

Labor Rights and Occupational Safety and Health (OSH) Analysis in Tourism and Hospitality Sector of Georgia

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Abstract

This study analyzes labor rights and occupational safety and health (OSH) practices within Georgia's tourism and hospitality sector, with a particular focus on small and medium-sized enterprises (SMEs) and startups, especially those led by youth and women. The research is based on a survey conducted among 41 businesses, which represent a range of business types and geographic regions. The findings indicate varying levels of awareness and implementation of labor rights and OSH regulations. While most businesses are familiar with basic labor rights such as working hours, overtime compensation, and rest periods, there are significant gaps in awareness of more complex rights like collective bargaining and minimum wage requirements.

In terms of OSH practices, the survey revealed a substantial need for improvement. Although emergency evacuation procedures and fire safety training are commonly implemented, other critical measures such as ergonomic assessments and stress management programs are less widespread. A concerning number of businesses do not conduct regular OSH training, and many lack dedicated personnel responsible for overseeing safety standards.

The study identifies several key challenges, including the management of overtime, informal employment, and the need for regular safety training. Based on these findings, the paper recommends targeted interventions, such as sector-specific training programs, regional outreach, and stronger support for women-led businesses. These efforts are essential to improving compliance with labor laws and OSH regulations, ultimately creating safer and more equitable working environments in Georgia's tourism and hospitality sector.

Keywords: Labor Rights, Occupational Safety and Health OSH, Tourism and Hospitality

Introduction

The tourism and hospitality sector plays a significant role in Georgia's economy, contributing to both employment and national revenue.¹ However, the rapid expansion of this sector has brought forth challenges, particularly in the areas of labor rights and occupational safety and health (OSH). Ensuring that businesses, especially small and medium-sized enterprises (SMEs) and startups, comply with labor regulations and maintain proper OSH standards is crucial for sustainable growth and the well-being of employees.

This study investigates the current state of labor rights and OSH practices in the tourism and hospitality sector in Georgia, with a specific focus on SMEs and startups, particularly those led by youth and women. By analyzing survey data from a diverse range of businesses, this research provides insights into the level of awareness, implementation, and the challenges faced by businesses in complying with labor rights and OSH regulations. The findings aim to inform future policy development and educational efforts to improve labor conditions and ensure safer work environments in the sector.

¹ Kekelidze, N., Kvachantiradze, N., "PROFESSIONAL SKILLS NEEDS' ASSESSMENT IN TOURISM AND HOSPITALITY SECTOR", International Scientific Conference, Research Review, 2023, PP. 52-68.

1. Labor Rights Awareness and Implementation in Georgia's Tourism and Hospitality Sector

1.1. Overview of the Labor Code of Georgia

The Labor Code of Georgia serves as the primary legislative document governing labor relations within the country, outlining the rights and obligations of both employers and employees.² Key aspects of the Labor Code include provisions on working hours, rest breaks, overtime compensation, employment termination, sick leave, and maternity/paternity leave. These regulations aim to create a balanced working environment that protects workers' rights while allowing businesses to operate efficiently.

Despite these protections, the Labor Code's application varies across sectors, particularly in industries such as tourism and hospitality, where seasonal work and informal employment are common. Businesses in this sector, especially SMEs and startups, often face challenges in fully understanding and complying with the code, partly due to a lack of resources and access to legal expertise. The need for enhanced awareness and implementation of labor laws is critical to ensuring fair treatment of employees, preventing disputes, and fostering sustainable business practices.

1.2. Findings from the Survey on Labor Rights Awareness

The survey conducted by across 41 businesses within the tourism and hospitality sector revealed diverse levels of awareness regarding the Labor Code. Of the respondents, 61% indicated that they were "somewhat familiar" with the labor regulations, while only 24.4% claimed to be "very familiar." This indicates a moderate level of awareness but highlights the need for more in-depth education and training to ensure comprehensive understanding and compliance.

The survey further explored awareness of specific labor rights, revealing varied familiarity with key provisions. For instance, businesses demonstrated a high level of awareness regarding maximum working hours, overtime compensation, rest breaks, and annual leave. These aspects of labor law are relatively well understood due to their immediate impact on daily operations. However, there was significantly lower awareness of rights such as collective bargaining (a key tool for ensuring workers can negotiate for better conditions) and minimum wage requirements. This suggests that while businesses grasp the more visible and operational aspects of labor law, they may be less familiar with rights that involve long-term worker empowerment and legal negotiations.

