
***Manual and Protocol of Audits for
Diving Centers and Safari boats,
version 3***



Introduction

Dear Colleagues /

Technical managers and legal representatives of diving centers and safari boats

After Greetings,

In light of the responsibilities assigned to the chamber in accordance with Law No. 85 of 1968 and related regulations and resolutions. The chamber is concerned with the common interests of its members working in the industry of tourism diving and water sport activities within the scope of the tourism plan of the state and represent them with public authorities and local and international organizations and bodies and help these organizations to develop and activate tourism diving and water sports activities in Egypt. The chamber is the only entity representing this tourist activity before the public authorities, organizations and local and international bodies.

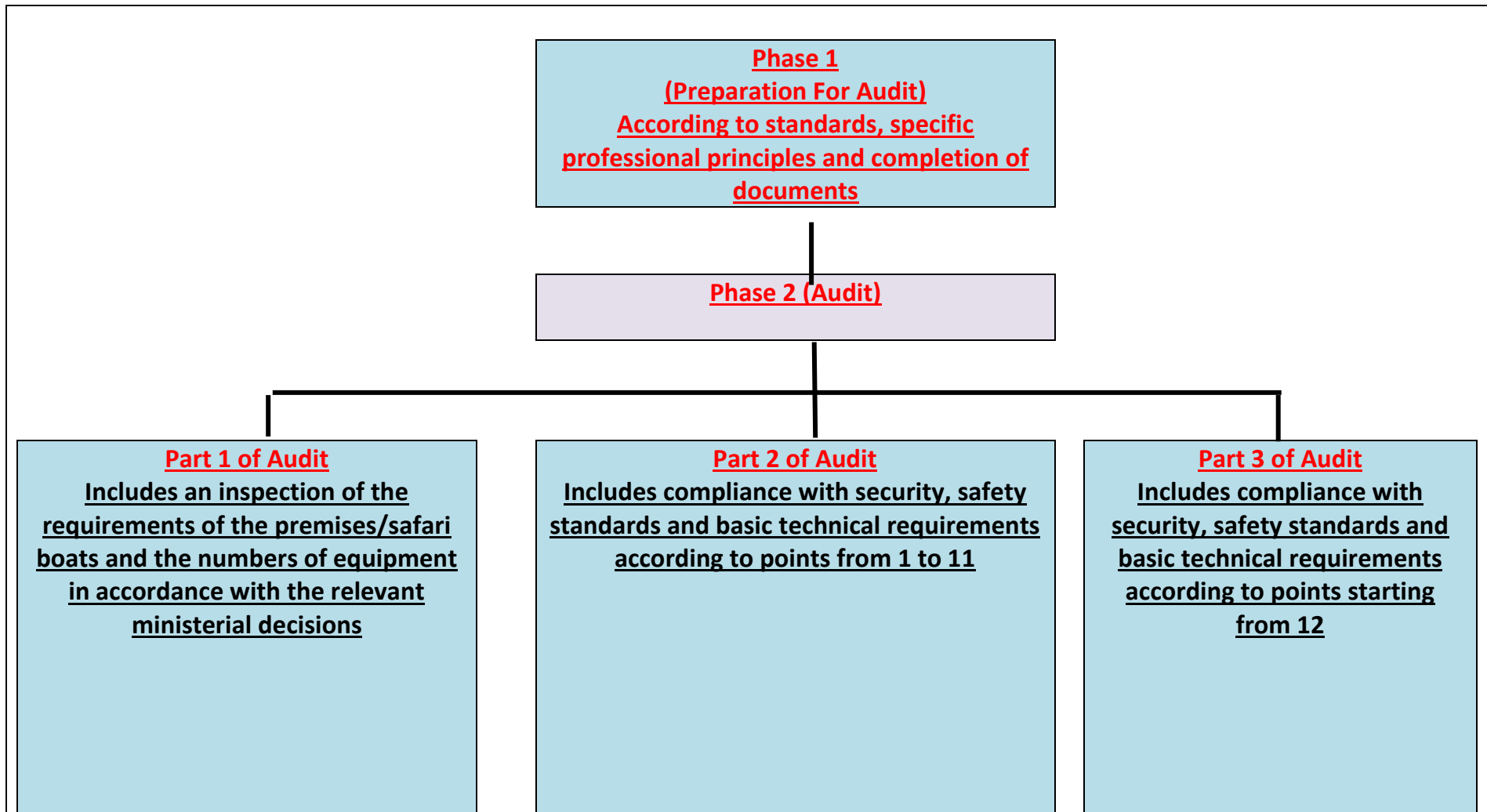
Based on faith and keenness of the chamber to develop and promote this vital sector because of its importance to the Egyptian national income, and within the framework of the general interest of its members, the chamber was obliged to achieve one of its most important messages and objectives, raising the level of professionalism and improving the level of services provided to its members and providing the appropriate working environment for the committee members.

As the need is increasing at the present time to complete the establishment of the necessary foundations for the development of mechanisms and procedures of services provided to the members which commensurate with the workload and responsibilities of the chamber and to facilitate to its members. So the chamber has placed this manual among hands of your excellency to cover all phases and aspects of the inspections as an easy reference and a reliable manual available to serve its members to facilitate , save time and effort, which is reflected positively on its members and sector service in order to improve the quality of the Egyptian tourist product by raising the level of services through the establishment of quality standards, professional skill and dissemination of professional training in the field of diving and marine activities to raise the level of performance of workers in the tourism sector.

It is worth mentioning that many may think that they are familiar with a lot of information and procedures, but certainly they will benefit at this stage from the new approach which regulates the procedures and correct some misconceptions, if any.

The manual contains steps and procedures that are applicable to ensure that your facility conforms to the basic technical requirements of security, safety and safe operation standards according to the international standards.

The inspection shall consist of two phases, and the facility shall comply with them without exceeding or breaching, compliance with international standards and requirements of security, safety and safe operation standards should be proven as follows:



Phase 1 (Preparation for Audit)

According to standards, specific professional principles and completion of documents

The technical manager should take the necessary measures to review the standards and professional principles set forth below starting page 16, Then send the following information to the CDWS in one PDF file by E-mail to ss.audit@cdws.travel for South Sinai and Cairo governorate, and rs.audit@cdws.travel for the Red Sea and Alexandria governorate so that **the first file includes Membership Department points, and the second file includes Quality Assurance Department points as follows:**

The Facility's license renewal process must begin one month before its expiry date.

First file PDF (Membership Department related):

1. A recent copy of the commercial register, not older than three months, a copy of the establishment's tax card, and a copy of the VAT certificate.
2. A copy of the latest renewal of the Ministry of Tourism license. (In case of renewal).
3. Copies of CDWS cards for technical manager.
4. A valid navigation license for safari boats only.

In the case of changing the technical manager, the company must approve/employ the responsible technical manager and submit the required documents as follows:

- A request for changing the technical manager.
- A copy of the national ID/passport.
- A copy of the professional practice license.
- A copy of the educational certificate (at least a secondary education degree).

Second PDF file (Quality Assurance Department related):

1. Photocopy of the CDWS technical managers and professional cards with a list of their names and their data and their jobs (i.e., instructors / Dive leaders / Safari crew) with whom the facility deals, even once.
2. A list of the cylinders showing their specifications and including (the type of metal the cylinder is made of, litre capacity, serial number, validity and production dates/ date of the last visual inspection/ date of the last hydrostatic inspection), including medical oxygen cylinders and oxygen cylinders used in the gas mixing-if any-. It is recommended that the serial number in the list be matched with the number on the validity certificates which must be issued by a maintenance station certified by CDWS. All the cylinders must have the facility's name and logo must be visible under the lower third below the air outlet. (See the proposed forms appendix below).

