

SAFETY ASIA SUMMIT 2015

Creating a High Performance & Sustaining Health, Safety & Wellbeing Culture

9th (Mon) to 12th (Thu) March, 2015
Park Royal, Kuala Lumpur

FOR THE FIRST TIME TWO EXCLUSIVE CASE STUDIES FROM UK AND AUSTRALIA ON WELLBEING.

Featuring Expert Presentations by:



DR CHRIS DARLING MBBS, MSC (OCCUP MED), FAFOEM
Director, OHS Leadership, Australia
(Former Manager, Safety, Health & Risk for BlueScope Steel)



MOHAMMAD FAHMI HUSSEIN
Regional Head of EHS - Middle East & India
ALSTOM Thermal Power/Gas Business, UAE



CHRIS JONES MA MSC FRSPH
Head of Health and Wellness Strategy
Network Rail, UK



DR MANVENDER KAUR
Universiti Utara Malaysia
Malaysia



THERESSA HINES
CEO, Employer Global Solutions, Australia
(Former global Director of EHS for Electrolux Group)
Winner of Telstra Business Women's Awards 2011



KEVIN JONES
Specialist Safety Adviser & Freelance Writer
Australia



SANTOKH SINGH
QHSE Head, Transfame Sdn Bhd, Malaysia
(Former Senior Manager QHSE, MMHE)



DANIEL HUMMERDAL
Safety Innovation Leader
Thiess, Australia



JOHN GREEN
HSEQ Director
Laing O' Rourke, Australia

2-Day Post Conference Workshop
11th (Wed) & 12th (Thu) March, 2015

ACHIEVING SAFETY EXCELLENCE

Mindful Safety Leadership & Behaviours For Sustainable Success

Moderated by Dr Chris Darling

Organised by



Registered with



For Further details please contact
Frontier In Knowledge International

Tel: (603) - 9200 8500

Fax: (603) - 92811176

vanan@fikintl.com

www.fikintl.com

8.15 - 9.00 REGISTRATION AND MORNING COFFEE

9.00 - 9.10 OFFICIAL WELCOME AND OPENING REMARKS FROM THE CHAIRMAN

**9.10 - 10.15 OPENING KEYNOTE: LOOKING AHEAD IN OHS
WHAT MAKES HIGH PERFORMING, SUSTAINABLE ORGANISATIONS?**

- The concept of "Safety" must be broadened, "Zero Harm" what it means
- What happens when accountability, trust and communication are combined
- What is being done well and what is not done well, where the spotlight should be
- Clearing the haze on how and why health issues are addressed
- Weighing Quality and Quantity when searching for and using KPIs
- Total workforce productivity and recordable injuries, where the focus should be

Dr Chris Darling, OHS Leadership, Australia



10.15 - 10.35 MORNING COFFEE BREAK



CONTINUOUS
COMMITMENT
TO SAFETY
IMPROVEMENT -
WHAT GOT
YOU HERE
WILL NOT GET
YOU THERE



HEALTH
&
SAFETY

SAFETY IN CRISIS

10.35 - 11.35

LET'S TALK ABOUT SUCCESS: ALIGNING SAFETY WITH PRODUCTIVITY

- Is safety the absence of failure, or the presence of success?
- Beyond the war on error - helping people to finish the design
- Keeping the discussion about work alive
- Engaging employees for high performance
- A new role for safety professionals

Daniel Hummerdal, Safety Innovation Leader, Thiess, Australia



11.35 - 12.45

SAFETY IN CRISIS – A COMPELLING CASE FOR CHANGE

In many ways, safety is in a crisis. The ideas that have taken us to where we are today also seem to be what is inhibiting further progress. The doctrine of separating people from danger by implementing increasing layers of constraint may have once yielded positive returns. But in today's fast changing, globalised, competitive, and technology-driven world, such notions are increasingly 'inadequate', impotent and counterproductive.

This session will examine;

- Why we believe what we do about safety
- Current myths, misconceptions and assumptions that inhabit the safety world
- Ways of breaking out of the current paradigm

John Green, HSEQ Director, Laing O'Rourke, Australia



12.45 - 2.00 NETWORKING LUNCH / ZOHOR PRAYERS

2.00 - 3.05

"WAYS OF SEEING" - WHY THE HUMANITIES ARE IMPORTANT FOR EFFECTIVE SAFETY MANAGEMENT

Workplace safety is often described as a science. There is an attraction in the clarity of cause and effect, and in compliance with the laws of Nature and humanity. But innovation often comes from a new way of looking at established thought. This presentation will look at how a perspective from the Humanities could benefit the safety professional and the profession itself and include, amongst other topics:

