



# SUSTAINABILITY REPORT

# 2024



WE SUPPORT

SUSTAINABLE  
DEVELOPMENT  
GOALS





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# MESSAGE FROM OUR CEO

At Delphinus, we understand that sustainability isn't a destination but a journey of continuous improvement. Throughout 2024, we reaffirmed our support for the United Nations Global Compact, as we have since 2006, guided by its principles on human rights, labor practices, environmental protection, and anti-corruption efforts. This commitment isn't just symbolic: it represents our genuine dedication to being a responsible company that acts with ethics and forward-thinking vision.

As a modern zoological institution, we actively contribute to sustainable development through a triple bottom line approach that seeks balance between environmental stewardship, economic viability, and social equality. Our daily operations are focused on creating positive impacts across each of these areas. From marine conservation programs and environmental education initiatives like the Festival of the Oceans®, our Educational Visits Program, and Beach Cleanup Program, to fair labor practices, responsible purchasing, and educational entertainment offerings with real value, we work toward a system that benefits both people and nature.

We know the global and regional context has been challenging. According to market trends, the Mexican Caribbean experienced a slight decline in tourism indicators in 2024 compared to 2023. Despite this, at Delphinus we remain steadfast in our commitment to Quintana Roo, starting with our partners' and team members' conviction to go beyond what is required by law. We continue focusing on responsible investments, on the welfare of the animals under our professional care, on continuously improving our facilities and services, and on our participation in community initiatives.

We believe in a better Mexico, where tourism can develop in harmony with biodiversity and local cultures. We know this requires dialogue, science, responsibility, and action. That's why we're doubling down on our efforts to be an example of how conscious recreation can also be a tool for education, conservation, and transformation.

Thank you to everyone who's part of this mission: our team members, allies, visitors, the scientific community, and government authorities. Together, we're building a legacy we can all be proud of.

**Rodrigo Constandse Córdova**  
**CEO Delphinus**





# DELPHINUS: MODERN ZOOLOGICAL INSTITUTION

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

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



## CONSERVATION

The conservation of wild populations is the main reason for the existence of modern zoological institutions like Delphinus. What we learn here, can be applied to protect threatened or endangered species in the wild.



## REScue AND REHABILITATION

Delphinus is part of the marine mammal stranding network.



## RESEARCH

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



## EDUCATION

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



## ANIMAL WELFARE

The foundation of all of Delphinus' operations is the welfare of the 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 and particularly with the marine environment, actively involving them in its conservation. Its slogan or distinctive phrase is "Por un brillante planeta azul" or "For a brilliant blue planet" in its English version, pointing to how the organization's existence intends, through the interaction with our dolphins, that those who visit it are inspired to actively participate in the conservation of the ocean, essential element for the sustenance of life on the planet.





## MISSION

To create moments of pure joy for our visitors and inspire environmental stewardship through amazing encounters with our dolphins.



## VISION

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

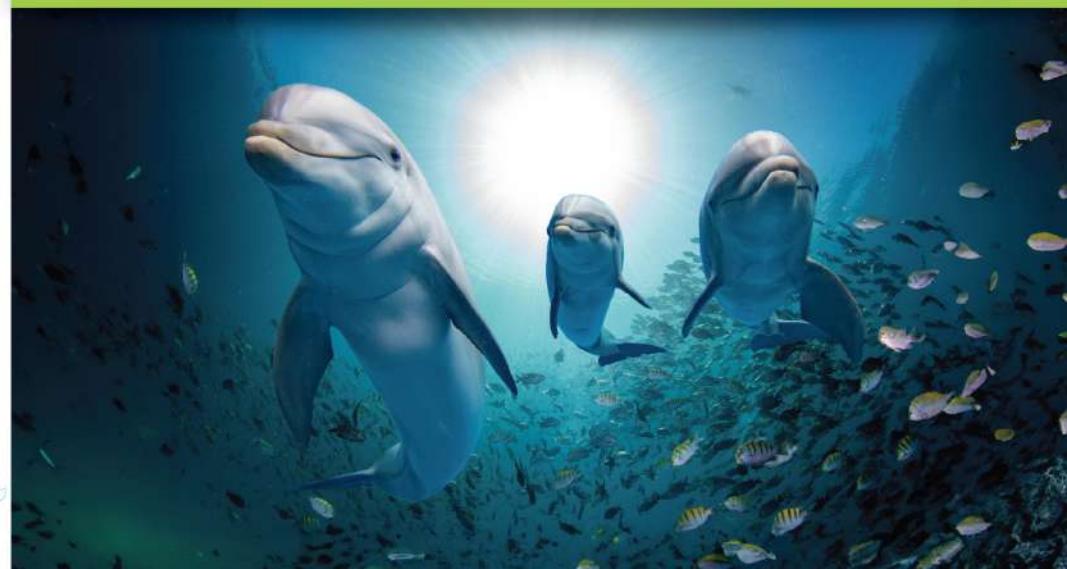
## VALUES

- Honesty • Responsibility
- Respect • Loyalty • Congruence

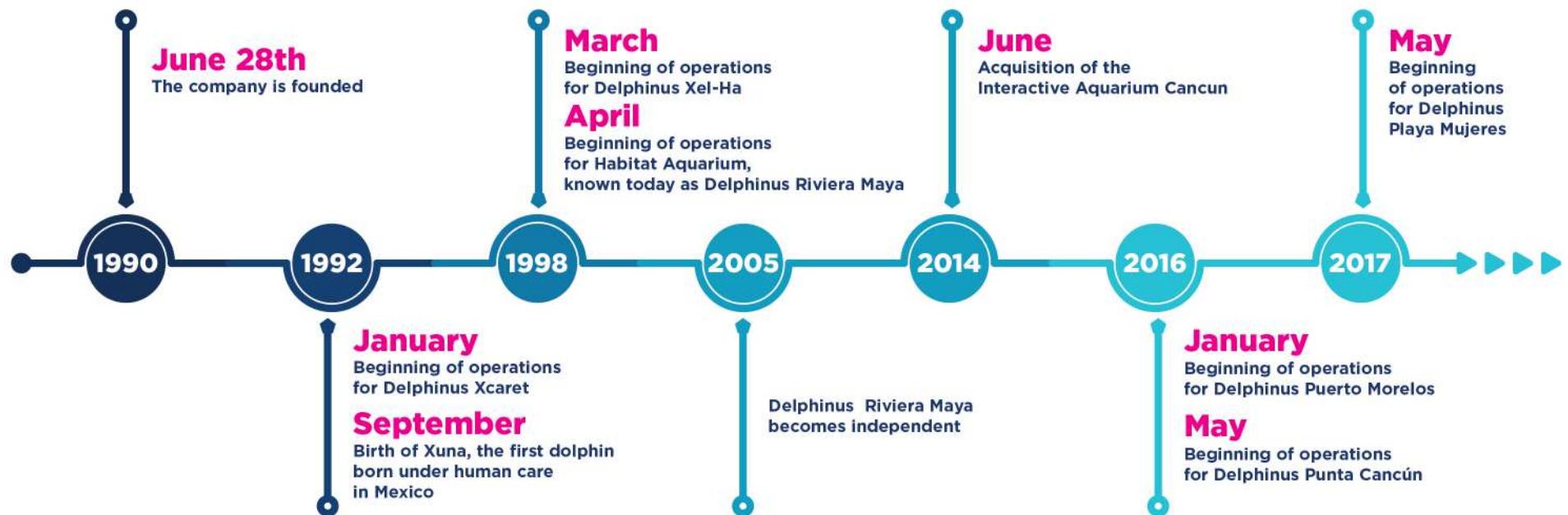


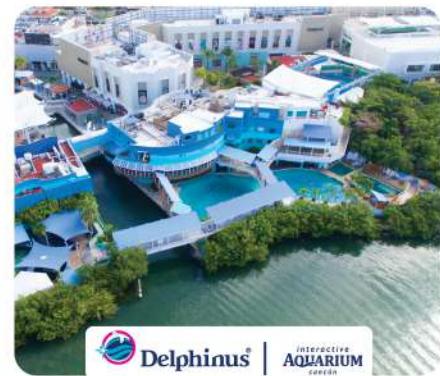
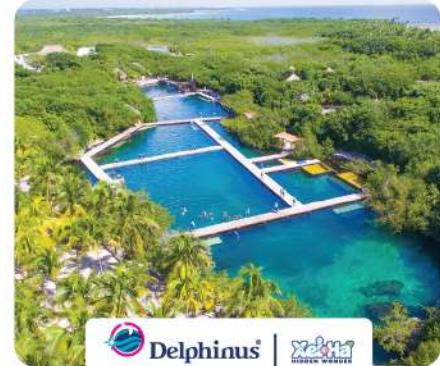
## BRAND POSITIONING

Delphinus is an encounter with dolphins, preferred by those seeking an approach with this great species and its environment, with the highest culture of animal welfare, environmental commitment and service, which transforms visitors into human beings committed to the care of this wonderful planet.

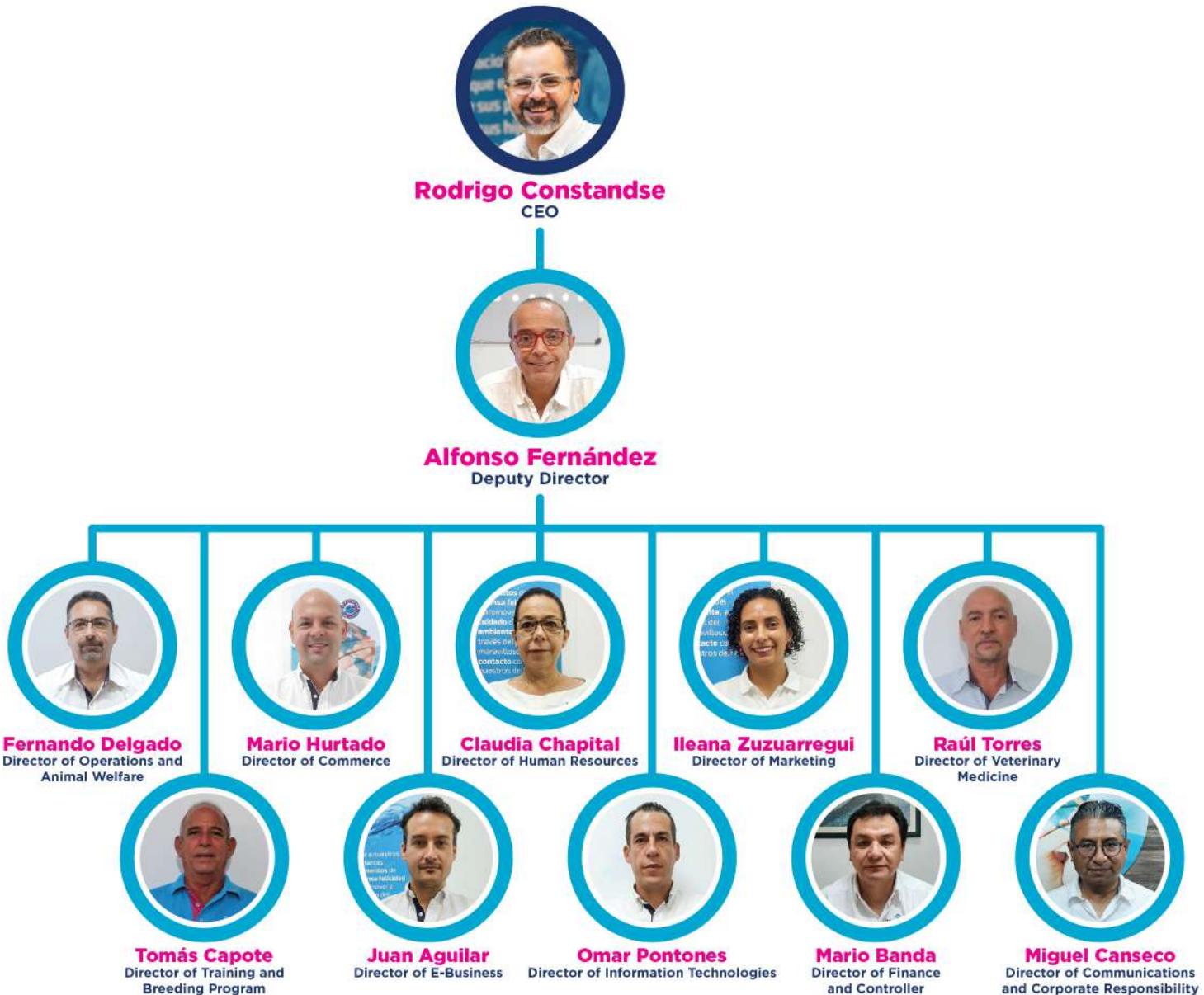


# OUR HISTORY





# EXECUTIVE COMMITTEE



# ALLIANCES, ACCREDITATIONS AND COLLABORATIONS

SDG 17 of the 2030 Agenda states that to achieve sustainability, 'partnerships between governments, the private sector, and civil society are necessary. These partnerships are built on principles and values, a shared vision, and common goals that prioritize people and the planet. They are necessary at global, regional, national, and local levels.'

"17.17 encourage and promote effective public, public-private, and civil society partnerships, building on the experience and resourcing strategies of partnerships" In line with the collaborative approach promoted by Sustainable Development Goal 17, Delphinus actively strives to establish partnerships that create social, economic, and environmental value for all parties involved. These partnerships span various areas, including representing shared interests to government authorities, civil society, academic institutions, media outlets, and other relevant stakeholders.



## **ORGANIZATIONS OF WHICH DELPHINUS IS A MEMBER OF:**



Delphinus is a founding member of the Mexican Association for Habitats for the Interaction and Protection of Marine Mammals (AMHMAR, for its Spanish acronym), a non-profit organization comprised of leading Mexican companies in the sector. Its main objective is to represent and publicize the contributions of its member zoological institutions to the public, media, and decision-makers. Delphinus specialists participate in the Communication, Education and Animal Welfare committees.