3. An equipment list that includes the date of the last annual maintenance done for each piece of equipment. (See the proposed forms appendix below).
4. A copy of the participants registration documents forms, (declarations used in the facility; disclaimer, medical declaration, check-in registration record) there is no objection to being free of names, (During inspection it should include at least a bilateral name for foreigners and at least triple for Egyptians, the date of birth, level of certificate, the organization which issued the certificate and the number of registered dive).
5. A copy of passengers / participants lists whom served by the facility daily to carry out beach activities or by boats. (See the proposed forms appendix below).
6. A copy of the diving log form or activities for to carry out beach activities or by boats. (See the proposed forms appendix below).
7. A statement of the facility employees, including the tasks assigned to the employees.
8. A written emergency plan containing at least a minimum of the following information should be provided at each site for practicing diving activities:
 - Procedures for recovery, first aid and transport of injured.
 - Use of medical oxygen supply units in emergency situations.
 - Information (including contact data) for emergency medical consultation (e.g. hotline for emergencies during diving) and nearby medical centers (including data regarding the availability of a recompression chambers in case of practicing recreational diving activities). (See the proposed forms appendix below).
9. Confirmation of completion awareness documents of risks for participants of snorkel activity according to the attached indicative form, provided that the model or form must be in the client's language or a language understood by the client.
10. Valid first aid certificates, for at least two non-professionals working in the facility, from an organization that is accredited by the CDWS. (Noting that the validity of the temporary certificates is 90 days only).
11. The date of the air compressor, which includes (type/ model/ serial number and litre capacity).
12. For Safari boats: a proof of attending the CDWS' Environmental Awareness Course for the Safari boat Crew.

In the case of correct document submission and payment of the visit fees, the technical manager will be contacted to schedule the visit. If the visit is successfully completed, the technical manager will be notified via email, and the applicant must pay the renewal fee. The chamber will then send the membership letter directly to the Ministry of Tourism and Antiquities.

Important Notes:

- It is allowed to license a diving center in a hotel that has a water sports center (snorkeling service provider), provided that the snorkeling activity is not added to the membership letter and to add the following statement: (It is allowed to have snorkeling practitioners, only if they are accompanying diving practitioners on the trip).

- In case the technical manager of the facility wishes to take a leave for more than seven days and does not exceed two months, he/she must appoint someone to act on his/her behalf, the replacement must be at least a second level instructor and must have completed the CDWS' technical manager course, or has passed the temporary technical manager exam.
- In case the technical manager submits his/her resignation, the resignation can be withdrawn within two weeks from the date of submission and this could happen only once.
- In case the technical manager submits his/her resignation or has been replaced by the facility, the facility must appoint a new technical manager within maximum 14 days from the date of the resignation/ replacement. The legal representative of the facility is responsible for managing the facility during this transition phase. The new technical manager must submit the first phase of inspection within 7 days and the visit request should follow after successfully completing phase one of the inspection within 7 days. In case those time lines were not adhered to, the CDWS will stop providing all its services to the facility.
- The technical manager can be responsible for managing several diving centers within the same city, only if they are owned by the same company.
- Given that the facility is obliged to acquire a minimum number of equipment and must maintain it periodically. The facility must notify the CDWS with an updated equipment list, in case of adding or dispensing of any equipment. The list must include the date of the last maintenance or the date of addition of new equipment, in order not to violate the technical and the facility's license requirement.
- In case diving centers or safari boats are offering technical diving, the regulations and procedures of the technical diving must be followed and submit the required forms for the first phase of inspection to the email address listed above. (See requirements in the below appendix)
- If the facility owns an equipment for mixing gases, a qualified employee holding the adequate license should be present to operate gas mixing equipment and the measuring devices. This excludes gas mixing devices that operate with a stick or a membrane.

For Safari Boats:

- Set the ratio of the guides/ instructors to 12 practitioners per 1 guide/ instructor for diving and kite activities. Considering raising the safety standards on the boats and considering fair labour distribution.
- The rescue zodiac must be fixed to the boat and the zodiac must have the name on the two sides and the rescue boat captain must hold a license from Egyptian Authority for Maritime Safety (EAMS).

In case of adding a kite/ windsurfing activity to the safari boat license, the facility needs to follow the below:

- Submit a request to the Ministry of Tourism and Antiquities, General Administration of Yachts and Boats.
- The technical manager of the facility needs to sign an acknowledgement of adding an activity, a membership letter is issued with the activity proven, after which the activity is listed in the boat's MOT&A license.
- Kite and/or windsurfing activities can be carried out after being added on the membership letter of the facility and the MOT&A license while noting the below:

- Practitioners (tourists) must hold a valid certificate from an approved organization and must be qualified for those activities.
- A kite/ windsurfing instructor must be present on board of the safari boat during the trip. The instructor must be certified from an organization accredited by the CDWS and must hold a valid CDWS card. While applying the safe ration of 12 practitioners per 1 guide instructor.
- Beginner courses and trainings are not allowed on board of the safari trips.
- Adhere to the CDWS regulations (including safety equipment, safety ties, ropes and boards). For kite/ windsurfing, the technical manager is responsible to provide the necessary equipment from a licensed center.
- The technical manager is responsible for applying all the previously listed requirements.
- The activity must be approved and added to the membership letter of the facility, after complying with all the previous regulations and technical requirements. Any activities must be carried out in the designated areas approved by the CDWS and the activity should be added to the MOT&A license.
- Paying all the accreditation and required fees for adding an activity.

No.	Results of Phase 1 (Preparation for Audit)		Procedures should be implemented	
			First Audit with the same technical manager	Second Audit with the same technical manager
1	Knowledge of prescribed standards and professional principles and the completion of required documents and forms	Compatible	The facility will be informed of the need to submit a request for inspection to membership department in the CDWS and payment the value of the scheduled visit in order to set a suitable time for inspection according to the priority of submission to the CDWS and informing you about the inspection time.	/
		Non-Compatible	First time limit for compliance will be granted for one week without issuing a membership letter	A final second time limit of one week to complete the documents without issuance of a membership letter. In case of failure to meet by the end of the second time limit and final deadline, the MOT&A will be notified to take necessary action to suspend the license if it is in force.
	General Instructions regarding Phase 1 (Preparation for audit)	- In all cases, the facility will be notified of the result and the procedure required to be implemented within one working week after receiving the documents. - After appointing the technical manager within the granted period, he/she must submit the documents within one week of being appointed. In case of not adhering to the timeline, the CDWS will stop providing all its services to the facility.		

Phase 2 (Audit)

Part 1: includes an inspection of the requirements of the site and the numbers of equipment in accordance with the relevant ministerial decree

1- After specifying the date of the audit by the CDWS and informing the technical manager of the facility, a **joint committee** will visit the premises of the center/ safari boats to ensure compliance and conformity of diving center or safari boats **according to the attached appendix below:**

○ Premises / Safari boats requirements.

○ Numbers of equipment in accordance with the relevant ministerial decree at the facility's site.

2. The required records should be (Referred to above in the first phase) **"For the preparation of the audit"** - ready at the office of the technical manager and in his presence personally - **the audit cannot be done without the presence of the technical manager of the facility in person** - when the **joint committee** arrives at the facility's site since the date of inspection is predefined.

Dive Centers Standards

A- Services

- Daily diving trips
- Safari diving trip, for safari boats with a valid license from the Ministry of Tourism and Antiquities.
- **Snorkeling activity in case of the absence of a water sports center (snorkeling service provider) in the same facility**
- Equipment rental.
- Diving & Snorkeling courses
- Underwater photography & video.

B- Requested documents

A copy from the following documents should be submitted to the membership department, after reviewing the originals:

- A copy of the latest renewed license of the Ministry of Tourism and Antiquities

- The recent commercial registration (less than one year)
- Tax record.
- Rental contract.
- Civil liability insurance policy.

Technical Manager documents:

- Copy of the national ID (front and back) or copy of the passport for foreigners.
- Copy of a valid training card (front and back on the same document) or a digital card, minimum second level.
- Copy of a valid CDWS card.
- Copy of the graduation certificate. (at least an intermediate education qualification).
- Technical manager must not be less than 25 years old.
- Work permit for foreigners or a receipt of submitting the permit (form 4), with the facility's name.

Have successfully completed the technical manager's course or have worked previously as a technical manager for a facility, and passed the international standards.

C- Premises

- Reception counter.
- Equipment handling counter.
- **Telephones (land lines or mobile).**
- Instruction bulletin board including: safe diving practice, environmental awareness signs/ stickers, price list, emergency plane and numbers.
- Guests comment box or an opinion poll system (for complaints and suggestions).
- Guests' equipment storing room with good ventilation.
- Rinsing pool.
- Classroom including: teaching aids, white board, monitor, chairs, diving planners, **courses audio visual or video & diving manuals from an internationally approved**, certifying agency, which ensures high concentration and no distractions.
- Dive equipment storing room.

