

Regulation No: 2020/R-27

**REGULATION ON SAFETY & SECURITY STANDARDS AT  
TOURIST ESTABLISHMENTS**

[UNOFFICIAL TRANSLATION]

**Ministry of Tourism**

**Male,**

**Republic of Maldives.**

## **REGULATION ON SAFETY & SECURITY STANDARDS AT TOURIST ESTABLISHMENTS**

### **CHAPTER 01**

#### **INTRODUCTION & OBJECTIVES**

- Introduction and Title**
1. (a) Pursuant to clause (a) of section 39 of Maldives Tourism Act (No: 2/99), this regulation prescribes the guidelines for the safety & security standards at tourist establishments.
  - (b) This regulation will be referred to as “Regulation on Safety & Security Standards at Tourist Establishments”.
- Objective**
2. The objective of this regulation is to prescribe guidelines related to the safety & security of foreign tourists and employees working at tourist establishments and to outline the roles and responsibilities of said tourist establishments to ensure the safety & security of the aforementioned groups.
- Scope of the Regulation**
3. Unless stated otherwise in another clause, the following will be subject to the guidelines prescribed in this regulation:
    - (a) Tourist Resort(s)
    - (b) Tourist Hotel(s)
    - (c) Guesthouse(s) and
    - (d) Yacht Marina(s)
- Interpretation**
4. Unless interpreted otherwise due to context, the following terms shall be interpreted as below:
    - (a) “Emergency Hotline” shall mean the designated contact number for occupants to contact tourist establishments in case of an emergency.
    - (b) “Emergency Situation(s)” shall mean any situation which requires specific Standard Operating Procedures (SOP(s)) as stated under clause (b) of section 11 of this regulation

- (c) “Emergency Light” shall mean lighting devices which switch on automatically in the event of a power outage.
- (d) “Ministry” shall mean the government authority mandated with implementing tourism sector’s policies at any given time.
- (e) “Water Sports” shall mean the activities organized by tourist establishments such as snorkeling, surfing, jet skiing, swimming, diving and other recreational activities carried out at sea.
- (f) “Tourist Establishments” shall mean the entities specified under section 03 of this regulation
- (g) “Security Manager” shall mean the senior-most staff designated to maintain safety & security of the tourist establishment(s)
- (h) “Security Agency(s)” shall mean the Maldives Police Service and Maldives National Defense Force

## CHAPTER 02

### SAFETY MEASURES TO BE IMPLEMENTED AT TOURIST ESTABLISHMENTS

- |                                    |   |
|------------------------------------|---|
| <b>Safety Briefing at Check-In</b> | <b>5.</b> Tourist establishments must arrange for safety briefings to be given to every guest within 04 hours from the time of their check-in, in addition to instructions on how to obtain further information.  |
| <b>Emergency Hotline</b>           | <b>6.</b> Tourist Establishments must have a dedicated emergency hotline for guests to contact hotel staff in case of emergency.  |
| <b>Life Jacket &amp; Life Buoy</b> | <b>7.</b> Every tourist establishment must place life jackets and life buoys at over water walkways, jetties, swimming pools and other designated swimming areas. A notice shall be placed at those locations with reminders to use life jackets including the locations of life jackets                                  |
| <b>Life Guards</b>                 | <b>8.</b> Every tourist establishment must deploy lifeguard(s) at designated swimming areas for guests, common swimming pools and designated areas where water sports activities are carried out during the operating hours. A notice must be placed at those locations with timings when there are no lifeguard on-duty. |

**Qualification of  
Life Guard**

9. Properties must ensure that lifeguards working at tourist establishments are certified to be lifeguards.

**General Security  
Guidelines**

10. (a) Tourist establishments must ensure that the following security procedures are established at their properties:
- 1) Have an integrated security system with intruder alarms, CCTV coverage, and adequate lighting where required.
  - 2) Strong housekeeping mechanism to deter unidentified / suspicious bags or objects and prevent “false alarm”.
  - 3) Ensure CCTV camera system are operational and in adequate working condition.
  - 4) Ensure full compliance with government regulations on Fire Protection & Fire Safety Systems at tourist establishments. [\*Refer: Regulation No.: 2015/R-43].
  - 5) Establish a designated Security Control Room.
  - 6) Designate a secondary Security Control Room which shall be used as a contingency.
  - 7) Ensure that an Uninterrupted Power Supply (UPS) system is established and functioning to facilitate continuity in electricity.
  - 8) Properties must establish a system to maintain a database of all the guests, staff and contractors and other occupants at the property. Further, ensure a system to share this data with relevant government agencies if required.
- (b) Ministry of Tourism must declare the tier of guest houses which are required to have UPS systems, within 01 month of this regulation coming into effect.

