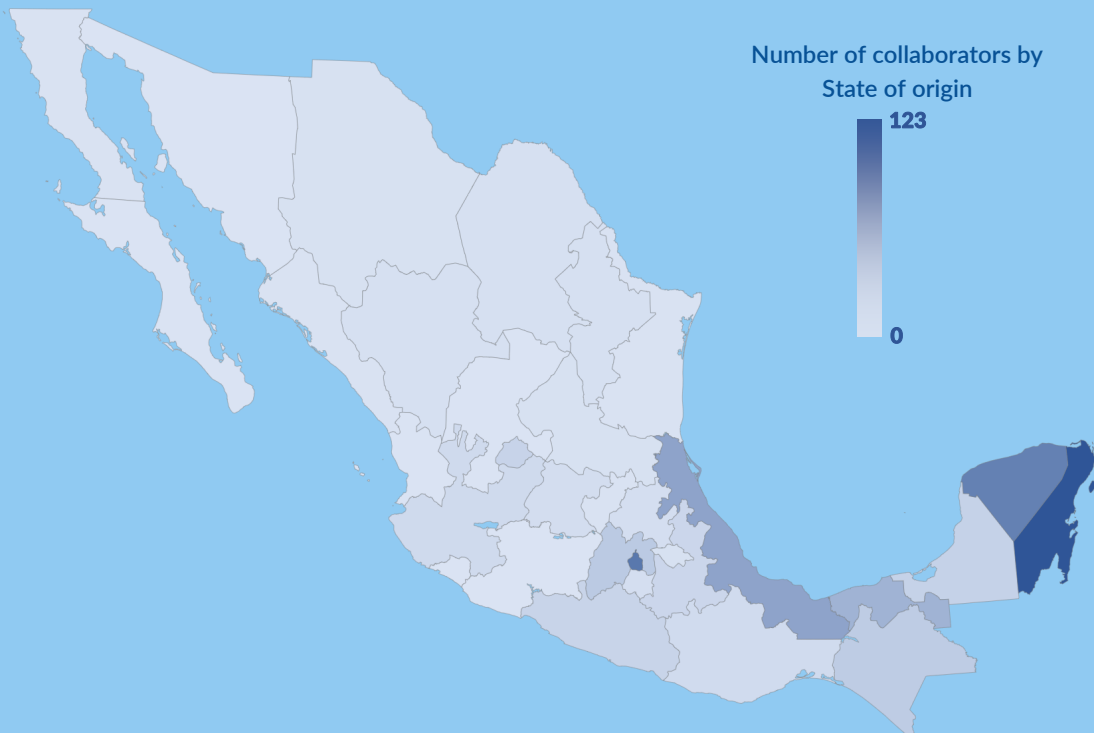
In Numbers

(During calendar year 2022)

One of the essential goals of a company is the generation of wealth and value for its stock holders and collaborators. In this segment Delphinus demonstrates through diverse indicators part of its economic impact at a local, state and national level.

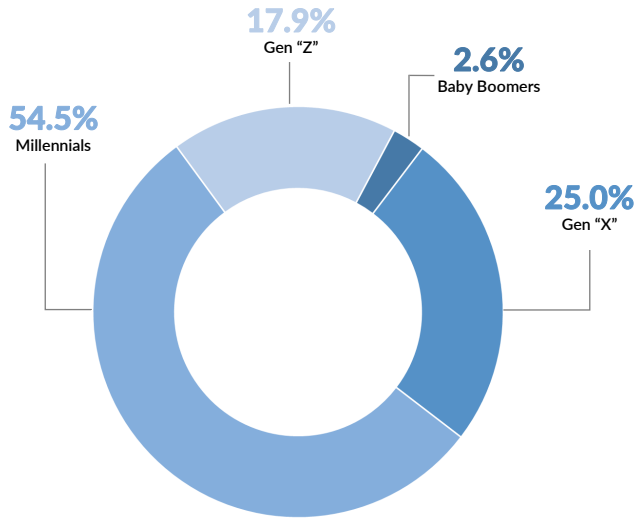


99.4% of our collaborators come from Mexico.
The rest come of our collaborators come from Venezuela, Argentina and the United States.

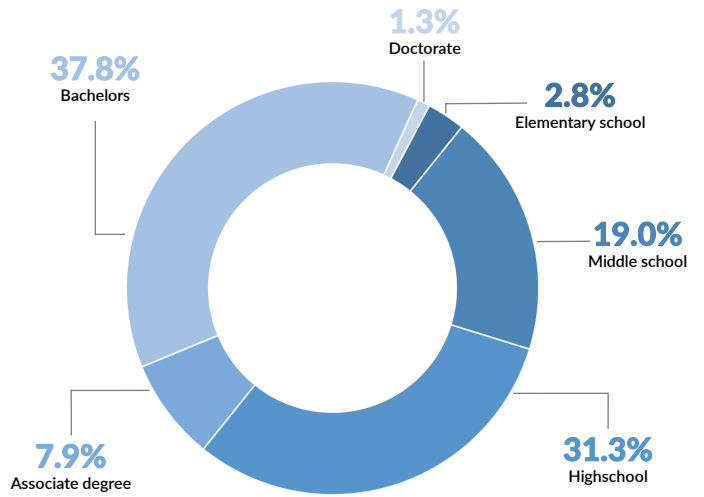


The Mexican State most represented by Delphinus employees is Quintana Roo, with 23% of Mexican collaborators, followed by Mexico City with 17%. Employees from the Yucatan Peninsula make up 41% of Delphinus's Mexican workforce.

Intergenerational Percentage of Delphinus collaborators per generation



Educational Background Percentage of Delphinus collaborators by educational background



DELPHINUS' ECONOMIC CONTRIBUTIONS

Delphinus contributes to the development and economic growth of the Mexican Caribbean by being a source of stable employment and wealth generation, which is shared through the taxes it pays to federal, state, and municipal authorities.



371,457

Visitors that took part in an interaction with dolphins in Delphinus in 2022
21.61% more visitors than in 2021



174,883

Visitors to the Interactive Aquarium Cancún in 2022
38.95% more visitors than 2021

\$36.5

Millions of Mexican pesos contributed by Delphinus to social security contributions, retirement savings, and Infonavit during 2022
34.65% more than 2021

\$251.5

Millions of Mexican pesos paid by Delphinus in taxes during 2022.
22.62% more than 2021

Includes income tax to companies, VAT paid, ISR retained from dividends and payroll as well as the State tax to payrolls.

\$3.9

Millions of Mexican pesos donated by Delphinus to different social causes in 2022



Alliances, Accreditations and Collaborations

In the SDG 17 of the 2030 Agenda, it is established that to achieve sustainability, "alliances between governments, the private sector, and civil society are needed. These alliances are built on the basis of principles and values, a shared vision, and common objectives that prioritize people and the planet, and are necessary at the global, regional, national, and local levels."

"17.17 Promote effective partnerships in the public, public-private, and civil society spheres, leveraging the experience and resource mobilization strategies of partnerships."

In line with the collaborative spirit inspired by SDG 17, Delphinus actively seeks to create partnerships that generate social, economic, and environmental value for all parties. These partnerships are diverse, ranging from representing common interests before decision-makers, government, society, academic and research institutions, media, among others

Organizations that Delphinus is a Member of



Delphinus is a founding member of the Mexican Association of Habitats for the Interaction and Protection of Marine Mammals, A.C. (AMHMAR), a non-profit organization made up of leading Mexican companies in the industry. Its main objective is the representation and dissemination of the contributions of the zoological institutions it represents to the public, the media, and decision-makers. Delphinus specialists participate in the Education, Animal Welfare and Communication committees.



Delphinus is also a member of the Association of Zoos, Breeders, and Aquariums of Mexico (AZCARM), a non-governmental association that has been bringing together zoos, breeders, aquariums, specialists, and wildlife enthusiasts since 1985. The goal of the organization is to create synergy that enhances the operation of the member institutions in fulfilling their objectives related to research, environmental education, and wildlife conservation. Our veterinary medicine and

communication experts participate in various committees and initiatives that improve the industry's representation and animal welfare.



Delphinus is also a member of the International Association of Amusement Parks and Attractions (IAAPA), the leading trade association representing the diverse attractions industry. It connects companies of all sizes and individuals at all levels to provide valuable experiences for their visitors and the world. Specifically, Delphinus participates in the Education subcommittee.

Delphinus' Accreditations



Humane Conservation is a certification program by American Humane, that ensures that animals are treated professionally and humanely in zoos, parks, and aquariums worldwide that have the certification. Delphinus is the first organization dedicated to dolphin interactions in the world to obtain Humane Certified® accreditation from this program.

The company's dolphin trainer development program is accredited by the International Marine Animal Trainers' Association (IMATA), certifying the exclusive use of positive reinforcement, the training and experience of senior staff, as well as trainer learning opportunities and evaluation processes.



Espacio Comprometido con la Educación Ambiental SEMARNAT

Two of Delphinus' habitats are certified by the Ministry of Environment and Natural Resources through the Center for Education and Training for Sustainable Development (CECADESU). The Cancun Interactive Aquarium has the first level of accreditation (Space Committed to Environmental Education), while Delphinus Riviera Maya has the second level (Center for Environmental Education and Culture). To obtain this certification, habitats had to meet criteria in five areas: administrative, infrastructure, educational, environmental, and social.

