



# An Introduction to Crisis Management

1 October 2019 • ABTA, 30 Park Street, London, SE1 9EQ

## Agenda

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

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

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

10:10 **The legal implications and your responsibilities**

- What constitutes a crisis?
- How a crisis might affect your business and understanding your responsibilities
- Suppliers, contracts and obligations
- Insurance: your liabilities and how to ensure you are covered

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

10:50 **Planning for a crisis or emergency situation**

- Identifying risks within your operations
- Preparing for the unexpected
- Preparing the plan
- Documenting your plan

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

11:30 **Tea and coffee break**

11:55 **Case study: crisis planning and preparedness**

- Preparing for natural disasters, airline strikes and other potential crises at an airport
- Managing a crisis – an airport operators' perspective

**Gillies Crichton**, Group Head of Assurance, **AGS Airports Ltd**

12:15 **How the FCO helps British nationals in a crisis**

- The FCO's approach to a crisis
- The importance of collaboration with the travel industry and how this works in practice
- Key principles of travel advice, what the FCO advise and how they decide when to update it

**Catherine Allum**, Deputy Head of Crisis Management Department, **Foreign Commonwealth Office**

12:35 **Managing a crisis or emergency situation**

- Controlling the incident
- Managing the process
- Implications if customers are mismanaged

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

13:00 **Lunch break**

13:55 **Welcome back**

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

14:00 **Practical exercise: testing your crisis plan**

- Implementing your plan through training, awareness and exercises

14:30 **Managing the media and the impact of social media**

- Preparation pre-crisis
- Customer communications
- How to react to the media in a crisis

**Sean Tipton**, Media Relations Manager, **ABTA**

14:50 **Case study: managing a crisis situation**

- Putting plans to the test
- Lessons learnt
- The value of training

**James Challis**, Operations Manager, **Saga**

15:10 **Tea and coffee break**

15:30 **Case study: disruption planning**

- Preparing for issues such as Brexit and supplier failures
- The importance of business continuity

**Andrew Couper**, Head of Crisis Management, **TUI UK&I**

15:50 **Supporting ABTA Members**

- A behind the scenes look at the ABTA response
- Advice and tools to help with your broader crisis plan

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

16:05 **Post incident management**

- Customer response and staff support
- Is your programme fit for purpose?
- Legal considerations

**Joanne Muccio**, Trauma Care Consultant, **Centre for Crisis Psychology (CCP)**

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

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

16:45 **Moderator's closing remarks**

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

16:50 **Close of seminar**

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## About the event

**Crisis management is high on the agenda for travel.** Your organisation should have a crisis management plan in place to deal with a wide range of potential incidents, from **natural disasters and illness outbreaks to security incidents, accidents** and more. An effective crisis plan will help you to protect your customers and staff and safeguard your company's reputation.

Tailored for travel companies, this introductory-level seminar will equip you with the knowledge and resources you need to **implement or improve your crisis plan.** You will hear useful tips for effective crisis management and gain an understanding of your **legal responsibilities**, including your duty of care towards your customers and staff.

Get up-to-date advice and guidance from ABTA, a law firm and media and crisis management experts. Hear case studies from travel companies who will talk about their own crisis plans and share the lessons learnt from previous incidents.

## Benefits of attending

- Get practical guidance in all key areas of crisis management
- Learn from real life industry examples – hear from companies who have had to put their plans to the test
- Get advice on customer care and staff support, including awareness, training and exercises
- Determine whether your current emergency procedures are fit for purpose
- Hear the latest best practice updates from industry speakers and experts in risk management
- Understand how ABTA supports its Members in a crisis situation

## Prices

ABTA Member/Partner **£235 plus VAT**  
Non-Member/Partner\* **£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](http://abta.com/join)*

## Who should attend?

The event is ideal for anyone working in travel who has responsibility in a crisis, including:

- Directors and senior managers
- Crisis managers and incident response teams
- Customer services teams
- Operational and health and safety teams
- Marketing and communications teams
- Legal and consumer affairs teams.

## Register now

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

Visit [abta.co.uk/abtaevents](http://abta.co.uk/abtaevents) to book.

You can view our terms and conditions on the event webpage at [abta.com/eventstermsandconditions](http://abta.com/eventstermsandconditions)

## 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.**

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email [mturton@abta.co.uk](mailto: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. 75% of people feel more confident booking with an ABTA Member.

## Upcoming events

### Advanced Health and Safety Seminar

13 November, London

### An Introduction to Health and Safety Auditing in Travel

14 November, London

### ABTA's Two-day Legionella Training Course

12-13 February 2020, London