1.3. Implementation of Labor Rights in the Sector

While general awareness of labor rights was moderate to high, the implementation of these rights within businesses varied significantly. Survey results showed that 87.8% of businesses reported having employment contracts in place for all employees, a positive indicator of compliance with the Labor Code's basic requirements. However, 12.2% of respondents did not have employment contracts for all their workers, indicating that informal employment practices are still prevalent in parts of the sector. Informal employment can leave workers vulnerable to exploitation and denies them access to legal protections provided by formal contracts.

In terms of formal labor policies, 63.4% of businesses reported having written labor policies, while 22% had no such policies in place. Another 14.6% were in the process of developing them. These statistics reveal a substantial gap in the formalization of labor rights within the sector. Formalized policies are crucial as they provide clear guidelines for both employers and employees regarding their rights and responsibilities. The lack of written policies in nearly one-quarter of businesses suggests a risk of inconsistent practices and possible legal challenges in the future.

² Article 14, "Labor Code of Georgia". 2010.

1.4. Challenges in Labor Rights Implementation

One of the most frequently cited challenges in implementing labor rights was managing overtime and working hours, especially in businesses that rely heavily on seasonal or part-time workers. The flexible nature of work in the tourism sector can complicate compliance with standard working hour regulations, and many employers struggle to balance operational demands with legal requirements.

Another significant challenge is the lack of familiarity with labor law changes. Respondents indicated that they often feel out of touch with new regulations and updates, particularly concerning termination procedures, compensation, and anti-discrimination policies. This challenge is exacerbated by the geographic concentration of knowledge and resources in Tbilisi, leaving businesses in other regions with fewer opportunities for training and legal consultation.

2. Occupational Safety and Health (OSH) Practices in the Tourism and Hospitality Sector

2.1. OSH Regulations in Georgia

Occupational safety and health (OSH) regulations in Georgia are designed to protect workers from physical, mental, and environmental hazards in the workplace. The legal framework covers a wide range of topics, from fire safety and emergency procedures to the management of hazardous materials and long-term health risks such as stress and ergonomic injuries. OSH compliance is not only a legal obligation but also a key factor in ensuring employee well-being and productivity.

In the tourism and hospitality sector, the implementation of OSH measures is especially important given the diverse and sometimes physically demanding nature of the work.³ Employees in hotels, restaurants, tour operations, and other hospitality services are often required to handle heavy loads, work in hazardous environments, or interact with large numbers of customers, increasing their risk of injury or burnout. For businesses, maintaining high OSH standards is not only about legal compliance but also about fostering a safe and sustainable work environment that attracts and retains talent.

2.2. Survey Results on OSH Awareness and Implementation

The survey revealed significant variation in OSH awareness and implementation across the tourism and hospitality sector. While 19.5% of respondents reported being very familiar with OSH regulations, the majority of businesses had only a moderate or limited understanding. Specifically, 43.9% were "somewhat familiar" with OSH regulations, and 31.7% were either "not very familiar" or "not at all familiar." This points to a clear need for greater education and training on OSH standards to ensure businesses can adequately protect their employees.

In terms of implementation, the survey showed that most businesses had taken some steps to ensure safety, with emergency evacuation procedures, fire safety training, and the provision of first aid kits being the most commonly implemented measures. However, less attention was paid to long-term health concerns, such as ergonomic assessments and stress management programs. Only a minority of businesses had implemented measures to prevent workplace stress or ensure that employees' physical work environments met ergonomic standards. This imbalance suggests that while businesses are focusing on immediate safety concerns, they may be neglecting important aspects of long-term health and well-being.

2.3. Frequency and Quality of OSH Training

OSH training is an essential component of maintaining workplace safety, but the survey revealed inconsistencies in how frequently businesses conduct such training. Among the respondents, 41.5% reported conducting OSH training annually, which is the minimum standard for ensuring that employees

³ Tartarashvili, T., "Some issues and terminology of legal provision of labor, environment and health safety". 2022.

remain aware of safety procedures. However, 19.5% of businesses admitted to never conducting any form of OSH training, and 17.1% only provided training during the onboarding process. This irregularity is particularly concerning in a sector where risks can vary significantly based on the time of year, type of operation, or location of work.

Moreover, only 41.5% of respondents had a designated OSH officer or person responsible for overseeing safety in the workplace, while the remaining businesses either had no such position or outsourced the responsibility. The lack of dedicated OSH personnel, particularly in smaller businesses, highlights a gap in expertise and leadership on safety issues.

