



TRAINING MATERIAL ON RISK AND SAFETY MANAGEMENT FOR THE TOURISM INDUSTRY

Overview of the online training courses, guidelines, handbooks and country examples developed by the international training initiative of Explore World Wide and GIZ

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Introduction

The international tour operator Explore Worldwide (<https://www.explore.co.uk>) and GIZ (www.giz.de) have joined forces over the last 5 years to implement an international training program on risk and safety management targeting tour operators, guides, guesthouses, transport companies and other service providers in the tourism industry.

A variety of handbooks and manuals were developed to support the online and face to face trainings on different safety topics : fire safety, food safety, transport safety, horse riding safety, standard operating procedures for risk and safety management system; etc. Training material have been used in different countries, translated in several languages and are now shared for further dissemination and use.

Please consult www.riskmanagement4tourism.org for more detailed information and resources on the international training initiative on risk and safety management in tourism value chains.



1. Online Training Courses



Risk and Safety Management Courses in English, French, and Russian.

The online training on Risk Management provides easy and practical guidelines on mitigating risks and safety matters with regards to the tourism products. It consists of 5 courses that are available in English, French, and Russian. The training course highlights the main concepts of risk and safety management. Each course is comprised of 2 video lessons and an assignment section. The first course introduces the concepts of risk management. The second one is working out on risk assessment strategy. The third course is focused on the standard operating procedures. The fourth one deals with the emergency plans development. And the final fifth course explains incident reports, insurance and reputational risks.

[Link to the Risk management course in English and French](#)

[Link to the Risk management course in Russian](#)



Safety in the Natural Environment

(Kyrgyzstan, Russian with English subtitles, total duration 14:58)

The playlist contains 3 educational videos taken during the risk and safety training for guides in Kyrgyzstan. The first video demonstrates protection measures against mites, the second lesson describes the rules to pass through the dangerous areas, and the third one is about simple ways to ensure safety in the mountains.

[Link to the educational videos](#)

Educational Videos Intended for Small Hotels and Guest houses:



Food safety at hotels.

(Russian with English subtitles, duration 11:03)

The video highlights the food safety requirements that must be met to keep control at all stages of storage and cooking, and the high degree of staff responsibility as well.

[Link to the video on Food safety at hotels](#)



Physical safety in hotels.

(Russian with English subtitles, duration 05:42)

The video describes physical security requirements at accommodation including the building and staff members service standards. Besides, the video includes an accurate list of the control measures.

[Link to the video on Physical safety in hotels](#)



Fire safety at hotels.

Russian with English subtitles, duration 05:28

Mainly, the video introduces causes of fires, problems with fire prevention, hotel manager's responsibility and operational procedures, electrical equipment and flammable materials, evacuation rules, etc.

[Link to the video on Fire safety at hotels](#)



Risk management in community-based tourism.

(Russian with English subtitles, duration 09:07)

The video introduces organizing standards and safe service at the community-based guest houses, as well as Green tourism principles. The video touches upon the main safety construction measures, recommendations to room decoration, norms of cooking and hygiene, standards of Green tourism and measures of preventing the COVID-19 spread.

[Link to the Risk management video in community-based tourism](#)



Horseback Riding Safety.

(Kyrgyzstan, in Russian with English subtitles, duration 4:28)

The video contains the information on standards of the equipment, riding experience requirements to all members of the group, horse care and preparation for the tour, and safety procedures. Besides, the video includes an accurate list of the requirements/measures.

[Link to the video on Horseback riding safety](#)



2. Guidelines, Handbooks and Manuals



Manual for Trainers. Facilitator Manual. The Introduction to Risk Management in Adventure Tourism for Tour Operators, Guides, Drivers and Guesthouse Facilities

[Download
Facilitator manual](#)

The Manual contains four sections, each of them is the tailor-made training program developed for the definite target group. Besides the training content definition, every module implies activities that facilitate participants' learning. However, the Manual provides a basic training program framework for risk management in adventure tourism that advises trainers or training institutions:

- to review the training material and do necessary adaptations according to the local context;
- to make efficient use of existing training materials;
- to promote participatory approach and peer learning.

Each training module presents technical content, questions for facilitating group discussions, activities, references for those who would like to enrich the training content and examples of Standard Operation Procedure. Trainers could also address the online platform for country examples and further reading materials.



