

Health, Safety and Security in Travel

16 June 2021

Agenda

09:00 **Registration and networking**

09:30 **Welcome and opening remarks**

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

Where are we now?

09:35 **Keynote: managing infectious diseases in the context of travel**

- Update on risk assessment for country health advice
- Impact of the vaccine roll out on travel restart
- Using key learnings from COVID-19 for future pandemics

Dr Hilary Kirkbride, Consultant Epidemiologist and Head of Travel Health, **Public Health England**

09:55 **Panel discussion: restoring consumer confidence in travel**

- Current consumer sentiment towards travel services
- How does the travel industry build back better?

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

Speakers include

Vanessa Field, Deputy Director, **NaTHNaC**
Paul Austin, Group Head of Safety and Risk, **TUI**

10:35 **Networking break**

Risk management of your travel services

11:05 **ABTA's post pandemic recovery guide**

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

11:20 **Risk mitigation – decision making and product planning**

- Analysing key destination indicators to mitigate the risk of your product offering
- Understanding the tools to adapt your forward planning strategy and priorities

Mireia Delgado, Business Director, **Preverisk**

11:40 **Restarting programmes: a tour operator's perspective**

- The safety and health measures introduced to reduce risks and inspire confidence in travel

Paul Bennett, Customer Safety Manager, **Virgin Holidays**

12:00 **Panel discussion: restarting programmes and managing the balance between health and safety and infectious disease protocols**

- What new risks are we seeing as a result of the pandemic?
- Updating your security measures; transport and tours
- Working with suppliers to understand the additional safety measures that have been introduced

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

Daniel Boshier, Operational Risk Manager, **IHG**

Paul Bennett, Customer Safety Manager, **Virgin Holidays**

Bronwen Jones, Development Director, **Gatwick Airport**

12:40 **Lunch break**

13:10 **Meet new suppliers at the virtual exhibition**

Your legal obligations

13:40 **An update on your legal responsibilities**

- Recap on duty of care and responsibilities under the PTRs
- Clarification of your liabilities
- Contractual arrangements with suppliers
- Excursions and tours
- X v Kuoni case update

Claire Mulligan, Partner, **Kennedys**

14:10 **COVID-19 claims**

- Legal recap – what are the pain points?
- Tools to effectively manage COVID-19 claims

Javed Ali, Legal Consultant, **Hill Dickinson**

14:30 **Practical workshops**

16:45 **Final chance to meet the exhibitors**

17:00 **Close**

Practical workshops

Attendees choose two practical workshop sessions to attend live. Watch recordings of the other sessions on demand at a later date. These online workshops are designed to act as a recap and improve your skills as well as providing the opportunity to ask questions and work in groups.

14:30 **Workshops – set one**

1. Legionella and water quality

- Practical guidance and principles of legionellosis prevention
- Identifying risk factors and minimising risk of infections

Dr Sebastian Crespi, President & Scientific Director, **Biolinea Int.**

2. Fire safety

- Fire risk management in auditing and contracting of tourism accommodation
- Practical steps around fire prevention

3. Food safety and hygiene

- Recap on key food hygiene and safety measures
- Risk assessment and auditing within accommodation providers

Ian Greaves, Managing Director, **IGI**

4. Health and safety legal toolkit

- Practical guidance around changing contracts and suppliers
- Legal surgery and discussion: put your questions to the experts

Claire Mulligan, Partner, **Kennedys**

15:30 **Break**

15:45 **Workshops – set two**

1. Child protection and safeguarding

- Identifying the signs and indicators of child abuse and neglect
- Understanding how to respond to and report concerns

Fiona Becker, Senior Consultant, **NSPCC**

2. Security – transportation

- Identifying emerging security concerns and how to mitigate risks as a result of COVID-19
- Business travel risk management

3. Health and safety – escorted tours

- Recap on core safety measures
- Risk assessing your excursion suppliers and additional risks due to COVID-19

Ian Greaves, Managing Director, **IGI**

4. Balancing COVID-19 and other areas of health, safety and security

- A recap on key COVID prevention measures
- Practical steps to help you balance COVID-19 risk management with other health and safety protocols

