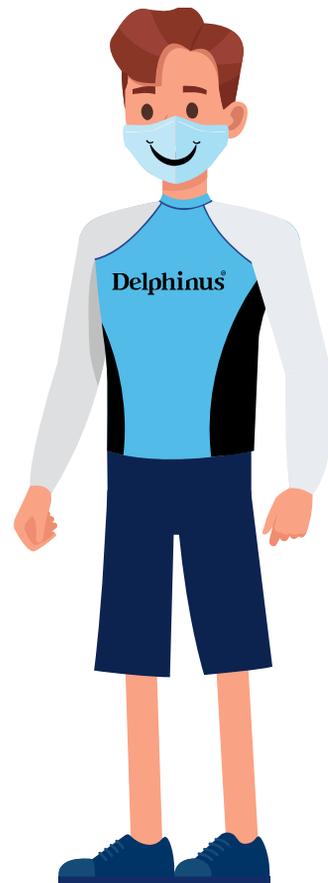
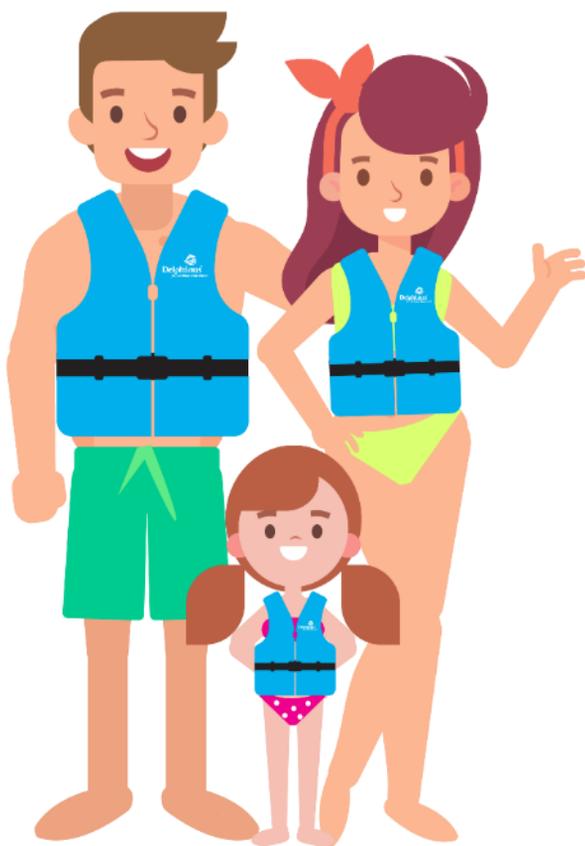




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## General protocol and guidelines for health, hygiene and control of COVID-19



*"The safety, health and welfare of our visitors, collaborators and dolphins is our priority"*

Sanitary measures COVID-19  
Living Document - May 2020



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## General protocol and guidelines for health, hygiene and control of COVID-19

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## General protocol and guidelines for health, hygiene and control of COVID-19

### Introduction

The welfare and safety of our dolphins, clients and collaborators are our highest priorities. We strengthen sanitary security practices and hygiene measures both in our collaborators, as well as in our facilities and transportation, in order to avoid the spread of COVID-19 in our visitors and collaborators.

This protocol is based on the guidelines, considerations and recommendations of the following national and international organizations and associations:

**WHO**, World Health Organization;

**CDC**, Centers for Disease Control and Prevention;

**IAPPA**, The Global Association for the Attractions Industry;

**ZAHP**, The Zoo and Aquarium All Hazards Preparedness, Response and Recovery;

**OIE**, World Organization of Animal Health;

**US EPA**, United States Environmental Protection Agency;

**SESA**, Servicios Estatales de Salud de Quintana Roo;

**SEDETUR**, Secretaria de Turismo de Quintana Roo;

**SENASICA**, Dirección Nacional de Salud Animal del Servicio Nacional de Sanidad, Inocuidad y Calidad Agroalimentaria

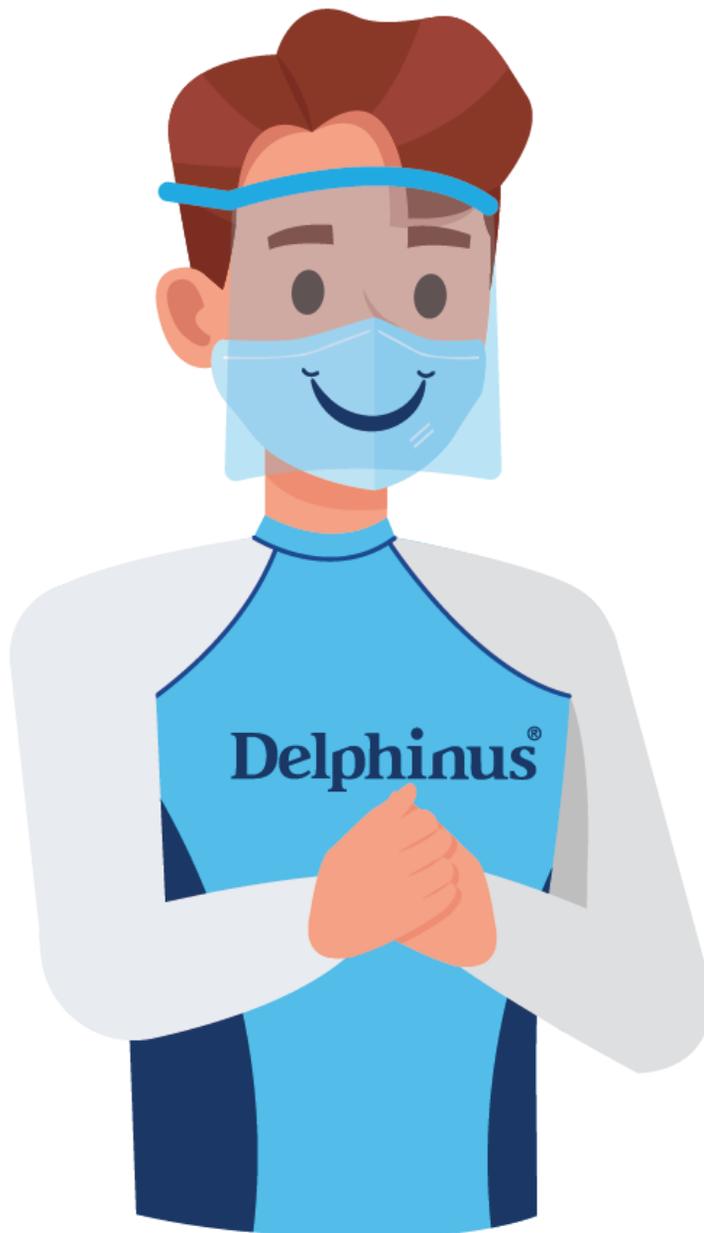


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**Health safety practices and hygiene measures**