- Compressor room.
- Management room.
- Bathrooms (min. 1). Hotel toilets can be used.
- Work shop for quick repairs & maintenance.

D- Equipment

For diving activity:

- 20# Fins set (different sizes).
- 15# Mask & snorkel sets.
- 20# BCDs (different sizes).
- 20# Diving suits (different sizes).
- 15# Regulators including: alternate air source, inflator hose, depth meter & depth gage if there is no diving computer.
- 30# Weight belt with quick release buckle.
- 400 kgs of lead weights.
- 2# Medic first aid kit suitable for diving application.
- 2# O2 kit suitable for delivering 15 liter/ minute flow for minimum 20 minutes. Minimum of one tank must available at each site where the activities are carried out.
- 60# Tanks of 12 liters or 80 CFT. That passed both the visual and hydrostatic inspections and must have the facility's name and logo must be visible under the lower third below the air outlet.
- Air compressor (s) with a minimum capacity of 250 liters/ minute (working hours gauge recommended).

For snorkelling activity in case of adding snorkelling activity on MOTA licence:

- 30# Fins set (different sizes).
- 30# Mask & snorkel sets.
- 20# Diving suits (different sizes).
- 30# life jacket / snorkeling vest (different sizes). Have to be given to the guest as safety equipment without extra charge.

E- Files

- Guest information documents including: name, address, nationality, passport number, birth date, medical statement, liability release & services provided all signed by the guest & level of certificate, date of last dive.
- Employee's files, including the name, address, national ID number, education certificate, date of birth and job title).
- Equipment inventory, which includes an updated list, expiry and dates of repair and technical inspections.
- Equipment maintenance record file.
- Compressor maintenance & operation files.
- Tanks validity, maintenance & test record file for both the visual and hydrostatic inspections including medical oxygen cylinders and oxygen cylinders used in the gas mixing
- Boat list including: date, guide's name, dive sites, guest's names & services.
- Accident/incident record file.
- activity rosters.

F- Employees

- Technical manager: holding an instructor license (second level) & CDWS card.
- Technical manager must not be less than 25 years old.
- Have received at least an intermediate education level.
- Hiring diving and snorkeling guides and instructors holding a professional certificate from a training organization accredited by the CDWS.
- Have successfully completed the technical manager's course or have worked previously as a technical manager for a facility, and passed the international standards.

G- Operating Instructions

- Number of practitioners must not exceed 12 per guide/instructor.
- Number of boats attached to a jetty (mooring line) must not exceed three.
- Activities must be carried out in the designated areas, as per the national park's regulations on marine activities. While snorkeling activities are not allowed while the boat is drifting in the site, and the activity can be carried out only when the boat is moored.

- Adhere to the environmental regulations, including banning any fishing activities, not feeding the fish, not to touch or cause damage to the coral reefs and not to dispose any kind of waste in the sea.
- Wearing a life jacket, or a snorkeling vest or a wet suit when snorkeling in a site with unexpected sea conditions or in the open sea.
- Provide all the safety equipment for the practitioners without any additional cost, like; lifebuoy and life jackets...etc.

Safari Boats Standards

A- Services

- Safari diving trips.
- Equipment rental.
- Diving & Snorkeling course.
- Underwater photography & video.

In case of adding a kite/ windsurfing activity to the safari boat license, the facility needs to follow the below:

- Submit a request to the Ministry of Tourism and Antiquities, General Administration of Yachts and Boats.
- The technical manager of the facility needs to sign an acknowledgement of adding an activity, a membership letter is issued with the activity proven, after which the activity is listed in the boat's MOT&A license.
- Kite and/or windsurfing activities can be carried out after being added on the membership letter of the facility and the MOT&A license while noting the below:
- Practitioners (tourists) must hold a valid certificate from an approved organization and must be qualified for those activities.
- A kite/ windsurfing instructor must be present on board of the safari boat during the trip. The instructor must be certified from an organization accredited by the CDWS and must hold a valid CDWS card. While applying the safe ration of 12 practitioners per 1 guide instructor.
- Beginner courses and trainings are not allowed on board of the safari trips.
- Adhere to the CDWS regulations (including safety equipment, safety ties, ropes and boards). For kite/ windsurfing, the technical manager is responsible to provide the necessary equipment from a licensed center.
- The technical manager is responsible for applying all the previously listed requirements.

- The activity must be approved and added to the membership letter of the facility, after complying with all the previous regulations and technical requirements. Any activities must be carried out in the designated areas approved by the CDWS and the activity should be added to the MOT&A license.
Paying all the accreditation and required fees for adding an activity.

B- Requested documents

A copy from the following documents should be submitted to the membership department, after reviewing the originals:

- A copy of the latest renewed license of the Ministry of Tourism and Antiquities.
- A valid license for navigation.
- The recent commercial registration (less than one year).
- Tax record.
- Registration Certificate.
- Civil liability insurance policy.
- The approval of the relevant governorate for new applications.

Technical Manager documents:

- Copy of the national ID (front and back) or copy of the passport for foreigners.
- Copy of a valid training card (front and back on the same document) or a digital card, minimum second level.
- Copy of a valid CDWS card.
- Copy of the graduation certificate. (at least an intermediate education qualification).
- Technical manager must not be less than 25 years old.
- Work permit for foreigners or a receipt of submitting the permit (form 4), with the facility's name.

Have successfully completed the technical manager's course or have worked previously as a technical manager for a facility, and passed the international standards.

C- Vessel

- Wireless communication device (VHF radio) (Recommended).
- Mobil Telephones.
- Instruction bulletin board including: safe diving practice, environmental awareness signs/ stickers, price list, Emergency plan and emergency contact numbers (in a visible area).
- Guests comment box or an opinion poll system (for complaints and suggestions).
- Guests' equipment storing area with good ventilation.
- Rinsing basin.
- The vessel must be equipped with a safe place to disembark and the floors of the vessel must be equipped with a slip prevention.
- Bathrooms (min. 2).
- Minimum one inboard Electric power generator.
- A Cabinet for the crew.

D- Equipment

- Weight belts with quick release buckle (one belt per guest).
- 10 kgs of lead weights per guest.
- Medic first aid kit suitable for diving application.
- O2 kit suitable for delivering 15 liter/ minute flow for minimum 20 minutes. For a suitable duration for being present at a dive site.
- 1.3 Tanks per guest of 12 liters or 80 CFT, that passed both the visual and hydrostatic inspections and must have the facility's name and logo must be visible under the lower third below the air outlet.
- Air compressor (s) (Working hours gauge recommended).
- Life vests (suitable to the number of guests & crew).
- Minimum one RIB/ inflatable with an outboard engine, and the name of the boat must be placed on both sides of the zodiac and the rescue boat captain must hold a license from Egyptian Authority for Maritime Safety (EAMS).

E- Files

- Guest information documents including: name, address, nationality, passport number, birth date, medical statement, liability release & services provided all signed by the guest & level of certificate, date of last dive.

- Employee's files, including the name, address, national ID number, education certificate, date of birth and job title).
- Equipment inventory, which includes an updated list, expiry and dates of repair and technical inspections.
- Equipment maintenance record file.
- Compressor maintenance & operation files.
- Tanks validity, maintenance & test record file for both the visual and hydrostatic inspections including medical oxygen cylinders and oxygen cylinders used in the gas mixing
- Boat list including: date, guide's name, dive sites, guest's names & services.
- Accident/incident record file.
- activity roster.

F- Employees

- Technical manager: holding an instructor license (second level) & CDWS card.
- Technical manager must not be less than 25 years old.
- Have received at least an intermediate education level.
- Hiring diving and **snorkeling guides and instructors holding a professional** certificate from a training organization accredited by the CDWS.
- Have successfully completed the technical manager's course or have worked previously as a technical manager for a facility, and passed the international standards.

