

***Manual and Protocol of Audits
for Water Sports centres
(Snorkelling Service Providers),
May 2020***



Introduction

Dear Colleagues /

Technical managers and legal representatives of Water Sports Activity Centers (Snorkelling Service Providers)

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 watersports 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.

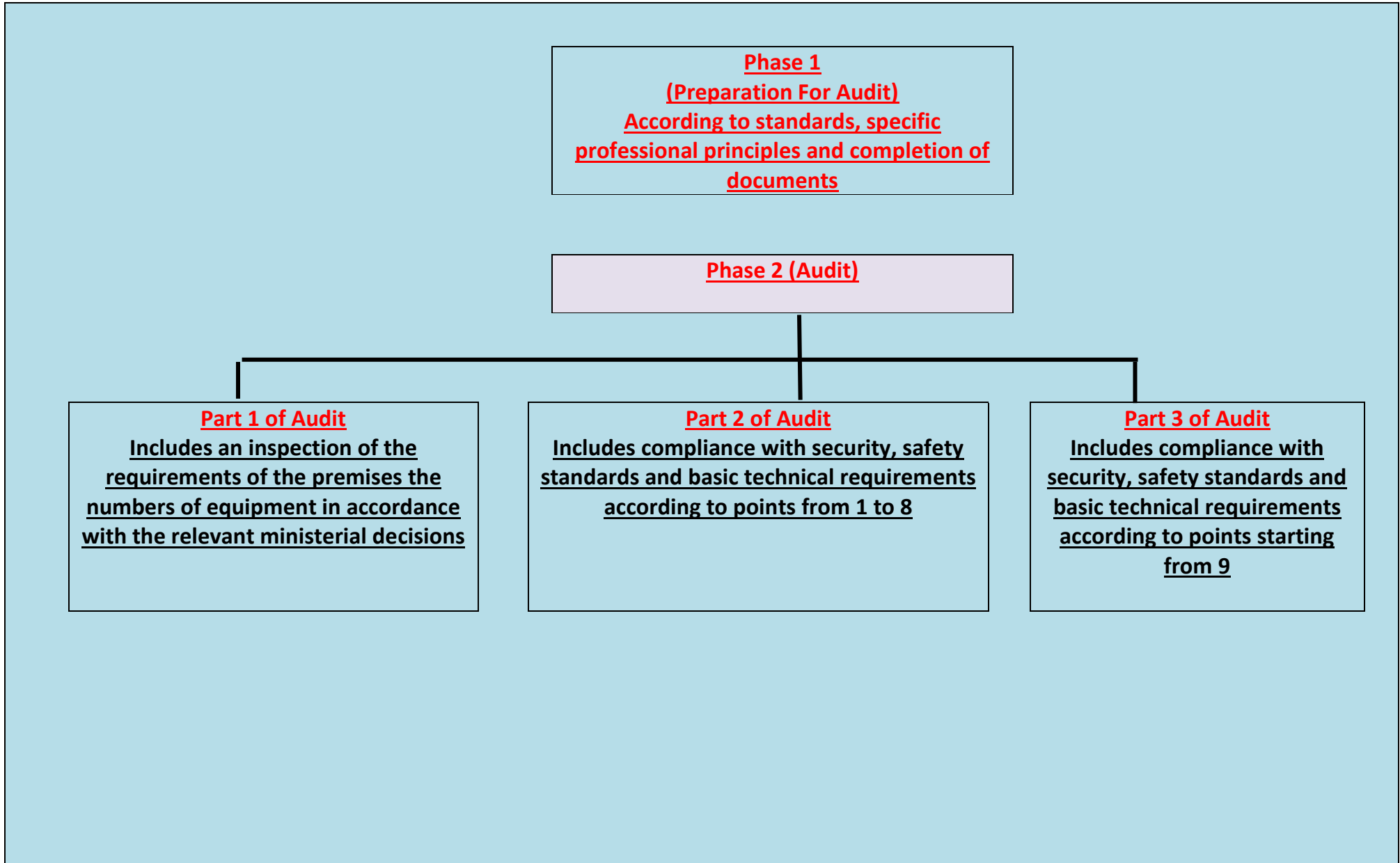
Based on faith and keenness of the chamber to develop and promote this vital sector because of its importance to the Egyptian national income, and within the framework of the general interest of its members, the chamber was obliged to achieve one of its most important messages and objectives, raising the level of professionalism and improving the level of services provided to its members and providing the appropriate working environment for the committed 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 and commiserating 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 14, 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 as follows:

