

HSE North America Virtual Congress 2021

Part of HSE Global Series

Programme – All times in CT (Central Time)

<p>16:00 – 17:00 Tuesday 15th June</p>	<p>Pre-Event Session 1 Hosted by: Anna Keen, Acre Frameworks Title: Developing Safety Professionals Differently Overview: HOP, Safety II, Safety Differently....no matter your approach, one of the key blockers to embedding change is the beliefs, skills and behaviours of your EHS function. Neglect to develop and challenge your EHS professionals and any desire to make a difference within your business will be limited. This interactive session aims to explore what progressive EHS professionals are doing to equip themselves and those in their teams with the skills to make impact.</p>
<p>16:00 – 17:00 Thursday 17th June</p>	<p>Pre-Event Session 2 Hosted by: Teresa Swinton, Founder, Paradigm Human Performance Sam Goodman, The HOP Nerd Title: The Safety Sucks Manifesto Overview: During this session, Teresa Swinton and Sam Goodman (aka The HOP Nerd) will discuss some of the reasons why the safety industry actually sucks and what we, as a profession can do today to make life and work more enriching and fulfilling for the next generation of Practitioners.</p>
<p>EVENT STARTS – Tuesday 22nd June 2021 <i>Leadership, Human Performance</i></p>	
<p>09:05 – 09:15 (10 Minutes)</p>	<p>Welcome to the congress Hosted by: Elliot Cunningham</p>
<p>09:15 – 10:15 (60 Minutes)</p>	<p>Opening Panel Discussion Moderated by: Bob Moschetta, Paradigm Human Performance Panellists:</p> <ul style="list-style-type: none"> • Joe Gallagher, Sr. Mgr HSE&Q, PHI Air Medical • Larry Abernathy, CEO, Davey Tree Service • Ajay Shah, Manager, Human and Organizational Performance (CTC HSE), Chevron • Chip Stanley, Sr. Safety Specialist, Pacific Electric & Gas

	<p>Topic: Leading Safely</p> <p>We will examine Safety Leadership from 2 perspectives, the team that you lead and the team you are a member of.</p> <p>Many safety leaders are now part of the executive team who report to a CEO, COO, or VP. This is the group that has the greatest impact on the success of our HSE processes or any change to traditional approaches or concepts that we are proposing. Now that we have a seat at the executive table, what are we going to do?</p> <p>We will take a closer look at how safety leaders interface & develop partnerships with executives, & Sr operations leaders and how these partnerships impact the team they lead, the safety organization. This partnership is particularly important, whether we are implementing or improving traditional safety processes or introducing new concepts, such as Human Organizational Performance, Safety II, Safety Differently or other similar approaches. We are challenging the status quo and implementing change.</p> <p>As we all know leadership, culture and our organizations beliefs, values, impact the decisions and actions of our workers, both those that touch and operate equipment as well as the people that design and develop process to execute the work.</p> <p>Most safety leaders tend to spend more time with the team that they lead, usually we select and hire these people, develop HSE processes and tactical execution plans.</p> <p>We need to build relationships with the team that we are a member of and help create a culture where our people can thrive.</p> <p>Key Takeaways</p> <ol style="list-style-type: none"> 1. How to influence the team you are a member of as these relationships are critical successful implementation of the safety processes. 2. How to balance your time with the team that you lead and the team you are a member of. 3. The skill set and aptitudes needed for executive safety leadership.
10:15 – 10:30	Meetings & Networking Break