2.4. Main Challenges in OSH Implementation

The survey respondents identified several key challenges in implementing effective OSH practices. These included:

- **Workplace safety training:** Many businesses struggle to provide regular, high-quality safety training to their employees, often due to resource constraints or lack of access to appropriate training materials. This challenge is particularly acute for SMEs and startups that may not have the budget or time to dedicate to ongoing safety education.
- **Stress management and mental health:** Given the high-pressure nature of tourism work, stress and burnout are common problems. However, few businesses have implemented formal stress management programs, and even fewer have mental health support systems in place. This is a significant oversight in a sector where employee interactions with tourists and demanding schedules can contribute to psychosocial risks.
- **Handling hazardous materials and safety during travel:** Some businesses, particularly those involved in adventure tourism or outdoor activities, face unique risks related to hazardous materials and transportation safety. Ensuring that employees are trained to handle these risks requires specialized training that is not always readily available.
- **Awareness and knowledge gaps:** Perhaps the most fundamental challenge is the general lack of awareness and understanding of OSH regulations. Many businesses, particularly smaller ones, either do not perceive OSH as a priority or are unsure how to implement comprehensive safety measures. This lack of awareness underscores the need for sector-wide educational campaigns and more accessible resources on OSH compliance.

Recommendations

1. **Targeted Training Programs:**

Develop sector-specific training programs on labor rights and OSH, tailored to the needs of tour operators, hotels, and educational institutions.

Focus on areas of lower awareness, such as collective bargaining rights and minimum wage requirements.
2. **Regional Outreach:**

While Tbilisi-based businesses are well-represented, increase efforts to engage businesses in other regions of Georgia.
3. **SME and Startup Focus:**

Design initiatives specifically for SMEs and startups in the tourism sector, addressing their unique challenges in implementing labor rights and OSH practices.
4. **Support for Women-Led Businesses:**

Create targeted programs to support and empower women-led businesses in the sector, given their significant presence.
5. **Collaboration with Educational Institutions:**

Leverage the participation of universities to develop educational programs that integrate labor rights and OSH into tourism and hospitality curricula.
6. **Industry-Specific Guidelines:**

Create and distribute guidelines on labor rights and OSH that are specific to different sub-sectors (e.g., tour operations, hotel management).
7. **Regular Assessment:**

Conduct follow-up surveys to track progress and identify evolving needs in the sector.
8. **Awareness Campaigns:**

Develop campaigns to increase awareness of less-known labor rights, particularly collective bargaining rights and minimum wage requirements.
9. **Formalization of Policies:**

Encourage and assist businesses in developing written labor and OSH policies.
10. **Comprehensive Employee Education:**

Develop programs to ensure employees are comprehensively informed about their labor rights.
11. **Increase Labor Rights Training:**

Implement more widespread training programs on labor rights for both employers and employees.
12. **OSH Education and Implementation:**

Enhance education on OSH regulations and assist businesses in implementing comprehensive OSH measures, including those focused on long-term health.
13. **Address Common Challenges:**

Develop specific guidance and support for managing overtime, working hours, and seasonal employment in compliance with labor laws.
14. **Standardize OSH Training:**

Encourage more frequent and regular OSH training across the sector, moving towards at least annual training for all businesses.

15. OSH Expertise:

Support businesses, especially SMEs, in accessing OSH expertise, either through hiring designated officers or through shared resources and outsourcing options.

16. Sector-Specific OSH Guidance:

Develop and distribute OSH guidelines that address the specific challenges of the tourism and hospitality sector, including travel risks, customer interaction risks, and challenges faced by educational institutions in the field.

17. OSH Awareness Campaign:

Launch a sector-wide campaign to increase awareness of OSH issues and their importance, targeting businesses that currently see no significant challenges or lack awareness.

18. Tailored Labor Regulations:

Work with policymakers to create special labor law provisions that address the unique needs of the tourism and hospitality sector, particularly for field staff, guides, tour leaders, drivers, and seasonal workers.

19. Informal Employment Reduction:

Develop initiatives to combat informal employment in the sector, promoting formal contracts and ensuring all workers are covered under labor laws.

20. Inspection Awareness:

Conduct information campaigns about the Labor Inspection Service of Georgia and the benefits of compliance to prepare businesses for potential inspections.

21. Mental Health Focus:

Develop and promote mental health support programs specifically designed for the high-stress nature of the tourism and hospitality industry.

22. Diverse Training Formats:

Offer a mix of in-person workshops, online courses, written materials, and consultation services to cater to different learning preferences and business needs.

23. Support Service Promotion:

Increase visibility of government and non-governmental organizations providing support on labor rights and OSH through targeted marketing and partnerships with industry associations.

24. Standardized Safety Protocols:

Develop and distribute industry-specific standardized safety protocols, particularly for fire safety, first aid, and handling of hazardous materials in hospitality settings.

25. Field Safety Guidelines:

Create specialized safety guidelines for field staff, addressing travel and transportation risks, and health risks from interaction with tourists.

