

An Introduction to Health and Safety Risk Management and Auditing for Travel

21 October 2021



Agenda

10:00 Welcome from the moderator and setting the scene

- ABTA's work in relation to health, safety and security
- Guidance and operational support available to Members

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

10:10 Your legal obligations surrounding health, safety and security

- A recap on your legal obligations under the 2018 Package Travel Regulations
- Your legal responsibilities when it comes to excursions and tours
- Having the right health and safety policy and safety management system in place

Claire Mulligan, Partner, **Kennedys Law**

10:40 An introduction to risk assessments

- What is a risk assessment and why is it important?
- Practical advice for carrying out risk assessments for your travel products and services including accommodation, transportation, and excursion suppliers

Ian Greaves, Managing Director, **IGI**

11:10 An industry view on risk management as travel restarts

11:30 Screen break

11:45 Practical exercise: conducting risk assessments and evaluating the potential risks

Work in groups to carry out a risk assessment on various scenarios, followed by feedback and group discussion.

Ian Greaves, Managing Director, **IGI**

12:25 Lunch break

13:25 An introduction to auditing

- The audit process as part of your Integrated Safety Management System
- How to establish your audit system: what are you auditing and identifying risk areas
- What are the critical questions to ask in order to identify relevant risks
- The outcome: reviewing your findings, making recommendations, taking corrective action

Eddie Aslan, International Manager, **Preverisk**

13:55 Practical exercise: accommodation auditing

Discuss how to assess and measure different types of identified risks associated with accommodation products.

Dr Ahmed Karam, Country Manager, **Preverisk**

14:35 Screen break

14:50 Practical exercise: transport and excursions auditing

Discuss how to assess and measure different types of identified risks associated with transport and excursion products.

Dr Ahmed Karam, Country Manager, **Preverisk**

15:30 Panel discussion: what happens when things go wrong?

- Evidence gathering and reporting
- Keeping your business informed and up to date
- Short and long term incident responses

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

Heather Pennock, Destinations Manager, **ABTA**

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

Claire Mulligan, Partner, **Kennedys Law**

Terry Auld, Consultant, **Preverisk**

16:00 Close

Event partner



Preverisk
Group

An Introduction to Health and Safety Risk Management and Auditing for Travel

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About the event

This virtual training day will give practical guidance on supplier health and safety risk assessments and auditing. Understand how to carry out risk assessments of the products and services you offer and how to effectively manage the auditing process across accommodation, transportation and excursions.

As people begin to travel again, they have heightened expectations regarding their safety and wellbeing. Understanding and managing the risk associated with the products and services you provide is critical to reduce risks and provide reassurance to your customers.

This practical one-day virtual training will provide guidance on how and why you should conduct risk assessments. Learn how they form part of your organisations safety management system and how best to implement them within your business.

Get a clearer understanding of how to effectively manage the auditing process within your product portfolio to reduce the risk for your customers. Explore product defect management and how to escalate defects within your business. Take part in practical exercises to check that your knowledge and understanding of the risk assessment and auditing process is up to date.

Through practical exercises and sessions, expert speakers will give guidance and on three key areas: accommodation, transportation and excursions. Get advice on how best to manage the whole auditing process, as well as what to do when things go wrong and what help is available to ABTA Members.

Benefits of attending

- **Build your confidence** in assessing your suppliers during practical exercises.
- **Gain a better understanding of the auditing process** and how to **implement it effectively** in your business.
- Understand how an effective risk assessment and auditing process can reassure customers and **improve the customer experience**.
- Learn how to **manage defects** within your portfolio.
- Get **best practice advice** for evidence gathering and incident responses when things go wrong.

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 for a bespoke discount.

Who should attend?

- Health and safety teams
- Operations teams
- Product and destinations teams
- Risk and crisis management teams
- Customer care teams

Prices

ABTA Member/Partner **£125 plus VAT**
 Non Member* **£175 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*

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Matt Turton on **07766 517 611** or email mturton@abta.co.uk