



Health and Safety Auditing in Travel

30 October 2018 • ABTA, 30 Park Street, London, SE1 9EQ

Agenda

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

10:00 **Welcome**

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

- 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**

10:25 **Session one – 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**

11:00 **Transportation practical exercise**

- Practical exercise – assessing your transportation suppliers

Ian Greaves, Managing Director, **IGI**

11:20 **Tea and coffee break**

12:10 **Session two – accommodation**

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

Ian Greaves, Managing Director, **IGI**

12:55 **Lunch**

13:50 **Accommodation practical exercise**

- Practical exercise – conducting an accommodation assessment

Ian Greaves, Managing Director, **IGI**

14:45 **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**

15:15 **Tea and coffee break**

15:35 **Excursions practical exercise**

- Practical exercise – risk assessment

Ian Greaves, Managing Director, **IGI**

16:15 **Working with your legal and customer service teams**

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

Susan Deer, Senior Solicitor, **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.

ABTA's Health and Safety Auditing in Travel workshop is the latest addition in our series of health and safety events tailored for the travel industry. 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. Delegates will explore health and safety assessments, defect management and how to escalate defects within your portfolio.

Auditing your accommodations and other services correctly is a key aspect in ensuring that your customers have a safe and enjoyable holiday experience.

Our expert speakers will give practical guidance on three key areas that need to be audited; **accommodation, transportation and excursions**. Delegates 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/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*

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

Who should attend?

The seminar is open to ABTA Members, ABTA Partners and the wider travel community. The seminar 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 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

Upcoming events

Crisis Management Communications

31 October 2018, London

The UK Holiday Market

13 November 2018, Birmingham

Delivering Customer Service Excellence

28 November 2018, Manchester