



Government regulation on safety management in the tourism industry of the Kyrgyz Republic

GlZ Project "Promoting adventure tourism through better risk management"

26.04.2019

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1. Introduction

Safety standards in tourism industry are divided into three large categories:

1. Tourism operators and tour guide;
2. Transportation companies;
3. Hotels and other places of tourists' accommodation.

Tourism operators and tour guides are unified into single group due to large proximity of activities of both groups and insignificant level of state regulation of these spheres.

In general, state regulation of safety issues in the sphere of tourism may be named as liberal in comparison with other countries. Standards refer to few aspects of safety of tourists. As result, the most of questions and standards of safety are left to the discretion of tourism providers.

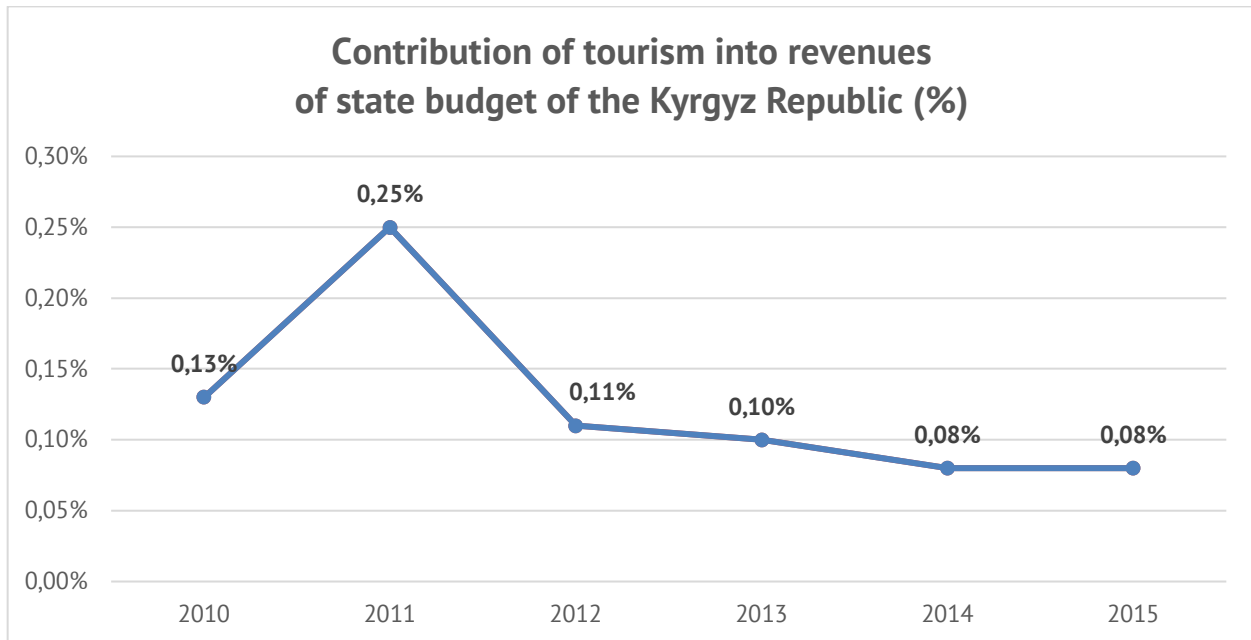
Regulating safety standards by the state is reflected in laws and regulations and inspection procedures of the state inspecting bodies. It is worth to mention that not all laws and regulations are applied in practice.

Tourism operators and tour guides are not burdened with large list of standards and requirements on safety issues. Transportation companies are regulated in the safety issues mainly based on traffic rules and technical regulations. Hotels and other places of tourist accommodation are mainly regulated in terms of fire and food safety and safety of facilities and constructions.

2. Regulating safety of travel companies and tour guides.

There is low level of requirements from the side of state to this category in the issues of safety.

Probably low level of state regulation of travel companies and, in particular, tour guides is related to low share of all tourism sector in gross domestic products of the country. According to official data, contribution of tourism in GDP in 2015 amounted to 4,5%. In the structure of revenues of the state budget tourism takes the lowest positions. Officially in 2015 the share of tourism sector in the budget of the country has amounted only to 0,08 percent.¹



Graph 1. Contribution of tourism in revenues of state budget .

