

ABTA's Business Resilience Webinar Series

Returning to the Travel Workplace

27 May 2020

14.30-16.00

14:30	Welcome from the moderator and setting the scene Matt Gatenby , Senior Partner, Travlaw
14:35	Outline of Government guidance on working safely during COVID-19 and other legal considerations <ul style="list-style-type: none">• Brief introduction to Government's eight guidance documents• Legal considerations around ending furlough• Dealing with other groups of staff; shielding, holidays, bereavements, disabilities, childcare• Recap on employer's legal duty of care Ami Naru , Partner, Head of Employment, Travlaw
15:00	Conducting a COVID-19 risk assessment <ul style="list-style-type: none">• Legal requirements• Practical guidance Ami Naru , Partner, Head of Employment, Travlaw
15:20	Adapting your office space to social distancing and COVID-19 health and safety guidance <ul style="list-style-type: none">• Additional PPE requirements for travel i.e. facemasks, shields• Adhering to 2m distancing• Adapting shared areas – kitchens, meetings rooms etc. Ian Greaves , Managing Director, IGI
15:40	Panel session: managing the return to the workplace for staff <ul style="list-style-type: none">• Challenges in building confidence amongst workforces to go back to work during the Coronavirus pandemic• Benefits of staged returns and staff rotas• Transport to and from the place of work• Communicating measures to staff, easing concerns and addressing mental health and wellbeing challenges• Implementing new working time and schedules Moderated by Matt Gatenby , Senior Partner, Travlaw Ami Naru , Partner, Head of Employment, Travlaw Ian Greaves , Managing Director, IGI Ashley Seed , Director of Corporate Services, CMAC
16:00	Close



Speaker profiles



Matt Gatenby, Senior Partner, Travlaw

Matt is a Senior Partner at Travlaw LLP, with over 19 years of experience in the travel law industry. Friendly and approachable, Matt is proud to serve a vast array of tour operators, travel agents, trade associations, insurers and their underwriters. His skill-set encompasses all types of travel law work, with a specialism in high value litigation and cross border disputes. A popular trainer and speaker, Matt is often asked to deliver in-house seminars and appear on panel debates. In addition to the many events Travlaw puts on, Matt has also spoken many times in the UK and abroad at conferences including ABTA Legal, PEOPIL, ECC-NET, GTOA, AITO, UKInbound, the Clarity Travel Management conference as well as more law centric events such as the International Bar Association (IBA) Global conference. Matt also contributes to various publications including Travel Law Quarterly and Solicitors Journal. He has blogged on various issues, featured in various newsletters and has commented on industry issues in the trade press. See www.travlaw.co.uk for more on the thought leadership Matt and the team at Travlaw bring to the industry as part of their trusted advisor status.



Ami Naru, Partner, Travlaw

Ami has been providing guidance and support to the travel industry on all issues arising out of furlough and managing staff issued during Covid-19. Ami trained under Stephen Mason and qualified as a solicitor in 2000. Ami then focused on building an enviable employment practice serving the travel industry. She regularly worked with ABTA, AGTA and ABTOF amongst others. Since 2004 Ami has worked at a number of top, large national and international law firms, serving a wide variety of industries, acting for some of the largest employers in the private sector including well-known household names - Royal Mail, Tesco and Honda to name just a few. Ami returned to her travel law roots in 2017 and now heads up the employment team at Travlaw. She exclusively serves the travel and leisure industry with its employment law needs. Ami is highly experienced in all aspects of employment law, both contentious and non-contentious. She has pretty much seen all there is when it comes to issues with employees. She regularly advises clients on matters such as board and senior level appointments and exits, business reorganisations and redundancies, TUPE, cross jurisdictional disputes and disciplinary and grievance procedures. Ami is your one stop shop for all aspects of employment law.



Returning to the Travel Workplace



Ian Greaves, Managing Director, IGI

Ian began his career as an Environmental Health Officer in Sheffield in 1985, and went onto work as an enforcement officer in London. He formed IGI Ltd 24 years ago and has worked extensively in the travel and tourism sector ever since. The work of IGI covers all international boundaries as they are one of the main consultants to the British travel industry, through their links to ABTA and FTO (Federation of Tour Operators). Ian has personally helped in the formation of guidance documents and codes of practice in relation to safety in tourism and is actively involved improving health and safety primarily through training and conducting seminars to governments, trade bodies and suppliers around the globe.

Ian is a:

- Member Chartered Institute of Environmental Health (MCIEH)
- Chartered member Institute of Occupational Health (CMIOSH)
- Fellow Royal Society Public Health (FRSPH)
- HSE Registered Safety practitioner (OSHCR)



Ashley Seed, Director of Corporate Services, CMAC

Ashley has worked within CMAC since 2012, starting out as a Sales Executive and working his way up to Director of Corporate. Ashley has worked with a range of customers from varying sizes within different industries such as: Airline, Rail, Retail and Health Care to name a few. Ashley is all about the people, his role focuses on building and maintaining strong relationships with customers, something he takes great pleasure in doing. Ashley supports customers every day, whether this is through routine transport requirements, creating bespoke Emergency Transport Plans, arranging test invocations or simply picking up the phone to see how things are going.



Contributor profiles



MANAGED GROUND TRANSPORT
& ACCOMMODATION SOLUTIONS

CMAC Group is the UK's leading provider of managed planned and emergency ground transport and accommodation solutions, offering clients the peace of mind of a 24/7 x365 nationwide service. We work with major corporate clients, rail companies, holiday companies, airlines and private clients. Last year we moved over 1.5 million passengers. Our mission is to simplify the management of ground transport and accommodation by offering a single-source, highly effective solution and unparalleled customer service. We have 3 dedicated operations teams across the UK, as well as operation centers in Athens and Barcelona allowing us to offer solutions across France, Spain, Morocco, Portugal, Greece and Italy. We are available 24-hours a day, seven days a week, 365 days a year, coordinating suppliers to provide customers with the best possible experience. We build and maintain mutually beneficial relationships with our suppliers, develop and reward our employees and continually invest in and develop technology to deliver our service.



ABTA Partner+ Travlaw LLP are 100% committed to serving the travel and leisure industry – from tour operators and travel agents to airlines, hotel groups, event management companies and their insurers. We pride ourselves on being one of the top travel law firms in the UK. We are a large, experienced team of highly professional yet approachable lawyers who are tried and tested specialists in advising.

Webinar partner profile



Here to help you-Freshchat with
WhatsApp Business integration, free for 3 months.

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. www.freshworks.com

