

RISK & HSEQ MANAGEMENT FOR STORAGE TERMINALS AND REFINERIES

APRIL 20-23, KUALA LUMPUR

KEY LEARNING OBJECTIVES

Master operational best practices and apply a structured approach to oil and gas marine terminal management.

1. **Identify** improved procedures for the handling, loading and discharging of bulk liquids.
2. **Learn** updated international guidelines and regulations concerning tankers and terminals including physical properties and types of cargoes.
3. **Increase** your operational efficiency for oil storage and transport.
4. Become **aware** of Quality & Quantity risk & loss and learn prevention techniques.
5. **Improve** compliance, safety and environmental performance.
6. **Learn** how to measure and verify individual competencies of personnel and contractor.
7. **Learn** how use science to mitigate risk exposure by the MTMSA program.
8. **Learn** how to manage complexity and prevent risk by information feedback and cybernetics.

COURSE DIRECTOR



Captain Arend van Campen

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Arend van Campen is a committee member of the Dutch Branch of the Energy Institute. Arend has worked for over **35 years as a CEO, Terminal Manager, Marine Cargo Expediter and Loss Prevention Advisor** around the globe including Amsterdam, Rotterdam and Antwerp for a number of clients such as Shell, BP, Exxon, Pertamina, Q8 Petroleum, Gulf Nederland, Vopak, Cargill, Amfert, Mobil and Petroplus. TTT has been officially recognized by the Energy Institute as a Learning Affiliate. Arend holds a Master's degree in Business Ethics & Social Responsibility and teaches that a safe, sustainable and profitable business can thrive only when people choose and act ethically and are willing to learn. He set up 'CREAZENE', an institute researching sustainable methods to ensure human well-being and the preservation of the environment.

WHO SHOULD ATTEND

This course is designed for anyone with immediate responsibility for custody transfer operations, HSEQ, refinery or terminal management and supervision.

This course is **NOT** intended for LNG Terminals. TTT offers special LNG Operational Excellence Course Programs. Please check our website.

Attendees include:

- **Supply Chain** - Personnel involved in crude oil and products transshipment, chartering, shipping, finance, quantity measurement and accounting, cargo operations, planning, scheduling, including management who did not have a chance of working 'in the field'.
- **Energy and Logistics** - Ship-brokers, traders, shipping agents, claims departments staff, loading masters, cargo inspectors, surveyors, demurrage departments, marine insurers, charterers, ship-owners: biofuel, crude oil, oil products, chemical or mineral resource enterprises.
- **Administrative and Non-Operational** office staff who lack 'on hand' practical experience, this course will help them to vividly imagine operational reality by discussing and solving 'real time' daily issues.
- **Terminals & Refineries:** Operation Managers, Supervisors, Managing Directors.

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WHY YOU SHOULD ATTEND

This 3-day **highly interactive** and practical course will assist petroleum products, crude oil, and chemical terminals in **achieving a competitive advantage** by having an effective and well-managed operation. This will ensure your operational processes and workforce perform up to the highest standards.

COURSE OVERVIEW

A marine storage terminal and refinery is a complex living system. Interaction with all stakeholders is a challenge. Complying to an ever-growing number of rules, regulations and guidelines needs a control system which is manageable. We created a new management learning program that focuses on this concept: **'information reduces uncertainty'** by using systems science. This is a unique approach developed after much research to make supervisors and managers understand how complex systems behave and generate risk.

Management when focusing on effectivity using technological, economic or operational skills only, does not suffice anymore due to the enormous complexity of responsibilities and uncertainty which is the inability to know everything fully. The uncertainty principle is a fundamental property of complex systems primarily due to, a large number of elements, high interconnectivity, interdependence, nonlinear interactions and unpredictability of unknowable variables. Feedback is the energy by which you can manage risk much better. Within complex environments our traditional analytical methods for modelling the future – that depends on probability and statistics – break down. In response you need to invest more in understanding these broader trends. **TTT teaches terminals how to respond and function within a wider range of possible states in order to maintain stability and prosperity.**

HSE, knowledge, insight, awareness, skill, control, efficiency, time, to name just a few, are the necessary foundations for tank terminal management and marine operations. It all comes down to be able to control and steer the terminal's complexity through information feedback.

This highly interactive and practical course will assist bulk liquid marine storage terminals in achieving a competitive advantage by having an effective and well-managed operation. This will ensure your operational processes and workforce perform up to the highest standards and expectations.

PRE COURSE QUESTIONNAIRE

To derive the maximum benefit from this course, delegates are invited to fill up a questionnaire on what they hope to learn and achieve, so that the trainer can tailor the course as best as he can to the delegates' expectations.