Alliances, accreditations and collaborations

Delphinus's Accreditations



Delphinus holds the accreditation granted by the Alliance of Marine Mammal Parks and Aquariums (AMMPA), a leading international association in the quality of care of marine mammals. To receive the accreditation, Delphinus had to demonstrate compliance with rigorous standards in training, water and environmental quality, education, scientific research, breeding, and transportation.

As a full member of the Alliance of Marine Mammal Parks and Aquariums, Delphinus hosted the Annual Education Committee Meeting of the institution on the days of September 12 through 15, 2022. Educators from parks and aquariums worldwide working with marine mammals gathered at Delphinus Playa Mujeres to share experiences, form alliances, and present research results and case studies. Delphinus contributed with two presentations at this event:

- **"The importance of having a high profile within our communities"**: A case study on how modern zoological institutions must have a greater impact on their communities, especially given the scrutiny they currently face.

- **"Towards understanding the welfare of cetaceans in accredited parks and aquariums"**: Presenting the results of the most comprehensive study to date on the welfare of cetaceans under human care

Delphinus is the first company dedicated to dolphin interactions to be awarded the "Socially Responsible Company" distinction. The company has received this distinction since 2004, which is granted by the Mexican Center for Philanthropy (Cemefi) in conjunction with the Alliance for Social Responsibility in Mexico (AliaRSE), to companies and organizations established in Mexico that meet a series of criteria covering profitability and economic, social, and environmental sustainability. This recognition is awarded to corporations that comply with regulatory requirements and generate a positive impact at the social, economic, and environmental levels.



In addition to hosting the Annual Meeting of the AMMPA Education Committee, Delphinus had the opportunity to participate with two presentations.



Delphinus has also formed alliances with universities and academic centers to conduct research on the conservation, health, management, basic science, and the welfare of marine mammals.



Locally, Delphinus collaborates or aligns itself with common causes with government agencies and civil organizations.

During 2022, Delphinus collaborated in the organization of the 5th State Forum on Environmental Education, participating in the Organizing Committee by contributing ideas, physical resources, materials, or logistical support.

educators from Quintana Roo to share methodologies, concepts, and best practices.

Delphinus also joins campaigns to promote issues related to human rights, such as inclusion and gender equality within the Spanish-speaking community through the company's official social media channels.



The State Forum on Environmental Education is an event organized by the Specialized Work Group on Education, Communication, and Culture of Water (GETECCA). This group promotes among the population, authorities, companies, and media, a water culture in line with the hydrological reality of the Yucatan Peninsula Basin. Due to pandemic restrictions, its fifth edition took place virtually on January 26 and 27, 2022, under the banner "Educate for Action," inviting environmental

To promote inclusion, Delphinus collaborated with the Pro Down Syndrome Foundation of Cancun on the occasion of World Down Syndrome Day, observed on March 21. Members of this foundation visited the Cancun Interactive Aquarium to learn about marine species and have an experience with dolphins. A video was produced from the experience, focusing on raising awareness and promoting the integration of individuals with Down Syndrome.

Delphinus and its collaborators



Delphinus and its Collaborators

As a 100% Mexican company, Delphinus complies with the mandates of the Federal Labor Law, which governs labor relations concerning Section "A" of Article 123 of the Political Constitution of the United Mexican States. This law guarantees dignified work, as defined in its second article:

"Dignified or decent work is understood as that in which the worker's human dignity is fully respected. There is no discrimination based on ethnic or national origin, gender, age, disability, social condition, health conditions, religion, migratory status, opinions, sexual preferences, or marital status. The worker has access to social security benefits and receives a fair salary. Continuous training is provided for increased productivity with shared benefits, and optimal conditions of safety and hygiene are ensured to prevent occupational hazards. Dignified or decent work also includes the unrestricted respect for the collective rights of workers, such as freedom of association, autonomy, the right to strike, and collective bargaining. Substantive or factual equality between workers and the employer is safeguarded. Substantive equality is achieved by eliminating discrimination against women that diminishes or nullifies the recognition, enjoyment, or exercise of their

human rights and fundamental freedoms in the workplace. It entails access to the same opportunities, taking into account the biological, social, and cultural differences between women and men."

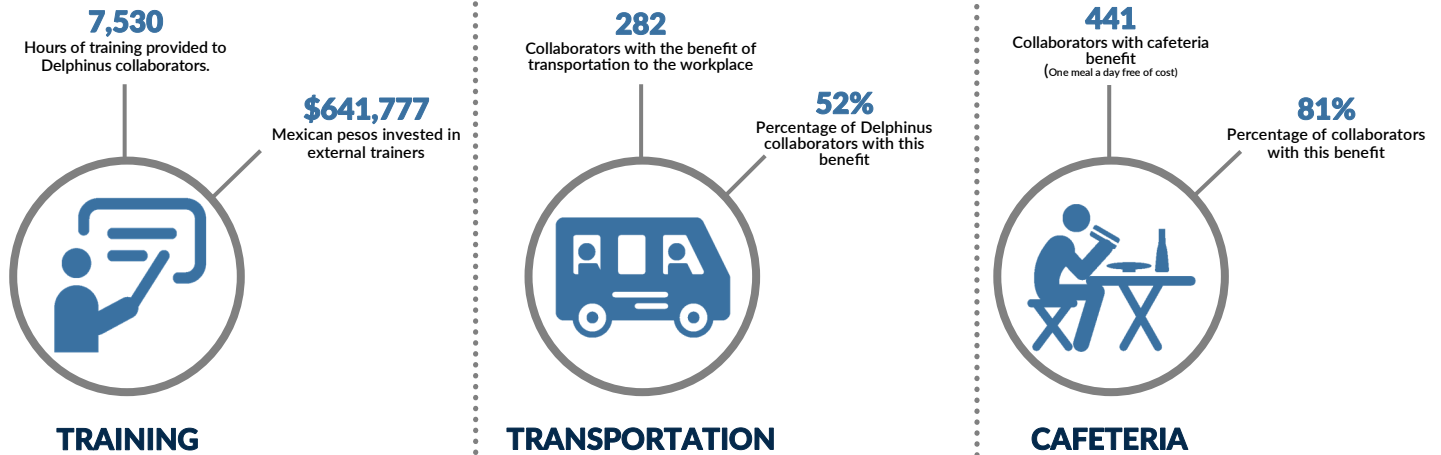
Delphinus engages entirely with individuals or formally established legal entities, which, in turn, are obligated to comply with current legislation, such as avoiding child labor and forms of forced and compulsory labor. In its code of conduct, Delphinus stipulates the following:

- **Delphinus is respectful of human rights and expresses its opposition to all forms of labor exploitation or forced labor in adults or minors, as well as any type of sexual exploitation of children and adolescents. The company commits to monitoring that its partners and suppliers do not condone these practices that harm the dignity of individuals.**



Additional Benefits for Delphinus' Collaborators

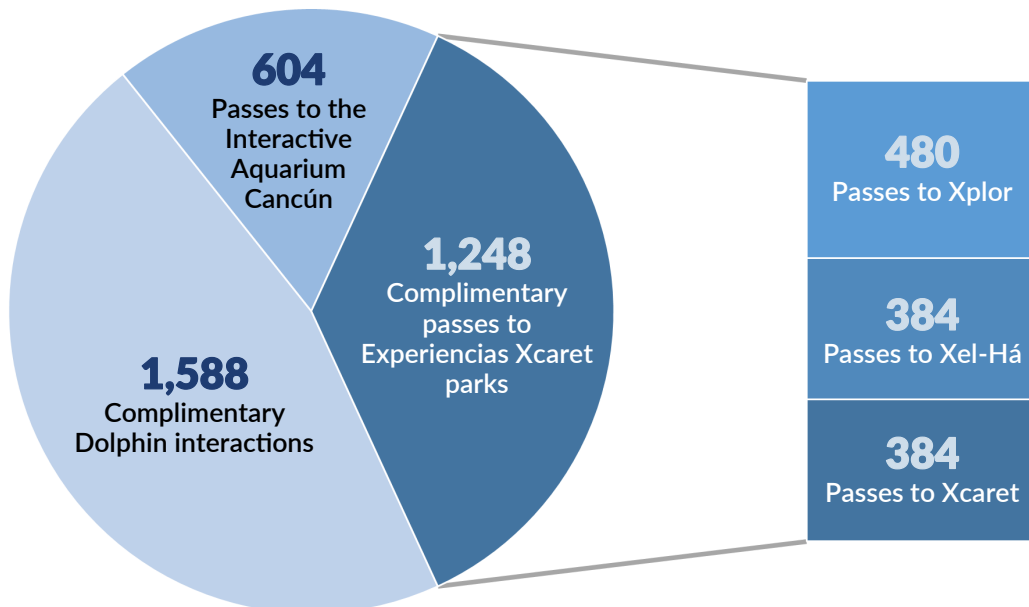
As a socially responsible company, Delphinus goes beyond only providing the benefits stipulated by the law by granting additional benefits to its employees, such as:



Delphinus also provides its employees with the benefit of complimentary opportunities to interact with dolphins in any of its 7 habitats, complimentary entry to the Cancun Interactive Aquarium, and complimentary passes to the Xcaret, Xel-Ha, and Xplor parks, which are part of Experiencias Xcaret. During 2022 Delphinus handed out 3,440 complimentary passes to its collaborators.



