



An Introduction to Health and Safety Auditing in Travel

14 November 2019 • Central London

Agenda

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

10:00 **Welcome and setting the scene**

Ian Greaves, Managing Director, **IGI**

10:10 **Introduction to supplier health and safety auditing and risk assessment**

- Why conduct assessments?
- What are you auditing?
- The auditing process and options available to you
- Defect management, record keeping and reporting

Angela Hills, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**

10:30 **Session one – accommodation**

- Different types of accommodation providers including bed banks, villas and hotels
- The audit process – what are you looking for and how best to assess?
- Defect management and escalation – how can you manage this?

Ian Greaves, Managing Director, **IGI**

11:15 **Tea and coffee break**

11:35 **Accommodation practical exercise**

- Conducting an accommodation assessment

Ian Greaves, Managing Director, **IGI**

12:30 **Lunch**

13:30 **Welcome back**

Ian Greaves, Managing Director, **IGI**

13:35 **Session two – transportation**

- Understanding the risks associated with transportation management
- How can you verify your suppliers?
- Identifying, managing and escalating defects within your portfolio

Ian Greaves, Managing Director, **IGI**

14:15 **Session three – excursions**

- Understanding the excursion products you sell
- Prioritising what you should be assessing
- Identifying, managing and escalating defects within your portfolio

Ian Greaves, Managing Director, **IGI**

15:00 **Tea and coffee break**

15:20 **Transport and excursions practical exercise**

- Conducting a risk assessment of your transport and excursion providers

Ian Greaves, Managing Director, **IGI**

16:20 **Working with your legal and customer service teams**

- How auditing and defect management can reduce risks for your customers
- The importance of gathering information when an incident occurs
- Using incident data and complaints to promote positive change within the business

Angela Hills, Senior Destinations Manager – Health, Safety, Crisis & Operations, **ABTA**

16:40 **Summary and close**

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About the event

Do you need guidance on carrying out accommodation, transportation and excursion assessments? This workshop will give practical guidance on supplier health and safety auditing and assessment.

Auditing your accommodation portfolio and other services correctly is a key aspect in ensuring that your customers have a safe and enjoyable holiday experience. This practical one-day workshop will provide guidance on **how to effectively manage the auditing process** within your product portfolio to help minimise the risk for your customers on holiday. You will explore health and safety **assessments and defect management** and how to escalate defects within your portfolio.

Our expert speakers will give practical guidance on three key areas that need to be audited; **accommodation, transportation and excursions**. You will have the opportunity to take part in practical exercises, as well as hearing advice on how best to manage the whole auditing process.

Benefits of attending

- Take part in **practical exercises** based on real life audits
- Gain knowledge of **specific areas** of auditing
- Learn how to **manage defects** within your portfolio
- Understand the auditing process to **improve the customer experience**
- **Network with colleagues** in the travel industry and share **best practice ideas**

Prices

ABTA Member/ABTA Partner*	£235 plus VAT
Non-Member	£355 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*

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 for a bespoke discount.

Please note discounts cannot be combined.

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. 76% of people feel more confident booking with an ABTA Member.

Who should attend?

The workshop is open to ABTA Members, ABTA Partners and the wider travel community. The workshop will appeal to anyone in travel who is involved in or has responsibility for destinations and customer health and safety:

- Health and safety teams
- Operations teams
- Product and destinations teams
- Risk and crisis management teams
- Customer care teams

Register now

You can book online and pay by credit card. ABTA Members can request an invoice.

Visit abta.co.uk/abtaevents to book.

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

Get 20% off when you book the Introduction to Health and Safety Auditing workshop and ABTA's Advanced Health and Safety Seminar taking place the day before on 13 November. Please email events@abta.co.uk for your discount code.

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email mturton@abta.co.uk

Upcoming events

An Introduction to Crisis Management

1 October 2019, London

Crisis Communications

5 December 2019, London

ABTA's Two-day Legionella Training Course

12-13 February 2020, London