- "Ways of Seeing" - the importance of John Berger's work
- The importance of language in the reframing of Safety
- Writing about safety as a professional development tool
- Safety leadership and classical literature
- Embracing the importance of stories

Kevin Jones, Freelance Writer & OHS Adviser, Australia



3.05 - 4:10

**BUILDING AND IMPLEMENTING A CORPORATE WELLBEING PROGRAM:
SHARING AN AUSTRALIAN EXPERIENCE**

- Is employee health and wellbeing just a 'fad' or does it reap financial, physical and mental health improvements for the organisation?
- Can it positively impact the business bottom line?
- Key indicators and metrics that highlight that health and wellbeing may be a current issue in your organisation
- How to internally promote and 'sell' the program, gain and maintain momentum
- 'Join the Movement' – implementing high calibre health and wellbeing programs and 'real life' case studies/results

**Theresa Hines, Employer Global Solutions, Australia
(Former global Director of EHS for Electrolux Group)**



ROI on WELLBEING

A team of Harvard researchers reviewed 36 rigorous studies of the financial pay-offs of workplace health (Wellbeing) promotion. They found that health care costs fell by an average of **\$3.27**

for every dollar invested and absenteeism costs fell by **\$2.73** for every dollar spend.

4:10 - 4.30 AFTERNOON TEA BREAK

4.30 - 5:10 INTERACTIVE PANEL DISCUSSION

5:10 END OF DAY ONE

8.15 - 9.00 SIGNING-IN AND MORNING COFFEE

DAY 2 - 10th (Tue) March

9.00 - 10:30

**NETWORK RAIL WELLBEING JOURNEY:
THE LAST 2 YEARS - WHERE WE WERE AND WHERE WE ARE HEADING**

- Network Rail – Who we are, what we do?
- Health v Wellbeing – is it time to change our approach?
- Our business case for Health and Wellbeing commitment
- Network Rail's 10-year Health and Wellbeing strategy
- Our 'Integrated Plan' – turning strategy into reality
- Taking a pragmatic approach to influencing employee Health and Wellbeing
- How the Health and Wellbeing department work within Network Rail Safety, Technical and Engineering (STE) function

Chris Jones, Head of Health and Wellness strategy, Network Rail, UK

Chris is leading a 10-year
"Health & Wellbeing" Strategy
across Network Rail, consist of
34,000 employees!

10.30 - 10.50 MORNING COFFEE BREAK

10.50 - 12.00

**Risk Communication in Safety -
Do certain professionals communicate
differently at workplace?**

- What is Risk Communication in Safety?
- The fundamentals of Risk Communication Theory
- Guiding principles of Risk Communication
- Research findings:
 - The importance of workplace communication
 - Do engineers communicate differently at workplace?
 - The written and verbal communication

Dr Manvender Kaur, University Utara Malaysia, Malaysia

Workplace communication skills are crucial, lack of which may lead to fatal consequences in terms of loss of lives and disengagements of business orientations. The importance of workplace communication can be linked to the occurrences of workplace accidents. Almost every workplace accident can be traced back to poor communication skills, be it in the form of spoken communication or the written communication used.

Scott Geller (2005) points out, "...the status of safety in your organisation is largely determined by how safety is talked about, from the boardroom to the break room". With relevance to safety issues, for the first time, a study on how professionals from a selected work community, communicate and execute important work-related instructions in the written form, and how these instructions can easily be misinterpreted, will be shared during this session.



12.00 - 12:45

TELL & SHARE – TIME FOR DELEGATES TO SPEAK

Tracking back on the delegates who have attended our HSE events for the past 17 years we could easily conclude that our delegates are well exposed and come with wealth of HSE experience. As the main objective of this platform is for participants to gain as much as possible on HSE strategies, skills, and make positive change at their workplace we have allotted this session for our delegates to "Tell and Share". This unique opportunity allows our delegates to share some of their HSE initiatives and strategies implemented in the last 12 months and changes it brought to their workplace.

TELL
&
SHARE

12.45 - 2.00 NETWORKING LUNCH/ZOHOR PRAYERS

2.00 - 3:15

The increasing demand and in-flow of low-waged semi and unskilled foreign workers in various key sectors mainly, manufacturing, construction, oil & gas and plantation has formed a distinctive characteristic of the industry's labour market in recent years. According to National Council of Professors deputy Secretary-General Prof Dr Kamaruddin M.Said an estimate of 5.8 million foreign workers are already in the country and forecasted an additional 2.7 million foreign workers are required in the labour-intensive sectors.