Delphinus is a member of the Association of Zoos, Breeding Centers, and Aquariums of Mexico (AZCARM), a civil association that, since 1985, has brought together zoos, breeding centers, aquariums, specialists, and wildlife enthusiasts. Its aim is to create synergy that improves the operations of its member institutions in meeting their objectives related to research, environmental education, and wildlife conservation. Our veterinary medicine and communication experts participate in various committees and initiatives that enhance sector 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. IAAPA connects companies of all sizes and individuals at all levels to provide valuable experiences for their visitors and the world. Delphinus specifically participates in the Education subcommittee.

## ACCREDITATIONS OBTAINED BY DELPHINUS:

Humane Conservation is a certification program by American Humane, ensuring that wild animals are treated professionally and humanely in certified zoos, parks, and aquariums worldwide. Delphinus is the world's first organization dedicated to dolphin interactions to obtain the Humane Certified® accreditation since 2016.



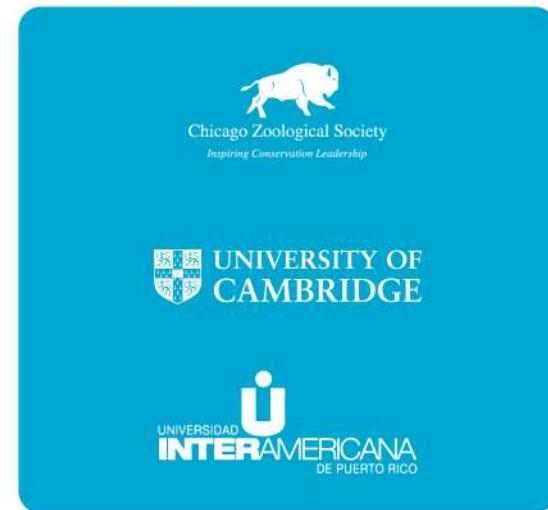
Delphinus holds accreditation from the Alliance of Marine Mammal Parks and Aquariums (AMMPA), a leading international association in marine mammal care quality. To receive the accreditation, Delphinus had to demonstrate compliance with rigorous standards in training, water and environmental quality,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

The company's trainer development program is accredited by the International Marine Animal Trainers' Association (IMATA), certifying the exclusive use of positive reinforcement, the proper training and experience of senior staff, as well as learning opportunities and the evaluation process for trainers. To receive the accreditation, Delphinus had to demonstrate compliance with rigorous standards in training, water and environmental quality, education, scientific research, reproduction, and transportation.





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



These actions all align with the SDG 17:



# 7<sup>mo</sup> Foro de Educación Ambiental

Retomar el origen  
26 de enero de 2024



During 2024, Delphinus collaborated as part of the Organizing Committee for the 7th Environmental Education Forum, contributing ideas, materials, and logistical support.

The State Environmental Education Forum is an event organized by the Specialized Working Group on Water Education, Communication and Culture (GETECCA), which promotes a Water Culture among the population, authorities, businesses, and media that aligns with the hydrological reality of the Yucatan Peninsula Basin. This event took place on January 26th of the year covered in this report.

Delphinus joined in commemorating March 8th, International Women's Day, as a demonstration of our commitment to gender equality and recognition of the valuable role women play both within and outside our organization. Actively participating in this date not only highlights women's struggles and achievements, but also reinforces an inclusive, equitable, and respectful workplace culture. As an organization, this action helps raise awareness, promote safe and discrimination-free environments, and inspire our women team members to continue growing both personally and professionally.





In April, the Interactive Aquarium Cancún inaugurated a permanent axolotl exhibit, the only one of its kind in southeastern Mexico.



Delphinus participated in the XLII AZCARM Congress (Mexican Association of Zoos, Breeding Programs and Aquariums) "Raising Standards, Integrating Trends."

As a member of AMHMAR, we supported PROFEPA in the stranding of a beached cetacean (of the genus Kogia) in Cancún's hotel zone on March 28, 2024. Also through AMHMAR, our experts delivered the training workshop on "Proper Management of Marine Mammal Strandings," which was conducted in partnership with the Association of Hotels of Cancún, Puerto Morelos & Isla Mujeres A.C.



Our Director of Veterinary Medicine, Raúl Torres Salcedo, received the "Luis Pasteur" Honorary Doctorate, awarded for the first time by the College of Veterinary Medicine of Quintana Roo.





# SOCIALLY RESPONSIBLE COMPANY FOR 20 CONSECUTIVE YEARS

Delphinus is proud to share that for 20 consecutive years, we have received the Socially Responsible Company (ESR) Award, granted by the Mexican Center for Philanthropy (Cemefi). This recognition reflects our ongoing commitment to business ethics, employee wellbeing, environmental protection, respect for human rights, and contribution to social development. Maintaining this award for more than two decades is the result of collective effort and an organizational culture based on sustainability, responsibility, and respect.



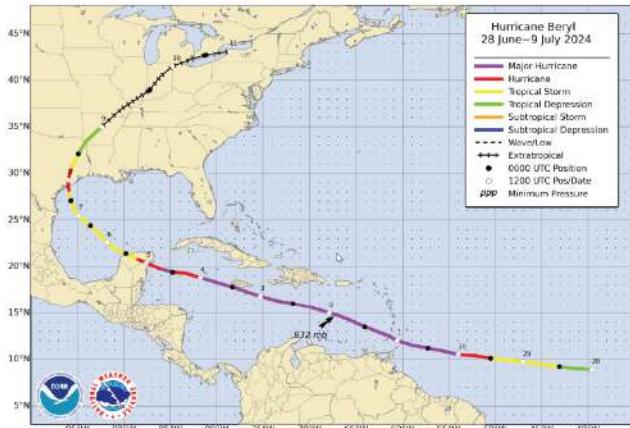


Image: (NOAA, 2024)



In late June and early July, Hurricane Beryl impacted Quintana Roo with winds of up to 175 km/h (109 mph). Thanks to our outstanding team's passion, commitment and swift action, our dolphins were protected, and this weather event passed without any negative effects.

To celebrate the Paris Summer Olympics we created a video segment, in collaboration with TUDN discussing the similarities between artistic swimming and dolphins.



Watch the video by scanning the QR code.

NOAA (2024). Hurricane Beryl. Retrieved from:  
[https://www.nhc.noaa.gov/data/tcr/AL022024\\_Beryl.pdf](https://www.nhc.noaa.gov/data/tcr/AL022024_Beryl.pdf)

# FEATURED ACTIONS 2024



At the beginning of the year, we organized a food drive with our team members to support Vifac Cancún, a shelter for pregnant women and minors in vulnerable situations.

These actions are aligned with SDGs 2, 5, and 10:



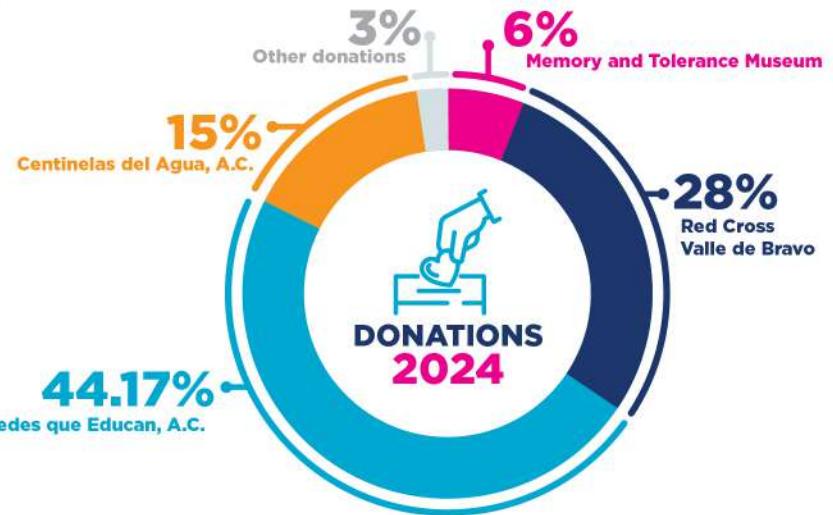
Commemorating the International Day of Women and Girls in Science, Delphinus launched an open call for young girls interested in the exact sciences. The invitation consisted of spending a day with our work team to learn about the health and behavior of marine mammals. During this experience, participants had the opportunity to visit our Animal Welfare Center, recognized as the best cetacean diagnostic laboratory in Mexico and Latin America.



# DELPHINUS' SOCIAL AND CULTURAL CONTRIBUTIONS

Delphinus and its partners, as part of their commitment to social, environmental, and cultural causes, make various donations to non-profit organizations. This is the summary of the donations granted during 2024.

Total \$2,370,625.44 MXN.



**TOTAL: \$2,370,625.<sup>44</sup> MXN  
\$129,968.<sup>50</sup> USD**

## RECIPIENTS

**CENTINELAS DEL AGUA, A.C.**

A non-profit civil association focused on preserving and protecting the Yucatan Peninsula's aquifer through participatory promotion of a New Water Culture that is based on two areas informed by the axis of water governance. In 2024, **\$360,000.00 MXN** were donated to be used for:

1. Aquifer research and conservation.
  2. Sustainable education and culture; urban and rural.



# RECIPIENTS

## **RED CROSS VALLE DE BRAVO**

The Mexican Red Cross is a non-governmental, humanitarian, impartial, neutral and independent private assistance institution that mobilizes networks of volunteers, communities and donors to operate programs and services aimed at preserving health, life and alleviating human suffering of the vulnerable population. In Valle de Bravo, it helps in caring for the nearly 62,000 inhabitants of that municipality in the State of Mexico.

In 2024, **\$670,000.00 MXN** were allocated to this esteemed institution.



## MEMORY AND TOLERANCE MUSEUM

The Memory and Tolerance Museum carries its mission in its name - to spread the importance of tolerance, non-violence, memory, and Human Rights. Part of this is achieved through the awareness and consciousness-raising that occurs during tours of its exhibitions, prompting reflection and social action.

In 2024, **\$144,124.44 MXN** were donated for this cause.

# RECIPIENTS

## REDES QUE EDUCAN, A.C.

Redes que Educen (Networks that Educate) is a program of EDUCACIÓN PARA MÉXICO (EDUCATION FOR MEXICO, also referred to as EDUPAM) that provides support to schools and academic communities to improve student learning. The program seeks, among other goals, to minimize barriers to learning and participation, offer psycho-pedagogical care services, strengthen the skills of students, teachers and parents, and generate a positive change in families and the community. The "Transforming by Educating" Community Center in Puerto Aventuras, Quintana Roo receives our support through the Networks that Educate program. Located in the municipality of Solidaridad, the center provides a safe space for formal education endorsed by INEA (National Institute for Adult Education). It offers school leveling, literacy, language, and risk prevention programs for elementary, middle, and high school students.

In 2024, **\$1,140,000.00 MXN** were contributed to this center.



## OTHER INSTITUTIONS

In 2024, we supported organizations including Cerebral Palsy Cancun, A.C., Global Compact Network, Pirates with a Cause, and Philanthropic and Educational Riviera Maya, A.C., totaling **\$56,501.00 pesos**.

In 2024, Delphinus, through the Tax Incentive Program, contributed **\$1,700,000.00** (One million seven hundred thousand pesos Mexican currency) to the National Film Production Investment Project for a cinematographic production called "The Surrogate", a project that is still in the production stage.





# DELPHINUS IN NUMBERS



# DELPHINUS IN NUMBERS

(period from January 1 to December 31, 2024)

One of the main objectives of companies is to generate benefits and add value for both their shareholders and collaborators. In this regard, Delphinus presents its environmental, economic, and social impact at the local, state, and national levels through various indicators.



## ECONOMIC DEPENDENTS

**544** Collaborators

**266** Economic dependents

**28** with disabilities

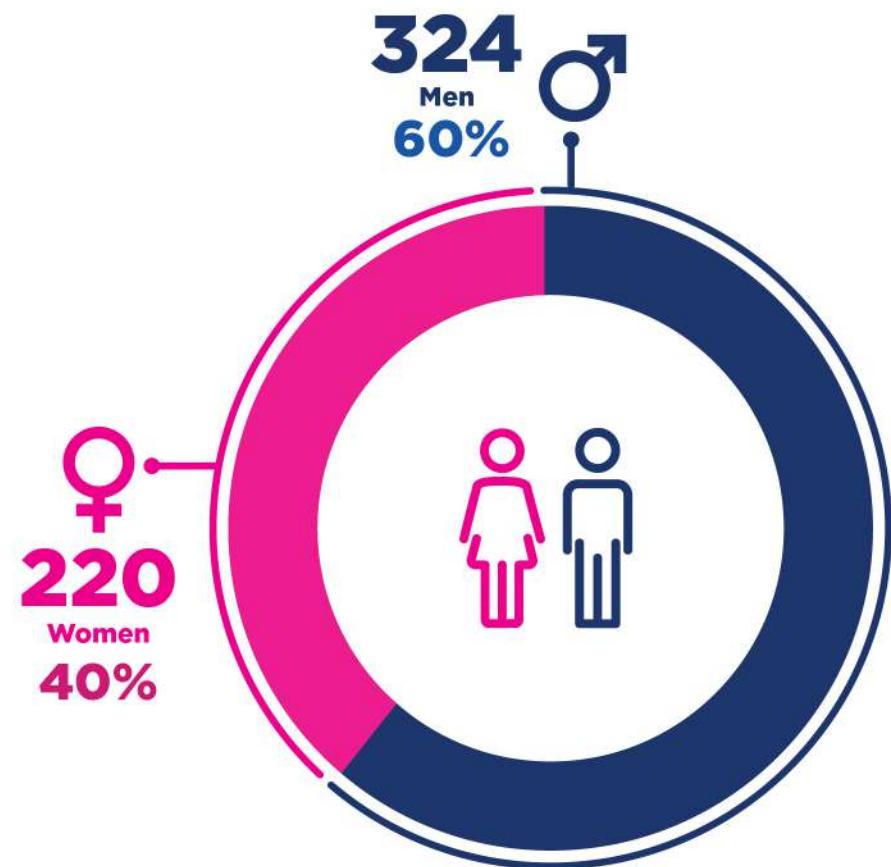
Economic dependents are important in a company because they influence collaborators' wellbeing. By considering them in benefits and support programs we strengthen motivation, commitment, and a positive work environment.

