

# Health, Safety and Security Risk Management for Travel

15 November 2023

ABTA, 30 Park Street, London, SE1 9EQ



## Agenda

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

10:00 **Moderator's opening remarks**

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

10:10 **An update on the legal framework**

- Understanding your contractual arrangements with suppliers
- What do your terms and conditions say
- An update on new and emerging legal obligations under the 2018 Package Travel Regulations
- Your legal responsibilities on excursions, tours and other auxiliary services
- Understanding your insurance and what's included and do they know what you are selling?

**Claire Mulligan**, Partner, **Kennedys**

10:50 **Tools and techniques for identifying and managing health and safety risks**

- Making a difference: risk management vs. traditional audit approach
- Risk management:
  - identifying business and product risks
  - data drilling and analysis
- Working with key stakeholders to manage and reduce risks
  - safety maturity models
  - awareness
  - tourism authorities
  - training programmes

**Francesca Cerchia**, Global Audit & Compliance Product Manager, **SGS**

11:30 **Tea and coffee break**

11:50 **Practical exercise – managing specific risks and putting it into practice**

*A workshop looking at health, safety and security risks including accommodation safety, excursions and transport safety.*

- How do you gather and verify the health, safety and security information provided?
- Prioritising defects to reduce risks within your portfolio
- Working with suppliers on health, safety and security risk management
- Identifying additional new and emerging risks and tips on how to reduce risks

**Jason Burnett**, Technical Director, **Intertek Cristal**

13:00 **Lunch**

14:00 **Case study: risk management systems in practice**

- Identifying, prioritising and managing health, safety and security defects within your portfolio
- Working collectively to share information throughout your business
- Working with suppliers to reduce risks and defects

**Paul Austin**, Head of Safety and Risk, **TUI**

14:25 **Working with Bedbank providers and ground agents**

- How to work with Bedbanks on health and safety and security requirements
- Ensuring Bedbanks have an effective safety system in place
- Setting and monitoring your safety expectations with ground agents
- Giving ground agents the correct health, safety and security training
- Are your contracts correct and effective for health, safety and security needs?

**Sarah Mayne**, Manager – Health, Safety & Environment (Auditing), **Virgin Atlantic**

15:05 **When things go wrong – a water case study**

- Short and long term incident responses
- Practical steps to manage situations when things go wrong

**Beatriz Santandreu**, Director, **Biolinea**

15:35 **Tea and coffee break**

15:50 **Evidence gathering, the role of a witness and preparing for court**

- Rules relating to witnesses
- Types of court / duty to the court
- Witness statements and statements of truth
- Giving oral evidence – preparation, do you have to attend the trial?
- Contempt of court/ fundamental dishonesty

**Claire Mulligan**, Partner, **Kennedys**

16:20 **Panel: Working to continually improve safety**

- The importance of testing your safety management systems and procedures
- Reviewing your safety management system following accidents and incidents
- Working with ABTA

**Paul Austin**, Head of Safety and Risk, **TUI**

**Claire Mulligan**, Partner, **Kennedys**

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

16:40 **Summary and close**

### Event partners

**Biolinea|com**

**intertek**  
**cristal**

**SGS**

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## About the event

As health, safety and security continues to be a top priority for many travellers, ensuring the safety and wellbeing of customers on holiday is essential.

Attend this training day and learn how to work with your suppliers to reduce risks and identify and manage defects. Get the latest legal update on potential changes to your obligations under the Package Travel Regulations 2018 and ensure you have a suitable risk management system in place.

Including **practical workshop sessions** on identifying and managing risks, this essential training will enable you to put techniques into practice and provide useful tools to take back to your business.

You will get top tips for carrying out risk assessments and discover how to prioritise the risks you face across your portfolio including **accommodation, transport** and **excursions**.

Hear a case study on how to react when things go wrong and how to go about gathering evidence in preparation for court. Hear from ABTA, legal, health & safety experts and travel businesses including **Tui** and **Virgin Atlantic**.

## Benefits of attending

- Evaluate your business and **develop a health, safety & security programme** that's right for your products.
- Gain a sound understanding of **your legal responsibilities** and liabilities.
- Discover how to **identify and manage health, safety & security risks**.
- Understand **who's responsible within your organisation** for managing risk.
- Take part in **practical exercises to learn how to manage and mitigate risks**.
- **Develop a plan for reviewing and amending** your health, safety & security policy going forward.

## Who should attend?

This event is ideal for travel companies including tour operators, retailers and OTAs looking to develop their health and safety policies, including:

- Managing directors and senior managers
- Health and safety teams
- Operations teams
- Health and safety legal teams
- Product managers
- Customer relations and customer support teams

## Prices

ABTA Member / ABTA Partner\* **£259 plus VAT**  
Non Member **£399 plus VAT**

*This includes lunch and refreshments throughout the day, all delegate materials, presentations and an attendee certificate.*

*\*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.**

# REGISTER NOW!

## Upcoming event

**Planning for Extreme Weather & Natural Hazards  
– Training for Travel**

11 October 2023, London