**CHAPTER 03**

**STANDARD OPERATING PROCEDURES IN THE EVENT OF AN EMERGENCY**

- Safety & Security SOPs for the Establishment**
11. (a) Tourist establishments must prepare and maintain standard operating procedures (SOPs) related to emergency and crisis situations at the property. These procedures shall be written in both English and Dhivehi language.
- (b) Properties must maintain written standard operating procedures for the following situations.
1. Threat of a Terror Attack or an Active Incident
  2. Fire Incident(s) /Accident(s)
  3. Tsunami warning or a Tsunami
  4. Flooding
  5. Health Emergency Situation
  6. Missing Diver / swimmer
  7. Other Procedures related to Staff/Guest Safety & Security.
- (c) Standard Operating Procedures specified under clause (b) of this section must meet the standards set by the Ministry of Tourism. All tourist establishments must submit these SOPs to the Ministry for approval.
- (d) Ministry of Tourism must notify the approval status of the SOPs submitted by tourist establishments within 01 month from the date of submission. In case the SOP(s) submitted does not meet the standards, the Ministry must advise the reason for denial of approval along with specific areas to be amended/improved. The Revised SOP(s) must be re-submitted to the Ministry within 15 days for re-approval. Tourist Establishments that fail to re-submit the revised SOPs within the provided time are subject to penalty stated under section 26 of this regulation.
- (e) Guidelines / Requirements to develop the SOPs specified under Section 11, Clause B (1-7) must be formulated and published by the Ministry within 03 months from the date of effect of this regulation.
- Reporting of Emergency Incidents**
12. (a) In case of any emergency/ crisis situation at a tourist establishment, all relevant government authority(s) must be notified immediately. Furthermore, emergency contact numbers of emergency response

agencies shall be displayed at the property within the view of guests and staff.

- (b) Properties must submit the Incident Report as per Annex 02 to the Ministry within 24 (Twenty-four) hours of any emergency / crisis incident at tourist establishments.

## CHAPTER 04

### DOMESTIC MARINE TRANSPORTATION

#### **Maintaining a Passenger Manifest**

13. Tourist Establishments must record the number of passengers and crew onboard for all marine transport trips prior to departure, and must maintain this information. The total number of people onboard must be communicated to the transportation in-charge at the tourist establishment prior to departure.

#### **Safety Standards of Marine Transport Vessels**

14. (a) Tourist Establishments must ensure all their marine transport vessels in use are fully compliant with maritime safety standards and other relevant regulations prior to each trip.
- (b) Compliance to clause (a) of this section will be deemed only when all the regulatory safety requirements as determined by relevant government authorities are fully implemented at the vessel.

## CHAPTER 05

### WATER SPORTS

#### **Employees / Instructors**

15. (a) Tourist establishments must ensure the staff working at water sports activity centers within their property are trained and well-versed in safety requirements, safety standards and emergency response. They must also ensure that the staff are trained and capable of guiding the guests through safety and emergency response measures. In addition, properties must ensure that every instructor possess a valid and recognized Basic First Aid & Rescue Certification.
- (b) Instructors who possess a license issued by local or internationally recognized water sports training facilities will meet the

training/certification requirements stated under clause (a) of this section.

**Responsibilities of the Water Sports Operator**

16. (a) Ensure safety briefings are given prior to water sports activities.
- (b) Ensure all water sports equipment are used according to manufacturer requirements/recommended guidelines.
- (c) Water sports operators must implement necessary/adequate safety measures with respect to day-to-day weather conditions and weather forecasts.
- (d) Water sports operators must provide weather updates to guests participating in activities on each day.
- (e) Establish a communication link between instructors and their respective water sports center at the property and ensure that they are available for them at all times.
- (f) Confirm that guests participating in water sports activities can swim or not. Water sports operators must ensure non-swimmers participating in water sports other than diving are wearing life jackets. Non-Swimmers participating in diving must wear a Buoyancy Control Device (BCD).

**Participating Guest Information**

17. Information about guests participating in water sports activities organized by tourist establishments must be recorded and maintained.

**Emergency Plan**

18. Tourist establishments must prepare emergency response plans for any emergency situation which may occur at water sports centers within their property.

**CHAPTER 06**

**SECURITY OPERATIONS**

**Formulating a Security System**

19. (a) All Tourist Establishments must maintain a security structure / system that meets the standards determined by the Maldives Police Service.
- (b) To ensure that the security structure / systems of tourist establishments meet the standards stated under clause (a) of this

section, the Ministry must inspect and approve it once in every 02 years with the assistance of the Maldives Police Service.

