

TOMS WEEK PROGRAMME

WHO, WHAT & WHEN

TRAVEL OPTIMISATION MANAGEMENT SUMMIT

An immersive week of LIVE webinars and
pre-recorded content dedicated to TRM and you

12th - 16th May 2025

LIVE sessions start at 1400h BST : 0900h EST
Tuesday, Wednesday and Thursday.

Travelriskacademy.com/TOMSweek



WELCOME TO TOMS WEEK

At the Travel Risk Academy, we believe that every journey should be safe—for every person, every time. TOMS Week was created to bring that belief to life. This is more than an event. It's a space where travel managers, security professionals, HR leaders, mobility experts, and service providers come together to ask and answer a powerful question:

What should the future of Travel Risk Management look like—and how do we build it together?

We don't just talk about risk. We connect across silos, challenge assumptions, share openly, and design better strategies that protect people and support purpose-driven travel.

TOMS Week 2025: Reimagining Travel Risk Management Through Collaboration, Strategy and Action

Now in its second year, TOMS Week (Travel Optimisation Management Summit) returns with a bold ambition: to challenge outdated models of Travel Risk Management (TRM), spark cross-disciplinary collaboration, and equip professionals with the tools, insight and connections to build better, safer travel programmes.

Starting online from 12–16 May 2025, TOMS Week is a unique mix of on-demand sessions, pre-TOMS taster content, and live interactive workshops, featuring thought leaders and practitioners from across the global mobility, security, travel, HR, risk, compliance and governance landscapes.

What makes TOMS different is its holistic approach. Rather than isolating TRM in a single department or function, we explore how risk, wellbeing, compliance and optimisation intersect — and how bridging silos leads to smarter, more resilient outcomes. Our programme highlights the value of building cross-functional TOMS teams, embedding data-driven strategies, addressing human vulnerabilities, and preparing for tomorrow's challenges through practical tools and frameworks.

We chose to deliver TOMS Week entirely online because travel is a global discipline — and accessibility matters. By offering a fully digital platform, we're able to include more people, more perspectives, and more voices from across the world. Whether you're a solo practitioner or part of a large organisation, TOMS Week is designed to meet you where you are, regardless of time zone, budget, or mobility.

The week is structured to guide participants through multiple ways of engaging. In the run-up to the event, pre-TOMS taster sessions are released to spark early conversations and showcase what's to come. These are followed by a suite of pre-recorded sessions available from Monday, offering flexible insight into core topics including optimisation, data, scenario planning, and leadership. Mid-week, we host a series of live workshops and immersive events, giving participants the opportunity to collaborate in real time, explore case-based learning, and contribute to discussions shaping the future of TRM. Whether you're an experienced practitioner, a supplier driving innovation, or a leader looking to embed safer, more strategic systems into your organisation, TOMS Week offers a space to connect, reflect, and take practical steps forward.

We're proud to present this year's programme — and grateful to every speaker, sponsor, partner and delegate helping us shape what's next in travel risk management.



EVERGREEN CONFERENCE

Sustainable Conferences: A New Way Forward with TOMS Week

At the Travel Risk Academy, we believe that a truly impactful conference doesn't end when the last speaker leaves the stage. It's why we've designed TOMS Week as a new kind of event — one that is sustainable, accessible, and evergreen.

Beyond a Single Moment: Learning That Lasts

Traditional conferences can be an unforgettable experience — but they're also fleeting. Attendees spend time and money travelling, navigating crowded venues, and packing their schedules with sessions, only to return home feeling overwhelmed. Insights that seemed game-changing in the moment can quickly fade in the rush of day-to-day work.

With TOMS Week, we've reimagined what a conference can be. Our fully online format means:

- **On-Demand Access:** All content is available for you to watch at your own pace, not just during the week itself. Whether it's next month or next year, you can revisit key sessions whenever they're relevant.
- **Ongoing Education:** Even if you miss a live session, you won't miss the learning. Every live workshop is recorded and added to your library, so you can still experience the insight and expertise shared.
- **Practical, Searchable Knowledge:** Our sessions are more than presentations — they're tools you can return to. Facing a new compliance challenge? Simply search for our ISO 31030 sessions. Need fresh ideas for traveller wellbeing? We've got you covered.

Sustainability by Design

In-person events come with a significant environmental cost — travel, accommodation, printed materials, and single-use items. By making TOMS Week fully online, we're reducing that footprint, while ensuring a global audience can join without the expense, disruption, or carbon impact of travel.