Out of 544 employees, 266 have financial dependents, 28 with disabilities.

# DELPHINUS IN NUMBERS

(period from January 1 to December 31, 2024)

Delphinus's workforce is comprised of 60% men and 40% women.

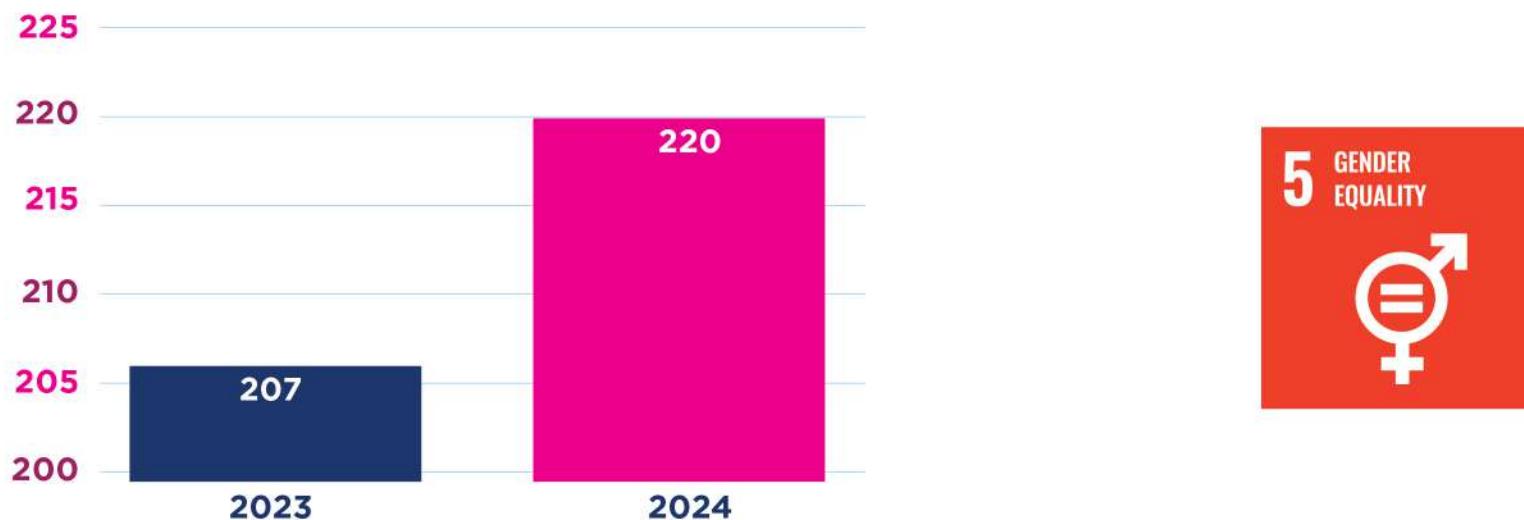


# DELPHINUS IN NUMBERS

(period from January 1 to December 31, 2024)

Women's participation in the labor market is not only a matter of equality, but also a determining factor for sustainable development (World Bank, 2025). According to the National Institute of Statistics and Geography (INEGI) and the National Women's Institute (INMUJERES) (2025), in Mexico women's participation in the labor market experienced significant growth compared to men's during the period from 2013 to 2023. While women went from having an employment rate of 40.7% to 44.7%, representing an increase of 4 percentage points, men only showed an increase from 73.9% to 74.3%, an increase of 0.4 percentage points. This progress occurs within a global context where approvals and adoptions of international agendas have been made that also promote women's participation in political and economic spheres, such as the Beijing Platform for Action, the Millennium Development Goals, and the Sustainable Development Goals (SDGs) (Castillo, worldbankM., Santoyo, K., 2023).

At Delphinus, we are committed to SDG number 5, gender equality. We recognize the incredible work our female collaborators perform in the organization, and that without them it wouldn't be the same. In 2023, of our 535 collaborators, 207 positions were held by women, equivalent to 39% of total collaborators. However, in 2024, with a workforce of 544 collaborators, 220 positions are held by women, which accounts for 40.4% of the total workforce, showing a slight increase compared to the previous year.



World Bank (2025), *Women in the Workforce: A Pillar of Economic Development in Latin America and the Caribbean* Recovered from:  
<https://www.bancomundial.org/es/news/feature/2025/03/07/la-fuerza-laboral-femenina-un-pilar-para-el-desarrollo-econ-mico-de-la-region#:~:text=Cuando%20las%20mujeres%20trabajan%20y,las%20redes%20de%20apoyo%20comunitario>  
National Institute of Statistics and Geography (INEGI) and the National Women's Institute (INMUJERES) (2025), *Women and Men in Mexico 2024*. INEGI. Recovered from: [https://www.inegi.org.mx/contenidos/productos/prod\\_serv/contenidos/espanol/bvinegi/productos/nueva\\_estruc/889463921318.pdf](https://www.inegi.org.mx/contenidos/productos/prod_serv/contenidos/espanol/bvinegi/productos/nueva_estruc/889463921318.pdf)  
Castillo, M., Santoyo, K. (2023) *Women in public administration leadership positions*. International Journal of Statistics and Geography, Vol 14 (No. 1), 4-21. <https://rde.inegi.org.mx/index.php/2023/01/06/mujeres-en-las-titularidades-de-la-administracion-publica/>

# DELPHINUS IN NUMBERS

(period from January 1 to December 31, 2024)

99.1% of our collaborators are from Mexico. The remaining collaborators are from Argentina (1), United States (1), Guatemala (1), Italy (1), and Venezuela (1).

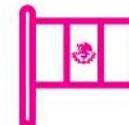
The Mexican state most represented among Delphinus' collaborators is Quintana Roo, with 24.3% of Mexican collaborators, followed by Mexico City with 17.3%. Collaborators from the Yucatan Peninsula represent 43% of Delphinus' Mexican collaborators.



**99.1%** are Mexican collaborators

43% of whom come from the Yucatan Peninsula

Quintana Roo represents 24.3% of Mexican collaborators



State	Collaborators
Morelos	6
Ciudad de México	93
Tlaxcala	1
Aguascalientes	4
Yucatan	86
Quintana Roo	131
Campeche	15
Tabasco	39

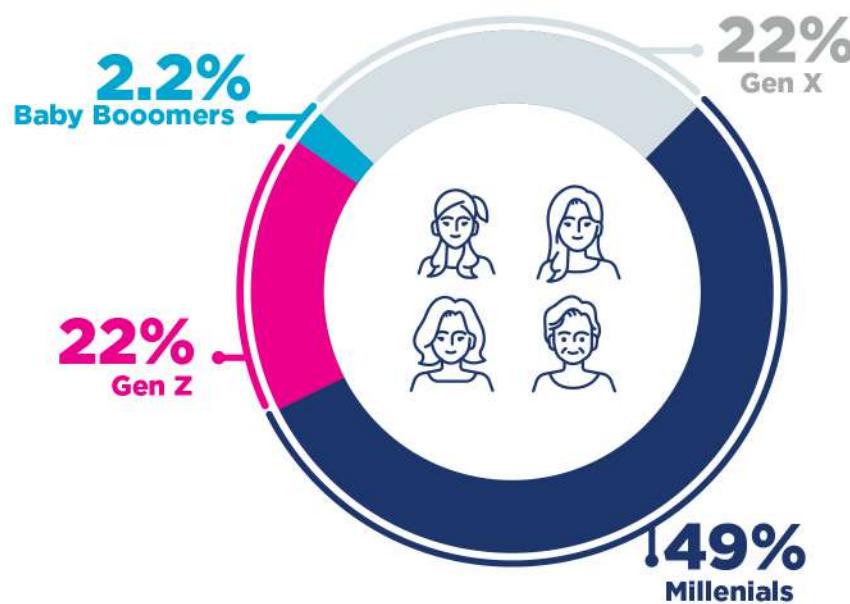


# DELPHINUS IN NUMBERS

(period from January 1 to December 31, 2024)

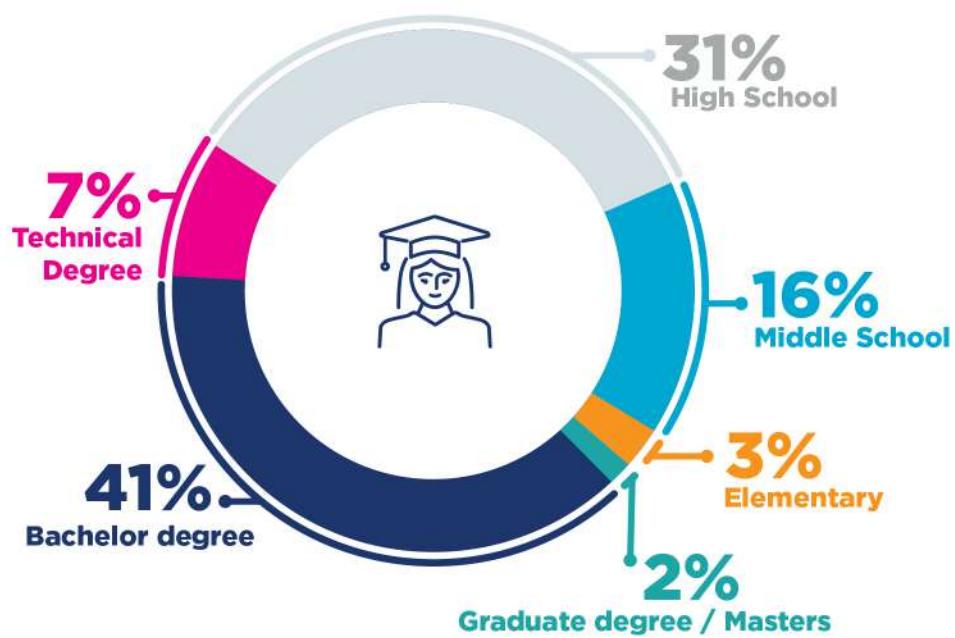
## INTERGENERATIONALITY

Percentage of Delphinus collaborators by generation:



## EDUCATION

Percentage of Delphinus collaborators by educational level:



The percentage of Generation Z increased from 17.2% to 29% compared to the previous year, representing 68% growth. In contrast, a smaller presence of other generations was observed. This reflects a generational transition in the workforce; this year we had more young collaborators, who bring dynamism, flexibility, and an innovative approach to the company.

This year, the education level reflected among collaborators showed improvements. For example, the percentage of collaborators with bachelor's degrees and graduate degrees increased by 8.5% and 33.3% respectively, compared to the previous year (bachelor's: 37.8%; graduate: 1.5%), showing that our collaborators are increasingly academically prepared.

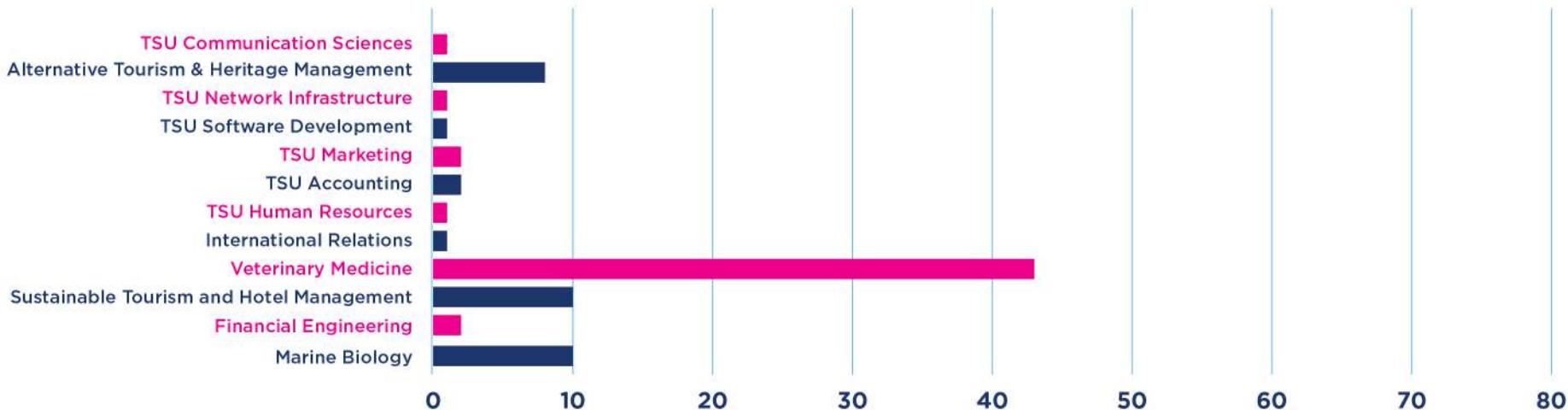
# DELPHINUS IN NUMBERS

(period from January 1 to December 31, 2024)



As part of SDG number 4 on Quality Education, Delphinus provides opportunities for students from different majors to complete their professional internships or social service in various areas of the organization. In 2023 and 2024, Delphinus received 158 interns, 87 and 71 respectively. The interns came from different specialties and majors, such as Communications, Network Infrastructure, Accounting, Veterinary Medicine, Marine Biology, among others. We observed significant participation from young students of Veterinary Medicine, Marine Biology, and Sustainable Tourism, as well as young people from the high school program at the College of Scientific and Technological Studies (CECyTE) in Playa del Carmen, Q. Roo.

These types of opportunities allow young people to develop and acquire new skills, gaining exposure to the job sector where they will soon find themselves upon completing their professional careers.





