

# Advanced Health and Safety for Travel

8 March 2023

ABTA, 30 Park Street, London, SE1 9EQ



## Agenda

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

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

**Angela Hills**, Head of Destinations, **ABTA**

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

- Understanding your contractual arrangements with suppliers
- What do your terms and conditions say?
- An update on new and emerging legal obligations under the 2018 Package Travel Regulations
- Your legal responsibilities on excursions, tours and other auxiliary services
- Understanding your insurance and what's included and do they know what you are selling?

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

10:50 **Developing your safety management system**

- Understanding the evolving nature of safety management systems
- Ensuring your safety management system works in practice
- How to get buy in across the business

**Jason Burnett**, Group Technical Director, **Intertek Cristal**

11:30 **Tea and coffee break**

11:50 **Industry case study: safety management systems in practice**

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

**Paul Austin**, Head of Safety and Risk, **TUI**

12:25 **Industry case study: working with Bedbank providers and ground agents**

- How to work with Bedbanks on health and safety and security requirements
- Ensuring Bedbanks have an effective safety system in place
- Setting and monitoring your safety expectations with ground agents
- Giving ground agents the correct health, safety and security training
- Are your contracts correct and effective for health, safety and security needs?

**Sarah Mayne**, Health, Safety and Environment Manager, **Virgin Atlantic Holidays**

12:55 **Lunch break**

14:00 **Industry case study: adventure and tours**

- Risk assessment, checks and safety in adventurous environments
- DMCs support on health, safety and security requirement

**Lucy Crabb**, Head of Safety, **Exodus**

**Zoe McAndrew**, Safety Excellence Manager, **Travelopia**

14:20 **Panel discussion: When things go wrong**

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

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

**Paul Austin**, Head of Safety and Risk, **TUI**

**Claire McKinney**, Group Director Legal, Contracts & HR, **Intertek Cristal**

**Sarah Mayne**, Health, Safety and Environment Manager, **Virgin Atlantic Holidays**

14:50 **Tea and coffee break**

15:10 **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

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

15:40 **Practical exercises: preparing to give evidence in court**

*Practical exercises involving footage of an accident, drafting a witness statement, giving oral evidence and being cross examined.*

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

16:25 **Summary and close of seminar**

## Event partner



# Advanced Health and Safety for Travel

8 March 2023

ABTA, 30 Park Street, London, SE1 9EQ



## About the event

As health, safety and security continues to be a top priority for many travellers, ensuring the safety and wellbeing of customers is a key priority for the travel industry.

Attend this training day and learn how to **work with your suppliers** to reduce risks and identify and manage defects. Get the latest **legal update** on changes to your obligations under the 2018 Package Travel Regulations and ensure you have a **suitable safety management system** for your business.

Sessions will look at what to do when things go wrong and the practical steps you can take to manage situations. You will also be guided through the role of a **witness in litigation and inquiries** and take part in a **practical exercise** to prepare to give evidence in court.

Hear from ABTA, legal experts, health and safety specialists and travel industry speakers from TUI, Virgin Atlantic Holidays and Exodus.

## Benefits of attending

- Improve your business **health and safety policy document**
- Develop a **health and safety management system** suitable for your business needs
- Get an update on your **legal obligations** under the Package Travel Regulations
- Learn from industry speakers who will share their experiences of working with **bedbank providers, ground agents and DMCs**
- Get **top tips** for risk assessments in adventurous environments
- Further your knowledge on **evidence gathering** and the **role of lay witnesses and expert witnesses**
- Gain clarity on the **different types of court**, including when and why you will need to give evidence

## Prices

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

*This includes lunch and refreshments throughout the day, all delegate materials, presentations and an attendee certificate.*

*\*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](https://abta.com/join)*

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **07766 517 611** or email [mturton@abta.co.uk](mailto:mturton@abta.co.uk)

## Who should attend?

This event is ideal for anyone in travel with responsibility for destinations and customer health and safety including:

- Managing directors, directors and senior managers
- Health and safety teams
- Operations teams
- Health and safety legal teams
- Product and destinations teams
- Customer relations, customer care and customer support teams

## 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.**

**REGISTER NOW!**

## Upcoming events

### Advanced Crisis Management in Travel

29 March 2023, London

### ABTA's Legionella Training

1-2 March 2023, London