EXPERIENCES

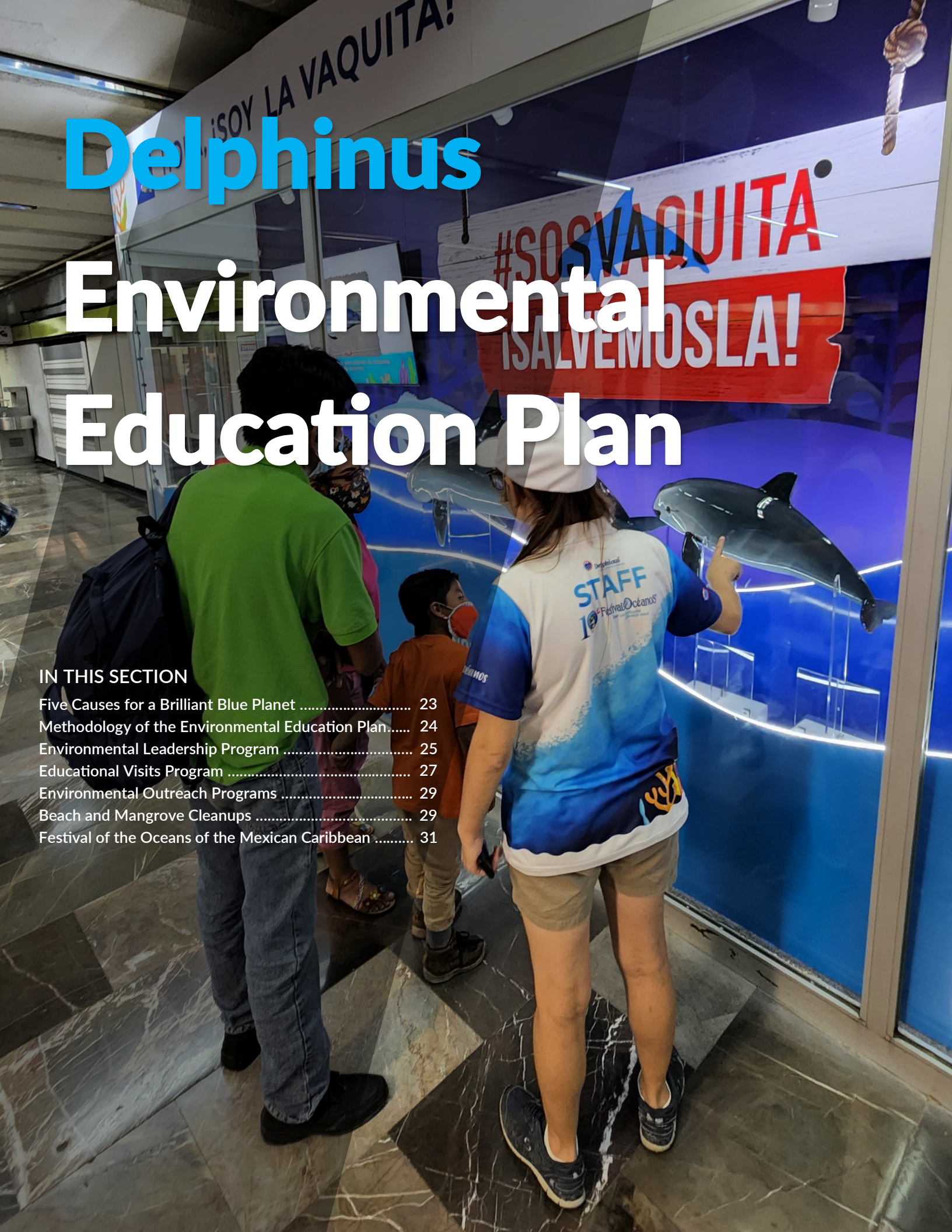


Delphinus

Environmental Education Plan

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Five Causes for a Brilliant Blue Planet

Delphinus is a modern zoological institution dedicated to environmental education, promoting the reconnection of individuals with nature and the oceans. Delphinus advocates for five causes for a brilliant blue planet, addressing issues that endanger the health of the ocean and the species inhabiting it, as well as the people dependent on it.

By teaching that actions can be taken to protect the ocean, minimize our impacts on it, and address existing impacts, Delphinus aims to transform individuals into people committed to environmental care.



CLIMATE CHANGE



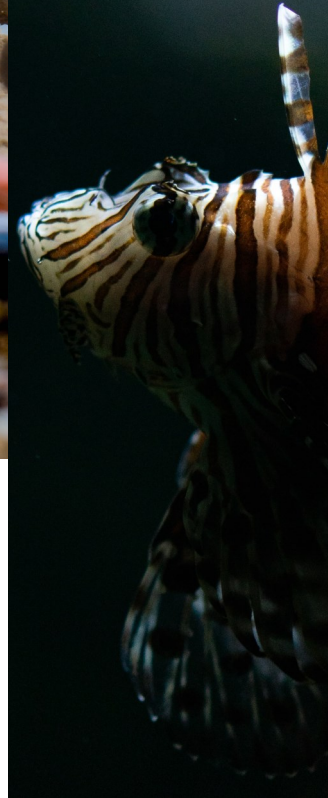
PLASTIC POLLUTION



OVERFISHING



INVASIVE SPECIES



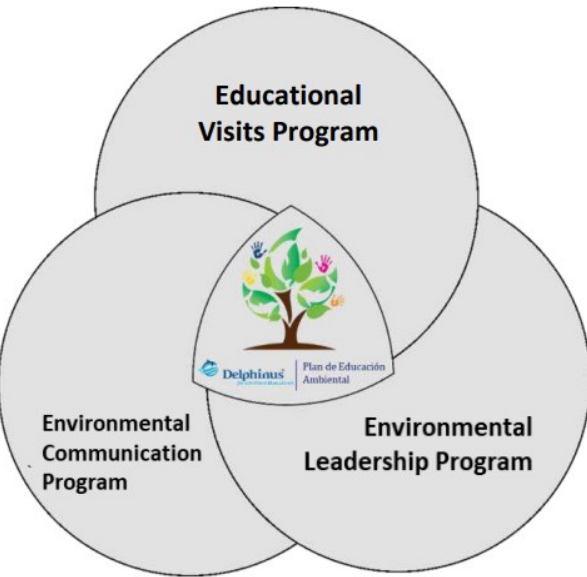
**VAQUITA
CONSERVATION**



Delphinus Environmental Education Plan

The Five Causes for a Brilliant Blue Planet are promoted through the environmental education programs that form the basis of all Delphinus operations and are outlined in the Delphinus Environmental Education Plan (DEEP). This plan is directed towards three key stakeholder groups for the organization: collaborators, visitors, and the community.

Each of these programs focuses on four pillars that follow a sequence of experiential learning:



I BELONG

Cultural value and sense of belonging



I LEARN

Technical knowledge about marine mammals and their environment



I REFLECT

Analysis of environmental problems



I COMMIT

Active participation, agents of change.



ENVIRONMENTAL LEADERSHIP PROGRAM

The Environmental Leadership Program is based on a format of theoretical/practical environmental training workshops conducted by a specialist in environmental issues. Additionally, the Human Resources department includes an environmental training module in the employee induction program. The goal is for collaborators, while working in an organization dedicated to environmental education, to identify themselves as environmental educators regardless of the area in which they work.

The contents are designed for knowledge, reflection, and change, promoting an individual commitment to be part of a company that is based on social responsibility. Therefore, it is essential to provide a testimony to this through daily example in the company and extend it to their homes.

The importance of generating an environmental education strategy for collaborators within the company lies in the fact that they will be the ones implementing the Delphinus Plan for Environmental Education. Therefore, it is not only important to raise awareness about current environmental issues but also to provide them with the knowledge and skills that will enable them to be true agents of change.



In-person training sessions were resumed in 2022 at the seven habitats of Delphinus. Various courses related to environmental care

396

Collaborators trained

and the well-being of dolphins were made available to collaborators. A total of 396 collaborators attended these courses throughout 2022.

The available topics were:

- **Animal welfare in Delphinus:** A course developed to introduce our collaborators to the foundations of the science of animal welfare, which are the base of the operations and the care of specimens within Delphinus.
- **Our Causes for a Brilliant Blue Planet:** Created with the goal of reinforcing the understanding of the 5 environmental issues that drive environmental education within the organization, aiming to achieve a change in values among our collaborators so that they become capable of sharing their experience with their families and visitors.
- **Standardized information on *Tursiops truncatus*:** Based on data compiled and approved by the Alliance of Marine Mammal Parks and Aquariums (AMMPA) this course has the aim of providing employees with the most up-to-date information about our ambassadors, the bottlenose dolphins.
- **Dolphins, is it true that...?:** A course dedicated to debunking the most common myths surrounding modern zoological institutions that house marine mammals under human care, focusing on the main arguments used by radical activists to discredit the industry.

Re-induction Courses

During 2022, there was also an effort for training called “re-induction,” in which collaborators who were already working in the company were invited to participate again in induction courses. These courses not only served as a reminder of the company, its history, policies, mission, vision, and values but also provided a 30-minute session for environmental education staff to highlight the importance of the Delphinus Environmental Education Plan, the Five Causes of Delphinus, and the significance of animal welfare for the organization. A total of 296 Delphinus employees participated in these re-induction courses.

296

Collaborators that participated in re-induction courses.