# DELPHINUS' ECONOMIC CONTRIBUTIONS

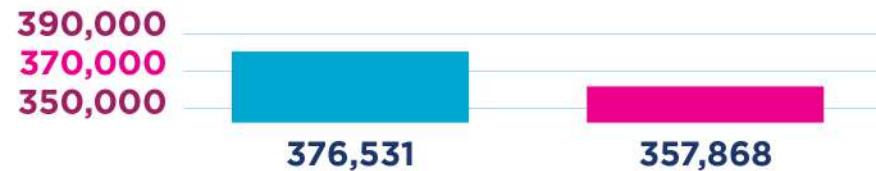


# DELPHINUS' ECONOMIC CONTRIBUTIONS

Delphinus contributes to the economic and social development of Quintana Roo and Mexico by being a stable source of employment and wealth generation that is shared through the taxes collected and paid to federal, state, and municipal authorities.

## Total yearly visitors Delphinus

2023  
2024

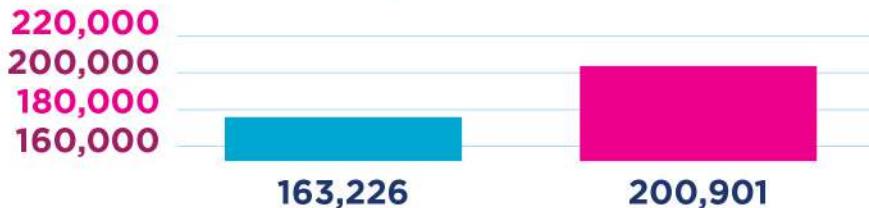


**4.96% less visitors  
in 2024 compared to 2023**

In 2024, Delphinus had a 4.95% decrease in visitors compared to 2023, partly due to a decline in the annual number of visitors to the destination caused by fewer airline seats to Cancun due to corrections for manufacturing defects in Boeing and Airbus aircraft.

## Total yearly visitors Aquarium

2023  
2024



**23.08% more visitors  
in 2024 compared to 2023**

In contrast, the Interactive Aquarium of Cancun increased the number of visitors served by 20% in 2024 compared to 2023. This growth is attributable to the completion of renovation work at Plaza La Isla Cancun and renovations to exhibitions, such as the axolotl exhibit.



# DELPHINUS' ECONOMIC CONTRIBUTIONS



**2024 Delphinus contributed  
\$222,490,344.<sup>64</sup> MXN \***  
**( $\$12,197,935.56$  USD)**

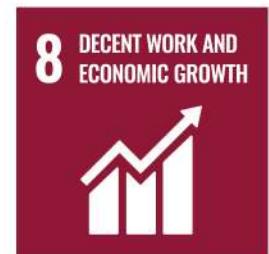
**in taxes, a decrease of 8.42%**  
compared to **2023** ( $\$242,490,397.<sup>18</sup>$  MXN)

Includes: Corporate income tax, VAT paid and withholdings, income tax withheld from foreigners, RESICO, salary equivalents, professional fees, rent, withholdings, dividends and salaries, state payroll taxes, Social Security contributions, SAR, Infonavit, Infonavit amortizations.



**2024**  
**\$40,674,099.65 MXN**  
**( $\$2,229,939.67$  USD)**  
Delphinus paid **1.31%** less in  
social security contributions  
**(IMSS, INFONAVIT, ahorro para el retiro)**  
than in **2023** ( $\$41,214,772.42$  MXN)

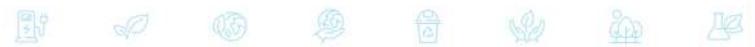
These actions are aligned  
with SDGs 8 and 10:





  
**Delphinus®**  
*for a brilliant blue planet*

# ANIMAL WELFARE IN DELPHINUS



# FIVE DOMAINS OF ANIMAL WELFARE

As a modern zoological institution, our organization bases its actions on a commitment to the welfare of the animals in our care, which is a fundamental pillar of our existence and operations.

At Delphinus, we are guardians and caretakers for a large collection of marine mammals and other aquatic organisms. We recognize the importance of each species and we are committed to provide them with the highest level of welfare and care, backed by deep technical knowledge.

We adopt an approach based on animal welfare, using as reference the principles of the **"Five Freedoms of Animals"** established in 1965 by the Farm Animal Welfare Council of Great Britain. Furthermore, as a modern zoological institution, we follow the

**'Five Domains of Animal Welfare'** model recommended by the World Association of Zoos and Aquariums (WAZA). This approach considers aspects such as proper nutrition, a safe and healthy environment, the expression of natural behaviors, positive social interactions, and constant monitoring of the animals' physical and mental health.

The **Five Domains of Animal Welfare** model allows us to assess and improve physical aspects to ensure a positive mental state in the animals under our care. Our goal is to guarantee that all species enjoy an enriching, comfortable, healthy life, free from suffering, thus promoting a dignified and meaningful existence for each individual.



# FIVE DOMAINS OF ANIMAL WELFARE

## NUTRITION

Our dolphins' diets are personalized based on various factors such as age, weight, reproductive status, energy expenditure, and sex, among others. This approach ensures both essential nutrients for their health and development as well as also proper hydration.



# FIVE DOMAINS OF ANIMAL WELFARE

# ENVIRONMENT / PHYSICAL SETTING

Delphinus is committed to meeting both national and international standards and regulations to ensure a safe and comfortable environment for the dolphins.



# FIVE DOMAINS OF ANIMAL WELFARE

# HEALTH

At Delphinus, the health of our animals is our top priority. We conduct constant monitoring of our dolphins' health through blood, urine, fecal, and gastric content analyses, among others. We also track any changes in the physical condition of our animals and have an advanced veterinary laboratory with state-of-the-art equipment.



# FIVE DOMAINS OF ANIMAL WELFARE

## BEHAVIOR

At Delphinus, we strive to create a safe, comfortable, and stimulating environment for our dolphins through our environmental enrichment program. Our animal care specialists form stable social groups that mirror those found in wild dolphins. We use operant conditioning training with positive reinforcement for human interactions, which has been shown to decrease cortisol levels in dolphins (also known as the stress hormone), indicating that these interactions do not cause stress to the animals.



# FIVE DOMAINS OF ANIMAL WELFARE

## MENTAL STATE

At Delphinus, we consider the affective or emotional state of the animals as the fifth domain of animal welfare. Decisions about the four physical domains are made with consideration of how they will affect the animals' mental state.







# 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 all 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 provides the benefits stipulated by law and additionally offers the following benefits to its collaborators:

**6,849 Hrs.**  
of training

more than double the hours delivered during the year 2023



**\$722,199.00 MXN**  
Invested in external trainings

In 2024, we had a 158% increase in hours dedicated to training our collaborators. With this, we ensure excellent service and quality treatment for both our visitors and our dolphins.

**295**

Collaborators benefiting from transportation



**54.3%**

Percentage of collaborators benefiting

Increased by 7% compared to the previous year (277 collaborators benefiting).

**440**

Collaborators benefiting from cafeteria services



**80.1%**

Percentage of collaborators benefiting

Increasing by 4% compared to the previous year (422 collaborators benefiting).

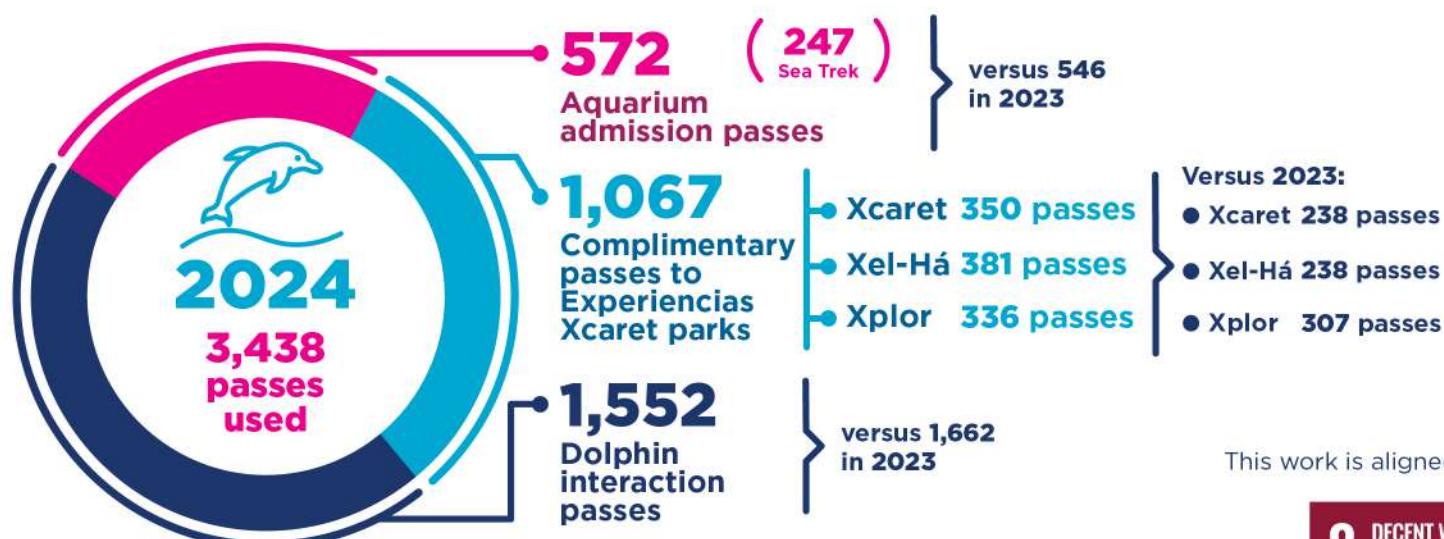


# ADDITIONAL BENEFITS FOR DELPHINUS COLLABORATORS

For the benefit of its collaborators, Delphinus also provides complimentary passes to participate in dolphin interactions at any of its 7 habitats, as well as complimentary admission to the Interactive Aquarium of Cancun and Xcaret, Xel-Há, and Xplor parks, which belong to Experiencias Xcaret. During 2024, **3,438 complimentary passes** were provided to collaborators.

The company's goal is for its collaborators to have the opportunity to enjoy the same services they provide to visitors. In this way, socioeconomic gaps are bridged, ensuring that collaborators participate not only in the economic benefits that Delphinus generates, but also in the recreation and reconnection with nature promoted by the experiences and services the organization provides.

## COMPLIMENTARY PASSES GRANTED TO COLLABORATORS



### ERRATUM:

In the 2023 Sustainability Report, we published an incorrect figure, stating that 31,404 complimentary passes had been granted, which is INCORRECT. The correct information is 3,277. We apologize for this error. The accurate figures are reflected in the present chart.

This work is aligned with SDG 8:







# **DELPHINUS ENVIRONMENTAL EDUCATION PLAN**

## IN THIS SECTION

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Festival of the Oceans of the Mexican Caribbean	<b>70</b>

# OUR CAUSES FOR A BRILLIANT BLUE PLANET

Delphinus is a modern zoological institution dedicated to environmental education and promotes five Causes for a Brilliant Blue Planet, focused on issues that endanger ocean health and the species that inhabit it. The company seeks to reconnect people with nature and the oceans, teaching the importance of taking action to protect the ocean, minimize impacts on it, and correct existing impacts. Delphinus aims to transform people into stewards of environmental care. Additionally, this year we began introducing the topic of animal welfare in our talks with students, sharing knowledge about the five domains so they can observe and understand the model under which we work in our habitats with our ambassadors, the dolphins.

**CLIMATE CHANGE**



**OVERFISHING**



**PLASTIC POLLUTION**



**INVASIVE SPECIES**



**VAQUITA CONSERVATION**



**ANIMAL WELFARE**



# PROGRAMS OF THE DELPHINUS ENVIRONMENTAL EDUCATION PLAN

The Five Causes for a Brilliant Blue Planet are promoted through environmental education programs that are the foundation of all of Delphinus' operations. These programs are outlined in the Delphinus Environmental Education Plan (DEEP), which is aimed at three key stakeholder groups for the organization: employees, visitors, and the community.

Each of these programs is planned around four core principles that follow an experiential learning sequence:



**I BELONG**

Cultural value and sense of belonging

**I LEARN**

Technical knowledge of 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 structured around workshops that combine theory and practice in environmental training, led by an expert in environmental studies. Additionally, within the Human Resources department, an environmental training module is integrated into the induction program for collaborators. The goal is that, since they are working in an organization focused on environmental education, all collaborators should see themselves as environmental educators, regardless of their area of work.

These contents aim to increase knowledge, encourage reflection and change, promoting an individual commitment to being part of a company founded on social responsibility. This commitment should be demonstrated through daily examples at work as well as in their homes.

The importance of developing an environmental education strategy for collaborators within the company lies in the fact that they will be the ones implementing the Delphinus Environmental Education Plan. Therefore, it is crucial not only to raise their awareness about current environmental challenges but also to provide them with the knowledge and skills necessary to act as effective agents of change.

In-person training sessions resumed at Delphinus' seven habitats in 2023, offering collaborators various courses on topics related to environmental care and dolphin welfare.

The topics available were:

## • ANIMAL WELFARE AT DELPHINUS:

A course developed to introduce our collaborators to the fundamentals of animal welfare science, which forms the basis for all operations and care of organisms within Delphinus.

#### ● OUR CAUSES FOR A BRILLIANT BLUE PLANET:

Created to reinforce knowledge of the 5 environmental issues that drive environmental education within the organization, aiming to achieve a change in values among our collaborators so they can share their experience to their families and visitors.

- STANDARDIZED INFORMATION ON *Tursiops truncatus*:

Based on data approved and compiled by the Alliance of Marine Mammal Parks and Aquariums (AMMPA), this course aims to provide collaborators with the most up-to-date information about our ambassadors, the bottlenose dolphins.

## ● DOLPHINS, IS IT TRUE THAT...?:

Aimed at debunking the most common myths surrounding modern zoological institutions that maintain marine mammals under human care in their facilities, addressing the main arguments used by radical activists to discredit the sector.

# TRAINING PROGRAM

At Delphinus, it's very important that our collaborators keep the company's mission and vision present in their daily work, as well as its history, policies, and values, since this is part of our identity and gives us credibility with our visitors. Therefore, we strive to conduct constant training. As part of our Training Program In 2024, we held 18 induction sessions and 7 re-induction sessions for collaborators who were already working at the company. Additionally, being a company where one of its main pillars is animal welfare, the environmental education team dedicated space to share topics on animal welfare for our dolphins, as well as addressing the organization's sustainability topics.

