

Bring Your Team!
Special Team Discounts
See Back for Details



Memphis, TN

April 28-29, 2009

**Embassy Suites
Memphis**

**1022 South Shady
Grove Road
Memphis, TN 38120**

CIRCADIAN presents its two-day flagship seminar:

Best Shiftwork Scheduling and Staffing Practices in a Challenging Economy

A cutting edge seminar for improving shiftwork operations

AT THIS SEMINAR, YOU WILL LEARN HOW TO:

- Determine the best shift schedule for your operation
- Successfully expand or contract from 5 and 7 day continuous operations
- Avoid the costly pitfalls of scheduling changes
- Benchmark your KPI's against other shiftwork operations
- Reduce plant costs, risks and liabilities and defer capital expenditures
- Improve employee health, safety and quality of life

TEAM DISCOUNT:

- Register 3 people and the 4th person is FREE!

WHO SHOULD ATTEND?

- ✓ Corporate Executives
- ✓ Plant Managers
- ✓ Labor Representatives
- ✓ Human Resource Professionals
- ✓ Employee Relations Managers
- ✓ Operations Managers
- ✓ Health and Safety Officers
- ✓ Shift Supervisors
- ✓ Shiftwork Task Team Members
- ✓ Medical and Industrial Hygiene Managers



WHAT PAST ATTENDEES
SAY ABOUT
OUR PROGRAMS:



“...very informative and helpful. Viable data driven solutions to improve the overall health and safety of our greatest asset, our employees.”

“I came with a special interest in the problems and issues of going to 24/7 operations... I got great information.”

“An excellent seminar for any company who is ready to change shift schedules.”

“Excellent seminar.”

“Well done! The seminar was outstanding! We really got a lot out of it and can help our facility with what we are bringing back.”

“Seminar Directors were extremely knowledgeable and helpful.”

“Just meeting and talking with other shiftwork managers and operators with similar problems was extremely beneficial.”

“Well worth the time and money. I will recommend this seminar to our corporate personnel.”

“Very enlightening sessions professionally presented.”

Register Today to
Learn How to Improve
Shiftwork Operations
at your Company!
Bring Your Team!
See Back for details

Best Shiftwork Scheduling and Staffing Practices in a Challenging Economy — Presented by CIRCADIAN

Seminar Content and Schedule

DAY ONE, April 28th

Registration and Breakfast (7:30 - 8:30 a.m.)

Seminar Begins (8:30 a.m.)

THE BIOLOGICAL BASIS OF THE \$206 BILLION PROBLEM

This presentation provides the foundation for a better understanding of recoverable shiftwork costs and lost productivity:

- Design specs of the human machine
- Understanding the inherent physiological and social stress of shiftwork
- Identifying barriers to human performance
- Exposing the costs, risks, and liabilities of shiftwork
- Normative shiftwork KPI data

SCHEDULING FUNDAMENTALS

Number of crews, length of shifts, schedule patterns, fixed vs. rotating schedules, biocompatibility, personal preferences, staffing levels, overtime, family needs... all must be taken into account to rebalance production, reduce costs, and increase productivity. This session details the basics, including:

- The evolution of shift schedules in North America
- What constitutes a “biocompatible” or “user-friendly” schedule
- What makes a schedule socially acceptable
- What are the factual differences between 8 and 12 hour shifts
- What are the real differences between fixed vs. rotating schedules
- Reducing costs through improved scheduling
- Current trends in shift scheduling- what’s working and what’s not working

A PRODUCTIVE AND HUMANE WAY TO CHANGE SCHEDULES AND REBALANCE SHIFTS

Learn how to make the process productive rather than divisive. This session will provide practical information on how to create a positive and collaborative change process that will achieve your objectives and yield optimal benefits. Subjects to be covered include:

- How to position the change and achieve buy-in
- Determining the best schedule for your site
- Facilitating union/management participation—even when employee relations are strained
- Achieving cost neutrality
- Avoiding implementation pitfalls

SUMMARY AND CLOSING REMARKS

Conclusion of Day 1 (5:00 p.m.)

RECEPTION

(5:00 - 6:30 p.m.)

Join us for an excellent opportunity to get your specific shiftwork questions answered by Circadian's experts, network with fellow attendees, and enjoy the beverages and hors d'oeuvres.



DAY TWO, April 29th

Working Breakfast (7:30 - 8:30 a.m.)

Seminar Begins (8:30 a.m.)