(15 Minutes)	
<p>10:30 – 11:20 (50 Minutes)</p>	<p>Keynote Session 1 Hosted by: Shane Bush Title: Human Performance: Becoming a World Class Organization</p> <p><i>New View on Managing Human Error and Turning Your Most Valuable Assets (employees) into A Resilient Workforce</i></p> <p>Overview: From the time humans have been introduced into factories, processes and being a part of creating an outcome for companies, they brought with them "human error". Most companies realized right away that human error was a cost to them so they started applying three principles to rid themselves of the human error issue. When an unwanted outcome (accident, product defect, damage) was the result of an error (or mistake), almost all companies adopted a three step process to manage the error. Number 1) Need More Training, if that didn't work 2) Need More Procedures, if that didn't work 3) Behaviour Modification Plan - usually punishment. We fell in Love with these across the World over 100 years ago and still use them for the most part today. They are coined in the phrase "Fix the Worker".</p> <p>Technology has far outran our ability to manage human error with the traditional view of focusing on the worker, when most of our companies and organizations are so complex that we are blind to the organizational processes' role(s) in influencing and usually causing the human error. Join me as I introduce you to companies and sometimes industries (Commercial Airline, Commercial Nuclear Power Plants, Emergency Rooms, US Navy) that have adopted the values of becoming High Reliability Organizations (HRO) and turning the human contribution from a problem (errors) to the best defense you have in becoming a 'World Class Organization' in everything from Safety, Quality and Production.</p> <p>Takeaways:</p> <ol style="list-style-type: none"> 1. Human Performance Tools to help Manage Human Error 2. Human Performance Resiliency Scale to help all aspects of your business 'Fail Safely' 3. The number One thing management can do Immediately to begin their journey on becoming a High Reliability Organisation

<p>11:20 - 11:30 (10 Minutes)</p>	<p>Keynote Breakout Session 1 Hosted by: Shane Bush Overview: Live Q&A with the audience discussing key points of the before session</p>
<p>11:30 - 11:45 (15 Minutes)</p>	<p>Meetings & Networking Break</p>
<p>11:45 - 12:15 (30 Minutes)</p>	<p>Case Study 1 Hosted by: Trevor Bronson, Senior Product Marketing Manager & Strategic Development Manager. Intelex Title: The ESG–EHS Nexus <i>How the Recent Focus on ESG Will Raise the Profile of The EHS Professional</i> Overview: ESG – Environment, Social, and Governance – is all the rage. Whether its attention from investors that see ESG metrics as innovative risk indicators, attention from organizations that want to benchmark ESG performance against peers, or attention from consumers that want to use ESG data to inform purchase behaviors, the ability to collect, report, and improve ESG metrics will be a hallmark of leading businesses in the 2020s and beyond.</p> <p>The thing is: a significant portion of what can be considered ESG metrics are actually EHS metrics that EHS professionals have been managing for decades. And since this data is now in high demand from audiences that can have a material impact on an organization's success and viability, the EHS professional's job has become that much more important.</p> <p>Please join Intelex for a half-hour live session all about the intersection of ESG and EHS. Attendees can expect to learn:</p> <ul style="list-style-type: none"> · What ESG is, and why it's become such a trending topic in the business community · Current EGS priorities companies should address and consider · How the EHS department can play a massive role in facilitating a robust ESG program · What the future holds for the EHS professional and how to position yourself, and your organization, for success
<p>12:15 - 12:30</p>	<p>Meetings & Networking Break</p>

(15 Minutes)	
<p>12:30 - 13:00 (30 Minutes)</p>	<p>Case Study 2 Hosted by: Britt Howard Title: Effective Communication in the Safety Space <i>We will cover the different phases of work that depend on effective communication to support safe outcomes.</i> Overview: Much has been written about effective communication, but my preferred definition is the sharing of information between two or more individuals in which the intended information is <i>properly</i> transferred. In the safety space, effective communication is profoundly important, and the cost of ineffective communication is high. If the sharing of information is not clear, mishaps, accidents, injuries, and deaths can happen. Communication is part of every phase of a work family member's job experience even before the person joins the company. We should consider Job Description, Interview , Onboarding, On the Job training, Scope of work Coaching, mentoring, and performance reviews.</p> <p>Effective communication elements:</p> <ul style="list-style-type: none"> ● Actively listening ● Being approachable ● Displaying empathy or sympathy, ● Using emotional intelligence <p>Safety communication is typically persuasive, across three levels: <i>Logos</i> – Logically appealing to the work family member to listen and embrace the communication (i.e. Providing facts, data, and accident reviews) <i>Pathos</i> – Emotionally appealing to the work family member to listen and embrace the communication (i.e. Connecting the accident to a personal story) <i>Ethos</i> – Ethically appealing to the work family member to listen and embrace the communication (i.e. 10 out of 10 safety professionals agree effective communication is profoundly important in preventing accidents)</p> <p>Key take-ways:</p> <ol style="list-style-type: none"> 1. How important Effective Communication is in the Safety Space