**for collaborators**



## Health safety practices and hygiene measures for collaborators

- The temperature of all employees will be checked at the moment of arrival at their work centers (in the shade), maintaining at all times the established safe physical distance of 1.5 meters.
- Any reading of 38°C or higher should be considered suspicious for disease.
- In the case of a positive reading, the measurement must be repeated. If the second result is positive in a collaborator, they will be asked to leave the facilities and visit their corresponding health center.



## Health safety practices and hygiene measures for collaborators

- The health status of our collaborators in the habitats will be monitored daily and if any symptoms of respiratory disease compatible with COVID-19 according to the WHO (temperature greater than 38°C, headache, sore throat, runny nose, cough, shortness of breath, pain or pressure in the chest, confusion, inability to be alert and discoloration of the mucous membranes) are detected in a collaborator they will be asked to leave the area, return to their home and, if necessary, visit their corresponding health center.
- If any of our collaborators reports having any respiratory ailments, fever greater than 38°C, headache, sore throat, runny nose, cough, shortness of breath, pain or pressure in the chest, confusion, inability to be alert or change of color in mucous membranes, they will be asked not to report to their workplace and go to their corresponding health center instead.



## Health safety practices and hygiene measures for collaborators

- All collaborators will use a three-layer face mask as Personal Protective Equipment (PPE)
- The use of masks (covering the nose and mouth) provides an additional level of safety for visitors and collaborators. Collaborators will be trained on the proper use of face masks without leaving spaces on the sides, top and bottom of the nose and mouth area



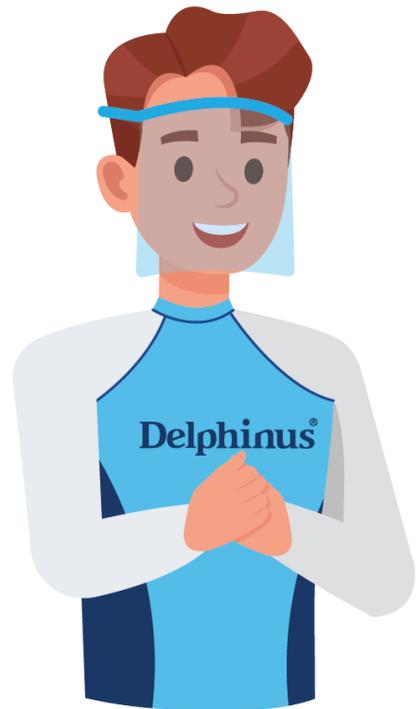
## Health safety practices and hygiene measures for collaborators

- The collaborators who have contact with visitors will wear a face shield or safety goggles in addition to the use of a three-layer mask



## Health safety practices and hygiene measures for collaborators

- The Animal Care Specialists (ECAs) will use a face shield.



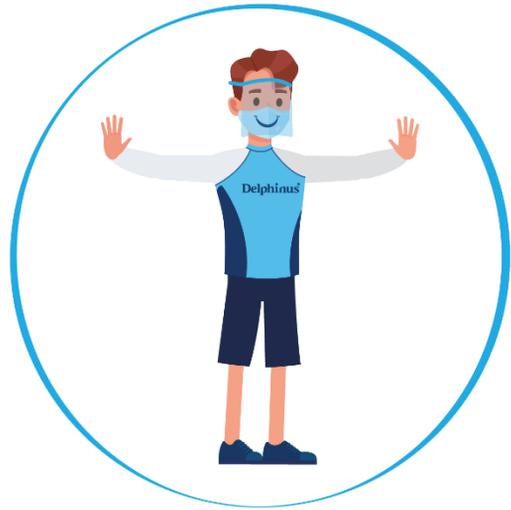


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## Health safety practices and hygiene measures for collaborators

- The safe physical distance of 1.5 meters between collaborators and visitors will be maintained. Remembering that whenever one is near visitors, personal protective equipment (PPE) must be used.



- The greeting of our collaborators to visitors via handshakes will be avoided, promoting the official greeting of DELPHINUS.



## Health safety practices and hygiene measures for collaborators

- Our collaborators, when coughing or sneezing, must cover their nose and mouth with a disposable tissue or with the internal angle of the arm.
- Our collaborators have the responsibility to wash their hands frequently with soap and water for 20 seconds or to disinfect them using 70% alcohol-based gel. It is mandatory to do so after any of the following activities: using the bathroom, sneezing, cleaning, sweeping, mopping, before eating and before or after starting a shift.
- Our collaborators will avoid touching their faces, nose, mouth and eyes, with dirty hands.



## Health safety practices and hygiene measures for collaborators

- Codes will be implemented in the internal radio communication protocol for COVID-19 issues, such as suspicious cases, violation of safe distance measures, immediate cleaning requirements, provision of hygiene and disinfectant products, etc.
- If a visitor with symptoms of respiratory diseases is detected, they will be invited to return to their hotel and be evaluated by a doctor.