Health and Safety Handbook for Adventure Tourism: Guidance for National Tourism Institutions and Associations

[Download Health
and safety
handbook for
adventure tourism](#)

This handbook addresses the health and safety issues specific to the adventure tourism. It examines the discussion of the challenges with the health and safety. The handbook referred to international standards for providing guidance to national tourism associations and institutions in implementing a regulatory framework for risk management. It provides guidance on operating procedures on safety as well as templates for risk-benefit analysis, safety operating procedures, and crisis management. Referring to the handbook materials the national tourism institutions and associations are able to gather all the required background data for creating an ownership to compete in.

Guidelines and Tools for Tour Operators & Guides:



Risk and Safety Management Skill Building in Adventure Tourism Destinations. Handbook for Tour Operators

[Download
Handbook for tour
operators](#)

This Handbook is composed of two chapters. The first one is an introduction to the risk and safety concepts concerning tourism actors. It touches upon the following topics: adventure tourism and risk, regulatory framework and risk management, country examples and local legal framework. The second chapter explains the implementation of the risk and safety management plan using key steps: risk assessment, standard operating procedures, emergency preparedness plans, and incident reporting, action and monitoring plan. Besides it describes steps on setting up a risk and safety management system.



Accommodation Risk Assessment: a Guideline for Tour Operators to Assess the Accommodation Facilities

The practical guide gives the opportunity to tour managers to self-assess the small and medium-sized accommodation facilities. The document shares a self-assessment methodology relating to fire safety, first aid, catering, hygiene and accessibility.

[Download Accommodation Risk Assessment guideline](#)



Guidelines for Guides and Tour Managers. Safe Travel

This handbook is a general pocket-sized manual made for travel companies and guides. It aims to answer questions regarding the development of safety systems and related risk management strategies. It is designed to enable easy implementation of the systematized risk management system, and to become an essential tool of any successful tour operator. The handbook provides the main rules, recommendations, practical examples and templates necessary for safe and successful tour planning and execution. Besides, it includes the methodologies of risk assessment and risk mitigation, steps for the development of action plans in emergency situations, incident report samples and other useful templates and resources. Instructions and pre-made samples may be adapted by tour operators according to the destination, local circumstances, local regulations, and types of tours and excursions.

[Download Safe Travel Handbook](#)



Self-Assessment of Risk and Safety Management System for Tour Operators: Concept Note and Checklists

Self-assessment allows organizations to individually assess advancement in terms of risk and safety management. The self-assessment approach was developed for tour operators to be able to:

- 1) systematically assess and evaluate the quality of organization's current risk and safety management system and practices;
- 2) identify discrepancies between the status quo and the desired state;
- 3) identify strategies to improve risk and safety management for the operational activities of organizations.

As a result, the self-assessment process allows organizations to recognise the desired risk and safety management system, gather evidence about the present system, and increase understanding on actions that are applicable to close the gap between the two.

[Download the Concept Note](#)

[Download the Self-Assessment checklist](#)

Guidelines and Tools for Accommodation Facilities:



Safe Guest House: Guidelines for Guest House Managers and Staff

Thanks to this manual, owners and managers of small and medium-sized accommodation enterprises will be able to build a safety and labor protection system for their employees, as well as to solve all issues related to a comfortable stay of guests. All recommendations and requirements are given in the form of tables and lists. Clear, comprehensible advice, recommendations and rules are accompanied by detailed explanations so that the material can be adapted for all types of accommodation enterprises.

[Download Safe Guest house guideline](#)



The Example of the Safety Checklist for Accommodation

A comprehensive safety checklist to assess the accommodation facilities has the following chapters: fire safety, first aid, food safety, physical safety, etc. The checklist includes the template for the action plan, which should be developed after filling up the main document.

Should be adapted according to the needs.

[Download an Example of Safety checklist for accommodation](#)

Transport Safety



Transport Safety Essentials

The file includes safety recommendations to the driver, car maintenance and pre-driving car checks, and prescriptions for being prepared for a specific trip/tour. The document refers to the link to the video of the vehicle inspection and preparation before leaving.

[Download the document Transport safety essentials](#)



Driver Safety Memo

The list of the main requirements for a driver and the vehicle during passenger transportation.

[Download Driver safety memo](#)



Vehicle Readiness Checklist

Checklist for the condition and readiness of the vehicle for departure.

[Download Vehicle readiness checklist](#)



Horse Riding Safety

The document describes general safety measures while riding a horse. It consists of information about necessary equipment and attire, importance of ground instructions, prevention to spook a horse, approaching and leading an animal, feeding treats and other safety essentials.

[Download Horse riding safety Fact Sheet](#)



Camel Riding Safety

The document represents general safety measures while riding a camel. It includes safety essentials about appropriate attire, safety actions while approaching, embarking, riding and disembarking a camel.