Conclusion

This comprehensive survey of labor rights and OSH practices in Georgia's tourism and hospitality sector reveals a mixed landscape of compliance, awareness, and implementation. While there are positive indicators, such as widespread use of employment contracts and some level of OSH training, significant gaps remain, particularly in the frequency and comprehensiveness of OSH training, the presence of dedicated OSH personnel, and awareness of specific OSH challenges.

The sector shows strengths in basic compliance with labor laws but faces challenges in areas such as overtime management, comprehensive employee rights education, and consistent implementation of OSH measures. There's a clear need for more standardized approaches to OSH training and expertise, especially among smaller businesses.

The specific challenges identified, ranging from stress management to risks associated with tourist interactions, provide clear direction for targeted interventions. Educational institutions in the sector face unique challenges that require specialized attention.

This analysis provides a robust foundation for developing targeted interventions, training programs, and support initiatives to enhance labor rights and OSH practices across Georgia's tourism and hospitality sector. Particular attention should be given to supporting SMEs, standardizing OSH practices, and addressing the sector-specific challenges identified in the survey. By focusing on these areas, the sector can work towards creating a safer, more compliant, and ultimately more sustainable tourism and hospitality industry in Georgia.

Appendix 1. Survey Analysis

This report presents an analysis of the Labor Rights and Occupational Safety and Health (OSH) Survey conducted among members and non-members of the Georgian Tourism Association (GTA). The survey aimed to assess awareness, implementation, and challenges related to labor rights and OSH in Georgia's tourism and hospitality sector, with a focus on small and medium-sized enterprises (SMEs) and startups.

Survey Participation

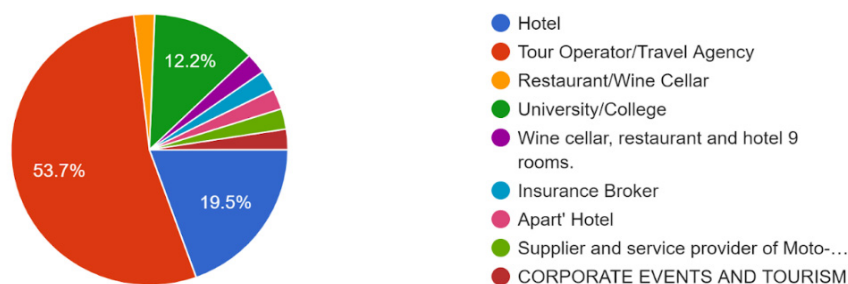
Total Responses: 41 Participants

Key Findings

1. **Diverse Participation:**
 - The survey garnered responses from a wide range of businesses within the tourism and hospitality sector, including hotels, tour operators, travel agencies, universities, and other related services.
 - This diversity provides a comprehensive view of the sector's landscape in Georgia.
2. **Geographic Distribution:**
 - The majority of respondents (26) were from Tbilisi, indicating a concentration of tourism and hospitality businesses in the capital.
 - Other locations included Telavi, Bakuriani, Tsalka, Kobuleti, and various regions, showing some geographic diversity in the sample.
3. **Business Types:**
 - Tour Operators/Travel Agencies: 22 responses (53.7%)
 - Hotels: 8 responses (19.5%)
 - Universities/Colleges: 5 responses (12.2%)
 - Others (Restaurants, Wine Cellars, Suppliers, etc.): 6 responses (14.6%)

Business Type:

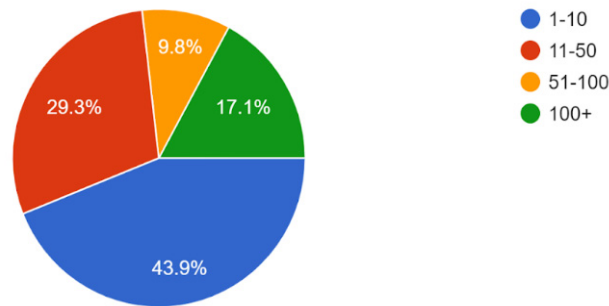
41 responses



4. **Size of Businesses:**
 - 1-10 employees: 18 responses (43.9%)
 - 11-50 employees: 12 responses (29.3%)
 - 51-100 employees: 4 responses (9.8%)
 - 100+ employees: 7 responses (17.1%)
 - This distribution shows a predominance of small and medium-sized enterprises in the sector.