The main normative and legal act regulating safety issues of tourism operator and tour guides in Kyrgyzstan is Law “On tourism”²

According to Law, tourism operator or tour guide is obliged (article.5 of the Law “On tourism”):

- To provide tourism services in accordance with concluded agreement (contract).
- To ensure measures of life safety, health safety and safekeeping of property of tourist in accordance with provisions of concluded agreement (contract).

There is special article in the law, addressing the issues of ensuring safety of tourists (article 10 of the Law “On tourism”). The law defines safety as “personal safety of tourists and safekeeping of their property while travelling”.

To increase safety level state obliges authorized bodies in tourism to inform tourism operator and tour guides about threat to safety in places of residence.

¹ Program of Government of the Kyrgyz Republic on development of tourism until 2020 approved by the Decree of Government of the Kyrgyz Republic as of 11 April 2016 № 192

² Law of the Kyrgyz Republic “On tourism” as of 25 March 1999, №34

Additionally, mass media (fully or partially owned by state) has to provide state body in the sphere of tourism with the possibility to announce information on safety concern for tourists immediately and free of charge.

The Law obliges tourism operators and tour guides to provide tourists comprehensive information on peculiarities of travels. Especially information regarding dangers which tourists may face while travelling, is important. Preventive measures should be taken as well to ensure safety of tourists.

In case of emergency or if tourists have not come back from travel, tourism operators and tour guides are “obliged to inform immediately state body in the sphere of tourism and interested parties”.

Tourism operators and tour guides are obliged to ensure that tourists are insured (article 13 of the Law “On tourism”). The Law defines two areas of compulsory insurance: medical insurance and accident insurance. Responsibility for insurance is fully laid on tourism operators. According to the law, tourism operators have to maintain insurance “with national insurance companies, having right to implement such activity”. However, tourism experts recognize that this rule has been abolished in practice by the government due to appeals from the The Kyrgyz Association of Tour Operators (KATO). In practice, insurance of foreign tourists by foreign insurance companies in Kyrgyzstan is now sufficient. Certificate of insurance envisages payment for medical assistance to tourists and reimbursement of costs in case of insurance event in the country (place) of temporary stay. But the issue of insurance of tourists is manifested more on paper rather than in practice. Practical application of this article of law is in question.

Rescue services function in Kyrgyzstan. However, efficiency of independent rescue teams depends on guarantee for payment for rescue works. As has been demonstrated globally, such a guarantee is availability of insurance for accident. Today national insurance companies may not propose insurance services on main list of “adventure” programs, acceptable for rescue organizations. Often tourists arrive with their certificate of insurance, which do not meet accident insurance premium in case of “adventure tourism” in host country, and it influence the quality of rescue operations. In this connection problems with covering rescue operations may occur.³

The issue of insurance is important not only as respect of tourists, but also tourist operator staff, who are rendering services directly to tourists. It is referred to tour guides. In accordance with existing legislation in case of personal injury, or in case of in the event of the death of staff due to accident or professional disease, the staff (its family) is compensated earnings lost, as well as related to health injury additional expenses for medial, social and professional rehabilitation or appropriate expenses, including lump-sum allowances, in connection to death of staff or his disablement.

The Law of the Kyrgyz Republic “Employers’ Liability Compulsory Insurance” as of 05.08.08 №194 since 12 February 2009.

Insurance event is accident happened to a worker in the discharge of his/her duties as result of occupational hazards led to professional disease, permanent and involved persistence of significant disability or incapacity, or death of worker.

³ From the Program of the Government of the Kyrgyz Republic on development of tourism until 2020 approved by Decree of Government of the Kyrgyz Republic as of 11 April 2016 № 192

Insured amount is established at the rate not less than annual payroll of workers, who work under labor contract. Insured amount for one full time worker is established in amount not less than annual payroll for this worker.

Insurance settlement includes (in accordance with norms of labor law of the Kyrgyz Republic):

- Earning lost by worker as result of disablement.
- Established by labor law lump-sum allowances.
- Expenses incurred additionally (in accordance with Labor law of the Kyrgyz Republic), caused by personal injury, if specified that injured person needs these kinds of assistance and care and has no right to obtain them for free.
- Deprivation of earning or its part in the event of death of worker (family provider) by disabled persons who were dependent or had right to allowances (regular payments).
- Other expenses related to compensation established in accordance with Labor Code of the Kyrgyz Republic in case of certifying involved persistence of significant disability or incapacity.