	<ol style="list-style-type: none"> 2. When is Effective Communication necessary 3. What does Effective Communication look like
13:00 - 13:30 (30 Minutes)	Lunch
13:30 - 14:00 (30 Minutes)	<p>Case Study 3</p> <p>Hosted by: Sarah Acton and Michael Phillips, Paradigm HP</p> <p>Title: Obstacles to Organizational Learning</p> <p>Overview: <i>Now that your organization has began the HOP journey, what is preventing execution of learning?</i></p> <p>Leadership often is committed to the implementation of HOP but struggles when the solutions to problems are not simple and involve more large-scale change than expected. Workers make decisions moment by moment, adapting to the emerging complexity. Traditional investigations do not capture the complexity of the system that influences these decisions. HOP approaches to investigations can help shed light on these socio-technical interactions, but the resulting learnings are often difficult to digest. This session will explore some of the obstacles to organizational learning and how we can better manage change to navigate the complexity of work.</p> <p>Key takeaways:</p> <ol style="list-style-type: none"> 1. Understand how expectations can limit learning. 2. Think differently about how we manage change. 3. Ways to create opportunities for people to share realities of work.
14:00 - 14:15 (15 Minutes)	Meetings & Networking Break
14:15 - 15:05 (50 Minutes)	<p>Keynote Session 2</p> <p>Hosted by: Doug Wiegmann, Professor at University of Wisconsin</p> <p>Title: Managing the Human Contribution to Accidents</p> <p><i>This session will discuss the application of robust human factors tools and how they can be used to improve safety.</i></p> <p>Overview: Human error is associated with most accidents and injuries within most industries, including aviation, healthcare, construction, mining, and manufacturing. Managing human error is therefore fundamental to maintaining a viable and profitable organization. This session will discuss foundational tools for</p>

	<p>developing a robust human factors and safety management system (SMS) that reduces errors and optimizes performance.</p> <p>Key takeaways:</p> <ol style="list-style-type: none"> 1. Describe the Human Factors Analysis and Classification System (HFACS) 2. Discuss the Human Factors Intervention Matrix (HFIX) 3. Explain how HFACS and HFIX can be integrated into a robust safety management system (SMS)
15:05 - 15:15 (10 Minutes)	<p>Keynote Breakout Session 2</p> <p>Hosted by: Doug Wiegmann, Professor at University of Wisconsin</p> <p>Overview: Live Q&A with the audience discussing key points of the before session</p>
15:15 - 15:20 (5 Minutes)	<p>Close</p> <p>Hosted by: Elliot Cunnington</p>
<p>DAY 2 – Thursday 24th June 2021</p> <p><i>SIF, Measures</i></p>	
09:05 – 09:15 (10 Minutes)	<p>Welcome to the congress</p> <p>Hosted by: Elliot Cunnington</p>
09:15 – 10:15 (60 Minutes)	<p>Panel Session 2</p> <p>Moderated by: Anna Keen, Founding Director, Acre Frameworks</p> <p>Panellists: Marty Stern, Jeniffer Guidry, Britt Howard, David Payne</p> <p>Topic: Do the measures we use enable the change we want to make?</p>
10:15 - 10:25 (15 Minutes)	<p>Meetings & Networking Break</p>
10:25 - 10:55 (30 Minutes)	<p>Interactive Workshop 1</p> <p>Moderated by: UL</p> <p>Topic: Returning to Work</p> <p><i>Preparing your employees and environment for a safe return</i></p> <p>Overview: Returning to work is not as simple as unlocking the door and telling employees they may return to their workplaces. There is a great deal of preparation and education involved to help ensure your organization creates and maintains a healthy and safe working environment. Over the past year, health and safety professionals have been relied upon to help their organizations</p>