Number of Employees:

41 responses

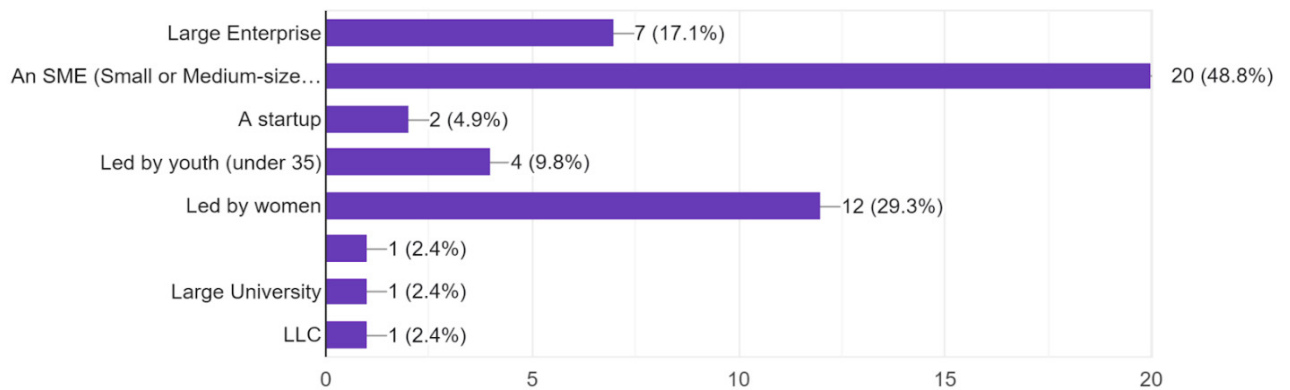


5. Business Characteristics:

- SMEs: 20 responses
- Led by women: 12 responses
- Led by youth (under 35): 4 responses
- Large Enterprises: 7 responses
- Startups: 2 responses
- This indicates a significant presence of SMEs and women-led businesses in the sector.

Is your business: (Check all that apply)

41 responses



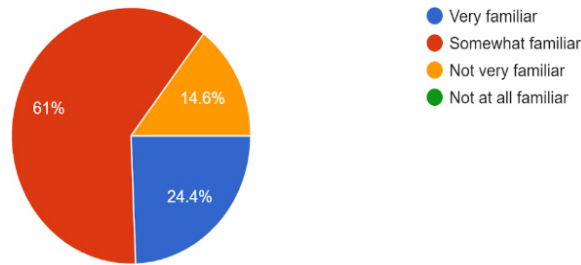
6. Position of Contact Person:

- Director/CEO/General Manager: 18 responses
- Sales/Marketing Roles: 7 responses
- Academic Roles (Professor, Associate Professor): 3 responses
- Other Management Roles: 13 responses
- The variety of roles suggests a good mix of perspectives from different levels of management.

7. Familiarity with Labor Code of Georgia:

- Somewhat familiar: 25 responses (61%)
- Very familiar: 10 responses (24.4%)
- Not very familiar: 6 responses (14.6%)
- This indicates a generally good level of familiarity, but with room for improvement.

How familiar are you with Labor Code of Georgia?
41 responses

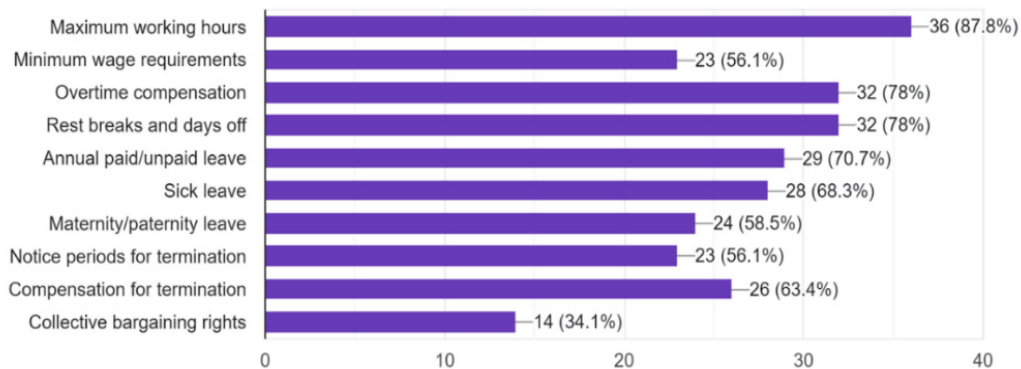


8. Awareness of Specific Labor Rights:

- High awareness: Maximum working hours, overtime compensation, rest breaks and days off, annual leave
- Moderate awareness: Sick leave, maternity/paternity leave, notice periods for termination
- Lower awareness: Collective bargaining rights, minimum wage requirements
- This suggests areas where additional education and awareness campaigns could be beneficial.

