

TANK & TERMINAL MANAGEMENT

Master operational best practices in value awareness and learn how to
balance the forces in your system of enterprise

10TH – 11TH November, 2019

Holiday Inn Hotel, Al Barsha, Dubai



Professional Training
GLOBAL INDUSTRIES INTELLIGENCE



Overview:

A marine storage terminal 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 understand how complex systems behave and generate risk.

Management when focusing on effectivity using technical, 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. Uncertainty is a fundamental property of complex systems primarily due to, a large number of elements, high interconnectivity, interdependence, nonlinear interactions and coevolution.

Feedback loops during a system’s development make the space of possible future states to the system grow at an exponential rate. 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.

Learning Objectives

Master operational best practices and apply a structured approach to bulk liquids marine terminal management

1. Designing viable system models and manage complexity through reducing uncertainty and maximising requisite variety
2. Working with information feedback loops.
3. Introducing MTMSA, Marine Terminal Management and Self-Assessment method.
4. Petroleum products basics and safety (types and most common specifications, SDS, PPE, hazards) Improve compliance, safety and environmental performances
5. Handling of petroleum (tanks measurement and sampling, quantity calculations, custody transfer and reconciliations, quality control)- understanding custody transfer. Identify improved procedures for the handling, loading and discharging of bulk liquids
6. Learn updated international guidelines and regulations (OCIMF) concerning tankers and terminals including physical properties and types of cargoes
7. Increase your operational efficiency for oil storage and transport
8. Personnel management, training and competency testing procedures (MTOCT)
9. Become aware of Quality & Quantity risk & loss and learn prevention techniques
10. Risk control and Contingency Planning

REGISTER NOW:
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International Expert

Mr. Arend van Campen, Tank Terminal Training

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. He set up 'CREAZENE', an institute researching sustainable methods to ensure human well-being and the preservation of the environment.

Clients that has been benefited by Arend

- Augusta Energy, Geneva
- Amfert Fertilizers Amsterdam
- Arabian Chemical Terminals
- Argos Oil
- Bahrain Petroleum Company
- Bin Sohn Refining & Petro
- Bien Dong, Vietnam
- Botas LNG, Turkey
- Bousted Petroleum Marketing
- BP LNG, Papua
- Brunei Gas Carriers LNG
- Caltex Australia
- Carigali Hess Operating Co
- Chevron, Guatemala
- Chevron, Kuwait
- Conoco, Australia
- Carigali PTTEP (CPOC)
- Cova, Rotterdam
- Customs, Tahiti
- Den Hartogh Moerdijk
- DG Terminals, Latvia
- Dubai LNG
- Engen Refinery, Durban
- Essar Oil Limited, India
- Exxon Mobil LNG, Papua
- Grupo Transmerquim Costa Rica, Guatemala, Honduras, Panama, El Salvador, Nicaragua
- Fimachem Sdn. Bhd. Malaysia
- Gulf Petrochem, Fujairah
- Hess, Malaysia
- Hindustan Petroleum Co., India
- Hoang Long JOC, Vietnam
- Intertek
- JS Marine Services, South Korea
- JX Nippon Oil & Gas, Malaysia
- Kenya Pipelines Co
- LBH Tankers, Rotterdam
- Lootah Gas, Dubai
- Marsol International, Dubai
- Mercuria Energy, Geneva
- MM Marine, Vietnam
- MRS Terminals, Apapa
- Norgas Carriers
- Ocesa, Colombia
- OGS, Dubai & Mozambique
- Oman LNG
- Pacific Petroleum, Tahiti
- Pertamina, Indonesia
- Petron, Philippines
- Petro Vietnam Gas (PV Gas VT)
- Petro Vietnam Safety Services
- Petrobras, Singapore
- Petrofac, Malaysia
- Petronas, Malaysia
- Petronas Methanol La Buan
- Petromoc, Mozambique
- Petropol Tahiti
- Polarcus, Dubai
- Polskei LNG, Poland
- Port Autonome de Papeete
- Port of Fujairah, UAE
- Port of Antwerp, Belgium
- PT Radian Utama
- PT Samarinda Terminal Multiguna
- PTT, Thailand
- Puma Energy
- Qatar Petroleum
- Reliance Industries, India
- Sabah Shell
- SAC Kuwait
- Saybolt, Holland & Belgium
- Senoko Energy, Singapore
- SGS
- Shell Brunei
- Shell Philippines Exploration
- Sicea International, Tunisia
- Singapore LNG
- Skangas, Norway
- Specialised Tanker Services, Holland
- Star Petroleum Refining Co
- S.T.D.O. Tahiti
- STO Maldives
- Stolthaven Terminals, Singapore
- Synthomer, Singapore
- Talisman Energy, Malaysia
- Total E&P, Indonesia
- Transoil, Holland
- UNO, Guatemala
- Van Ameyde, Holland
- Vesta Terminals, Netherlands
- Vopak Fujairah
- Vopak Rotterdam
- Wilhelmsen Ship Services
- Woodside LNG
- Yemen LNG
- Indian Oil Corporation, Bombay
- Inspectorate



DAY ONE

Session 1 Long-term Vision

- Sustainability: The art of remaining relevant
- Systems Theory and Complexity: An introduction
- Understanding autopoiesis and its relationships
- Seeing your organisation as a living system
- Determining risk

Session 2 Human Factors

- Human characters: Genetic, learned or acquired? Impact of culture?
- The Island Theory: If one would be living alone on a deserted island, how would one survive?
- The Law of Unintended Consequences
- Psychology: Cognitive Biases
- Understanding, dealing with and reducing stress