G- Operating Instructions

- Number of practitioners must not exceed 12 per guide/instructor.
- Number of boats attached to a jetty (mooring line) must not exceed three.
- Activities must be carried out in the designated areas, as per the national park's regulations on marine activities. While snorkeling activities are not allowed while the boat is drifting in the site, and the activity can be carried out only when the boat is moored.
- Adhere to the environmental regulations, including banning any fishing activities, not feeding the fish, not to touch or cause damage to the coral reefs and not to dispose any kind of waste in the sea.
- Wearing a life jacket, or a snorkeling vest or a wet suit when snorkeling in a site with unexpected sea conditions or in the open sea.
- **Provide all the safety equipment for the practitioners without any additional cost, like; lifebuoy and life jackets...etc.**

No.	Results of Phase 2 (Audit) (Part 1)		First review with the same technical manager	Second review with the same technical manager
2	Includes an inspection of the requirements of the site and the numbers of equipment in accordance with the relevant ministerial decisions	Compatible	After the completion of the audit and compatibility with the first part of the audit, the second part will be completed in accordance with the manual.	/
		Non- Compatible	In the event of non-compliance after the first audit, first time limit for compliance will be granted for two weeks without issuing a membership letter, a second audit is repeated after the technical manager submit another request and consider all observations.	In the event of non-compliance after the second, the ministry will be notified to take necessary action to suspend the license of the facility, without issuing a membership letter, with the technical manager being obliged to re-submit the required documents at the first Phase (preparation for the audit).
	General Instructions regarding Part 1 of Phase 2 (Audit)		- In all cases, the facility will be notified of the result and the procedure required to be implemented within three working days after the date of each visit.	

Phase 2 (Audit)

Part 2: includes compliance with safety standards and safe operation procedures

After the completion of the review of the premises/ safari boats requirements and the numbers of the equipment, the **joint committee** shall meet with the technical manager of the facility to explain the method and system of the facility in the operation, The committee has the right to review some documents or tools which it considers help to demonstrate the obligation of the facility for performing its services on the proper level, and its commitment to the minimum standards and requirements needed - This includes the following:

1. Validity of air and/or medical oxygen or mixtures cylinders for safe use (annual visual and hydrostatic test every 5 years only through the CDWS approved maintenance centers).
2. The availability of medical oxygen cylinders ready for use in the facility, in all boats and locations of service offering, and with adequate size and pressure.
3. Make sure that the professionals at the center/ boat are familiar with using the medical oxygen cylinder and **trained to provide first aid properly**.
4. Operation documents have no manipulation or erroneous data.
5. Activities are to be conducted by professionals with a qualified certificate from an organization approved by CDWS.
6. There must be a mandatory medical declaration for participants applying for beginner training courses or an introductory dive. Provided that the model or form **must be in the client's language or a language understood by the client**.
7. Ensure that the equipment inventory and maintenance record contain all equipment used by the facility.
8. Non-assisting, facilitating and enabling the operation of illegal entities, brokers, street kiosks or websites which are not authorized by the Ministry of Tourism, or sell or grant permission to individuals and other companies to practice licensed diving activities instead of the facility which hold the license and / or the operation, handling and assistance of any entities or individuals registered in the blacklist of CDWS at the following link <http://www.cdws.travel/diving/black-list>
9. Ensure that the implementation of introductory dives (Intro) is in accordance with international standards (see attached appendix below, taking into account the following:
 - Implementation of introductory dives (Intro) after the participants filling out the application form, medical screening and Liability release. Provided that the model or form must be in the client's language or a language understood by the client.
 - Introductory dives (Intro) in the open water are to be conducted by an instructor of level 2 at least.
 - The dive should be conducted after teaching theoretical instructions and explaining the use of equipment at the beginning of the dive by performing the four basic skills at a depth of maximum 2 meters - either on a rope hanging from a float or a buoy or from any fixed surface at this depth.
 - Conducting the dive with a ratio of one instructor for each practitioner (one to one) in the open water.
 - The maximum depth of the dive after the performance of basic skills is 12 meters.

(The standards for implementation of the (INTRO) must be adhered as noted above, be aware that it is under review and its instructions are valid and until further notice)

10. Ensuring that no sale, marketing, advertising or practicing activities is undertaken which are not authorized for the facility.

11. Minors or vulnerable persons

- In the case of service provision to minors or vulnerable persons, providers shall be aware of the additional responsibilities this entails. The service provider shall implement policies and procedures designed to provide reasonable protection and participants against abuse occurring during the service provider's activities.
- Documented parental or legal guardian consent shall be obtained when the client is a minor. Provided that the model or **form must be in the client's language or a language understood by the client.**
- The minor is defined as a person who is less than 18 years old.

Results of Phase 2 (Audit) (Part 2)		Procedures should be implemented	
		First review with the same technical manager	Second review with the same technical manager
Includes compliance with safety standards and basic technical requirements according to point 1 to point 11.	Compatible	<p>After the completion of the audit and compatibility with the second part of the inspection, the third part will be completed in accordance with the manual for the members' facilities in the CDWS which renew the membership and the license. <u>As for the new applying to register in CDWS for the first time, it will be given a letter addressed to the Ministry of Tourism and Antiquities for obtaining a temporary permission to operate for a period of one month from the date of permit issuance from the Ministry, so that the facility can run the trial operations and practice the activity to complete the audits. As for the facilities holding expired license before the inspection, they will receive a membership letter for 40 days, valid from the date of issuance to allow them to submit a request for a second visit during this period, and to allow them to carry out the inspection process in accordance with the international standards.</u></p>	/
	Non-Compatible	<p>In the event of non-compliance after the first audit, the applicable penalties will be set to the facility in accordance with the penalties list and decrees, <u>without issuing a membership letter.</u></p>	<p>In case of issuing a warning to the technical manager another inspection will be redone within 48 hours from the date of issue. In case the technical manager is suspended, the facility is allowed 14 days to appoint a new technical manager - <u>without issuing a membership letter.</u></p>

General Instructions
regarding Part 2 of Phase
2
(Audit)

- In all cases, the facility will be notified of the result and the procedure required to be implemented within three working days after the date of each visit.
- The facility shall be given a period of two weeks to appoint a new technical manager **and submit the required documents and forms for the first phase within one week of his/her appointment**. If it is proved after CDWS review that the documents are not fulfilled, the time limit referred to above in the first phase shall be applied. In case of non-compliance with the appointment of a technical manager within two weeks, the Ministry of Tourism will be notified to take necessary legal action.
- The facility is allowed to change the technical manager who is unqualified with a maximum number of 3 technical managers, CDWS will notify the Ministry of Tourism in case of non-compliance with the deadline to take necessary legal action due to the proven methodology of the violations and the inability of the facility to apply safety standards and safe operation procedures. Thus, endangering the lives of tourists and harming the reputation of the Egyptian tourist destination.
- The unqualified technical manager will not be approved at the end of this phase to work as a technical manager again in the sector for any facility, **unless he has committed to pass the training courses for the technical managers organized by CDWS in this regard.**

Phase 2 (Audit)**(Part 3): Includes compliance with safety standards and safe operation procedures**

After **the joint committee** verifies the compliance of the facility with points 1 to 11 mentioned above, it will proceed to review the following items:

12. The necessity for implementing activities by professionals who have the necessary CDWS card to practice the profession, provided that the licensed activities shall be practiced in accordance with the profession recorded on the profession card and the instructions issued by the CDWS in this regard.

13. Availability of first aid kit in the facility, in all boats and during execution of the activities at beaches and swimming pools which must contain the minimum medical requirements and tools and to be valid for use.

14. The need for one of boat staff or an employee of the facility - **non-professional diving or snorkel** - if he is on the boat or the place of the service execution - who have a first aid /CPR course and emergency procedures from an accredited organization from the chamber.

15. Existence of usable search and rescue devices, at least (magnifying glasses - buoyancy aids - whistle).

16. Existence of usable telecommunications devices suitable for use in emergencies during practice of activities on boats or the place of the service execution.

