



Melbourne, Australia

April 13-14, 2010

Houston, TX

April 28-29, 2010

London, UK

May 12-13, 2010

CIRCADIANTM presents its global two-day flagship seminar:

Fatigue Risk Management 2010

The employee fatigue problem

The fatigue-related costs of absenteeism, turnover, errors, accidents, health impairment and lost productivity exceed US \$8,600 per employee per year in the average 24/7 workplace. The biggest culprits are staffing/workload imbalances, poorly designed duty/rest and shift schedules, and inadequate training on mitigating fatigue.

The accepted best-practices solution

In the last five years, Fatigue Risk Management Systems (FRMS) have become the international standard for mitigating risk in shiftwork and 24/7 operations. Government regulations, national safety/ANSI standards, and many global corporations are establishing FRMS because it is the scientifically-valid solution to employee fatigue risk.

The expertise you will develop

We will show you how to develop an effective FRMS that will drive down the costs and risk of employee fatigue in your company. You will learn how to identify and cure staffing/workload imbalances and how to design and implement duty rosters and shift schedules that reduce absenteeism, employee turnover, errors and accidents. We will discuss the training and risk analysis programs that the global leaders in FRMS have adopted.

AT THIS SEMINAR,
YOU WILL LEARN
HOW TO:

- ✓ Assess the risks and costs of fatigue in your business
- ✓ Design and implement a cost-effective Fatigue Risk Management System for your company
- ✓ Determine safe staffing levels and optimal shift/duty patterns for your operation
- ✓ Train employees and supervisors to mitigate fatigue risk
- ✓ Improve employee health, safety & quality of life

About the Sponsor...



CIRCADIANTM is the pioneer and leading research, consulting and technology firm in the field of shiftwork, work roster scheduling and fatigue risk management. Supported by over 25 years of research and field application experience, CIRCADIANTM has become the only full service provider of 24/7 workforce optimisation products and services. Working from offices in Europe, North America, Australia and Asia, CIRCADIANTM experts ensure that over half the Fortune 500, and other leading international companies, improve their competitiveness in the global 24/7 economy.

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.”

“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 Implement
a Fatigue Risk
Management System**

Fatigue Risk Management 2010 – Presented by CIRCADIAN®

Seminar Content and Schedule

DAY ONE

UNDERSTANDING THE RISK OF EXCESS FATIGUE IN THE WORKPLACE

This presentation will establish the costs and risk associated with fatigue, and how to identify them in your operation. It will also define FRMS by examining its evolution and how it emerged as the international standard for mitigating fatigue risk.

- The causes and costs of fatigue
- How to assess the risk and costs of fatigue in your company
- Why FRMS has emerged as the international standard

BUILDING SUPPORT FOR A FRMS IN YOUR COMPANY

Mitigating fatigue risk is everybody's responsibility. Learn how to make the process productive rather than divisive. This session will identify stakeholders, define roles, and provide practical information on how to get the process started.

- Educating the organization infrastructure
- Designing an FRMS plan & implementation strategy
- Building the business case for senior management
- Definition of Roles & Responsibilities

INTRODUCTION TO THE FIVE LEVELS OF DEFENSE

There are five key levels of defense that must be managed by FRMS. Learn the goals, actions, and metrics for each level and the scientific basis for them.

- Integration with safety and health management systems
- Assessing the strength of your current fatigue defenses

SUMMARY AND CLOSING REMARKS



DAY TWO

BUILDING THE FIVE LEVELS OF DEFENSE

This presentation provides an in-depth look at each level of defense:

- Staff-Workload Balance
- Shift and duty/rest scheduling
- Employee training, education & sleep disorder management
- Work environment
- Individual risk assessment and mitigation

A CLOSER LOOK AT STAFFING & SCHEDULING & TRAINING

A practical guide to implementing some of the key defenses to an FRMS

- How to optimize staffing and crewing levels
- How to determine the best shift/duty pattern for your operation
- Optimal methods for delivering recurrent training

ESTABLISHING A CONTINUOUS FRMS IMPROVEMENT PROCESS

This session examines the feedback loop that ensures that the FRMS is risk-informed, performance based, and continuously improved.

- Accident/near miss Investigation
- Selecting metrics to assess FRMS
- Periodic review of FRMS

SUMMARY AND CLOSING REMARKS

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 Chemicals
National Grid
Nordyne
Peabody Energy
Pfizer
Phelps Dodge Mining/FMI
Qimonda Semiconductor
Quad Graphics
Reckitt Benckiser
Schlumberger
Shell Refining and Pipeline
Siemens
Southern Cal Edison
Three Mile Island
Tidewater Marine
ThyssenKrupp Waupaca
Toyota Automotive
Unilever
Walmart Aviation
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 Practices in Fatigue Risk Management* 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 781-439-6388.

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 fatigue mitigation training or with scheduling or shiftwork problems, call us at 781-439-6388. We'll be glad to help.

