



## COURSE OVERVIEW HE1864-4D Conduct of Operations & Operational Discipline

### Course Title

Conduct of Operations & Operational Discipline

### Course Date/Venue

November 11-14, 2024/Al Aziziya Hall, The Proud Hotel Al Khobar, Al Khobar, KSA

### Course Reference

HE1864-4D

### Course Duration/Credits

Four days/2.4 CEUs/24 PDHs



### Course Description



***This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.***

This course designed to provide participants with a detailed and up-to-date overview of Conduct of Operations and Operational Discipline. It covers the basic COO/OD concepts and implement the COO/OD systems; the relationship of other management system frameworks including the benefits and evolution of COO/OD systems; the leadership's role and commitment, achieve greatness with COO/OD and identify leadership's role in instituting COO/OD; the acceptable limits, consistently enforce expectations and monitor performance data; the status and progress, sustain performance and consider the impact of a catastrophic event; the COO/OD across a global workforce and identify human behavior issues and human errors.



Further, the course will also discuss the COO/OD systems prevent and mitigate human errors and recognize the relationship between COO/OD and other human performance tools; the behavior-based programs, antecedent-behavior-consequence programs and human performance technology approach; the everyone involved in human factors and measure human factors metrics; the key attributes of COO and process safety management; COO principles to process safety management systems and COO foundations and risk significance; the standards supporting the organization's mission and provide the resources and time necessary to complete tasks within standards.





During this course participants will learn to competency across the organization and competency across the organization; the authority/accountability, carryout communications, logs and records training, skill maintenance, and individual competence and compliance with policies and procedures; the safe and productive work environments, aids to operation, intolerance of deviations, task verification, supervision and support; the worker fatigue, safe operating limits, and equipment monitoring and condition verification ; the organizational attributes like leadership, team building, and compliance with procedures; the individual attributes including knowledge, commitment, awareness, and attention to detail; the effective COO/OD Systems, develop a plan and set consistent performance expectations; the management leadership and commitment as well as long term sustainability and consistency; the milestone and push to achieve them, implement the plan and start with the benefits; the performance standards and adapt the approach to site specific conditions; the progress using metrics, audit results, incident investigations, and other tools; and the current status and gasps common implementation problems, prioritize improvement opportunities and apply different roles within the organization.

### **Course Objectives**

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on conduct of operations and operational discipline
- Discuss basic COO/OD concepts and implement the COO/OD systems
- Recognize the relationship of other management system frameworks including the benefits and evolution of COO/OD systems
- Categorize leadership's role and commitment, achieve greatness with COO/OD and identify leadership's role in instituting COO/OD
- Define acceptable limits, consistently enforce expectations and monitor performance data
- Implement status and progress, sustain performance and consider the impact of a catastrophic event
- Implement COO/OD across a global workforce and identify human behavior issues and human errors
- Explain how COO/OD systems prevent and mitigate human errors and recognize the relationship between COO/OD and other human performance tools
- Carryout behavior-based programs, antecedent-behavior-consequence programs and human performance technology approach
- Get everyone involved in human factors and measure human factors metrics
- Recognize the key attributes of COO and process safety management
- Apply COO principles to process safety management systems and COO foundations and risk significance
- Establish standards supporting the organization's mission and provide the resources and time necessary to complete tasks within standards
- Ensure competency across the organization and competency across the organization
- Clear authority/accountability, carryout communications, logs and records training, skill maintenance, and individual competence and compliance with policies and procedures

- Discuss safe and productive work environments, aids to operation, intolerance of deviations, task verification, supervision and support
- Manage worker fatigue, safe operating limits, and equipment monitoring and condition verification
- Carryout organizational attributes like leadership, team building, and compliance with procedures
- Focus on individual attributes including knowledge, commitment, awareness, and attention to detail
- Implement and maintain effective COO/OD Systems, develop a plan and set consistent performance expectations
- focus on management leadership and commitment as well as long term sustainability and consistency
- Set a few milestone and push to achieve them, implement the plan and start with the benefits
- Communicate, implement and enforce performance standards and adapt the approach to site specific conditions
- Monitor progress using metrics, audit results, incident investigations, and other tools
- evaluate current status and gasps common implementation problems, prioritize improvement opportunities and apply different roles within the organization

### **Exclusive Smart Training Kit - H-STK®**



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

### **Who Should Attend**

The course provides advanced details of all significant aspects and considerations of conduct of operations (COO) and operational discipline (OD) and risk management strategies for operation superintendents, engineers, supervisors, team leaders, board operators (DCS/Panel Operators) and operation operators.