# 467

## Collaborators participated





# EDUCATIONAL VISITS PROGRAM

The Educational Visits Program is a non-formal environmental education scheme based on the transmission of knowledge, values, and attitudes that promote comprehensive education for local children and youth. It is designed for students in basic education, from primary to secondary levels, and is delivered in both public and private schools in Quintana Roo. The main objective of the Program is focused on generating a commitment among students towards environmental conservation. The educational visits consist of three sessions:

- **INTRODUCTORY SESSION**

In which an environmental educator visits the participating group at their school, to provide technical information about dolphins, their environment, and instructions for the next session. An initial evaluation of the students current knowledge is conducted at the beginning of this session.

- **IN-HABITAT SESSION**

Which takes place at Delphinus facilities, where the group participates in various activities, including an educational interaction with dolphins to expand information about the species. After having formed an emotional bond with the dolphins during the interaction, the group participates in activities carried out to raise awareness on the Five Causes for a Brilliant Blue Planet and the importance of ocean care.

- **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 for the students of the invited group to present a product related to Delphinus' Five Causes. A final evaluation is conducted during this session to measure the success of the learning process.



# EDUCATIONAL VISITS PROGRAM

In 2024, we served 17,140 students and teachers, representing a 5% increase compared to 2023 (16,382)\*. Starting with the 2024-2025 cycle, we began including private schools in the Program, since in previous school years we had only served public schools in Quintana Roo. Students from private schools pay only 399 pesos per student, and for every 10 students, we provide one complimentary pass for teachers. The goal is to bring Environmental Education to more students so they can also become agents of change. In this way, we fulfill—in the case of private schools—and exceed—in the case of public schools—what is established in NOM-135-SEMARNAT-2004, section 7.7.7.1: "... it is recommended that educational programs be considered for schools in the nearest community, at preferential rates and prices."



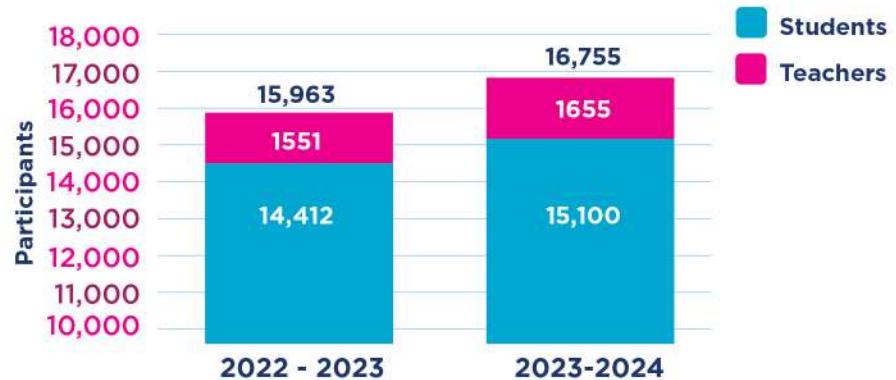
## EDUCATIONAL VISITS PROGRAM



\*Comparison from January to December.

\*\*School Year of September to July.

## COMPARISON OF SCHOOL YEARS

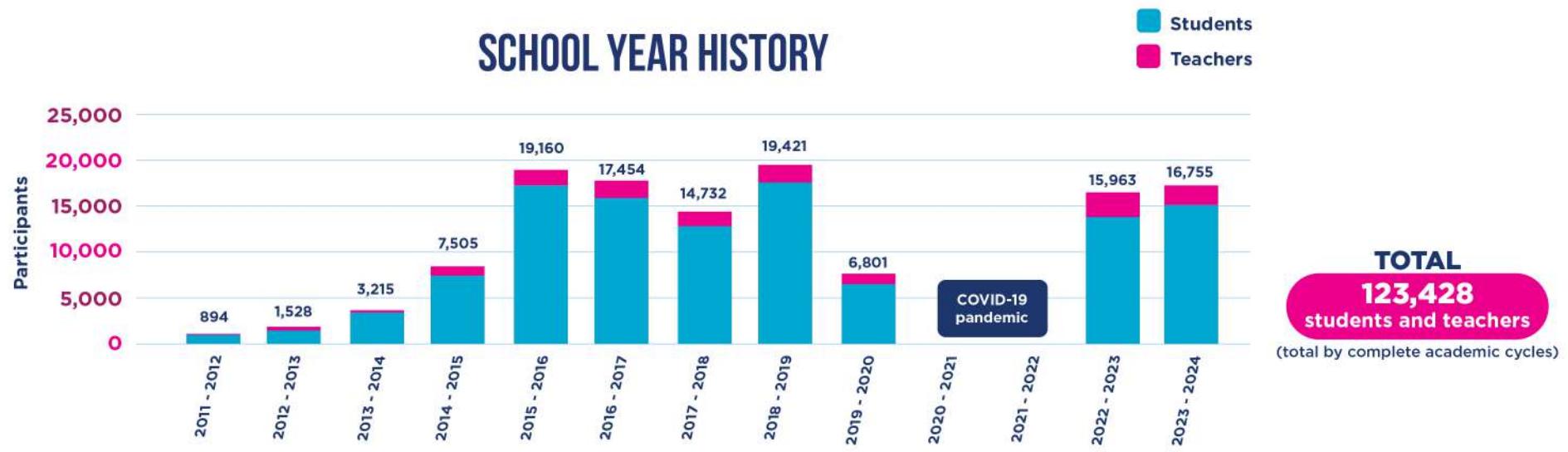


# EDUCATIONAL VISITS PROGRAM

The Delphinus Educational Visits Program began in 2012. In 2024, we noticed increased school participation across our different habitats. There were years when we experienced some decreases, and due to the COVID-19 pandemic in 2020 we had to suspend our Educational Visits. After the pandemic ended, Delphinus gradually recovered its numbers, and in 2024 we've seen an increase. In total, from 2012 to the year of this report, we have served **more than 123,000 students and teachers**, in whom we have stoked an interest in environmental education and awareness through our activities and shared information.



## SCHOOL YEAR HISTORY



# EDUCATIONAL VISITS PROGRAM

Part of the continuous improvement process of the Educational Visits Program is collecting information at various moments to evaluate the different impacts this non-formal environmental education effort has on students and teachers, understanding knowledge acquisition, perception changes, and attitude shifts regarding the environmental problems presented, such as ocean pollution by plastics, the presence of invasive species, climate change, and biodiversity loss like the extinction of the vaquita, **as well as understanding what animal welfare means with our dolphins.**

Below is a summary of the analysis conducted on the results of the Educational Visits at Delphinus habitats in Playa Mujeres, Punta Cancun, Puerto Morelos, and Riviera Maya, where these visits take place in 3 stages:

## 1 INITIAL VISIT



The environmental educator goes to the school to conduct a preparatory session to introduce the topics, the zoological facility they will visit, the species (*Tursiops truncatus*) and the organization of the event.

## 2 IN-HABITAT VISIT



The school group visits the Delphinus zoological facility. This includes a guided tour of the facilities, an educational interaction with the species, a discussion on the themes, and the establishment of a recovery project.

## 3 RECOVERY VISIT



Delphinus environmental education staff return to the school that has completed the habitat activity. The school group presents the project, preferably to the rest of the school community.



# EDUCATIONAL VISITS PROGRAM

**This program is completely free** for **public schools in Quintana Roo**, since Delphinus determined that these visits would be charged to its Corporate Social Responsibility program. Private schools that attend receive a preferential price ranging from \$60.00 MXN to \$399.00 MXN per student, depending on the habitat.



**127,952**  
**students and teachers**  
**attended since 2012**

(as of December 2024)

From the program's inception in 2012 through December 2024, 127,952 students and teachers have been served. During 2024, 15% were from private schools, and 85% of students and teachers were served free of charge.

**85%**

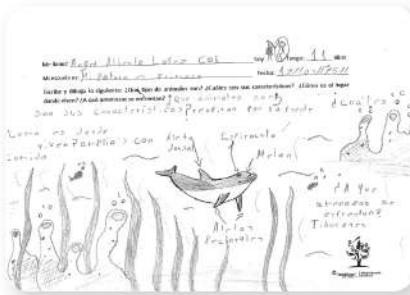
**students  
and teachers  
attended  
free of charge**

# PRIMARY SCHOOL

Throughout the different encounters with primary school groups, students are given an activity sheet with the image of a dolphin as the central object before and after their visit. They are asked to draw everything they know about dolphins and marine ecosystems in this space. Subsequently, a content analysis is conducted to evaluate changes in their knowledge and attitudes about marine ecosystems.



## Initial Evaluation



## **Final Evaluation**

The results of these assessments are analyzed to identify statistically significant differences between the initial assessments and the final assessments.

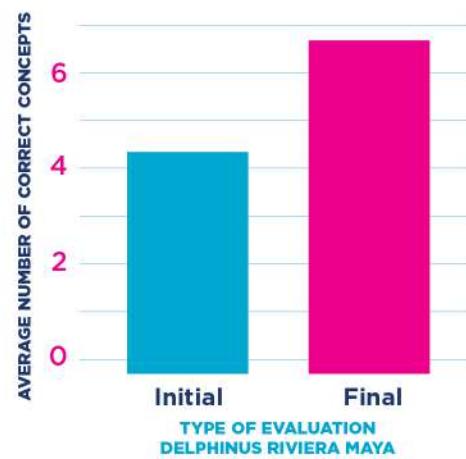
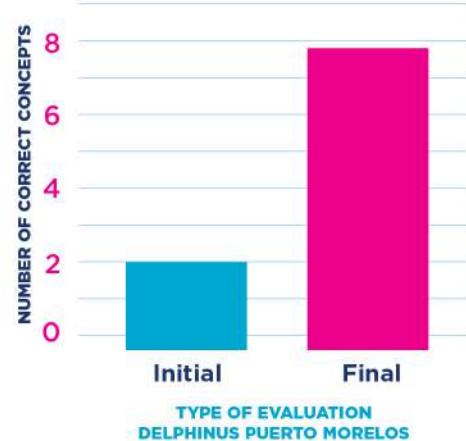
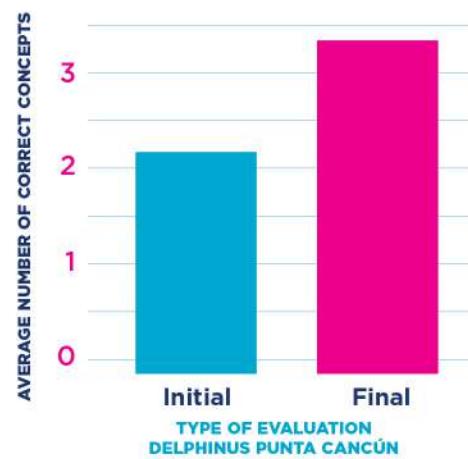
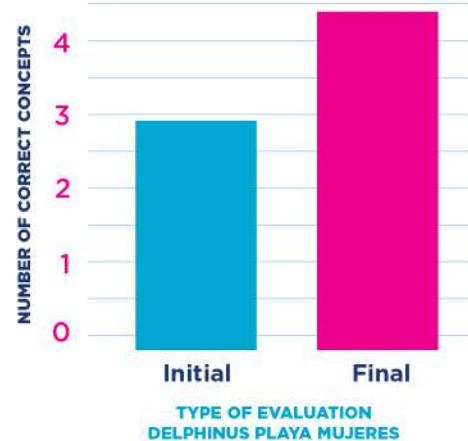
HABITAT	NUMBER OF ASSESSMENTS ANALYZED	GENDER RATIOS	AVERAGE AGE
<i>Delphinus Puerto Morelos</i>	351 (249 initial, 102 final)	M 1:0.75 H	10.38
<i>Delphinus Punta Cancún</i>	287 (133 initial, 154 final)	M 1:0.74 H	8
<i>Delphinus Riviera Maya</i>	365 (222 initial, 143 final)	M 1:0.79 H	9.6
<i>Delphinus Playa Mujeres</i>	329 (215 initial, 114 final)	M 1:0.87 H	10.13

# EVALUATION

We verified whether there was an increase in the number of correct concepts, misconceptions, the frequency of correct concepts (this is an index of correct concepts relative to the total concepts expressed), the number of environmental issues identified, correct anatomy components, marine environment components, anthropomorphisms (whether students attributed human characteristics to animals), recreational activity components, and the feelings students expressed. This was all assessed by comparing exit evaluations with entrance evaluations.

These statistical analyses were conducted using Mann-Whitney U Tests, with  $p<0.01$  for all cases.

Analysis across all habitats showed that the average number of correct concepts was significantly higher in exit evaluations than in entrance evaluations. Similarly, the number of misconceptions also decreased significantly, demonstrating that through this program, students retain valuable information and, most importantly, reflect on what they've learned.