17. The yacht load must be not more than which specified at the navigation permit.

18. Ensure the use of photographers having a profession card issued by the CDWS.

19. Writing the names and data of the participants at the registration papers, the boat/crew list and the activity log of the boats in English characters printed in a clear manner. (List of attachments below with minimum required data)

20. The committee shall conduct interviews with the manager / instructors, dive leaders and employees of the facility to ensure compliance with certain items, including:

- The execution of the activities carried out only in the authorized locations for this activity.
- Existence of a sufficient number of diving / snorkelling leaders with a valid practice card accompany the group during the snorkel trips which organized by the center - with a rate of 1 leader for every 12 persons on the passenger list.

21. Interviewing client participants to determine their satisfaction with the services provided.

22. Compliance with the standards and requirements for the execution of technical diving activities (List of attachments below).

23. Conditions of adding "Kite surfing" as an activity to be performed during CDWS members' safari boats, and having a valid Ministry of Tourism license. (List of attachments below).

Results of Audit Phase 2 (Audits) (Part 3)		Procedures should be implemented		
		First review with the same technical manager	Second review with the same technical manager	Third review with the same technical manager
Includes compliance with safety standards and basic technical requirements according to points starting from 12	Compatible	After the completion of the audit and compatibility with the third part of the audit, a membership letter for one year or more shall be issued (See additional regulatory procedures relating to the issuance of the membership letter and the certificate of compliance with international standards for more than one year).	/	
	Non-Compatible	In the case of non-compliance, a time limit to reconcile the situation and compliance with the standards will be granted for two weeks and a <u>temporary membership letter may be issued</u> . <u>As for the new facilities that do the registration in CDWS for the first time, it will be given a letter addressed to the Ministry of Tourism to renew the temporary permission to operate for a period of two weeks from the date of permit issuance, so that the facility can run the trial operations and practice the activity to complete the audits.</u>	The audit will be repeated for the second time and in the event of non-compliance after the second time, the technical manager shall be suspended from the work and the parties of breach - and applying of penalties prescribed in accordance with the sanction's regulation in force - without issuing a membership letter.	In case the technical manager is suspended, the facility is allowed 14 days to appoint a new technical manager - without issuing a membership letter.

General Instructions
regarding Part 3
of Phase 2
(Audit)

- In all cases, the facility will be notified of the result and the procedure required to be implemented within three working days after the date of each visit.
- In case of non-compliance of the facility after the third visit, the facility shall be given a period of two weeks to appoint a new technical manager and submit the required documents and forms for the first phase within one week of his appointment, if it is proved after CDWS review that the documents are not fulfilled, the time limit referred to above in the first phase shall be applied. In case of non-compliance with the appointment of a technical manager within two weeks, **the CDWS will stop providing all its services to the facility.**
- The facility is allowed to change the technical manager who is unqualified with a maximum number of 3 technical managers, CDWS will notify the Ministry of Tourism in case of non-compliance with the deadline to take necessary legal action due to the proven methodology of the violations and the inability of the facility to apply safety standards and safe operation procedures, thus endangering the lives of tourists and harming the reputation of the Egyptian tourist destination.
- The unqualified technical manager will not be approved at the end of this phase to work as a technical manager again in the sector for any facility, **unless he has committed to pass the training courses for the technical managers organized by CDWS in this regard which will start mid-April 2019.**
- **In the event of any penalty contradiction provided for in this manual with any penalties provided for in the Penalties regulation, the penalty provided for in this manual shall apply.**

Enforceable regulatory instructions and procedures and duty fees

➤ Regulatory instructions and procedures:

1. The maximum time allowed for each facility to comply with the specified requirements, standards and professional principles assessed **is 6 months** in the total period of time limits granted from the start of the audits, or depletion of its chances of appointing **up to 3 technical managers as a maximum whichever comes first**, according to specific mechanism for all phases and parts of the audit, CDWS will notify the Ministry of Tourism in case of non-compliance with the deadlines to take necessary legal action due to the proven methodology of the violations and the inability of the facility to apply safety standards and safe operation procedures, Thus endangering the lives of tourists and harming the reputation of the Egyptian tourist destination.
2. In all cases, the facility will be notified of the result and the procedure required to be implemented within three working days after the date of each visit. (Except for the first phase of preparing for audit and documents, the period will be within one working week).
3. CDWS shall inform the technical manager of the facility and its legal representative of the results of the visits and audits through the e-mail of each of them which registered at the inspection request submitted to the CDWS and each of them shall bear responsibility in the event of incorrect data including telephone numbers or e-mail. CDWS must be notified in case of changing the data as soon as possible. Knowing that the e-mail which is sent has all the legal and administrative effects in the notification of the results of the visits, audits and related decisions.
4. The facility shall be given a period of two weeks to appoint a new technical manager **up to 3 technical managers as a maximum** from the date of commencement of the audits, CDWS will notify the Ministry of Tourism in case of non-compliance to take necessary legal action.
5. **The facilities complying with international standards are entitled to obtain the letter of membership from CDWS and the certificate of compliance with international standards for two years without obligation with the requirement of annual inspection procedure according to the following:**
 - The facility has obtained a license from the Ministry of Tourism for the last two years.
 - The facility has obtained a certificate of compliance with ISO standards for the last two years at least.
 - Non registration of any violations and penalties imposed on the facility during the last two years.
 - Payment of the annual membership value of CDWS for the required period.
 - Payment the value of the compliance certificate with ISO standards for the period required.
 - Commitment to apply the ISO standards during the granted period.
 - In case of change of the technical manager, the inspection will be repeated for the facility. **Without having to pay any other fees, except for the inspection fees.**

➤ Duty fees for audits and visits:

1. The value of the duty fees for the first and second audit visit of the facility should be paid through the link sent during phase 1.
2. The value of the duty fees for each subsequent visit after the second audit and starting from the third audit and each subsequent visit is the same amount as the first audit. Payment shall be made with each audit request submitted to the chamber and prior to the inspection.
3. In case of requesting an urgent visit within two business days, an additional fee will be paid along to the visit request.

Recreational diving services — Requirements for recreational diving providers

1 Scope

This document specifies requirements for service providers in the field of recreational scuba diving and snorkeling excursions.

It specifies the following areas of service provision:

- introductory diving activities;
- snorkeling excursions;
- provision of training and education;
- organized and guided diving for qualified divers;
- rental of diving and snorkeling equipment.

Service providers can offer one or more of these services. This document specifies the nature and quality of the services to the client.

This document does not apply to freediving (also called “apnea diving”).

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 11121, *Recreational diving services — Requirements for introductory programmes to scuba diving*

ISO 13289, *Recreational diving services — Requirements for the conduct of snorkeling excursions*

ISO 24801-1, *Recreational diving services — Requirements for the training of recreational scuba divers — Part 1: Level 1 — Supervised diver*

ISO 24801-2, *Recreational diving services — Requirements for the training of recreational scuba divers — Part 2: Level 2 — Autonomous diver*

ISO 24801-3, *Recreational diving services — Requirements for the training of recreational scuba divers — Part 3: Level 3 — Dive leader*

ISO 24802-1:2014, *Recreational diving services — Requirements for the training of scuba instructors — Part 1: Level 1*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at <http://www.iso.org/obp>

— IEC Electropedia: available at <http://www.electropedia.org/>

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3.1

[service provider](#)

entity (individual or organization), including any individual acting on behalf such an entity, which offers one or more of the following services:

- introductory diving activities;
- snorkeling excursions;
- provision of training and education;
- organized and guided diving for qualified divers;
- rental of diving equipment

3.2

[client](#)

individual or group receiving services from a service provider

3.3

[diving equipment](#)

equipment consisting of the following items:

- fins;

- mask;
- snorkel;
- demand regulator (also referred to as a regulator);
- alternative breathing gas system;
- cylinder;
- cylinder support system;
- buoyancy compensator;
- a quick-release weight system (when weights are needed);
- submersible pressure gauge (breathing gas pressure monitor);
- means to measure depth and time and to safely limit exposure to inert gas;
- diving suit (when needed)

Note 1: An alternative breathing gas system could range from a simple octopus' system to a duplicate breathing system with a separate breathing gas supply. It is good practice in cold water (i.e., temperatures below 10 °C) and/or in depths deeper than 30 m to use at least a system with two-cylinder valves and two independent regulator systems.

Note 2: Specific environments or activities may require additional equipment (e.g. an underwater navigational aid, knife/cutting device).