In practice, tour operators who hire guides are usually guided by internal safety standards to avoid cases when it is necessary to insure their employees.

Tourism activity is not subject to licensing since 2003.⁴

Analyzing state regulation of tourism operators and tour guides in the issue of safety, it may be concluded that **legislation is extremely permissive and has no strict requirements and prohibitions and lays the most of details and procedures on safety of tourists upon tourism operators and tour guides.**

Nevertheless, state is striving to develop tourism (including increasing safety level). Most strategic principals and areas of activity are included into the Program of Government of the Kyrgyz Republic on development of tourism until 2020 (PGKR, 2016). The state acknowledges that “issue of personal safety is important for foreign tourists when selecting country to visit”.

In the rating of Security Index (Global Peace Index)⁵, measured by Institute of economics and peace, Kyrgyzstan has taken 108 position among 163 independent countries (about 99,6% of world population). Comparing with neighboring countries, Kyrgyzstan insignificantly advances Tajikistan on security level (114 position) and China (112 position), but gives way to Kazakhstan (70 position) and Uzbekistan (104 position).

⁴ Law of the Kyrgyz Republic “On amendments to the Law “On tourism” as of 21 October 2003 N218

⁵ Index measures global world using three indicators: Level of safety in society, level of internal and international conflicts and level of militarization. Rating for 2018: <http://visionofhumanity.org/app/uploads/2018/06/Global-Peace-Index-2018-2.pdf>

3. Regulating safety of transportation companies

3.1 Compulsory insurance of the civil liability

The Law of the Kyrgyz Republic “On compulsory insurance of the civil liability of carrier to the passengers “as of 04.08.2008 №189 has entered into the force since 12 February 2009.

Compulsory insurance agreement should be concluded by individuals and/or legal entities owning railway, water, air, vehicle motor on the right of ownership or other legitimate grounds and has permission of authorized state body for passenger transportation and their property for payment or for hire in accordance with legislation of the Kyrgyz Republic. Civil liability of carrier is subject to insuring of transportation facility(TF), used for transportation of passengers (article. 5.2 of the Law).

Liability limits are established herewith. Liability limit on risk of injuring life and health of passengers amounts to 300 000 KGS for once passenger. Limit of risk of damaging property of one passenger amounts to 10 000 KGS. Total liability limit for one passenger amounts to 310 000 KGS.

Moreover, indispensable condition of legal liability insurance of carrier to passengers (article 16 of the Law) is specified in the Law of the Kyrgyz Republic as of 19 July 2013 № 154 “On automobile transport”. Carrier is also liable to third parties for damage to their life, health and property while transporting on transportation facility used for commercial transportation of passengers and luggage.

3.2 Requirements for technical serviceability of transport facility

Requirements for technical serviceability of transport facilities are included in the Law of the Kyrgyz Republic on “Road traffic in the Kyrgyz Republic” as of 20 April 1998 №52. Main requirements for ensuring road-traffic safety while operating transport facilities are (article 15 of the Law):

1. Technical condition and equipment of the TF should ensure safety of road traffic;
2. Obligation to maintain TF in good repair is assigned for owners of TF notwithstanding forms of ownership.

TF, used in entrepreneurial activity on transportation of passengers (in our case, tourists), are obliged to hold technical inspection (article 16 of the Law). Frequency of technical inspection of transport facilities transporting passengers is two times per year. According to law, technical inspection is held only by “diagnostic centers, accredited in established order by the legislation of the Kyrgyz Republic”. It is important to note that usual service station (SS), providing diagnostic services, have no right to hold technical inspection.

It is important to remember that responsibility for holding compulsory technical inspection is laid upon owners of transport facility and heads of organizations, operating this transport facility notwithstanding forms of ownership during operation of this transport facility.

There are certain parameters and requirements to transport while holding technical inspection. First, technical experts compare all available documentation in accredited diagnostic center: vehicle identification number should be identical to number in technical passport. Engine number may differ, because it is fashionable to change standard engines for more powerful models.

