Crisis Management in Travel Conference
25 March 2020 • Ince, Aldgate Tower, 2 Leman Street, London, E1 8QN

Agenda

09:30  Registration, tea and coffee

10:00  Welcome from the moderator
       Susan Deer, Director of Industry Relations, ABTA

Preparing for a crisis

10:10  Priorities for crisis management – the emerging threats and the impact on your crisis plan
       • Changing landscape of crises
         – Security and terrorism
         – Political uncertainty
         – Climate impacts – natural disasters and health outbreaks
       • Coronavirus – managing the impacts
       Angela Hills, Senior Destinations Manager – Health, Safety, Crisis & Operations, ABTA
       Nick Palmer, International Protect and Prepare, Counter Terrorism, Police UK
       Vanessa Field, Consultant in Travel Medicine, NaTHNaC
       Jennifer Anderson, Director for Consular Affairs, Foreign & Commonwealth Office (invited)

10:50  Creating operational efficiencies in preparation for a crisis
       • Preparing for and identifying potential risks and incidents
       • An organisation-wide approach and getting buy-in from senior management
       • What training systems?
       • Management team
       • Changes and update/review
       Will Staples, Head of Crisis Management, TUI UK & Ireland

11:15  Tea and coffee break

11:45  Your legal obligations in a crisis
       • What is your duty of care and do you have crisis management insurance?
       • Stakeholder management and local obligations – what is in your contract?
       • Package Travel Regulations – airline responsibilities under EU261
       • Learnings from recent high-profile cases – tour operators, hoteliers, destinations and airlines
       Anna Anatolitou, Partner – Aviation & Travel, Ince

12:35  FCO session
       • Responsibilities for the UK Government and overseas authorities in a crisis
       • What FCO travel advice means for customers
       Jennifer Anderson, Director for Consular Affairs, Foreign & Commonwealth Office (invited)

13:00  Lunch

Responding to a crisis

13:50  The failure of Thomas Cook – crisis response
       • Crisis profile; planning, response and by numbers
       David Clover, Head, Aviation Crisis & Contingency Planning, Civil Aviation Authority
       Carol MacKenzie, Former Group Head of Crisis Management & Customer Customer Welfare, Thomas Cook, and Consultant Representative, CMAC

14:10  Panel discussion: using industry partnerships to respond to a crisis
       • Sharing information between agencies
       • Developing an effective evacuation and repatriation plan
       • Top five things to implement in your business
       Angela Hills, Senior Destinations Manager – Health, Safety, Crisis & Operations, ABTA
       Stuart Burt, Director, Touchstone Underwriting
       Mark Buckingham, Head of Fire and Emergency Planning, Birmingham Airport
       Anna Anatolitou, Partner – Aviation & Travel, Ince

14:40  Case study: terrorism
       • Working with the security service around counter terrorism – the impact on operations
       James Gooding, Director of Global Intelligence, InterContinental Hotels Group

15:00  Case study: natural disaster
       • How to respond when a natural disaster disrupts your business
       • Communicating and supporting both customers in resort and those due to travel
       James Challis, Operations Manager, Saga

15:20  Tea and coffee break
The conference

Returning for its second year, ABTA’s one-day Crisis Management Conference will bring together senior keynote speakers and an audience of crisis professionals from across travel and tourism.

Get an update on the emerging issues in crisis management. Understand the key learnings from recent natural disasters, illness outbreaks, terrorist attacks and supplier failures.

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. Are you prepared?

New for 2020, and in light of the recent Thomas Cook failure, gain insight into how to handle an emergency situation that arises out of airline insolvency or supplier failure.

Understand your duty of care to customers and staff. Review your crisis management plans and ensure your processes and procedures are fit for purpose.

Benefits of attending
- Get an update on recent high-profile crises and your legal responsibilities
- Learn about key risks such as climate impacts, terrorism, natural disasters and health outbreaks
- Learn from travel companies and destinations through industry cases studies
- Get first-hand experience on how to overcome a destination crisis
- Understand the learnings from the Thomas Cook failure and subsequent crisis response
- Find out what practical steps you can take to maintain the health and wellbeing of your team during a crisis
- Work in partnership with key stakeholders across the travel industry

Who should attend?
This conference is aimed at those who are responsible for, and with an interest in, crisis management from tour operators, travel agencies, airlines, destinations and more. This includes:
- Crisis management and operational teams
- CEOs and directors
- Communications and PR teams
- Health & safety teams
- Customer service and care teams
- Marketing and product teams
- Legal teams.

15:40 Innovations panel – what innovations are available to travel companies?
Covering the latest innovations in e.g. crisis communications, alerts, social media, simulating and testing
Representative, F24 and additional speakers

16:05 Managing and maintaining the health and wellbeing of your team
- Ensuring your team are in good health during and after a crisis
- Psychological impact and physical wellbeing
- Expectations and human comforts – responsibility and how do you plan for it?
- Follow up, support and post-crisis evaluation
Joanne Muccio, Trauma Care Consultant, Centre for Crisis Psychology (CCP)

Post-crisis

16:25 Destination impacts and recovery after a crisis
- Reinstatement and promotion of a destination post-crisis
- FCO advice
- First-hand experience on how to overcome a destination crisis
- Communication methods, timelines, re-promotion methods and messaging
A Tourist Board
Will Staples, Head of Crisis Management, TUI UK & Ireland
Angela Hills, Senior Destinations Manager – Health, Safety, Crisis & Operations, ABTA
FCO (invited)

16:40 How can ABTA help?
Angela Hills, Senior Destinations Manager – Health, Safety, Crisis & Operations, ABTA

16:50 Closing remarks

17:00 Drinks
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.

Upcoming events

PR in Travel Conference
17 March, London

ABTA’s Principles of Fire Safety in Travel Course
18 March, London

Business Travel Risk Management
22 April, London

ABTA’s Hurricane Safety Training
29 April, London

ABTA’s Two-day Legionella Training Course
30 September - 1 October, London

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