This approach is also more ethical and accessible. It's easier for those with mobility challenges, those balancing work and family, or anyone who finds large, busy spaces overwhelming. Our format allows you to choose your pace, your place, and your preferred way of learning.

Evergreen for Delegates and Sponsors Alike

Unlike traditional conferences, which end when the lights go off, TOMS Week is designed to be an ongoing educational resource. Delegates can continue learning long after the event, and sponsors continue to benefit from visibility as our content is discovered by new audiences.

For our sponsors, this means sustainable marketing — your brand isn't tied to a single date. Instead, you remain part of an evergreen resource, gaining exposure to an ever-growing number of viewers.

Why This Matters

In a world where we must balance learning, networking, sustainability, and accessibility, TOMS Week offers a smarter, more inclusive approach. It's a conference without limitations — a place where ideas can be absorbed, revisited, and applied on your terms. **Because the best conferences don't just inspire on the day.**



WELCOME FROM OUR CO-FOUNDERS



Bex Deadman

Co-founder

Travel Risk Consultant

"Content is how we start conversations—and conversations are how we create change. At TRA, we focus on delivering not just information, but practical, relevant content that helps people take action in their own organisations. Whether it's a podcast, a policy toolkit, or a full workshop, we aim to make every session a bridge between disciplines, not a broadcast from one. For me, TOMS Week is about giving people the confidence and context they need to challenge the status quo and do things differently."



Sara McKenna

Co-founder

Standards Consultant

"The most powerful thing about TRA is the community. We built TOMS Week to create space for connection—not just between people, but between departments, ideas, and approaches. Travel risk doesn't belong to one team, and it never has. I'm passionate about building environments where people can share openly, collaborate meaningfully, and feel empowered to take part in shaping what comes next. At the TRA, and especially during TOMS, no one is a passive participant—we are all contributors."



Simon Crane

Co-founder

Security Consultant

"One of the most significant steps we can take as an industry is to recognise Travel Risk Management as a profession in its own right. That's why I've focused on building the TRA's accredited qualifications—practical, standards-aligned pathways that formalise the skills people are already using every day. At TOMS Week, we get to highlight how learning, structure, and evidence-based practice can come together to drive meaningful change, both for individuals and their organisations."



WHY JOIN THE TRA?

The purpose of the TRA is to create a space where end users, practitioners and service providers can come together to decide what the future of TRM looks like in our sector. We have a united belief that keeping people informed, safe and healthy, be they our employees or guests, should be at the very foundation of every travel programme the world over. We agree to come out of our silos and share our ideas, needs, and knowledge for the greater good, because every trip should be safe, for every person, every time.

JOIN US: There are lots of ways that you can be part of the Travel Risk Academy

Individuals

The TRA was formed to provide individuals with a desire to learn more about Travel Risk Management a place to begin and prosper on that journey, whatever background they come from. You are welcome to purchase tickets for events or to enrol on courses or qualifications whether you are a member or not, but being a member of the TRA comes with some additional perks!

Benefits: Once you join the TRA you become part of our community. We want to welcome you to as many events, sessions, white-tables, and discussions as possible, and we want to make sure you are getting the very most out of your membership. Once you enrol, you will receive a short questionnaire designed to help us understand a bit more about you, what you do (or what you'd like to be doing) and what you'd like to gain from joining the academy. This will really help us to point you in the right direction and to tailor your experience of the TRA to meet your needs. Membership not only gives you a discounts across our entire programme (and some of our partners services), it also gives you exclusive access to content, intimate access to our Ambassadors and Mentors and the opportunity to have a voice, as our group works with standards committees to evolve our united future.

Organisations

Organisations are welcome to join the Travel Risk Academy and we offer corporate memberships tailored to your needs. Please contact us to discuss your requirements in more detail. Many organisations that work with us, benefit from our ISO31030 aligned training programmes. We can work with you to create a unique package that gives your teams on-demand access to the relevant material, dependant on their role, traveller needs, destination and activity requirements.

Partners

If you or your organisation work within TRM, either as a consultant or by providing a service, across travel, security or risk management and you would like to be a partner of the TRA, please chat to us at the Summit. Benefits include:

- peer networking
- exclusive events
- discounted courses
- qualifications

Please note: Partnership requests are usually by referral or invitation only. It is essential to the integrity of the TRA that we work with partners that we and our members understand and trust and that have a service that is supportive of the overall evolution of Travel Risk Management. We will work closely with all of our selected partners to ensure that they benefit from their membership with the TRA. Once a partner joins the TRA, we agree a strategy for the first 12 months of the membership, which is designed to evolve and adapt as both the partners and the TRA needs.

