

ABTA's Business Resilience Webinar Series

Protecting your Employees' Mental Health and Wellbeing

27 January 2021

14:00-15:15

14:00	Welcome from the moderator Vicki Wolf , Education Manager, ABTA
14:05	Keynote: a Partner's personal account of their mental health <ul style="list-style-type: none">• The importance of speaking up when you're not ok Chris North , Managing Director, Vertical Systems
14:30	Guidance: practical support for employers and staff <ul style="list-style-type: none">• Key risks to look out for• How you can recognise employee anxiety due to the current situation and what can be done to mitigate this Christine Husbands , Managing Director, RedArc , Howden Employee Benefits & Wellbeing
14:50	Your duty of care <ul style="list-style-type: none">• Recap on your obligations around employee mental health• Considerations with remote working Sarah Barnes , Legal Director, Hill Dickinson
15:15	Summary and close



Speaker profiles



Chris North, Managing Director, Vertical Systems

Chris is Managing Director of Vertical Systems and has been on his own mental health journey in recent years, from suffering a severe dark depression to getting help and helping others. Listen to his honest and raw account of how to manage depression.



Christine Husbands, Managing Director, Red Arc, Howden Employee Benefits & Wellbeing

Christine is the Managing Director of RedArc (Part of Howden Employee Benefits & Wellbeing), a specialist company providing long-term help and support to employees, individuals and families suffering from long-term physical and mental illness, disability or bereavement, through its team of highly qualified, registered nurses. Clients are large insurers, trade unions, employers and affinity groups. She spent the initial part of her career in Financial roles within the Chemical Industry before moving into Financial Services. Since then, Christine has held several directorships she is a Chartered Director and a Fellow of the Institute of Directors. Speaking of Red Arc, Christine has said she is "proud to be helping so many people at often the most difficult times of their lives, whilst at the same time adding value to a wide range of clients".





Sarah Barnes, Legal Director, Hill Dickinson

Sarah handles a variety of claims for tour operators, hotels, cruise and ferry lines as well as their insurers. She advises on complex jurisdictional issues concerning cross border claims, and specialises in high value catastrophic and fatal accident claims, as well as gastro intestinal illness claims including norovirus, salmonella and giardia. Sarah has undertaken investigations on land and onboard vessels and has worked on a number of high profile cases including the well-publicised case of Nolan and 42 Others -v- TUI UK Limited [2015]. She is expanding her portfolio in the mental health arena as she recognises the importance of this subject to employers and employees in the industry. Sarah recently acted and won in an occupational stress at work claim for one of her clients. Sarah regularly presents to clients on topics relevant to the travel and maritime sector and writes articles to update clients on topics of current interest. She sits on the firm's sustainability board which oversees the Hill Dickinson Foundation and charity partnerships.

Contributor profiles

HILL DICKINSON

Hill Dickinson is one of the UK's premier law firms known for its legal advice to the travel industry. It advises tour operators, cruise operators, travel agents and airlines across the industry on various aspects as diverse as the Package Travel Regulations themselves, right through to the smallest detail in drafting operators booking terms and conditions. Recognised as leaders in their field, ranked at number 1 in the Legal 500 they have particular expertise in defence of personal injury claims, commercial matters and regulatory issues. The firm acts as a trusted adviser to businesses, organisations and individuals.





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.

Webinar partner profile



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.

