



# An Introduction to Customer Health and Safety Management

29 November 2018 • ABTA Ltd, 30 Park Street, London, SE1 9EQ

## Agenda

- 09:30 **Registration, tea and coffee**
- 10:00 **Welcome from the moderator**
- The challenges in ensuring customers have a safe holiday
- Nikki White**, Director of Destinations and Sustainability, **ABTA**
- 10:10 **Your legal responsibilities for customer health and safety**
- Your new responsibilities under the 2018 Package Travel Regulations
  - Your duty of care under the new Package Travel Regulations
  - Understanding your liability for different scenarios
  - Health and safety responsibilities for agents and OTAs when verifying third party suppliers
- Claire Mulligan**, Partner, **Kennedys Law**
- 10:55 **Where do you start?**
- Health and safety challenges you might face
  - Understanding who is at risk
  - Business evaluation – identifying core activities and risks
- Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**
- 11:15 **Tea and coffee break**
- 11:35 **Developing a health and safety policy appropriate for your business**
- What should your health and safety policy document include?
  - Creating an effective policy statement and setting out your health and safety objectives
  - Evaluating your human and financial resources
  - Business activities and risks, reviewing your policy and organisation performance
- Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**
- 12:00 **Business evaluation – putting the knowledge into practice – a case study**
- Kuoni's policy on health and safety
  - The processes Kuoni have in place to meet their health and safety objectives
- Paul Liniker**, Customer Experience Senior Executive, **Kuoni**
- 12:25 **Practical exercise – business evaluation**
- Analyse different business models and discuss the legal, health and safety and associated risks
- Led by **Nikki White**, Director of Destinations and Sustainability, **ABTA**
- 13:00 **Lunch**
- 13:50 **Welcome back**
- 13:55 **Safety Management Systems – managing your safety risks**
- Establishing a Safety Management System (SMS) for your business
  - Managing the process
  - Identifying and managing risks
  - Documentation and reporting
  - Schedule of review
- Claire McKinney**, Managing Director, **Checkpoint Solutions**
- 14:30 **Practical exercise – identifying and managing risks**
- What is a risk assessment?
  - How do you manage the risks?
- Claire McKinney**, Managing Director, **Checkpoint Solutions**
- 15:20 **Tea and coffee break**
- 15:45 **What to do when things don't go to plan**
- Whether it is infection, illness or an outbreak, these things need to be managed. Our experts will look at these areas up close and provide both legal and operational advice for how to tackle them
- Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**  
**Claire Mulligan**, Partner, **Kennedys Law**  
**Claire McKinney**, Managing Director, **Checkpoint Solutions**
- 16:35 **Working to continually improve safety**
- Ensuring your health and safety policy is implemented effectively
  - How to engage staff with the policy
  - Assistance and the tools available for Members
- Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**
- 16:45 **Closing remarks**
- Nikki White**, Director of Destinations and Sustainability, **ABTA**
- 16:50 **Close**

### Headline sponsor

**CHECKPOINT**  
A Check Safety First Company

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## About the event

Ensuring the safety and wellbeing of customers is a key priority for your travel business. Health and safety issues can negatively affect your brand and operations. From swimming pool and balcony safety to food hygiene and security, you will need to ensure that you have robust policies and procedures in place.

As a package organiser, you are liable when things go wrong, including customer injury and illness sustained on holiday. The new Package Travel Regulations broadened the definition of a package and many travel agents and OTAs are now taking on health and safety responsibilities for the first time.

This seminar will provide guidance and support on how to get started with health and safety within your own business. Tailored for the travel industry, this introductory practical seminar provides the latest guidance on audits and Safety Management Systems. Learn how to identify risk and manage your suppliers, from excursions to accommodation. Understand your legal liability as it has developed under the Corporate Manslaughter Act and the Package Travel Regulations. Find out what to do in the event of an incident occurring.

## Benefits of attending

- Understand your **new responsibilities** under the **2018 Package Travel Regulations**
- Gain **practical** and implementable **guidance** in all key areas of health and safety, and learn how to **get buy in** from across your organisation
- Get an update on the **common causes** of accidents and incidents and take part in a **practical exercise** to identify risks
- Our panel of experts will guide you through the latest developments in **health and safety management**
- **Industry case studies** – learn from experts who will share their experiences
- **Network** with your industry colleagues and **benchmark your policies** against other organisations in the travel industry

## 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](http://abta.com/join)*

## Who should attend?

The event is ideal for travel companies including tour operators, retailers and OTAs looking to develop their health and safety policy, including:

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

## Register now

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

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

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

Our level of brand recognition and trust among consumers is high. 76% of people feel more confident booking with an ABTA Member.

## Upcoming events

### Consumer Law in the Marketing and Selling of Holidays

8 November 2018, London

### Communicating FCO and other Travel Advice to Customers

15 November 2018, London

### Advanced Crisis Management in Travel

5 December 2018, London