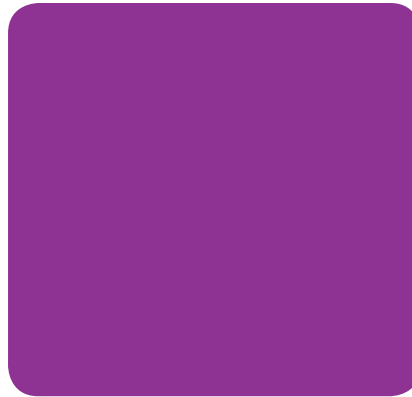


# Crisis Management in Travel Conference

24 April 2019 • UK Chamber of Shipping, 30 Park Street, London, SE1 9EQ



Plus a half-day workshop

## Delivering Psychological and Trauma Support

25 April 2019 • ABTA Ltd, 30 Park Street, London, SE1 9EQ

### Headline sponsors



### Co-sponsors



### Workshop partner





# Crisis Management in Travel Conference

24 April 2019 • UK Chamber of Shipping, 30 Park Street, London, SE1 9EQ

## Agenda

- 09:30 **Registration, tea and coffee**
- 09:50 **Welcome and introduction from the moderator**  
**Nikki White**, Director of Destinations and Sustainability, **ABTA**
- 10:00 **Panel discussion: priorities for crisis management in a changing world**
- Considering the political, social, technological and economic threats in destinations
  - Learnings from high profile recent crises
  - Emerging threats
- Julia Longbottom**, Director, Consular Services, **FCO**  
**Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**  
**Laurie Bell**, Lead for Comms on Salisbury Recovery and Former Director of Communications and Communities, **Wiltshire Council**  
**Bruce McIndoe**, Founder and Chief Evangelist, **WorldAware**
- 10:40 **Learning from recent high profile crisis management cases in travel and tourism**
- Recent cases and impacts for the travel industry – tour operators, hoteliers, destinations and airlines
  - Understanding updates to your legal obligations and the duty of care
- Claire Mulligan**, Partner, **Kennedys**
- 11:10 **Tea and coffee break**
- 11:40 **Setting the framework for managing a crisis – how stakeholders should respond**  
**Andrew Couper**, Head of Crisis Management, **TUI UK & Ireland**
- 12:05 **New thinking in travel crisis management**  
**Richard Gordon**, Director, **Bournemouth University Disaster Management Centre (BUDMC)**
- 12:30 **The role of social media in crisis management communications**  
**Jonathan Hemus**, Founder and Managing Director, **Insignia Comms**
- 12:45 **Panel discussion: new developments in crisis management communications**
- The importance of risk and reputation management
  - Social media and responding to fake news
  - New threats e.g. cyber attacks
  - Technological solutions to communicate with customers in the event of a crisis
- Rachel O'Reilly**, Head of Communications, **Kuoni**  
**Jonathan Hemus**, Founder and Managing Director, **Insignia Comms**  
**Emma Monks**, VP of Crisis Intelligence, **Crisp**
- 13:10 **Networking lunch**
- 14:00 **How the travel and tourism industry can respond to an emergency situation arising out of airline insolvency**
- Case study - Monarch Airlines: The largest repatriation of UK citizens during peace time
- Steve Turner**, CEO, **CMAC Group**
- 14:20 **Panel discussion: industry partnerships working to respond to a crisis**
- Sharing information between agencies to manage crisis situations affecting travellers
  - Developing an effective evacuation and repatriation plan in the event of a crisis
- Tom Parry**, Manager – Business Resilience, **Virgin Atlantic Airways Ltd**  
**Darren Carter**, Head of Group Security, **Edwardian Hotels** and Chair, **Institute of Hotel Security Management**  
**Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**  
**Steve Turner**, CEO, **CMAC Group**
- 14:55 **Preparing your staff in their roles and responsibilities to effectively manage a crisis situation**
- Defined roles and responsibilities
  - Examples
- Colin McGregor**, Managing Director, **Tranquillo**
- 15:10 **Tea and coffee break**
- 15:30 **How can technology help in avoiding a crisis and assist when they happen?**  
**Bruce McIndoe**, Founder and Chief Evangelist, **WorldAware**
- 15:50 **Managing a crisis – Salisbury case study**
- Case study
  - Operational support and working across key stakeholders
  - Communications management - when and how a area is safe
- Laurie Bell**, Lead for Comms on Salisbury Recovery and Former Director of Communications and Communities, **Wiltshire Council**
- 16:10 **A tour operator's perspective of improving crisis management in destinations**
- Learning from crisis events
  - Using crisis counsellors on the ground
  - Organising risk management training for the extended supply chain
- John Telfer**, Deputy Managing Director, **Explore Worldwide**
- 16:30 **Post-incident support – ensuring the right level of psychological support for those affected by a crisis**
- Understanding the impact on mental health and the response for victims of trauma
  - Knowing when to deliver support, recognising need
  - Managing support for customers and staff and ensuring access to the right level of support
- Marilyn Hayn**, Psychological Practitioner/Trainer, **British Red Cross**
- 16:55 **Closing remarks from the moderator**  
**Nikki White**, Director of Destinations and Sustainability, **ABTA**
- 17:00 **Close and networking drinks**