### **Training Methodology**

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos


In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

### Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

### Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.4 CEUs** (Continuing Education Units) or **24 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

### Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

### Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



**Mr. John Burnip**, EHS, SAC, STS, NEBOSH-ENV, NEBOSH-IGC, NEBOSH-IFC, NEBOSH-PSM, NEBOSH-IOG, TechIOSH, is a **NEBOSH Approved Instructor** and a **Senior HSE Consultant** with over **50 years** of practical **Offshore & Onshore** experience within **Oil, Gas, Refinery, Petrochemical** and **Nuclear** industries. His wide experience covers **NEBOSH** International General Certificate in Occupational Health & Safety, **NEBOSH** National Certificate in Construction Health & Safety, **NEBOSH** Certificate in Process Safety Management, **NEBOSH** Environmental Management Certificate, **NEBOSH** Certificate in Fire Safety, **NEBOSH** International Oil & Gas Certificate, **PHA, HAZOP, HAZCOM, HAZMAT, HAZID, Hazard & Risk Assessment, Emergency Response Procedures Behavioural Based Safety (BBS), Confined Space Entry, Fall Protection, Emergency Response, H<sub>2</sub>S, Safety Management System (ISO 45001), Accident/Incident Investigation System and Report PSM, Risk Assessment, SCE FMEA Failure Investigations, Site Management Safety Training (SMSTS), Occupational Health & Safety and Industrial Hygiene, Crisis Management & Damage Control in Oil & Gas Industry, Enhancing HSSE Safety Performance & Effectiveness, Overhead & Gantry Crane Safety, HSSE Principles & Practices Advanced, Lifting & Rigging Equipment Lifting Tackles Inspection License/Relicense, API 780 Security Risk Assessment Methodology for Petroleum & Petrochemical, Advanced Process Safety Management with PHA, Quantitative and Qualitative Risk Assessment, IADC/API Mobile Drilling Rig Inspections, Maintenance and Audits, H2s Training and Rescue with Respiratory Equipment, Job Safety Analysis (JSA), Work Permit & First Aid, Project HSE Management System, Health & Hygiene Inspection, PTW Control, Process Modules Fire & Gas Commissioning, MSDS, Ergonomics, Lockout/Tagout, Fire Safety & Protection, Spill Prevention & Control, Tower & Scaffold Inspection, Scaffolding Operations, Scaffolding Equipment, Bracket Scaffolds, Scaffolding Labelling, Pre-fab Scaffolding; Erecting, Maintaining & Dismantling Scaffolding in accordance with the **British Standards Code of Practice 5973; Heavy Lifting** operations, Cantilevered Hoists, **Offshore** Operations, **Offshore** Construction, Basic **Offshore Safety** Induction & Emergency Training (BOSIET), **Onshore** Fabrication & **Offshore** Pipelaying & Hook-Up, **Crane** Inspection, **Crane** Operations, Oilfield Startup & Operation, Steel Fabrication, OSHA, **ISO 9001, ISO 14001, OHSAS 18001** and **IMO (SOLAS)** Regulations. Mr. Burnip has greatly contributed in upholding the highest possible levels of safety for numerous International Oil & Gas projects, Generation Systems & Platform Revamp, LPG & Gas Compression, Marine, Offshore and Power Plant Construction. Currently, he is the **HSE Advisor** of Solvay wherein he is responsible in planning and implementation of the corporate safety program (OSHA codes).**

During Mr. Burnip's long career life, he had successfully carried out numerous projects in **Europe, North America, South America, Southeast Asia, Middle East** and the **North Sea**. He had worked for Delta Offshore Group, Solvay Asia Pacific, Likpin Dubai, SADRA/DOT, **ZADCO, McDermott** International (USA, Qatar, Egypt, India, Oman, Dubai and Abu Dhabi), **PDO, Shell, ARAMCO**, Salman Field, Leman Offshore Gas Field, GEC, Harland & Wolff PLC Belfast in North Ireland, Howard Doris – Kishorn in Scotland, **Westinghouse** Electric in Brazil and South Korea and **Chevron** Oil in Scotland as the **Commissioning Project Engineer, Project & Safety Engineer, Estimating Engineer, Senior Instrument Engineer, Instrument Field Engineer, Lead Instrument Engineer, Instrument Engineer, Engineer, Emergency Response Training Manager, HSE Advisor, HSE Instructor, HSE Supervisor, Instrumentation Supervisor, Instrumentation Specialist, Project Coordinator, Instrumentation Technician** and **Tank Farm Instrumentation Technician**.