Session 3 Systems Science

- Cybernetics: Using Feedback Loops, Understanding Linear and Non-Linear Causality, Interference Patterns, Attenuators and Amplifiers
- The Law of Requisite Variety (Ross Ashby)
- The Ethical Regulator Theorem (Mick Ashby)
- Building and maintaining a Viable System Model (VSM) – (Stafford Beer) within boundaries of functionality or the limits of reality (Realimiteit).
- Path Dependency - Positive and Negative Interdependence
- Dealing with Externalities – true cost of doing business

Day TWO

Session 4. Decision Making

- The brain versus the heart
- Psychology, 'Soft Skills' and Human Factors
- Neocortex versus the limbic system
- Neuroscience, mirror neurons, epigenetics, neuroplasticity and noetic effects

Session 5 Practical Exercise: Design of a Viable System

With the tools and information you have learned during the first day, you will now be able to design a viable organisation. It is essential for an organisation to create value over time, therefore benefiting employees, customers, suppliers, business partners, local communities, legislators, regulators, and policy makers. The result is long term longevity and continuity, because the complex system has become maximal steerable and controllable.

Session 6 Practical Exercise: Application of Systemic Risk Management

The participants will formulate a future operation and risk management policy based on systems theory, ethics and cybernetics.

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PLEASE COMPLETE THIS FORM AND EMAIL BACK TO

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TANK & TERMINAL MANAGEMENT

10TH – 11TH NOVEMBER, 2019
HOLIDAY INN HOTEL, AL BARSHA, DUBAI

REGISTRATION DETAILS

NAME _____
 JOB TITLE _____
 MOBILE NUMBER _____
 EMAIL _____

NAME _____
 JOB TITLE _____
 MOBILE NUMBER _____
 EMAIL _____

NAME _____

JOB TITLE _____
 MOBILE NUMBER _____
 EMAIL _____

ORGANISATION _____
 ADDRESS _____

TOWN _____ STATE _____
 COUNTRY _____ POSTAL CODE _____
 TEL _____ FAX _____

NATURE OF BUSINESS _____

AUTHORIZATION:

SIGNATURE _____ DATE _____

NAME _____

POSITION _____

This booking is invalid without a signature.

AUTHORIZATION signatory must be authorized to sign on behalf of contracting organization.

Registration Fee:

Book and pay till 17th October, 2019 is USD 2195 +GST (If Applicable) per delegate

Book and pay after 17th October, 2019 is USD 2695+GST (If Applicable) per delegate

Premium Discount

Bring 3 or more delegates and get 10% discount.
 Bring 5 or more delegates and get 15% discount.

Payment Method:

Bank transfer within five working days on receipt of invoice.

CONFIRMATION DETAILS

After receiving payment a receipt will be issued. If you do not receive a letter outlining joining details two weeks prior to the event, please contact the training coordinator at GII trainings.

PAYMENT IS REQUIRED WITHIN FIVE WORKING DAYS ON RECEIPT OF INVOICE

Indemnity: Should for any reason outside the control of GII trainings, the venue or speakers change, or the event be cancelled due to an act of terrorism, extreme weather conditions or industrial action, GII trainings shall endeavor to reschedule but the client hereby indemnifies and holds GII trainings harmless from and against any and all costs, damages and expenses, including attorneys fees, which are incurred by the client. The construction, validity and performance of this Agreement shall be governed in all respects by the laws of Malaysia to the exclusive jurisdiction of whose Courts the Parties hereby agree to submit.

Terms & Conditions: Global Industries Intelligence (GII)
 1. Fees are inclusive of program materials and refreshments.
 2. Payment Terms: Following completion and return of the registration form, full payment is required within 5 days from receipt of invoice.

PLEASE NOTE:
 payment must be received prior to the training date. A receipt will be issued on payment. Due to limited training space, we advise early registration to avoid disappointment. A 50% cancellation fee will be charged under the terms outlined below. We reserve the right to refuse admission if payment is not received on time.
 3. Cancellation/Substitution: Provided the total fee has been paid, substitutions at no extra charge up to 14 days before the event are allowed. Substitutions between 14 days and the date of the event will be allowed subject to an administration fee of equal to 10% of the total fee that is to be transferred. Otherwise all bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by GII (as defined above). Cancellations must be received in writing by mail or fax six (6) weeks before the training is to be held in order to obtain a full credit for any future GII training. Thereafter, the full training fee is payable and is non-refundable. The service charge is completely non-refundable and non-creditable. Payment terms are five days and payment must be made prior to the start of the training.

Nonpayment or non-attendance does not constitute cancellation. By signing this contract, the client agrees that in case of dispute or cancellation of this contract that GII will not be able to mitigate its losses for any less than 50% of the total contract value. If, for any reason, GII decides to cancel or postpone this training, GII is not responsible for covering airfare, hotel, or other travel costs incurred by clients. The training fee will not be refunded, but can be credited to a future training. Event program content is subject to change without notice.
 4. Copyright etc: All intellectual property rights in all materials produced or distributed by GII in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is prohibited.
 5. Data Protection: Client confirms that it has requested and consented to GII retaining client information on GII group companies database to be used by GII groups companies and passed to selected third parties, to assist in communicating products and services which may be of interest to the client. If the client wishes to stop receiving such information please inform GII local office or email saad@giintelligence.com. For training and security purposes telephone calls may be recorded.

6. Important note. While every reasonable effort will be made to adhere to the advertised package, GII reserves the right to change event.
 7. Client hereby acknowledges that he/she specifically authorizes that GII charge the credit card listed above for the amount provided herein; that this Contract is valid, binding and enforceable; and that he/she has no basis to claim that any payments required under this Contract at any time are improper, disputed or unauthorized in any way. Client acknowledges that they have read and understood all terms of this contract, including, without limitation, the provisions relating to cancellation.