

**QUALITY ASSURANCE  
DEPARTMENT**

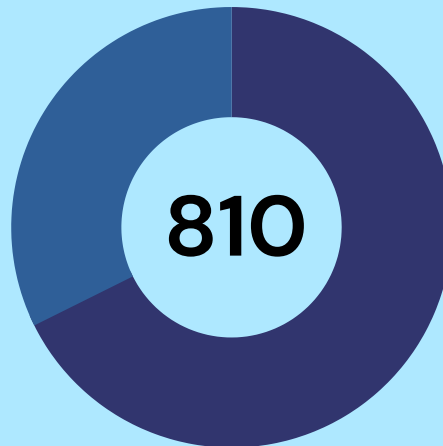
# 1 AUDITS



## TECHNICAL AUDITS

For diving, water sports center and safari boats

**South Sinai Gov.**  
**262**

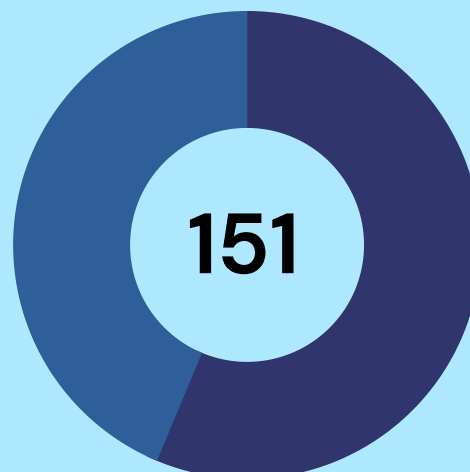


**Red Sea Gov.**  
**548**

## COVID-19 AUDITS

Audits to obtain the COVID-19 safety certificate for applying the required safety precautions

**South Sinai Gov.**  
**66**



**Red Sea Gov.**  
**85**



<https://cdws.travel/rules-regulations>

# 2 SPOT CHECKS

The CDWS along with the MOTA representatives organized sudden spot-checks to inspect the operations, and also sudden campaigns to inspect the dive/snorkeling sites and jetties where the activities are performed, to ensure safety standards are applied.

The outcome of the spot checks was as follow:

	Red Sea	South Sinai	Total
Total # of spot checks	87	14	101
Illegal operations	33	4	37
Diving centers violations	14	3	17
Water sports centers violations	10	0	10
Safari boats violations	24	3	27
Assisting an illegal entity	9	1	10

## TIMELINE

30 SEPT. - 5 OCT.

8-12 JULY



# 3 INVESTIGATIONS

## DEATH

**18**

Red Sea

**13**

South Sinai



TOTAL= **31**

**16**

Death while diving

**6**

Death while snorkeling

**9**

Drowning in hotels

**13** RS.

**5** RS.

**0** RS.

**3** SS.

**1** SS.

**9** SS.

## INJURY

**9**

Red Sea

**7**

South Sinai



TOTAL= **16**

**9**

Injured while diving

**7**

Injured while snorkeling  
or performing water sports activity

**6** RS.

**3** RS.

**3** SS.

**4** SS.

## LOSS

**2**

South Sinai



TOTAL= **2**

Lost while diving

# 4 COMPLAINTS

The quality assurance team investigated a total number of 33 complaints, were presented to the CDWS by either tourists or professionals working in the sector, both in South Sinai and the Red Sea .



33  
COMPLAINTS

During 2021, the quality assurance department prepared and/or updated the following documents:

- 1- Two audit protocol manuals for water sport activities of all kinds, to be approved and applied in the upcoming period.
- 2- Audit guidelines and protocol for diving centers, safari boats, and water sports centers (snorkeling service providers).
- 3- The standards and requirements for recreational technical diving activity.
- 4- The standards and special requirements for the accreditation of organizations for diving and water sports activities.
- 5- Requirements for freediving activities.



SCAN QR CODE  
TO FILE A COMPLAINT