Which of the following labor rights are you aware of? (Check all that apply)

41 responses

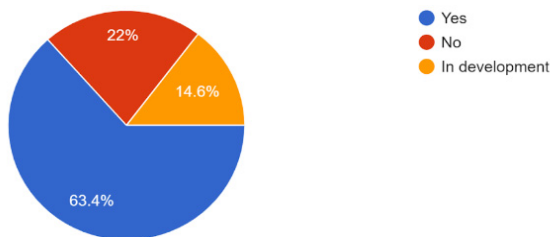


9. Written Labor Policies:

- Yes: 26 responses (63.4%)
- No: 9 responses (22%)
- In development: 6 responses (14.6%)

- This indicates that a majority of businesses have formalized labor policies, but there's room for improvement.

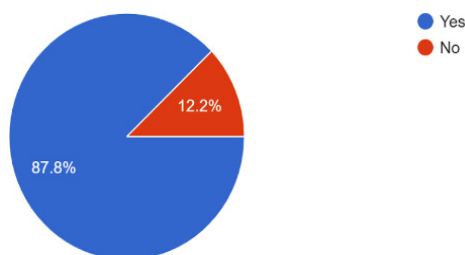
Does your business have a written policy on labour issues such as Internal Regulations?
41 responses



10. Employment Contracts:

- 36 businesses (87.8%) have concluded employment contracts for all employees.
- 5 businesses (12.2%) do not have contracts for all employees.
- This suggests generally good compliance with formal employment practices.

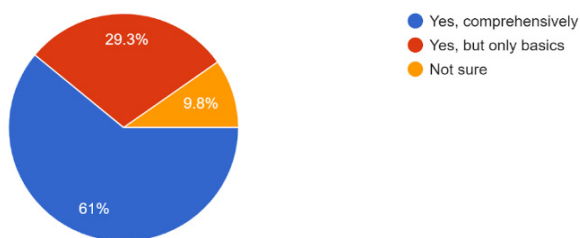
Does your business have concluded employment contracts for all employees?
41 responses



11. Employee Awareness of Labor Rights:

- Yes, comprehensively: 25 responses (61%)
- Yes, but only basics: 12 responses (29.3%)
- Not sure: 4 responses (9.8%)
- Most businesses report informing their employees about their rights, but there's potential for more comprehensive education.

Are your employees informed about their rights under Georgian labor law?
41 responses



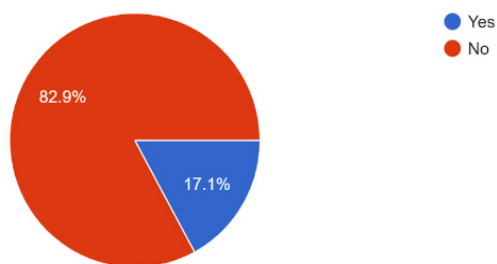
12. Training on Labor Rights:

- Yes: 15 responses (36.6%)
- No: 25 responses (61%)
- This indicates a significant gap in formal training on labor rights.

13. Legal Disputes:

- No: 34 responses (82.9%)
- Yes: 7 responses (17.1%)
- While most businesses haven't experienced legal disputes, a notable minority has.

Have you experienced any legal disputes concerning labor-related matters?
41 responses



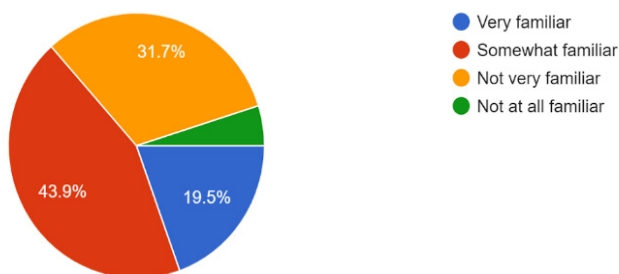
14. Main Labor Law Challenges:

- Overtime and working hours were frequently mentioned.
- Other challenges include hiring seasonal staff, salary issues, lack of knowledge about labor laws, and employee notice periods.

15. Familiarity with OSH Regulations:

- Somewhat familiar: 18 responses (43.9%)
- Not very familiar: 13 responses (31.7%)
- Very familiar: 8 responses (19.5%)
- Not at all familiar: 2 responses (4.9%)
- This suggests a need for more education on OSH regulations.

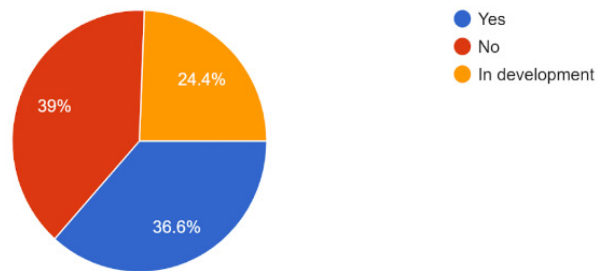
How familiar are you with Georgia's OSH regulations?
41 responses



16. Written OSH Policy:

- No: 16 responses (39%)
- Yes: 15 responses (36.6%)
- In development: 10 responses (24.4%)
- There's a fairly even split, indicating room for improvement in formalizing OSH policies.

