



C I R C U L A R

Ref Number: 88-DMU/CIR/2023/16
Date: 28 May 2023
To: General Managers of all Tourist Accommodation Facilities
Subject: Strengthening Safety Protocols

Dear Sir/Madam,

Tourist safety and security is one of the most crucial aspects of any tourist establishment. We would like to bring your attention that the number of incidents involving tourists engaged in marine based recreational/sports activities has increased at an alarming rate.

We would like to emphasize on the importance of maintaining the following important measures at all facilities, especially to ensure verbal and written signage and briefing in Chinese language as well as in languages spoken by your major clients.

Snorkeling/Swimming:

- Log all the details of the participants including name, nationality, passport number and any other relevant details prior to the activity (*Regulation of Safety and Security Standards at Tourism Establishments: Chapter 5, clause 17*)
- Conduct a safety briefing prior to the activity (*Regulation of Safety and Security Standards at Tourism Establishments: Chapter 5, clause 16.A*)
- Recommend to offer basic snorkeling lessons to beginners.
- Stand by vessel with trained life guards or crew to monitor the head count and activities of the guests are encouraged.
- Recommend to issue clear instructions to crew members to maintain visual guard and have a swift rescue plan to attend emergencies.
- Recommend Facility emergency contact list and external emergency contact list of relevant authorities to be disseminated to staff and guests.



Diving

We would also like to remind to follow the Maldives Recreational Diving Regulation in conducting diving.

Safety briefing

- Safety and security briefing of the facility shall be provided to all the guests in languages spoken by your major clientele.
- Recommend to provide safety and security information and safety features of your property (beach dynamics, reef systems, sand banks and excursion trips) during briefing sessions. Provision of a copy of this information (print or electronic) in languages of your major markets is highly recommended.
- Suggest to designate areas dedicated for swimming/snorkeling and strongly advise to use this area for swimming/snorkeling.
- Recommend to give special attention, due to various reasons including but not limited to medical, physical, age or any other reason.

Safety Recommendations:

- Ensure that all passengers wear life jacket onboard vessels. (*Refer Maldives transport regulation, clause 27-1, point 1*)
- Ensure that life jackets are worn by all guests who is not good at swimming during all water-based activities except scuba diving (*Regulation of Safety and Security Standards at Tourism Establishments: Chapter 5, clause 16.F*)
- Recommend to provide signage so that deep spots and areas of strong currents can be identified.
- Suggest to display the signage of depth of swimming pool and “dos and don’ts” by the swimming pool.
- Recommend to close public swimming pool and water-based activities at 18:00 hours unless the activities are properly supervised.
- Recommend to deploy life guards near the swimming pool and water sports center.



- Life jackets and life buoys must be provided in all water bungalows, over-water walkways, jetties, swimming pools and other designated swimming areas (*Regulation of Safety and Security Standards at Tourism Establishments: Chapter 2, clause 7*)
- Suggest to employ Chinese speaking guest relations officers if China is one of your key source markets.
- Recommend all safety and security signage and notices to be in languages of your major markets.

We would like to thank you for the continued cooperation and support to provide a safe and secure environment for our guests and employees.

Yours Sincerely,



Aishath Nabeela Zareer
Director (Acting Permanent Secretary)