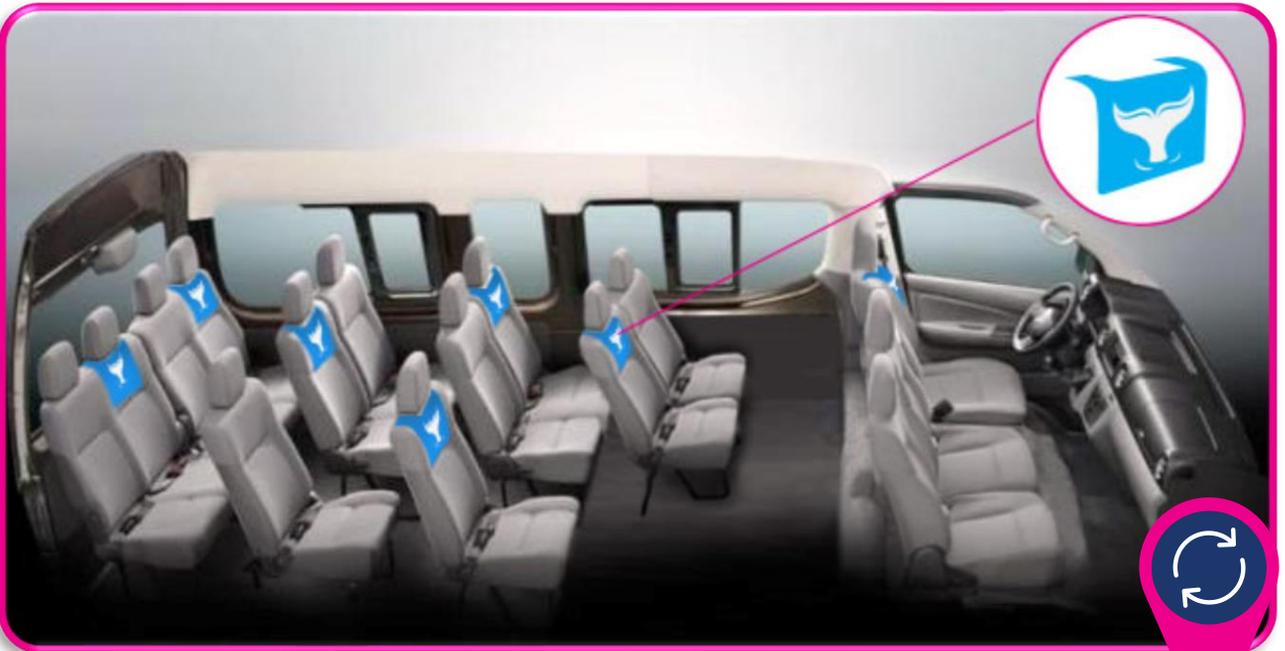


**Health safety practices and hygiene measures  
in transportation**



## Health safety practices and hygiene measures in transportation

- Visitor transport vans will carry a maximum of 50% of their passenger capacity to promote a safe distance between them throughout the journey and the passenger seat will not be used.
- Historically, the average occupancy of vans is 4 people per journey.
- The staggered arrival of vans to the habitats will be scheduled to avoid crowding of visitors in the registration area and lockers



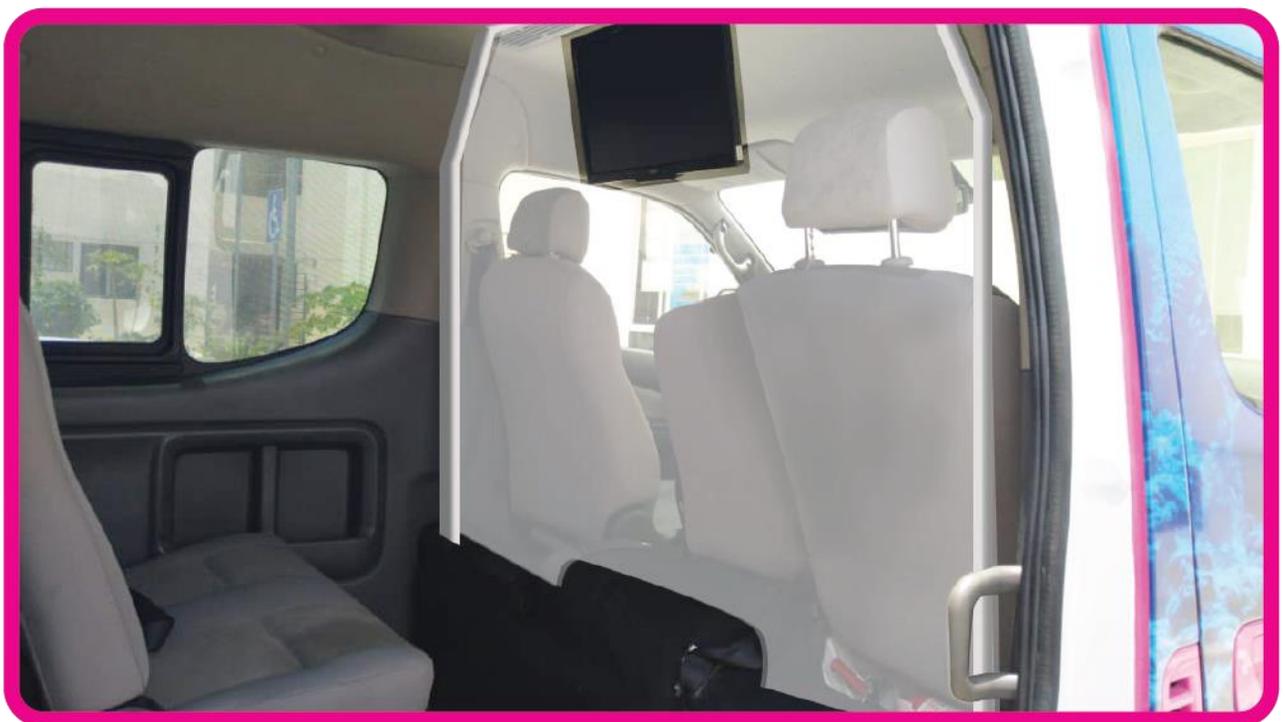
## Health safety practices and hygiene measures in transportation

- The transport vans have 70% alcohol based hand sanitizer dispensers to disinfect the hands of their occupants.
- Vans are cleaned and disinfected on the surfaces of greatest contact after each service, for example, on handles, rugs and windows, using disinfectant products approved by the US EPA, including chlorine and quaternary ammonium.
- The vans are thoroughly cleaned, disinfected and sprayed with sanitizer daily.



