February 4–5, 2014 • Four Seasons Hotel • Vancouver

From the Developers of the Shutoffs Superconference Series

Shutoffs Turnarounds
Vancouver BC

Winning Strategies to Improve Turnaround Performance

An event focused exclusively on improving your turnarounds skills. Hear from leading shutdown and maintenance professionals from noted companies including:

- BC Hydro
- North Atlantic Refining Limited
- Domtar
- CWA Engineering
- Jacobs
- Alberta Council of Turnaround Industry Maintenance Stakeholders
- Canadian Natural Resources Ltd
- Teck Metals Ltd
- BC Construction Association

Get solutions, exchange ideas and fine tune your skills with leading shutoff and turnaround experts from the oil and gas, power, mining, and pulp and paper industries.

Maximize your organization’s capital and resources with critical planning and execution strategies to ensure a winning turnaround. Key takeaways include:

- How to transform a turnaround into a competitive advantage
- Managing scope creep and unplanned events to keep your shutdown on track
- Scheduling methods and techniques to ensure an organized shutdown
- Developing safety management practices to create a healthy work environment
- How to integrate capital projects into your shutdown to reduce plant downtime
- Learning how to develop a solid logistics strategy to keep your project on track

PLUS! Roll up your sleeves and delve into practical, hands-on workshops to enhance your shutdown and turnaround skills:

A The A to Z Guide for a Winning Shutoff and Turnaround: From Developing a Sound Planning Strategy to Delivering a Smooth Execution
B Using the Phase Process of Turnaround Management to Ensure that You Stay On Track and On Budget

Sponsored by: Media Partners:

Jacobs

Cat Rental Store

TOMCO Group of Companies

IP&T

BCEDA

Safety Suite

Certified Coating Specialists Inc.

Energy Group

REGISTER NOW • 1-877-927-7936
CanadianInstitute.com/ShutoffsBC
Ensure Your Project's Success with Effective Strategies to Overcome the Most Pressing Challenges In Your Shutdown/Turnaround

**Protect your bottom line!** Getting your shutdown and turnaround completed on time and within budget is crucial to your company’s success. Managing shutdowns has become increasingly complex as costs escalate, resources diminish, time lines shorten and changes occur over a project’s lifespan. It is crucial that your organization is prepared to meet head-on the increased challenges of managing important company capital and resources.

Whether it involves planning, coordinating scope, controlling costs, managing vendors or turnaround execution and start-up, it is vital to be aware of the latest strategies and tools to ensure your shutdown project runs smoothly and efficiently. **CI Energy Group's Shutdowns Turnarounds Vancouver BC, February 4th and 5th 2014 in Vancouver, British Columbia, will provide you with practical solutions and effective strategies to improve your project’s bottom line.**

This one-of-a-kind event will allow your company to engage with the leaders of shutdown and turnaround management from the **oil and gas, mining, chemical, power and pulp and paper** industries. Hear leading case studies, interactive presentations and informative discussions over two days of important sessions including:

- Strategies to **manage scope creep** to keep a shutdown on track
- Creating a **solid logistics strategy** to achieve a smooth turnaround
- Exploring **scheduling strategies and techniques** to ensure an organized shutdown and turnaround
- How to **transform a turnaround** into a competitive advantage
- Examine **best practices in safety management** to ensure on-site excellence
- Explore the latest **developments and innovations in shutdown execution** to improve project outcomes

**Plus! Add to your conference experience by attending practical, hands-on workshops from leading shutdown professionals:**

A The A to Z Guide for a Winning Shutdown and Turnaround: From Developing a Sound Planning Strategy to Delivering a Smooth Execution

B Using the Phase Process of Turnaround Management to Ensure that You Stay On Track and On Budget

You cannot afford to miss this unique opportunity to gain valuable insights from your industry peers. Join us in Vancouver on February 4th and 5th!


---

**Who Should Attend**

The **Shutdowns Turnarounds Vancouver BC Conference** will bring together leading experts and distinguished peers from the **oil and gas, mining, energy, chemical** and **pulp and paper** industries to discuss current challenges, solutions and new ideas to improve turnaround delivery.

