

Business Travel Risk Management Seminar

Protecting Your Travelling Employees

3 October 2018 • ABTA Ltd, 30 Park Street, London, SE1 9EQ



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Agenda

09:20 Registration, tea and coffee

09:50 Welcome from the moderator

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

Understanding business travel risk

10:00 Expecting the unexpected – understanding the types of risk that affect business travellers

- The evolving risk landscape for business travellers
- Monitoring evolving trends
- Anticipating future incidents and challenges for travel risk management
- Risk and reputation management

Adrian Parkes, Chief Executive, **GTMC**

10:25 Keynote address – a corporate view

- An integrated risk management programme
- Embedding risk management into travel policy to facilitate safe travel
- GBTA's five pillars of travel risk management

William Sandover, Chair, **GBTA Risk Committee**

10:50 Evaluating travel risk: Russia World Cup case study

- Why was the World Cup travel problematic to risk assess in the lead up to the tournament?
- Carrying out an effective risk assessment – who, why, when, where and how?
- Understanding risk tolerances and traveller profiles – getting to grips with a particular travelling population
- How risks could be actively brought within tolerance expectations
- Training as a means of monitoring and managing travel risks

Dom Chester, Head of Risk Consulting, **Drum Cussac**

11:20 Questions and discussion

For information on sponsorship and exhibition opportunities please contact

Matt Turton on **020 3693 0194** or email **mturton@abta.co.uk**

11:30 Networking tea and coffee break

11:50 Legal implications of business travel risk management

- Understanding liability and duty of care to travelling employees
- Corporate Manslaughter and Corporate Homicide Law 2007
- Examining legal responsibilities and the moral duty of care
- Emerging trends such as bleisure and the sharing economy
- Learning from recent case examples

Matt Gatenby, Partner, **Travlaw**

12:20 Panel discussion: overcoming specific risks

- Reputational risk and the cost of failure
- Implications of using sharing economy services, travellers booking their own travel, and the rise of bleisure
- Mitigating risk when travelling into emergency aid and development areas
- Managing medical emergencies and other crises
- Issues for female travellers

Moderator: Julie Jones, Senior Member Services Manager, **ABTA**

John O'Sullivan, Group Marketing Director, **Key Travel**

Carolyn Pearson, CEO, **Maiden Voyage**

Amy Clark, Security Operations Manager, **PwC**

Tony McGetrick, VP Sales & Marketing UK & Ireland, **BCD Travel**

13:00 Networking lunch

14:00 Welcome back from seminar moderator

14:05 Data management in business travel

- GDPR update – regulations in practice
- Collecting, requesting and storing data of travelling employees
- Assigning responsibility and defining roles
- Monitoring and limiting sensitive company data that staff travel with and mitigating the associated risks

Farina Azam, Partner, **Travlaw**

The seminar

Are you responsible for your company's business travel risk policy?

Do you add value for your clients by helping them to safeguard their travelling employees and mitigate risk?

In a recent ABTA survey, **nearly 60%*** of managers expressed concern about health and safety threats to their travelling staff. These include potential security threats, health and medical concerns, harassment or violence against staff, natural disasters and severe weather conditions. **The importance of having an effective travel risk policy in place is clear.**

Duty of care for travelling employees is a key priority for all organisations, large and small. And risk management provides an opportunity for TMCs to show their value, by advising clients on how to manage risk, handle a major incident, and bring employees home safely.

ABTA's one day seminar will bring together corporate travel managers, Travel Management Companies (TMCs) and experts in travel security and risk. Attend to learn how to put a travel risk plan in place, and how to take it to the next level. Identify, assess and mitigate the risks facing travelling employees and integrate your plan throughout the whole organisation.

*ABTA research on the role of Travel Management Companies, 2018

Benefits of attending

- Understand **emerging risks and threats** for business travellers
- Tailored advice for small companies on how to **improve risk policies**
- Advice for larger organisations on how to **take your travel risk management plan to the next level**
- Demonstrate you have exercised full **duty of care** in relation to your corporate travellers
- **Network** with TMCs, travel buyers and travel risk experts who can help you to assess your risk

Who should attend?

The event will bring together TMCs and corporate travel managers including those responsible for deploying overseas staff within their organisations including:

- Directors and senior managers
- Corporate travel management teams
- Procurement teams and travel buyers
- Legal and HR teams
- Security and risk specialists

Risk management solutions

14:35 Engaging employees to help them better manage risk

- Communicating policy and managing compliance
- Educating and empowering employees
- Preparation, risk management training and pre-trip briefings
- Incentives

Amanda Taylor, Head of Travel, **Lush**

15:05 Networking tea and coffee break

15:30 Traveller tracking: using technology to communicate with and support your travellers

- Traveller tracking: it's not just for crises
- Pre-travel approval, education and support
- Using tools to communicate, reinforce and manage policies
- Mobile apps and duty of loyalty

Brandon Thompson, Managing Director, **Drum Cussac**

16:05 Panel discussion: crisis management solutions

- Coordinating information from multiple sources
- Crisis evacuation plan
- Securing and monitoring travellers' progress and well-being
- Dealing with the aftermath of a crisis, follow up and embedding lessons learnt

Moderator: Victoria Bacon, Director of Brand and Business Development, **ABTA**
Adam Knights, Regional Managing Director – UK, France, Benelux, **ATPI**

Amanda Taylor, Head of Travel, **Lush**

Matt Gatenby, Partner, **Travlaw**

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

16:45 Moderator's closing remarks and close of seminar

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

17:00 Networking drinks reception

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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.

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

Upcoming events

Data Protection Management in Travel

16 October 2018, Central London

Employment Law for the Travel Employer

17 October 2018, Central London

Health and Safety Auditing in Travel

30 October 2018, Central London

Advanced Health and Safety Management

29 November 2018, Central London