



Delivering Sustainable Travel

18 June 2019 • ABTA Ltd, 30 Park Street, London, SE1 9EQ

Agenda

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

10:00 **Welcome from the moderator**

Nikki White, Director of Destinations and Sustainability, **ABTA**

10:05 **Transforming tourism: how can businesses catalyse sustainability in tourism?**

- Measuring and managing the impacts of tourism; economic, social and environmental
- Building partnerships with destinations and throughout the value chain to reduce the impacts of tourism

Pablo Montes Iannini, Value Chain and Private Sector Analyst, **UN Environment**

10:20 **Questions and discussion**

10:30 **Sustainable travel – insights from the last year**

- Practical industry examples to implement across your business
- Sustainable trends and insights from across the industry
- Introduction to tools and support available on animal welfare, human rights and environmental waste management

Clare Jenkinson, Senior Destinations & Sustainability Manager, **ABTA**

Working with stakeholders: staff, customers and suppliers

11:00 **Case study: developing a sustainable policy throughout a small travel business**

- Developing and applying sustainable policies across your business
- Staff and customer engagement
- Engaging and working with organisations such as ABTA

Sophie Walker, Tailormade Groups Executive and Sustainability Coordinator, **InsideAsia Tours**

11:25 **Networking tea and coffee**

11:50 **Case study: working with suppliers to drive positive change in your supply chain**

- Developing a sustainable procurement policy and code of conduct for suppliers
- Setting performance standards and goals, and monitoring compliance
- Offering education, technical assistance and training to suppliers

Joanne Johnston, Product Manager – Stays & Hotels, **Saga Holidays**

Environment: waste, plastic and carbon

12:20 **Case study: Thomas Cook's #noplaceforplastic pledge**

- Implementing the pledge at home, in the air and in destination
- Developing and trialling alternatives

David Ville, Group Sustainability Manager, **Thomas Cook**

12:35 **Panel discussion: waste reduction and other environmental issues**

- Carbon reduction update
- Initiatives for reducing waste across your business
- Encouraging your customers to holiday sustainably

Moderator: Nikki White, Director of Destinations and Sustainability, **ABTA**

Carolyn Wincer, Commercial Director, **Travelife**
David Ville, Group Sustainability Manager, **Thomas Cook**

Titia Sjenitzer, Sustainability Specialist, **Virgin Holidays & Virgin Atlantic Airways Ltd**

13:10 **Networking lunch**

Destination management

14:00 **Case study: embedding sustainability into the national tourism policy**

Sergio Guerreiro, Director, Knowledge Management & Innovation, **Turismo de Portugal – Visit Portugal**

14:20 **Panel discussion: destination management**

- Working in partnership to ensure tourism benefits both the destination and the traveller

Moderator: Nikki White, Director of Destinations and Sustainability, **ABTA**

Clare Jenkinson, Senior Destinations & Sustainability Manager, **ABTA**

Sergio Guerreiro, Director, Knowledge Management & Innovation, **Turismo de Portugal – Visit Portugal**
Jane Ashton, Director of Sustainable Development, **TUI**

15:00 **Networking tea and coffee break**

Human rights

15:20 **A case study from Travelife**

Michelle Groothedde, Certifications, Compliance & Quality Control Specialist, **Travelife**

15:40 **Panel discussion: human rights issues in tourism**

- Policies and practices to help you tackle modern slavery across your business and supply chains
- Understand the child welfare issues relevant to the travel industry and advice on developing safeguarding policies

Moderator: Nikki White, Director of Destinations and Sustainability, **ABTA**

Michelle Groothedde, Certifications, Compliance & Quality Control Specialist, **Travelife**

Jantine Werdmuller von Elgg, Managing Director, **Stronger Together**

16:20 **Moderator's closing remarks**

Nikki White, Director of Destinations and Sustainability, **ABTA**

16:30 **Close of seminar**

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About the event

45% of holidaymakers say sustainability is an important element when booking a holiday*. Compared to 20% in 2011, this indicates that sustainable travel is now considered mainstream.

ABTA's Delivering Sustainable Travel seminar returns for a third year and will provide **practical and innovative guidance** on how to implement sustainable approaches across your travel business, large or small. Attend to hear the latest industry case studies and innovative solutions to common sustainability issues for the travel industry.

ABTA, industry colleagues, tourism boards and other sustainability experts will come together to discuss the progress that the travel industry has made in the past year, including the business practices that have been successful in matching increasing consumer demands for sustainable services.

Learn how to implement sustainable policies across your business by **engaging with staff, suppliers, destinations and customers**. Hear workable solutions to address a number of issues such as consumer concerns around **waste management including plastic, carbon reduction and human rights issues**.

Attend this seminar to **benchmark your progress** against industry peers, learn how ABTA can support you to implement sustainable practices and understand how **becoming more responsible can benefit your business**.

**ABTA Travel Trends report 2019.*

Benefits of attending

- Learn how to practically implement sustainable travel practices
- Learn about and explore what industry colleagues are doing to address sustainability issues across their businesses
- Learn how to improve customer experience and appeal to a broader consumer base by promoting your organisation as an ethical business
- Take part in focused discussions on key sustainability issues for travel such as human rights and environmental management, including plastics and carbon
- Ensure regulatory compliance and safeguard your reputation
- Hear how destinations and travel businesses are managing growth in visitor numbers
- Understand the tools and support available from ABTA to help you develop a sustainable business approach

Prices

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|---------------------|----------------------|
| ABTA Member/Partner | £229 plus VAT |
| Non-Member/Partner* | £349 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*

Who should attend?

This seminar is for travel agents, tour operators, hotels, airlines, cruise providers and the wider travel and tourism industry who have a part to play in making travel more sustainable, including:

- Directors and senior management teams
- Product teams
- CSR, sustainability and responsible tourism teams
- Operations
- Sales and marketing teams
- Procurement, finance and legal teams
- Communications and public relations teams.

Register now

You can book online and pay by credit card or request an invoice. Visit abta.com/events to book.

You can view our terms and conditions on the event webpage at abta.com/eventstermsandconditions

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 email 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

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

Improving Health and Safety in Tourism Accommodation

21 May 2019, London

New Opportunities in the Solo Travel Market

5 June 2019, London

Instagram for Travel

27 June 2019, London