ADVANCED SHIFTWORK PRACTICES

This presentation will provide in-depth information on the latest research in staffing and shift scheduling, with practical knowledge you can bring back to your company. Subjects include:

- Examples of 8, 10, and 12-hour schedules
- Examples of fixed, rotating, and combination schedules
- Optimizing staffing and crewing levels
- Proportional staffing/flexible scheduling
- 5- to 7-Day Expansion Strategies
- Benefits of schedule management software

OPEN DISCUSSION AND REVIEW

This time is allocated for addressing the specific problems, issues, and concerns of the participants, as well as to review and/or elaborate on any material previously covered. All shiftwork and shift scheduling related topics are open for discussion, and CIRCADIAN's seminar Directors will answer your questions and address your situations factually, and recommend their best technical and tactical solutions.

FATIGUE AND HUMAN ERROR – INNOVATIVE STRATEGIES FOR COST AND RISK REDUCTION

This session examines creative methods for reducing production errors and accidents caused by the growing problem of fatigue-related human error. Help your employees and supervisors identify the warning signs of fatigue impairment, and learn how to mitigate new liability risks related to shiftwork. This session includes:

- What is fatigue?
- What are its manifestations and costs?
- How can it be identified and quantified?
- Building an effective business case for addressing the inherent costs, risks, and liabilities of fatigue related human error
- Developing and implementing an effective fatigue management program
- Measuring tangible ROI

SUMMARY AND CLOSING REMARKS

Conclusion of Seminar (4:00 p.m.)

Air Liquide
American Airlines
Amgen
Austin Travis County EMS
Barrick Goldstrike
BP
CN Rail
Caterpillar
Chevron Refining
Chevron-Texaco Pipeline
Colgate-Palmolive
ConAgra
Cox Target Communications
Dart Transit
Duke Energy
Dupre Transport
Eaton Automotive
Eli Lilly & Company
Energy
ExxonMobil
Genentech
General Electric
General Mills
International Paper
Intek Plastics
Kennecott Mining
Kraft Foods
Lincoln Electric
MeadWestvaco
Milliken Textiles
Mobil Chemical
National Grid
Nordyne
Peabody Energy
Pfizer
Phelps Dodge Mining/FMI
Qimonda Semiconductor
Quad Graphics
Reckitt Benckiser
Schlumberger
Shell Refining and Pipeline
SIEMENS Automotive
Southern Cal Edison
Three Mile Island
Tidewater Marine
ThyssenKripp Waupaca
Toronto Police
Toyota Automotive
Unilever
Welded Tube of Canada
Weyerhaeuser

Can't Make it to the Seminar?

We can bring it to you!

CIRCADIAN can bring this seminar on *Best Shiftwork Scheduling and Staffing Practices in a Challenging Economy*, as well as other training and educational programs, to your organization — customized to address your specific needs. Available in half-day, full-day and two-day on-site workshops so that all of your key people can participate at their convenience.

For information regarding on-site seminars and shiftwork training, call us at: 1-800-284-5001.

In a Sticky Situation Right Now?

Some times problems are pressing, and you just can't wait for a seminar. If you need immediate help with scheduling or shiftwork problems, call us at 1-800-284-5001. We'll be glad to help.

Got Shiftworkers to Train?

A lack of understanding of the special challenges and solutions of shiftwork can create physical stress and unnecessary family/social issues with employees...to the detriment of their health, safety and family well-being. Circadian has developed a proven workshop program on *Managing a Shiftwork Lifestyle* for your employees and their spouses or partners.

Now your managers and shiftworkers can be equipped with the knowledge and skills needed to reduce fatigue and human error, and to improve productivity and quality of life!

Need Some Schedule Management Software?

CIRCADIAN has partnered with a global leader in Enterprise Workforce Management solutions to provide the most comprehensive workforce scheduling system available for managing shiftwork operations and reducing costs.

This modular system includes workforce planning, optimized scheduling, time and attendance and employee self-service functionalities to better balance manpower requirement with workload demand to increase operational efficiency, reduce costs, and improve customer service quality. Call us today to see what we can do for your shiftwork operations: 1-800-284-5001.

WANT ADDITIONAL
INFORMATION
ABOUT ... ?

- Shiftwork Strategy
- Development
- On-site Seminars
- Shift Scheduling Optimization
- Training for Shiftworkers/ Spouses
- Staffing Level Optimization
- 24/7 Alertness Management
- Shiftwork Research Studies

Call us at **1-800-284-5001**

or email us at

info@circadian.com

Or come visit us online at:

www.circadian.com

At circadian.com, you can register for the seminar online, see our full listing of shiftwork services and browse our management reports and employee shiftwork publications.

