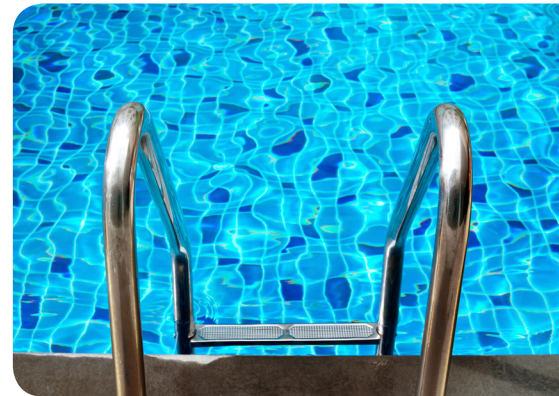


ABTA's International Conference

Improving Health and Safety in Tourism Accommodation

21 May 2019

Coin Street Conference Centre, 108 Stamford St, Lambeth, London, SE1 9NH



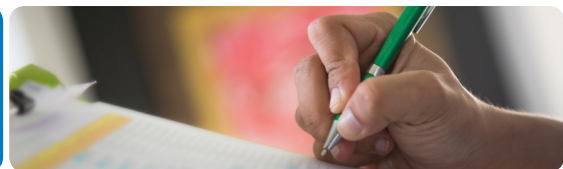
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Agenda

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

10:00 **Welcome and setting the scene from the event moderator**

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

Health and safety challenges

10:05 **Keynote panel: emerging health and safety risks in tourism accommodation**

- Emerging risks for destinations and upcoming trends
- How views on health and safety are changing
- Risk management approaches
- The importance of driving change and improvement and how the industry can do this

Gemma Buckland-Merrett, Epidemiologist, Travel Health Surveillance, **Public Health England**

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

Lydia Strachan, Head, Consular Communications and Prevention, Consular Directorate, **Foreign and Commonwealth Office**

Dr Lisa Indar, Head, Tourism and Health Programme and Foodborne Diseases, **Caribbean Public Health Agency (CARPHA)**

10:40 **Understanding your legal responsibilities**

- Defining your responsibilities under the Package Travel Regulations 2018
- Health and safety is no accident – understanding your liabilities
- Ensuring you are compliant with local standards and norms
- Duty of care to customers

Claire Mulligan, Partner, **Kennedys**

11:20 **Networking tea and coffee break**

11:50 **Health and safety challenges**

- Understanding the challenges – an overview of incidents
- How to overcome safety challenges
- What does this mean for the tour operator, hotelier and customer?
- ABTA's safety campaigns

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

Collaborative working

12:20 **The importance of working collaboratively**

- How tour operators, hoteliers and other suppliers should work together
- Ensuring consumer messaging is aligned
- Having a process in place to manage issues effectively

Dr Esteban Delgado, Chairman and Technical Director, **Preverisk**

Jordi Abelli, Operations Director, **MedPlaya Hotels**

Jan Guile, Sales and Marketing Manager, **MedPlaya Hotels**

Sue Bradley, Head of Overseas Health and Safety and Customer Welfare, **TUI**

13:05 **Networking lunch**

14:00 **Welcome back**

Reputation management

14:05 **How to manage your reputation effectively**

- What steps should you have in place to ensure you manage your reputation during and after an incident
- Managing the reputation of the destination, hotel and tour operator
- Travel industry examples

Debbie Hindle, Managing Director, **Four Travel**

14:25 **Reputation management case study**

- Having a damage limitation strategy in place to avoid a ripple effect on a destination
- Building and maintaining good relationships with the media to ensure future issues aren't escalated

Peter Vella, Director UK & Ireland, **Malta Tourist Authority**

Risk management

14:40 Identifying and tackling health and safety risks in your accommodation portfolio

- What happens when you have an incident and how do you manage it?
- Understanding the implications of not having an effective health and safety system in place
- The process for reporting an incident and why this is important
- Effectively working with tour operators – sharing information, incident management and management of defects

Dr Esteban Delgado, Chairman and Technical Director, **Preverisk**

Claire Mulligan, Partner, **Kennedys**

15:25 Networking tea and coffee break

Breakout sessions

15:50 Please choose from one of the roundtable discussion sessions below:

- **Legionella** – **Barry Hilton**, Head of Specialist Services, **Tetra Consulting Limited**
- **Food hygiene management** – **Dr Belinda Stuart-Moonlight**, Managing Director, **Moonlight Environmental Ltd**
- **Fuel and energy** – **Chris Jones**, Technical Safety Manager, **CORGI Technical Services Limited**
- **Fire safety** – **Terry Auld**, Consultant, **Preverisk**

16:20 Roundtable discussion sessions repeat

16:50 Moderator's closing remarks

17:00 Close of conference and drinks reception

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

The conference

ABTA's second annual International Health and Safety Conference brings together **tour operators, hotels and accommodation providers plus transport and excursion suppliers** to discuss how to improve health and safety standards in the tourism and accommodation sector.

For travellers, health and safety is a top priority and views are changing. The travel and tourism industry must **work collaboratively to drive change and improvement in tourism accommodation** and the **wider supply chain**.

Attend this annual conference to get guidance on **how to meet your obligations as a provider** and tackle new threats. Network with **ABTA Members, hoteliers and accommodation providers** from across the world.

Benefits of attending

- Participate in **specific break out sessions** covering key issues – **gas and fire safety, food hygiene and legionella**
- Identify and tackle **health and safety risks in your accommodation portfolio**
- Gain clarity on your **legal responsibilities** including Package Travel Regulations and local regulations
- An update on **reputation and crisis management – what to do if an incident occurs**
- **Benchmark your organisation** against others in the industry - ensure you are doing enough to keep your customers safe
- **Network** with ABTA Members, tour operators, international hoteliers, suppliers and other industry colleagues.

Who should attend?

This event is ideal for international tour operators, hoteliers and accommodation providers, destination management companies, tourist boards and tourism development agencies from the UK and around the world.

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How to register

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

Prices

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

If you work for an ABTA Member or Partner or have an application in progress, you will benefit from the discounted Member rate.

**This rate is for suppliers who work with ABTA Members e.g. Hotels, DMCs.*

To receive the supplier rate, register as an ABTA Member. When asked for your ABTA Member number, simply give the name of the ABTA Member that you work with.

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

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.

Upcoming events

Solo Travel Conference

5 June 2019, London

Delivering Sustainable Travel

18 June 2019, London

Advanced Complaints Management Seminar

25 June 2019, London