During technical inspection technical expert necessarily inspects brake system. It should comply with requirements of standards, in particular standards of efficiency and braking stability. Expert inspects brake hose as well in order to avoid brake-fluid leakage, break of airtightness of pipe ducts or coupling joints, inspects operating capacity of dead stroke of steering system and external lighting devices. Besides, technical expert holds visual inspection operating capacity of windscreen wipers and windshield washers, type wear and wheels. Engine is also requiring inspection. Amount of contaminants is inspected with the help of gas analyzer or transmissometer, fuel leak. Besides, mirrors, door locks, alarm signaling, klaxon horn, safety belts should comply with requirements. Accredited diagnostic centers inspect availability of fire extinguishers, triangular safety reflector and other.

Cost of technical inspection in Kyrgyzstan is from 550 to 1000 KGS depending on type of transport facility.⁶

According to Regulation “On order of holding technical inspection of transport facilities” as of 3 May 2013 №239 approved by the Government, duration of technical inspection of one transport facility depending on classification should amount to 15-60 minutes (item 10 PGKR). However, in practice, this procedure may take longer time.

In case of positive results, owner of TF is issued with warrant of fitness, certified by signature of expert and seal of diagnostic center.

In case of negative results (If TF does not meet at least one requirement) diagnostic center returns TF to owner indicating incompliance with requirements established by appropriate Technical Regulation (item 12 PGKR). In its turn, owner of TF should provide it for repeated technical inspection (item 13 of PGKR) not later than 15 calendar days after technical inspection and elimination of detected faults. Repeated technical inspection of TF is held in diagnostic center where first technical inspection was held or in another diagnostic center.

Repeated technical inspection of transport facility in diagnostic center is held only on those positions which did not meet established criteria and they were specified in certificate of periodic technical inspection. In this case diagnostic center charges fee for inspection of those positions which are inspected again.

Owner of TF is protected by right to appeal. So, in case of controversy with diagnostic center while technical inspection of transport facility, operator applies within 2 days with statement to Appeals Board under diagnostic center or accreditation body regarding illegal actions of diagnostic center (item 17 PGKR). In case of repeated unfair decision of diagnostic center, owner may appeal against a resolution through legal proceedings.

Issues of operability of transport facility are included into “Road traffic rules” (hereinafter referred as “traffic rules of the KR”) approved by the Government of the Kyrgyz Republic. Driver is obliged (article 2.3 of traffic rules of the KR) before each drive and on the way to check condition of TF. He has to stop moving in case of nonfunctional service brake system, nonfunctional steering control, non-illuminating (missing) headlamp and rear marker lights on the roads without artificial lights at

⁶ From interview of advisor to President of Association of Centers on technical inspection of transport facilities KR Satan Asylbekov in printed and electronic newspaper «Avtogid» as of 10.02.2017

night or during periods of reduced visibility, nonfunctional wind-screen wiper on the part of driver during rain or snowfall.

3.3 Safety aspects in regulating road traffic

According to Law “On road traffic in the Kyrgyz Republic” as of 20 April 1998 №52 to ensure road safety legal entities and individuals are obliged (article.19 of the Law):

- To arrange work of drivers in accordance with requirements ensuring safety of road traffic.
- To keep work and rest schedule for drivers established by legislations of the country;
- To create conditions for upgrading qualification of drivers and other staff of motor transport and city ground-based electric transport.
- To analyze and remove reasons of road traffic accidents and traffic violations with participation of transport facilities.
- To arrange and hold pre-trip medical check-ups, activities on improving skills of rendering incidental medical service to injured persons in traffic accidents.
- To ensure compliance of technical condition of transport facility with requirements of traffic safety and do not let transport facilities for operation in case of failure threatening road-traffic safety.

The most issues of safety in regulating road traffic are included in traffic rules of the KR. There is a strict regulation on transportation of people.

It is prohibited to transport children under 12 years old at the front seat of motor car in the absence of special child restraints. It is also prohibited to transport people in excess of amount envisaged by technical characteristics of TF, not taking into account children under 12 years old. Actual weight of TF should not exceed the value of Gross Vehicle Weight of TF (article 22.8 traffic rules of the KR).

While transporting passengers should fasten the seat belts (it is allowed not to fasten seat belt for children under 12 years old. It is allowed to use child seat).