**Developing a  
Security Plan**

20. (a) A detailed security plan must be submitted to the Ministry when applying for the operating license of tourist establishments.
- (b) The security plan specified under clause (a) of this section shall, in reference to the guidelines for risk assessment report in Annex 1 and with consultation with relevant security agencies, include all essential safety & security components for specific tourist establishments.
- (c) To ensure that the security plan specified under clause (a) of this section has all the required safety & security components, the Ministry must share the security plan with the Maldives Police Service within 10 days, upon receiving the plan from tourist establishments. Maldives Police Service shall respond, in writing, with their conclusions and recommendations for the Plan(s) to the Ministry within 10 days.
- (d) The Ministry shall notify the recommended amendments to the security plan(s), if required, to their corresponding tourist establishments within 30 days from the date of submission of the initial plan. Tourist establishments are then required to revise and re-submit the revised security plan within 30 days. Failure to re-submit the revised security plan will be subject to penalties stated under section 26 of this regulation.

**Planning of  
Security  
Operations**

21. (a) Planning and execution of all safety & security components of tourist establishments shall be carried out by the designated security leader of the property, hereby referred to as the “Security Manager”.
- (b) The security manager shall be consulted prior to making any structural changes to tourist establishments, including modifying existing buildings and constructing new structures within the property.



**Responsibilities of  
the Security  
Manager**

- 22.** Security managers at tourist establishments have the following duties and responsibilities:
- (a) Developing tailor-made security frameworks based on the risk assessments for their respective tourist establishment.
  - (b) Formulate and maintain screening protocols and search procedures for their tourist establishments.
  - (c) Develop and maintain contingency plan(s) in the event of a terrorist threat or active incident; with recommendations from and in collaboration with security agencies.
  - (d) Train security personnel and conduct security briefing(s) and debriefing(s).
  - (e) Review all the Security Plans / Protocols/ Procedures in accordance with guidelines set by the management of their respective tourist establishments.
  - (f) Plan perimeter / exterior security and access control procedures in a counter terrorism perspective.
  - (g) Facilitate security awareness programs for all employees working in their tourist establishment.
  - (h) Develop property-specific evacuation plans as a response to potential terrorist attacks or other emergencies and ensure that their staff are familiar with the plan.
  - (i) Plan and execute emergency and crisis response drills to ensure emergency preparedness of employees.
  - (j) Develop the SOPs specified under clause (b) of section 11 of this regulation.

**Designating Special  
Security Zones**

- 23.** (a) Tourist establishments shall designate special security zone(s) within their properties and implement specialized security frameworks for those zones.
- (b) The special security zone(s) specified under clause (a) of this section shall be designated under the guidance and consultation of security agencies.

**Maintaining  
Physical Security**

- 24.** Tourist establishments must develop and enforce physical security measures according to the following guidelines:
- (a) Install access control systems at all access control points.

- (b) Establish a visitor management system for all personnel except employees, contractors and guests.
- (c) Establish traffic and parking control mechanisms.
- (d) Install reinforced lockable doors and windows on all structures including guest rooms.

- Evacuation Plan**    **25.** Tourist Establishment(s) must develop property specific evacuation plans for any potential emergency situations and ensure that all employees are acquainted with the plans. As such, evacuation plans must be in place for the following types of incidents:
- (a) Receiving information of a danger/threat(s) within the premises of the property or in its immediate surroundings;
  - (b) Identifying suspicious items at the property (postal packages, unattended bags, any other unidentified objects);
  - (c) Spotting suspicious vehicle(s), vessel(s) or other such indicators within the premises of the property or in its immediate surroundings;
  - (d) Receiving information about an evacuation critical incident from Security Agency(s)

## **CHAPTER 07**

### **OTHERS**

- Penalties for noncompliance**    **26.** (a) Ministry of Tourism reserves the right to fine any Tourist Establishment violating the terms of this regulation in an amount not exceeding 100,000/- (Hundred Thousand) Maldivian Rufiyaa, depending on the extent of violation,
- (b) The Fines stated under clause (a) of this section will be determined as below:
- i. First offence: a fine not exceeding 10,000/- (Ten Thousand) Maldivian Rufiyaa
  - ii. Second Offence: a fine not exceeding 50,000/- (Fifty Thousand) Maldivian Rufiyaa.

- iii. Third Offence and onwards, for every instance: 100,000/-  
(Hundred Thousand) Maldivian Rufiyaa.