Please contact us during the Summit to discuss becoming a TRA Partner.



YOUR TOMS WEEK TOOLKIT

Getting the Most Out of TOMS Week

Welcome to TOMS Week 2025 — a collaborative, practical, and energising week designed to help you rethink Travel Risk Management through shared knowledge, real tools, and engaging discussion.

Here's everything you need to know to make the most of your experience:

Catch Up on the Pre-TOMS Content

In the lead-up to TOMS Week, we released a series of taster sessions, mini workshops and podcast-style interviews. These are now available in your TOMS Portal, and we encourage you to check them out before diving into the main programme.

They're short, focused, and give you a flavour of the tools, themes and personalities behind the week — a great way to prepare and start thinking about how you want to engage.

Accessing the On-Demand Sessions

- From Monday 12 May, you'll be able to access a core set of pre-recorded sessions via your TOMS Portal.
- Additional sessions will continue to be released throughout the week, so keep checking back regularly for new content.
- All sessions are designed to watch in your own time — whether that's over a coffee break or with your team in a planning session.
- We recommend watching with a notebook open, so you can capture your thoughts, actions and questions as they arise.

Joining the Live Sessions

- Live workshops and events take place at 1400h BST on Tuesday 13, Wednesday 14 and Thursday 15 May.
- These include interactive discussions, breakout groups, live polls, and the chance to share experiences with fellow attendees and speakers.
- You will be sent a personalised link by email for each live session you've registered for.
- **IMPORTANT:** If you haven't told us which live sessions you plan to attend, please check your inbox and reply to our registration email ASAP to ensure you receive access.



YOUR TOMS WEEK TOOLKIT

Top Tips for the Best Experience

- Plan ahead: Schedule time in your calendar to watch sessions, reflect, and follow up.
- Be present: Limit distractions and allow yourself to focus—this is your time to think, learn, and grow.
- Use the tools: Download session workbooks, use discussion prompts, and bring your questions to the live sessions.
- Stay connected: Engage in the chat, ask questions, and listen to others' perspectives. This is where new ideas are sparked.

Your Feedback Shapes the Future

After the event, you'll receive a short feedback form.

Please take a moment to share your thoughts. Your insights are crucial to how we evolve TOMS Week, and ensure we keep delivering real value to the community.

Still have questions? Just email us at enquiries@travelriskacademy.com — we're here to help.

Let's make this week one to remember.

We're so glad you're here.



PRE-TOMS CONTENT

AGENDA

Welcome Session - What to expect from TOMS Week

With: Bex Deadman, Sara McKenna and Simon Crane

Join our TRA co-founders for a one-stop introduction to TOMS Week, how to get the most of the online experience, why we create it and how to get more involved.

Optimisation is the key to engagement

With: Bruce McIndoe, Patience Ogunraku, and Brock Dale

This engaging discussion explores how optimising your travel programme can drive engagement, reduce risk, and support business objectives. Delegates will learn how to bridge the gap between policy and practice, align TRM with organisational goals, and create cross-functional teams that deliver real value.

Introducing TRA Workshops

Speaker: Sara McKenna

Workshops are where theory becomes practice — and in this session, Sara McKenna explains how TRA Workshops help you turn learning into action. Discover how we cover everything from traveller training to policy building and scenario planning, and how you can suggest future workshop topics based on your needs.

Urban Navigation: A Taster workshop session

With: Sara McKenna and Nathan Coe

Could you navigate a city without technology? In this practical taster, Nathan Coe shares techniques drawn from his military experience, showing how to stay aware, make decisions, and stay safe even when devices fail. This is just a glimpse of his full-day workshop coming later this year.

Event Management and TRM with Kevin Coffey: 121 interview

With: Sara McKenna and Kevin Coffey

Learn how to identify, assess, and mitigate risks in event management with insights from Kevin Coffey. Drawing on decades of experience in law enforcement and travel safety, Kevin shares real-world scenarios and essential skills, including the latest on Martyn's Law and its impact on event planning.

Pitfalls to Playbooks: Getting Global Mobility compliance right

With Pieter Manden

This session is an introduction to Pieter's LIVE workshop that tackles the challenges of managing travel risk for remote and hybrid teams, exploring how to maintain security, support compliance, and empower employees no matter where they work.