[Download Camel riding safety Factsheet](#)

Food Safety



Food Safety Essentials

The document contains general food safety essentials and includes links to video materials on the following topics: personal hygiene, receiving and storing food, food preparation and handling, sanitation, cleaning and maintenance, employee health status.

[Download the document on Food safety essentials](#)



Food Safety on Tours

A brief guide for food safety while preparing it outdoors. It helps with meal-choices and food safety rules during any tour.

[Download the document Food safety on tours](#)



Food Allergens

Infographic designed brief and easy to understand information about food allergens. It describes 14 major allergens (celery, cereals containing gluten, crustaceans, eggs, etc.) which need to be mentioned when they are used as ingredients in a food. You can also find examples there.

[Download Food allergens Factsheet](#)

Fire Safety



Fire Safety Essentials

The file describes general fire safety essentials like fire risk assessment, staff training, fire escape routes, etc. Second part of the document gives information about general rules for using fire extinguishers.

[Download the document on Fire safety essentials](#)



Instruction for Portable Fire Extinguisher

The document gives the proper instruction on how to use, install and maintain the fire extinguisher.

[Download Instruction for portable fire extinguisher](#)



Campfire Safety Memo

The list of the camp-fire safety procedures.

[Download Campfire safety Memo](#)



Example of Fire Safety Log Book and Safety Guest Instruction

Two documents for sample usage. The one is "fire safety log book". It includes information on fire safety equipment testing, records of fire drills and fire safety trainings, other items for consideration and site-specific plans where appropriate.

The second is an example of fire safety rules for guests in any hotel/guest house.

[Download Fire Safety Log Book](#)
[Download Safety guest instruction](#)

Tools and Materials for Universities and Training Centers



RISK AND SAFETY MANAGEMENT IN OUTDOOR-ADVENTURE TOURISM. Booklet for Universities

The 40 pages long-read document for universities consists of general information about safety management, risk assessment, standard operating procedures, emergency and contingency plans and incident reports, action and monitoring plans, motivation, risk, fear and stress management, leadership, first and emergency aid.

[Download Booklet for Universities](#)

3. Country Examples



Kyrgyzstan: Country Tourism Regulations



Government Regulation on Safety Management in the Tourism Industry of the Kyrgyz Republic. (English)

The analysis of the government regulation reveals details of the safety of travel companies and tour guides and the safety of transportation companies and hotels.

[Download Govern
ment regulation
on safety
management in
the tourism
industry](#)



National Standards of Safety in the Work of Guides and Tour Operators. (English)

Government agencies requirements in terms of safety and responsibilities of tour operators and guides.

[Download
National
standards of
safety in the work
of guides and tour
operators](#)



National Standards for Transport Safety in the Kyrgyz Republic. (English)

A brochure of the national legislation requirements for transport safety, including civil liability insurance, technical reliability of the vehicle and safety on road traffic.

[Download Nation
al standards for
transport safety in
the Kyrgyz
Republic](#)



National standards for accommodation facilities in the Kyrgyz Republic. (English)

This file introduces a brochure with national legislation requirements for accommodation safety in terms of food, fire, and construction safety.

[Download
National
standards for
accommodation
facilities in the
Kyrgyz Republic](#)

Kyrgyzstan: Local Online Trainings



Online training on prevention measures of COVID-19. (Kyrgyz and Russian with English subtitles)

The playlist contains a number of videos with recommendations on prevention COVID-19 for hotels, guest houses, cafes and restaurants, transport service and yurt camps.

[Link to the Online
training on
prevention
measures of
COVID-19](#)



Basic Risk and Safety Management Training for Guides. (Russian with English subtitles)

The playlist comprises 8 videos taken during the training for guides in Bishkek. The lessons start from the basic terminology and rules for designing a trip, and go further to the standard operating procedures to reporting accidents.

[Link to the Basic risk and safety management training for guides](#)



Yurt Camp Safety. (Russian with English subtitles, duration 05:47)

The purpose of the video is to give safety requirements in yurt camps, touching the following points: sanitary and hygiene, standards in the kitchen and food safety, sustainable development principles and waste sorting.

[Link to the Yurt camp safety video](#)



Morocco



Food Safety Training Guideline for the Kitchen Staff Working in the Tourism Industry. (French)

The course presents two hour practical guidance on site food safety training for kitchen staff of small and medium-sized enterprises working in the tourism industry.

[Download Food safety training guideline for the kitchen staff](#)