3.4

confined water

swimming pool with a depth appropriate to the activity or body of water that offers similar conditions with regard to visibility, depth, water movement and access

3.5

open water

body of water significantly larger than a swimming pool offering conditions typical of a natural body of water

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3.6

scuba instructor

individual qualified in accordance with ISO 24802-1 or ISO 24802-2 respectively

3.7**dive leader**

individual qualified in accordance with ISO 24801-3

3.8**organized dive**

service offered by a service provider where divers already at a qualification and experience level suitable for the diving activity are taken to a dive site

3.9**guided dive**

organized dive where clients are also accompanied underwater by an individual appointed by the service provider

3.10**risk assessment**

identification of likely hazards and who may be harmed by them, the likelihood of harm and the applicable control measures

3.11**buddy team**

group of two or three recreational divers who remain in close proximity to one another during a dive to provide mutual safety support

4 Common requirements**4.1 Minors and vulnerable persons**

In the case of service provision to minors or vulnerable persons, providers shall be aware of the additional responsibilities this entails. The service provider shall implement policies and procedures designed to provide reasonable protection and precautions against abuse occurring during the service provider's activities.

Documented parental or legal guardian consent shall be obtained when the client is a minor.

NOTE The age of a minor is defined by local legislation.

4.2 Information to be provided**4.2.1 Introductory information**

The service provider shall provide the following locally relevant information to the client:

a) conditions regarding the responsibilities of each party related to commencement, delivery and termination of the service;

- b) the consequences for the service provider and the client if either party should choose to cancel the service;
 - c) prerequisites and any qualification requirements in order to obtain the service (e.g. medical certification, diver qualifications);
 - d) equipment requirements;
 - e) costs;
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- f) insurance requirements;
 - g) environmental considerations including recommendations to divers for minimizing their impact on it;
 - h) diving-related legislation and legal requirements relevant to the specific kind of service.

If the service provided involves training in accordance with Clause 8, the following additional information shall be provided:

- limitations of eventual qualification;
- scope of the training course;
- course procedures;
- means and methods for assessment and criteria for successful completion;
- that records of their personal data will be kept and these records may be passed on to a training organization.

In the case of guided dives or organized dives in accordance with Clause 9, the following additional information shall be provided:

- information concerning the dive site, hazards in particular which could affect the safety of the dive (e.g. underwater obstructions);
- arrangements concerning buddy teams and/or group size;
- depth and/or time limitations.

4.2.2 Information during service provision

Prior to each diving, snorkeling or practical training session, clients shall have safety provisions identified to them, including:

- a) the identity and role of staff;

- b) emergency procedures;
- c) buddy/group assignments;
- d) the conduct required of clients.

4.3 Risk assessment

The service provider shall ensure that a risk assessment is conducted before each in-water activity and shall adopt procedures to ensure that all risks are controlled as far as is reasonably possible. The following factors shall be considered as part of this assessment taking into account the capability of participants and available equipment:

- a) water movement (e.g. current, wave action);
- b) depth;
- c) underwater visibility;
- d) temperature;
- e) pollution;
- f) entry/exit methods;

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- g) restricted zones;
- h) suitability of the site for planned activities including hazardous fauna and flora;
- i) emergency action plan.

The service provider shall have the right to prevent any client from taking part in the activity if, following a risk assessment, this is deemed to be in the best interest of the client and/or of other clients.

4.4 Surface support procedures and related safety provisions

4.4.1 Roll call

The service provider shall ensure that each person (client and staff) is counted on entering the water and accounted for on exit.

4.4.2 Activity time

For each group entering open water, a maximum time for the activity shall be agreed upon. Provisions shall be made to trigger search and rescue operations should this time be exceeded.

4.5 [Vessel operations](#)

4.5.1 [Crewing considerations](#)

The service provider shall ensure that any vessels used in service provision have sufficient qualified and experienced crew to operate the vessel in a safe and appropriate manner for the envisaged activities.

The service provider shall ensure that competent personnel perform the following where required:

- a) selection, location and evaluation of sites;
- b) provide safe entry and exit of participants into and out of the water;
- c) monitor the safety and security of the activity area;
- d) recover participants in routine situations;
- e) recover participants in emergency situations including situations where a diver might be incapacitated;
- f) recall participants;
- g) search for lost participants;
- h) contact emergency rescue services.

4.5.2 [Safety/vessel briefing](#)

The service provider shall ensure that clients will be briefed for the particular vessel, activity and environment on the following:

- a) emergency equipment and protocols;
- b) general conduct on the vessel;
- c) storage of equipment on the vessel;
- d) the chain of command and responsibility;

e) roll call procedures;

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f) safe preparation and water entry and exit procedures;

g) communication procedures between participants and vessels, e.g. use of signals, delayed surface marker buoys.

4.5.3 [Additional equipment requirements for vessels](#)

In order to ensure safe diving and/or snorkeling activities, a vessel shall be equipped with the following:

a) means for safe entry into the water and exit out of the water (e.g. ladder, boarding platform);

b) dive flag;

c) provisions for safe equipment storage, cylinders in particular.

Specific activities or environmental conditions may require additional equipment, e.g.:

— lights for night diving;

— provisions for decompression stops (including additional breathing gas supply);

— shot line;

— current line;

— binoculars.

4.6 [Emergency equipment and procedures](#)

4.6.1 [Emergency equipment](#)

For all locations where diving and snorkeling activities take place, the service provider shall ensure the availability of the following:

a) a first aid kit suitable for the planned activities;

b) a communication system suitable for alerting emergency services;

c) an emergency oxygen unit with a capacity of delivering at least 15 l/min of pure oxygen for at least 20 min;

NOTE It is considered good practice that, wherever possible, the service provider provides an emergency oxygen system delivering an inspired oxygen concentration of up to 100 % and to a non-breathing patient receiving respiratory resuscitation at an inspired oxygen concentration of at least 50 %, with sufficient capacity to continue delivering oxygen until alternative emergency medical care is available.

4.6.2 Emergency procedures

At each site where in-water activities take place, a documented emergency plan comprising at least the following information shall be available:

- a) procedures for casualty recovery, resuscitation and evacuation;
- b) use of the emergency oxygen supply;
- c) information (including contact details) on emergency medical advice (e.g. a suitable diving emergency “hotline”) and the nearest medical resources (including data about the availability of a hyperbaric recompression chamber in the case of scuba diving activities).

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4.7 Diving equipment

Individuals instructing during open water dives or leading dives on behalf of the service provider shall at least be equipped with the diving equipment listed in 3.3.

If equipment is provided to the client for use in training or guided or organized diving, this shall be considered a separate service and thus Clause 10 shall apply.

4.8 Documentation

The service provider shall maintain the following documentation on all staff delivering services:

- a) name, address and date of birth;
- b) training/qualification, experience and medical screening;
- c) duties assigned to the individual staff member.

The service provider shall have documentary evidence that all staff members hold relevant and current qualifications for their duties. Proof of qualifications shall be made available to the clients upon request.

5 Environmental considerations

Service providers shall recognize responsibility to and shall exhibit considerations towards their local environment and have in place measures to minimize any potential negative impact their business activities may have. These measures include:

- a) environmental and underwater cultural heritage considerations in briefings;
- b) use of mooring buoys where possible;
- c) good practice guidance for divers and snorkelers.

6 [Snorkeling excursions](#)

If a service provider offers snorkeling excursions, these activities shall meet the requirements of ISO 13289.

7 [Introductory dives](#)

Introductory dives with clients having no previous diver training shall be conducted in accordance with ISO 11121.

8 [Scuba diving training and education](#)

8.1 [General requirements](#)

The service provider shall ensure that each individual client fulfils the prerequisites for taking part in the training course envisaged.

The service provider shall ensure that the size of the class, and the proficiency of the members of each buddy team or group of divers, is appropriate to enable all diving activities to be carried out safely.

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8.2 [Training locations](#)

8.2.1 [Theory teaching facilities](#)

Where theory teaching is conducted on the premises of the service provider, it shall be conducted in an environment, such as a dedicated classroom, that is free from significant distractions to learning. This shall provide clients with sufficient working facilities and training aids (e.g. writing surfaces, reference materials, computers, visual or audio materials) to ensure that clients are able to understand the information being presented.