TOMS WEEK ON DEMAND: AGENDA

Monday 12th May Talk'n TRM TOMS Specials

4 episodes especially created and curated for TOMS Week

Fearless & Informed: Empowering Female Travellers

With: Jennifer Milton

In this powerful session, Jennifer Milton and Bex Deadman explore the unique risks and vulnerabilities female travellers face — and how organisations can empower them through informed policies and proactive support. Delegates will gain insights on creating a safer, more inclusive travel programme that recognises diverse needs and drives confidence.

Data That Drives Decisions: Travel Risk Optimisation

With: John Scott

Join John Scott and Bex Deadman as they dive into the power of data in Travel Risk Management. From tracking traveller locations and compliance to optimising costs and sustainability, this session reveals how data can transform TRM strategy. Delegates will learn how to harness data for smarter, faster decision-making.

The Role of AI in Scenario Training

With Alexandra Delgado

Artificial intelligence is changing the way we train for crisis management. In this session, Alexandra Delgado explains how AI can create dynamic, realistic scenario training for TRM teams, allowing organisations to practice crisis response in a safe but realistic environment. Delegates will learn how to integrate AI into their own training plans.

What is a Travel optimisation management team?

With: Bruce McIndoe

Travel risk management doesn't belong in a silo — it's a cross-functional responsibility. In this session, Bruce McIndoe shares his insights on building and leading a TOMS (Travel Optimisation Management System) team, including who should be involved, how to structure collaboration, and the common pitfalls to avoid.



TOMS WEEK: LIVE WORKSHOPS

Live Sessions at TOMS Week 2025: Engage, Learn, and Lead

TOMS Week 2025 offers a unique opportunity to experience live, interactive sessions that bring Travel Risk Management to life. Each session is designed to combine expert insight, practical skills, and active audience participation — so you don't just learn; you take action.

On Tuesday, 13 May, at 14:00 BST

We kick off with “Building an Effective TOMS Team”. Hosted by industry veteran Bruce McIndoe (McIndoe Risk Advisory) and featuring insights from Ceri McQueen and Elizabeth Anderson, this session explores how to create and lead a cross-functional team capable of managing travel risk in today's complex environment. Expect lively discussions, practical examples, and a chance to shape your own team's approach.

On Wednesday, 14 May, at 14:00 BST

Join Pieter Manden (WorkFlex) for “From Pitfalls to Palybooks: Getting mobility compliance right. This session tackles the challenges of managing travel risk for remote and hybrid teams, exploring how to maintain security, support compliance, and empower employees no matter where they work. With interactive polls, scenario discussions, and real-world solutions, this session is a must for organisations adapting to modern work models.

Finally, on Thursday, 15 May, at 14:00 BST

We bring you “Crisis vs. TRM Team – The Game.” In this immersive, hands-on workshop, participants will experience a live crisis simulation where TRM teams must respond to an unfolding incident while the Crisis Team introduces escalating challenges. Facilitated by the TRA team, this session is a true test of your crisis management skills, communication strategies, and team resilience.

These live sessions aren't just presentations — they are your chance to connect, practice, and learn in real-time with industry experts and peers. Don't miss out.



TOMS WEEK ON DEMAND: AGENDA

Friday 16th May: TRA Communities

Learn more about who we are and the work that we are doing to build bridges across TRM industries,

ISO 31030 and Beyond: Shaping the Future of Travel Risk Management

With: Russell Price and Bex Deadman

Join Russell Price and Bex Deadman as they discuss the evolution of ISO 31030 and the ongoing work to develop ISO 31031. This session covers how these standards are driving better travel risk management across industries and what your organisation can do to stay compliant and prepared. Learn how to get involved in shaping the future of TRM standards.

Accommodation Safety and Compliance: introducing the MLC

With: Sara McKenna, Gary Hurst and Carol Fergus

This session introduces the Accommodation Conformity Group and their work on the MLC (Minimum Level of Conformity) standard for accommodation safety, security, and guest welfare. Gary Hurst and Carol Fergus share insights from both the supplier and buyer perspectives, exploring how the MLC can protect travellers, enhance duty of care, and drive industry change.

Technology & Data: Building Smart TRM Systems

With: Martijn van Voort, David Chappell, Alex Craxton, John Scott

In this session, the TRA Technology & Data Community introduces their work on the TRM Technology Framework, showcasing how organisations can connect data, automate compliance, and optimise their risk management processes. Delegates will learn how to leverage technology to stay proactive, compliant, and traveller-focused.