1. Photocopy of CDWS professional cards with a list of their names and their data and their jobs, any guide with whom the facility deals, even once.
2. A list of the medical oxygen cylinders showing their serial numbers and validity certificates which must be issued by a maintenance station certified by CDWS
3. A list of facility equipment. (See the proposed forms appendix below).
4. A copy of passengers / participants list which is used by the facility on daily basis to carry out activities on the beach or by boats. (See the proposed forms appendix below).
5. A statement of the facility employees, including the tasks assigned to the employees.
6. 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).
7. Confirmation of completion of risks awareness documents for participants of snorkel activities 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**

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 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.	

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, the quality assurance auditor of the CDWS will visit the premises of the center to ensure compliance and conformity of the snorkel center **according to the attached appendix below:**
 - Premises 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 when the quality assurance auditor arrives at the facility's site since the date of inspection is predefined.

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, a first time limit for compliance will be granted for two weeks without issuing a membership letter, with a second audit taking place by a joint committee between the ministry and the chamber.	In the event of non-compliance after the second audit by a joint committee between the ministry and the chamber, the ministry will be notified to take necessary action to suspend the license if it is in force 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 requirements and the numbers of the equipment, the quality auditor or the 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 medical oxygen cylinders.
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, and the cylinders are equipped with a medical regulator to control the flow
3. Make sure that the professionals at the center / boat are familiar with using the medical oxygen cylinder.
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. 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>
7. Ensuring that no sale, marketing, advertising or practicing activities is undertaken which are not authorized for the facility.
8. **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)			
		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 8.	Compatible	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 are renewing the membership and the license. As for the new facilities that do the registration in CDWS for the first time, they will be given a letter addressed to the Ministry of Tourism for obtaining a temporary permission to operate for a period of one month from the date of permit issuance from the Ministry of Tourism so that the facility can run the trial operations and practice the activity to complete the audits.	/
	Non Compatible	In the event of non-compliance after the first audit, the audit shall be repeated through a joint committee between the MOT and the CDWS within 48 hours, <u>without issuing a membership letter.</u>	The audit shall be repeated through a joint committee between the MOT and the CDWS. In case of non-compatibility and compliance after the second audit, the technical manager shall be suspended from the work together with the parties involved in the breach -and penalties will be applied as prescribed in accordance with the sanctions regulation in force - <u>without issuing a membership letter.</u>

<p>General Instructions regarding Part 2 of Phase 2 (Audit)</p>	<ul style="list-style-type: none"> - 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 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, <u>unless he has committed to pass the training courses for the technical managers organized by CDWS.</u> - <u>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.</u>
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Phase 2 (Audit)

(Part 3) : Includes compliance with safety standards and safe operation procedures

After the quality auditor or the joint committee verifies the compliance of the facility with points 1 to 8 mentioned above, it will proceed to review the following items:

09. 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.

10. 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.

11. 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.

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

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

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

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

16. 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)

17. 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 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.

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

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	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 case of non-compliance after the first audit, the audit shall be repeated through a joint committee between the Ministry and CDWS <u>within 72 hours, without issuing a membership letter.</u>	In the case of non-compliance after repeating the audit through a joint committee between the MOT and CDWS, a time limit to reconcile the situation and compliance with the standards will be granted for <u>two weeks</u> 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</u>	The inspection shall be repeated for the third time through a joint committee between the Ministry and the CDWS. In case of non compatibility and compliance after the third audit, <u>the technical manager shall be suspended from the work together with the parties involved in the breach - and penalties will be applied as prescribed in accordance with the</u>

			<p>issuance from the Ministry of Tourism so that the facility can run the trial operations and practice the activity to complete the audits.</p>	<p>sanctions regulation in force -without issuing a membership letter.</p>
<p>General Instructions regarding Part 3 of Phase 2 (Audit)</p>		<ul style="list-style-type: none"> - 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 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, <u>unless he has committed to pass the training courses for the technical managers organized by CDWS.</u> - <u>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.</u> 		

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.