EDUCATIONAL VISITS PROGRAM

The Educational Visits Program is a non-formal environmental education scheme based on the sharing of knowledge, values, and attitudes that promote the comprehensive education of local children and youth. It is designed for the student population in basic education, from primary to secondary level, and is conducted in public and private schools in Quintana Roo. The main objective of the program is to instill a commitment from students towards environmental conservation. The educational visits consist of three sessions:

- **Introductory session**, an environmental educator visits the participating students at their school to provide technical information about dolphins, their environment, and the instructions for the next session. An initial assessment of the students is conducted at the beginning of this session.
- **In-habitat session**, this session takes place at Delphinus facilities, where the students engage in, among other activities, an educational interaction with the dolphins to broaden their understanding of the species. Once the

interaction has taken place and an emotional bond has been formed with the dolphins, awareness activities are conducted about the Five Causes for a Brilliant Blue Planet and the importance of caring for the ocean.

- **Session to review the learnings constructed from this process**, this final session is of utmost importance for Delphinus as it is a way to follow up on the commitments students made to the environment. The environmental educator returns to the school so that the students of the invited group present a product related to the 5 Causes of Delphinus. A final evaluation is conducted during this session to measure the success of the learning process.

This program is completely free for public schools in Quintana Roo, as Delphinus has decided to cover the costs through its Corporate Social Responsibility program. Private schools attending receive a preferential rate ranging from 60.00 to 150.00 MXN per student, depending on the habitat visited.

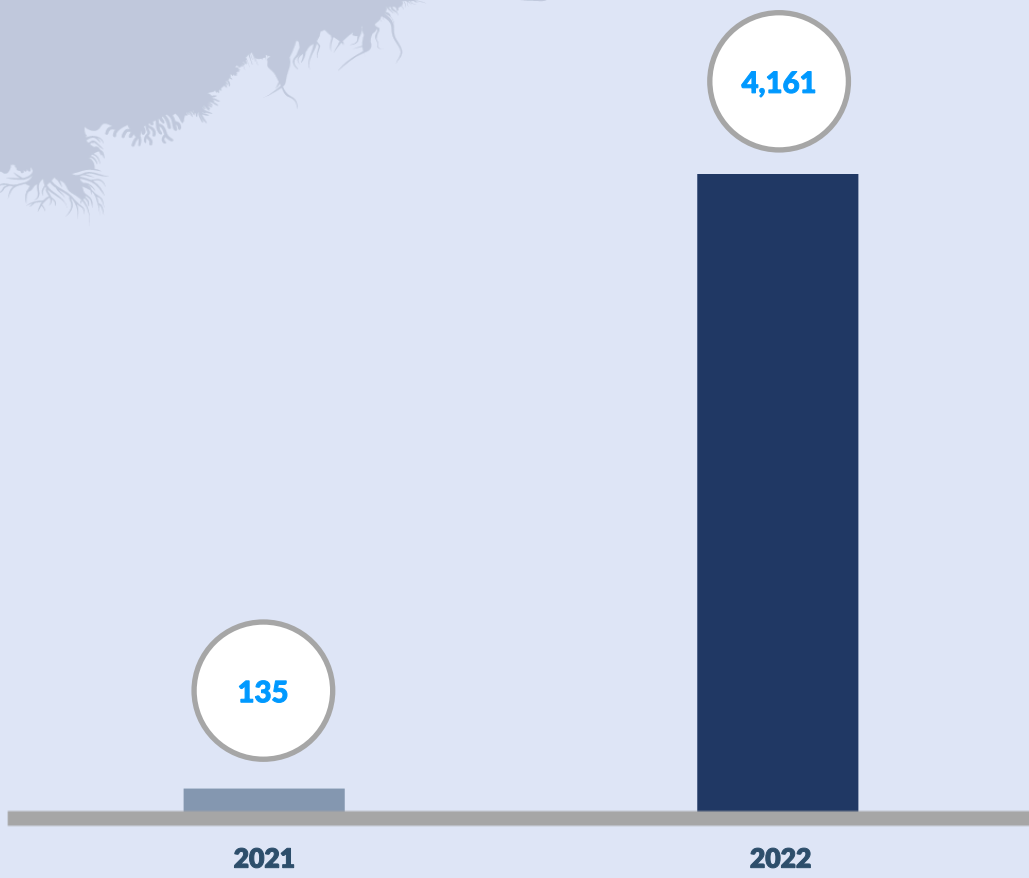
Since the program started

91,524

students and teachers have participated in these visits

91,524 students and teachers have taken part in these educational visits since the beginning of the program in 2012 and up to December of 2022. In the year 2022, only 8.9% of the 101 schools served were private, so more than 90% of the students and teachers were attended to free of charge.

Due to the pause of school visits mandated by the Ministry of Public Education as part of the measures implemented during the coronavirus pandemic, visits were only resumed starting in October in six of the seven Delphinus habitats. Only the Interactive Aquarium of Cancun location had restarted visits earlier, in March of 2022, as requested by private schools. Only public schools visitors were hosted in the rest of the Delphinus habitats, and the visits were provided free of charge.



School visits restarted

We experienced a 2,989% increase in the number of students and teachers that participated in the Educational Visits Program compared to 2021, thanks to the reactivation of school visits after the pandemic.



ENVIRONMENTAL OUTREACH PROGRAM



The Environmental Outreach Program is primarily aimed at the visitors to Delphinus' seven habitats, ensuring that the interactions they have with dolphins are fully educational experiences. The goal is to transform them into individuals committed to caring for our ocean.

However, this program also serves as Delphinus' connection to the community it belongs to, including environmental education events, beach, mangrove, and urban spaces cleanup efforts, and the creation of environmental education content for the company's official social media channels.

Beach and Mangrove Cleanups



One of the consistent commitments of Delphinus is the cleaning of beaches and mangroves at various points in Quintana Roo. In 2022, there were three beach and mangrove cleanup events organized by Delphinus.



A beach cleanup took place on Isla Contoy in commemoration of World Environmental Education Day which is celebrated at the end of January. However, the cleanup

had to be carried out on March 5th due to poor weather conditions that prevented boats from setting sail during the months of January and February. This first cleanup included the participation of 23 volunteers that collected 233.5 kg of trash and debris from the beaches and rocky shores of the island, which are important nesting sites for sea turtles and seabirds.



A mangrove cleanup was carried out in the Manati Lagoon, an urban lagoon and mangrove forest in the heart of the city of Cancún, on July 2nd, during the celebration of the 10th Festival of the Oceans of the Mexican Caribbean. During this cleanup 40 volunteers removed 500 kg of garbage from this ecosystem. Additionally, water hyacinth and water lettuce, two invasive plants that cause a loss of oxygen and biodiversity, were removed from the streams that feed the lagoon.



Finally, on September 24th, during the nesting and hatching season of sea turtles, Delphinus returned to Isla Contoy National Park to commemorate the International Coastal Cleanup Day. On this occasion, the beaches of the north and south zones of the island, where a large number of turtle nests are located, were cleaned. This last cleanup of 2022 had the participation of 58 volunteers that collected 207 kilograms of garbage from these sites of utmost importance for Quintana Roo's biodiversity.



14 VIDA SUBMARINA



Since the beginning of the beach, mangroves and bodies of water cleaning efforts in 2013, and up to December 2022, 15,649 kg of waste have been collected with the support of 5,464 volunteers across 40 events.

15,649

kg of waste

5,464

volunteers

40

cleanup events

The beach, mangrove, and urban cenote cleanups contribute to achieving SDG 14.1: *By 2025, prevent and significantly reduce marine pollution of all kinds, especially from land-based activities, including marine debris and nutrient pollution, and SDG 14.2: Sustainably manage and protect marine and coastal ecosystems to avoid significant adverse impacts, including by strengthening their resilience, and take action to restore them to restore the health and productivity of the oceans.*



Festival of the Oceans of the Mexican Caribbean

The Festival of the Oceans of the Mexican Caribbean is an initiative by Delphinus to inform and encourage reflection about the significant importance of the seas and their resources in sustaining life on this brilliant blue planet within the community of Quintana Roo and its visitors. This is accomplished through various forms of art, such as music, photography, sculpture, drawing, and literature, as well as scientific outreach, gastronomy, recreation, and ecology.

Its main objective is to inform the community of the state of Quintana Roo, tourists visiting this destination, and, starting in 2022, the national population about the importance of marine and coastal ecosystems as well as the environmental issues that currently affect them. This is achieved through the participation of the population in various activities and events such as drawing, video, and photography contests, intercollegiate gastronomic contests that feature lionfish as the main protein, gastronomic exhibitions of lionfish or sustainable seafood, a series of scientific dissemination lectures, beach cleanups, and artistic activities such as concerts and mural design.

The 10th edition of the Oceans Festival took place during the months of May and June of 2022, and was, for the first time, held simultaneously in the state of Quintana Roo and Mexico City.

