

ABTA's Business Resilience Webinar Series

COVID-19 Business Resilience and Support

18 November 2020

14:00 – 15:30

14:00	Welcome from the moderator John de Vial, ABTA
14:05	Recap on Government help available and travel industry challenges <ul style="list-style-type: none">• Government support and Save Future Travel asks• Post pandemic recovery guide Luke Petherbridge, Director of Public Affairs, ABTA
14:15	Employment and workforce cost support – where are we now? <ul style="list-style-type: none">• Coronavirus Job Retention Scheme Extended• Checking and correcting CJRS claims made• A practical guide to the Job Support Scheme (JSS) Open and Closed• Job Retention Bonus• Structures for new ways of working in the new normal Carolyn Brown, Partner, RSM Susan Ball, Partner, RSM
14:40	Employer responsibilities <ul style="list-style-type: none">• COVID-19 regulations – employment law update• Duty of care as an employer Rebecca Thornley-Gibson, Partner, DMH Stallard
15:00	Financial business support available for travel and long-term strategies for survival Jonathan Wall, Managing Director, Elman Wall Travel Accountants
15:15	How COVID-19 has affected business interruption cover <ul style="list-style-type: none">• An update on the FCA's Business Interruption test case• Lessons learned as a result of the pandemic and tips for the future John Farrell, Partner, Kennedys
15:30	Close



Speaker profiles



John de Vial, Director of Membership and Financial Services, ABTA

John is ABTA's Director of Membership and Financial Services, with 30 years of travel industry experience, followed by 10 years at ABTA. John has operated at Board level within the ILG/Air Europe; Thomson Travel Group/TUI UK; MyTravel Group plc; Thomas Cook Group plc and Shearings Groups. He has served three terms on the ABTA Board and Chaired ABTA's disciplinary Code of Conduct Committee, as well as the FTO Health & Safety and Responsible Tourism Committee's. John is a Member of the Government's Air Travel Insolvency Protection Committee (ATIPAC) which advises the Secretary of State and the CAA on consumer protection. John is a Trustee of ABTA Lifeline, ABTA's benevolent charity and The Travel Foundation, a sustainability charity. He is also a Director of Travelife Limited – a certification body in the hotel sustainability accreditation market. He supports the Family Holiday Association (FHA) – an industry charity providing short breaks for some of the most deprived children and families in the UK – generally with a London Marathon or 100km Ultra challenge sponsored event each year. John heads up ABTA's membership; financial protection; risk; claims and insurance operations, including our captive insurance company, ABTA Insurance PCC Limited.



Luke Petherbridge, Director of Public Affairs, ABTA

Luke joined ABTA in 2011, originally working on European issues, and was appointed Director in 2020. He leads the Public Affairs team's work with Governments and policymakers in Westminster, the Devolved Administrations and in Europe. Luke works regularly with Members and industry stakeholders on government relations issues, and is also a Board Member of the Tourism Alliance and Observer to the Board of the Northern Ireland Tourism Alliance.



COVID-19 Business Resilience and Support



Carolyn Brown, Partner, RSM

Carolyn is a solicitor who helps companies build value from and solve issues relating to its executives, directors and consultants relationships. This involves both guiding companies effectively through employment rights and planning with them to protect them against employment claims risk. She helps companies set up employment relationship agreements, primarily at board and senior executive level, where business protection and supplying business value are paramount. She also gives strategic and operational guidance when employee related issues affect key people in clients' businesses, working with them to secure successful resolutions that achieve clients' objectives with minimal reputational harm. With over 30 years' experience, Carolyn leads RSM's client legal services and is responsible for the broader development of RSM Legal's services offering through RSM Legal LLP.



Susan Ball, Partner, RSM

Susan has over 30 years' experience working extensively in the employment tax, investigations and reward field. She has a breadth of experience in dealing with all aspects of PAYE and Social Security in the UK and overseas as well as the Construction Industry Scheme, employee benefits and expenses, compliance and employment status issues together with reward planning including salary sacrifice, from both an advisory and compliance point of view. Susan is an experienced presenter and writes regularly for a number of publications. She also regularly liaises with the HMRC policy team around sector specific points of interest. Susan is the current Vice President of the Chartered Institute of Taxation (CIOT) and sits on the employment taxes committee. She is a Fellow of CIOT and a member of ATT, as well as being an associate member of CIPP.



COVID-19 Business Resilience and Support



Rebecca Thornley-Gibson, Partner, DMH Stallard

Rebecca's work covers all areas of employment law including support on contract and policy frameworks, Employment Tribunal representation, developing and delivering in-house training modules, employee relations issues and senior executive termination arrangements. She works extensively in the travel sector with tour operators, membership organisations and travel technology providers and is recognised as a Leading Individual in Travel in the Legal 500 Directory. She contributes to ABTA's Travel Law Today bulletin and is a regular speaker at industry events. Rebecca acts for senior executives across all business areas and regularly advises individuals in the luxury retail, media and aviation sectors. She builds close relationships with her clients to ensure an in-depth understanding of their business ensuring employee potential is maximised and employment related risks are minimised.