# EVALUATION

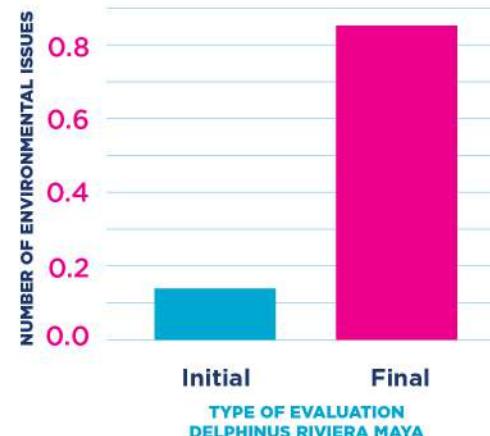
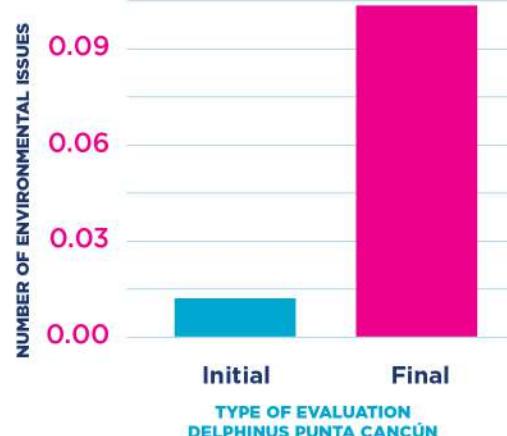
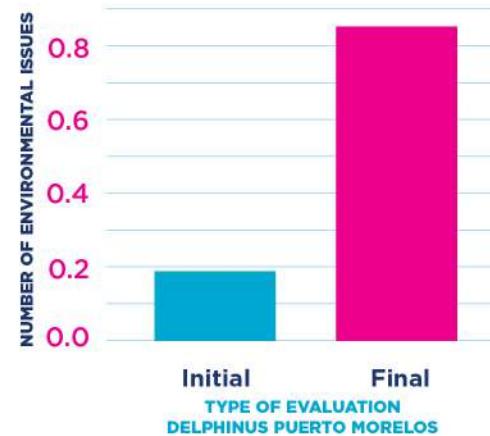
When evaluations are conducted in classrooms with students, they're asked to express in writing or through drawings what they believe are the threats dolphins face. This allows us to see which evaluations (initial or final) show more of these responses and whether the causes championed by Delphinus are present (climate change, invasive species, ocean plastic pollution, overfishing, and vaquita porpoise conservation).

Once the statistical analysis was completed, we observed a higher proportion of threats reflected in the final evaluations, since during the second session, the environmental educator provides a presentation that introduces children and young people to these environmental challenges.

Other aspects analyzed in the evaluations include the number of anthropomorphisms, expressed feelings, marine environment components, and recreational activity components.

**Regarding anthropomorphisms, we observed a significantly lower number in final evaluations across all habitats, indicating that the program successfully meets its objective of presenting dolphins as wild animals without humanizing them.**

It's worth noting that even in the initial evaluations, the number of anthropomorphisms was already low.



# MIDDLE SCHOOL

For middle school, the format used for knowledge evaluation differs from the one used in elementary school. In this case, students express what they know about marine mammals, dolphins, and environmental problems. On this occasion, Delphinus Puerto Morelos was the only habitat that served middle school students, since Delphinus Playa Mujeres and Delphinus Riviera Maya each served only one school, making statistical analysis impossible.

**EVALUACIÓN FINAL DE PARTICIPANTES**

Delphinus

(M1) Para Delphinus es muy importante saber lo que te dirás esta experiencia, es por eso que te adjuntamos más respuestas basadas en la evaluación de los participantes.

Nombre: *Jessica Mireya Flores*

Edad: 13 años

Duración: 13 de marzo de 2019 Edad: 13

APRENDO:

- Menciona 3 características que hacen de Quintana Roo un lugar muy especial!
- Luna, sol, mar
- 3.

3. Subraya las características que corresponden a los marinellos marines.

**De los tiburones, se los llaman marinellos. Son de color marrón y nacen con pelo. Algunos tienen dientes y otros no. Los tiburones son más grandes que los delfines. De la superficie crecen tres que llevan en sus orejas. Deben ser delfines en el agua a través de sus branquias. Tienen colmillos en su boca.**

4. Indica el nombre de cada parte señalada y colorea algún otro color que responda.

**Espiráculo Melón Pielo pectoral Aleto dorsal Aleto caudal**

4. Platicame como entrena y cuidas a los delfines en Delphinus.

**Toca, exploran con pescados frutos y usar un bello paseo flotante.**

**Initial Assessment**

**EVALUACIÓN FINAL DE PARTICIPANTES**

Delphinus

(M1) Para Delphinus es muy importante saber lo que te dirás esta experiencia, es por eso que te adjuntamos más respuestas basadas en la evaluación de los participantes.

Nombre: *Elvira Nativar Uribe*

Edad: 13 años

Duración: 13 de marzo de 2019 Edad: 13

APRENDO:

- Menciona 3 características que hacen de Quintana Roo un lugar muy especial!
1. Los delfines. 2. El sol. 3. La gente buena.

2. Subraya las características que corresponden a los marinellos marines.

**De los tiburones, se los llaman marinellos. Son de color marrón y nacen con pelo. Algunos tienen dientes y otros no. Los tiburones son más grandes que los delfines. De la superficie crecen tres que llevan en sus orejas. Deben ser delfines en el agua a través de sus branquias. Tienen colmillos en su boca.**

3. Indica el nombre de cada parte señalada y colorea algún otro color que responda.

**Espiráculo Melón Pielo pectoral Aleto dorsal Aleto caudal**

4. Platicame como entrena y cuidas a los delfines en Delphinus.

**Toca, exploran con pescados frutos y usar un bello paseo flotante.**

**Final Assessment**

The evaluation results are analyzed to identify significant differences between initial and final assessments.

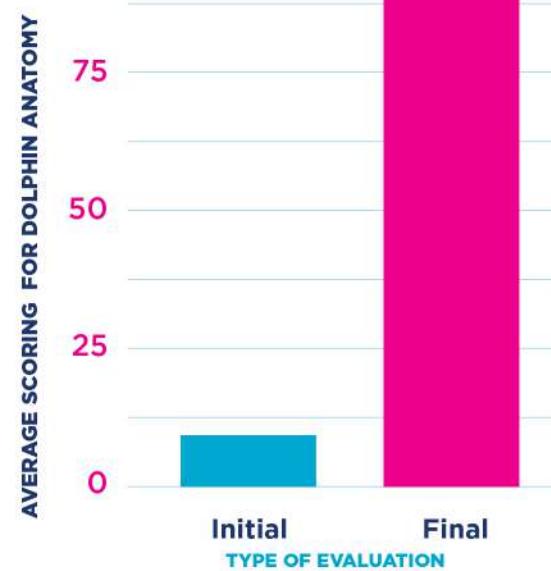
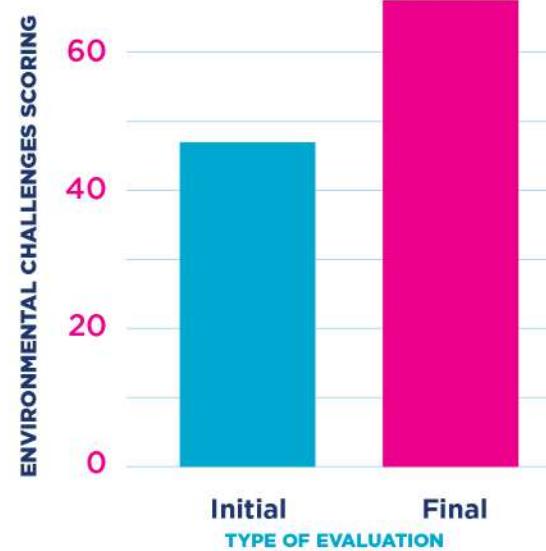
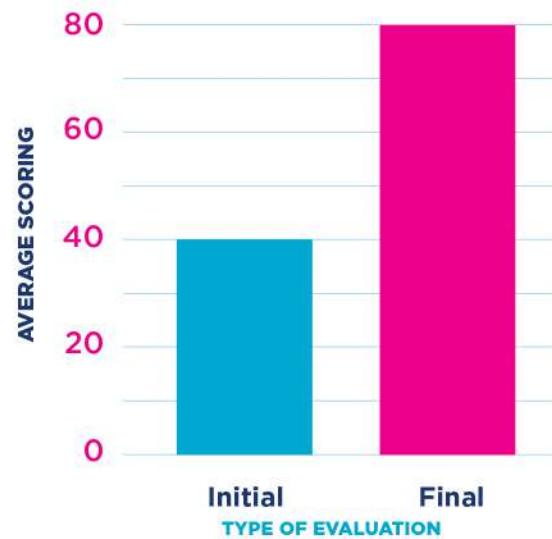
HABITAT	NUMBER OF ASSESSMENTS ANALYZED	GENDER RATIOS	AVERAGE AGE
Delphinus Puerto Morelos	351 (249 initial, 102 final)	M 1:0.72 H	13.2



# MIDDLE SCHOOL

When analyzing the scores from evaluations conducted at Delphinus Puerto Morelos, they showed a significantly higher average in final evaluations compared to initial ones. This same pattern was observed in both environmental issues scoring and dolphin anatomy scoring (Mann-Whitney U tests,  $p < 0.01$ , in all cases).

Conducting this type of statistical analysis is essential for expanding our understanding of the impact our program has on the educational community. This allows us to drive continuous improvement with the goal of delivering quality service that promotes, above all, learning and commitment to our oceans.



This program aligns with SDG 4: Quality Education.





# ENVIRONMENTAL OUTREACH PROGRAM

The Delphinus Environmental Outreach Program primarily focuses on visitors to the seven habitats, ensuring that their interactions with dolphins are comprehensive educational experiences that foster a commitment to ocean preservation. Additionally, this program serves as a bridge between Delphinus and the local community, encompassing environmental education events, beach, mangrove, water bodies, and local urban areas clean-up campaigns, as well as creating environmental content for the company's official social media channels.

## BEACH AND MANGROVE CLEANUPS

Year after year, Delphinus has committed to cleaning different beach and mangrove sites throughout the state of Quintana Roo, and during 2024 we conducted three cleanup campaigns.

The first was to commemorate World Environmental Education Day, celebrated at the end of January, and took place at Isla Blanca. We had 14 volunteers participate and collected 115 kg of waste.

As part of the celebration of the 12th Festival of the Oceans of the Mexican Caribbean, we conducted a second cleanup at Playa Delfines. We had 99 volunteers participate who helped us collect 109 kg of waste.

In September, as part of International Coastal Cleanup Day 2024, we conducted a mangrove cleanup at the entrance to Puerto Morelos, with 32 volunteers participating who collected 156 kg of waste. Through these types of activities, we raise awareness about the impact humans are having with our waste on marine ecosystems and the importance of protecting and conserving our biodiversity. We aim to promote sustainable tourism to make our beaches cleaner and more attractive for all the tourists who visit us year after year, contributing to the state's economic development.



Scan the QR code to watch the video.



Since 2013, when beach, mangrove, and bodies of water cleanup efforts began, and through December 2024, **we have collected 20,607 kg of waste** with the support of **5,807 volunteers** across **47 events**.





# 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 within the community of Quintana Roo and its visitors about the significant importance of the seas and their resources in sustaining life on this brilliant blue planet. 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.



On June 11th, we held the opening of the Festival of the Oceans® exhibition at Cancun International Airport, where we conducted the awards ceremony for the International Children's Drawing Contest. This was a great success, as we received a total of 873 drawings across the three designated categories: Quintana Roo state level, National, and International.

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.

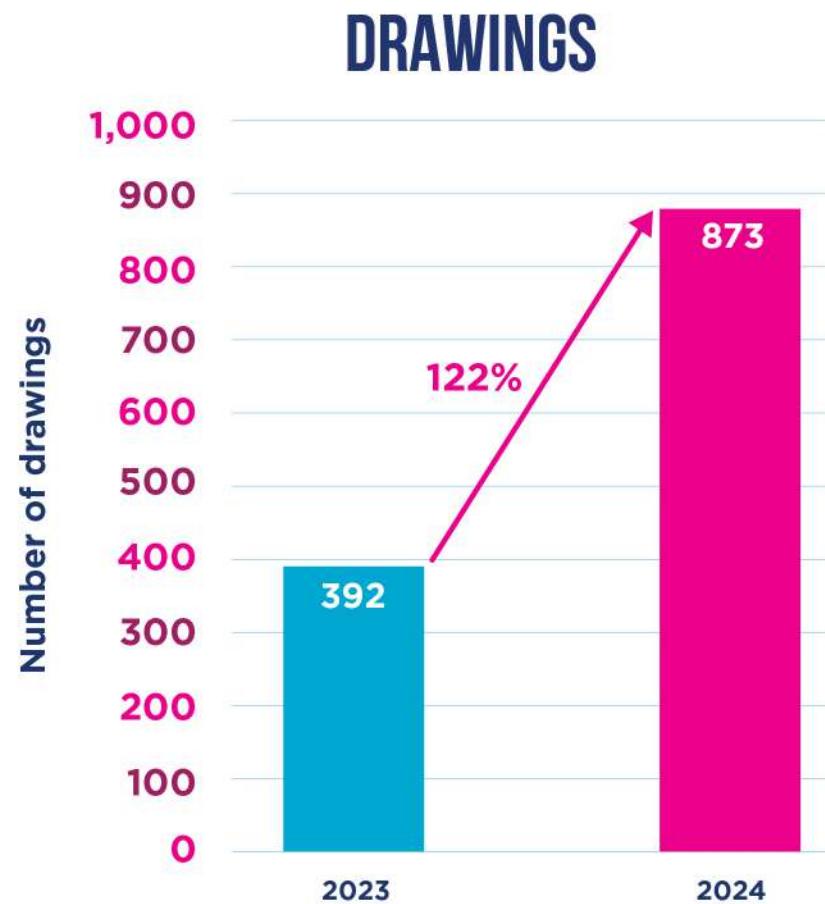


Scan the QR code to watch the video.



# FESTIVAL OF THE OCEANS® OF THE MEXICAN CARIBBEAN

We had a 122% increase in contest participation compared to last year, receiving drawings from all across Mexico and even from different South American countries, Austria, Bermuda, USA, and Spain.



# FESTIVAL OF THE OCEANS® OF THE MEXICAN CARIBBEAN

To kick off the Festival of the Oceans®, we conducted a **beach cleanup** on June 8th at Playa Delfines, where together with 99 volunteers we collected a total of 109 kg of waste. We had participation from students from various local schools and community members.



Scan the QR code to  
watch the video.



Scan the QR code to  
watch the video.

We also had a dedicated space for women called "**Mujer es A-Mar**", a dialogue between women from diverse social and cultural backgrounds who share the same common thread: love for the ocean. We had participation from Keila Vázquez from the "Las Chelemeras" group, Mireya Carrillo from Amigos de Sian Ka'an A.C., Ana Molina from UNAM's Institute of Marine Sciences and Limnology, and Leonor Villafaña, Commercial Director of Marina el Cid. The event took place at the October 8th Municipal Theater.