Article 6 of traffic rules of the KR indicates requirements to carriers and TF in part of ensuring transport safety. Thus, carriers having documents certifying their qualification and professional suitability are allowed to transport passengers, luggage and cargo. TF should be suitable for appropriate transportation and meet requirements of legislation in part of transportation safety. Carrier should have documents certifying civil liability insurances to passengers and mandatory insurance of civil liability of motor vehicle owners. Drivers who have driving licenses of corresponding category and professional experience at least three years are allowed to hold transportation of passengers. It is prohibited to transport cargo, including luggage, outside luggage compartment. It is also prohibited to use motor vehicles with right-hand drive with the purpose of commercial transportation of passengers, luggage and cargo. According to length and number of seats for passengers, buses are divided into classes:

1. Compact car (up to 6,9 m) – from 9 to 16 seats.
2. Small class (7,0 - 7,9 m) – from 17 to 25 seats.
3. Middle class (8,0 - 10,4 m) – from 26 to 35 seats.
4. Large class (10,5 - 12,0 m) – from 36 to 45 seats.
5. Outsized vehicle (16,5 m and more) – more than 46 seats.

With the aim of road safety, it is prohibited for driver (article 2.8 traffic rules of the KR):

- To drive in a state of intoxication (alcoholic, drug intoxication or other), under the influence of pharmaceuticals worsening reaction and attention, in sick condition or in fatigue threatening traffic safety.
- To transfer driving to persons in a state of intoxication (alcoholic, drug intoxication or other), under the influence of pharmaceuticals worsening reaction and attention, in sick condition or in fatigue and persons who have no driving license of this category.
- To carry passengers in the cab of buses, trolleybuses, trams.
- To drive transport facility in breach of work and rest schedule.
- To use phone when driving (it is allowed to use phone with hands-free devices)
- To leave doors open from the side of carriageway.
- To operate transport facility by person who has no certificate of insurance on compulsory insurance of the civil liability of the carrier to passengers while transporting passengers for fee and for hire.

Driver is also prohibited (article 10.4 of traffic rules of the KR):

- To exceed maximum speed defined by technical characteristics of transport facility.
- To exceed speed indicated on identification sign “Speed restriction”.
- To make traffic jam for other transport facilities moving slowly with no need.
- To brake hard, if it is not required for preventing accident.

A good rest for drivers is important for safety. In case of international road transport, interregional passenger transportation (regular and irregular) and transportation of dangerous goods, transport facilities are subject to equipping with controlling units registering work and rest schedule (tachographs). In the absence of tachographs in transport facility drivers should fill in daily standard record sheets of work and rest schedule.⁷

It is prohibited to transport passengers and luggage, inflammable, explosive, poison, acid, toxic and malodorous substances, animals and birds, subjects contaminating transport facility or clothes of passengers, as well as a concurrent transportation of passengers and cargo in the cab of transport facility (article.18.1 of the Law «On automobile transport»). Carrier is obliged to provide daily technical and operational inspection of transport facility and pre-trip medical check-up of driver (article.18.3 of the Law «On automobile transport »).

In case of accident, driver involved in it, should (article. 2.6 traffic rule of the KR):

1. Stop transport facility immediately (stay put), use Emergency Brake Alert and triangular safety reflector (red flashing lantern).
2. To take possible measures for rendering first aid to injured. To call emergency and in emergency situation to send injured people by vehicle moving in the same direction and if impossible to deliver to the nearest hospital and comeback to the place of accident.
3. To make free carriageway if current of traffic is impossible. In case of necessity to make free carriageway or delivering injured people to hospital to document preliminary in the presence of witnesses the position of transport facility, tracks and subjects related to

⁷ Article 7 of the Law of the Kyrgyz Republic as of 19 July 2013 №154 “On automobile transport”

accident and to take possible measures to save them and to arrange bypass of scene of incident.

4. To report to internal affairs bodies, to record last names and addresses of witnesses and to expect arrival of law enforcement officers.

3.4 Financial sanctions of state in the issues of violation of safety rules in traffic

Financial sanctioning of violations is the most important issue in regulating traffic. These actions are aimed at increasing discipline in traffic and decreasing cases threatening lives of people.

