

ABTA's Business Resilience Webinar Series

Managing your Travel Workforce through the Coronavirus Crisis

10 June 2020

14:30 – 16:00

14:30	Welcome from the moderator and setting the scene Vicki Wolf , Education Manager, ABTA
14:35	Employment law update <ul style="list-style-type: none">• Legal considerations around ending furlough including redundancies and related issues• Dealing with other groups of staff; shielding, holidays, bereavements, disabilities, childcare• Outline of government guidance on Covid-19 secure environments• Employing foreign nationals now and post-lockdown – recap on The Home Office's guide on the UK points-based immigration scheme for businesses Kathryn Dooks , Employment Partner, Kemp Little Rebecca Butler , Managing Associate, Employment Team, Kemp Little Anushka Sinha , Immigration Senior Associate, Employment Team, Kemp Little
14:55	Legal surgery Kathryn Dooks , Employment Partner, Kemp Little Rebecca Butler , Managing Associate, Employment Team, Kemp Little Anushka Sinha , Immigration Senior Associate, Employment Team, Kemp Little
15:05	What could the future of workplaces look like? <ul style="list-style-type: none">• Flexible ways of working; staff rotas, shift patterns, flexible timetables• A new form of remote working and employee engagement• Workforce mapping and planning – resourcing, holidays, new workload and skills needed where and when, peaks and troughs of work, continued flexible approach David Gibbens , HR Consultant, RSM
15:25	Wellbeing strategies <ul style="list-style-type: none">• Building confidence amongst workforces• Keeping remote workforces connected Hazel Craig , Senior Data Analytics and Wellbeing Consultant, Howden Employee Benefits & Wellbeing
15:40	Training and upskilling your staff during the Coronavirus crisis <ul style="list-style-type: none">• What is available to you and how can you bolster your workforce skillsets during this time?• Future skills strategies and addressing skills gaps created by the Coronavirus crisis Professor Dimitrios Buhalis , Bournemouth University
15:55	Close Vicki Wolf , Education Manager, ABTA



Speaker profiles



Kathryn Dooks, Employment Partner, **Kemp Little**

Kathryn is a partner in the Employment and Business Immigration team at Kemp Little LLP. She helps travel and technology companies to manage HR risk and to resolve issues in a commercial and pragmatic manner. She has a particular interest in the use of technology in the workplace, including the rise of AI, machine learning and wearable devices and the legal implications of this. She provides employment and business immigration law advice on a wide array of matters including employment status, IR35, tribunal claims, team moves, international relocations, data privacy, employment aspects of outsourcings and acquisitions, discrimination issues, contracts and policy drafting. Kathryn is recognised in Chambers 2019 as being "very pragmatic and is able to assess the client's risk appetite," according to clients, who add: "She is flexible in her approach and is knowledgeable and skilled." Legal 500 states that clients single out her "responsiveness and industry knowledge".



Rebecca Butler, Managing Associate, Employment Team, **Kemp Little**

Rebecca is a Managing Associate who advises on issues related to all aspects of the employment relationship. She has a wealth of experience in drafting contracts and advising contentious and non-contentious HR issues. She has also worked on M&A and business transactions and has guided businesses through complex restructuring exercises. Rebecca enjoys providing practical training sessions to clients on a variety of employment topics. Rebecca gives practical, measured advice and is a skilled and empathetic negotiator. She has been praised by clients for being 'immensely clever & intuitive'. Rebecca represents clients in litigation involving unfair dismissal, discrimination, whistleblowing and breach of contract in the Employment Tribunal and High Court.





Anushka Sinha, Immigration Senior Associate, Employment Team, Kemp Little

Anushka Sinha is a Senior Associate who specialises in all areas of business and personal immigration to the UK. She provides strategic personal and business immigration advice to individuals and companies on the points-based system and other immigration categories. She is actively involved in challenging Home Office policies through her work with the Immigration Law Practitioners Association. She has previously met with the Immigration Minister and senior policymakers to discuss changes to the UK immigration systems and policies. Prior to joining Kemp Little, Anushka worked at leading UK immigration firm Laura Devine Solicitors for over 13 years, where she spent 6 years helping to open and develop their US office, providing UK immigration advice to US clients. During her time in New York, Anushka developed an excellent working relationship with the Department for International Trade (formerly UK Trade & Investment) and the British Consulate-General.