With this influx of foreign workers, the psychology of workplace safety and cross-cultural misunderstandings occurs which can impede the Safety Climate, safety behavioural and performance of health and safety settings. Furthermore, clear communication is critical in Safety but almost all foreign workers are only fluent in their native language thus the challenge faced by HSE managers becomes unimaginable. In this presentation, shared for the first time, you will hear the findings on how Malaysia Marine and Heavy Engineering (MMHE) with over 6,000 indirect multinational workforce, has to undertake a comprehensive research to understand why miscommunication continues to take place despite clear and concise Safety instructions (both written and spoken) are provided. And based on their findings the immediate different approaches taken to improve Safety at their workplace.

Enhancing Safety Communication & Engagement in a Multinational Workforce "MMHE Model & Case Study"

- Background of the Study before efforts and strategies initiated by MMHE to reduce Occupational harm
- Revisiting experts' views on Occupational Harm / Human factor / Organizational behavior / Safety Communication / Multinational Workforce
- Despite all controls in place why harm still occur – identifying the root cause of the 'gaps' by analyzing data and statistics
- Research Methodology on the level of understanding to written work instruction
- Research Findings – Level of compliances to written work instruction
- Research Recommendation – Pictorial work instruction Model, what was the outcome

Santokh Singh, QHSE Head, Transfame Sdn Bhd

3:15 - 3.35 AFTERNOON TEA BREAK

3:35 - 4:45

Understanding Local Culture and Safety Performance.

- What is Culture? Understanding the key elements that form any culture.
- How Culture works? Manifestation of Culture
- Reflection of Culture on Safety Culture, how similar they are.
- Demonstrating 3 real case studies about improving safety performance through better understanding of the local culture (with video).

Mohammad Fahmi Hussein' Regional Head, EHS - Middle East & India, Alstom Thermal Power/Gas Business, UAE

Mohammad is one of the most influential and successful EHS leaders and managers in the Middle East; winning several global and regional EHS awards for his organizations and recently nominated as one of top 5 for SHP IOSH award under the category of "Achiever of The Year."



4.45 - 5:00 CHAIRMAN'S CLOSING REMARKS AND END OF CONFERENCE

WORKSHOP OUTCOMES:

1. Provide a clear picture of what constitutes Excellence
2. Define Mindfulness and clearly relate it to behaviours
3. Obtain a clear understanding of key HSE Leadership behaviours
4. Comprehend what makes up a high performing safety culture and the importance of planning the culture you want to achieve
5. Grasp the essential tools that Line Managers need to utilise to help them drive towards a safety excellence in order to deliver superior outcomes
6. Develop personal commitments that will drive leadership behaviours over the next 12 months

DAY 1

Opening Comments, Workshop expectations and Overview

Map out the desired outcomes for the next 2 days

Making clear the final outcome required to assist attendees in focusing on what they need to do throughout the session

Participants completing Workbook (to be provided)

Setting the Scene.

- What does Safety Excellence look like, how to you obtain and maintain Safety Excellence
 - Will involve use of the Keypads for feedback
 - Case Study 1 – Key components of Safety Culture in a Heavy Manufacturing Industry

MINDFULNESS IN A SAFETY EXCELLENCE ENVIRONMENT

- Accountability, Responsibility and Authority
 - how these 3 functions relate to their role as line managers and safety leaders
 - Case Study 2 – How does accountability actually work in a high Performing Business

SAFETY LEADERSHIP PRINCIPLES, BEHAVIOURS AND VALUES THAT LEADERS MUST DEFINE

- Key qualities of Safety Leadership, identifying the current shortfalls at workplace and what need to be done differently
- Case Study 3 – Am I a Safety Leader or do I coach others to be effective Safety Leaders?
- (Individual and group work session)

MINDFUL LEADERSHIP

- Components of Mindful Leadership: Mindful of Self, for Others and mindful of “What Can Go Wrong”
- Summary - Top 10 Safety Leadership Tips for Line Managers

SAFETY OBSERVATIONS

- Provide a brief overview of why and how to undertake a Safety Observation.
 - Look to know, learn to understand and fix to prevent
- Final Activity of the day, participants to analyse strengths and weaknesses on their current HSE execution strategies

DAY 2

EMPLOYEE ENGAGEMENT

- Safety Champions, Followers & Disbelievers
- Case Study – How to successfully engage employees in improvement projects

TOOL BOX TALKS

- Prestart meetings
 - What makes a quality toolbox talk?
 - How are people coached and mentored to deliver high quality toolbox talks

SETTING THE VISION; DEFINING WHAT SAFETY EXCELLENCE SHOULD LOOK LIKE

- This follow through session from Day One will set out to challenge attendees to clearly define the “Required OHS State” that their organisations should look like in 3 years

THE MIX BETWEEN; LEADERSHIP, SYSTEMS AND BEHAVIOURS

- Why & how all these 3 crucial factors must be balanced
- OHS systems: how to keep it simple, effective and efficient
- Outcomes and Processes: where the focus should be to ensure long term success