Mr. Burnip has a **Bachelor's** degree in **Business Studies** from the **Somerset University (UK)**. He is a **Certified/Registered Tutor** in **NEBOSH** Certificate in Environmental Management, **NEBOSH** International General Certificate, **NEBOSH** International Certificate in Fire Safety & Risk Management, **NEBOSH** Process Safety Management Certificate and **NEBOSH** International Oil & Gas Certificate; a **Certified Safety Auditor (SAC)**; a **Certified ISO 45001 Auditor**; an **Environmental Health and Safety Management Specialist** on Fall Protection, Elevated Structures, Material Handling, Trenching & Excavations; a **Welding Brazing Safety Technician**; a **Certified Safety Administrator (CSA)** - General Industry; a **Safety Manager/Trainer** – General Industry; a **Petroleum Safety Manager (PSM)** - Drilling & Servicing; a **Petroleum Safety Specialist (PSS)** - Drilling & Servicing; a **Safety Planning Specialist**; a **Safety Training Specialist**; a **Certified Instructor/Trainer**; a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)** and further holds a Certificate in **Mechanical Engineering Craft Practice** from the **City & Guilds of London Institute**; a **NEBOSH Level 3 Construction Certificate (UK)**; and holds a **Cambridge Teaching Certificate**. He is a well-regarded member of the **National Association of Safety Professionals**, the **Association of Cost Engineers (UK)**, **Institution of Occupational Safety & Health (TechIOSH)** and an **Associate Member** of **World Safety Organization**. Further, he has conducted innumerable trainings, workshops and conferences worldwide.

**Course Fee**

**US\$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

**Course Program**

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

**Day 1: Monday, 11<sup>th</sup> of November 2024**

0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	<b>PRE-TEST</b>
0830 – 0930	<b>What is COO/OD</b> Basic COO/OD Concepts • Implementation of the COO/OD System • Relationship to Other Management System Frameworks
0930 – 0945	Break
0945 – 1100	<b>Benefits of COO/OD</b> Objectives of COO/OD • Evolution of COO/OD Systems • Conduct of Operations & Operational Discipline
1100 – 1230	<b>Leadership's Role &amp; Commitment</b> Achieving Greatness with COO/OD • Disciplined People • Disciplined Thought • Disciplined Action • Leadership's Role in Instituting COO/OD • Clearly • Define Expectations • Clearly Define Acceptable Limits •
1230 – 1245	Break
1245 – 1420	<b>Leadership's Role &amp; Commitment</b> Consistently Enforce Expectations • Monitor Performance Data • Verify Implementation Status and Progress • Sustain Performance • Consider the Impact of a Catastrophic Event • Implement COO/OD across a Global Workforce
1420 – 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day One

**Day 2: Tuesday, 12<sup>th</sup> of November 2024**

0730 – 0900	<b>The Importance of Human Factors</b> Human Behavior Issues • What is a Human Error? • Common Misconceptions about Human Performance • Categories of Human Errors
0900 – 0915	Break
0915 – 1100	<b>The Importance of Human Factors (cont'd)</b> Human Error Initiators • How Does a COO/OD System Prevent & Mitigate • Human Errors? • Relationship between COO/OD & Other Common Human Performance Tools • Behavior-Based Programs • Antecedent-Behavior-Consequence Programs



1100 – 1230	<b>The Importance of Human Factors (cont'd)</b> Human Performance Technology Approach • Getting Everyone Involved in Human Factors • Human Factors Metrics
1230 – 1245	Break
1245 - 1420	<b>Key Attributes of Conduct of Operations</b> COO Applied to Process Safety Management Systems • COO Foundations: Understand Risk Significance • Establish Standards that Support the Organization's Mission and Goals • Understand What can be Directly Controlled and What can Only be Influenced • Provide the Resources and Time Necessary to complete Tasks within Standards
1420 - 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

**Day 3: Wednesday, 13<sup>th</sup> of November 2024**

0730 – 0930	<b>Key Attributes of Conduct of Operations (cont'd)</b> Ensure Competency Across the Organization • Perform Critiques & Take Corrective Action • People: Clear Authority/Accountability • Communications, Logs and Records • Training, Skill Maintenance, and Individual Competence
0930 – 0945	Break
0945 – 1100	<b>Key Attributes of Conduct of Operations (cont'd)</b> Compliance with Policies & Procedures • Safe & Productive Work Environments • Aids to Operation - the Visible Plant • Intolerance of Deviations • Task Verification • Supervision/Support • Assigning Qualified Workers • Access Control • Routines
1100 – 1230	<b>Conduct of Operations &amp; Operational Discipline</b> Process Management system • Worker Fatigue/Fitness for Duty • Process Capability • Safe Operating Limits • Limiting Conditions for Operation • Asset Ownership/Control of Equipment
1230 – 1245	Break
1245 - 1330	<b>Conduct of Operations &amp; Operational Discipline (cont'd)</b> Equipment Monitoring • Condition Verification • Management of Subtle Changes • Control of Maintenance Work • Maintaining the Capacity of Safety Systems • Controlling Intentional Bypasses and Impairments Systems
1420 - 1430	<b>Recap</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