Scan the QR code to  
watch the video.

To conclude the Festival, we held a **Closing Concert** with the Symphony Orchestra and Choir of Universidad del Caribe at the Álamos Cancún Theatre. It was free admission and they performed a marine-themed repertoire, which captivated the audience with the beautiful melodies they offered.



# 2ND FORUM FOR THE OCEAN

For the second time, and within the framework of the 12th Festival of the Oceans®, we organized the Forum for the Ocean from the Mexican Caribbean, held at Universidad TecMilenio on September 25th and 26th, where we had 150 attendees ranging from students to professionals.

We featured keynote presentations by renowned experts such as Captain Charles Moore, Dr. Daniel Pauly, Dr. Nélida Barajas, Dr. Raúl Díaz, and Dr. Ned Gardiner. We were also joined by guest speakers who are science communicator influencers on social media, including Dulce Díaz (Pregúntale al Biólogo), Mauricio Ramírez (Mau the Vet Doctor), and Cui Corrales (La Biologo Life). They spoke to us about globally important topics such as Climate Change, Environmental Policy for Ocean Care, sustainable fishing, biodiversity loss, and plastic pollution. They shared their perspectives based on their field experience and discussed what we can do to conserve and maintain a Brilliant Blue Planet.



Download the forum proceedings by scanning the QR code.



Watch one of the winning short films by scanning the QR code.



This Forum was a complete success. We learned a great deal from our experts' experience, there was an exchange of ideas during the various roundtable discussions, and we even had the presence of authorities from the Quintana Roo State Ministry of Ecology and Environment and the National Commission of Natural Protected Areas, all with the purpose of raising environmental awareness.

And to conclude the forum, we held the awards ceremony for the Third Edition of the University Ocean Short Film Contest, organized by Delphinus in collaboration with Universidad Anáhuac. We received 58 short films, with participation from 4 countries: Mexico, Colombia, Ecuador, and Peru, where the top 3 places went to the latter two countries.

These actions are aligned with SDGs 11, 12, 14, 15, and 17.



11 SUSTAINABLE CITIES  
AND COMMUNITIES



12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



14 LIFE  
BELOW WATER



15 LIFE  
ON LAND



17 PARTNERSHIPS  
FOR THE GOALS

Delphinus  
12 Festival Océanos  
por un brillante planeta azul

ASUR Mapla





# DELPHINUS ENVIRONMENTAL MANAGEMENT SYSTEM

## IN THIS SECTION

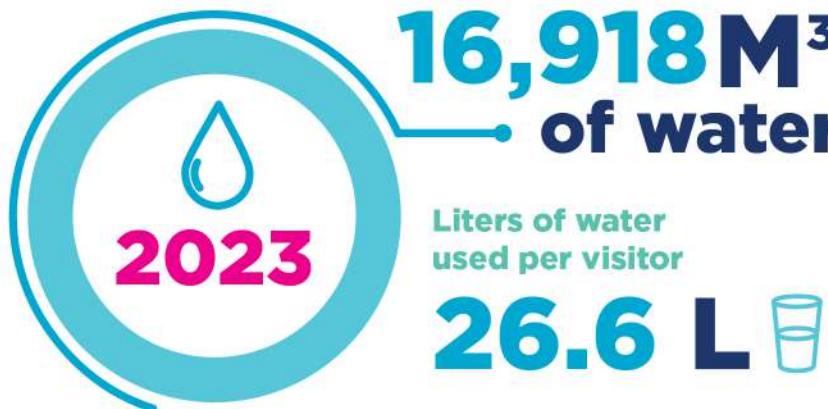
Water Consumption at Delphinus	<b>73</b>
Electricity Consumption at Delphinus	<b>74</b>
Electricity Generation at Delphinus	<b>75</b>
Waste Generation at Delphinus	<b>77</b>
Waste Management at Delphinus	<b>78</b>
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Urban Waste	<b>81</b>
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# WATER CONSUMPTION AT DELPHINUS

12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



In 2024, due to increased visitor numbers, we had a 17.3% increase in potable water consumption compared to the previous year, 19,838 m<sup>3</sup> compared to 16,918 m<sup>3</sup> of water.



We recorded a 16% increase in liters of water consumed per visitor across all seven Delphinus habitats.

16% 



# ELECTRICITY CONSUMPTION AT DELPHINUS

There was an **8% increase** in **energy consumption (kWh)** across all seven Delphinus habitats compared to the previous year. This increase is attributed to maintenance work, such as dredging and pumping for algae removal including sargassum, a process related to rising environmental temperatures. Additionally, air conditioning use in retail areas also intensified, contributing to higher energy consumption.



**3.91 Millions**  
**of kWh used**



**kWh used  
per visitor:  
6.2 kWh**

**4.21 Millions**  
**of kWh used**

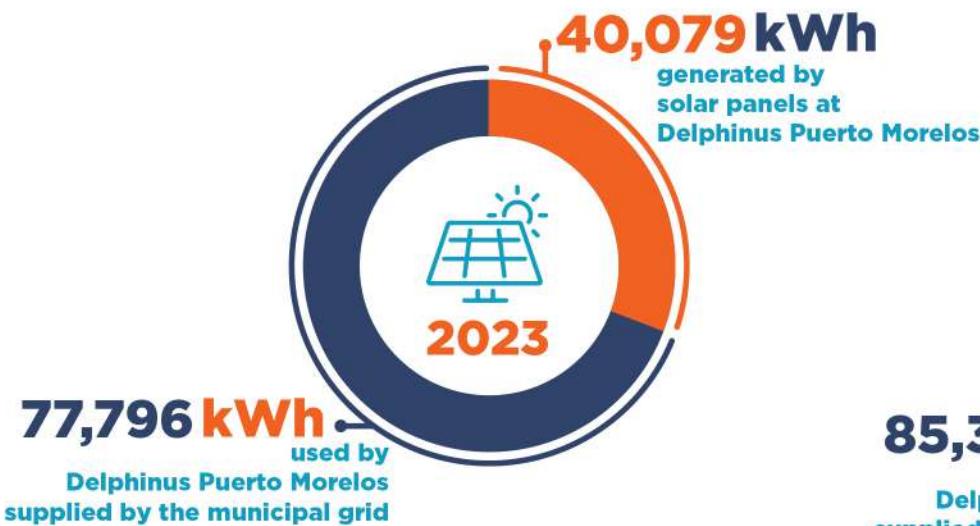


**kWh used  
per visitor:  
6.5 kWh**

Due to this increase in overall kWh consumption, during **2024** each visitor consumed **6.5 kWh**, which represented a **5% increase** compared to 2023.

# CLEAN ENERGY GENERATION AT DELPHINUS

As part of energy generation, **Delphinus has photovoltaic cells** installed at the Puerto Morelos habitat, which are designed to reduce electrical energy consumption from fossil fuel combustion. In **2024**, **these cells covered** slightly more than **one-third** of that habitat's electricity requirements.



We prevented 19.55 tons of CO<sub>2</sub>e from reaching the atmosphere.

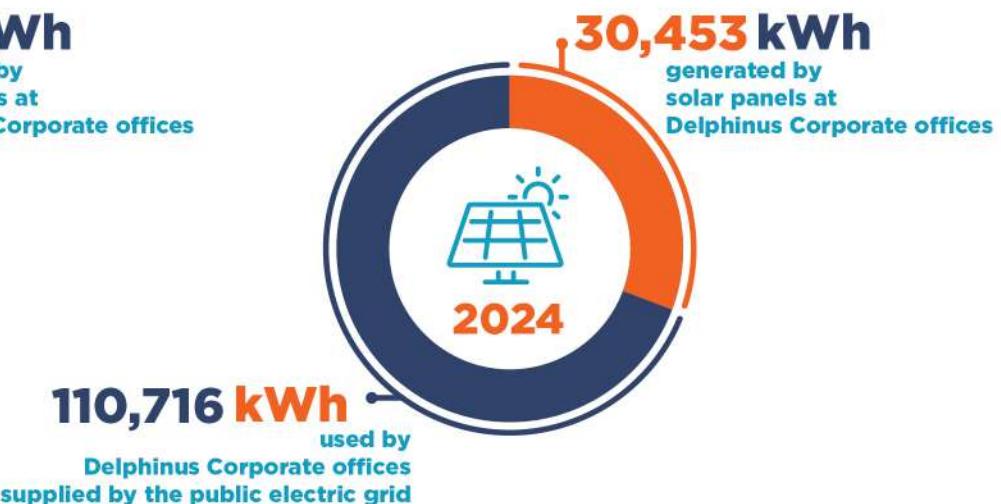
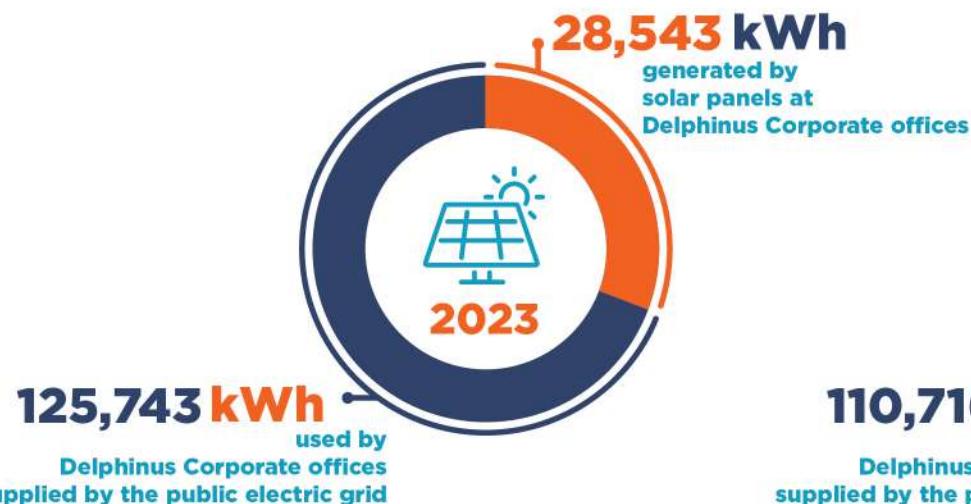
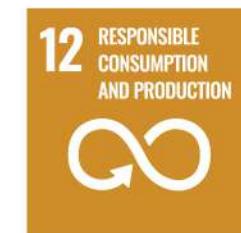


# CLEAN ENERGY GENERATION AT DELPHINUS

Since October 2022, the **Delphinus Corporate** offices have had **photovoltaic cells** installed which provide the clean energy needed for the company's administrative and operational activities. During **2024**, the cells **covered 22%** of the offices' total electricity requirements.

**30,453 kWh generated by photovoltaic cells at Delphinus Corporate.**

**110,716 kWh** consumed at **Delphinus Corporate** that were **supplied by the public electrical grid** (CFE), representing a **12% decrease** compared to 2023.



**We prevented 13.52 tons CO<sub>2</sub>e from reaching the atmosphere.**

**In total, with the CO<sub>2</sub> avoided from Delphinus Puerto Morelos and Delphinus Corporate, 33.07 tons of CO<sub>2</sub>e were prevented from being released into the atmosphere.**

# WASTE GENERATION AT DELPHINUS

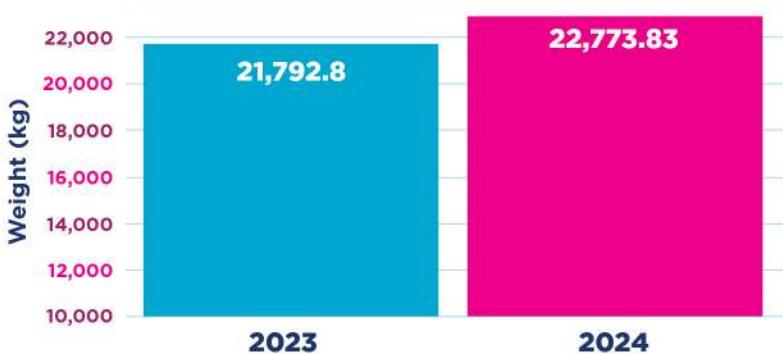
12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Despite the **increase in visitors**, during **2024** we only observed a **4.5% increase** in the amount of waste generated across all seven Delphinus habitats, compared to last year.

We observed a **slight increase** of **0.9%** in **grams of waste generated per visitor** during **2024** compared to the previous year, due to the **increase** in both **visitors** and total **waste generation**.

**Waste generation**



**Grams of waste per visitor**



# WASTE MANAGEMENT AT DELPHINUS

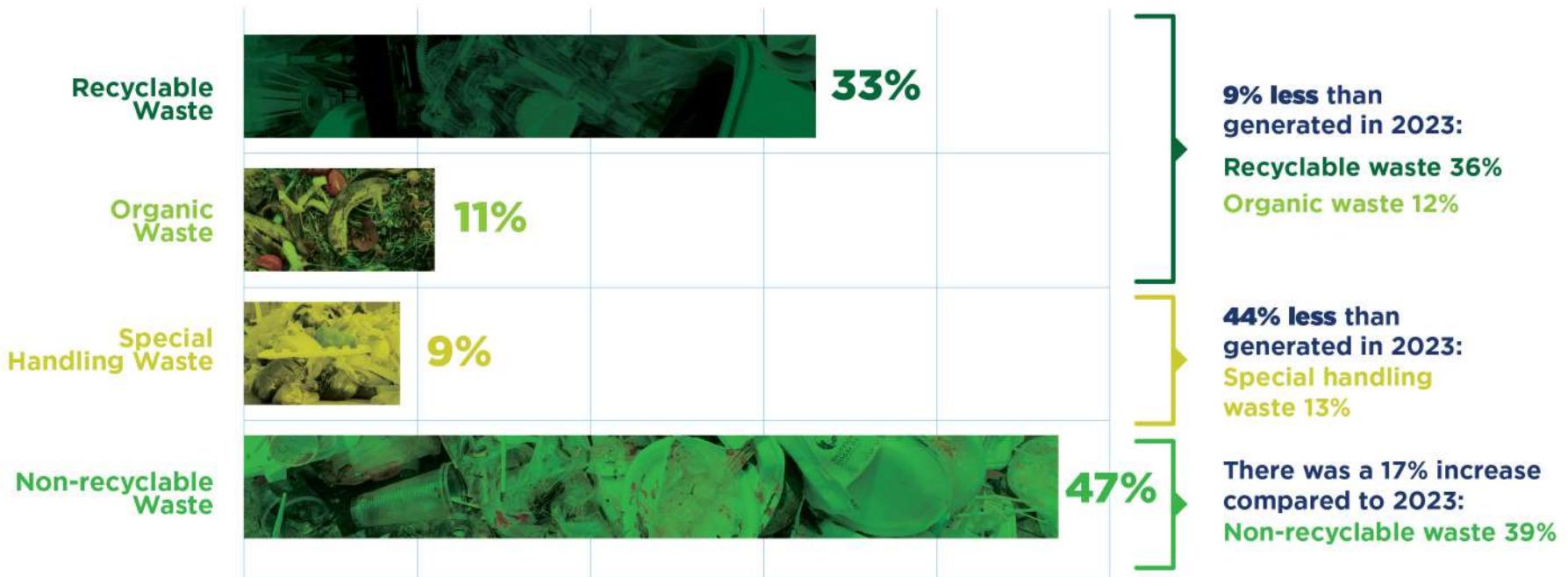
Delphinus prioritizes waste management at each of its habitats, establishing procedures for waste collection, storage, and final disposal. We also have agreements with third parties at Xcaret Experience parks and hotels for waste management, and form partnerships with authorized providers for the collection, transport, and final disposal of waste not handled by these parties.