David Gibbens, HR Consultant, RSM

David has 10+ years in Consultancy advising Middle Market organisations on a range of HR challenges aligned to business strategy. He has helped both private and public-sector businesses in the UK and internationally to envision, engage and execute tangible interventions that achieve business results through its people. His work at RSM so far has focussed on Education & Health, supporting Audit and Risk to advise organisations on best practice in their HR strategy. David has also been working with smaller clients on HR support and compliance related issues. David's previous experience covers work with international talent management, advising on workforce planning and development of talent pipelines and succession. David has been heavily involved in recruiting, developing, retaining the best talent for his clients. He has assessed senior leaders for development and selection and advised on boards for promotion. David has also worked with SMEs to advise on business plans, marketing strategies and routes to market. Forming strong networks, he brought Education and Private sectors together to generate innovative projects for growth. David works on both the Health and Education sector teams supporting clients with a variety of interventions. He shares insights on social media as well as contributing to RSMs Brexit Monitor publication.





Hazel Craig, Senior Data Analytics and Wellbeing Consultant, Howden Employee Benefits & Wellbeing

Hazel Craig is a Senior Data Analytics and Wellbeing Consultant at Psyon, the technology and data arm of Howden Employee Benefits & Wellbeing, dedicated to helping clients transform their experience of employee benefits. Hazel has worked in both the Private and Public Sector, most recently as a Senior Consultant in one of the Big Four Global Professional Services Firms. Throughout her career she has supported clients to harness their people data and discover key insights across the employee lifecycle as well as assisting clients to audit, develop and build evidenced based wellbeing strategies. She studied Mathematical and Computer Sciences before graduating with a First Class Honours in Psychology and completing a Masters in Organisational Psychology.



Professor Dimitrios Buhalis, Bournemouth University

Professor Dimitrios Buhalis is a Strategic Management and Marketing expert with specialisation in Information Communication Technology applications in the Tourism, Travel, Hospitality and Leisure industries. He is Director of the eTourism Lab and Deputy Director of the International Centre for Tourism and Hospitality Research, at Bournemouth University in England. Professor Buhalis is well known international speaker on trends, technology, marketing, tourism and Hospitality and works closely with the United Nations World Tourism Organisation (UNWTO). Professor Buhalis is an inspirational forward thinker that undertakes cutting edge research, develops innovations and makes a major impact to global society. For more information, books, articles and presentations see www.buhalis.com.



Contributor profiles

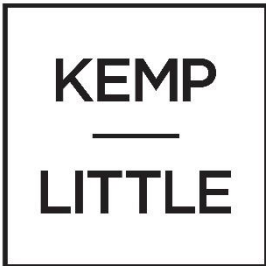


Bournemouth University International Centre for Tourism and Hospitality Research (ICTHR) is a globally leading centre for research in tourism, hospitality and related fields of study. ICTHR has over 30 research active members of staff, including 6 professors and undertakes projects for research councils, government agencies and industry bodies. It focuses on Tourism management, marketing and etourism; Tourism economics and impact modelling; Transport, travel, mobilities and sustainability; and Hospitality management.



Howden Employee Benefits & Wellbeing is part of Howden UK. Our expert team work with clients of all sizes to provide dedicated employee benefits & wellbeing consultancy. We've won many industry awards for our work and are widely recognised for our innovative and creative approach to benefit design. We help employers both in the UK and globally to have healthy, happy and productive workforces by delivering benefit strategies that suit your individual business, workforce and budget. And with the growing focus on mental health in the workplace, we can help you to consider the right solutions to proactively look after your employees' mental wellbeing.





Kemp Little’s specialist travel team has an in-depth understanding of the travel industry and the issues which travel businesses face. As a result, our team can provide pragmatic and commercial legal advice helping you comply with your regulatory obligations, whilst also managing risk and maintaining strong commercial and customer relationships. We have experience in acting for tour operators, online travel agents, hotels, airlines, travel consortia and accredited bodies, travel management companies, flight consolidators, villa and accommodation providers, adventure travel operators and festival organisers. As the UK’s leading specialist technology and digital law firm we are best placed to support travel and tourism businesses as the digital revolution creates further opportunities for their operations as they create the best possible experience for their customers.



RSM is a leading provider of audit, tax and consulting services to middle market leaders, globally. Its roots are firmly embedded in the consumer sector and that’s why your business will always be central to what we do. With a 3,800 strong UK team and access to more than 43,000 people across the RSM global network, you can draw on the knowledge and experience of our sector specialists. We invest in our people and in their understanding of the travel and tourism sector in the UK so we are in the best position to help you drive and build a successful business. Our dedicated team can support travel businesses in navigating the operational and financial challenges and opportunities as and when they arise. No matter where in the world you operate, or plan to in the future, our team, active in over 120 countries, will be ready to share their insights and industry knowledge to help you move forward with confidence.



Webinar partner profile



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Traditional enterprise software is clunky, expensive and not focused on how you can wow your customers with the ultimate service and experience. At Freshworks, we believe that you deserve better- providing customer-for-life software that's modern, mobile and affordable- enabling you to deliver wow moments to customers all over the world. We work with industry leaders to streamline customer conversations, automate repetitive work and save time- ensuring that teams can collaborate to deliver world class customer engagement.

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