8.2.2 [Open water training sites](#)

The service provider shall use training sites for open water training that are appropriate for the skills and experience of the student and the envisaged training activity. The service provider may choose sites which include special environmental variables necessary to build experience.

8.3 [Staff](#)

The service provider shall assign the duties of all personnel involved in training activities.

Service providers shall appoint a level 2 scuba instructor who shall have overall responsibility for all diver training and education. This scuba instructor shall have sufficient knowledge of the procedures and working processes of the service provider to be able to organize diver training and education.

The training of recreational scuba divers up to level 3 in accordance with ISO 24801-1, ISO 24801-2 and ISO 24801-3 shall be conducted by a level 2 scuba instructor or, for training activities listed in ISO 24802-1:2014, Clause 4, by a level 1 scuba instructor and supervised as indicated in ISO 24802-1:2014, Clause 4.

Training courses involving more demanding operational parameters, for example,

- night dives,
- diving with nitrox,
- limited visibility dives,
- deep dives,
- wreck dives,
- dry suit dives,
- drift dives,
- ice dives, and
- cave dives

shall only be conducted by level 2 scuba instructors who have the relevant additional qualifications.

Service providers may use dive leaders in accordance with ISO 24801-3 to help control clients and improve safety but not to assess or to teach any skills or knowledge to clients.

8.4 Record keeping

The service provider shall ensure that appropriate student records are maintained as follows:

- a) name, address and date of birth of the client;
- b) medical screening;

- c) any previous training/qualification and experience required for the envisaged activity;
- d) records of checking the competence of clients;
- e) the progress of the student during a course.

The service provider shall ensure that student records of training and qualifications are kept for at least 7 years.

9 Organized and guided diving for certified divers

9.1 Provision of services to groups

A group may include scuba instructors or dive leaders who may take on some or all of the duties of providing proper briefing and supervision of members of the group in accordance with this document. Any such arrangement between the service provider and the group shall be agreed in advance of any underwater activity by both parties.

9.2 Organized dive

The service provider shall ensure that the competence of each diver shall be assessed prior to diving. Factors to be taken into account shall include the currency of the recreational qualification and of the last dive, the diving experience of the diver since the qualification was gained, **with the exception of; technical, wreck and cave diving**. And other data as contained in the client's personal dive log, and current fitness to dive.

Organized dives which require specific qualifications (e.g., nitrox diving, night diving, wreck diving) may only be carried out if each individual client has appropriate qualifications (specialty qualification) or adequate logged experience.

If there are any doubts as to the competence of the diver to complete a particular dive, an assessment dive shall be undertaken or a dive leader or scuba instructor shall accompany the diver on that dive.

An individual of at least dive leader qualification shall be present at the dive site and in overall control of diving activities.

9.3 Guided dive

The service provider shall

- provide a safety briefing,
- conduct a risk assessment,
- assign buddies,

- identify operational parameters,
- ensure an emergency support procedure is in place, and
- provide an environmental briefing that includes information and methods for minimizing the impact on the natural environment, particularly on fragile marine ecosystems.

In order to be entitled to participate in a guided dive, each individual client shall at least have the competencies of a level 1 scuba diver qualified in accordance with ISO 24801-1. The qualification and each client's personal dive log shall be checked by the service provider prior to the dive.

Guided dives which require specific qualifications (e.g. nitrox diving, night diving, wreck diving) shall only be carried out if each individual client has appropriate qualifications (specialty qualification) or adequate logged experience.

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An individual of at least dive leader qualification shall provide underwater leadership.

Where guided dives require specific qualifications or appropriate experience for which the client is unable to provide proof, such dives shall be considered to be training dives and Clause 8 shall apply.

9.4 Locations

The service provider shall ensure that the person in charge of the dive has knowledge and understanding of the features, hazards and environmental considerations of the envisaged diving location.

9.5 Staff

Guided dives or organized dives shall be conducted by an individual of at least dive leader qualification.

If a dive requires specific skills beyond the qualifications of a dive leader, the individual leading the dive shall be able to provide proof that he/she has received relevant specialized training or has appropriate experience.

10 Rental of diving equipment

10.1 Services provided

The service comprises rental of any items of diving equipment in accordance with 3.3 to clients who may use such equipment both for supervised and unsupervised diving activities.

The service provider shall ensure that clients are advised on choosing the proper diving equipment taking into account the envisaged diving activity and the qualification and needs of the clients (e.g. the proper fit of buoyancy control devices and suits).

Clients renting equipment shall be informed that use of the equipment requires specific training.

NOTE For the rental of all diving equipment listed in 3.3, with the exception of mask, fins, snorkel and wetsuit, it is good practice that the service provider ensures that each individual user meets one of the following criteria:

- is qualified to at least level 2 in accordance with ISO 24801-2;
- is qualified to level 1 in accordance with ISO 24801-1 and is under the supervision of a dive leader;
- if unqualified, is under the supervision of a scuba instructor at level 2.

10.2 [Diving equipment](#)

Diving equipment rented to clients shall conform to the relevant international, regional or national standards.

Diving equipment rented to clients shall be subjected to an inspection by the service provider prior to delivery in order to ascertain that it is fully operational. Diving equipment shall be cleaned, maintained and serviced in accordance with the manufacturer's instructions, and records of maintenance, servicing and inspection shall be kept.

10.3 [Staff](#)

The service provider shall ensure that relevant staff members understand the characteristics and function of the diving equipment rented to clients. The staff shall be competent to advise clients about the proper fit and use of the diving equipment in specific diving activities.

Declaration of the technical manager in charge

I am Mr. / Mrs.

the undersigned,

That I take over the responsibility for the technical management of the facility:

Located at:

On date:

I have become fully responsible for the technical and administrative aspects of the said facility, and I acknowledge that my responsibilities include, but are not limited to:

1. My deceleration and responsibility for operating in accordance to the international security and safety standards.
2. My deceleration of responsibility, knowing and receipt of a copy of the manual and protocol of the inspections with the attachments which must be complied with at all phases and the consequences thereof including legal effects, obligations and duties, I acknowledge that prior to submission of the inspection request, the facility must be ready for inspection, and I am aware of all the required details which the chamber will inspect and review with me and in my presence using the recording of voice and image camera during the inspection in accordance with the protocol of recording the inspections applicable from the chamber.
3. The commitment that the documents and forms used in the operation and submitted to the chamber should be on forms having the name of the facility and its logo.
4. I decelerate my awareness that the advertisement to sell, market or carry out any activity other than what is licensed for the facility to practice it, exposes me to the suspension and revocation of the facility license due to violation of the license terms and related laws, and acknowledge my bearing of all legal and civil responsibilities resulting from this action.
5. I decelerate my awareness that the relocation of the facility without notification to the Ministry of Tourism and the chamber or the operation of the center site before obtaining the license from the Ministry of Tourism for this center site exposes me to legal accountability as a result of managing a tourist facility without a license - and also suspension of work according to the sanctions regulation.
6. Completion and validity of clients' registration documents for trips and / or training and submitting it with diving documents for the leaders and instructor of the facility upon request.
7. Following local regulations and instructions applied by the Ministry of Tourism and the diving tourism and marine activities chamber.
8. I decelerate that in case of my absence from the facility for a period exceeds 7 days, I should notify the ministry and the chamber by nominating my representative during that period, Failure to execute this clause shall mean the work of the facility without a technical manager in charge, which shall expose the facility to the administrative suspension and execution of the imposed penalties on the responsible technical manager.
9. Following the professional principles and international standards of the international training organizations and I am responsible as the technical manager for any violations committed by one of the employees or executors of the facility activities and that the existence of technical violations or non-obligation with

the manual of inspections lead to excluding me from the management of the facility and preventing me from managing diving centers, safari yacht and marine activities centers for a period of up to one year.