Jonathan Wall, Managing Director, Elman Wall Travel Accountants

Jonathan has led Elman Wall since 1995 and has built the firm's expertise in the travel industry from his first two travel clients. Today, Elman Wall has over 200 separate travel clients with over £3.5 billion of UK turnover. Elman Wall are auditors, accountants, business, tax and M&A advisors to the travel industry and have particular specialisations in Travel VAT and TOMS and ABTA/CAA/IATA regulations. He is a leading advisor to independently owned high-quality travel businesses and also looks after the UK interests of many overseas based travel companies. Jonathan is a Member of the Academy of Experts and has acted as an expert witness in a number of travel industry disputes. He has spoken at many conferences and seminars. Under Jonathan's leadership, Elman Wall have won Independent Firm of the Year and Employer of the year at the British Accountancy Awards and Single Office Tax Firm of the Year at the Taxation awards.



COVID-19 Business Resilience and Support



John Farrell, Partner, Kennedys

John is a Partner in Kennedys London office. He specialises in the areas of construction and engineering, insurance/reinsurance, product liability, professional liability and media liability. He also sits on the firm's Emerging Risks Group. John acts for civil engineering contractors and consultants, engineering manufacturers, employers and public authorities, as well as some of the markets largest and international insurers and reinsurers. John has advised professional firms and individuals (including design and media consultants) and their insurers in relation to traditional claims and, more recently, in respect of claims arising from the 'misuse' of social media. John advises on the consequences of cyber-attacks in terms of loss of confidential data, potential reputational damage, increased scrutiny from regulators and associated financial penalties and the obligations of the GDPR. He has particular experience of disputes and insurance related claims and significant expertise in alternative dispute resolution, including early neutral evaluation and mediation. John is a member of the British Insurance Law Association, City of London Law Society working party on insurance law contract reform, Chartered Insurance Institute and Forum of Insurance Lawyers (FOIL). He regularly contributes to Kennedys' publications and to industry press, including Insurance Post and Insurance Day.



Contributor profiles



DMH Stallard is a full service, award winning law firm stretching across five locations throughout the South East. We are passionate about winning and passionate about client care. Our mission is to provide a compelling and cost effective alternative to 'Big Law' for larger corporate organisations; to be a natural partner for ambitious entrepreneurial businesses; and to provide the very highest level of legal services to our private clients. www.dmhstallard.com



Elman Wall is the UK's leading independent firm of travel accountants with a clear mission to exceed expectations by delivering a truly 'irresistible' service to entrepreneurial travel businesses, their owners and shareholders. From niche tour operators to leisure and business travel agents and accommodation only specialists, over 200 travel businesses have selected Elman Wall as their accountancy partner and all benefit from up to date industry expertise, a tailor made approach, proactive advice, 'open door' policy and dedication to delivering tangible benefits to our clients. With travel, there is more to know and, crucially, more to get right...or wrong. This is why we have made it our business to understand the travel industry with one thing in mind...so we can add real value to an organisation. Our in-house specialist travel business advisory arm, Summit Advisory, is dedicated to supporting travel business owners grow, sell or acquire other travel businesses. Expertise matters. Numbers count. But our ethos is to go far beyond the numbers. www.elmanwall.co.uk/travel-industry

Kennedys

Kennedys is an international law firm with expertise in litigation and dispute resolution, particularly in the insurance/reinsurance and liability industries. With over 1,500 people worldwide across 26 offices in the UK and Europe, Middle East, Asia Pacific and the Americas, we have some of the most respected legal minds in their fields. We act for insurers, reinsurers, Lloyd's Syndicates, public bodies and corporates. Our deep sector knowledge means that we understand the impact of proposed regulations and advise our clients on the implications this will have on their business. Every day we make a difference for our clients. We provide answers, recommendations, strategy and tactics. We deliver these in plain English and it's what we call Legal advice in black and white. www.kennedyslaw.com





RSM is a leading provider of audit, tax and consulting services to middle market leaders, globally. Its roots are firmly embedded in the consumer sector and that's why your business will always be central to what we do. With a 3,800 strong UK team and access to more than 43,000 people across the RSM global network, you can draw on the knowledge and experience of our sector specialists. We invest in our people and in their understanding of the travel and tourism sector in the UK so we are in the best position to help you drive and build a successful business. Our dedicated team can support travel businesses in navigating the operational and financial challenges and opportunities as and when they arise. No matter where in the world you operate, or plan to in the future, our team, active in over 120 countries, will be ready to share their insights and industry knowledge to help you move forward with confidence.

www.rsmuk.com

Webinar partner profile



Traditional enterprise software is clunky, expensive and not focused on how you can wow your customers with the ultimate service and experience. At Freshworks, we believe that you deserve better- providing customer-for-life software that's modern, mobile and affordable- enabling you to deliver wow moments to customers all over the world. We work with industry leaders to streamline customer conversations, automate repetitive work and save time- ensuring that teams can collaborate to deliver world class customer engagement. **www.freshworks.com**