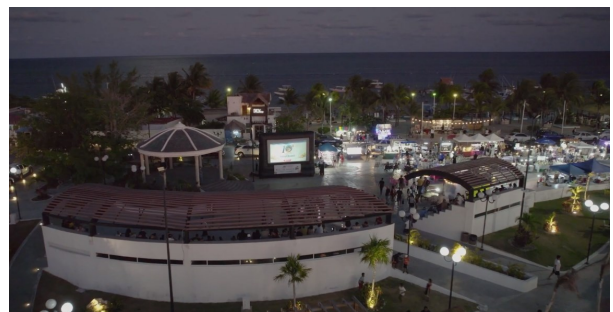


The events "Cinema in Your Neighborhood" were held on Saturdays, May 7, 14, and 21, 2022. In collaboration with Aguakán, a documentary titled "Abril y la Isla del Tiburón Ballena" (April and the Whale Shark Island) was screened in urban areas of three different cities in the northern part of Quintana Roo: Playa del Carmen, Puerto

Morelos, and Cancun. The documentary follows the life of a girl living in Holbox and narrates how the island's growth is causing environmental problems for both the region and its inhabitants. The documentary director, Isabel Cárdenas Cortés and the protagonist and her family were present for the screening in Puerto Morelos.



The event "Cooking at home today the fish of the future" took place on May 19, where in collaboration with chefs Federico López and Sergio Camacho, we virtually gathered 260 people from Quintana Roo and Mexico City who followed the chefs' instructions to finish preparing dishes made with sustainable sea proteins that had been previously sent to their homes. They then enjoyed the meals while being informed about the problem of overfishing and the importance of sustainable fishing.



The Grand Children's Drawing Contest was held as had been in previous years, inviting primary and secondary school children from around the world to depict in a drawing one of Delphinus' Five Causes for a Brilliant Blue Planet and a solution to these issues. In this tenth edition, 427 drawings were received, with 73 from Quintana Roo, 293 from the rest of Mexico, and 61 from 11 different countries: Germany, Argentina, Bolivia, Colombia, Ecuador, Guatemala, Nicaragua, Peru, Panama, Uruguay, and Venezuela. The winners of this contest were announced during a virtual event on June 1, 2022 and their prizes included win trips to Cancun or dolphin interactions.



Nuestro aliado ASUR decidió unirse al festejo por la décima edición del Festival y nos invitó a realizar una exposición conmemorativa mostrando la trayectoria de nuestro evento, desde la primera edición en 2013 y hasta la fecha. También, como parte de la exposición, se hizo una muestra de los ganadores del Concurso de Dibujo Infantil, exponiendo a los miles de usuarios de la Terminal 4 del Aeropuerto Internacional de Cancún, el talento y mensajes de educación ambiental para cuidar el océano.

Our ally ASUR decided to join the celebration of the tenth edition of the Festival and invited us to create a commemorative exhibition showcasing the history of our event, from the first edition in 2013 until the present. As part of the exhibition, a display of the winners of the Children's Drawing Contest was also featured, showcasing the talent and messages of environmental education and ocean conservation to the thousands of users at Terminal 4 of Cancun International Airport.

For the 10th edition of the Festival, the University Short Film "Cineminutos" for the Ocean Contest was introduced in collaboration with Anáhuac University Cancun and the New York Film Academy.



Students from any major, attending public or private universities in Mexico and around the world, could create and submit a one-minute audiovisual message to inspire audiences to care for and preserve the ocean. There were 37 participants with 40 short films, including 18 from Mexico and 19 from 8 other Latin American countries: Bolivia, Chile, Colombia, Ecuador, Honduras, Nicaragua, Paraguay, and Peru.

The Grand Exhibition of the Festival of the Oceans was inaugurated on June 8, on the World Oceans Day at La Raza Metro station in Mexico City, which has an average of 13,800 daily users. This means that over a million and a half people had access to the exhibition while it was up as it remained open until October 31, 2022. The exhibition included the

permanent display "Climate Change, the great challenge of humanity" in the "Edgar Allan Poe" room. Visitors not only learned about climate change but also experienced bioluminescence and "traveled" around the world through an audiovisual piece to explore the effects of climate change and other human-caused issues in the ocean .



There were also two virtual events. The first one was "Mujer es A-Mar," a panel discussion where women from various professional fields shared their experiences related to the ocean. The participants included Dr. Dalila Aldana, Gabriela Servín, Gabriela Eugenia Chalé, and Nina Valeria Luna.

The second virtual event was the "Ciclo de Conferencias de Divulgación" (Outreach Lecture Series) featuring biologist and content creator Raymundo González, known as Random Rojo, Dr. Adán Caballero, Dr. Brigitta Van Tussenbroek, and Dr. Jorge Herrera Silveira.

The 10th Festival of the Oceans of the Mexican Caribbean concluded with the cleanup of the urban mangrove in the Natural Protected Area Laguna Manatí mentioned earlier.



Video summary of the 10th Festival of the Oceans of the Mexican Caribbean.





Delphinus

Environmental

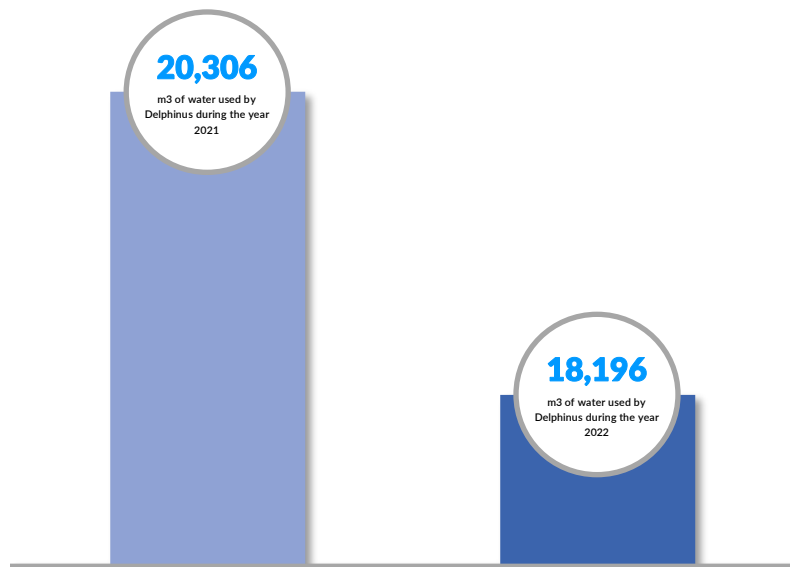
Management

System

IN THIS SECTION

Water Consumption in Delphinus	34
Electricity Consumption in Delphinus	35
Electricity Generation in Delphinus	36
Waste Generation and Management in Delphinus ...	37
Greenhouse Gas Emissions	39

WATER CONSUMPTION IN DELPHINUS



Despite an increase in visitors, during 2022 we achieved a

decrease of

10.4%

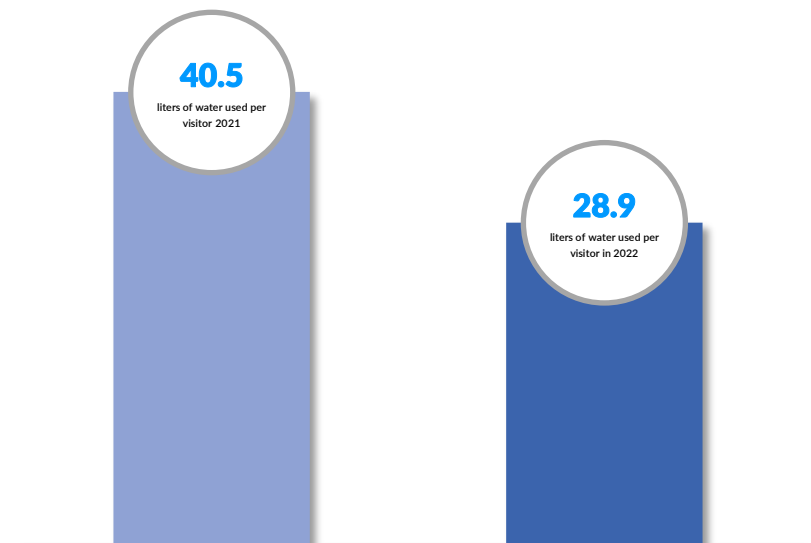
in the cubic meters of water used in the seven habitats operated by Delphinus compared to the previous year.



Thanks to this decrease in consumption and an increase in visitors, we achieved a decrease of

