



Advanced Health and Safety

6 February 2019 • ABTA, 30 Park Street, London, SE1 9EQ

Agenda

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

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

Nikki White, Director of Destinations and Sustainability, **ABTA**

10:10 **The legal framework**

- What are your legal obligations under the new Package Travel Regulations?
- What are your contractual arrangements with suppliers – do they meet your business needs?
- Understanding your legal requirements when it comes to excursions
- Having the right health and safety policy and Safety Management System in place
- Understanding your insurance and knowing what you are selling – are you delivering a product in-line with your insurance requirements?
- Getting your terms and conditions correct

Claire Mulligan, Partner, **Kennedys**

11:00 **Understanding the auditing process**

- What are you auditing?
- The options available to you – internal audits, Supplier Safety Information Documents, consultants
- The challenges around managing data
- Implementing an auditing process for the products you sell

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

11:30 **Tea and coffee break**

11:55 **Managing accommodation safety – defects and escalation**

- Identifying, prioritising and managing health and safety defects within your portfolio
- How do you gather and verify the safety information provided?
- Next steps for escalation
- Understanding restrictions and keeping them in place

Terry Auld, Consultant, **Preverisk**

12:20 **Working with Bedbank providers**

- How to work with Bedbanks on health and safety requirements
- Ensuring the Bedbanks have an effective safety system in place

Paul Liniker, Customer Experience Senior Executive, **Kuoni**

12:50 **Keeping your business informed and up to date**

- Incident reporting – how to use safety information to ensure due diligence
- The sharing of information throughout your business

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

13:15 **Networking lunch**

14:15 **Welcome back**

Nikki White, Director of Destinations and Sustainability, **ABTA**

14:20 **Working with ground agents**

- What safety expectations do you have from ground agents and how do you make sure they meet them?
- Giving ground agents the correct health and safety training
- Ensuring your contracts are correct and effective

An industry representative

14:45 **Dealing with illness outbreaks**

- How are you made aware of illness outbreaks?
- What do you need to do? It's time to make decisions
- Prevention of spread of infection management

Dr Esteban Delgado, Chairman and Technical Director, **Preverisk**

15:10 **Tea and coffee break**

15:35 **Dealing with illness outbreaks: practical exercise**

- Delegates will run through an illness outbreak scenario
- Illness management processes (POSI guidelines)

Dr Esteban Delgado, Chairman and Technical Director, **Preverisk**

16:25 **Health and safety surgery – a chance to ask our experts questions**

- Submit your questions in advance or bring them on the day

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

Nikki White, Director of Destinations and Sustainability, **ABTA**

16:50 **Close**

Headline sponsor



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About the event

Do you have a good understanding of the basics of health and safety, but want to develop your knowledge further?

This practical one-day event provides detailed guidance on how to identify and manage safety defects within your product portfolio and how best to work with your suppliers to ensure safety standards are met.

The safety and wellbeing of consumers is an integral part of the holiday experience and ABTA consumer surveys have shown that safety and security are key priorities for customers when travelling abroad.

Our expert speakers will delve further into health and safety management issues including the legal requirements, auditing, defects monitoring, incident reporting, post-incident management and working with Bedbanks and ground agents.

Benefits of attending

- Develop your knowledge of health and safety management
- Practical guidance on health and safety management and working with an effective **Safety Management System**
- Test your **illness management processes** with a sickness outbreak practical exercise
- Ensure regulatory compliance under the new **Package Travel Regulations**
- **Industry case studies** – learn from experts who will share their experiences
- **Network** with industry colleagues and share **best practice ideas**

Prices

ABTA Member/Partner **£229 plus VAT**
Non-Member/Partner* **£349 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*

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:

- Managing directors, directors and senior managers
- Health and safety teams
- 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.com/events to book.

You can view our *terms and conditions* on the event webpage at abta.com/eventstermsandconditions

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email mturton@abta.co.uk

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.

Upcoming events

ABTA's Two-day Legionella Training Course

12-13 February 2019, Gatwick

Complaints Handling Workshop

13 March 2019, Manchester

Animal Welfare in Tourism

19 March 2019, London