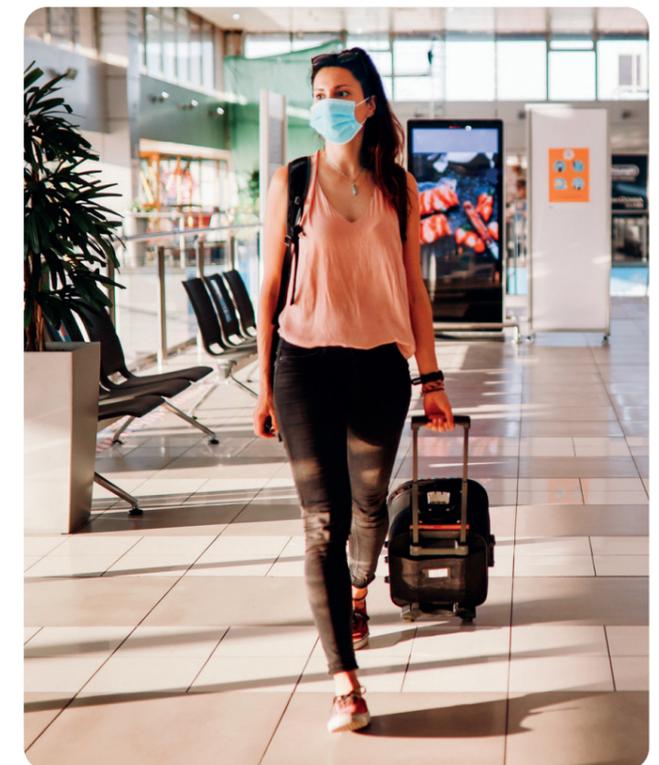
Dr. Ahmed Karam, Country Manager, **Preverisk**
James Lawrence, Director, **Peregrine Risk Management**

Headline sponsor



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Health, Safety and Security in Travel

16 June 2021

The conference

After a year of unprecedented change and continued uncertainty in 2021, ABTA's Health, Safety and Security Conference will return virtually, featuring high quality content streamed live from a custom digital platform. The event will bring together an audience of health and safety professionals from across travel and tourism to understand how to manage the balance between health and safety and COVID-safe protocols in restarting overseas travel programmes.

When travel restarts, traveller and staff safety will be key to restoring customer confidence and industry recovery.

Are you prepared? The conference will focus on the learnings that have been identified as a result of the ongoing COVID-19 pandemic and the wider health, safety and security issues that will require your attention when travel restarts. Get a recap on your legal obligations and what you are liable for should something go wrong.

In addition to mainstage sessions and panel discussions, take part in two interactive workshops on key areas of health and safety to further develop practical skills and knowledge. Designed for team members of all levels of seniority, topics include practical guidance on legionnaire's disease prevention, fire safety, food hygiene and business travel risk management. Understand what is meant by 'child safeguarding' and how to respond to and report concerns. Learn how to identify and work with your suppliers on emerging security risks in transportation and additional health and safety risks on escorted tours.

Benefits of attending

- Get an recap on your **legal responsibilities**
- Hear about **COVID-19 claims** and how to minimise the impact of these on your business
- Listen to an **expert panel** discuss the importance of good health and safety measures in **restoring consumer confidence** in travel
- Understand the **emerging risks** from the Coronavirus pandemic and how to overcome these
- Find out what practical steps you can take to minimise risks in **hotels and resorts**
- Hear about **ABTA's post pandemic recovery guide** – a guide to support the travel industry when making operational modifications as a result of the global pandemic
- Network with colleagues via the **innovative virtual platform**
- Access content **live and on demand** and ask your questions to experts and industry colleagues

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **07766 517611** or email mturton@abta.co.uk

Prices

Early bird (book by 4 June 2021)

ABTA Members & Partners

Individual rate: **£99 plus VAT***

Business rate: **£399 plus VAT***

Non-Members

Individual rate: **£149 plus VAT**

Business rate: **£599 plus VAT**

Our new business rate allows you to train your whole team digitally in a cost effective manner. It includes five digital log ins and on demand content can be shared amongst your team.

Team discounts available with our new business rates

*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

Event format

The event will be brought to you digitally, in a one-day format.

- Professionally edited content will be streamed live via a custom event platform
- Interactive workshops for smaller groups
- Submit your questions in advance or during the conference
- Network on the platform via chat or arrange 1:1 video meetings
- Visit sponsor hubs for exclusive content, guidance and resources
- Watch content after the event on-demand
- Support and tutorials will be available

Who should attend

- Health and safety and operational teams
- CEOs and directors
- Communications and PR teams
- Crisis Management teams
- Public health
- Customer service and care teams
- Marketing and product teams
- Legal teams