---

**Distinguished Faculty**

**Conference Chair**
Dave Turchanski
President
Energy Services BC

**Speakers**

- Bill Adams
  Manager, Engineering and Strategic Planning, Domtar
- Miles Braun
  Operations Trainer, West Stoddart Gas Plant, CNRL
- Stephen Cathrea
  Turnaround Manager, Jacobs
- Fraser Cocks
  Executive Director, BC Association for Crane Safety
- John Fradette
  General Manager, Turnarounds Canada, Jacobs
- Abigail Fulton
  Vice President, Government Relations, BC Construction Association
- Thomas Hanson
  Sr. Manager, Operational Safety, Project Safety Planning and Review, BC Hydro
- Dianne Hunter
  City Manager, Fort St. John
- Craig Kendall
  Operations Turnaround and Projects Coordinator, North Atlantic Refining Limited
- Brian Marsh
  Superintendent, Lead Projects, Teck Metals Ltd
- Gene McIvor
  Manager (retired), Shutdown Coordination at Skookumchuck Pulp, Paper Excellence
- Terry Moore
  President, JTM Consulting
- Dr. Peter Nunoda
  Vice President of Academic Research, Northern Lights College
- Jim Porter
  Project Manager, Porter Contracting Services Inc.
- Craig Stenhouse, P. Eng.
  Project Manager, CWA Engineers
- Alex Wray
  Principle, Wray Group

---

Pre-Conference Workshops
Monday, February 3, 2014

Lunch will be provided to delegates who are attending both Workshop A & B.

9:00 am – 12:00 pm (registration opens at 8:30 pm)
The A to Z Guide for a Winning Shutdown and Turnaround: From Developing a Sound Planning Strategy to Delivering a Smooth Execution

Workshop Leader:

Terry Moore
President, JTM Consulting

As shutdown professionals face increased pressure with limited resources and compressed downtimes, it is critical that they are aware of today’s best turnaround practices to ensure an efficient and cost-effective shutdown and delivery. This workshop will provide you with an in-depth understanding of the planning, execution and start-up phases of the shutdown/turnaround to enable your organization to maximize the use of valuable capital and resources.

- Pre-shutdown planning: When should you begin?
- Developing the scope and schedules: How do you reconcile this with the budget?
- Preparing the budget and tracking costs
- Incorporating unplanned work
- Managing on-site safety and execution
- Ensuring contractors and vendors perform as specified
- Turnaround and start-up: coordinating the handover
- Best practices for achieving optimal results in a shutdown/turnaround

1:00 pm – 4:00 pm (registration opens at 12:30 pm)
Using the Phase Process of Turnaround Management to Ensure that You Stay On Track and On Budget

Workshop Leader:

Jim Porter
Project Manager, Porter Contracting Services Inc.

This workshop will examine the phase process of turnaround management to ensure a shutdown is delivered on time and within budget. It will also examine in depth each phase of the turnaround process, exploring tools and strategies to provide guidance as the project progresses towards delivery, thus allowing actions to be taken in advance of changes to project scope.

- Exploring the methodology behind the phases of a turnaround
  - Plan, Identify, Define, Execute, Commission
- Examining each phase of a turnaround in precise detail – including:
  - Turnaround Strategy Development / Previous Lessons Learned / Importance of a Milestone Schedule / Work Package Development / Budget Process / Risk, Cost, 
  - Benefit Analyses / Scope Approval Process / Logistics and Contract Management / Execution Strategy
- Using the Tools and Techniques, Strategies, and Methodology behind the phases of a turnaround to reduce expenses and duration and give your team a road map to guide them throughout the turnaround process

JIM PORTER is the owner of Porter Consulting Services Inc. Jim has worked on and been involved with shutdowns for over 20 years holding many positions ranging from a contractor supervisor, contracts and logistics manager, planner, scheduler, and shutdown manager. Recently Jim has been working as an accredited project manager through the PMI group. Jim has been involved in many types of projects including oil and gas, pulp and paper, chemical refineries and manufacturing. His diversified experience includes consulting positions in plant turnarounds, routine maintenance, project management, as well as execution and development positions in construction, commissioning, operations, maintenance and training.

