

## CAYMAN ISLANDS



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**CAYMAN TURTLE FARM (1983) LTD.  
THE 2012 FOI PUBLICATION SCHEMES**

## **Cayman Turtle Farm (1983) Ltd.**

### **Publication Scheme - 2013**

*Produced in accordance with the Deputy Governor's Code of Practice on Publishing*

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#### **1. About the Publication Scheme**

Every Public Authority covered by the Freedom of Information Law has a legal duty to maintain a Publication Scheme.

The purpose of a Publication Scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage Authorities to proactively publish information and to develop a culture of openness and participation.

The Publication Scheme lists the information which is readily available to the public. The list is divided into seven (7) different categories of information to help you find the documents you are looking for.

This Publication Scheme commits Cayman Turtle Farm (1983) Ltd. to making information available to the public as part of its normal business activities.

Cayman Turtle Farm (1983) Ltd. will:

- specify the information held by the Authority which falls within the seven (7) categories below;
- proactively publish, or otherwise make routinely available, information which is held by the Authority and falls within the categories below;
- describe the methods by which specific information is made available so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this Scheme;

- publish or otherwise make information available in accordance with the methods and fees stated in this Scheme;
- make this Publication Scheme available to the public;
- regularly review and update the information made available under this Scheme.

## **2. Information that may be withheld**

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Cayman Turtle Farm (1983) Ltd. will generally not publish:

- information in draft form;
- specific scientific papers or documents;
- information that is not held by Cayman Turtle Farm (1983) Ltd., or which has been disposed of in accordance with a legally authorised Disposal Schedule;
- information that is not readily available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information. Records containing exempt matters will be published in a redacted form, wherever it is practical to do so, indicating which exemptions apply.

In maintaining this Publication Scheme, our aim is to be as open as possible, however, there may be limited circumstances where information will be withheld from one (1) of the categories of information listed in *Section 7: Categories of Information*.

Information will only be withheld where the FOI Law expressly permits it, for example: where disclosure would breach the Law of Confidentiality, infringe personal privacy, harm the Cayman Turtle Farm's commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *Section 6: Complaints*.

## **3. Methods of Access**

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Information available under our Publication Scheme will usually be accessible through the methods described below.

*Section 7: Categories of Information* provides more details on the information available under the Scheme, along with additional guidance on how the information within each category may be accessed.

Online:

Many of our documents are published electronically on our website and can be downloaded in PDF format. Where information is available online, a link within *Section 7: Categories of Information* will direct you to the relevant page or document.

If there is no link, or the link is broken, you can use our website's "Search" facility at [www.turtle.ky](http://www.turtle.ky). If you are still having trouble locating information listed under our Scheme, please contact Ms. Katherine Jackson, Information Manager.

Email:

If information is listed in our Publication Scheme but is not published on the website, we will send it to you by email. You can email us at [foi@turtle.ky](mailto:foi@turtle.ky) to request information. Please provide a telephone number so that we can call you to clarify details, if necessary.

Phone:

Documents listed in the Publication Scheme can also be requested by telephone. Please call 345 949 3894, Ext. 2002 (Mrs. Katherine Jackson) to request information.

Post:

All information listed in the Publication Scheme will be available in hard copy. Requests may be addressed to:

P.O. Box 812, Grand Cayman, KY1-1303, Cayman Islands

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that we can call you to clarify details, if necessary. For faster processing, please also include any applicable fee. (See *Section 4: Fees and Charges* for further details.)

Personal Visits:

In limited cases, you may be required to make an appointment to view information listed in the Publication Scheme. Appointments may be made from Mondays to Fridays, 10:00 a.m. to 4:00 p.m. A reading area will be provided in the Finance and Administration Offices.

Advice and Assistance:

If you experience any difficulty identifying the information you want to access, please contact Mrs. Katherine Jackson, Information Manager.

Cayman Turtle Farm (1983) Ltd. will adhere to its obligations under Section 10 of the FOI Law, and any requirements relating to disability or discrimination when providing information in accordance with this Publication Scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where Cayman Turtle Farm (1983) Ltd. is legally required to translate any information, it will do so.

#### **4. Fees and Charges**

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The purpose of this Scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. Cayman Turtle Farm (1983) Ltd. strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by email will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

**Reproduction Costs:**

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).  
Computer discs will be charged at a rate of \$2 per disc.

**Postage Costs:**

Cayman Turtle Farm (1983) Ltd. will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *Section*

*7: Categories of Information.*

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when Cayman Turtle Farm (1983) Ltd. has received your payment.