IN-HOUSE TRAINING

Should you / your organisation be keen in engaging us to conduct in-house training courses on company premises, Opus Kinetic Pte Ltd will be more than pleased to custom design exclusively for tailored programmes that suits your exact requirements based on specific standards and industrial requirements.

Please contact info@opuskinetic.com for a non-obligatory discussion.



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COURSE AGENDA

DAY ONE

Session 1

PRE-TRAINING TEST

We ask 10 questions to test existing knowledge in order to assess specific areas that need in depth coverage. Asking general questions related to the management of custody transfer and ship / shore interface. This allows customizing the training program to ascertain optimum benefit to the students.

Session 2

THE MARINE STORAGE TERMINAL – REFINERY OFF SITES

In order to **understand** and being able to **professionally communicate**, supervise and control the ship / shore interface, relevant technical and maritime terminology must be learned and understood.

- Understanding the complexity of your Marine Storage Terminal or Refinery by mapping relationships using information theory (feedback).
- **Testing your knowledge** of technical and maritime terminology.
- Identifying of risk exposure in your network.
- Working with the Marine Terminal Management and Self-Assessment (MTMSA) method by OCIMF – **verification of operational risks.**

Session 3

INTERNATIONAL SAFETY GUIDE FOR OIL TANKERS AND TERMINALS (ISGOTT) 5th EDITION

- **Safety procedures** and recommendations for tanker and terminal operations.
- PPE, Potential Hazards, Compliance, check-lists.
- Oil Companies International Marine Forum (OCIMF) Marine Terminal Competence and Training Guide (MTCOT) – **Awareness, Skill & Knowledge.**
- **Testing competencies** of personnel and contractors.
- Human Factors and behaviour in Health, Safety, Environment and Social Responsibility.
- Building and maintaining a self-learning and adaptive HSEQ system.
- **Updated international guidelines, regulations and shipping clauses.**

Session 4

MANAGEMENT OF THE TANKER AND TERMINAL INTERFACE (ISGOTT Part 4)

- **Communications: procedures & precautions - The Nautical Chain.**
- Pre-Arrival and Pre-Berthing exchange of information.
- Information from tanker to terminal.
- Information from terminal to tanker.
- Cargo load or discharge plan and Cargo Agreement (Role Play).
- Pre-transfer exchange of information.
- MSDS (SDS) and product quality specifications & HSE risks.
- Duties and Preparation for cargo loading and discharge (responsibilities ship & shore).

DAILY SCHEDULE

08:30 Registration
09:00 Morning session commences
10:30 Refreshment & networking break
11:00 Morning session resumes
12:30 Lunch
13:30 Afternoon session commences
15:30 Refreshment & networking break
16:00 Afternoon session resumes
17:00 End of Day



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DAY TWO

Session 5

HANDLING OF BULK LIQUIDS: UNDERSTANDING AND CONTROL OF CUSTODY TRANSFER

- Understanding Bill of Lading, Ullage report, Vessel Experience Factor and other relevant documentation.
- **ASTM-API measurement & calculation methods of petroleum products, crude oil, chemicals and LPG.** Managers and supervisors must be able to verify quantification of cargoes.
- Trim and List correction calculation, basic interpolation.
- Outturn determination - shore receipt reconciliation.
- The **basics of Loss Control techniques.**

Session 6

UNDERSTANDING THE SHIP SHORE SAFETY CHECKLIST

- Ship-shore safety checklist – all questions made visible to understand technical details of equipment and their locations.
- How to fill it in?
- Which questions are relevant?
- What to do when a situation is not covered by the checklist?

Session 7

CHARTER PARTY AND DEMURRAGE

- **Charter party and INCO trading terms.**
- Understanding Laydays, Laytime, Laycan and Demurrage.
- Statement of Facts – Time Keeping – Time Breakdown.
- **Global shipping clauses and retention clause.**
- Notice of readiness – when and how to sign, receive or accept.
- Writing a Letter of Protest.
- Storage Terminal General Terms and Conditions.



DAY THREE

Session 8

MANAGING COMPLEXITY – MAXIMUM CONTROL OF OPERATIONAL & HSE RISK

- Setting up a self-learning, horizontal management system by systems theory.
- **Improve HSE and operational risk management skills.**
- **Improve communication and conversation skills.**
- Learn how to govern the terminal operations by information.
- Making your terminal or refinery a Viable System ensuring long term continuity.
- **Contingency planning.**

Session 9

REVIEW OF WORKSHOP MATERIAL

- Discussion on workshop subjects.
- Pre-examination questions and answers session.
- The value of being a member of the Energy Institute.

Session 10

Test: Writing a Complexity and Risk Management Plan (500 words)

Session 11

REVIEWING TEST RESULTS AND CLASS DISCUSSION OF EXAMINATION ANSWERS

- Awarding of Management of Complexity Certificates of Competence.

