

Managing Travel Workforces & Employment Law

7 March 2023

ABTA, 30 Park Street, London SE1 9EQ



Agenda

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

10:00 **Welcome from the moderator**

- The current workforce landscape
- What are the key challenges facing the travel industry?

Vicki Wolf, Head of Education and Career Development, **ABTA**

10:15 **Key strategies for recruiting and retaining talent affordably in the new world of work**

- Understanding the current talent crisis and what's key to employees
- What benefits other than salary are employees looking for?
- The impact of hybrid working on organisational culture and employee wellbeing
- Tips for creating a culture that retains talent
- Guidance on identifying and reducing the skills gap through different recruitment and upskilling strategies
- Using talent market places to build skills profiles and create development opportunities

Mark Essex, Director of Skills, **KPMG**

10:55 **Industry case study: retaining talent and supporting career progression**

Neil Wainwright-Farrar, Head of Learning and Development, **Clarity BT**

11:20 **Tea and coffee break**

11:40 **Working in partnership with education on recruitment**

- Liaising with schools, colleges & universities to help your future talent pool and raise awareness of your business
- The importance of graduate schemes
- How can we make the industry attractive to students?

Dr Peter Robinson, Head of the Centre for Tourism and Hospitality Management, **Leeds Beckett University**
Caitlin Allcock, IT Project Apprentice, **Jet2holidays**

12:00 **Practical workshop: the challenges and opportunities of navigating the modern workplace**

- Leveraging changing practices to your advantage: equality, diversity and inclusion, wellbeing and hybrid and remote working
- Insights from the Institute of Directors Commission – *The Future of Business: Harnessing Diverse Talent for Success*
- Offsetting goals for your equality, diversity and inclusion initiatives
- Building a foundation of emotional intelligence

Judith Cocking, Executive Coach and Learning & Development Consultant, **Plus Partnership**

13:15 **Lunch break**

14:15 **Industry case study: diversity and inclusion**

Hear how a leading organisation encourages diversity and inclusion in their recruitment process.

Angela Riseam-Smith, Head of Learning and Development, **Hays Travel**

14:30 **Employment law update**

- The continuing impact of Brexit and government proposed changes on employment law in the travel industry
- Understanding employment status and engaging staff correctly
- Diversity, equality and inclusion in the workplace
- Update on employment law cases

Rebecca Thornley-Gibson, Partner, **DMH Stallard**

15:00 **Tea and coffee break**

15:15 **Holiday pay and commission**

- Changes to paid holiday entitlement for part-year workers
- Calculating holiday pay correctly
- Case law update

Rebecca Thornley-Gibson, Partner, **DMH Stallard**

15:35 **Effectively managing grievances within your organisations**

- Common types of grievance in the workplace
- How to investigate the complaint
- Dealing with grievances promptly and acting consistently across your business
- Handling an appeal against a decision

David Major, Director, **Ibex Gale**

15:50 **Summary and close of seminar**

Event partner



DMH Stallard

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About the event

The travel industry has seen huge changes and instability in the industry workforce from staff shortages to flexible working.

ABTA's training day will support wider industry discussion around recruitment and retention in the travel industry and provide a deep-dive into practical solutions around the current challenges facing the industry, including guidance on common employment law issues.

To recruit and retain staff it's vital that as a travel employer you keep up to date with changing employee demands, workforce trends and ensure you are compliant with employment law.

With many organisations offering flexible working and the four day week being trialled, attend this training day to find out what's key to employees and the strategies that you can adopt to provide benefits to staff within smaller employer budgets.

Ensure you have effective policies in place to create a diverse and equal workforce, understand your obligations, set goals and measure the success of your initiatives.

Understand your legal responsibilities for **holiday pay commission, working hours and equality and diversity** in the workplace.

Benefits of attending

- Hear key **employment law updates**, tailored for travel industry employers.
- Gain the confidence you need to **handle common employment issues** and disputes.
- Get practical tips on **retaining talent** and supporting career progression.
- Discover how to **attract students** and **partner with education** to support recruitment.
- Take part in a **practical workshop** and discover how to **navigate the modern workplace**.
- Get the latest on **equality and diversity** in the workplace.
- Hear **industry case studies** with practical examples of supporting career progression amongst employees.
- Listen to expert advice on the continuing **impact of Brexit** and **proposed changes on employment law**.

Who should attend?

This training day is designed for those who have responsibility for human resource (HR) decision making within a travel organisation:

- HR teams or anyone with responsibility for an HR function
- Legal teams
- Owners, directors and senior line managers

Prices

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

This includes lunch and refreshments throughout the day, all delegate materials, presentations and an attendee certificate.

**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.

REGISTER NOW!

Upcoming event

Travel Law Seminar
10-11 May 2023, London