	<p>navigate during these unprecedented times. In this information sharing roundtable, we will discuss what measures your organization has taken to address employee health and safety and indoor environmental quality prior to your employees return. What lessons did you learn? What worked well? What new hazards and risks are present? How has (or will) your current safety program change in the future?</p> <p>3 Key Takeaways</p> <ul style="list-style-type: none"> - Helping to ensure the health and safety your employees - Helping to ensure the safety of your buildings and workplaces - Evolving your health and safety practices
<p>11:00 - 11:30 (30 Minutes)</p>	<p>Interactive Workshop 2</p> <p>Moderated by: Andrew Bradley, Former Head of Group Risk Services, Nestlé and Risk Management Guru, Andrew Bradley and Chief Insurance & Risk Officer, Jim Noble, eDriving</p> <p>Topic: Implementing a fleet strategy to support safety and sustainability</p> <p>Overview: Safety and sustainability are primary concerns for businesses today. And, with driving for work being the most dangerous work activity most people do, and transportation being the main cause of air pollution in cities, driver risk management has never been so important.</p> <p>Join this discussion with Former Head of Group Risk Services, Nestlé and eDriving’s Risk Management Guru, Andrew Bradley, as well as eDriving’s Chief Insurance & Risk Officer, Jim Noble, to discover the key safety and environmental benefits of a comprehensive driver risk management strategy.</p> <p>Key takeaways:</p> <ul style="list-style-type: none"> · The importance of trip planning, route optimization and eco-driving · The significance of the vehicle life cycle, including maintenance and vehicle replacement · How driving data gleaned through telematics helps to decrease TCO while decreasing collisions, reducing fuel and emissions, and optimizing routes
<p>11:30 - 11:31</p>	<p>Break</p>

(1 Minute)	
<p>11:30 - 12:00 (30 Minutes)</p>	<p>Case Study 4 Hosted by: Michael Tooma, Partner, Clyde & Co Title: Measuring safety differently <i>A Safety II approach to safety key performance indicators</i> Overview: Despite extensive literature exposing its flaws, Total Recordable Injury Frequency Rate (TRIFR) remains the standard measure of safety performance. As every safety professional would be well aware, TRIFR is neither an indicator of the state of safety nor a reliable comparable measure of performance. A change in TRIFR is not statistically significant. It is not consistently measured the same way. Most of all, it is susceptible to manipulation. Yet despite this, it continues to be used universally by organisations, at the highest levels, in the absence of an alternative. What if there was an alternative? What if there was a measure that was a better indicator of safety, was comparable and was less susceptible to manipulation? This presentation will share the findings of a collaborative project that Clyde & Co and Art of Work have been working on with industry on the development of a Due Diligence Index – a new measure of safety performance. This two year project has involved industry participants from the electricity industry, rail, facilities management, water utilities, aviation and construction. The end result is a standard for measuring safety differently.</p> <p>Key points</p> <ul style="list-style-type: none"> - Exploring the limitations of traditional safety indicators - Outlining the project and results - Explaining the due diligence index and the benefits of this approach
<p>12:00 - 12:15 (15 Minutes)</p>	<p>Meetings & Networking Break</p>
<p>12:15 - 12:45 (30 Minutes)</p>	<p>Case Study 5 Hosted by: Kate Field, Global Head Health, Safety and Wellbeing, BSI Group Title: Managing psychological health in the workplace <i>An introduction to the new international standard, ISO 45003</i> Overview:</p> <ul style="list-style-type: none"> • Background to the development of the standard, including which organizations can use it

	<ul style="list-style-type: none"> • The relationship between ISO 45001 and ISO 45003 • The structure and key highlights of the standards <p>ISO 45003 'Occupational health and safety management – Psychological health and safety at work : managing psychosocial risks' is the first global standard giving practical guidance on managing psychological health at work. In this session Kate will give an introductory overview of the new standard, what it covers, who it is for and it's relationship with the international standard, ISO 45001 occupational health and safety management. You'll also find out when the standard will be published and how to get a copy!</p>
<p>12:45 - 13:15 (30 Minutes)</p>	<p>Lunch</p>
<p>13:15 - 13:55</p>	<p>Breakout Session 1: Hosted by: Marty Stern, Global Director EHS, Colgate-Palmolive Title: Evolving out of Lagging Indicators: What are the Right EHS Metrics to Drive Performance? Overview: This session will be an interactive discussion to identify the approaches and metrics companies are using to assess EHS performance. Historically, lagging indicating metrics were used to define performance. We will ask participants to share and detail metrics they have used to improve EHS that are leading. It will be an interactive session, and we will look for examples that were successful, and those that were not.</p>
<p>13:55 - 14:10 (15 Minutes)</p>	<p>Meetings & Networking Break</p>
<p>14:10 - 15:00 (50 Minutes)</p>	<p>Keynote Session 3 Hosted by: Jessica Jackson, Vice President EHS, Apache Title: 2021 D&I Front-burner Topics for Current & Future EHS & Leaders <i>HSE leaders need to constantly be in the know with regards to the ever-evolving D&I landscape</i> Overview: 2021 brings a focus on repairing the "Broken Rung" fallout from 2020, incorporating the concepts of equity and a sense of purpose into your Diversity & Inclusion program. This year's McKinsey report on women in the workplace revealed a dire situation that one in three women are considering leaving the workforce entirely. Last year's 'broken rung' between worker and</p>