#### **5. Requests for information outside the Publication Scheme**

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Information held by Cayman Turtle Farm (1983) Ltd. that is not published under this Scheme can be requested in writing. Each request will be considered in accordance with the provisions of the FOI Law. Listed below are the methods of contact:

**Contact Methods and Detail**

- Email your request or comments to [foi@turtle.ky](mailto:foi@turtle.ky)
- Post your letter to P.O. Box 812 KY1-1303 WB Grand Cayman, Cayman Islands
- Fax your letter with the Attn: Katherine Jackson to 345-949-1387
- Hand deliver your written request to our receiving department in the Executive Offices at 786 NW Point Road, West Bay
- In Person at our office, 786 NW Point Road, West Bay, and fill out a FOI Request form

#### **6. Complaints**

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Cayman Turtle Farm (1983) Ltd. aims to make our Publication Scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this Publication Scheme, please contact Mrs. Katherine Jackson at [katherinejackson@turtle.ky](mailto:katherinejackson@turtle.ky) or [foi@turtle.ky](mailto:foi@turtle.ky) and we will try to resolve your complaint as quickly as possible.

Further information about our complaints procedures can be obtained from our Complaints Procedures document and is available online at [foi@turtle.ky](mailto:foi@turtle.ky) or in hard copy.

You have legal rights to access information under this Scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Information Commissioner's Office,  
2<sup>nd</sup> Floor, Elizabethan Square, Building 1  
George Town, Grand Cayman

P O Box 1375,  
Grand Cayman KY1-1108,  
CAYMAN ISLANDS  
Telephone: +1 345 747 5402  
email: [appeals@ico.gov.ky](mailto:appeals@ico.gov.ky)

## **7. Categories of information**

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- About Us
- Strategic Management
- Finance & Administration
- Policies & Procedures
- Decisions & Recommendations
- Lists & Registers
- Our Services

## **ABOUT US**

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### **Name of Public Authority**

Cayman Turtle Farm (1983) Ltd.

### **Ministry**

Ministry of Financial Services, Tourism and Development  
Government Administration Building, 4<sup>th</sup> Floor,  
George Town, Grand Cayman  
Tel: (345) 244 2458  
Fax: (345) 945 1746  
E-mail: [foi.mte@gov.ky](mailto:foi.mte@gov.ky)

### **Principal Officers**

Timothy Adam, Managing Director  
Christopher Jackson, Chief Infrastructure Officer

Christina Trumbach, Chief Marketing Officer  
Raymond Hydes, Chief Sales Officer  
Phillip Fourie, Chief Financial Officer (Acting)  
Walter Mustin, Chief Research Officer

### **Other Key Personnel**

Sean Glidden, Finance Manager  
Joelle McCrae, Human Resources Manager  
Mary McCoy, Merchandise Manager  
Geddes Hislop, Curator, Terrestrial, Exhibits & Educational Programmes  
Brian Dann, Senior Aquarist  
Rebecca Bush, Customer Service Team Manager  
Katherine Jackson, Office Manager/Information Manager  
Gary Franklin, Information Technology Manager  
Thomas Pennington-Lowe, Food & Beverage Manager

### **Information Manager**

Katherine Jackson  
Tel: 345 949 3894  
Mobile: 345 925 8652  
*Email: [katherinejackson@turtle.ky](mailto:katherinejackson@turtle.ky)*

Simon Cook-Bodden (Deputy IM)  
Tel: 345 949 3894  
Mobile: 345 925 8579  
*Email: [simonbodden@turtle.ky](mailto:simonbodden@turtle.ky)*

### **Organization and Functions**

Cayman Turtle Farm (1983) Ltd. was first opened in July 1968 as Mariculture Ltd., the home of the green sea turtle (*Chelonia mydas*), by a group of investors from the United States and Great Britain as a facility to raise the green sea turtle (*Chelonia mydas*) for commercial purposes. It was first located at the Salt Creek inlet in the North Sound, and then relocated to the current Goat Rock area in the early 1970s.

The intention was to supply the market with a source of product that did not deplete the wild populations further. By releasing turtles and facilitating research, any harm created by removing turtles and eggs from the wild would be mitigated.

After much work was put into pioneering the requirements of domesticating this wild animal, regulations designed to protect the sea turtle prevented the sale of even the farmed turtle products to overseas markets. Mariculture Ltd. was eventually bought out by a group from Germany in 1975 and renamed Cayman Turtle Farm Ltd. After eight (8) years, this new company gave up and the Cayman Islands Government then purchased the Farm in 1983 and continued operations as a private company, Cayman Turtle Farm (1983) Ltd.



At the Farm, the entire life cycle of the green sea turtle (*Chelonia mydas*) can be observed, and once per year, young green sea turtles (*Chelonia mydas*) of 12 – 18 months are released into our ocean as part of our conservation of the living breed.

