

***Manual and Protocol of Audits
for Diving Centers and Safari
boats , version 2- July 01, 2019***



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 watersport 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 watersports activities in Egypt. The chamber is the only entity representing this tourist activity before the public authorities, organizations and local and international bodies.

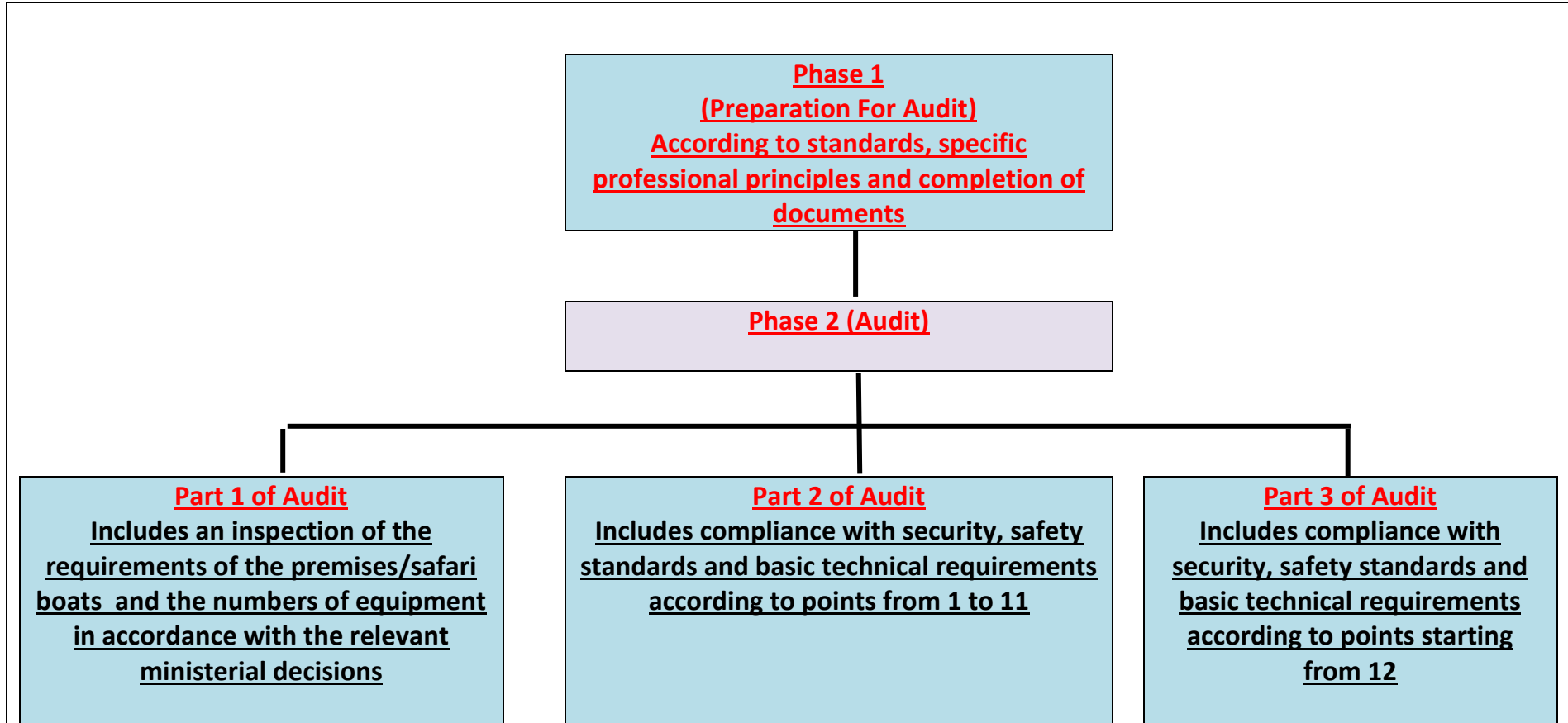
Based on faith and keenness of the chamber to develop and promote this vital sector because of its importance to the Egyptian national income, and within the framework of the general interest of its members, the chamber was obliged to achieve one of its most important messages and objectives, raising 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 which commensurating 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 as follows:

1. Photocopy of CDWS 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 validity dates, including medical oxygen cylinders. 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 (See the proposed forms appendix below).
3. A list of facility equipment and a copy of the last annual maintenance done for this equipment (See the proposed forms appendix below).
4. A copy of the participants registration documents forms, 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 list 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.**

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 / 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 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, 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/ safari boats 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 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.
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 contains 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	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. 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 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 applying of penalties prescribed in accordance with the sanctions

			regulation in force – <u>without issuing a membership letter.</u>
General Instructions regarding Part 2 of Phase 2 (Audit)		<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 in this regard which will start mid-April 2019.</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> 	

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 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 .(attachment # 29)

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 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 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 and the parties of breach - and applying of penalties prescribed in accordance with the sanctions regulation in force - without issuing a membership letter.</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>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 in this regard which will start mid-April 2019.</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 1500 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 1500 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 24803 certificate for recreational diving service providers - EN 14467- for dive centers and safari yachts Urgent Visit in two working days 2500 Egyptian pounds (Two thousand and five hundred Egyptian pounds only)

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 snorkelling excursions.