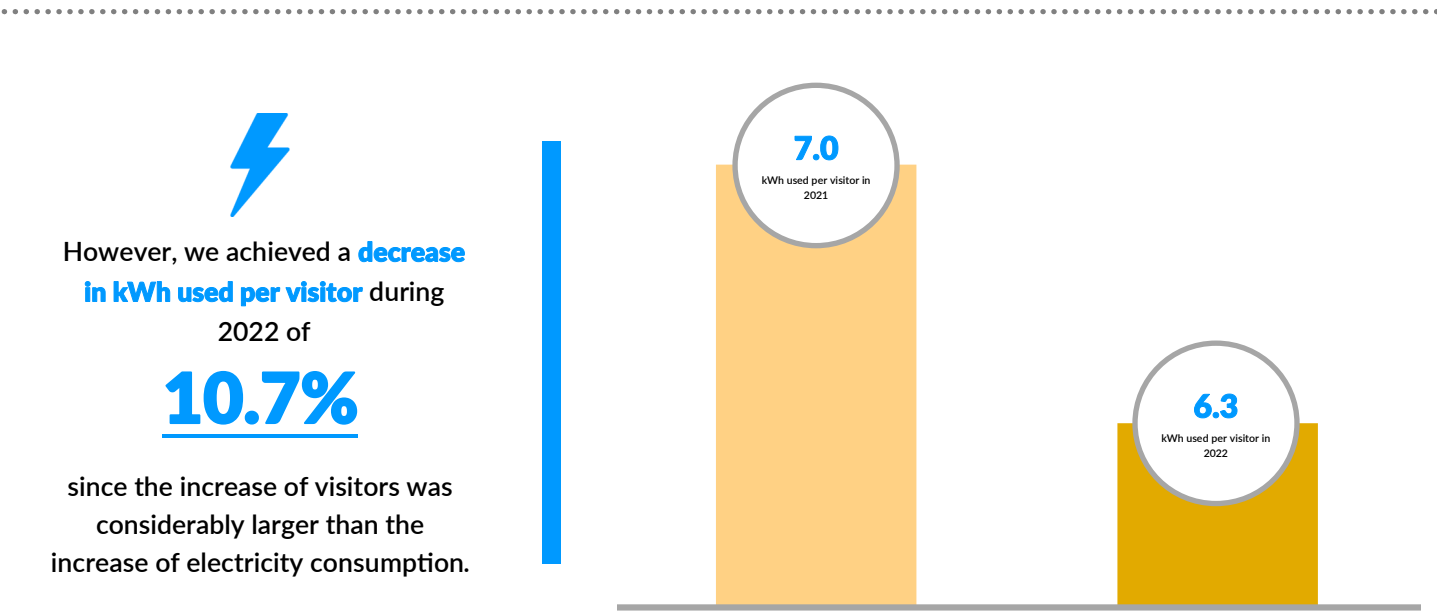
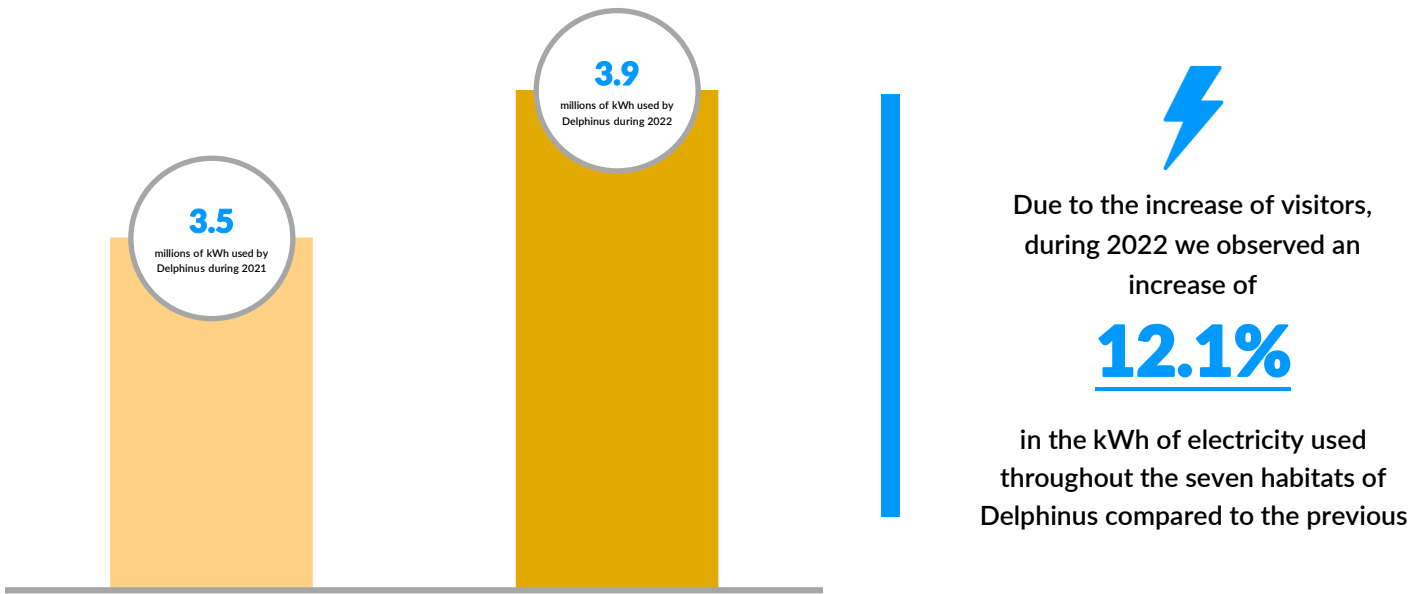
28.6%

in liters of water used per visitors to the seven habitats operated by Delphinus.



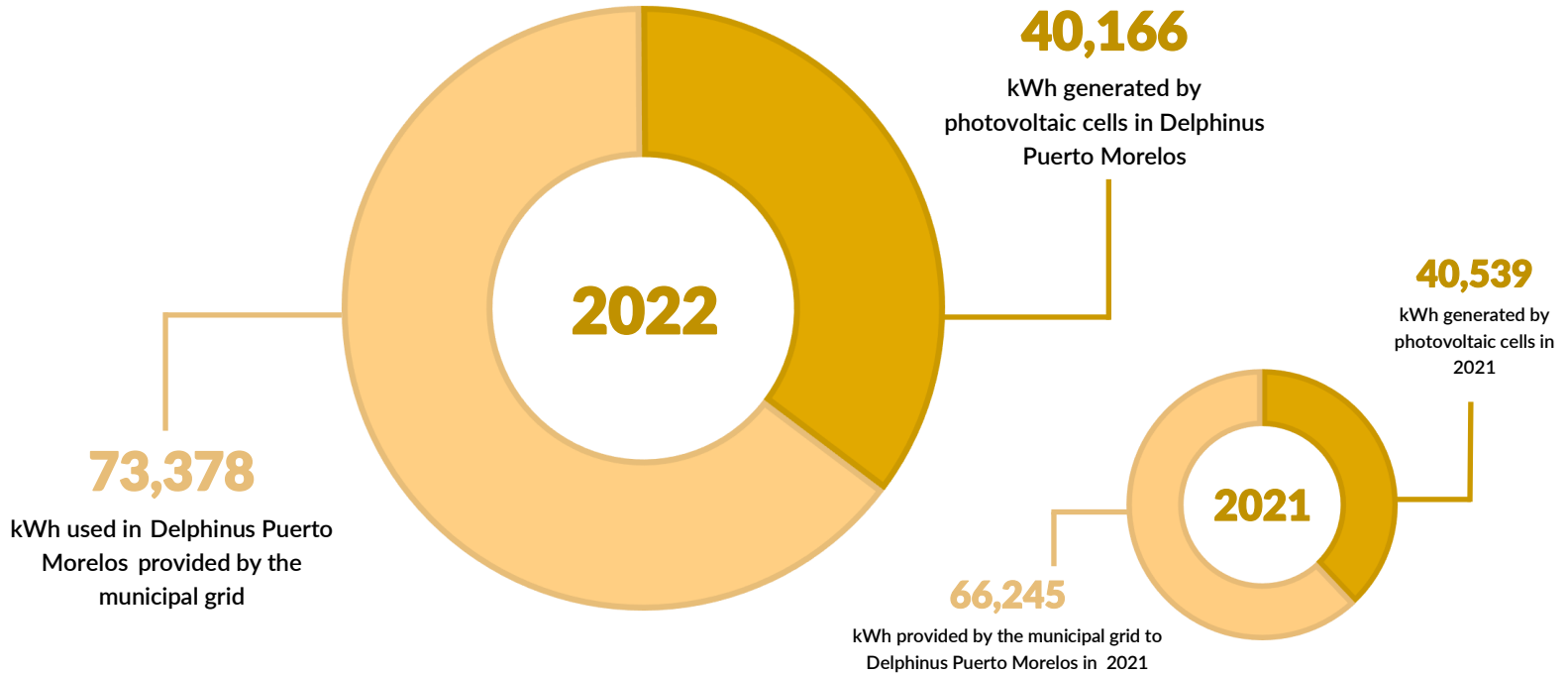


ELECTRICITY CONSUMPTION IN DELPHINUS



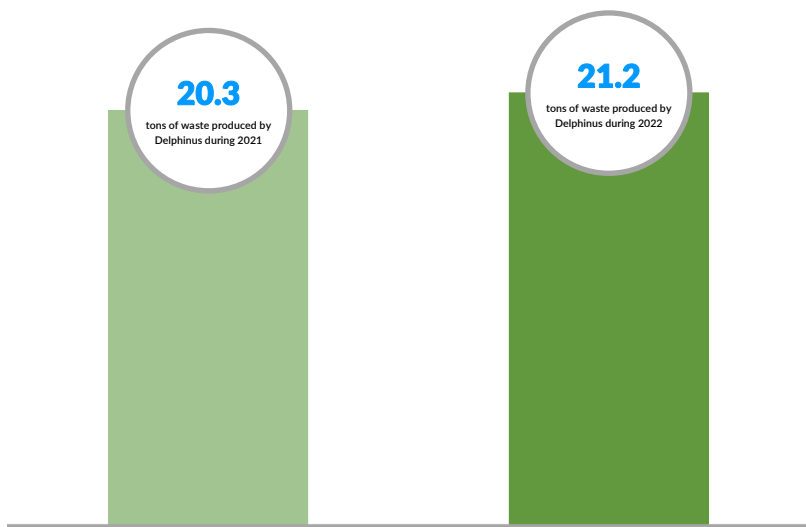
Electricity Generation in Delphinus


To reduce electricity consumption from the burning of fossil fuels, Delphinus has photovoltaic cells installed in the Puerto Morelos habitat, which covered more than a third of the electricity requirements for that habitat in 2022.