In 2001, the Island encountered a terrible hurricane, Michelle, which wrought much damage to the Turtle Farm, and, because of the extensive renovations needed, it was decided that a marine park, Boatswain's Beach would be designed to become the new home of Cayman Turtle Farm and located on the land side. Boatswain's Beach was opened in November 2005 which added greatly to the Island's tourism product.

In September 2010, as part of a new strategic planning exercise, the Board of Directors of Cayman Turtle Farm (1983) Ltd. announced its decision to drop the trading name "Boatswain's Beach" and to proceed instead with the trading name: "Cayman Turtle Farm : Island Wildlife Encounter". A new logo has also been produced to be used along with the new trading name.

Cayman Turtle Farm : Island Wildlife Encounter is a marine-themed park which carries a predator tank with Brown or Sandbar sharks and Nurse sharks, a 1.3 million gallon salt-water snorkel lagoon with a variety of fish and small turtles, a fresh water lagoon with its own waterfall, the Turtle Twister waterslide, a free-flight aviary showcasing Caymanian and Caribbean bird life with a nearby Nature Trail, the turtle tanks containing various ages of the green sea turtle or *Chelonia mydas* including touch tanks and a wading pool, the Cayman blue iguanas, agoutis, and a 10-year old crocodile, Smiley, which was adopted from Old Man Bay, North Side. The Hawksbill, Loggerhead and Kemp Ridley turtles are also kept on display.

In addition to all our facilities, we also have the Marine/Turtle Education Centre which houses a new state-of-the-art turtle hatchery and small theatre, a restaurant and bar serving many Caymanian dishes, Splash - the retail gift shop, four (4) rented retail kiosks and our own Cayman Street. We also lease a retail kiosk at the Royal Walter Port Terminal to greet our cruise guests.

Eighty-five (85) persons are currently employed to ensure that this facility operates efficiently.

**Company's Vision Statement:**

To be the Cayman Islands' premiere tourism attraction where visitors and residents enjoy a world class experience, showcasing Caymanian wildlife and heritage while hosting an internationally renowned research and conservation centre for Sea Turtles.

**Company's Mission Statement:**

To be a world-renown Caymanian attraction where guests enjoy a quality interactive experience with animals, all served by friendly professional well-trained personnel in a culturally rich and safe environment while promoting public awareness and involvement in conservation through research, utilization and education.

Mailing Address:

P O Box 812,  
Grand Cayman KY1-1303  
Cayman Islands

Telephone Number: 1-345-949-3894



Fax Number: 1-345-949-1387  
E-mail Address: [foi@turtle.ky](mailto:foi@turtle.ky)  
Website Address: [www.turtle.ky](http://www.turtle.ky)

**Here is also a link to the Freedom of Information Website:**  
[www.foi.gov.ky](http://www.foi.gov.ky)

### Location and Hours

Cayman Turtle Farm (1983) Ltd. is located at 786 Northwest Point Road, West Bay, Grand Cayman. Opening hours are from Monday to Saturday – 8:00 a.m. to 5:00 p.m. Sundays: 10a.m. to 4:00 p.m. (High Season) and 11:00 a.m. to 4 p.m. (Low Season).

Name of Departments	Matters Handled
<b>Executive</b>	<i>Evaluates the Company's overall performance and progress towards established targets. Revises regulatory instruments that affect the Company's functions and responsibilities. Manages Government relations with the Governor, the Premier, Cabinet (Honourable Ministers), Members of the Legislative Assembly and Board of Directors. Obtains legal advice from external sources. Includes executive support, internal policy development, corporate planning and annual reporting activities.</i>
<b>Administration and Finance</b>	<i>Administers the Company's monetary resources, managing funds allocated through Cabinet and other revenues. Establishes internal controls and procedures for financial management, operating account systems, financial planning and budget management. Develops business plans and corporate policy. Sets long-term goals and objectives.</i>
<b>Operations (Mechanical, Electrical, Plumbing)</b>	<i>Manages Company's material resources, buildings, equipment and vehicles to facilitate normal business operations. Acquires and maintains premises that are built, purchased or leased by public sector agencies. Acquires and maintains equipment and stores – major and minor -. Acquires and maintains all mechanical, electrical and plumbing elements. Maintains a reliable and effective Animal Life Support System (ALSS) to produce the most clean and clear water to facilitate a wonderful experience for guests while enjoying peace and tranquillity in a serene environment. Manages all lagoon works, including scheduling of lifeguards, while seeking</i>