Penalty rates for drivers of automobile transport in the issues of safety are as follows:

Article	Violation of traffic safety rules	Penalty for individual (KGS)	Penalty for legal entity (KGS)
121.1	Driving transport facility with technical problems, operation of which is prohibited	5 500	5 500
121.2	Driving TF which was not subject to compulsory technical inspection	3 000	3 000
121.5	Violation of rules on using seat belts	1 000	1 000
121.6	Permission by authorized person to drive transport facility with technical problems where its operation is prohibited or it has not passed technical inspection or not registered in established order	-	10 000
122.2	Driving transport facility without document evidencing compulsory insurance of civil liability of owner of ground transportation vehicles	3 000	3 000
122.3	Driving transport facility by person who has no right to drive or transfer control to the person who has no right to drive transport facility	5 500	5 500
123.1	Exceeding established speed for a value more than 10 km/h but not more than 20 km/h	1 000	1 000
123.2	Exceeding established speed for a value more than 20 /h but not more than 40 km/h	3 000	3 000
123.3	Exceeding established speed for a value more than 40 km/h, but not more than for 60 km/h	5 500	5 500
123.4	Exceeding established speed for a value more than 60 km/h	7 500	7 500
123-1	<ul style="list-style-type: none"> • Non-fulfillment of requirements of traffic signs or road 	3 000	3 000

	<p>marking, violation of rules related to stopping or parking.</p> <ul style="list-style-type: none"> • Violation of rules in using communication means while driving which are not equipped with technical devices letting communicate hands free; <ul style="list-style-type: none"> • Tailgating, non observance of distance or violation of attitude of transport facility on traffic way or violation of traffic rules on the highway. • Non fulfillment of requirements of traffic rules on stopping before stop line specified by road signs or road markings in red traffic light or prohibiting gesture of traffic controller. <ul style="list-style-type: none"> • Violation of rules of passing crosswalks, failure to provide a privilege to pass for pedestrians at crosswalks as well as moving along the pavement or foot paths or cycle lanes. • Violation of rules while passing crosswalks or driving for red traffic light or prohibiting gesture of traffic controller. <ul style="list-style-type: none"> • Violation of rules of overtaking or maneuvering without wrong-way driving. • Violation of rules on using exterior lights or alert messages 		
123-1.4	Violation of requirements on transportation of children established by traffic rules	3 000	3 000
128.1	Driving in a state of intoxication (alcohol, drug, psychotropic or other intoxicating substances)	17 500	55 000
128.2	Transfer of control over transport facility to a person who is in a state of intoxication (alcohol, drug, psychotropic or other intoxicating substances)	15 000	45 000

4. Hotels

4.1 Fire safety

Fire safety instructions should be available in hotels. Staff should be regularly instructed on fire safety. These activities should be documented in log-books on fire safety instructions.⁸

Sufficient number of primary fire extinguishing equipment according to standards should be in hotels: fire extinguishers, fire safety boards.⁹ Escape means complying with safety standards should be available in case of fire. Signs specifying direction of evacuation should be established in corridors, stair flight, emergency exit doors.¹⁰ Electric wiring and electrical appliances in all premises should be properly operating.¹¹ Tested internal fire main should be properly operating.¹²

There are different requirements on fire alarm and fire extinguisher systems for buildings of different height. Hotels refer to the following subgroup: hotels, motels, camping, guest houses (rooms, kitchen, luggage lockers, conference-halls, briefing halls and premises for cultural events).

If there are 10 floors in hotel, automated fire extinguisher system (dry chemical firefighting unit) and fire alarm system should be installed compulsorily. If there are less than 10 floors in hotel, it will be enough to install only automated alarm system. In addition to above mentioned requirements, if there are cafes (public catering facilities) inside hotel, they should be additionally equipped with automated fire alarm system reacting for heat.¹³

A drive for fire-extinguishing equipment to the fire-fighting water supply should be ensured in hotels.¹⁴ Exit gates and access roads should not be cluttered.¹⁵

All electric installations should be protected from short-circuit current with the help of special devices.¹⁶ Insulation resistance values of cables and wires should be periodically measured.¹⁷

⁸ Fire safety rules for enterprises, organizations, institutions and residential areas of the KR approved by PGKR No33 as of 08.02.1995r., item.I- 0-0.9, item.I- 0-0.10