COACHING FOR SUCCESS, HOW TO:

- Set and maintain standards
- Set, track and achieve OHS targets
- Recognise and reward desired behaviours
- Coaching your employees for success

PLANNING AND VERIFYING FOR SUCCESS

- necessity for planning for success
- verification and governance activities that is necessary
- Distinction between: Auditing/inspections and Safety Observations

PULLING IT ALL TOGETHER

- Individual & Group Work - “What am I going to do differently from here on to assist my organisation develop Safety Excellence?”
- Attendees will be provided with a proforma to assist them to focus their attention on certain details
- Feedback and discussion on Individual work
- Each attendee to present (for 5 mins) on what they are going to do differently following this course
- Feedback from moderator

Safety Excellence



Safety Leadership

Mindful

Employee

Engagement

YOUR WORKSHOP LEADER - DR CHRIS DARLING MBBS, MSC (OCCUP MED), FAFOEM

Dr Darling is the founder and director of a leading safety consulting firm providing advice to organisations on establishing and embedding high performing safety cultures capable of obtaining superior outcomes. Chris has worked in a variety of industries including heavy manufacturing, oil and gas, mining and service industries and has provided assistance to companies across a broad geographical range including, Australia, USA, Vietnam, South Korea, China and Bangladesh.

Prior to establishing OHS Leadership Chris was employed by BlueScope as the Manager, Safety, Health & Risk where he assisted in establishing the safety leadership practices that led to BlueScope Steel being recognised as a world leader in safety in the Steel Industry. This is a large heavy manufacturing industry with sites in the Illawarra (NSW), Western Port (Victoria) and New Zealand, with a wide range of process, task and health based risks. The businesses employed over 6,500 employees and approximately 3,000 FTE contractors.

Since leaving BlueScope Steel Chris has worked with a variety of organisations and has continued his relationship with POSCO (South Korean steelmaking Company), where he is invited to visit on a regular basis to coach their leaders in achieving high quality safety outcomes.

Chris has also been a member of an Expert Panel established to assist the Commissioner investigating a serious train accident in Australia. As a qualified Medical specialist Chris is well placed to discuss the benefits that arise from the consideration of the key element in any safety program, involving the people and how to work with employees to maximise their engagement and involvement.



Some of our delegates' testimonials on workshops moderated by Chris

"I felt this is a valuable course for everybody. I really enjoyed it."
MTBE

"Workshop has been fun and engaging ...while enlightening."
HSE, Malaysia LNG

This program should be extended to all management team.
**OSH Manager,
Petronas Penapisan Terengganu**

"Rated perfect '10' for both presentation and content."
HSE Manager, Lafarge

"Wonderful Event"
Petra Resources

"Totally changed my perception on BBS."
HSE, Philip Morris

"Good workshop and value for money."
HSE, Petronas Penapisan

"Very Good!"
Lynas, Malaysia

"Good! Well Done!"
HSE Manager, Weir Minerals

"Eye Opener workshop and has aggressive impact."
HSE, Murphy Sarawak Oil

"It is a very good and informative training session."
**EHS Engineer,
Malaysian Automotive Lighting SB**

"Rated perfect '10' for both presentation and content."
Malaysia LNG



WORKSHOP TIMING FOR BOTH DAYS:

08:00 AM	Registration
09:00 AM	Workshop commences
10:30 AM	Morning Refreshments (20 minutes)
12:45 PM	Networking Luncheon
02:00 PM	Workshop Resumes
03:30 PM	Afternoon Refreshment (20 minutes)
05:00 PM	Workshop Ends

WHO WILL/SHOULD ATTEND

Heads, Directors, Managers, Executives and Advisor for:

- Health, Safety & Environment (HSE)
- Occupational Health & Industrial Hygiene (OHIH)
- Health & Wellbeing
- Safety Committee
- Risk Managers/Engineers/Operations/Line & Shift
- Human Resource, General Manager and CEOs

DELEGATE PARTICIPATION AND ELECTRONIC KEY PADS USED AT THE WORKSHOP

Dr Darling believes highly interactive workshops deliver great value for the delegates. He has a unique way to get his delegates to participate - Electronic Key Pads. This device is given to delegates at the beginning of the workshop. To check on the level of participants understanding, Dr Darling asks questions related to the areas he has covered at end of each session. The delegates answer the questions anonymously using the key pad. Instantaneously the system summarizes the answers providing accurately the consensus of the group. Delegates are able to compare their answers and seek clarification when their answers deviate from the group. The delegates can expect several group exercises and continuous flow of questions in this two days intensive coaching. During the session you are highly encouraged to share the issues and challenges encountered at your work place. Dr Darling will conclude the session by providing his insights on solving the situation.