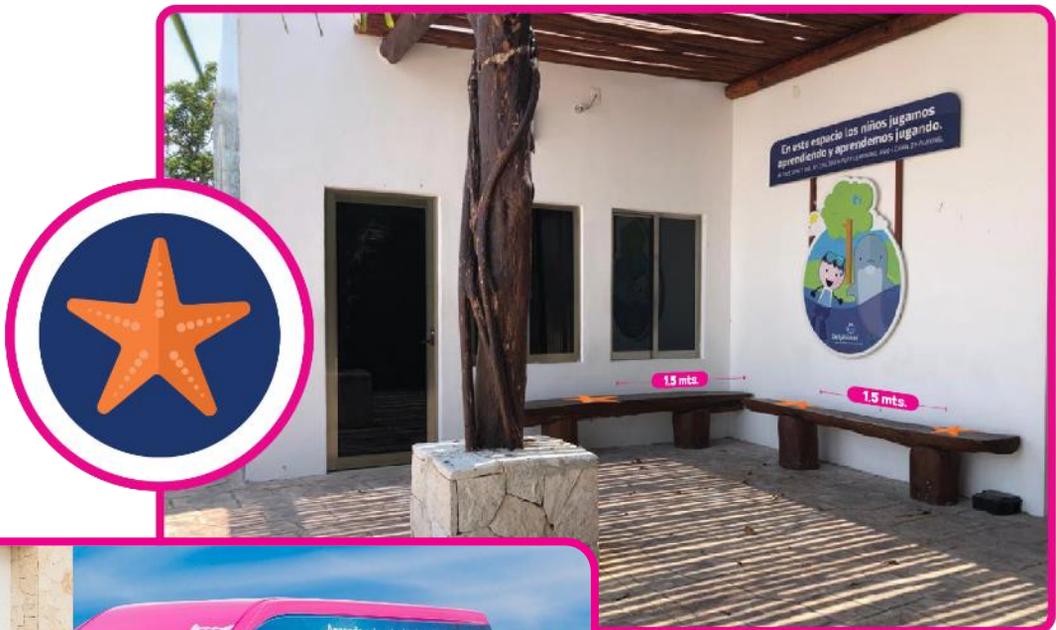
## Health safety practices and hygiene measures in transportation

- Transportation vans will feature an acrylic divider between the driver and passenger areas that will serve as additional protection.



## Health safety practices and hygiene measures in transportation

- The waiting areas for the transportation will be marked so that visitors keep the safe physical distance of 1.5 meters as they approach their unit.





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## Health safety practices and hygiene measures in facilities



## Health safety practices and hygiene measures in facilities

• The measures and frequency of cleaning and disinfection in the different operating equipment will be increased, as well as the areas, facilities and surfaces of greatest contact in both public, operational and support areas:

Knobs, keys, handles, handrails, railings, benches, telephones, computers, chairs, restrooms, sinks, soap dispensers, sanitizing solution dispensers, baby changing tables, towel dispensers, hand dryers, refrigerator handles, counters, light switches, wheelchairs, acrylic fish tank displays, penny machines, lockers, etc.



## Health safety practices and hygiene measures in facilities

- All contact areas will be cleaned and disinfected frequently

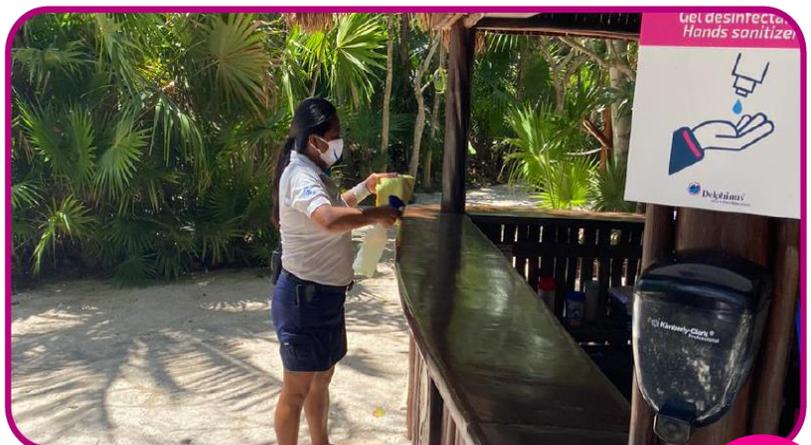
### Check-in

Counters, pens,  
telephone,  
acrylics,  
computers,  
promotional  
material, etc.



### Attention to Visitors

Counters,  
clipboards,  
pens,  
promotional  
material, etc.



## Health safety practices and hygiene measures in facilities

- All contact areas will be cleaned and disinfected frequently

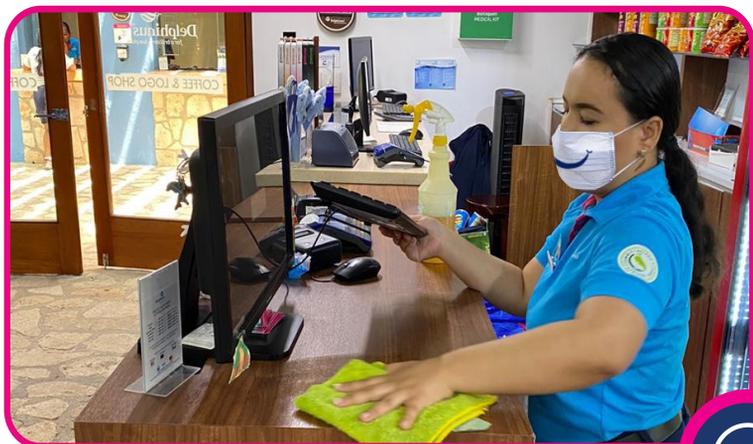
### Restrooms and Showers

Handles, sinks, soap dispensers, baby changers, hand dryers, etc.



### Boutiques

Displays, shelves, signs, refrigerator handles, hand sanitizer dispensers, etc.



## Health safety practices and hygiene measures in facilities

- Will be cleaned and disinfected after each use.

### LOCKERS



### BRIEFING ROOMS



### PHOTO AND VIDEO ROOMS



## Health safety practices and hygiene measures in facilities

- Facilities, contact areas, and objects will be regularly cleaned and disinfected with products approved by the US EPA, including alcohol, chlorine, and quaternary ammonium.
- The cleaning and disinfection actions must be visible to visitors, so that they feel safe when participating, or where appropriate, they must be informed that the different equipment they will use has just been cleaned.
- 70% alcohol based gel dispensers will be installed in strategic areas of the habitats and product availability will be constantly verified.
- It will be verified that the soap dispensers in the different hand washing areas always have enough product.