Conference Day One
Tuesday, February 4, 2014

7:45
Registration Opens and Coffee Is Served

8:45
Opening Remarks by Conference Chair

Dave Turchanski
President
Energy Services BC

SPECIAL ADDRESS
9:00
A Turnaround Transformation – Moving from Frantic Chaos to Calm Control

Alex Wray
Principle, Wray Group

In this dynamic session we tell the story of one company’s 12 month journey to transform their turnarounds from a “rodeo” into a competitive advantage. Practical and full of examples, this presentation illustrates the leadership mindset and behaviors which are essential to orchestrating a turnaround that delivers on budget with zero safety incidents despite...

- Workforce of 600
- 170,000 man hours of work
- Necessity of transporting workforce 45 minutes to and from a mountain top each day
- $40 Million budget

The key to achieving these impressive numbers can be summed up in one word — “people.”

Attendees will learn:

- How shared ownership can positively impact all aspects of a turnaround (shutdown or outage) project including staying on schedule, improving quality and reducing costs
- Three specific areas of a turnaround that offer excellent opportunities for employee engagement
- A practical model and tools used to effectively engage the workforce
- Realistic suggestions and a clear starting point to transform your turnaround through people.

10:10
Networking Coffee Break

10:25
How to Manage Scope Creep and Unforeseen Events to Keep Your Shutdown Plan on Track

Craig Stenhouse, P. Eng
Project Manager, CWA Engineers

- How do you get contractors to identify and disclose work up front?
- Examine methods and controls for minimizing found work
- When is the ideal time for discovery and pre-shutdown inspections? What are your targets?
- What should you include in your contingency plan? How do you prioritize shutdown tasks? When should you delay projects?

Register at 1-877-927-7936 or www.CanadianInstitute.com/ShutdownsBC
• Understanding that controlling scope requires a cultural change in both company and contractor personnel
• Examples of rigorous control mechanisms to manage scope creep

11:05 Using Post-Turnaround Reviews to Improve Your Future Shutdown Performance
Craig Kendall
Operations Turnaround and Projects Coordinator
North Atlantic Refining Limited
• Doing a learned analysis after a major turnaround
• Tracking and reporting the right data so your review accurately reflects project scope
• Identifying the positive and negative aspects of your turnaround
  - Using this knowledge to correct your mistakes
• Turning successful elements of a turnaround into a best practice for future years

12:00 Networking Luncheon for Delegates and Speakers

KEYNOTE SESSION
1:15 Developing a Solid Logistics Strategy to Ensure a Smooth Turnaround Delivery
Jim Porter
Project Manager, Porter Contracting Services Inc.
• Understanding the importance of a comprehensive receiving plan and schedule
• Ensuring adequate resources, materials and equipment for your shutdown
  - Manpower, food, transportation and housing
  - Tools, parts and supplies
• Developing a communications plan to ensure sufficient lead time and on-time delivery for workers, contractors and vendors
• Examples of logistics management information systems

2:15 Effective Scheduling Methods and Techniques to Ensure an Organized Shutdown
Terry Moore
President, JTM Consulting
• Explore key considerations in formulating the shutdown schedule
• What should be the general design and structure of the schedule?
• How to cope with shifts, schedule changes and unforeseen events. Why your turnaround schedule must remain flexible
• Ensuring daily feedback: Updating your schedule in real time as contractors and vendors are added

3:05 Networking Coffee Break

3:20 Lessons Learned: Best Practices in Shutdown Planning and Execution to Improve Turnaround Performance
Stephen Cathrea
Turnaround Manager, Jacobs Engineering
• What are the drivers of a successful shutdown?
• Developing scope and schedules: How do you ensure this is aligned with your budget?
• Examine common pitfalls to avoid
• How do you incorporate unplanned work?
• Critical strategies and tips for achieving a winning execution