⁹ Fire safety rules for enterprises, organizations, institutions and residential areas of the KR approved by PGKR No33 as of 08.02.1995r., item.II-4-2.1, II-4- 2.10

¹⁰ Article 62, 64 of the Law of the KR Technical regulation «On fire safety » No142 as 26.07.2011 ., item.6.9 – 6.44 MCH 2.02-01-97«Fire safety of buildings and constructions »

¹¹ Fire safety for enterprises, organizations, institutions and housing fund of the KR” approved by PGKR No33 as of 08.02.1995r n.II-1-0.1, II-1- 0.41

¹² Fire safety for enterprises, organizations, institutions and housing fund of the KR approved by GPKR No33 as of 08.02.1995r n.II-4-3.14, II-4-2.9

¹³ List of buildings, construction, premises and equipment subject to protection by automatic systems of fire detection and extinguishing. It is approved by Decree of Government of the KR as of 29 April 2011 № 196.

¹⁴ Article.66 of the Law of the KR «On providing fire safety» as of 7 June 2016 №78

¹⁵ Fire safety for enterprises, organizations, institutions and housing fund of the KR approved by GP KR No33 as of 08.02.1995r n.III-1-5.12

¹⁶ Fire safety for enterprises, organizations, institutions and housing fund of the KR approved by GP KR No33 as of 08.02.1995r n.II-1-0.6

¹⁷ Fire safety for enterprises, organizations, institutions and housing fund of the KR approved by GP KR No33 as of 08.02.1995r n.II-1-0.5

Timber constructions of buildings and structures should be treated by fire-retarding composition.¹⁸

4.2 Food safety

Most of hotels have kitchen (and even restaurants) for providing food to clients. There are strict requirements for food safety, which are included into legal acts of the country. Regulatory compliance is controlled by inspecting state bodies.

Measuring systems (scales, containers for defining volumes of liquid) should be regularly inspected for reliability of information. All certificates for these devices should be in place compulsorily and regularly (one time per year) inspected in state bodies.¹⁹

All products in kitchen should be marked in nominal quantity, specifying information on economic entity (producer or packer).²⁰

In respect of managing personnel in kitchen, register and programs of induction for staff are compulsory (approved by manager).²¹ Kitchen staff are obliged to undergo health check (once per year) regularly.²² Kitchen staff should be insured against accidents or personal injury in the process of work.²³ They also have to be trained on basic standards of sanitation in accordance with the program of sanitary preparation. Workers have to keep personal hygiene. They should be provided with sanitary clothes. There should be hanger for sanitary clothes and conditions for personal hygiene of workers arranged in tambour of toilet. Hotel owners should provide wardrobe with separate hangers for personal and sanitary clothes of workers, and keep requirements on prohibiting to store personal clothes, shoes in production facilities. There should be first aid kit completed with medication to render first aid to workers.²⁴

Design and construction of production facilities (kitchen) should provide route of production facilities (to exclude countercurrent flows or cross flow of crude materials or finished products, dirty and clean dishes and also cross-movement of visitors and personnel).²⁵ Interior plain of a wall and partition-walls with height 1,8 meters from the level of clean floor should be produced out of water-proof, washable and nontoxic materials available for cleaning and disinfection.²⁶

¹⁸ Fire safety for enterprises, organizations, institutions and housing fund of the KR approved by GP KR No33 as of 08.02.1995r n.I-0-1.12

¹⁹ Law of the KR «On providing uniformity of measurements» №118 as of 09.07.2014.

²⁰ Technical regulation CU 022/2011 №881 as of 09.12.2011, food products in the part on marking, article.4

²¹ Article.216 Labor Code of the KR

²² Article 63, 220 Labor Code of the KR

²³ Articles .211, 255 Labor Code of the KR, article.4 of the Law «On compulsory compulsory social insurance from industrial accidents » as of 05.08.2008, №194

²⁴ Article.7 and 17 of the Law «On public health care»; article.11 TR of CU 021/2011; Regulation of Government of the KR No225/2011; p.15, (Sanitary and epidemiological service) KR No201/2016; p.15, (Sanitary and epidemiological service) KR No201/2016; Article 14 TR of CU 021/2011; p.9,12,15 (Sanitary and epidemiological service) Regulation of Government of the KR No201/2016; Article 14 TR of CU 021/2011, 15 Annex 9 (Sanitary and epidemiological service) Regulation of Government of the KR No201/2016

