



An  
On-Site  
Workshop  
for  
Your Business

CIRCADIAN® presents:

# Developing & Implementing an Effective Fatigue Risk Management System

## THE EMPLOYEE FATIGUE PROBLEM

The fatigue-related costs of absenteeism, turnover, errors, accidents, health impairment and lost productivity exceed \$10,400 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, industry standards such as API RP-755 and many global corporations are establishing FRMS because it is the scientifically-valid solution to employee fatigue risk. In particular, this workshop will focus heavily on the new API/ANSI RP-755 standard.

## THE EXPERTISE YOU WILL DEVELOP

This workshop, which can be tailored to your operation's specific needs, can show you how to develop an effective FRMS that will drive down the costs and risks of employee fatigue in your company. You'll learn how to identify and cure staffing/workload imbalances and how to design and implement shift schedules that reduce absenteeism, human errors and accidents and points of compliance vulnerability to your FRMS standards. And we will discuss the training and risk analysis programs adopted by the global leaders in FRMS, and how to address the overall FRMS operational implementation issues.

AT THIS WORKSHOP,  
YOU WILL LEARN  
HOW TO:

- ✓ Assess the risks and costs of fatigue in your business
- ✓ Design and implement a compliant and 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



## 1. **Talk directly to the expert**

Have a CIRCADIAN expert work directly with your team about the issues you face

## 2. **Customizable**

The workshop can be dedicated to your specific needs and interests (e.g. developing a FRMS plan, implementation issues, tracking cost of fatigue, industry compliance, etc.)

## 3. **Cost-Effective**

Can include as many participants as the room will hold – no need to pay additional attendee fees! Avoid the travel expenses and time lost for your staff to travel to a remote seminar location.

# Workshop Content

### **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
- The supporting science behind FRMS standards
- Why FRMS is more than just compliance

### **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 to get beyond "bare-bones" compliance to a minimalized standard
- Definition of Roles & Responsibilities
- Implementation guidelines
- Engaging the union

### **INTRODUCTION TO THE FIVE KEY LEVELS OF DEFENSE**

There are five key levels of defense that must be included in your 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
- Integrating your defenses into RP-755
- Rationalizing the "shoulds" and "shalls"

A FEW OF THE  
COMPANIES WE'VE  
ASSISTED:



## **BUILDING THE FIVE LEVELS OF DEFENSE**

This presentation provides an in-depth look at each level of defense relative to RP-755

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

## **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 despite organizational resistance
- How to determine the best shift/duty patterns for your operation
- How to address points of vulnerability in your schedules
- Effective methods for delivering recurrent training
- Overcoming implementation obstacles
- Working together with unions to advance common objectives

## **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
- Establishing metrics to assess FRMS
- Specs for an effective schedule management/compliance software
- Data collection and reporting

Air Liquide  
American Airlines  
Amgen  
Barrick Goldstrike  
BHP Billiton  
BP North America  
CN Rail  
Caterpillar  
Chevron  
ConAgra  
Dart Transit  
Duke Energy  
Dupre Transport  
Eaton Automotive  
Eli Lilly & Company  
Energy  
ExxonMobil  
Genentech  
General Electric  
General Mills  
International Paper  
Kraft Foods  
Lincoln Electric  
LyondellBassell  
MeadWestvaco  
Milliken Textiles  
Mobil Chemicals  
National Grid  
Nordyne  
Peabody Energy  
Pfizer  
Qimonda Semiconductor  
Quad Graphics  
Reckitt Benckiser  
Rio Tinto  
Schlumberger  
Shell Refining and Pipeline  
Siemens  
Southern Cal Edison  
Tesero  
Three Mile Island  
Tidewater Marine  
ThyssenKrupp Waupaca  
Toyota Automotive  
TPC Group  
Transocean  
Unilever  
Valero Energy  
Walmart Aviation  
Welded Tube of Canada  
Weyerhaeuser

# In a Sticky Situation Right Now?

Some times problems are pressing, and you just can't wait for a workshop. 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.

## About CIRCADIAN®

CIRCADIAN® is the pioneer and leading research, consulting and technology firm in the field of shiftwork, 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 optimization 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.

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>**