Does your business have a written OSH policy?
41 responses



17. Implemented OSH Measures:

- Most commonly implemented: Emergency evacuation procedures, fire safety training, regular safety training, and first aid kits.
- Less commonly implemented: Ergonomic assessments and stress management programs.
- This suggests a focus on immediate safety concerns but less attention to long-term health issues.

18. Frequency of OSH Training:

- Annually: 17 responses (41.5%)
- Never: 8 responses (19.5%)
- Only during onboarding: 7 responses (17.1%)
- Quarterly: 5 responses (12.2%)
- Monthly: 1 response (2.4%)
- Other (twice a year, at the beginning of job): 2 responses (4.9%)
- This indicates that while most businesses conduct some form of OSH training, there's significant variation in frequency and a concerning number that never conduct training.

19. Designated OSH Officer:

- No: 22 responses (53.7%)
- Yes: 17 responses (41.5%)
- Outsourcing: 1 response (2.4%)
- This suggests that many businesses, particularly smaller ones, may lack dedicated OSH expertise.

20. Main OSH Challenges:

- Many respondents (8) indicated no significant challenges or were unable to specify challenges.
- Common challenges mentioned include:

- 1) Regular safety training for employees
- 2) Workplace safety inspections
- 3) Stress management
- 4) Safety during work, including first aid and rescue
- 5) Travel and transportation risks
- 6) Health risks from interaction with tourists
- 7) Overtime work
- 8) Heavy weights handling

- Some respondents noted a lack of knowledge or awareness about OSH issues.
- Educational institutions mentioned specific challenges related to protecting students in potentially hazardous specialties.

22. Labor Inspection:

- 29 respondents (70.7%) have not been inspected by the Labor Inspection Service of Georgia.
- 12 respondents (29.3%) have been inspected.
- This suggests that there may be a need for more frequent or widespread inspections.

23. Information Needs on Labor Rights:

- Areas where more information or training is needed include:

- 1) Overtime compensation
- 2) Collective bargaining rights
- 3) Sick leave policies
- 4) Termination procedures and compensation
- 5) Maternity/paternity leave
- 6) Non-standard work schedules
- 7) Employee and employer rights
- 8) Anti-discrimination policies
- 9) Unionization rights

- Some respondents expressed interest in general information or updates on new regulations.

24. OSH Topics Requiring Additional Support:

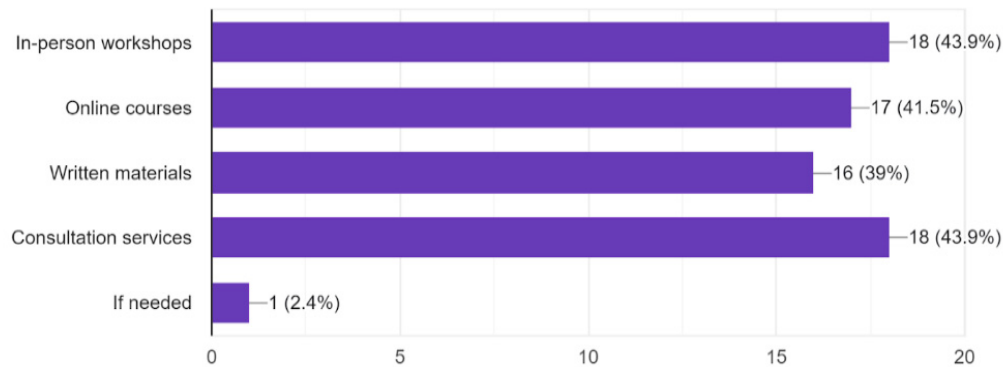
- Emergency response planning
- Ergonomic assessments
- Mental health and wellbeing programs
- Hazardous material handling
- Incident reporting and investigation
- Working hours for permanent and temporary staff
- Security and safety issues in the field
- Psychosocial risks in the workplace
- Stress management and burnout prevention

25. Preferred Training Formats:

- In-person workshops, online courses, written materials, and consultation services were all popular choices.
- Many respondents selected multiple formats, suggesting a preference for diverse learning opportunities.

What format would you prefer for receiving information or training on labor rights and OSH?

41 responses

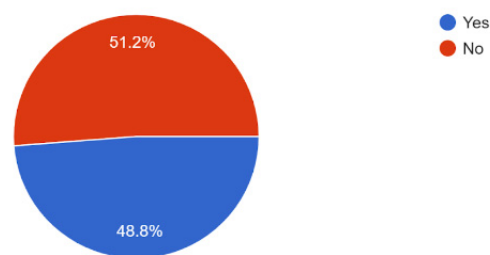


26. Awareness of Supporting Organizations:

- Responses were split almost evenly:
 - 1) 21 respondents (51.2%) were not aware of any government or non-governmental organizations providing support on labor rights and OSH.
 - 2) 20 respondents (48.8%) were aware of such organizations.
- This indicates a need for better promotion of existing support services.