	<i>alternate energy sources. Includes motor vehicle and other accident reporting and security activities. Ensures the health and safety of staff and visitors to the Company's premises.</i>
<b>Human Resources Management</b>	<i>Administers Company's human resources, establishing new positions, recruiting and transferring personnel. Manages salaried, waged and volunteer staff, employed under the Public Service Management Law 2005 or General Orders, and the Public Service Pensions Law. Develops staff skills through training and other programmes. Reviews remuneration and employment conditions. Sources/plans training and various related workshops to ensure the health and safety of staff and visitors to the Company's premises. Includes performance management and work place relations activities.</i>
<b>Strategic Management (Box Office, Retail, Terrestrial &amp; Education, Marine, Turtles, Tours, Food &amp; Beverage)</b>	<i>Manages the Company's operations at the organizational level. Evaluates the Company's overall performance and progress towards established departmental targets. Manages programmes to improve business processes and ensure consistent service delivery. Revises regulatory instruments that affect each Department's functions and responsibilities to ensure top quality in delivering excellence in customer service while supporting education and animal interaction.</i>
<b>Communications (Marketing and Special Events)</b>	<i>Manages the Company's relationships with its clients, Government and the public. Maintains customer relations and handling of complaints. Contributes to formal inquiries or investigations. Develops public relations through community events, media campaigns and official functions. Designs and produces publications in any format (e.g. paper, online and multimedia). Includes marketing, promotional activities and special events. Develops and/or updates Company's social media links, i.e. Facebook, Twitter, website, etc.</i>
<b>Information and Technology Management (includes Freedom of Information)</b>	<i>Administers the Company's information resources and systems. Designs, procures and implements systems for managing and communicating business information. Maintains and disposes of software or hardware. Creates or acquires, stores and disposes of information resources.</i>

	<p><i>Provides reference services and handling of Freedom of Information requests. Develops policies, tools and procedures for managing technology and information.</i></p> <p><i>Ensures that the Company has the necessary leadership, resourcing, planning and training in place for the successful implementation and execution of the FOI Law. Ensures that the Company has a comprehensive Publication Scheme for access by the public.</i></p> <p><i>Includes records management, library management and technical intranet or website maintenance activities.</i></p>
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### Boards and Committees

Name	Meetings	Minutes
Mr. Kenneth Hydes <i>Chairman</i>	Board Meetings are held at Cayman Turtle Farm's main Conference Room on a monthly basis unless otherwise dictated by urgent matters arising.	Minutes of Board Meetings or Management Meetings are available, upon request, in hard copy with the exception of information which is exempt under the FOI Law, or otherwise protected from disclosure – for example: personal information or commercially sensitive information. Records containing exempt matters will be published in a redacted form, wherever it is practical to do so, indicating which exemptions apply.
Mr. Armando Ebanks <i>Deputy Chairman</i>		
Mr. Dale Bodden <i>Director</i>		
Mrs. Pamela Small <i>Director</i>		
Mrs. Laura McLaughlin <i>Director</i>		
Mrs. Dara Flowers-Burke <i>Director, Chamber of Commerce Representative</i>		
Mr. Michael Nixon <i>Director, Financial Secretary's nominee</i>		

Mr. Stran Bodden	Director, Chief Officer, Ministry of Tourism & Development		
Mrs. Leyda Nicholson-Makasare	Director, Deputy Chief Officer for Works, Lands & Agriculture		
Mr. Timothy Adam	Managing Director/Secretary to the Board		

## Frequently Asked Questions

- **What kinds of sharks are in Predator Reef?**  
*The Cayman Turtle Farm has two species of sharks at this time. They are **Brown or Sandbar Sharks** (*Carcharhinus plumbeus*) and **Nurse Sharks** (*Ginglymostoma cirratum*).*
- **How do you tell the difference between the two species?**  
*The Brown Sharks are all approximately 4' at this time and will reach a length of 7'. The Brown Sharks are very sleek looking with a single prominent dorsal fin in the middle of their backs and a much smaller dorsal fin near the caudal fin or tail. You will see the Brown Sharks continually swimming the majority of the time.*  
  
*The Nurse Sharks are quite a bit different. They will spend a great deal of their time lying on the bottom. They have two distinct dorsal fins on their backs and two sensory barbels found on either side of their mouths like a cat fish. The barbels are used to help the nurse sharks find prey under the sand and rocks. The smallest of the nurse sharks is named Freddy and he is approximately 6' in length and he is the best trained of the nurse sharks. The other Nurse Sharks are over 8' in length. Our largest is named Macca and he is more than 9' in length.*
- **Are the Sharks males or females and how do you tell the difference?**  
*You will see both males and females in Predator Reef. To tell the difference you have to look at their lower bellies behind their anal fin. If they are males you will see two finger-like projections running along behind the anal fins. These projections are called Claspers. If you see nothing like that then the Shark is a female, though the claspers can be very difficult to see in adolescent male Sharks. All of the nurse sharks are males and have very large, easily seen claspers.*
- **Will the Sharks breed?**  
*That is a possibility but we will have to wait and see.*