What's Next for TRA? New Communities, New Ideas

With: Sara McKenna and Bex Deadman

Discover the future of the Travel Risk Academy. Sara McKenna and Bex Deadman introduce the four new TRA Communities launching in 2025 — Ground Transport, Governance, DEI, and Sustainability. They share how these communities will drive meaningful change, how members can get involved, and how they connect with the wider TRA ecosystem.



TOMS WEEK ON DEMAND: AGENDA

Friday 16th May: TRA products

Learn more about our products and services.

TRA Qualifications: Your Pathway to Professional TRM

Speakers: Simon Crane and Alice Linley-Munro

In this session, Simon Crane and Alice Linley-Munro discuss the TRA Qualifications — industry-leading courses designed to formalise your knowledge and skills in Travel Risk Management. Learn about the Level 4 and upcoming Level 5 qualifications: who they're for, and how they can help you advance your career. Whether you're just starting out or leading a team, TRA Qualifications offer a clear path to develop your expertise.

Digital Tools for Smarter TRM: Policy, Self-Assessment, and Workbooks

With: Bex Deadman and Alexandra Delgado

Explore the TRA's suite of digital tools — including the Policy Document, Self-Assessment Toolkit, and TRM Workbook. Bex Deadman and Alexandra Delgado share how these tools help organisations assess their current state, build stronger policies, and map out risk management strategies that work. Ideal for organisations at any stage of their TRM journey.

Membership Matters: Why Join the TRA?

With: Sara McKenna

Sara McKenna introduces the benefits of TRA Membership, whether you're an individual professional, a travel risk manager, or a supplier partner. From free workshop access to exclusive member discounts, templates, and a growing mentor network, membership gives you the support, knowledge, and community you need to excel. Learn how to get involved and help shape the future of Travel Risk Management.

SPEAKERS



Bruce McIndoe

Founder
McIndoe Risk Advisory

Bruce is a recognised leader in risk management, technology, and intelligence. A WorldAware founder, Bruce has been a key contributor to the company's strategic growth, securing its position as a leader in business resiliency. Prior to joining WorldAware, Bruce was founder and CEO of CSSi, an Inc. 500 and four-time Washington Technology FAST 50 company that developed systems for the intelligence community. He has also served as a lead architect on intelligence programs for the US government. Bruce is a former trustee of Allegheny College, where he received a BS in Physics, and holds a MS in Computer Science from Johns Hopkins University. He is an adjunct professor at University of Maryland University College (UMUC).



Patience Ogunruku

BDM
World Travel Protection

With over eight years of experience in travel risk management, Patience Ogunruku is a seasoned professional dedicated to enhancing traveller safety and organisational resilience. Her career includes impactful roles at Crisis24, Dataminr, and Everbridge, where she was recognised for delivering exceptional results and building strong client relationships. In her current role as Business Development Manager for the EMEA region at World Travel Protection, Patience collaborates closely with organisations to identify risks and develop practical solutions that mitigate exposure, improve efficiency, and support growth into new markets. Her expertise lies in utilising advanced technologies to enhance traveller safety and boost organisational resilience.



Brock Dale

Senior Global Consultant
WorkFlex

With over 15 years of experience in the travel industry, Brock Dale is a seasoned professional specialising in global mobility and travel compliance. Currently serving as a Senior Global Consultant at WorkFlex, he collaborates with HR and mobility teams to implement compliant work-from-anywhere strategies, ensuring organisations can navigate the complexities of international business travel. Brock's career includes impactful roles at TravelPerk and other travel technology firms, where he has been instrumental in developing solutions that bridge the gap between flexibility and compliance. His passion lies in creating unified, practical frameworks that support both organisational goals and employee well-being. A strong advocate for the TOMS landscape, Brock believes in the power of collaboration and continuous learning to drive innovation in travel risk management.

SPEAKERS



Nathan Coe

CEO
MI Risks

Nathan is a highly experienced security risk management consultant and current British Army Warrant Officer with 22 years of dedicated service. Over the last 12 years Nathan has Specialised in Survival, Evasion, Resistance, and Extraction (SERE) along with Joint Personnel Recovery (JPR), Nathan has consistently demonstrated exceptional leadership, training delivery, and risk management skills in high-stakes environments. Nathan's extensive experience spans diverse and demanding environments, from arctic to desert, jungle, and urban terrains. This versatility makes him a highly effective mentor, capable of preparing individuals to face a wide range of challenges.