Are you aware of any government or non-governmental organizations providing support on labor rights and OSH?

41 responses



27. Additional Comments and Suggestions:

- Improvement in training and awareness programs specific to the tourism and hospitality industry.
- Implementation of standardized safety protocols across all establishments.
- Introduction of mental health support programs for employees.
- Stricter monitoring and enforcement of labor rights and OSH regulations.
- Better education for workers on their rights related to working hours, wages, and rest periods.

- Addressing informal employment in the sector.
- Creating special labor law provisions for the hospitality sector, especially for field staff and seasonal workers.
- Ensuring rights, health, and safety guarantees for hospitality staff, including college graduates.
- More support, information, and training for the sector.

Appendix 2. Questionnaire

The activity is implemented under CIPE and Solidarity Center's joint "Engaging Workers and Civil Society to Strengthen Labor Law Enforcement," Phase II project.

"Funding is provided by the United States Department of Labor under cooperative agreement number IL-32531-18-75 K, through a subaward to the Center for International Private Enterprise (CIPE) from the Solidarity Center. 100% of the total costs of the project or program is financed with federal funds, for a total of \$2 million. This material does not necessarily reflect the views or policies of the United States Department of Labor, nor does mention of trade names, commercial products, or organizations imply endorsement by the United States Government."

Section 1: General Information and Contact Details

1. Business Name: _____
2. City/Town: _____
3. Business Type: Hotel Restaurant Restaurant Tour Operator Travel Agency Other:

4. Number of Employees: 1-10 11-50 51-100 101+
5. Is your business: (Check all that apply) An SME (Small or Medium-sized Enterprise) A startup Led by youth (under 35) Led by women
6. Primary Contact Person: _____
7. Position of Contact Person: _____
8. Phone Number: _____
9. Email Address: _____

Section 2: Labor Rights Knowledge

10. How familiar are you with Labor Code of Georgia? Very familiar Somewhat familiar Not very familiar Not at all familiar
11. Which of the following labor rights are you aware of? (Check all that apply) Maximum working hours Minimum wage requirements Overtime compensation Rest breaks and days off Annual paid/unpaid leave Sick leave Maternity/paternity leave Notice periods for termination Compensation for termination Collective bargaining rights
12. Does your business have a written policy on labour issues such as Internal Regulations? Yes No In development Not sure
13. Does your business have concluded employment contracts for all employees? Yes No Not sure
14. Are your employees informed about their rights under Georgian labor law? Yes, comprehensively Yes, but only basics No Not sure
15. Have you or your staff received any training on labor rights in the past two years? Yes No If yes, please specify: _____
16. Have you experienced any legal disputes concerning labor-related matters? _____
17. What are the main labour law challenges in your business? _____

Section 3: Occupational Safety and Health (OSH)

18. How familiar are you with Georgia's OSH regulations? Very familiar Somewhat familiar Not very familiar Not at all familiar
19. Does your business have a written OSH policy? Yes No In development Not sure
20. Which of the following OSH measures are implemented in your workplace? (Check all that apply) Regular safety training for employees Provision of personal protective equipment (PPE) Emergency evacuation procedures First aid kits and trained first aiders Regular workplace safety inspections Incident reporting and investigation procedures Ergonomic assessments for workstations Stress management programs Fire safety training and equipment

- 21. How often do you conduct OSH training for your employees? Monthly Quarterly Annually Only during onboarding Never
- 22. Do you have a designated OSH officer or responsible person? Yes No Not sure
- 23. What are the main OSH challenges in your business? _____
- 24. Have you been inspected by the Labor Inspection Service of Georgia? _____

Section 4: Needs Assessment

- 25. What aspects of labor rights do you need more information or training on? _____
- 26. What OSH topics would you like additional support or resources for? _____
- 27. What format would you prefer for receiving information or training on labor rights and OSH? In-person workshops Online courses Written materials Consultation services Other: _____
- 28. Are you aware of any government or non-governmental organizations providing support on labor rights and OSH? Yes No If yes, please list: _____

Section 5: Additional Comments

- 29. Do you have any other comments or suggestions regarding labor rights and OSH in the tourism and hospitality sector in Georgia? _____

Thank you for your participation. Your input is crucial for improving labor rights and OSH practices in Georgia's tourism and hospitality sector, especially for SMEs and startups led by youth and women.

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