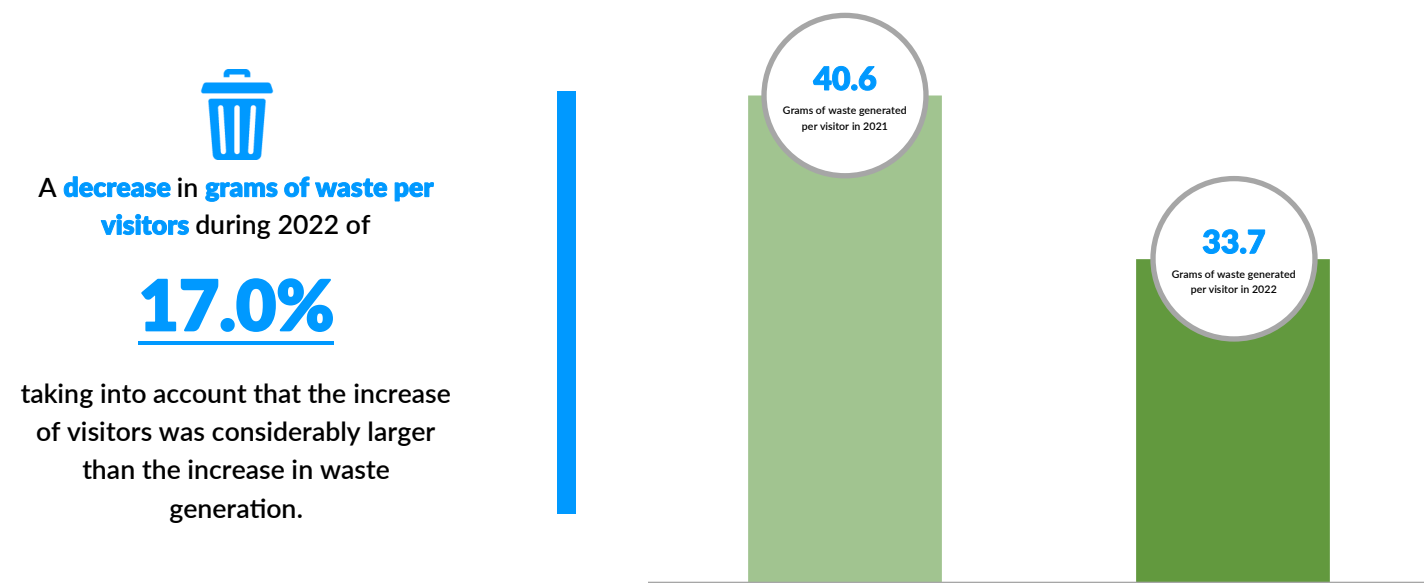




WASTE GENERATION AND MANAGEMENT **IN DELPHINUS**




 Despite an increase in visitors, during 2022 Delphinus only had a nominal increase of **4.2%** in the amount of waste produced across the seven habitats of Delphinus compared to the previous year.




 A **decrease in grams of waste per visitors** during 2022 of **17.0%** taking into account that the increase of visitors was considerably larger than the increase in waste generation.

Waste Management in Delphinus

Waste management is a priority for the proper performance of Delphinus habitats, requiring the establishment of mechanisms that ensure an efficient operation while being respectful of the environment. For this purpose, there are procedures established for the proper collection, storage, and final disposal of the waste generated.

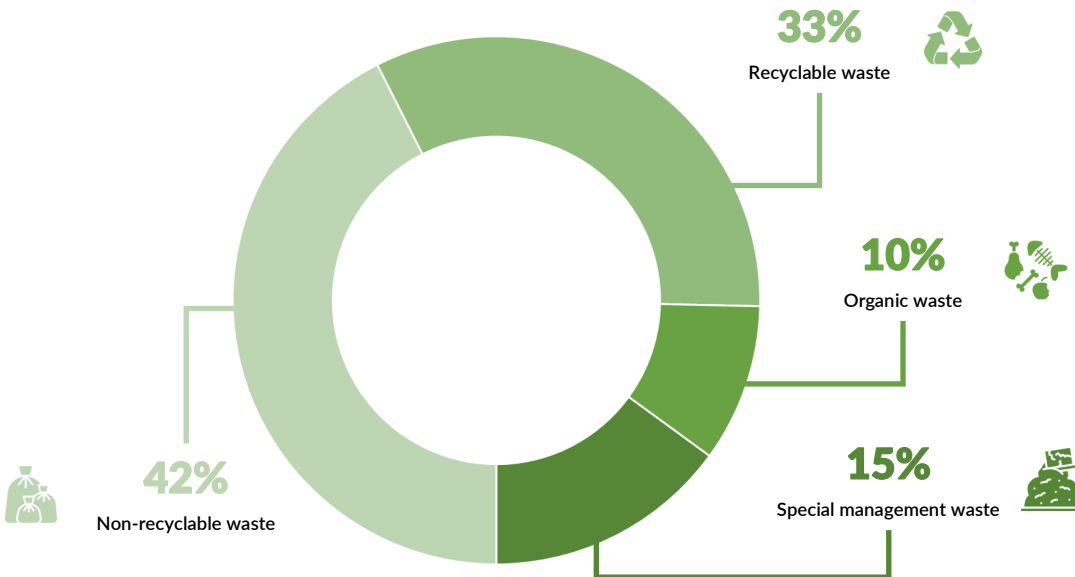
In the case of habitats located within any of the Experiencias Xcaret parks or in the vicinity of hotels or resorts, Delphinus has agreements with these third parties for waste management. In the case of the Interactive Aquarium Cancún, or for waste that is not managed by said third party parks or hotels, Delphinus forms partnerships with service

providers duly authorized by the relevant environmental institutions for the collection, transportation, and final disposal of waste.

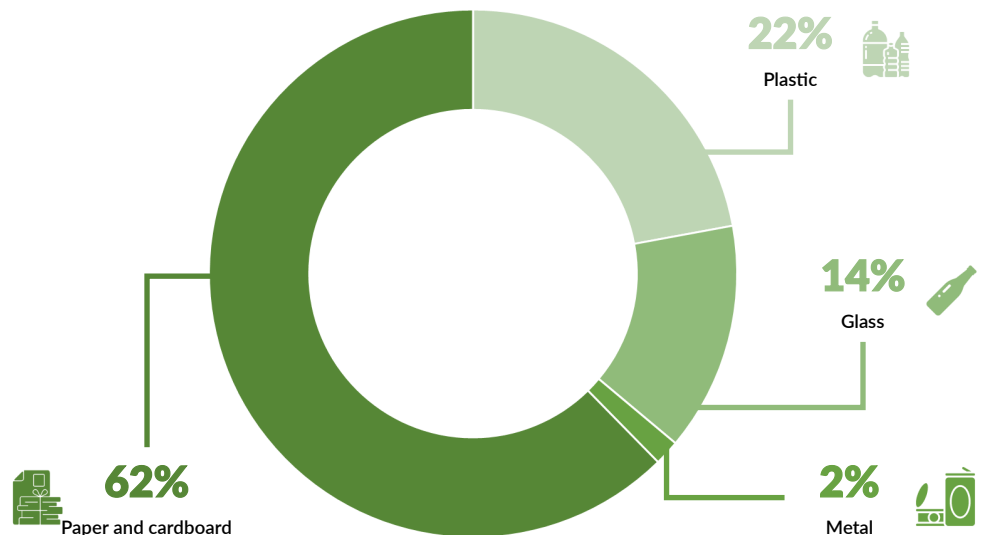
In all cases, each Delphinus habitat carries out waste separation at the source to maximize the utilization of recyclable waste and reduce the amount of waste that reach the landfill.

During 2022, 6,958 kg of waste were sent to be recycled.