	<p>manager remains one of the largest barriers to women's advancement in the workforce. As the employee experience also changed drastically in 2020, with culture brought into homes translating to employee's well-being and safety being fostered from a distance. To re-engage and re-invigorate our workforce, we need to foster feelings of not just inclusion, but also being part of a greater purpose. Being a part of a bigger purpose can help bring a sense of cohesiveness and drive to the individual, as well as the team. Taking things a step further, many forward-leaning organizations are also focusing on the idea of 'equity' as part of their overall D&I strategy. Incorporating equity into the discussion can be part of this sense of purpose as equity in the workplace manifests in a range of ways from unpacking decision points that lead to pay inequity, exploring equity in talent development investments, and leveraging initiatives as vehicles to address equity succession planning.</p> <p>Key take-ways</p> <ol style="list-style-type: none"> 1. Pulse check tips to gage your workforces evolving "employee experience" expectations 2. Tips for building in Equity as part of your Diversity & Inclusion messaging with EH&S groups 3. Strategy tips for communicating purpose as part of your D&I program and how that impacts safety culture
15:00 - 15:10 (10 Minutes)	<p>Keynote Breakout Session 3 Hosted by: Jessica Jackson, Vice President EHS, Apache Overview: Live Q&A with the audience discussing key points of the before session</p>
15:10 - 15:15 (5 Minutes)	<p>Close Hosted by: Elliot Cunnington</p>
<p>DAY 3 – Tuesday 29th June 2021 <i>Technology & Future of EHS</i></p>	
09:05 – 09:15 (10 Minutes)	<p>Welcome to the congress Hosted by: Elliot Cunnington</p>
09:15 – 10:15 (60 Minutes)	<p>Panel Session 3 Moderated by: Sam Grensitt, Head of Health, Safety & Quality, CBRE and Global Head of Partnerships, Acre Frameworks Panellists:</p>

	<ul style="list-style-type: none"> • Linda Martin, Safety & Construction Professor, Capitol Technology University • Sunit Atwal, Regional Health & Safety Manager, Unite Students • Cassandra Coldwell, Senior Director, Global EHS Systems, Governance and Communication, PepsiCo <p>Topic: Ensuring Safety is Future Fit</p> <p>Overview: What does the future hold for the safety profession? How will the future risk-based professions adapt to the emergence of new technologies? Will the modern workforce place a higher value of the principles of psychological safety and how will our organisations need to adapt to the changing landscape of business as a whole such as home working, emotional and mental health?</p> <p>Sam Greensitt from Acre frameworks will be joined by a panel of safety professionals to take a dive into where our industry is headed over the next decade</p>
<p>10:15 - 10:20 (15 Minutes)</p>	<p>Meetings & Networking Break</p>
<p>10:20 - 10:50 (30 Minutes)</p>	<p>Interactive Workshop 3</p> <p>Moderated by: Indranil Roy Choudhury, COO, Guardhat</p> <p>Topic: How to tap the value of real-time risk & safety information in digital operations</p> <p>Overview: Digital transformation efforts continue to gain steam, however, to date, risk and safety data has largely been left at the station. This roundtable will discuss obstacles and solutions in obtaining, automating, and integrating safety information into operations and enterprise systems, as well as opportunities to show clear value and ROI of better understanding where safety challenges risk lies within your operations in terms of productivity improvement and cost reduction. For example, are there areas where Lockout/Tagout is in place and never used? Are there dangerous machines that workers are interacting with at significantly higher rates than expected? The answers to these questions have immense implications for the safety of your teams and processes, and for the future of your digital transformation efforts.</p> <p>• Key Takeaways:</p>

