

# Destination Crisis Management & Operational Response in Travel

1 October 2024

ABTA, 30 Park Street, London, SE1 9EQ



## Agenda

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

10:00 **Welcome and opening remarks**

**Angie Hills**, Head of Destinations, **ABTA**

10:10 **FCDO update and changes brought by the new Government**

- The role of FCDO travel advice in a changing landscape
- The role of consular teams in destination to support British Nationals
- The importance of the FCDO and industry working together during and post-crisis

**Sarah Taylor**, Director of Consular and Crisis, **Foreign, Commonwealth & Development Office**

10:30 **Panel discussion: emerging threats and priorities for crisis management**

- The changing landscape of crises
- Considering emerging threats such as:
  - Security, political unrest and terrorism risks
  - cyber threats
  - natural disasters
  - health outbreaks

**Moderator: Angela Hills**, Head of Destinations, **ABTA**

**Catherine Crozier**, Deputy Head of JOPP (Joint Overseas Protect & Prepare) and Protective Security, Vulnerable Communities, **Homeland Security Group**

**Su-Lin Garbett-Shiels**, Deputy Director, Head of Crisis Management Department, **Foreign, Commonwealth & Development Office**

**Jon Goodwill**, Principal Consultant, **Groundtruth**

**Dipti Patel**, Director, **National Travel Health Network and Centre**

### Preparing for a crisis

11:00 **An update on your legal obligations**

- What is your duty of care to customers in a crisis?
- Business insurance and crisis management insurance
- Stakeholder management and local obligations – what is in your contract?
- Your responsibilities under the Package Travel Regulations
- The impact of recent high-profile legal cases

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

11:40 **Tea and coffee break**

12:00 **Developing your crisis management plans to meet emerging risks and threats**

- Is your plan fit for purpose?
- Learnings from previous crisis and steps to take in advance of the season starting up

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

12:20 **Case study: practicalities of implementing your plan**

- Reviewing your crisis and operational plans to meet the changing needs of the travel landscape
- Communications across your business - an organisation-wide approach and getting buy-in from senior management
- Working with DMCs

**Carol MacKenzie**, Group Head of Crisis Management & Business Continuity, **TUI Group**

### Responding to a crisis

12:40 **Natural disasters case study: wildfires, Hurricane Beryl and other extreme weather**

- Predicting and preparing for a natural disaster
- Evacuation and repatriation plans
- Working collaboratively during a crisis to communicate with the media

**Jon Goodwill**, Principal Consultant, **Groundtruth**

**Becky Pearce**, Incident & Crisis Manager, **TUI UK & Ireland**

**Patricia Charlery-Leon**, Director, UK & Europe, **St Lucia**

**Heather Pennock**, Destinations Manager, **ABTA**

13:15 **Lunch break**

14:15 **Practical scenario: guidance on reviewing and simulating your crisis management plan**

- Reviewing your crisis simulation plans
- The importance of simulation testing
- Run through of a scenario

**Jon Goodwill**, Principal Consultant, **Groundtruth**

15:30 **Tea and coffee break**

### Post-crisis

15:45 **Recovery after a crisis**

- Reinstatement and promotion of a destination post-crisis
- Working with the destination on health & safety considerations
- When is it the right time to return?

**Donna Mehmet**, Senior Destinations Executive, **ABTA**

16:00 **Looking after the health and wellbeing of your team**

- Identifying and managing staff mental and physical health and wellbeing
- Staff preparation and training
- Psychological impact and physical wellbeing
- Follow up, support and post-crisis evaluation

**Natalie Fairchild**, Customer Success Manager, **F24**

16:25 **Closing remarks**

**Angie Hills**, Head of Destinations, **ABTA**

16:30 **Close of seminar**

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## About the event

As recent years have shown, **the travel industry can be unpredictable** with crises taking many forms including extreme weather, geopolitical challenges and health outbreaks. A crisis management plan with action guidelines is essential in enabling you to respond in the correct way to a crisis to protect employees, customers and other stakeholders.

Hear insights into what the **emerging threats** to the travel industry are and what you can do to prepare for them. Learn about the support that is available to you, and travellers' perceptions and expectations.

During this practical day you will look at your crisis management plan and ensure it meets the needs of your business and the ever-changing travel landscape. You will gain tips on how to **communicate this with the business, your supply chain and other stakeholders**, and how to ensure buy-in from senior management.

**A practical exercise** will provide guidance on reviewing and simulating your plan and the importance of testing.

During a crisis you will be responsible for providing a duty of care to both employees and customers, hear a legal expert outline your obligations under the Package Travel Regulations and the potential legal impacts as a result of inadequate crisis preparedness and response. There will also be in-depth guidance on **recovery after a crisis**, focusing on how you can work with the destination on health and safety considerations and when is the right time to return. You will hear a presentation on the importance of looking after the **health and wellbeing of your team**, how to prepare staff and provide ongoing support post-crisis.

The agenda will include **case study presentations from organisations who have experienced crisis** and how they responded to support staff and customers in destination.

## Benefits of attending

- Understand the **emerging threats** facing the travel industry
- Get an update on your **legal obligations** and responsibilities
- Develop a **sound crisis management plan** to prepare for any eventuality
- Learn from the **experiences of others** and hear how others in the travel industry responded to crises
- Take part in a **practical exercise** to review, simulate and test your plans
- Hear how to **work with the destination** following a crisis and when is the best time to reinstate and promote the destination
- Get an understanding of the **impact of a crisis on your staff** and how to look after their psychological and physical wellbeing

## Who should attend?

The event is ideal for anyone working in the travel industry with responsibility for destinations, health and safety and crisis management including:

- Crisis management and operational teams
- CEOs and directors
- Communications and PR teams
- Health & safety teams
- Customer service and care teams
- Marketing and product teams
- Legal teams

## Prices

### ABTA members/Partners:\*

- Early bird member rate – **£249 plus VAT**
- Standard member rate – **£279 plus VAT**

### Non-members:

- Early bird non-member rate – **£389 plus VAT**
- Standard non-member rate – **£419 plus VAT**

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

**Early bird rates will expire on 30 August.**

\* For details on becoming an ABTA member or partner visit [abta.com/join](https://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](mailto:events@abta.co.uk) for a bespoke discount.**

# REGISTER NOW!

## Upcoming events

### Employee Wellbeing in the Modern Workplace

12 December 2024, London

### Sustainable Travel Conference

25 March 2025, London