²⁵ Article.14 TR of CU 021/2011; -item.9 Annex 9 (Sanitary and epidemiological service) KR No201/2016

²⁶ Article 14 TR of CU 021/2011

Wet cleaning with application of detergents and disinfecting agents should be arranged in all premises of the subject.²⁷ Technological equipment, dining tables and production tables, inventory should be cleaned with cleansing and disinfecting agents, with hot water and wiped with dry duster.²⁸ It is necessary to keep rules of washing and disinfecting tableware, have degreasing and disinfecting agents. Instruction on rules of washing dishes should be hanged as well.²⁹ Scheduled plan for cleaning and disinfecting production premises and equipment should be available in kitchen.³⁰

Technological equipment, production tables, inventory, containers and kitchenware contacting with food products should be produced out of nontoxic stainless materials, not influencing human health harmfully³¹

Delivery (transportation) of food products should be implemented by specially assigned transport facility which is regularly cleaned and disinfected.³²

While storing food products temperature regime, expiry date and compatibility of products should be kept. It is not allowed to store food products jointly with food products of other sort (separately from unclean vegetables, fruits, greens, whole products and semi-finished products) and non-food products.³³

Deratization and desinsection plans are compulsory as well as records of executed works.³⁴ Activities against gnawing animals and insects should be held and signs of contamination are absent. Opening external windows (fanlights) and doorways should be equipped with easily detachable insect screens, against flies during warm season.³⁵

Processing of whole food and finished products should be held separately in a specially equipped areas (workshops) using appropriate inventory and labeling.³⁶ Control on stages of technological process of cooking dishes (products) should be kept. Temperature of cooking and distributing dishes should be kept.³⁷

4.3 Other safety issues of buildings and people

Buildings and structures of hotel should comply with project design, technical regulations and before their approval they need to comply with construction norms and standards and other

²⁷ Article.14 TR of CU 021/2011; -p.9 (Sanitary and epidemiological service) KR No201/2016

²⁸ Article.15 TR of CU 021/2011; - n=p.10 (Sanitary and epidemiological service) KR No201/2016

²⁹ Article 10, (Sanitary and epidemiological service) KR No201/2016

³⁰ Article 3 part 7, Article 11 TR of CU 021/2011

³¹ Article.14,15 TR of CU 021/2011; Article 10 (Sanitary and epidemiological service) KR No201/2016

³² Article 17 TP TC 021/2011; - Article 11, (Sanitary and epidemiological service) KR No201/2016

³³ Article 11, 13, 17 TR of CU 021/2011; Article 11 (Sanitary and epidemiological service) KR No201/2016

³⁴ Item.3 article.11 TR of CU 021/2011

³⁵ Program of Government of KR No644/2002 «On strengthening struggle with gnawing animals on the territory of KR » -item.11,14, (Sanitary and epidemiological service) PGKR No201/2016

³⁶ Article.11, TR of CU 021/2011; item. 2 annex 1; item.12 annex 9 and (Sanitary and epidemiological service) KR No201/2016

³⁷ Article.11 TR of CU 021/2011; -item.2, 3 annex 1; item.12 and 13, annexes

normative and legal acts related to providing durability, quality, safety, seismic resistance, and serviceability of buildings and constructions.

Electrical drawings for electric safety should be available in hotel.³⁸ Earthing ring is compulsory as well. Test protocols for earthing rings should be available.³⁹

Hotels should have agreements for maintenance and repair of elevators and escalators, column cranes and boilers (if any available in building). Logbook of inspection and repair elevators and escalators, cranes and boilers should be kept compulsorily.⁴⁰

³⁸ Item 25 of Technical regulation «On electric safety» approved by Resolution of Government of the KR as of 2 June 2012 No359

³⁹ Items 56, 57, Annex No9 Technical regulation «On electric safety» approved by Government of the KR as of 2 June 2012 No 359

⁴⁰ Article.9, Law of the KR Technical regulation «On industrial safety»; article.9, Law of the KR Technical regulation «On industrial safety»