	<ol style="list-style-type: none"> 1. Common Obstacles to obtaining, automating, and integrating safety information into operations and enterprise systems and solutions to overcome them. 2. ROI of understanding where safety challenges risk lies within operations. 3. Implications and impact that integrating safety information with operations can have on overall organizational digital transformation efforts.
<p>11:00 - 11:30 (50 Minutes)</p>	<p>Interactive Workshop 4 Moderated by: Rob Leech, Principle Development Director, EcoOnline and Don Ahearn, VP of Business Development North America- EcoOnline Topic: Is there a role for Gamification in EHS reporting – our latest poll results said yes - 88.4%* Overview: Join this roundtable discussion with other senior EHS professionals and find out how utilising gamification capabilities could reduce workplace risks, improve safety culture and develop safer workplaces.</p> <p>Rob and Don will present an engaging and interactive session also sharing insights from others especially as the digital world of games seeps into everyone’s lives, which could also take safety to the next level.</p> <p>Rob and Don will explain the principles behind gamification and how this could be the new paradigm in safety culture. Explore and discuss during the session, the ideas and concepts of gamification and the possible benefits of gamifying EHS. Join the conversation....</p>
<p>11:30 - 11:31 (1 Minute)</p>	<p>Break</p>
<p>11:30 - 12:00 (30 Minutes)</p>	<p>Case Study 6 Hosted by: Rosa Carrillo Title: Deep Listening as a Critical Leadership Practice Overview: TBC</p>
<p>12:00 - 12:15 (15 Minutes)</p>	<p>Meetings & Networking Break</p>

<p>12:15 - 12:45 (30 Minutes)</p>	<p>Case Study 7 Hosted by: Benchmark ESG Gensuite Title: ESG: Making the Connection between ESG Reporting and Operations Overview: Delivering on tough ESG commitments and demands from customers and the investor community for auditable ESG performance data requires that organizations connect reporting with operations. Please join as we share insights into best practices for engaging cross-functional stakeholders with responsibilities for delivering on commitments to Environment, Social & Governance and producing data necessary for reporting frameworks such as CDP, GRI, SASB, TCFD, and more.</p>
<p>12:45 - 13:10 (30 Minutes)</p>	<p>Lunch</p>
<p>13:10 - 14:10 (50 Minutes)</p>	<p>Keynote Session 4 Hosted by: David Payne, VP HSE, Chevron Title: The end of the blame & punish era <i>Moving from "blame & punish" to "learn and improve"</i> Overview: For decades, safety has been defined as the "absence of incidents." This definition helped support a mindset that focuses on failure. We call it the "blame and punish" culture. While probably not intentional, it does exist in most companies. Organizations can get better at saving lives and eliminating serious injuries by creating shared trust between leaders and workers, giving workers confidence their voices are heard. This culture shift is driven by how leaders respond to mistakes. Chevron has successfully implemented the Learning Teams concept where leaders listen to and involve their workers in solving problems, instead of shutting down feedback and relying on disciplinary tactics. As a discussion point, we'll refer to IOGP's Life Saving Rules, which were designed with an inclusive, dynamic learning environment in mind to engage team members in risk assessment and safeguard verification before starting work. Achieving a learn and improve culture is a journey that requires unwavering commitment from leaders to implement lasting change in the way they think, communicate, and engage their workforce with positive intent. Key takeaways:</p>

	<ol style="list-style-type: none"> 1. Shifting from a blame & punish culture is imperative to building a fully engaged and trusting workforce. 2. How leaders respond to mistakes matters. 3. Workers need to have a voice and be actively involved in solving problems. 4. IOGP Life Saving Rules are most effectively applied within an inclusive learn and improve environment.
14:10 - 14:20 (10 Minutes)	<p>Keynote Breakout Session 4 Hosted by: David Payne, VP HSE, Chevron Overview: Live Q&A with the audience discussing key points of the before session</p>
14:20 - 14:25 (5 Minutes)	<p>Close Hosted by: Elliot Cunnington</p>
EVENT ENDS	