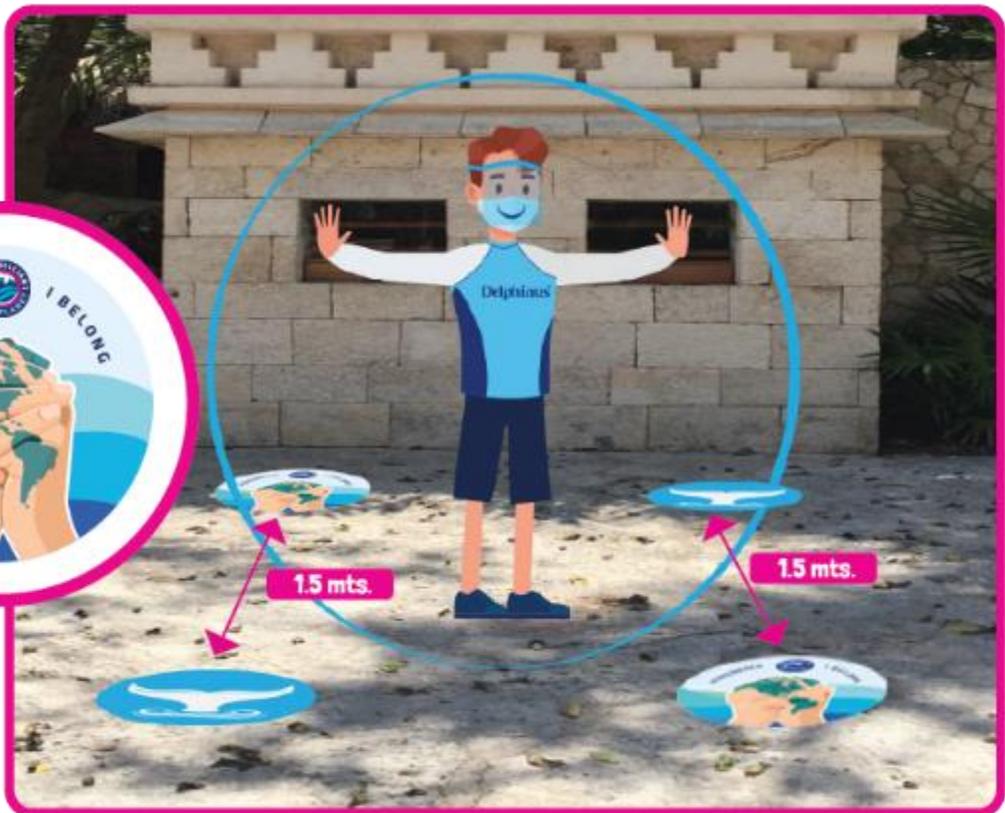




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## Health safety practices and hygiene measures in facilities



## Health safety practices and hygiene measures in facilities

To limit face-to-face physical contact between collaborator-collaborator, collaborator-visitor and visitor-visitor, maintaining a safe physical distance in the habitat, the following measures will be taken:

- All members of the same family will be able to stay together during their experience in our facilities.
- Transportation vans will be scheduled to arrive in a staggered manner to avoid crowding of visitors in the registration area and lockers.



## Health safety practices and hygiene measures in facilities

**CHECK-IN;** To maintain a safe distance, clear marks will be placed on the floor (1.5 meters away) in the check-in area to receive visitors in a staggered manner. All marks should be clear and self-explanatory, so that visitors understand what they are expected to do to keep a safe distance.



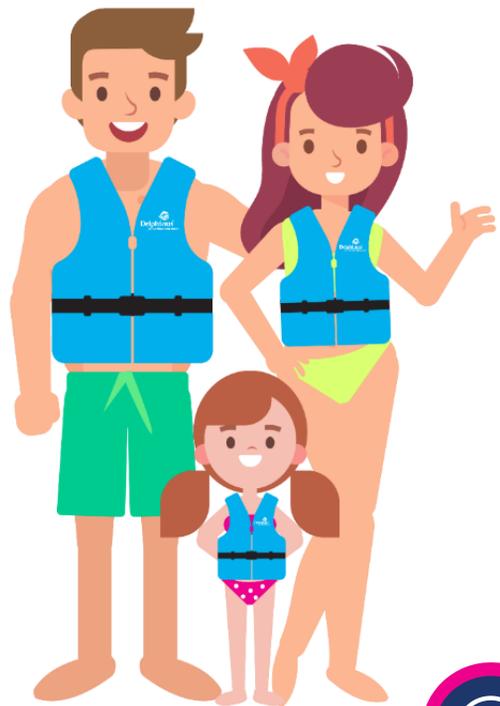
## Health safety practices and hygiene measures in facilities

**ATTENTION TO VISITORS;** To maintain a safe distance, clear marks will be established on the floor (1.5 meters away) in the Attention to Visitors area to provide the service that visitors require in a staggered manner. All marks should be clear and self-explanatory, so that visitors understand what they are expected to do to keep a safe distance.



## Health safety practices and hygiene measures in facilities

**SHOWERS AND RESTROOMS;** Visitors' access to the showers and toilets area will be controlled, keeping a reduced number in these areas. Clear marks will be established on the floor (1.5 meters away) in the shower area so that visitors keep their distance. All marks should be clear and self-explanatory, so that visitors understand what they are expected to do to keep their distance.



## Health safety practices and hygiene measures in facilities

**LOCKERS;** Only a certain number of lockers will be selected and identified to be used and a safe distance will be promoted on them.



## Health safety practices and hygiene measures in facilities

**BRIEFING ROOMS;** Specific marked places will be established to sit in the briefing area, either on the benches or in the chairs, in order to maintain the safe distance of 1.5 meters.



## Health safety practices and hygiene measures in facilities

**DOLPHIN INTERACTIONS;** There will be a distribution of small, private or family groups in the dolphin interaction.

Our interactive programs will be designed for members of the same family and others who travel together and who do not need to maintain a distance between them or for small and / or private groups. This will allow us to offer personalized services while maintaining a safe physical distance of 1.5 meters between participants.



## Health safety practices and hygiene measures in facilities

**PHOTO AND VIDEO ROOMS;** Computers will be separated in the photography and video sales rooms to prevent visitors from being close to each other.



## Health safety practices and hygiene measures in facilities

**BOUTIQUES;** To maintain a safe distance, clear marks will be placed on the floor (1.5 meters away) in the boutiques to attend to visitors in a staggered manner. The entrance and the flow of visitors inside them will be controlled.