- **How many Sharks live in Predator Reef?**  
*7, 3 nurse sharks and 4 brown sharks.*
- **Are the Sharks dangerous?**  
*Sharks can be dangerous; however we treat them with respect and they do the same for us when we are in the water with them.*  
*The Brown Sharks are closely related to Bull Sharks (Carcharhinus leucas,) which is considered by most Shark experts to be the most dangerous of all the Shark species. The Brown Sharks are also cousins to the Great White Shark (Carcharodon carcharias); however, Brown Sharks are not considered to present that much danger to humans as long as they do not feel threatened.*  
*The Nurse Shark probably bites more humans than any other Shark. The reason is most likely due to most people considering them harmless and toothless and therefore will harass them to the point of aggression. Nurse Sharks do have teeth and can deliver a good bite if provoked. SO DON'T PROVOKE THEM.*
- **Do the Sharks eat the other fish in Predator Reef?**  
*Not typically, however, they could and mostly likely will on occasion. Sharks will be Sharks! These sharks are well fed by the biologists so they will usually not waste the energy in hunting.*
- **When are the Sharks fed?**  
*Typically the biologists will feed them every day at 11:00 am, except Saturdays.*
- **Can the guests swim with the Sharks?**  
*Not at this time, however, a program is being worked on for the future where the guests would be allowed to sign up for a supervised SCUBA dive or snorkel. Check back with us in a few months.*
- **How many fish are found in the Lagoon and Predator Reef?**  
*At this time there are approximately 1200 in the Salt-Water Lagoon and 150 in the Predator Reef. Fish of several different species are found in both lagoons. In the near future, a lot more fish will be introduced.*
- **How are the fish fed?**  
*The biologist feed the fish in the Lagoon and Predator Reef around 9:30 am - 5 days a week. After the food is prepared for the fish the biologists will throw the food into the Lagoon. This occurs from certain points around the Lagoon by scattering the small chunks of chopped fish over wide areas to give all of the fish a chance to eat.*
- **Can the guests feed the fish?**  
*The biologists need to keep a close watch over the diets of all of the fish to insure they are getting only high quality food in the correct amounts and varieties. The guests are invited to enjoy watching the feeds and ask questions about the feeding but to, please, not feed the animals.*

Brian Dann  
Senior Aquarist

Updated: November 30<sup>th</sup> 2010

## **FAQs**

### **Where is Cayman Turtle Farm : Island Wildlife Encounter?**

*Cayman Turtle Farm: Island Wildlife Encounter is located on the Northwest tip of Grand Cayman in the district of West Bay, just 8 miles from George Town. On the way, visitors are treated to the scenic vista of the world-famous Seven Mile Beach as well as authentic Caymanian architecture.*

### **I'm a cruise ship passenger. How do I avail myself of a tour?**

*Grand Cayman allows a maximum of 6,000 cruise ship visitors daily, which means there can be as many as three to five ships at one time. Being one of the most popular ports of call in the Caribbean, there is at least one cruise ship in port on most days.*

*The cruise lines most frequently seen calling in the Cayman Islands include: Carnival Cruise Lines, Celebrity Cruises, Crystal Cruises, Cunard Cruise Line, Holland America, Norwegian Cruise Line, Princess Cruises, Radisson Seven Seas Cruises and Royal Caribbean International.*

*All ships call at the capital of George Town in Grand Cayman. As there is no cruise ship dock, all ships anchor off shore and visitors are brought ashore by tenders. Whilst on board the ship, passengers are given a variety of choices pertaining to available activities to do during their day in Grand Cayman. This includes a trip to the Turtle Farm. Buses will be waiting at the North or South terminal for those on pre-booked excursions.*

### **I have no pre-booked tour. How do I get to and from Cayman Turtle Farm?**

#### **Taxis**

*Taxis are readily available from the taxi stand at the cruise ship dock, all resorts and Owen Roberts International Airport. They offer a fixed rate per vehicle or per person. The cost of a taxi from George Town to the Cayman Turtle Farm is CI\$16.00/ US\$20.00 for up to three people (subject to change).*

#### **Buses**

*Visitors may also opt to take the official public bus transportation system first launched in October 1998. The new bus terminal is located adjacent to the Public Library on Edward St. in downtown George Town and serves as the dispatch point for buses to all districts.*