4:00 Executing the Shutdown and Turnaround

Thomas Hanson
Sr. Manager, Operational Safety – Project Safety Planning and Review, BC Hydro
• Planned owner involvement before, during, after the shutdown/turnaround to improve safety outcomes and reduce schedule and cost risks
• Contractor workforce best practices: Managing two relationships - the contractor business relationship and contractor workforce at site
• Building the safety plan: Needs before the plan, determining objectives, identifying your inputs, designing the plan, communication and training, evaluation and feedback
• Methodologies to identify key risk factors and events
• Flagging unforeseen risks: Realizing the importance of free flowing communication for both in-house and contract workers
  - What are the unique safety challenges affecting contract workers?
• Explore the latest tools and techniques for flagging incidents and monitoring performance

5:00 Conference Chair’s Closing Remarks and Day One Adjourns

Conference Day Two
Wednesday, February 5, 2014
8:15 Coffee is Served

8:45 Opening Remarks by Conference Chair

9:00 How to Align and Integrate Capital Projects with your Shutdown to Minimize Downtime and Maximize the Use of Resources
Bill Adams
Manager, Engineering and Strategic Planning, Domtar
• Identify the key issues during the planning phase when integrating a capital project(s)
• How to ensure open communications and cooperation between the shutdown and capital project teams; Who is responsible for on-site execution?
• How can resources and equipment be shared?
• What are the main benefits and cost savings to integrating?
  What are the potential risks and pitfalls?

9:40 Shutdowns – Lessons in Project Management
Gene McIvor
Manager (retired), Shutdown Coordination at Skookumchuck Pulp, Paper Excellence
• How to manage shutdowns as projects
• Understanding shutdown basics to improve your turnaround performance
• Exploring practical tools for shutdown management
• What are some of the tripping hazards to be aware of

10:20 Networking Coffee Break
10:35  Lessons Learned: A Case Study in the West Stoddart Gas Plant Shutdown and Turnaround

Miles Braun  
Operations Trainer, West Stoddart Gas Plant, CNRL

- Preparing the schedule to ensure the project stays on track
- Accounting and controlling for shutdown costs; How to stay on budget
- How to deal with unplanned scenarios and found work
- What works and what doesn’t; techniques and tips to facilitate better performance

11:15  Filling the Generation Gap: How to Attract and Keep Skilled Labour in a Competitive Demand Environment

Abigail Fulton  
Vice President, Government Relations  
BC Construction Association

Dr. Peter Nunoda  
Vice President of Academic and Research  
Northern Lights College

- Understanding the current competitive labour marketplace; Where are the greatest shortages?
- Is it merely pay and benefits? What does the incoming workforce value within a work environment?
- How can the industry adjust to a chronic labour shortage? How do you increase productivity and create smarter work practices?
- Developing, investing in, and training your existing company workforce; How do you retain your skilled employees?
- What role can apprenticeships and foreign workers play? Are current federal and provincial programs enough?

12:05  Networking Luncheon for Delegates and Speakers

1:15  An Update On the Latest Developments in the Crane Hoisting Industry and How this Will Impact Shutdown Professionals

Fraser Cocks  
Executive Director, BC Association for Crane Safety

- Examine the latest developments in harmonizing credentials and regulations across jurisdictions; What is the role of the Canadian Hoisting and Rigging Safety Council?
- Discuss the importance of crane operator mobility and how this benefits a shutdown/turnaround in terms of:
  - Lower costs and less red tape for the industry
  - Safer working conditions
  - Easier for companies and operators to work across jurisdictions
- Tips on how can a shutdown professionals work with crane operators to facilitate a smooth execution

1:50  Q & A Interactive Expert Panel: Discussing the Challenges, Strategies and Solutions of Your Shutdown, Turnaround and Maintenance Program

Brian Marsh  
Superintendent, Lead Projects, Teck Metals Ltd.

Terry Moore  
President, JTM Consulting

John Fradette  
General Manager, Turnarounds Canada, Jacobs

Delve into some of your most critical turnaround challenges with seasoned experts in this question and answer session designed to help you overcome some of your most pressing shutdown issues. Explore topics the industry is facing, engage in frank discussions and get informed opinions on the issues you are encountering on a day to day basis in your shutdown program.