## Health safety practices and hygiene measures in facilities

**TRANSPORTATION WAITING AREA;** The waiting areas for transportation will be marked so that visitors keep a safe physical distance of 1.5 meters while they wait for their unit.





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## Health safety practices and hygiene measures for equipment



## Health safety practices and hygiene measures for equipment

The measures and frequency of cleaning and disinfection will be increased in the different equipment used in daily operation with products approved by the US EPA:

### LIFEJACKETS

Cleaning and disinfection after each interactive program.



There will also be a smaller amount on display to avoid cross contamination.



## Health safety practices and hygiene measures for equipment

The measures and frequency of cleaning and disinfection will be increased in the different equipment used in daily operation with products approved by the US EPA:

**TREK HELMETS**  
Cleaning and  
disinfection after  
each immersion.



**TOWELS**  
Cleaning, washing  
and disinfection after  
each interactive  
program.



## Health safety practices and hygiene measures for equipment

The measures and frequency of cleaning and disinfection will be increased in the different equipment used in daily operation with products approved by the US EPA:

### SCREENS, MOUSE, KEYBOARDS IN PHOTO AND VIDEO ROOMS

Cleaning and  
disinfection after each  
interactive program.



### POINT OF SALE TERMINALS

Cleaning and  
disinfection after  
each transaction.





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## Health safety practices and hygiene measures in boutiques



## Health safety practices and hygiene measures in boutiques



- Every collaborator or visitor who enters the store must have previously washed their hands with soap and water or used a disinfectant product such as 70% alcohol based gel. Dispensers of disinfectant product will be available at the entrance of the stores.

- Stores will be sprayed once a day with sanitizing products.

- The boutiques will have products for disinfecting hands, as well as masks.





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## Health safety practices and hygiene measures in boutiques

- It will be promoted with infographics that visitors should only touch what they want to buy. There will be no refunds.



**POR HIGIENE  
FAVOR DE SOLO TOCAR EL ARTÍCULO  
QUE COMPRARÁ.  
NO HABRÁ DEVOLUCIONES.**

## Health safety practices and hygiene measures in boutiques

- Our displays will have a smaller amount of product to avoid one product being contaminated with another when touched by visitors.



- Once scanned and paid for, visitors will be in charge of putting their products inside their bags, thereby avoiding contact between the product and the collaborators.



## Health safety practices and hygiene measures in boutiques

- When transactions are in cash, collaborators must wash or disinfect their hands frequently.
- The Point of Sale Terminals (POS) must allow visitors to insert or slide their cards themselves, thereby preventing collaborators from touching the cards.
- Disinfectant products will be available near the Point of Sale Terminals.
- 70% alcohol based gel dispensers will be installed in strategic areas of the store and product availability will be constantly verified.





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**Health safety practices and hygiene measures**

**In dolphin habitats**



## Health safety practices and hygiene measures

### In dolphin habitats

- All our dolphins coexist with a strict animal welfare program that includes, among others, a preventive veterinary medicine plan that guarantees their health.
- Sanitary mats will be installed at the entrance or exit of the docks of the dolphin habitats with quaternary ammonium solutions. Any person entering the docks must pass through the sanitary mats.



## Health safety practices and hygiene measures

### In dolphin habitats

Animal Care Specialists (ECAs):

- Will take a shower upon arrival at the habitat, before starting their activities.
- Will wash their hands frequently with soap and water and will avoid touching their eyes, nose and mouth with dirty hands.
- Must wash their hands before preparing the dolphins' diets.



## Health safety practices and hygiene measures

### In dolphin habitats

- There can be no more than 3 Animal Care Specialists (ECAs) in the fish preparation areas.



- Animal Care Specialists (ECAs) will wash their shoes before starting their work day. This footwear can only be used in the habitat and not on the transportation to the workplace.



## Health safety practices and hygiene measures

### In dolphin habitats

- Animal Care Specialists (ECAs) should maintain a safe distance of at least 1.5 meters at all times during the day, this includes work areas in reporting zones.



- Animal Care Specialists (ECAs) will use face protection masks throughout the day, as a complement to keeping a safe distance. The face shield is preferred over the face mask because of the use of the whistle. The face protection masks must be resistant to winds in the different habitats.

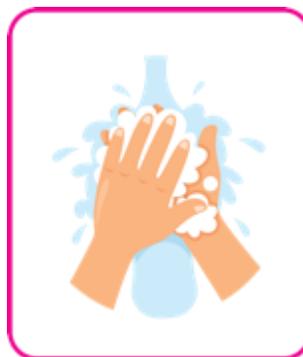
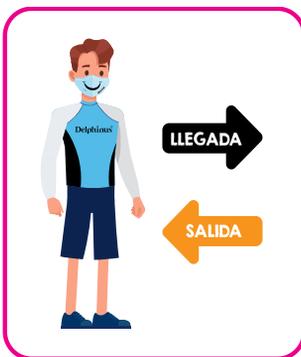


## Health safety practices and hygiene measures

### In dolphin habitats

#### Animal Care Specialists (ECAs):

- Will wear face masks upon arrival and when leaving their workplace.
- Will disinfect their hands with 70% alcohol based disinfectant before taking the ice coolers that they will use in their training sessions.
- Will wash their hands with soap and water before and after each of the training sessions and interactive programs.
- Will increase the measures and frequency of hygiene and cleanliness in the different work areas and equipment used in daily operation such as reporting tables, computers, chairs, charts of physical changes, targets, etc.