➤ Duty fees for audits and visits:

1. The value of the duty fees for the first and second audit visit of the facility is 1200 Egyptian pounds (one thousand and five hundred Egyptian pounds only).
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 1200 Egyptian pounds (one thousand and five hundred Egyptian pounds only). Payment shall be made with each audit request submitted to the chamber and prior to the inspection.
3. Visit fee for complying with the ISO 13289 certificate for Water Sports centers (Snorkelling Service providers) Urgent Visit in two working days 2200 Egyptian pounds (Two thousand and two hundred Egyptian pounds only)

Required standards and professional practices for verification of the establishment's capability for safe operation during service provision and compliance with the International ISO Standard No. 13289

1- **Terms and definitions:**

Within the scope of this document, the following terms and definitions apply:

1-1 **Snorkelling**

Activity of swimming while typically using a mask, a snorkel and fins, where participants remain at the surface or make occasional dives holding breath, and w buoyancy devices can be used to provide surface support, depending on the environmental conditions and participants' abilities.

1-2 **Service Provider**

Entity, including any individual acting on behalf of such an entity, which offers snorkelling excursions.

NOTE: The entity can be an individual or an organization.

1-3 **Snorkelling Guide**

Individual qualified in accordance with ISO 13289.

1-4 **Participant**

Individual who takes part in a snorkelling excursion in open waters.

1-5 **Base Station**

Position where support and/or emergency equipment is located.

1-6 **Confined Water**

Swimming pool with a depth appropriate to the activity or body of water, offering similar conditions with regard to visibility, depth, water movement and acc

1-7 **Open Water**

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

1-8 **Direct Supervision**

Supervision of a group of snorkelers by a snorkelling guide who is in a position that allows him rapid rescue intervention for the snorkelers.

1-9 **Snorkelling Equipment**

Equipment consisting of fins, a mask, a snorkel, a personal flotation device (if appropriate), a quick release weight system (if appropriate) and an exposure sui appropriate).

NOTE: An example of a personal flotation device is a snorkelling vest.

2- Prerequisites for Participation**2-1 Minors**

The service provider must ensure that documented parental or legal guardian consent is obtained when the participant is a minor.

2-2 Health and Fitness Requirements

The service providers must inform the participants of the health and fitness considerations associated with snorkelling activities.

In particular, they shall be advised about risk factors, including those associated with cardiac diseases, pulmonary diseases and conditions that may lead to a rapid loss of consciousness. Attention shall be drawn to the risks associated with increased age or decreased fitness levels during physical activity.

Advice given to the participants about controlling these risks must include the importance of the following:

- a) Informing the service provider of any adverse medical conditions;
- b) Using flotation devices;
- c) Snorkelling with a fit companion with a proper state of health;
- d) Remaining within the immediate vicinity of the snorkelling guide;
- e) Ending or limiting the activity before becoming tired, cold or unduly stressed.

A sample form is attached to this document.

In any case of doubt or at the service provider's discretion the service provider shall refer participants to proper medical examination.

3- Introductory Information

The service provider has to make available to the participants prior to the conduct of the snorkeling excursion all relevant information in accordance with ISO 13254.

In addition, the participants must be informed that completing a snorkelling excursion in accordance with this International Standard does not qualify for unsupervised snorkelling.

1- Instructions for Participants**4-1 General**

The service provider has to provide to the participants information about equipment, excursion conduct and safety considerations, as specified in 4-2, 4-3, 4-4.

4-2 Equipment

The service provider must ensure that participants have appropriate introductory knowledge with regard to the selection (e.g. correct fit), use and, where relevant, sanitization of the following equipment items:

- a) Fins;
- b) Mask;
- c) Snorkel;
- d) Personal flotation device (if appropriate);

- e) Quick release weight system (if appropriate);
- f) Exposure suit (if appropriate).