## Delivering Psychological and Trauma Support Half-day Workshop

25 April 2019 • ABTA Ltd, 30 Park Street, London, SE1 9EQ

### Agenda

- 09:00 **Registration, tea and coffee**
- 09:30 **Welcome from the event moderator**  
Moderator: **Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**
- 09:40 **Trauma support – an overview**
- What is psychological trauma?
  - Typical psychological reactions of survivors, relatives and colleagues
  - Why deliver proactive support
- Kevin Tasker**, Partner, **The Centre for Crisis Psychology (CCP)**
- 10:30 **Pre-crisis – being prepared and what it means in terms of psychological support**
- Procedures and protocols
  - Training
  - Considering the use of external support services
- Donna Melbourne**, Customer Policy Manager, **TUI**
- 10:50 **Networking tea and coffee break**
- 11:10 **Training your operational staff who will be dealing with survivors and relatives**
- Preparing telephone-based personnel and ground staff
  - Training operational staff to offer psychological comfort
  - Supporting customers after a traumatic incident
- Kevin Tasker**, Partner, **CCP**
- 11:20 **Practical activity – communications guidance**
- How to communicate with customers and relatives who are dealing with trauma
- 12:10 **Understanding the psychological effects of trauma and how your business can respond**
- Identifying trauma in customers and staff
  - Early intervention and identification
  - Referral for trauma counselling
  - Coordinating a multi-agency response
- Kevin Tasker**, Partner, **CCP**
- 12:45 **Close of workshop and light lunch**

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

### Crisis Management in Travel Conference

From natural disasters to illness outbreaks, terrorist attacks and airline insolvency, dealing effectively with a crisis situation comes down to preparedness. **Are you prepared?**

How you handle a crisis situation can minimise the impact of events, determine the safety of your customers and employees and ensure a speedy recovery for your travel business or destination.

**ABTA's Crisis in Travel Management Conference** brings together key stakeholders from across UK travel and tourism, including tour operators, destinations and tourism boards, hotels and airlines. All businesses should regularly review their crisis management plans to minimise the impact of a crisis situation on customers, staff and destinations.

### Delivering Psychological and Trauma Support Workshop

This optional half-day workshop looks at how travel businesses can support customers and staff who are caught up in a crisis.

Attend this workshop to increase your understanding of psychological trauma and learn how to prepare your staff who are deployed to deal with incidents.

Discover the proactive steps you can take to **offer psychological support to customers, staff and relatives** as part of your crisis response.

#### Benefits of attending

- Get an update on **recent high profile crises** and emerging threats
- Learn about new developments in **crisis management communications** and how to handle social media during a crisis
- Hear industry **case studies** about how travel companies and destinations can recover from a crisis
- Gain insight into how to handle an emergency situation that arises out of **airline insolvency**
- Ensure the right level of **psychological support** for those affected by a crisis
- Take steps to **train your operational staff** who will be dealing with customers during a crisis

#### Who should attend?

This event is aimed at those across the travel and tourism sector who are responsible for crisis management, including tour operators, travel agencies, airlines, airports, hotels and destinations:

- CEOs and directors
- Crisis management, emergency planning, resilience, risk management and operational teams
- Communications and PR teams
- Health & safety teams
- Customer service and care teams
- Legal teams

## Crisis Management in Travel Conference and Delivering Psychological and Trauma Support Workshop

24 & 25 April 2019 • 30 Park Street, London, SE1 9EQ



### 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.

### How to register

You can book online and select which days you would like to attend.

You will receive a 20% discount for attending both the conference and the workshop.

Make payment by debit or credit card. UK VAT will be applied. ABTA Members can also 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)

### Prices

#### ABTA Member/Partner rates\*

One-day conference only	£229 plus VAT
Half-day workshop only	£199 plus VAT

#### Non-Member/Partner rates

One-day conference only	£349 plus VAT
Half-day workshop only	£249 plus VAT

Receive a 20% discount when you book both events. The discount will be automatically applied when you register online.

You may attend one day and nominate a colleague to attend the other day. Please register your place for both days then email [events@abta.co.uk](mailto:events@abta.co.uk) with the name and job title of your colleague and which day they would like to attend.

*\*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)*

### Upcoming events

#### The Travel Marketing Conference

1 May, London

#### Accessible Travel and Tourism Seminar

8 May, London

#### Improving Health and Safety in Tourism Accommodation

21 May, London

#### Solo Travel Conference

5 June, London

#### Delivering Sustainable Travel

18 June, London