It specifies the following areas of service provision:

- introductory diving activities;
- snorkelling excursions;
- provision of training and education;
- organized and guided diving for qualified divers;
- rental of diving and snorkelling 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 snorkelling 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/>

INTERNATIONAL STANDARD ISO 24803:2017(E) © ISO 2017 – All rights reserved **1 ISO 24803:2017(E)**

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;
- snorkelling 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

2 © ISO 2017 – All rights reserved **ISO 24803:2017(E)**

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;
- © ISO 2017 – All rights reserved **3 ISO 24803:2017(E)**
- 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, snorkelling 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;
- 4 © ISO 2017 – All rights reserved **ISO 24803:2017(E)**
- 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;

© ISO 2017 – All rights reserved **5 ISO 24803:2017(E)**

- 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 snorkelling 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 snorkelling 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).

6 © ISO 2017 – All rights reserved **ISO 24803:2017(E)**

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 Snorkelling excursions

If a service provider offers snorkelling 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.

© ISO 2017 – All rights reserved **7 ISO 24803:2017(E)**

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;

8 © ISO 2017 – All rights reserved **ISO 24803:2017(E)**

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, e.g. 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 (speciality 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 (speciality qualification) or adequate logged experience.

© ISO 2017 – All rights reserved **9 ISO 24803:2017(E)**

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 sanctions 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 at a size not less than 12 x 25 cm 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 decelerate my awareness and obligation that 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.
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 sanctions 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 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.
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 Side Serv 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 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.
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 birectors 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. 85 of 1968 and amended by Law No. 124 of 1981 and the relevant ministerial decisions.
29. 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.

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:

جدول المرفقات بشأن نماذج التشغيل والمعايير وكذلك الإشتراطات الفنية والأصول المهنية المقرر

List of attachments

مرحلة المعاينة	المرفقات على الروابط التالية	اسم المرفق	م
PHASE 1	Attachment 1	سجل الإسطوانات المقترح Suggested Tanks List	1
	Attachment 2A	سجل جرد المعدات المقترح مع تاريخ آخر صيانة	2

		Attachment 2B	Suggested Equipment Inventory List	
		Attachment 3	قائمة الركاب اليومية المقترحة Suggested Boat List	3
		Attachment 4	قائمة تسجيل الغوصات Suggested Dive Log Sheet	4
		Attachment 5	خطة الطوارئ المقترحة Suggested Emergency Plan	5
		Attachment 6A Attachment 6 B	إقرار إخلاء المسؤولية لممارسي نشاط السنوركل Liability release for Snorkelling	6
		Attachment 7	Diving Centers Requirements	7
PHASE 2	Part 1	Attachment 8	Safari Boats Requirements	8
		Attachment 9	إشتراطات مراكز الغوص	9

		Attachment 10	إشتراطات يخوت السفاري	10
Phase 2	Part 2 & 3	Attachment 11	ISO 24803 for Recreational Diving (English Version)	11
		Attachment 12	ISO 11121- for Intro. Dives (English Version)	12
		Attachment 13	ISO 13289 for Snorkeling (English Version)	13
		Attachment 14	المعايير الدولية لمقدمي خدمات الغوص الترفيهي ISO 24803 (Arabic Version)	14
		Attachment 15	المعايير الدولية لنشاط الإنترو ISO 11121 (Arabic Version)	15
Phase 2	Part 2 & 3	Attachment 16	المعايير الدولية لمقدمي نشاط السنوركل ISO 13289 (Arabic Version)	16

	Attachment 17	ISO 24801-1 Recreational Diving services – requirements for the training of Scuba diver. Part 1: level 1– Supervised Diver	17
	Attachment 18	ISO 24801-2 Recreational Diving services – requirements for the training of Scuba diver. Part 2: level 2 – Autonomous Dive	18
	Attachment 19	ISO 24801-3 Recreational Diving services – requirements for the training of Scuba diver. Part 3: level 3– Dive Leader	19
	Attachment 20	ISO 13970 Recreational Diving services – requirements for the training of recreational Snorkelling Guide	20
	Attachment 21	Recreational Technical Diving Requirements & Standards	21

	Attachment 22	Regulation & Rules for Technical Diving Hosted by Recreational Diving Operations	22
	Attachment 23	لائحة الجزاءات Penalties Manual	23
	Attachment 24	نموذج طلب المعاينة Audit Request	24
	Attachment 25	إجراءات إستخراج أو تجديد بطاقات مزاولة المهنة Required Procedures to Issue or Renew CDWS ID Cards	25
	Attachment 26	For CDWS General Regulations & Rules Related to the Activities	26
	Attachment 27	Medic First Aid Box Minimum Requirements	27
	Attachment 28	إقرار المدير الفني Technical manager deceleration	28

	<p><u>Attachment 29</u></p>	<p>إشتراطات إضافة نشاط Kite Surf من ضمن الأنشطة المُصرح بمزاولتها على متن اليخوت السفاري الأعضاء بالغرفة والمُرخص من وزارة السياحة <u>Conditions of adding "Kite surfing" as an activity to be performed during CDWS members' safari yachts, and having a valid Ministry of Tourism license</u></p>	
--	-----------------------------	--	--