4-3 Excursion Conduct

The service provider must ensure that the participants have following appropriate introductory knowledge on snorkelling and the snorkelling environment:

- Snorkelling techniques (e.g. equalization of ears and mask, clearing of snorkel);
- Emergency, routine hand signals and communications (including emergency recall signal);
- Snorkelling companion system;
- Points of interest and environmental considerations;
- Behaviour and techniques to avoid disturbing marine life.

4-4 Safety Considerations

The service provider must advise the participants on how to minimize the risk of harm from any of the following relevant hazards:

- Sunburn;
- Heat exhaustion/heat stroke;
- Hypothermia;
- Dangers associated with surface traffic (e.g. collision, propellers);
- Harmful aquatic life;
- Getting separated from the snorkelling guide or base station;
- Boarding the wrong boat after the excursion;
- Exhaustion;
- Breath holding hazards (e.g. shallow water blackout, hyperventilation);
- Currents;
- Wave movement.

2- Requirements for In-Water Activities

5.1 During the actual conduct of the excursion, the safe supervision of participants is the responsibility of the snorkelling guide.

5.2 The service provider shall limit the number of participants per snorkelling guide where environmental conditions are less than ideal, e.g. where there is significant water movement. The service provider may also use additional aids to improve safety, such as current lines, surface support stations and/or area boundary indicators.

5.3 The service provider shall ensure that during open water excursions, participants are equipped and properly fitted with snorkelling equipment in accordance with the provisions of 3.9.

5.4 During any open water excursions, snorkelling guides must not engage in any activities other than direct supervision of the participants.

5.5 At least one snorkelling guide shall be present at a snorkelling excursion. Where more than one is present, one of them is to be designated as the leading snorkelling guide for that session and shall have overall responsibility for ensuring that the requirements of this International Standard are met.

3- Supervision Procedures**6-1 Group Assignments**

The service providers must take into consideration the following factors when assigning participants to snorkeling guides:

- Size, type and location of the snorkelling site;
- Number of participants;
- Communication and language considerations;
- Participants' snorkelling experience and level of snorkelling skills;
- Participants' fitness and capabilities;
- Skills and availability of support staff;
- Available equipment (e.g. radios, tenders, rescue equipment);
- Effectiveness of observation, e.g. underwater visibility, or the observers' height of eye on the base station;

The service provider shall assign participants into companion pairs for the conduct of the excursion. The snorkelling guide should advise participants to remain with their assigned companion pairs while in the water, and that one of each pair should watch from the surface if the other makes a sub-surface dive.

6-2 In-Water Supervision

Where supervision is carried out in water, the snorkelling guide shall ensure that he/she can be easily identified by the participants and has to remain close enough to be able to intervene rapidly in case of an emergency. The maximum number of participants that can be accompanied by one snorkelling guide in the water is 1:1 ratio only applies to ideal conditions. If conditions are anything less than ideal, the ratio has to be reduced.

6-3 Check in/check out Procedure

The snorkelling guide must count all participants before and after the snorkelling excursion, be sure of safe return and shall document the fact that they have returned to the base station.

4- Emergency Equipment and Procedures**7-1 Equipment**

7-1-1 The service provider has to ensure that the following equipment is present at the base station or is brought thereby the snorkelling guide:

- A first aid kit (including appropriate treatment for stings, bites and grazes inflicted by local marine organisms);
- An emergency oxygen unit with a capacity of delivering at least 15 l/min pure oxygen for at least 20 min;
- A means of recalling participants (e.g. an alarm, a whistle, air horn or underwater signalling device);
- A watch or other means to measure time;
- Means of communicating for assistance (e.g. VHF radio or cell phone);
- Contact information for local emergency medical services.

7-1-2 The following equipment is recommended for use and may be considered essential, depending on the participants, the environmental conditions and availability of local emergency medical services:

- Floats, marker buoys, flags or means of identifying the snorkelers and/or the excursion area to other craft;
- Binoculars;

- Polarized sunglasses (for better vision from surface in bright conditions);
- Provision to treat thermal imbalances (depending on the climate, this may include the provision of shade or of blankets, for example);
- Automated external defibrillator (AED);
- Drinking water;
- Provision for removing an unresponsive participant from the water;
- Navigational aids to establish the approximate position of a lost participant (e.g. GPS unit or marker buoy);
- A surface support vessel;
- Propeller guards on boats likely to manoeuvre while participants are in their vicinity;
- Warnings to other vessels that participants are in the water (e.g. flag ALPHA, relevant lights).