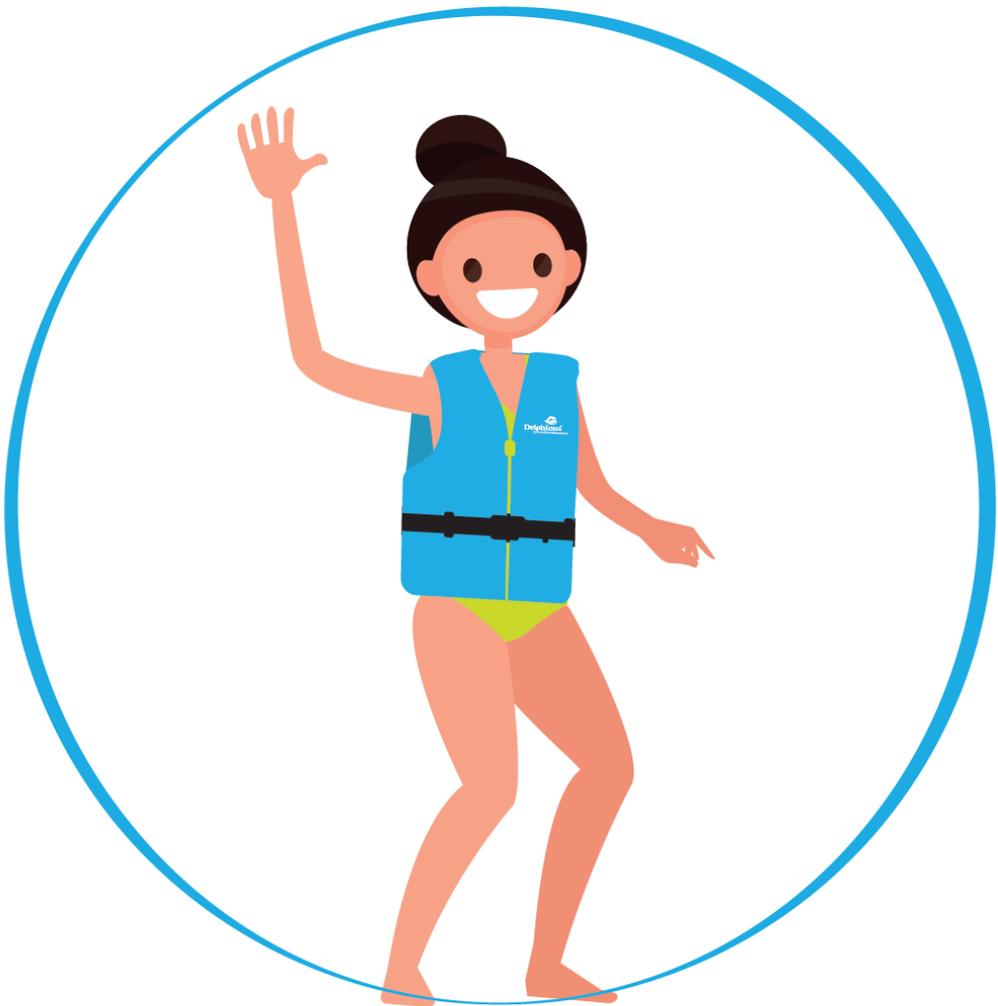


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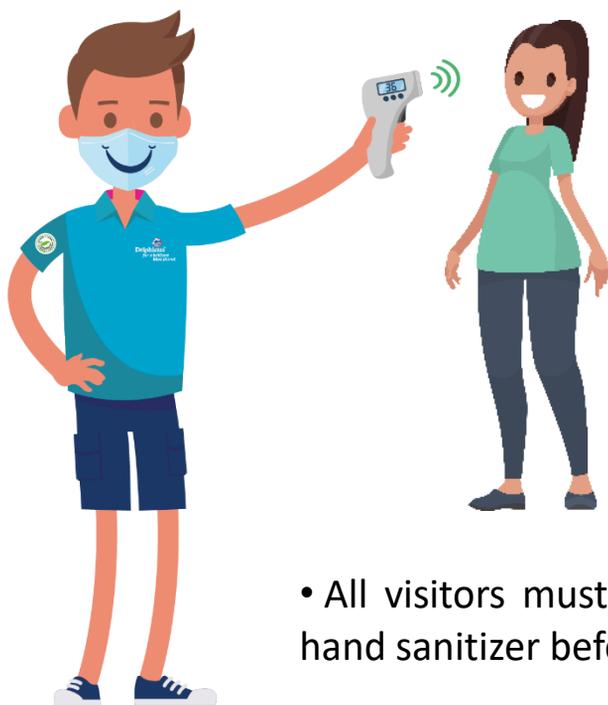
**Health safety practices and hygiene measures**

**for visitors**



## Health safety practices and hygiene measures for visitors

- **TRANSPORTATION;** The temperature of all visitors will be checked (in the shade) prior to boarding the vans, maintaining at all times the established safe physical distance.
- Any reading of 38°C or higher should be considered suspicious for disease. In case of a positive reading, the reading should be repeated.
- If the verified reading is positive, the visitor and their group will be asked not to board the van and invited to visit a doctor for examination and care.



- All visitors must wear a mask and use hand sanitizer before boarding the vans



## Health safety practices and hygiene measures for visitors

### • **ARRIVAL AT THE HABITAT; Visitors arriving by their own means :**

- The temperature of all visitors will be checked (in the shade), maintaining at all times the established safe physical distance.
- Any reading of 38°C or higher should be considered suspicious for disease. In case of a positive reading, the reading should be repeated.
- If the verified reading is positive, the visitor will be isolated with their group and invited to see a doctor for examination and care.



- Upon arrival at our habitats, our visitors will be invited to disinfect their hands, providing disinfecting solutions in courtesy; inside the habitats they will be reminded of the importance of washing their hands frequently with soap and water for 20 seconds.



## Health safety practices and hygiene measures for visitors

- Proactively (infographics and videos) and to build confidence in visitors, the sanitary measures and hygiene procedures established in the habitats will be communicated and they will be invited to follow them:
  - a. Washing their hands frequently and avoiding touching their face with dirty hands.
  - b. Using hand sanitizer
  - c. Keeping a safe distance of 1.5 meters.
  - d. Respecting the safe distance marks established in the different facilities.
  - e. Wearing face masks.
  - f. Avoiding touching unnecessary surfaces.
  - g. Reporting any symptoms of illness.



## Health safety practices and hygiene measures for visitors

- **SAFE DISTANCE;** Clear markings will be placed on the floor (1.5 meters away) in the different areas of the visitors' path so that the physical distance is maintained. All marks should be clear and self-explanatory, so that visitors understand what they are expected to do to keep their safe distance. These areas are ticket offices, attention to visitors, restrooms, lockers, briefing areas, photography and video rooms, boutiques and transport boarding areas.



- All members of the same family will be able to stay together during their experience in our facilities.



## Health safety practices and hygiene measures for visitors

- **CHECK-IN;** Visitors must at all times respect the established signs to maintain safe distance measures.



- **ATTENTION TO VISITORS, LOCKERS AND RESTROOMS;** Visitors must respect at all times the signs and capacities established to maintain safe distance measures.

