

Crisis Management in Travel Conference

9 February 2022

Kennedys, 25 Fenchurch Avenue, London, EC3M 5AD



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Crisis management training, planning & consultancy



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Agenda

09:30 **Registration and networking**

10:00 **Welcome and opening remarks**

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

10:10 **FCDO keynote: the big picture**

- FCDO priorities
- How the FCDO and industry work together during and post-crisis
- Working with destinations to prepare for a crisis

Andrew Whittaker, Head of Department, Consular Directorate, **FCDO**

Preparing for a crisis

10:25 **Panel discussion: emerging threats and priorities for crisis management**

- The changing landscape of crises
- Considering emerging threats such as: security risks, cyber threats, natural disasters and health outbreaks

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

Angela Hills, Head of Destinations, **ABTA**

Jonathan Hemus, Managing Director, **Insignia**

Carol MacKenzie, Group Head of Crisis Management & Business Continuity, **TUI**

Tim Fisher, Group Head of Crisis, **FCDO**

11:05 **Keynote: an update on overseas Protect and Prepare**

Peter Wilkinson, JOPP (Joint Overseas Protect & Prepare), **Home Office**

Jason Bromby, Senior Policy Advisor, International Protect and Prepare, **Counter Terrorism Policing HQ**

11:20 **An update on your legal obligations**

- What is your duty of care to your customers in a crisis?
- Business insurance and crisis management insurance
- Stakeholder management and local obligations – what is in your contract?
- Your responsibilities under the Package Travel Regulations

Claire Mulligan, Partner, **Kennedys**

11:45 **Tea and coffee break**

12:05 **Are your crisis management plans fit for purpose?**

- Pre-operational steps to take as travel reopens

Heather Pennock, Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**

12:20 **Travel industry case study: reviewing and updating your crisis management plan**

- Reviewing your crisis and operational plans to meet the changing needs of travel
- An organisation wide approach and getting buy-in from senior management

Jackie Kent, Customer Care Manager, **Classic Collection**

12:40 **Practical guidance on reviewing and simulating your crisis management plans**

- Reviewing your crisis simulation plans
- The importance of simulation testing

Jonathan Hemus, Managing Director, **Insignia**

13:15 **Lunch break**



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Responding to a crisis

14:10 Panel discussion: responding to a crisis

- Using industry partnerships to respond to a crisis and sharing information between suppliers
- Media crisis communications
- Evacuation and repatriation plans
- Customer communication methods and messaging
- Using technology to assist in your crisis response
- How ABTA can assist its Members

Moderator: Angela Hills, Head of Destinations, **ABTA**

Heather Pennock, Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**

Chris Wright, Managing Director, **Sunvil Group**

Tom Smith, Regional General Manager - Europe, Middle East and Africa, **Intrepid DMC**

John Davison, Managing Director, **F24**

14:45 Travel industry case study: how to respond when a crisis disrupts your business

Chris Wright, Managing Director, **Sunvil Group**

Post-crisis

15:05 Managing and maintaining the health and wellbeing of your team

- Identifying and managing staff mental health and wellbeing
- Staff preparation and training
- Psychological impact and physical wellbeing
- Follow up, support and post-crisis evaluation

Joanne Muccio, Trauma Care Consultant, **The Centre for Crisis Psychology (CCP)**

15:25 Tea and coffee break

15:45 Key learnings from high-profile legal cases

Claire Mulligan, Partner, **Kennedys**

16:05 Case study: recovery after a crisis

- Reinstatement and promotion of a destination post-crisis
- Lessons learned and top five takeaways

Darren Grahame-Betts, Operations Director, **Kuoni**

16:25 Close and networking drinks

The conference

ABTA's one-day crisis management conference will explore the emerging issues in crisis management. Learn about the latest threats and potential risks, as well as how to review your crisis management plans and simulations to ensure they are still fit for purpose.

A crisis can take many forms, including natural disasters, terrorist attacks, supplier failures, cyber breaches, or flight bans. How you handle a crisis can minimise the impact on customers, staff, destinations and brand reputation. All businesses should regularly review their crisis management and business continuity plans.

New for 2022, optimise your in-house crisis management planning by getting practical guidance on how to review and test your crisis plans post-pandemic. Ensure your processes and procedures are fit for the future; make sure your operations are efficient and you can identify potential risks before they arise.

The past two years have tested customer communications in a crisis to the maximum. Understand the lessons learned on the dissemination of rapidly changing global travel advice and how this can be applied to all crisis management plans moving forward. Learn about the psychological impact a crisis can have on your staff as well as customers.

Hear what you can do to look after staff post-crisis and ensure their mental health and wellbeing are monitored for future resilience. Put your questions to the experts including representatives from destinations, travel businesses, crisis management experts, legal experts and ABTA.

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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, cyber breaches and health outbreaks.
- Learn from travel companies and destinations through **industry case studies**.
- Hear first-hand experience on how to overcome a **destination crisis**.
- Understand what we have learned from the **COVID-19 outbreak** and subsequent crisis response.
- Find out what practical steps you can take to maintain the **health and wellbeing** of your team during a crisis.
- Network with industry colleagues and explore how to work in **partnership with key stakeholders** across the travel industry.



Who should attend?

- 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

How to register

You can book online and make payment by credit or debit card. UK VAT will be applied.

Visit abta.com/abtaevents to book.

You can view our terms and conditions on the event webpage at 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*

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