*There are 38 mini-buses operated by 24 licensed operators, serving eight routes. Daily service starts at 6:00 am from the depot to West Bay every 15 minutes and the schedule is as follows:*



<b>Route</b>	<b>Colour Code</b>	<b>Time</b>	<b>Fare</b>
<b>Route 1 (Directly to Cayman Turtle Farm)</b>	<b>Yellow</b>	<b>6:00am – 11:00pm Sunday-Thursday</b>	<b>CI \$2.00 – (subject to change)</b>
<b>Route 2</b>	<b>Lime Green</b>	<b>6:00 am - 12 midnight Friday &amp; Saturday</b>	<b>CI\$2.00 + extra CI\$1.00 to stop at the Turtle Farm (subject to change)</b>

*To maintain consistency in fares, each bus must display a fare table outlining standard government-authorized fares. The hotline number for public comment and feedback is 945-5100.*

### **Limousine Services**

*There are several private limousine services on Grand Cayman for special events and airport transfers.*

### **Rental Cars**

*Rental cars can be pre-booked before arriving in Grand Cayman. This is advisable during our busy winter season. Most cars can be picked up at the airport or driven to your hotel. Cayman has one of the Caribbean's most extensive modern fleets of rental cars at competitive rates, and many feature right hand drive.*

*In addition, most rental jeeps and vans are right hand drive, left hand stick shift. Driving is on the left side of the road throughout the Cayman Islands and it is the law to wear seat belts. Visitors must obtain temporary driver's licenses from the car rental agency, easily granted upon presenting a valid driver's license from their home state, county or parish.*

*You must be 21 to rent a car in the Cayman Islands, and some rental agencies' insurance will not cover renters under 25. Please check with your rental company in advance to determine. This info can also be found on our website at [www.turtle.ky](http://www.turtle.ky)*

## **Implementation**

### **STRATEGIC MANAGEMENT**

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The key strategic goals and objectives (from an ownership perspective) for the Cayman Turtle Farm (1983) Ltd. are as follows:

#### **Turtle Herd**

- Increase hatchlings by 230%
- Reduce hatchling mortality rate by 20%
- Grow herd number by approximately 5,000 turtles

#### **Turtle Meat production**

- Maintain production at 400 lbs. live weight per day, 4 days per week.
- Adjust meat product retail price to achieve desired level of production and to optimize the turtle herd.

### **Retail & Tours**

- Increase Turtle Farm Tour customer arrivals by 2% to 5%.
- Review commercial viability of different tours / business segments and adopt a long term sustainable option.

### **Governance**

- Endangered Species Protection Law
- Marine Conservation (Marine Parks) Regulations (2007 Revision)
- Environmental Health Laws and Regulations
- Labour Law (2007 Revision) and Regulations
- Public Service Management Law
- National Archive and Public Records Law 2007
- Freedom of Information Law 2007
- Freedom of Information Regulations 2008
- Electronic Transactions Law 2003 revision
- Public Management and Finance Law (2005 Revision) and (Regulations 2007 Revision)
- Public Service Management Law (2007 Revision) and Personnel Regulations (2006 Revision)
- Public Service Pensions Law
- Public Health Law
- Liquor Licensing Law (2000 Revision)
- Music and Dancing (control) Law (1995 Revision)
- Workmen's Compensation Law (1996 Revision)
- Immigration Law (2006 Revision) and Regulations
- Health Insurance Law (2005 Revision) and Regulations (2005 Revision)
- National Pensions Law (2000 Revision) and Regulations
- HR policies and procedures
- Public Accountants Law (2009 Revision) - International Public Accounting Standards

### **Corporate Management**

Cayman Turtle Farm (1983) Ltd. has fourteen (14) departments, each of which has a Head of Department.

Listed below are documents, procedures and policies which are used to plan, implement and evaluate the work of each Department:

### **Executive**

Minutes of Board Meetings  
 Minutes of Management meetings  
 Articles of Association  
 Memorandum of Association  
 Company Registers – Shareholder's Register and Directors' Register  
 Lease Documents on rented Kiosks (4)



Kiosk Rental Payment Receipt form  
 Schedule of Owned Properties (Block and Parcel Number)  
 Contract with private Tour partner  
 Dolphin Discovery (Cayman) Ltd. Lease  
 Ownership Agreement between Cabinet of CI Gov't and Cayman Turtle Farm (1983) Ltd.  
 Summary of Board and Delegated Authorities 2010  
 IAS 24 Related Parties Disclosure: Register of Interests  
 "Bosun on Watch" Rosters  
 Payment Requisition form  
 Business Card Templates  
 Strategic Dashboard  
 Operational Dashboard  
 Vacation Schedules  
 CTF Branding Guidelines (New)  
 CTF Letterhead templates (New)  
 Kiosk Rental Payment Receipt form  
 Business Case Template  
 Work Order template