Only a certain number of lockers will be in use.



## Health safety practices and hygiene measures for visitors

- **BRIEFING AREAS;** Visitors will sit in designated or marked areas, to keep a safe distance. Families will be able to stay as a single group.



- **INTERACTIVE PROGRAM;** Before participating in an interactive program, our visitors will be asked to take a shower and to disinfect their hands.



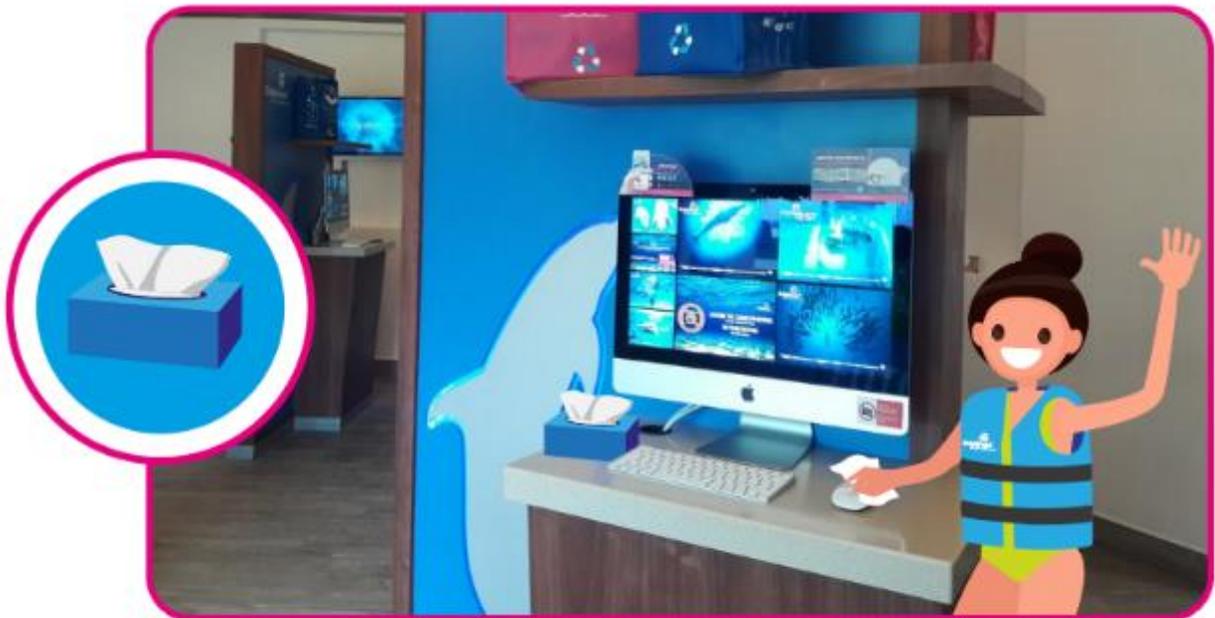
## Health safety practices and hygiene measures for visitors

- There will be a distribution of small, private or family groups during the interaction with dolphins.
- Our interactive programs will be designed for members of the same family and others who travel together and who do not need to maintain distance between them or for small and / or private groups. This will allow us to offer personalized services while maintaining a safe physical distance between participants of 1.5 meters.



## Health safety practices and hygiene measures for visitors

- **PHOTO AND VIDEO ROOMS;** Visitors will select their images on the different computers that will be strategically distributed to maintain a safe distance.



- Disposable tissues will be placed so that visitors can manipulate the mouse and keyboard with them and thus avoid direct contact with the equipment.



## Health safety practices and hygiene measures for visitors

- **BOUTIQUES;** Every visitor who enters the store must have previously washed their hands with soap and water or used a disinfectant product such as 70% alcohol based gel. Dispensers of disinfectant product will exist at the entrance of the stores.
- It will be promoted with infographics that visitors keep their distance and that they only touch what they want to buy. There will be no refunds.
- Visitors will put their products once scanned and paid in their bags, thereby avoiding contact with the collaborators.



## Health safety practices and hygiene measures for visitors

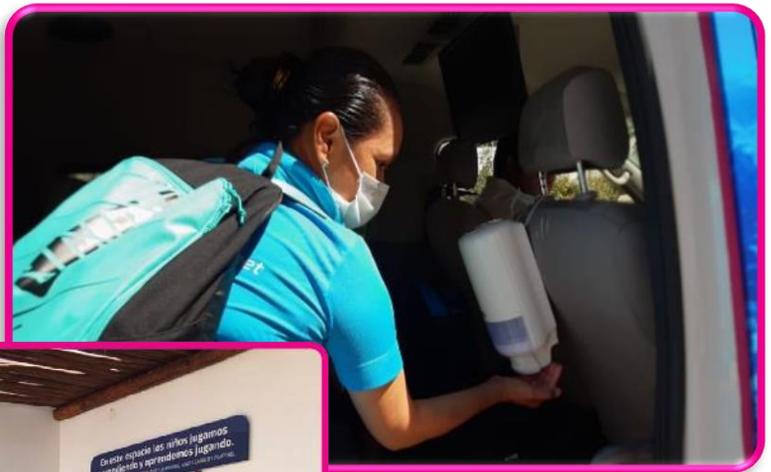
### • THROUGHOUT THE HABITAT :

- a. There will be enough hand sanitizer dispensers in strategic areas of the habitat for the comfort, hygiene and safety of visitors.
- b. It will be verified that the soap dispensers in the different hand washing areas always have enough product.



## Health safety practices and hygiene measures for visitors

- **RETURN TRANSPORTATION;** The waiting areas for transportation will be marked so that visitors keep a safe physical distance of 1.5 meters as they await for their unit.
- All users should wear face masks and use hand sanitizer before boarding the vans.



## Health safety practices and hygiene measures

THIS PROTOCOL CONTINUES TO BE REVIEWED AND PERMANENTLY UPDATED AS LONG AS COVID-19 REPRESENTS AN EMERGING DISEASE AND THROUGHOUT THIS PANDEMIC THE REVIEW OF THE SCIENTIFIC LITERATURE AND CORRESPONDING REPORTS WILL CONTINUE WITH THE OBJECTIVE OF UPDATING AND IMPLEMENTING THE PERTINENT PREVENTIVE MEASURES





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## Health safety practices and hygiene measures

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