

# Crisis Management in Travel Conference

25 March 2020 • Ince, Aldgate Tower, 2 Lemn Street, London, E1 8QN



Event partner

**Ince**



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## Agenda

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

10:00 **Welcome from the moderator**

**Susan Deer**, Director of Industry Relations,  
**ABTA**

10:10 **Global risk and crisis management for travel in a changing world**

**Keynote speaker**

### Preparing for a crisis

10:20 **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

**Angela Hills**, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA Counter Terrorism Police UK** (invited)

**James Challis**, Operations Manager, **Saga**

**Vanessa Field**, Consultant in Travel Medicine, **NaTHNaC**

11:00 **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**

11:25 **Tea and coffee break**

11:55 **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

**Director**, Consular Services, **FCO** (invited)

13:00 **Lunch**

### Responding to a crisis

14:00 **Dealing with supplier failure**

- Thomas Cook crisis response
- Airline insolvency and repatriation

**Civil Aviation Authority**, (invited)

**Carol MacKenzie**, Former Group Head of Crisis Management & Customer Welfare, Thomas Cook and Consultant

14:20 **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**

**Mark Buckingham**, Head of Fire and Emergency Planning, **Birmingham Airport**

**Anna Anatolitou**, Partner – Aviation & Travel, **Ince**

**Airline** (invited)

15:00 **Case study: terrorism**

- Working with the security service around counter terrorism – the impact on operations

**James Gooding**, Director of Global Intelligence, **InterContinental Hotels Group**

## 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.

#### 15:20 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**

#### 15:40 Tea and coffee break

#### 16:00 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
- Hours, expectations and human comforts – who holds this 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

#### 16:20 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

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## How to register

You can book online and make payment by credit or debit card. UK VAT will be applied. ABTA Members can also request an invoice.

Visit [abta.com/abtaevents](https://abta.com/abtaevents) to book.

You can view our terms and conditions on the event webpage at [abta.com/eventstermsandconditions](https://abta.com/eventstermsandconditions)

## Prices

ABTA Member/Partner **£255 plus VAT**

Non-Member/Partner\* **£375 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](https://abta.com/join)*

## 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](mailto:events@abta.co.uk) for a bespoke discount**

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email [mturton@abta.co.uk](mailto:mturton@abta.co.uk)

## 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

### Health and Safety Conference

6 May, London