Type of waste generated by Delphinus

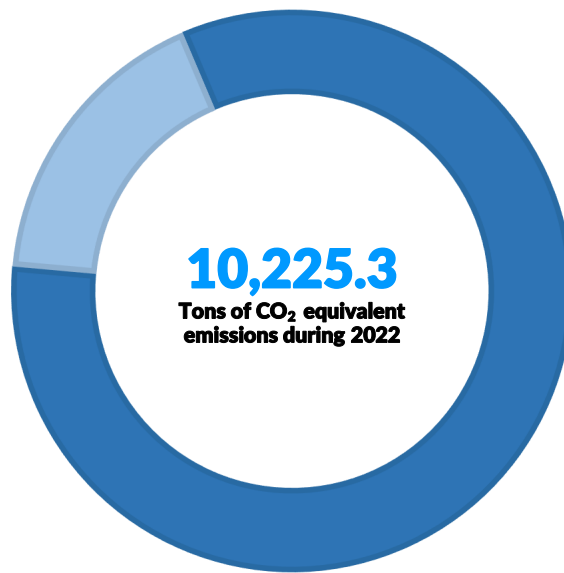


Percentage of each kind of waste sent to be recycled



GREENHOUSE GAS EMISSIONS


1,757.6 tCO₂e
Scope 2 emissions



8,467.8 tCO₂e
Scope 1 emissions

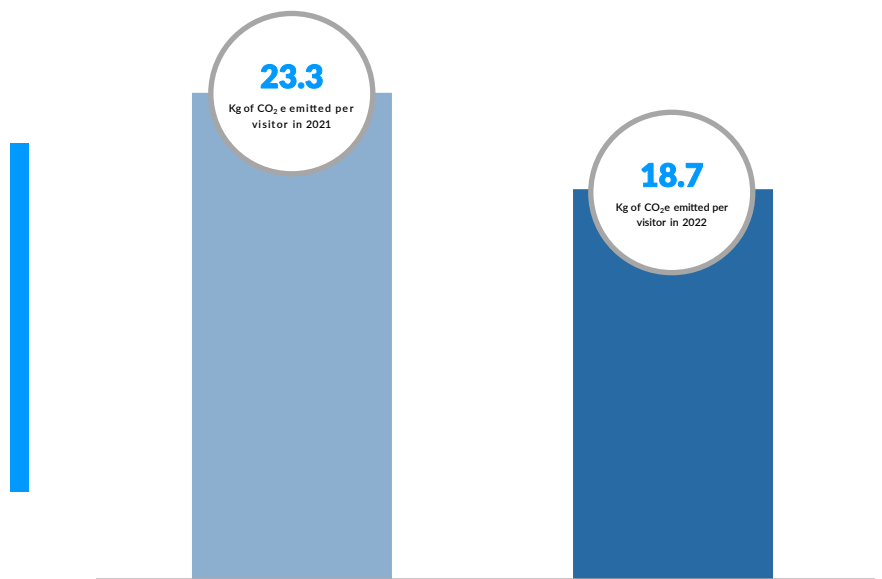

7,810.6 tCO₂e
From stationary sources


657.2 tCO₂e
From mobile sources

During 2022 we achieved a decrease of

18.7%

In the kilograms of CO₂ equivalent emitted per visitor



Animal Welfare in Delphinus

IN THIS SECTION

The Five Domains of Animal Welfare 41





FIVE DOMAINS OF ANIMAL WELFARE

An essential element for the existence and operation of our organization is the welfare of the animals under our care.

As a habitat for dolphin interaction, these marine mammals were the first ones we chose to care for. Later, with the acquisition of the Interactive Aquarium of Cancun in July 2014, additional specimens of sea lions, fish, and aquatic invertebrates were added to our animal population. Each one deserves and requires our commitment and comprehensive technical knowledge to offer them the best quality of life. There is a consensus regarding the basic needs that must be met for the welfare animals of any species under human care, which were defined as the "Five Freedoms" in 1965 by the Farm Animal Welfare Council of Great Britain. Our organization, being a modern zoological institution, has adopted the model of the "Five Domains of Animal Welfare" recommended by the World Association of Zoos and Aquariums (WAZA). This system takes into account four physical aspects of animals: a good nutrition, a suitable, safe, and healthy environment, the possibility to display natural behaviors of the species and to interact safely with conspecifics as well as other species, and the constant monitoring of their health. These elements come together to achieve the fifth element called "mental state," which is the positive or negative experiences with some meaning for the specimens. The set of these mental states is what is defined as animal welfare. Thanks to the model of the Five Domains of Animal Welfare and its latest updates, Animal Welfare is a science in which we can measure and improve the physical domains to ensure the best possible mental state. In the end, this model seeks that species under human care have an

enriched, comfortable, healthy, and suffering-free life, in short, a dignified life worth living.



Nutrition

At Delphinus, each of our specimens has a diet calculated according to their age, weight, reproductive status, energy expenditure, sex, and other factors. This diet is designed so that the dolphins obtain not only the necessary nutrition for their health and growth but also the required hydration.



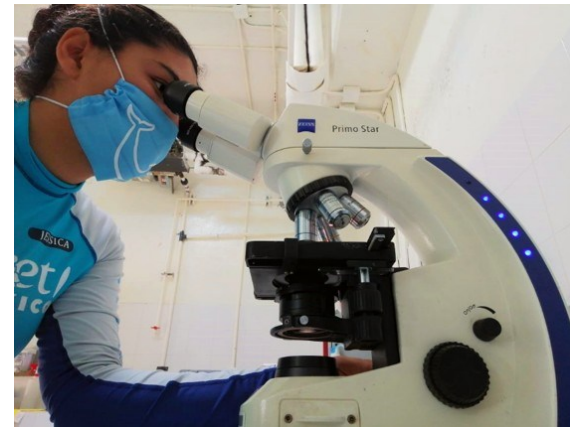
Environment

The environment is the habitat in which animals live and operate. At Delphinus, we comply with national and international standards and regulations to ensure that the environment is safe and comfortable for the dolphins.

Health

The health of Delphinus' specimens is our top priority, so we constantly monitor parameters such as blood, urine, feces, gastric content, among others. We also track any changes in the physical condition of the specimens.

Delphinus has an advanced veterinary laboratory and state-of-the-art equipment.



Behavior

The behavior domain refers to how animals behave in their interactions, whether with the environment, other animals, or humans.

Interactions with the environment: At Delphinus, we ensure that the dolphins' environment is not only safe and comfortable but also stimulating for the specimens. This is achieved through our environmental enrichment program.

Interactions with other animals: At Delphinus, our animal care specialists form stable social groups that replicate those formed by wild dolphins.

Interactions with humans: Our animal care specialists are experts in training through positive reinforcement operant conditioning, and our dolphins are accustomed to human contact. It has been proven that, cortisol (also known as the stress hormone) in dolphins decreases after interactions with humans, meaning that interactions do not cause stress in the animals.



Mental State

The fifth and final domain, the only domain that refers to the affective (or emotional) states of animals. It is in this domain that animal welfare is found, and it is fueled by the four measurable physical domains. For example, a well-fed animal will have a positive mental state of satiety. Every decision made at Delphinus regarding the four physical domains is made with the consideration of how they will affect the mental state of the animals.



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GRI INDEX

Statement of Use

Delphinus reports in accordance with GRI Standards for the period from January 1 to December 31, 2022.

GRI used

GRI 1: Foundation 2021

GRI Standard		Disclosure	Page number, direct answer, or reason for omission
GRI 2: General Disclosures 2021	2-1	Organizational details	4
	2-2	Entities included in the organization's sustainability reporting	10
	2-3	Reporting period, frequency and contact point	2, 13, 44
	2-4	Restatements of information	No updates were carried out during the period from 2021 to 2022
	2-5	External assurance	There was no external verification
	2-6	Activities, value chain and other business relationships	8, 15, 16, 22
	2-7	Employees	13, 19
	2-8	Workers who are not employees	There are no non-employee workers
	2-9	Governance structure and composition	2, 11, 13
	2-10	Nomination and selection of the highest governance body	This section and the rest related to governance are not reported due to confidentiality

GRI Standard		Disclosure	Page number, direct answer, or reason for omission
GRI 2: General Disclosures 2021	2-22	Statement on sustainable development strategy	5
	2-23, 2-24	Policy commitments, Embedding policy commitments	5, 8
	2-25	Processes to remediate negative impacts	33
	2-26	Mechanisms for seeking advice and raising concerns	There is an internal system for employees to raise concerns through an anonymous consultation channel
	2-27	Compliance with laws and regulations	Delphinus complies with all applicable regulations
	2-28	Membership associations	16
	2-29	Approach to stakeholder engagement	22
	2-30	Collective bargaining agreements	There is no collective bargaining agreement in place
GRI 3 Material Topics 2021	3-1	Process to determine material topics	Delphinus does not have a materiality analysis
	3-2	List of material topics	
	3-3	Management of material topics	
GRI 203 Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	31
	203-2	Significant indirect economic impacts	27, 31
GRI 206 Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Delphinus did not engage in any breach of unfair competition or monopoly practices
GRI 301 Materials 2016	301-1	Materials used by weight or volume	No report available
GRI 302 Energy 2016	302-1	Energy consumption within the organization	35
GRI 304 Biodiversity 2016	304-3	Habitats protected or restored	Delphinus does not have any protected or restored habitat
GRI 305 Emissions 2016	305-1	Direct (Scope 1) GHG emissions	39
GRI 306 Waste 2020	306-2	Management of significant waste-related impacts	38
	306-3	Waste generated	37

GRI Standard		Disclosure	Page number, direct answer, or reason for omission
GRI 401 Employment 2016	401-1	New employee hires and employee turnover	No report available
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	21
	401-3	Parental leave	No report available
GRI 404 Training and Education 2016	404-1	Average hours of training per year per employee	21
	404-3	Percentage of employees receiving regular performance and career development reviews	No report available
GRI 406 Non-Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken	In 2022, there were no cases of discrimination
GRI 407 Freedom of Association and Collective Bargaining 2016	407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	There were no risks presented during the reporting year
GRI 408 Child labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	There were no risks presented during the reporting year
GRI 409 Forced or Compulsory labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	There were no risks presented during the reporting year
GRI 411 Rights of Indigenous Peoples 2016	411-1	Incidents of violations involving rights of indigenous peoples	There were no risks presented during the reporting year
GRI 413 Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	27, 29
GRI 416 Customer Health and Safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	There were no instances of non-compliance during the reporting year
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no claims during the reporting year



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ESTÁ ASISTIDO ENTRENADO A FINES EDUCATIVAS Y DE CONSERVACIÓN DEL ENTORNO NATURAL. TENGA CUIDADO DE LOS ANIMALES EN EL AGUA Y EN LA PLAYA. NO TOQUE A LOS ANIMALES NI LOS ALIMENTE. NO SE ENFRIQUE EN EL AGUA. NO SE ENFRIQUE EN EL AGUA. NO SE ENFRIQUE EN EL AGUA.



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www.delphinusworld.com