**Day 4: Thursday, 14<sup>th</sup> of November 2024**

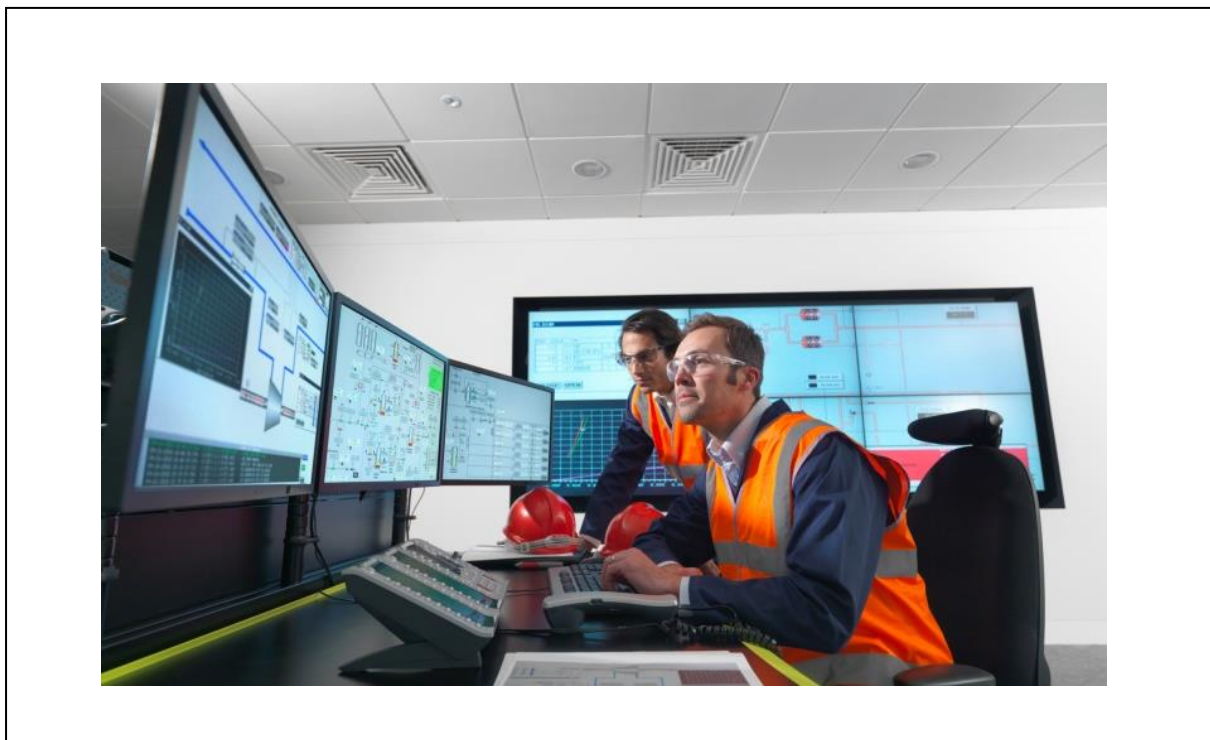
0730 – 0930	<b>Key Attributes of Operational Discipline</b> Organizational Attributes • Leadership • Team Building and Employee involvement • Compliance with Procedures and Standards • Housekeeping • Individual Attributes • Knowledge • Commitment • Awareness • Attention to Detail
0930 – 0945	Break



0945 – 1100	<b>Implementing &amp; Maintaining Effective COO/OD Systems</b> Develop a Plan • Set Consistent Performance Expectations • Focus on Management Leadership & Commitment • Focus on Long-Term Sustainability & Consistency • Set a Few Milestones and Push to Achieve Them • Implement the Plan • Start with the Benefits - What's in It for the Workers? • Communicate Performance Standards • Implement and Enforce Performance Standards • Adapt the Approach to Site-Specific Conditions • Monitor Progress
1100 – 1230	<b>Implementing &amp; Maintaining Effective COO/OD Systems (cont'd)</b> Use of Metrics • Use of Audit Results • Use of Incident Investigations • Use of Other Tools • Adjust the Plan & Continuously Improve
1230 – 1245	Break
1245 - 1345	<b>Implementing &amp; Maintaining Effective COO/OD Systems (cont'd)</b> Evaluate Current Status and Gaps • Common Implementation Problems • A Maturity Model for COO/OD (Current Status and How to Proceed) • Prioritizing Improvement Opportunities • Application to Different Roles
1345 - 1400	<b>Course Conclusion</b> Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course
1400 – 1415	<b>POST TEST</b>
1415 – 1430	Presentation of Course Certificates
1430	Lunch & End of Course

**Practical Sessions**

This practical and highly-interactive course includes real-life case studies and exercises:-



**Course Coordinator**

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