HOTEL INFORMATION

Embassy Suites Memphis
1022 South Shady
Grove Road
Memphis, TN 38120
(April 28-29, 2009)

To make reservations, please call
901-684-1777
Mention Circadian Seminar

Meet Your Seminar Leaders ...



Bill Sirois

Bill Sirois is Senior Vice President and Chief Operating Officer for CIRCADIAN. He has a Chemical Engineering and Ergonomics background, with more than three decades of industrial management and consulting experience in the areas of shiftwork and employee health, safety, and productivity for a broad range of industries in North America, Europe, and the Pacific Rim. He has published numerous articles on shiftwork and is

internationally recognized as an expert in workforce management. Having been a former shiftworker in chemical plant environments, Bill is well acquainted with the effects of shiftwork and shift schedules on fatigue, human error and impaired performance.



Bill Davis

Bill Davis discovered CIRCADIAN as a client and now serves as Vice President of Operations. He is a former industrial safety manager, with a broad-based and unique operational background that spans nearly 20 years. This has included production experience at the facility, divisional and corporate levels. Beginning as a shiftworker in the Pennsylvania steel mills, Bill has held both plant manager and corporate safety positions in the paper and specialty board

industries. He has extensive experience working with a variety of unions and federal, state and municipal safety and health regulatory agencies, as well as first-hand experience with high performance/self-directed work environments. His real-world industrial background provides a natural rapport with managers, union representatives and employees at all organizational levels.



About the Sponsor...

CIRCADIAN

CIRCADIAN is the pioneer and leading research, consulting and technology firm in the field of shiftwork and work scheduling. Supported by 25 years of research and field application experience, CIRCADIAN has become the only full service provider of workforce optimization products and services. CIRCADIAN has helped hundreds of leading

companies throughout the world improve productivity, safety, employee health, performance, and quality of life in all types of around-the-clock industries. CIRCADIAN was founded by Dr. Martin Moore-Ede, an internationally recognized expert on human alertness and circadian physiology. Dr. Moore-Ede is also the founder of the Institute of Circadian Physiology and a former professor at the Harvard Medical School.

YOU WILL LEAVE
WITH THESE
10 KEY BENEFITS:



1. A personal copy of our 450 page seminar manual
2. A proven approach for determining the best schedule for your site
3. Techniques for avoiding the pitfalls of making a scheduling change
4. A blueprint for planning and implementing scheduling changes
5. A firm sense of which schedules are most disruptive to shiftworkers and which are more productive, cost-effective and user-friendly
6. FREE 3-month subscriptions to the *Working Nights* and *Managing 24/7* newsletters
7. New interventions for avoiding shiftwork related costs and liabilities
8. Methods for optimizing the health, safety, and performance of the 24-hour workforce
9. A FREE copy of Circadian's *Working Nights Health & Safety Guide* for shiftworkers
10. Demonstrated approaches for reducing fatigue-related human error

FOUR EASY WAYS TO REGISTER

- 1. PHONE 1-800-284-5001
- 2. FAX 1-781-439-6399
- 3. MAIL CIRCADIAN
Two Main Street, Suite 310
Stoneham, MA 02180
- 4. INTERNET www.circadian.com

REGISTER ME! For the two-day, \$895 *Best Shiftwork Scheduling and Staffing Practices in a Challenging Economy Seminar*
Company Information: (Please Print)

Contact Person: Mr./Ms. _____
 Organization _____
 Address _____
 Mail Stop _____
 City _____ State _____ Zip _____
 Phone _____ Fax _____
 E-mail _____

METHOD OF PAYMENT:

Bill my organization; P.O. # _____
 Check payable to CIRCADIAN is enclosed
 Charge to the following (circle one):
 MasterCard Visa American Express
 Card # _____ Expiration Date _____
 Signature _____
 (Full registration fee due and payable prior to start of seminar)

NAMES OF ATTENDEES: (Please Print)

1. Mr./Ms. _____
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 Phone _____ E-mail _____

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3. Mr./Ms. _____
 Title _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____ E-mail _____

4. Mr./Ms. _____
 Title _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____ E-mail _____

FREE!

(When 3 enroll from your organization, a 4th registers free! Please list additional registrations on a separate sheet and attach)

Cancellation Policy: If you cancel your registration at least 2 weeks prior to the seminar, your registration fee will be refunded less a \$50 administration charge. Shorter notice cancellations are subject to the full fee, due to hotel commitments and space reservations that have been made. In this event, you will receive a credit towards a future seminar, or you may substitute another person to attend from your company.



CIRCADIAN

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Stoneham, MA 02180

ATTENTION MAIL ROOM: If the person to whom this announcement is addressed is no longer with your organization, please direct to his/her replacement or to the Director of Human Resources.