#### **Administration & Finance Department**

Annual Budget templates  
 Purchasing Notes  
 Cheque Requisition Template  
 Payroll Amendment Requisition form  
 Wristband Reconciliation form  
 Standard of Procedure for Accounts Staff  
 Inventory Count Guidelines  
 PC Request form  
 Inter-Dept. Expenses Allocation form  
 Signed Annual Audited Financial Statements (2002 – 2012)  
 Monthly Management Accounts (from 2007/2012)  
 Port Authority Kiosk Lease Document

#### **Operations Department**

Request for Proposal letter  
 Logbooks for all Company Vehicles  
 Insurance Policies for all Company Vehicles  
 Insurance Policy for Company  
 Hurricane Preparedness Plan (updated)  
 Wire Transfer Requisition  
 Credit Card Explanation form  
 Employee Performance Evaluation  
 Janitorial Log – Daily Activity  
 Janitorial Appraisal form  
 Job Request form  
 MEP Appraisal form  
 New Vendor Notification  
 Sample of Ledger for each of Operations' Vendors

Sample of Ledger for Operations (July 07 –  
Schedule of Owned Vehicles  
Notice of Accident-Public Liability Insurance form  
Employee's Notice of Injury Claim form  
Incident/Accident Report  
Lifeguards' Training Manual

### **Human Resources Department**

Employment Application form  
Crew Members' Handbook  
Crew Members' Performance Appraisal Evaluation  
Crew Member of the Month Award Nomination form  
Crew Member of the Month Certificate template  
Crew Member of the Month Photograph template  
Public Service Pension Board's Enrolment Form  
Medical Insurance Contract with Cayman First Insurance (Sagicor)  
Benefit Election form – Defined Contribution  
Exit Survey template  
Unsuccessful Application Letter  
Designated Beneficiary form 08  
Absent Form  
HR Work Request form  
New Hire-Computer Work Order  
Bank Reference Letter  
Job Offer Letter  
Incident Accident Report template  
Performance Evaluation  
CTF Organizational Chart  
Staff Pay and Grading Structure

### **Mechanical, Electrical and Plumbing Department**

CTF Lagoon Lifeguard Zones  
Absent Form  
Cheque Requisition Form  
Grounds Staff Schedule (Nov. – Dec. 2009)  
ALSS Daily Check List  
Petty Cash Requisition form  
Breakers Pool Lifeguard Zones  
Grounds Reference Map  
Overtime Claim Form  
Special Pool Cleaner Compensation Claim Form  
Aquatic Incident Report  
Work Order template  
Contractor Daily Return  
Grounds Staff Daily Activity Log  
Lifeguard New Daily Supervisor Log  
Pool Testing Log  
Vigilance Awareness Training – Operational Mannequin Drops – Report

CUC Bill Charts  
Water Authority Discharge Permit Report (monthly)  
Animal Life Support Data Log  
Water Bill Chart  
Lifeguard Cleaning Hours Chart  
Lifeguard Cleaning Hours Log

**Box Office Department**

Standards of Procedure (SOP) for Sales Attendants  
Refund Policy

**Retail Department**

Standards of Procedure (SOP) for Retail Employees  
Refund Policy

**Terrestrial and Education**

Birds Papers  
Budget  
T&E Brochure  
Lagoon and Predator Tank brochure  
Treasure Hunt brochure  
Visitor's Guide Sheet  
Summer Camp Protocol  
Education Tour Packages guidelines  
Aviary Sections Plan  
Animal Stock  
School Visitation Guidelines  
School Visitation application form  
Standards of Procedure – Education  
Terrestrial Exhibits Operations Manual  
Quarantine Room Cleaning Procedures  
Water Protocol  
Enrichment Protocol  
Nature Trail Protocols  
Quarantine Procedures March 08  
Animal Guidelines and Procedures  
Iguana Feeding Protocol  
Aviary Cleaning Protocol  
Protocols for Cleaning the Waterfall  
Cleaning the Dishes Protocol  
Husbandry Manual, Agouti  
Husbandry Manual, Parrots  
White Crown Pigeons Release Protocol  
Feeding Protocol  
Other Zoos Protocol  
Agouti Training Procedures  
Sponsor a Turtle – Conservation Guidelines  
Blue Iguana Observations