Pieter Manden

Co-Founder / MD
Work Flex

Pieter Manden is the Co-Founder and Managing Director of WorkFlex, a leading global mobility compliance platform based in Amsterdam. With over 13 years of experience in international tax and compliance, including his tenure as Tax Director at PwC Germany, Pieter brings deep expertise in navigating the complexities of remote work, business travel, and international commuting.

At WorkFlex, Pieter is committed to creating practical, scalable solutions that enable organisations to embrace flexible work arrangements without compromising on compliance. He is passionate about fostering a unified Travel Optimisation Management System (TOMS) landscape, where collaboration and continuous learning drive innovation in travel risk management.



Det. Kevin Coffey

Travel Risk and Event
Management

Detective Kevin Coffey is an internationally recognised authority on travel safety and risk management. With a distinguished career spanning over three decades at the Los Angeles Police Department (LAPD), he founded the LAX Airport's Crimes Investigations Detail, pioneering efforts to protect travellers from crime. His expertise has been sought by major corporations, government agencies, and media outlets, including appearances on The Oprah Winfrey Show, 20/20, CNN, and The Travel Channel. As a keynote speaker and consultant, Kevin delivers engaging presentations that blend real-world insights with practical strategies to enhance traveler safety and organisational resilience. His work emphasises the importance of proactive risk mitigation and duty of care, aligning with the principles of ISO 31030. Through his book, *Traveler Beware!*, and his ongoing training initiatives, Kevin continues to empower individuals and organisations to navigate the complexities of travel with confidence and security.

SPEAKERS



Jennifer Milton

CEO
Compass Point Assist

Jennifer Milton, an American living in Germany, is the founder of Compass Point Assist (CPA), a medical and travel assistance company based in Bavaria and established in 2023. With over 15 years of experience in healthcare and startup sectors, Jennifer believes that leisure travellers need to be more informed about travel hazards and that travel risk management should extend beyond corporates and NGOs. CPA provides travellers with essential information to prevent illnesses and accidents while promoting sustainable travel practices.

Jennifer is passionate about ensuring a safe and responsible travel experience for all.



John Scott

Founder/CEO
Mia Bazo / Voyage Manager

John Scott founded Mia Bazo in 2021 to provide frequent travellers — individuals and SMEs — the same level of travel risk management services previously available only to large enterprises.

Mia Bazo shares its core technology with its sister company, Voyage Manager. John founded Voyage Manager in 2010. It is now the most advanced platform for frequent travellers at major corporations, comprising tax compliance, visa and immigration compliance, travel tracking and travel security.

Mia Bazo is John's third travel technology solution.



Alexandra Delgado

CEO
Terrain 9

Alexandra Delgado is the founder and CEO of Terrain 9, a consultancy specialised in field security and travel risk management.

Drawing on 15 years of industry experience, Alexandra launched Terrain 9 with a specific focus: to assist organisations navigating the complexities of global operations, principally by enhancing the security of traveling and deployed personnel.

Through Terrain 9, Alexandra offers tailored support for organisations seeking effective security solutions in challenging environments.

SPEAKERS



Elizabeth Anderson

Global Travel Manager
Viasat

Manager of Global Travel Operations at Viasat, Elizabeth started her career working as a travel agent following her IATA/UFTAA certification.

Since joining Inmarsat in 2014, Elizabeth has worked in a number of business travel-related roles at the company with her main remit being in travel risk management.



Ceri McQueen

Global Travel Security Lead
Dyson

Ceri McQueen is the Global Travel Security Lead at Dyson, where she oversees the safety and security of the company's global travel operations. With a strong background in travel risk management, Ceri has been instrumental in developing and implementing strategies that ensure the well-being of Dyson's traveling employees. Her expertise encompasses a range of areas, including risk assessment, crisis management, and the integration of security protocols within corporate travel programs.

Ceri's commitment to excellence in travel risk management is evident through her active participation in industry forums and her pursuit of professional development.



Alice Linley-Munro

Travel & Response Manager
Oil Spill Response

Alice Linley-Munro has extensive experience in travel risk management from her time at Oil Spill Response Limited, who are the largest international industry-funded cooperative which exists to respond to oil spills wherever in the world they may occur.

Her contributions to global travel strategy, well-being, and sustainability, coupled with her real-world experience of crisis management and high-risk travel underline her commitment to travel risk management.