- Transition Process**
27. Existing Tourist Establishments shall implement the following standards within 06 (six) months of the date of effect:
    - (a) General Security Guidelines stated under section 10 of this regulation
    - (b) Standard Operating Procedures stated under clause (b) of Section 11 of this regulation
    - (c) Security System stated under clause (a) of Section 19 of this regulation
    - (d) Evacuation Plan stated under section 25 of this regulation
- Effectivity**
28. This Regulation will come in to effect on the date it is published in the Gazette of the Government of the Maldives.

**ANNEX 01**

**SECURITY ASSESSMENT REPORT GUIDELINE**

This annexure includes guidelines for tourist establishments as a reference to develop property specific Security Plan(s). Properties shall include areas of improvement under specified segments under this guideline.

**1. Introduction**

- 1.1. An introduction of the Security Assessment.

**2. Key Points**

- 2.1. Type of Business
- 2.2. Level of Security
- 2.3. Synopsis of the Assessment

**3. Objective**

- 3.1. Objective of the assessment (Purpose and Name of the tourist establishment)

**4. Focus Areas**

**1. Counter Terrorism Measures**

- 1.1. Terrorist threats against the property.
- 1.2. Define the scope of the counter terrorism protective security protocols in terms of essential services, personnel, and priorities. As such, protective security shall be provided to people, assets, vital information, and key services. Safety priorities shall include general information, service(s) and targets that terrorists may exploit.
- 1.3. Threat mitigation strategies.

**2. Physical Conditions**

- 1.4. Building location and Environment (existing vulnerabilities)
- 1.5. Vital Infrastructure (High priority areas for security)
- 1.6. Existing Security framework (current security measures in place)
- 1.7. Physical Protection System

**3. Policies and Procedures**

Identify whether security related policies such as Access Control, Fire Protection, Security Officers, and Natural and other Disaster Management or crisis Response procedures are in place.

**4. Security Officers**

Presence of Security officers, details of duties and responsibilities.

**5. Perimeter Security**

Existing exterior/interior perimeter security measures in place. (Fence(s), Gate(s), CCTV, Door(s)).

**6. Access Control**

Gates, Entry/Exit protocols, Restricted areas, Access control procedures.

**7. Key Control**

Existing key handling protocols

**8. Electronic Security**

Identify if CCTV system is in place, if there are any overlapping cameras, presence of any obstructions due to lighting system, whether the camera coverage is adequate to monitor critical areas of the property.

**9. Locking System**

Identify the types of locks, whether they have electronic lock systems, if locks have deadbolt/double locking capability.

**10. Security Lighting**

Check if the existing lighting system provides adequate lighting and assess if the lighting obstruct the CCTV camera views, determine the lighting system is appropriate for that particular location.

**11. Communication System**

Identify if the property has a Public Addressing (PA) System to communicate with occupants in case of telecommunication/ radio communication disruption.

**12. Security Control Center**

Identify if there is a security control center, If CCTV footage is being monitored and recorded, if there is a high security lock system in place to secure the location, whether the control center is manned, and if entry and exit for the control room is recorded and logged.

**13. Emergency Plan**

- 13.1. Identify if there are Emergency response plans, if plans are executed, and if plans are displayed in clear view of occupants.
- 13.2. Identify if there is an Emergency Evacuation Plan displayed on site displayed for employees.
- 13.3. Identify if the fire safety equipment on site is well maintained and is up-to-date, if monthly inspections are being conducted.

ANNEX 02

ACCIDENT / INCIDENT FORM



**MINISTRY OF TOURISM**  
**Republic of Maldives**

**ACCIDENT / INCIDENT REPORT FORM**

**Resort/Hotel/Guest-house/Tourism Vessel/Marina/Picnic Island - Details**

Name of the Tourism Facility: .....

Person Filing the Report: .....

Designation: ..... Contact No: .....

**Tourism Ministry Official Contacted**

Name:..... Designation:.....

Contacted Date:..... Contacted Time:.....

**Summary of Accident / Incident** (if the space is insufficient please attach additional page with the form)

Date: ..... Time: .....

Summary Description: .....

.....

.....

**Tourists Affected** ( please attach additional information if necessary )

Name	Nationality	Age	Check-in Date	Injury/ Comments:
1-				
2-				
3-				
4-				

Employees Affected (please attach additional information if necessary)				
Name	Nationality	Age	Job Title	Injury/ Comments:
1-				
2-				
3-				
4-				

  

Structures Affected (please attach additional information if necessary)			
Name	Size (m2)	Construction Materials Used	Damage Details/ Comments:
1-			
2-			
3-			
4-			

  

**Brief description of action/ treatment/ investigation/ measures/ procedures taken:**

.....

.....

Key person attending treatment/investigation: .....

Resort Seal

**Please fax this form to number: (+960)3322512 or email: [dmu@tourism.gov.mv](mailto:dmu@tourism.gov.mv)**

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