## Green Iguana Notes

### **Marine Department**

- Fish Transport and Receipt Protocol
- Food Preparation Protocol
- Skimmer Box Grating Cleaning Protocol Jan 09
- Predator Reef Dive Protocol
- Water Pre-treatment Protocol for Chlorine and de-chlorine
- Buffering Protocol for Shark Quarantine System
- Procedure for Reporting and Delivering Dead Fish
- Volunteer Programmes - List of Expectations

### **Turtle Department**

- Animal Acquisitions/Dynasty Marine Forrest
- Permit Applications US
- Dept. Of Environment Correspondence
- Dept. Of Agriculture Correspondence
- Fish Acquisition
- Water Chilling/Deep Well information
- Keys Workshop and Sea Turtle Symposium
- Management Training documents
- Disease Publications
- Nesting Records
- Farm Records
- Breeders - Nov 01
- Pond Watch Reports
- Fish Information
- Effluent Monitoring
- Anti Degradation Study

### **Tours Department**

- Carnival Cruise Line Contract
- Disney Cruise Line Contract
- Royal Caribbean Cruise Line Contract
- Princess Cruise Lines Contract
- Norwegian Cruise Line Contract
- Tours Procedures

### **Information Technology**

- Information Technology Usage Compliance Policy
- Telephone Contracts with LIME
- Information Technology Work Order form
- Information Technology Supplies Request form

### **Food and Beverage Department**

- License for Sale of Liquor on Premises
- License for Music and Dancing on Premises

### **Freedom of Information Department**

Complaints Form (revised 281008)  
Internal Complaints Procedure (revised 120908)  
File Lists  
Disclosure Log (JADE Tracking System)  
Filing Space Allocation Plan  
Deputy Governor's Paper on Code of Practise on Publishing (111109)  
Freedom of Information Law 2007  
Freedom of Information Regulations 2008  
Freedom of Information Papers

### **Marketing Department**

Special Events Request form (online)

### **POLICIES & PROCEDURES**

Current written protocols used by Cayman Turtle Farm (1983) Ltd. for carrying out functions, activities and delivering services:

Articles of Association  
Memorandum of Association  
Information Technology Compliance Policy  
Refund Policy  
Standards of Procedure  
Employee's Handbook  
Turtle Farm Complaints Procedures (FOI)  
Internal Complaints Procedure  
Purchasing Notes  
Hurricane Preparedness Plan  
Crew Member Performance Appraisal Evaluation  
Crew Member of the Month Award Nomination form  
Crew Member of the Month Certificate template  
Crew Member of the Month Photograph template  
Staff Pay and Grading Structure  
Performance Review form  
Communications Procedures  
Special Events Policies and Procedures  
Grounds Staff Daily Activity Log  
Lifeguard New Daily Supervisor Log  
Pool Testing Log  
Standard of Procedure (SOP) for Sales Attendants  
Refund Policy (draft)  
Disease Publications  
Animal Guidelines and Procedures  
Nesting Records  
Farm Records  
Breeders – Nov. 01  
Pond Watch Reports

Fish Information  
 Effluent Monitoring  
 Anti Degradation Study  
 Information Technology Usage Compliance Policy  
 Telephone Contracts with LIME  
 Crew Members' Telephone List  
 License for Sale of Liquor on Premises  
 License for Music and Dancing on Premises  
 Education Tour Packages guidelines  
 School Visitation Guidelines  
 Sponsor a Turtle – Conservation Guidelines  
 Fish Transport and Receipt Protocol  
 Procedure for Reporting and Delivering Dead Fish  
 Volunteer Programmes - List of Expectations  
 Tours Procedures  
 "Bosun on Watch" Rosters  
 Payment Requisition form  
 Business Card Templates  
 Strategic Dashboard  
 Operational Dashboard  
 Vacation Schedules  
 CTF Branding Guidelines (New)  
 CTF Letterhead templates (New)  
 Kiosk Rental Payment Receipt form  
 Business Case Template  
 Work Order template

## **DECISIONS & RECOMMENDATIONS**

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Minutes of all Board Meetings and Management meetings are maintained which include any Board Resolutions, policy proposals and changes, recommendations and other executive matters.

Minutes of Board Meetings  
 Minutes of Management Meetings  
 Ownership Agreement between Cabinet of CI Gov't and Cayman Turtle Farm (1983) Ltd.  
 Summary of Board and Delegated Authorities 2010  
 Strategic Dashboard  
 Operational Dashboard

## **LISTS & REGISTERS**

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**The following lists and registers are maintained:**

Company Registers – Shareholder's Register and Directors' & Officers Register  
 Schedule of Owned Properties (by Block and Parcel Number)  
 Schedule of Vehicles

## **OUR SERVICES**

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See Section 7: Categories of Information, Point (a), Location and Hours for these details. Also see our website – [www.turtle.ky](http://www.turtle.ky).