SPEAKERS



Russell Price

Chairman
Continuity Forum

Russell has been at the forefront of the Risk, Continuity and Resilience fields for over 20 years, and is an adviser to governments, regulators, and businesses on the management of risk. He is Chair of the ISO Risk Management Committee and former Chair of RM/1 for the British Standards Institute. He has been awarded the BSI's Leadership Award for his "outstanding contribution to Risk Management". Russell was a Key Contributor to the ISO31030 Travel Risk Management Standard.

He is a leader in the international work to improve Risk and Resilience management, engaging with business and public sector leaders on the importance of changing organisational thinking and focusing on risk management that enhances organisational resilience to deliver positive change.



Carol Fergus

Global Programme Director
Fidelity

Carol is Director of Global Travel, Events and Ground Transportation for Fidelity International with over 30 years in corporate travel experience. Carol has an MSc in Facilities Management and is CIPS qualified.

Recently appointed on the GBTA Europe Advisory board, she is also Vice Chair of their Diversity Equality & Inclusion strand as well as Co-Leading the TAMS DI&E group. She has written and critiqued key topics in various travel magazines, sat on panels, steering committees and spoken at many industry events.



Gary Hurst

Founder
mysa

'I am astounded at how much travel buyers are forced to rely on trust rather than evidence, a process somewhat short of the benchmark set by travel risk management standard ISO31030' – Gary Hurst, founder of Mysa writing for Business Travel News Europe.

Gary's philosophy is why rely on trust when evidence can and should be provided. He believes that without evidence of safety and security compliance and procedures, trust is significantly counteracted by risk.

He has demonstrated with Optimise by mysa that the actual physical element of accommodation is the one area of travel risk where evidence can be provided. One to be watched!

SPEAKERS



Alex Craxton

CEO
Evo Group

Alex Craxton is the founder of Evo Strategy, a consulting service created in 2023 to guide the strategy and products for identifying and managing risk. Alex has researched, built and applied an elegant approach for organisations to consider their approach to developing, acquiring and deploying technology for the safety and security of their people.

This framework applies Alex's 15 years in travel and corporate risk product technologies along with enterprise technical architectural expertise into a workable and continuously evolving strategy.



David Chappell

Chief Product Officer
Tripstax

David is Chief Product Officer for Tripstax Technologies. He is renowned in the industry for his deep knowledge of all aspects of TMC architecture and process flow, alongside his unique way of articulating complex problems and elegant solutions.

A free thinker, David has carved a reputation for excellence founded on his wide range of experience across the TMC value chain and is known for his progressive approach to solving long-standing industry challenges.



Martijn van der Voort

Founder
AstraNomad

Martijn is a passionate Travel Technologist with 18 years of expertise, having held key leadership roles at CWT, where he last spearheaded digital booking channel 3rd party product delivery and internal & external strategies.

These efforts drove profitability and seamless integrations across online booking tools, mid/back office, expense & payment technologies. He loves building strong connections with technology and corporate partners. Naturally connecting existing and new relationships drives synergies for collective success.

He is always focused on pushing the boundaries of travel technology and challenging the status quo to elevate products, processes, people, and deliver impactful results.

SPEAKERS



Simon Crane

Co-founder - CCO

Security Consultant

Simon has gained extensive experience in the commercial sector, operating at Director level within companies involved in security and risk management across the hospitality & travel sectors, as well as leading an international security sector reform project in Libya. He was also involved in the development of ISO:31030 Travel Risk Management Guidance for Organisations and in 2021 designed and achieved accreditation for the only Level 4 and Level 5 Travel Risk Management qualifications on the OFQUAL Register of Qualifications, which will start to be delivered this year. Simon is an active member of the Institute of Strategic Risk Management and is a Board member of the Association of Security Consultants, responsible for developing the Associations global presence.



Sara McKenna

Co-founder - COO

Standards Consultant

Sara has been active in the fields of Risk, Continuity and Resilience Management for over two decades, and brings a unique perspective, having worked closely on the development of many national and international standards related to the industry. Sara works with both the Continuity Forum and the Cyber Risk & Insurance Forum, establishing and guiding programmes to ensure good practice and constant improvement is achievable and provable.

Sara works closely with Russell Price, Chair of the Continuity Forum and Cyber Risk & Insurance Forum, assisting with advice and guidance to governments, regulators, standards bodies across the globe and businesses on the management of risk.