At each habitat, we implement source separation of waste to maximize the utilization of recyclable materials and reduce the amount sent to the landfill.

In total across six habitats, in 2024 we sent 7,590 kg of waste to recycling, including PET, glass, metal, paper, and cardboard.



# TYPES OF WASTE GENERATED AT DELPHINUS



# PERCENTAGE OF EACH TYPE OF WASTE SENT FOR RECYCLING



# URBAN WASTE

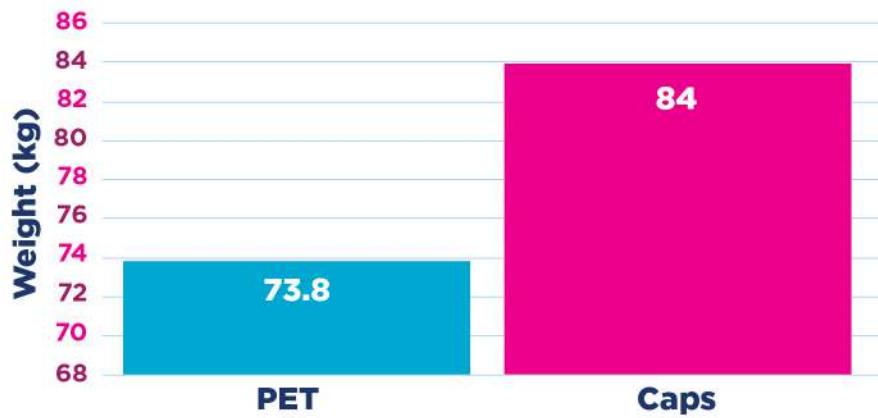
In March 2024, Delphinus installed two fixed collection points for PET bottles and caps at its corporate offices, with the purpose of raising community awareness about the importance of protecting our oceans. Currently, it's estimated that between 19 and 23 million tons of plastic reach aquatic ecosystems each year, worsening pollution.

Through these collection modules, we seek to promote proper waste separation and generate awareness about this global issue. The initiative has been very well received, as the community has responded positively by depositing their PET containers and caps in the appropriate locations. Since that date, we have collected and sent for recycling 73.8 kg of PET and 84 kg of caps.

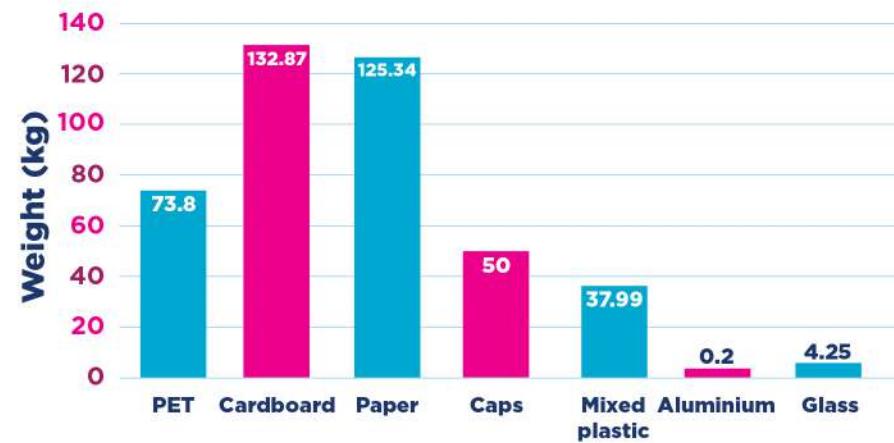
Additionally, offices generate other types of waste such as cardboard, paper, mixed plastics, and aluminum, derived from collaborators' daily activities.



**Collection modules**

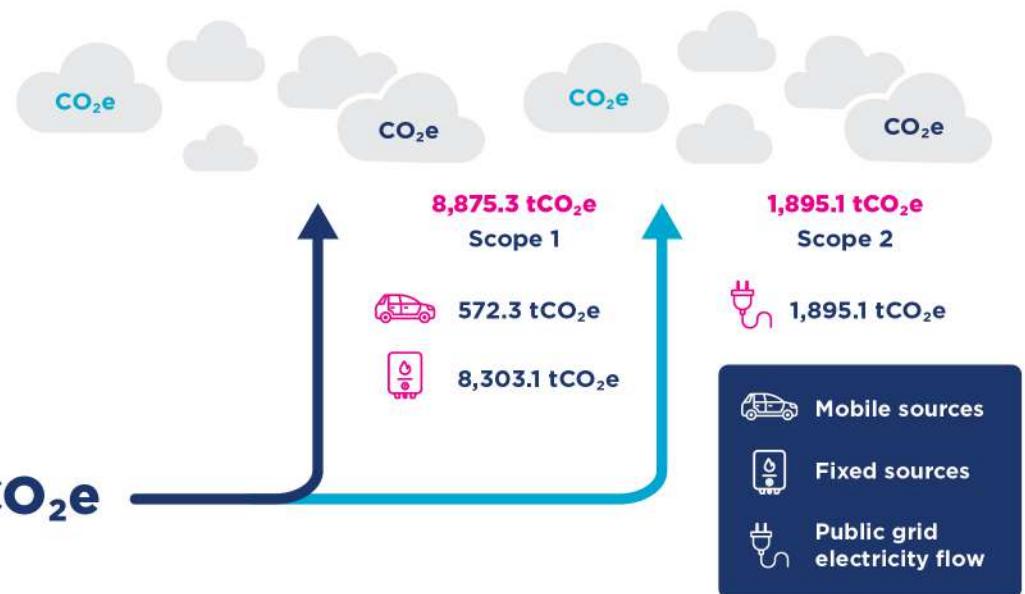
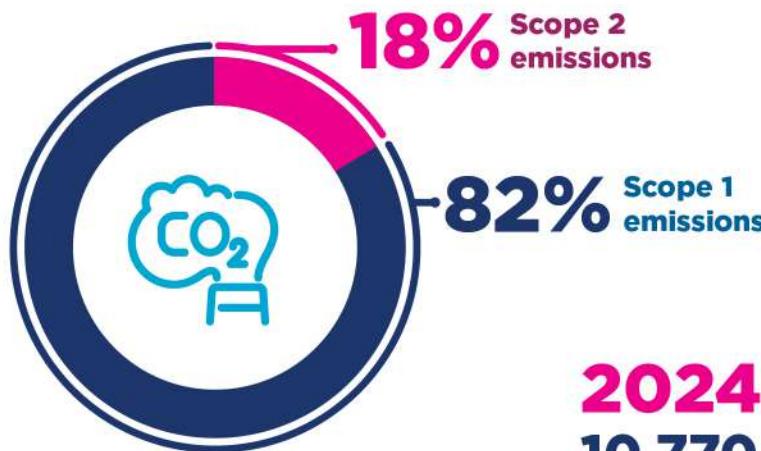


**Waste of Corporate Offices**



# GREENHOUSE GAS EMISSIONS

Measuring Greenhouse Gas Equivalent emissions at Delphinus is important for evaluating and understanding the environmental impact of its commercial and operational activities. It allows us to identify areas for improvement, establish emission reduction goals, and contribute significantly to the fight against climate change. Additionally, measuring these emissions helps us become more efficient in resource use and comply with environmental regulations, strengthening our commitment to sustainability.



**0.74% less than 2023 (10,850 tCO<sub>2</sub>e)**

Scope 1 emissions refer to those generated directly by the organization, such as automobiles, boilers, and emergency generators.  
Scope 2 emissions refer to those generated by consumption of electricity from the public grid, in this case, CFE.

# GREENHOUSE GAS EMISSIONS

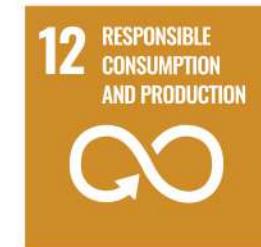


In 2024, we observed a **1% reduction** in **greenhouse gas emissions**, with a total of **10,770.44 tCO<sub>2</sub>e**, compared to last year.

Regarding greenhouse gas emissions per visitor, when comparing 2023 and 2024, we observe a 1.8% reduction in kilograms of CO<sub>2</sub> equivalent emitted per visitor, with 16.78 kg CO<sub>2</sub>e per visitor.



These actions are aligned with SDGs 7, 12, and 13:



# GRI INDEX

## DECLARATION OF USE

Delphinus reports according to GRI Standards for the period from January 1 to December 31, 2024.

GRI Used: GRI 1: Fundamentos 2021

GRI STANDARD	CONTENT	PAGE, REPLY, OR REASON FOR OMISSION	
GRI 2: General Disclosures 2022	2-1	Organizational details.	Page 05.
	2-2	Entities included in the organization's sustainability reporting.	Page 14.
	2-3	Reporting period, frequency and contact point.	Page 01, 22 and 84.
	2-4	Restatements of information.	No update took place during the 2022-2023 time period.
	2-5	External assurance.	There was no external verification available.
	2-6	Activities, value chain and other business relationships.	Page 10, 14, 19, 21, 22 and 32.
	2-7	Employees.	Page 25 and 43.
	2-8	Workers who are not employees.	There are no workers that are not employees.
	2-9	Governance and structure composition.	Page 02, 13 and 25.
	2-10	Nomination and selection of the highest governance body.	This section along with others pertaining to governance are not reported due to reasons of confidentiality.

# GRI INDEX

GRI STANDARD		CONTENT	PAGE, REPLY, OR REASON FOR OMISSION
GRI 2: Contenidos Generales 2022	2-22	Statement on sustainable development strategy.	Page 06.
	2-23, 2-24	Policy commitments.	Page 06 and 10.
	2-25	Process to remediate negative impacts.	Page 72.
	2-26	Mechanisms for seeking advice and raising concerns.	There is an internal system for collaborators to assuage their concerns through a channel.
	2-27	Compliance with laws and regulations.	Delphinus complies with all applicable regulations.
	2-28	Membership associations.	Page 22.
	2-29	Approach to stakeholder engagement.	Page 48.
	2-30	Collective bargaining agreements.	There are no collective bargaining agreements in place.



# GRI INDEX

GRI STANDARD	CONTENT	PAGE, REPLY, OR REASON FOR OMISSION
GRI 3 Material Topics 2021	3-1 Process to determine material topics.	Delphinus does not have a material analysis.
	3-2 List of material topics.	
	3-3 Management of material topics.	
GRI 206 Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices.	Delphinus did not report any non-compliance with anti-competitive or monopolistic practices.
GRI 301 Materials 2016	301-1 Materials used by weight or volume.	Not reported.
GRI 302 Energy 2016	302-1 Energy consumption within the organization.	Page 72.
GRI 304 Biodiversity 2016	304-3 Habitats protected or restored.	Delphinus does not have any protected or restored habitats.
GRI 305 Emissions 2016	305-1 Direct (Scope 1) GHG emissions.	Page 82.
GRI 306 Waste 2020	306-2 Management of significant waste-related impacts.	Page. 77, 78, 79, 80 and 81.
	306-3 Waste generated.	Page 77, 79 and 81.

# GRI INDEX

GRI STANDARD		CONTENT	PAGE, REPLY, OR REASON FOR OMISSION
GRI 401 Employment 2016	401-1	New employee hires and employee turnovers.	Not reported.
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.	Page 45.
	401-3	Parental leave.	Not reported.
GRI 404 Training and Education 2016	404-1	Average hours of training per year per employee.	Page 45 and 51.
	404-3	Percentage of employees receiving regular performance and career development reviews.	Not reported.
GRI 406 Non Discrimination 2016	406-1	Incidents of discrimination and corrective actions taken.	No discrimination cases were reported in 2024.
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.	No risks occurred during the reporting year.
GRI 408 Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor.	No risks occurred 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.	No risks occurred during the reporting year.



# GRI INDEX

GRI STANDARD	CONTENT	PAGE, REPLY, OR REASON FOR OMISSION
GRI 411 Rights of Indigenous Peoples 2016	411-1  Incidents of violations involving rights of indigenous peoples.	No violations occurred during the reporting year.
GRI 413 Local Communities 2016	413-1  Operations with local community engagement, impact assessments, and development programs.	Page 50, 60, 64, 67 and 70.
GRI 416 Customer Health and Safety 2016	416-2  Incidents of non-compliance concerning the health and safety impacts of products and services.	No non-compliance cases occurred during the reporting year.
GRI 418 Customer Privacy 2016	418-1  Substantiated complaints concerning breaches of customer privacy and losses of customer data.	No complaints were received during the reporting year.





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