7-2 Procedures

The service provider must have a prepared emergency plan which shall include the following:

- Contact information for local emergency medical and/or rescue services;
- Procedures for locating a lost participant;
- Procedure for recalling all participants;
- Procedures for removing conscious and unconscious casualties from the water;
- Provision for informing a casualty's next of kin of an incident.
- First Aid kit (including appropriate treatment for stings, burns and injuries caused by marine creatures).
- Oxygen Cylinder unit for emergencies with a minimum capacity of 15 litres of pure oxygen per minute and for not less than 20 minutes.
- A tool to summon participants (for example: siren, whistle, horn or underwater signalling device)
- A watch or similar device to measure time
- A communication device to call for assistance (High frequency Wireless device or mobile phone).
- Contact information with local medical emergency services.

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 CDWS.
3. The commitment that the documents and forms used in the operation and submitted to the CDWS 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 CDWS 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 CDWS.

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 CDWS 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 snorkelling leaders and instructors working in the facility are qualified and obtaining the card to practice the profession issued from the CDWS 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 CDWS, I am responsible for this and will inform the Ministry and the CDWS 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 CDWS 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 sanctions regulations.
13. I decelerate not accompanying practitioners from the facility by dealing directly with leaders and instructors and carrying out special trips for them.
14. 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.
15. I decelerate my awareness and obligation that the passenger list must contain:
 - The names of all accompanying leaders and instructors and their chamber card numbers.
 - The names of the guests and must be bilateral at least and written in English.
 - ID number of the guest, hotel name and room number.
 - The type of activity and services that will be provided to practitioners should be mentioned.
 - The facility is responsible for the clarity of such data in all copies of the passenger list.
16. 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.
17. Emphasize the commitment of all employees of the facility with environmental controls and instructions and refraining of environmental violations.
 18. 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.
 19. 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 sanctions regulation and relevant ministerial decisions.
 20. In the case of an accident / event - God forbid - the CDWS must be informed immediately on the assigned emergency numbers which are 0173600001 for the governorate of South Sinai, Cairo and Suez, and 0173600002 for the governorate of Red Sea, Alexandria, Marsa Matrouh and the northern coast and submitting the report of accident within 24 hours at most.
 21. I decelerate my fully awareness and acceptance that the CDWS 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.
 22. I decelerate my fully awareness that the facility 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.
 23. The facility 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 deceleration 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.
 24. The facility 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 water sports, and not renewing the membership of any of the registered facilities in the chamber including water sports centers in case of non compliance with the international standards and violation of the decisions of the Board of Directors in this regard.
- The CDWS is entitled to take the necessary legal action in accordance with Law No. 85 of 1968 and amended by Law No. 124 of 1981 and the relevant ministerial decisions.

25. I declare that I must attend and pass successfully the training courses for technical directors. In case I do not attend or I fail, I shall be suspended and replaced by
Another technical director.

26. The CDWS 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.

Acknowledged by ,

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

Audit Phase		Attachment location	Attachment name	S.N
		Attachment 1	Suggested Equipment Inventory List	1
		Attachment 2	Suggested Boat List	2
		Attachment 3	Suggested Emergency Plan	3
		Attachment 4A. Attachment 4B.	Liability release for Snorkelling	54
		Attachment 5	ISO 13289 for Snorkelling (English Version)	5
Phase 2	Part 2 & 3	Attachment 6	ISO 13289 for Snorkelling (Arabic Version)	6

		Attachment 7	Technical requirements for Water SportsCenters (Snorkelling Service Providers)	7
		Attachment 8	Penalties Manual	8
		Attachment 9	Audit Request	9
		Attachment 10	Required Procedures to Issue or Renew CDWS ID Cards	10
		Attachment 11	For CDWS General Regulations & Rules Related to the Activities	11
		Attachment 12	Medic First Aid Box Minimum Requirements	12
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