Bex Deadman

Co-founder - CEO

Travel Risk Consultant

Bex interest in travel risk management (TRM) came to the fore in 2019 when she was involved in the final stages of the development of ISO:31030 Travel Risk Management Guidance for Organisations; she now actively evangelises about the standard and is co-opting with the British Standards Institute (BSI) on the evolution of standards in this area. Her clients include both large domestic and global organisations, as well as TMCs and other travel service providers, all wishing to understand more about TRM and how to align their businesses to ISO:31030. Bex regularly hosts webinars and speaks at events about TRM (and other subjects) and hosts her own Podcast series, 'Talk'n' TRM', where she creates space for the diversity of TRM to be discussed by herself and subject matter experts.

TOMS WEEK SPONSORS



Compass Point Assist
Medical Assistance

Compass Point Assist offers 24/7 global medical and travel assistance, ensuring travelers receive expert support wherever they are. With a strong network in the DACH region (Germany, Austria, and Switzerland), they provide seamless coordination of medical services, repatriations, and proactive care strategies to keep travellers safe and informed. Their commitment to proactive care and global support aligns with TOMS Week's focus on comprehensive travel risk management.

Explore more: compasspoint-assist.com



Detective Kevin Coffey
Business Travel and Meeting
Risk Management

Detective Kevin Coffey is a renowned travel safety expert and keynote speaker, specializing in educating organizations on protecting their traveling employees. With a background in law enforcement, he offers insights into avoiding travel scams and emergencies, empowering travellers to navigate risks effectively.

His expertise in traveler safety enhances TOMS Week's mission to equip professionals with practical risk mitigation strategies.

Learn more: kevincoffey.com



McIndoe Risk Advisory
People Risk Management
Consultants

McIndoe Risk Advisory focuses on developing comprehensive travel risk management policies, safer accommodation programs, and emergency response plans. They leverage digital tools to monitor and manage travel risks in real-time, enhancing organisational resilience.

Their emphasis on policy development and digital integration complements TOMS Week's goal of advancing TRM practices.

Discover more: mcindoeriskadvisory.com

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Mia Bazo

Travel Data Optimisation

Mia Bazo offers a suite of tools for frequent travellers, including travel tracking, tax and visa compliance, climate impact assessments, and travel security features. Their platform provides real-time security alerts, daily check-ins, and comprehensive travel optimisation consulting to ensure duty of care for organisations and peace of mind for travellers. Their innovative approach to travel tracking and compliance aligns with TOMS Week's emphasis on proactive risk management.

Find out more: miabazo.com



mysa

Accommodation Technology
Eco-System

mysa specialises in risk management solutions for the hospitality industry, helping hotel chains, independent hotels, and extended-stay properties meet safety and security standards. They support the Accommodation Conformity Focus Group, aiming to refine and adopt industry-wide safety standards and best practices. Their dedication to accommodation safety standards contributes to TOMS Week's discussions on traveler wellbeing.

Learn more: mysa.global



Talk'n TRM

Travel Risk Management
Podcast

Talk'n TRM is a podcast hosted by Bex Deadman that delves into the world of Travel Risk Management. Featuring conversations with industry professionals, the podcast explores various aspects of TRM, sharing experiences, insights, and the importance of collaboration in enhancing travel safety. The podcast's focus on collaborative discussions mirrors TOMS Week's interactive and inclusive approach.

Follow On: [LinkedIn](#)

Tune in: [Talk'n TRM on Apple Podcasts](#)

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Terrain 9
TRM Consultants

Founded by Alexandra Delgado, Terrain 9 delivers bespoke travel risk, field security, and due diligence solutions for complex international operations. They develop full-spectrum travel risk management frameworks based on ISO 31030, tailored to the unique needs of each organisation. Their customised TRM frameworks support TOMS Week's objective of providing adaptable risk management strategies.

Explore services: terrain9.com



WorkFlex
Compliance Automation

WorkFlex provides an all-in-one platform for automating international travel compliance. They offer risk assessments, real-time monitoring, emergency support, and country-specific guidance to protect employees abroad, helping organisations meet their duty of care obligations efficiently. Their focus on compliance automation aligns with TOMS Week's emphasis on integrating technology into TRM.

Learn more: getworkflex.com



8 Phase Consulting
TOMS Consultants

8 Phase Consulting specialises in Travel Risk Management solutions, assisting organisations in optimising their travel programmes. They offer consultancy services aligned with ISO 31030 standards, helping businesses safeguard their travellers and streamline compliance processes. Their expertise in TRM optimisation contributes to TOMS Week's goal of enhancing travel safety through strategic planning.

Discover more: 8phaseconsulting.com



**Thank you for
being part of
TOMS Week.**

**We couldn't do this
without YOU.**

Enquiries / Feedback

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