



Bring Your Team!
 Special Team Discounts
 See Back for Details

London

12-13 May 2010
 Hilton London Docklands
 Riverside Hotel
 265 Rotherhithe St.
 London, SE16 5HW

CIRCADIAN presents its two-day flagship seminar:

Fatigue Risk Management 2010: Staffing, Scheduling & Training the 24/7 Workforce

A cutting edge seminar for reducing risk and improving the performance of 24 hour operations

The employee fatigue problem

The fatigue-related costs of absenteeism, turnover, errors, accidents, health impairment and lost productivity exceed £5,000 per employee per year in the average shiftwork operation. The biggest culprits are staffing/workload imbalances, poorly designed shift schedules and inadequate training on how to mitigate 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. Regulators, national safety standards and many global companies are introducing 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/rest 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...



CIRCADIAN® 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, CIRCADIAN 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, CIRCADIAN 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 SEMINARS:



“...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, May 12th

Seminar Begins (9:30 a.m.)

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 organisation infrastructure
- Designing an FRMS plan & implementation strategy
- 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 goal, action, and metrics for each level and the scientific basis for it

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

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 questions answered by CIRCADIAN's experts, network with fellow attendees, and enjoy our networking reception

DAY TWO, May 13th

Seminar Begins (8:30 a.m.)

BUILDING THE FIVE LEVELS OF DEFENSE

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

- Staff-Workload Balance
- Rostering & Shift Scheduling
- Employee training, education & communication
- 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 optimise staffing and crewing levels
- How to determine the best shift 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
- Periodic Review of FRMS

SUMMARY AND CLOSING REMARKS

Conclusion of Seminar (4:30 p.m.)

A FEW OF THE COMPANIES WE HAVE ASSISTED:



Air Liquide
AC Labels
American Airlines
Astra Zeneca
Barden Corporation Ltd.
Barrick Goldstrike
BP
Caterpillar
Centrica
Chevron Refining
Chevron Texaco Pipeline
Colgate-Palmolive
Diageo
Denso Manufacturing
DuPont (UK) Ltd.
Eaton Automotive
Eli Lilly & Company
Ensus
ExxonMobil
Fruit of the Loom
Genentech
General Electric
General Mills
Huhtamaki
Hutchison Ports
International Flavours & Fragrances
International Paper
Kodak
Kraft Foods
Lincoln Electric
London Fire Brigade
London Underground
Milliken Textiles
Mobil Chemicals
National Grid
Nordyne
Pfizer
Quad Graphics
Reckitt Benckiser
Red Bee Media
Schrader Electronics
Schlumberger
Shell International, E&P, B.V.
SIEMENS Automotive
Toyo Tire
Toyota Automotive
Unilever UK
Vernacare

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 organisation—customised 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 +44 (0)20 7470 7148

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 +44 (0)20 7470 7148. 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 Apnoea) pre-screening features.

Need to screen and treat your employees for Sleep Apnoea?

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 apnoea 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.

WANT ADDITIONAL
INFORMATION
ABOUT ... ?

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

Call us at **+44 (0)20 7470 7148** or email us at **seminars@circadian.com**

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

HOTEL INFORMATION

Hilton London Docklands
Riverside Hotel
265 Rotherhithe St.
London, SE16 5HW, UK
(12-13 May 2010)

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 over half of the Fortune 500 companies on 24/7 work schedules and fatigue risk management.



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 numerous 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 of our seminar manual
2. A working knowledge of how to plan and implement a FRMS
3. A proven approach for determining the best optimal Staffing and Crewing Levels
4. A proven approach for determining the best Shift Patterns for your organization
5. Knowledge of the causes and costs of fatigue
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 shift-workers
10. Proven approaches for reducing shiftwork and fatigue related human error

London Seminar Registration

Seminar: Fatigue Risk Management 2010

Date: 12-13 May 2010

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

Cost: £595 excluding VAT per person

Team

Discount: Enroll 3 people and the 4th registers for free!

FOUR EASY WAYS TO REGISTER

1. PHONE: +44 (0)20 7470 7148
2. E-MAIL: seminars@circadian.com
3. MAIL : Circadian Technologies, Ltd.
1 Heddon Street
Mayfair
London, W1B 4BD
4. INTERNET www.circadian.com

METHODS OF PAYMENT

- Bill my organization; P.O. Number _____
- Cheque Payable to Circadian Technologies, Ltd.

Cancellation Policy:

If you cancel your registration at least 2 weeks prior to the seminar, your registration fee will be refunded less a £25 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.

Other 2010 CIRCADIAN® Seminars:

MELBOURNE, AUSTRALIA

Sofitel Melbourne on Collins
April 13-14, 2010

**"Fatigue Risk Management
2010"**

[www.circadianaustraliaseminar.
webls.info](http://www.circadianaustraliaseminar.webls.info)

HOUSTON, USA

Houston Airport Marriott
April 28-29, 2010

**"Fatigue Risk Management
2010"**

www.circadian.com