



# Advanced Health and Safety Seminar

13 November 2019 • ABTA, 30 Park Street, London, SE1 9EQ

## Agenda

09:30 **Registration, tea and coffee**

10:00 **Moderator's opening remarks**

**Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**

10:10 **An update on the legal framework**

- What are your legal obligations under the 2018 Package Travel Regulations?
- What are your contractual arrangements with suppliers, and do they meet your business needs?
- Your legal responsibilities on excursions and tours
- Understanding your insurance and knowing what you are selling
- Getting your terms and conditions correct

**Claire Mulligan**, Partner, **Kennedys**

10:50 **The importance of having a safety management system for your business**

- Developing a safety management system suitable for your business
- Improving your health and safety policy document
- Implementing an auditing process – how do you gather and verify information?

**Terry Auld**, Consultant, **Preverisk**

11:30 **Tea and coffee break**

11:55 **Safety management systems in practice**

- Identifying, prioritising and managing health and safety defects within your portfolio
- Escalation and restrictions
- Reporting – how to use safety information to ensure due diligence
- Working collectively to share information throughout your business
- Evidence gathering – working with suppliers to reduce risks and defects

**Heather Pennock**, Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**

12:30 **Working with Bedbank providers and ground agents**

- How to work with Bedbanks on health and safety requirements
- Ensuring Bedbanks have an effective safety system in place
- Safety expectations for ground agents and ensuring they meet them
- Giving ground agents the correct health and safety training
- Ensuring your contracts are correct and effective

**Paul Bennett**, Health and Safety Manager, **Virgin Holidays**

13:00 **Networking lunch**

14:00 **Welcome back**

**Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**

14:05 **Case study: adventure travel and tours**

- Risk assessment, checks and safety
- Working with DMCs to ensure health and safety requirements are met

**Mike James**, Product and Operations Director, **Exodus**

14:25 **When things go wrong – a panel discussion**

- Short and long-term incident responses
- Practical steps to manage situations when things go wrong

**Moderated by: Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**  
**Dr Esteban Delgado**, Chairman and Technical Director, **Preverisk**

**Heather Pennock**, Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**

**Claire Mulligan**, Partner, **Kennedys**

**Mike James**, Product and Operations Director, **Exodus**

15:05 **Tea and coffee break**

15:30 **The role of a witness in litigation and inquiries**

- Rules relating to witnesses
- Lay witnesses and expert witnesses
- Types of court/duty to the court
- Witness statements and statements of truth
- Giving oral evidence
  - preparation, do you have to attend the trial?
- Contempt of court/fundamental dishonesty

**Charles Martin**, Partner, **Kennedys**

**Danny McShee**, Partner, **Kennedys**

16:00 **Practical exercises – preparing to give evidence in court**

- These exercises will involve viewing footage of an accident, drafting a witness statement, giving oral evidence and being cross examined

**Charles Martin**, Partner, **Kennedys**

**Danny McShee**, Partner, **Kennedys**

16:45 **Moderator's closing remarks**

**Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**

16:50 **Close**

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## About the event

**This course is tailored for travel industry professionals who have a good understanding of the basics of health and safety and want to develop their knowledge further.**

This practical one-day seminar has been updated to provide detailed guidance on how to ensure health and safety standards are met across the travel products you sell, including accommodation, transport, excursions, tours and experiences. Learn how to work with your suppliers to reduce risks and identify and manage defects. Learn how to use safety information to ensure due diligence and understand how best to share information internally. Get the latest update on the legal framework and your legal obligations under the 2018 Package Travel Regulations. Learn how to develop a suitable safety management system for your business and hear about the practical steps you can take when incidents occur.

This year, there will be a specific focus on the role of a witness in litigation and inquiries. Understand the rules relating to witnesses and take part in an interactive practical exercise on preparing to give evidence in court.

Hear from ABTA, legal experts, health and safety specialists and a range of travel industry speakers who will delve further into priority issues within health and safety management. Hear how other travel companies have dealt with specific incidents and discuss common issues with industry peers.

Listen to an adventure travel case study and ensure health and safety standards are met while working with DMCs to operate specialist tours and experiences.

## Benefits of attending

- **Build and update your knowledge** of health and safety management
- Develop and improve your businesses **health and safety policy document**
- Ensure **regulatory compliance** under the 2018 Package Travel Regulations
- **Learn from industry speakers** who will share their experiences of working with Bedbank providers, ground agents and DMCs
- Further your knowledge on **evidence gathering and the role of lay witnesses and expert witnesses**
- Network with colleagues in your industry and **share best practice ideas**

## Prices

ABTA Member/Partner **£235 plus VAT**  
Non-Member/Partner\* **£355 plus VAT**

*\*To qualify for the ABTA Member/Partner discount you must have a current ABTA Member/Partner number or your application must be in progress when the event takes place. For details on becoming an ABTA Member or Partner visit [abta.com/join](http://abta.com/join)*

Get 20% off when you book the Advanced Health and Safety Seminar and ABTA's Introduction to Health and Safety Auditing workshop taking place the next day on 14 November. Please email [events@abta.co.uk](mailto:events@abta.co.uk) for your discount code.

## ABTA Conferences and Events

ABTA Conferences and Events delivers practical training for the travel industry. Our aim? To keep the industry up to date on the most important, business critical issues, with a key focus on practical learning outcomes.

ABTA is the UK's leading travel association with a membership of around 1,200 travel companies. Our vision is to enable the British public to travel with confidence – supporting our Members as they build their businesses and acting as an emblem of quality and assurance for their customers.

Our level of brand recognition and trust among consumers is high. 75% of people feel more confident booking with an ABTA Member.

## Who should attend?

The seminar is open to ABTA Members, ABTA Partners and the wider travel community. The seminar will appeal to anyone in travel, who has responsibility for destinations and customer health and safety, including:

- MDs, directors and senior managers
- Health, safety and operations teams
- Product and destinations teams
- Risk and crisis management teams
- Legal teams
- Customer care teams.

## Register now

You can book online and pay by credit card or request an invoice. Visit [abta.co.uk/abtaevents](http://abta.co.uk/abtaevents) to book.

You can view our terms and conditions on the event webpage at [abta.com/eventstermsandconditions](http://abta.com/eventstermsandconditions)

## Group booking discounts

Book **three places** and get **50% off the third place**

*This discount will be automatically applied when you book online.*

**If you are looking to book for a larger group please contact [events@abta.co.uk](mailto:events@abta.co.uk) for a bespoke discount.**

## Upcoming events

### An introduction to Crisis Management

1 October, London

### Crisis Communications

5 December, London

### ABTA's Two-day Legionella Training Course

12-13 February 2020, London