

## Risk and Safety Management for Tour operators in Georgia

<b>Date</b>	2 days training, dates to be confirmed by GITOA (end of April, beginning of May)
<b>Where</b>	Tbilisi, location to be confirmed by GITOA
<b>Target group</b>	Inbound-, Product-, Risk & Safety Manager of Tour operators

### Training Objectives

- 1) illustrate the importance of risk and safety management in the global tourism industry
- 2) familiarize participants with the main components of a risk and safety management system and introduce the basic steps, methods and tools to assess, manage and mitigate operational risks of tourism products.
- 3) present national specific safety regulations, common practices and useful tips for certain safety topics (food-, fire-, accommodation-safety)
- 4) foster exchange and learning between participants through a participatory training approach (share experiences; current practices; challenges; lessons learned)

This training is co-organized by:

- 1) Georgian Incoming Tour Operators Association (GITOA)
- 2) Die Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

The training is provided by a team of national and international experts.

## Program

Day 1 (9 a.m. to 5:00 p.m.)

### Welcome words and introduction by GITOA (10 min.)

### Introduction of trainers & participants; pre training evaluation (40 min.)

#### Objective

- Present the objectives and program of the 2-day training
- Introduction round of participants and trainers
- Pre training evaluation

### WHY Risk & Safety Management? The emerging national/international context and trends (1 hour)

#### Objective

- Provide an overview of the legal, non-legal, voluntary and common requirements of International (European) Tour Operators: Code of Conducts; European Package Travel Directive; International Standards and Certification; Sustainability/Responsible Tourism.
- Enable participants to reflect, based on the national circumstances, profile of their international business partners and customers, the priority areas and opportunities for their businesses

### HOW Risk & Safety Management? Basic requirements (1,5 hour)

#### Objective

- Provides a basic introduction in the different components, methods and tools (Risk Assessment, Standard Operating Procedures, Emergency Preparedness Plan, Incident Reporting, building a Safety culture a.o.) for a comprehensive yet effective risk and safety management system to manage and mitigate operational risks of tourism products.
- Introduce participants to available online-support (online trainings, manuals, tools, templates) applicable to support participants after the training and during development and implementation of risk and safety in their organizations

**LUNCH-break (1 hour: around 12:30-1:30 pm)**

### Customers & safety (30 min.)

#### Objective

- Illustrate the importance of customer information/management as an essential part of risk & safety
- Present and discuss various opportunities (pre-client information/screening; safety briefings; trainings) to ensure customers are adequately prepared in case something goes wrong
- Present client feedback forms as an essential monitoring tool

**Supply Chain Management: Food safety (2 hour)**Objective

- Present the national legislative context/requirements combined with examples/expert assessment of implementation practices, safety awareness and risk potentials
- Provide participants practical tips on how to assess and manage their suppliers

**Wrap-up of Day 1/Outlook Day 2**

Day 2 (9 a.m. to 5 p.m.)

**Introduction and overview Day 2 (15 min.)****Supply Chain Management: Fire safety (2 hour)**Objective

- Present the national legislative context and requirements combined with examples/expert assessment of implementation practices, safety awareness and risk potentials
- Provide participants practical tips on how to assess and manage their suppliers

**Supply Chain Management: Discussion & practical tips (45 min.)**Objective

- Present and collaboratively discuss practical tips to engage, manage and monitor suppliers (overview of critical risk and safety points; implementation examples; best practices)

**LUNCH-Break (1 hour: 12-1 pm)****When the worst is happening: dealing with an emergency (1,5 hours)**Objective

- Provide participants with practical considerations to handle emergencies and crisis
- Familiarize participants with the do's and don'ts in such cases

**Soft Skills – Stress Management, Communication, Leadership (1,5 hour)**Objective

- Introduce participants to the key brain functions that determine human reaction in times of stress.
- Provide participants with tools and techniques on how to manage stress, communicate and lead on risks and around times of emergencies
- Through a simulation exercise, participants can experience real-world stressful situations and practice response.

**Open Discussion: Risk & Safety Management of your organization – Challenges, opportunities & needs (45 minutes)**

Wrap-up; addressing complexity - key topics, priorities, recommendations for common ground; finding opportunities – the path forward

**Post training evaluation****Closing words by GITOA**

LOGO GITOA