Need Training for Shiftworkers?

CIRCADIAN® has developed two exciting programs to help shiftworkers and extended hours employees better meet the challenges of a non-traditional work schedule:

Managing a Shiftwork Lifestyle Program – A live training workshop for your employees and their spouses or partners. Full of practical information to improve the safety, health and well-being of shiftworkers.

Fatigue Training Online – A web-based program designed to deliver cost-effective and consistent fatigue training and education to widely diverse workforces. Tailored to address the needs of specific industries and market sectors, the program is narrated and includes optional OSA (Obstructive Sleep Apnea) pre-screening features.

Need to screen and treat your employees for Sleep Apnea?

Working with our partner Sleep Pointe, CIRCADIAN® can bring a 24/7 sleep lab to your workplace and screen, diagnose and treat your employees with sleep apnea and get them back to work with no delay. What takes traditional sleep labs and CPAP equipment companies 4- 6 weeks to complete, Sleep Pointe can accomplish in just 14 hours, so no valuable work time is lost, and thousands of dollars in inefficient health care logistics costs are saved. Call 781-439-6388 for further information.

WANT ADDITIONAL
INFORMATION
ABOUT ... ?



- Fatigue Risk Management
- Shiftwork Strategy
- On-site seminars
- Shift Scheduling Optimization
- Training for shiftworkers
- Staffing level optimization
- Shiftwork research studies

Call us at **781-439-6388**
or email us at
seminars@circadian.com

Or come visit us online at:
<http://www.circadian.com>

Meet Your Seminar Leaders ...



Martin Moore-Ede, M.D., Ph.D.

For 30 years, Dr. Martin Moore-Ede has been a leading expert on managing the risks of human fatigue in transportation and industrial businesses that operate 24/7. After experiencing the challenges of fatigue as a surgeon-in-training required to work 36-hour shifts, Dr. Moore-Ede as a Professor at Harvard Medical School was one of the first to define the challenges of living, working and sleeping in a 24

hour a day, 7-day a week world. As Chairman and CEO of CIRCADIAN®, he has guided the growth of the international network of CIRCADIAN® companies, which now advises more than half of the Fortune 500 companies on 24/7 work schedules and fatigue risk management.



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, Asia and Australia. 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.



Todd Dawson

Todd Dawson is a Vice President at CIRCADIAN® with a special focus on research and technology. Over the past 15 years with CIRCADIAN®, Todd has become one of the leading experts in developing and implementing comprehensive risk management systems in large and complex environments. He has played an integral role in shaping the landscape of fatigue management, particularly in the transportation and

oil/gas industries. Todd mixes a strong academic and research background with invaluable real world experience to provide fatigue management solutions that are both practical and effective. Mr. Dawson is a frequent speaker at many events and conferences including the American Gas Association, Federal Railroad Administration, Marine Log, EPRI, International Society of Mine Safety Professionals and Voluntary Protection Programs Participants' Association (VPPPA).



Steve Goodwin

Steve Goodwin is the Director of CIRCADIAN's UK Operations. He has a background in Engineering and Psychology and has worked in the area of human factors and risk management for nearly 20 years across all business sectors including manufacturing, government, transportation, and oil & gas. Steve began working with shiftwork and fatigue risk management in 1992 and he has made numer-

ous presentations and run a wide range of training programmes in this area. Having seen the effects of human error and reduced alertness in many facilities, Steve is passionate about trying to help employees from senior managers to shop floor address the underlying issues.

YOU WILL LEAVE
WITH THESE
10 KEY BENEFITS:



1. A personal copy our seminar manual
2. A working knowledge of how to plan and implement an FRMS
3. A proven approach for determining the best optimal staffing and crewing Levels
4. A proven approach for determining the best shift patterns and optimizing duty/rest schedules for your organization
5. Knowledge of the causes and costs of fatigue
6. 3-month complimentary 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. Proven approaches for reducing shiftwork and fatigue related human error



MELBOURNE, AUSTRALIA

April 13-14, 2010
AUD \$975

Hotel Information:
Sofitel Melbourne On Collins
25 Collins Street
Melbourne, Vic 3000



HOUSTON, TX

April 28-29, 2010
USD \$975

Hotel Information:
Houston Airport Marriott
18700 John F. Kennedy Blvd.
Houston, TX 77032



LONDON, UK

May 12-13, 2010
GBP £595

Hotel Information:
Hilton London Docklands
Riverside Hotel
265 Rotherhithe St.
London, SE16 5HW, UK

Seminar Registration

- 1. Phone:** in the US: 1-781-439-6388
in the UK: +44 (0)20 7470 7148
in Australia: +61 (7) 3210 1646
- 2. E-mail:** in the US and UK: seminars@circadian.com
in Australia: events@hievents.com.au
- 3. Internet:** in the US and UK: www.circadian.com
in Australia: www.circadianaustraliaseminar.com.au

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.