10. Maintaining technical specifications and, safety standards and safe operation procedures and that any deficiency or violation thereof shall be expose me to legal accountability with my bearing of all legal and civil responsibilities resulting from this action.
11. The commitment that all diving and snorkel leaders and instructors working in the facility are qualified and obtaining the card to practice the profession issued from the chamber and that the foreigners having a work permit, and adhering to international standards , settled professional principles, local laws and regulations and decisions of the Board of Directors of the chamber, I am responsible for this and will inform the Ministry and the chamber of any violation that may be is decelerate sued by an employee, or any accident that may occur during the services provision immediately, provided that I submit the accident report in writing within 24 hours of the occurrence of the violation or accident and became personally responsible in case of non- notifying.
12. I also decelerate my full cooperation with the Ministry of Tourism staff and the quality auditors in the chamber and I undertake to provide any necessary data or equipment for any inspection or investigation immediately upon request. Otherwise, I and the facility will be subject to the sanctions stipulated in the sanction's regulations.
13. I decelerate my awareness that the facility is not allowed to use gas cylinders for diving or medical oxygen without the logo of the facility and placed in the bottom on third of the cylinder and just behind the slot of air exit and that all the cylinders are operational.
14. I decelerate my awareness that the international standards stipulate that the activity of intros that are performed in the open sea by a second level instructor with a rate of one instructor for each practitioner at least and in the designated places, and that the practice of snorkel or intros outside those places is considered a violation of the standards necessitates execution of the imposed penalties.
15. I decelerate not accompanying practitioners from the facility by dealing directly with leaders and instructors and carrying out special trips for them.
16. I decelerate that the sale of permits and assistance to non - licensed entities to work is considered a serious violation, and lead to applicable legal procedures.
17. I understand and commit to using the CDWS Trip Notification Application, to issue the required notification form for shore and sea activities, which includes all the trip's details; including dates, locations, and type of activities, and other information like the name of guide/ instructor, the guest list, their identifications and their place of residency.
18. Obligation of all employees to professional behaviour, for example, but not limited to:
 - It is of the duties of the responsible technical manager, making sure that the manager or employees of the facility are not allowed to commit any of the abuses such as:
 - Molestation (whether by speech, act or request), whether by accepting or rejecting from the practitioner.
 - Failure to report any abuses whether by practitioners, colleagues or crew.
 - Assisting the practitioners during trips to make transgressions (exceeding safe limits of allowed depths, fishing, etc.).
 - Failure to communicate information to practitioners or day explanation and activity with professional manner.
 - Occurrence of indecent behaviour by speech, act or attack on tourists, colleagues or yacht crews or dealing in a manner contrary to professionalism.
 - Breach of contracts or obligations with clients, or bad service or abuse to clients.

Non-existence of declared and active cancellation policy for tourists prior to booking the activity if the cancellation is requested or deceiving and cheating tourists or giving them incorrect information about the service which they will get in return of paid money in violation of international standards.

The facility should display the information which includes (Cancellation Policy, Emergency Plan, Emergency Numbers, Environmental protection and Safety Instructions).

Ensuring that there is a booklet for the instructions of the facility distributed to the professional workers and training them with follow-up their performance and commitment.

19. Emphasize the commitment of all employees of the facility with environmental controls and instructions and refraining of environmental violations.
20. Follow up violations that may occur during the operation from professional workers, tourists or yacht crews, which may include environmental violations:
 - Fishing.
 - Using a catcher or wires at coral reefs.
 - Violation of the instructions for the use of buoys.
 - Fish feeding.
 - Sharks feeding.
 - Destruction or cracking of reefs or marine life.
 - Being in a closed site of nature reserves.
 - Disposal of solid or untreated liquid residues - petroleum derivatives or production of an acoustic or environmental pollution as a result of the exhausting dense smoke from the engine.
21. I decelerate my awareness that the breach of any provision of this declaration shall be exposed me and the facility for accountability in accordance with the sanction's regulation and relevant ministerial decisions.
22. In the case of an accident / event - God forbid - the chamber must be informed immediately on the assigned emergency numbers which are 01273600001 for the governorate of South Sinai, Cairo and Suez, and 01273600002 for the governorate of Red Sea, Alexandria, Marsa Matrouh and the northern coast and submitting the report of accident within 24 hours at most.
23. In accordance with the decision of the Board of Directors held on 26 / 4 /2009, The exception of diving centers at the city of Nuweiba and Taba in South Sinai Governorate and diving centers in Alexandria has been agreed that the number of air cylinders with basic technical requirements shall be 30 air cylinders instead of 60 cylinders.
24. In accordance with the decision of the Board of Directors held on 24 / 8 / 2008, The exception of the diving centers operating at Cairo has been agreed for the requirements of the number of equipment to be owned by the center to be 25 cylinder and 15 tool kit only and the agreement of the exception of marine activities centers located in the Mediterranean basin in respect of the required tools to be 35 skateboard or board surf and 45 sail.
25. I decelerate my fully awareness and acceptance that the chamber shall record all the inspections, investigations and joint inspection campaigns between the Ministry of Tourism and the chamber, whether on scaffolding, land or sea, voice and image.
26. I decelerate my fully awareness that the center / yacht must apply to renew the license issued from the Ministry of Tourism at least one month prior to its expiration and that it meets all the requirements for renewal (As stipulated for at the conditions issued by the Ministry of Tourism), and I am aware that the

requirements of the renewal include compliance with the international specifications and standards (ISO) for the providers of recreational tourism diving services and that it is enforceable based on the relevant decisions.

27. The center / yacht must abide by applying these standards throughout the year and at all times to provide recreational diving services in accordance with professional standards and not only during short periods or at intermittent periods through the year. This declaration is considered a permanent request for the Committee, Ministry of Tourism officials and quality auditors by attendance to the center at any time during the year to conform the international standards and specifications.
28. The center / yacht and the technical manager undertake during the granted time limit - if any – to comply with applying and following the international standards as a prerequisite for granting or renewing the membership letter, as well as renewing the license from the Ministry of Tourism ,and that the center / yacht and technical manager undertakes to submit a request for an inspection - after fulfilment all technical observations - before the expiration of the deadline granted to it ,with enough period. And I am responsible in case of the license renewal requirements are not met and non-compliance to apply and follow the international standards and the consequences of this and I am aware of the decisions of the board of directors in this regard, which are:
Not accepting registration of new facilities including dive centers and safari yachts, and not renewing the membership of any of the registered facilities in the chamber including diving centers and safari yachts in case of non-compliance with the international standards and violation of the decisions of the Board of Directors in this regard.
The chamber is entitled to take the necessary legal action in accordance with Law No. 27 of 2023 and the relevant ministerial decisions.
29. I acknowledge that if I have to attend the course of the technical manager, I must attend and pass this course successfully, and in case of non-recognition or failure to attend, I shall be suspended and the entity must appoint another technical manager.
30. The chamber shall inform the technical manager of the facility and its legal representative of the results of the visits and inspections through the e-mail of each of them which registered at the inspection request submitted to the chamber and each of them shall bear responsibility in the event of incorrect data including telephone numbers or e-mail. The chamber must be notified in case of changing the data as soon as possible. Knowing that the e-mail which is sent has all the legal and administrative effects in the notification of the results of the visits, inspections and related decisions.
31. Following suspension as a Technical Manager -in case of penalties-, I understand I cannot manage any facility -my current facility or any other- until successfully retaking and passing the CDWS' Technical Manager course.
32. Upon my appointment as a Technical Manager, I must submit the first phase audit request within seven days. Another seven-day window follows for a visit request after passing the audit successfully. Failure to comply within these timeframes results in the suspension of all the CDWS services provided to the facility.

1. Owner / legal representative of the facility:

Name:

Signature:

Date:

Phone number:

Email address:

2. Technical Manager responsible for the facility:

Name:

Signature:

Date:

Phone number:

Email address:

List of attachments

المرفقات على الروابط التالية	اسم المرفق	م
<u>مرفق رقم 1</u>	<p>سجلات جرد الإسطوانات والمعدات ومستندات التشغيل Suggested Tanks and Equipment Inventory List and documentation</p>	1
<u>مرفق رقم 2</u>	<p>إشتراطات مراكز الغوص والأنشطة البحرية ويخوت السفاري Diving and Water Sports Centers and Safari Boats Requirements CDWS General Regulations & Rules Related to the Activities</p>	2
<u>مرفق رقم 3</u>	المعايير الدولية – ISO	3

Last updated on March, 2024