



Navigating Change in Business Travel

27 November 2019 • The Science Gallery, Great Maze Pond, London, SE1 9GU

Co-sponsor

Travlaw

Agenda

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

10.00 **Welcome and opening remarks from the moderator**

Victoria Bacon, Director of Brand and Business Development, **ABTA**

10:10 **Keeping up with the corporate traveller's needs and market changes**

- The main factors impacting booking choices of today's business travellers and their travelling behaviour
- Improving choice – digital travel tools and wider content feeds
- The continued rise of the sharing economy and leisure
- Younger business traveller preferences – technology disruptors

Patrick Whyte, Europe Editor, **Skift**

10:30 **Panel discussion: keeping up with the buyer's needs**

- What are buyers looking for from a TMC? How to stand out in the competitive landscape
- TMCs and the travel buying industry working better in collaboration
- Supporting business travellers through their entire journey

David Oliver, Procurement Manager, **Red Bull Company**

Chris Pouney, Project Manager, **Association of Corporate Travel Executives (ACTE)**

11:10 **Tea and coffee break**

11:40 **Business travel regulation and compliance update**

- The new Package Travel Regulations and business travel – General Business Travel Agreements
- VAT and overseas tax reporting
- Immigration – Trump and movement of workers across the EU post-Brexit
- IATA reform – consumer information requirements, consultation on new financial criteria proposals
- PSD2 and credit card charges update
- GDPR – data movement post-Brexit

Matt Gatenby, Senior Partner, **Travlaw**

Luke Golding, Partner, **Travlaw**

12:10 **New Distribution Capability - status update**

David Rutnam, Senior Manager Industry Distribution Programs Adoption, **IATA**

12:25 **Industry case study: the future of distribution**

Rami El Dashan, Head of TMC Sales, **Virgin Atlantic Airways**

12:40 **Panel discussion: the future of distribution**

- Improving access to global multi-channel content
- The future of commercial models
- Challenges

David Rutnam, Senior Manager Industry Distribution Programs Adoption, **IATA**

Rami El Dashan, Head of TMC Sales, **Virgin Atlantic Airways**

Sam Abdou, Senior Vice President Airlines, International Airlines Group, **Amadeus**

Pat McDonagh, Chief Executive, **Clarity Travel**

13:15 **Networking lunch**

14:15 **Surface transportation update**

- Future developments affecting surface transportation for business travel
- Ensuring visibility, spend management and control over ground travel duty of care
- Integrating ground transportation into existing programmes and technology

Leanne Riley, Business Travel Specialist, **CMAC**

14:40 **Panel discussion: emerging technology in corporate travel**

- Technology disruptors and changes in traveller behaviour
- New payment technologies
- Safety and security

Simon Nowroz, Chief Marketing Officer, **CWT**

Liz Emmott, UK Country Manager, **Amadeus**

Helen Hodgkinson, Head of Travel Product - Barclaycard Commercial Payments, **Barclaycard**

15:20 **Tea and coffee break**

15:45 **Safeguarding future success: attracting and retaining talent in the business travel industry**

- Promoting careers in business travel
- Developing future talent and attracting the younger workforce
- Addressing the current and future skills gap, and developing existing talent

Jackie Lacey, Head of People Engagement & Communication, **Gray Dawes Travel**

16:15 **Improving diversity in the workforce**

Claire Evans, Head of Diversity & Inclusion, **Easyjet**

16:40 **Moderator's closing remarks**

Victoria Bacon, Director of Brand and Business Development, **ABTA**

16:45 **Networking drinks in a local pub**

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About the event

Attend ABTA's one-day seminar for practical guidance on how to manage change in the business travel sector.

This new one-day seminar, moderated by ABTA, offers a timely update on the priority issues facing the business travel sector. What developments will shape the industry in the years to come? Hear from peers and industry experts on how to successfully navigate these changes and gain insight into the important trends affecting corporate travel.

Corporate traveller behaviour is changing, with travellers demanding more choice and personalised services across their entire journey. New tools and technologies are transforming the corporate travel landscape. Political uncertainty around Brexit and regulatory changes continue to impact the sector.

At this practical seminar, a varied speaker line up will offer the latest advice on **IATA's New Distribution Capability** and the future of distribution. Hear best practice for meeting the **changing needs of the corporate traveller** in a cost effective, convenient and personalised way. **Learn from buyers** about how to stand out in a competitive landscape. Get the latest on business travel regulation and compliance including an update on the new **Package Travel Regulations, IATA reform, PSD2 and VAT-TOMs**. Hear best practice for attracting and retaining diverse talent in the corporate travel sector. Learn how to **generate savings and efficiencies** through the application of new technologies and pricing methods and understand how **emerging technologies** are disrupting the market. Explore ways to overcome the challenges of **recruitment and attracting diverse talent** to the corporate travel sector.

Whether you work for a TMC, supplier or a corporate travel buyer, this timely seminar will provide key insights to inform your long-term business travel strategy. There will be plenty of time for questions and opportunities to discuss common issues with colleagues throughout the day. Hear best practice guidance and case studies from suppliers, TMCs and the travel buying industry.

Benefits of attending

- Get insights into the key developments affecting corporate travel and respond to **changing traveller behaviour**
- Take away practical guidance on **how to manage change** in the business travel sector
- Hear **best practice case studies** from TMCs and suppliers
- **Hear from buyers** about what they are looking for in a TMC
- Discuss **common issues** with colleagues
- Get the latest update on **NDC** and the **future of distribution**
- Listen to **legal and regulatory** guidance tailored specifically for business travel
- **Network** with peers from **TMCs, suppliers and the travel buying industry**

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*

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?

This event is aimed at senior representatives from TMCs, suppliers and those working in the travel buying industry including:

- Senior managers, directors
- Business development managers
- Finance teams
- Procurement and commercial managers
- Sales and marketing managers
- Corporate travel managers

Register now

You can book online and pay by credit card or request an invoice. Visit abta.co.uk/abtaevents to book.

You can view our terms and conditions on the event webpage at 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 for a bespoke discount.

Upcoming events

Mental Health and Wellbeing in the Workplace

15 November, London

Employment Law for Travel Employers

3 December, London

Essential Travel Finance for Non-Financial Directors

5 December, London