2:30  Networking Coffee Break

2:45  Special Presentation – TBA

The Alberta Council of Turnaround Industry Maintenance Stakeholders (ACTIMS)

3:25  Examining Community and Infrastructure Challenges in the Fort St. John and Montney Region: What Impact Will this Have on a Future Shutdown Operations?

Dianne Hunter  
City Manager, Fort St. John

- Explore the housing, camp and accommodation situation in the Fort St John region; How will this impact attracting a skilled mobile shutdown labour force?
- What are some of the major issues communities are facing in terms of providing transportation infrastructure and basic municipal services?
- Examining the information deficit; Why is there a lack of data to help communities plan for the future? What role should the province play? How are communities responding?
- How do you balance community and industry needs while ensuring a motivated and productive workforce?
- Tips for shutdown professionals operating in the region

4:00  Chair’s Closing Remarks and Conference Concludes

Register at 1-877-927-7936 or www.CanadianInstitute.com/ShutdownsBC

PRESENTED BY:

CI Energy Group is a division of The Canadian Institute and a member of the C5 Group of Companies, an international network of leading conference and business information providers.

Staffed by industry experts and lawyers, CI Energy Group produces an extensive portfolio of research driven, timely business conferences for the global energy and commodities sectors. Covering a range of operational, technical and policy issues our market-led forums provide the business intelligence that decision makers need to react effectively to challenges and opportunities in the evolving worldwide energy marketplace.

www.CanadianInstitute.com

©The Canadian Institute, 2013
Sponsored by:

**JACOBS** is one of the world’s largest and most diverse providers of professional technical services. We are a publicly traded company (NYSE – JEC), with annual revenues exceeding US$12 billion and over 60,000 and more than 200 offices worldwide. We offer full-spectrum support to industrial, commercial, and government clients across multiple markets. Services provided include scientific and specialty consulting as well as all aspects of engineering, construction, operations and maintenance. We perform total plant turnarounds and shutdowns both as the incumbent on-site contractor and as an independent turnaround contractor, based on equipment inspection reports, scope of work and client requirements. Our responsibility is to safely supervise the work force ensuring work plan and schedule adherence. We have developed a proven, standardized approach to turnaround planning and execution. Through proper sequencing and management accountability, along with our unique Turnaround Readiness Assessment process, we deliver superior results. [www.jacobs.com](http://www.jacobs.com)

**TOMCO Group of Companies** is integrated solutions to optimize your shutdown planning. Our range of specialty services include cold pipe cutting and beveling, heat treating, controlled bolting, hydrotesting, portable machining and more. If all you need is the right tool for the job, our specialty rentals have you covered with tools and equipment for flange facing, pipe end prep, bolting and hydrotesting. Visit [www.tomco.ca](http://www.tomco.ca) for details.

**BCEDA** is the leading professional association of economic development practitioners in the Province of BC. BCEDA currently has over 280 members from communities throughout the Province. BCEDA provides services that helps member communities grow and expand new and existing businesses, attract new business investments, and work towards strategic infrastructure investment, land use planning, and community enhancement. [www.bceda.com](http://www.bceda.com)

**IPP&T** is Canada’s leading national process magazine. IPP&T has over 24,500 readers and editorially covers 16 individual process sectors across Canada. The new products and editorial articles help processors make important decisions everyday. All six issues are packed full of current and relevant information that makes IPP&T a must read. [www.ippt.ca](http://www.ippt.ca)

**SAFETYSUITE**. Blast Resistant Buildings (BRBs) from A Box 4 U include custom, “design and build” offerings from their SAFETYSUITE Division, and several standard configurations from its lease fleet of over 800 buildings. As of this publication, A Box 4 U will likely be the only ISO 9001:2008 Certified, Blast Resistant Building manufacturer in the industry and offer Hurricane Category 5 and Tornado Category EF5 rated BRBs. New members of the CCPS (Center for Chemical Process Safety), [www.abox4u.net](http://www.abox4u.net) Toll Free: 877-522-6948

**Certified Coating Specialists** is an award-winning, industry leading contractor specializing in MSAs, lead abatement, corrosion management, asset rehabilitation and coating application for Power, Infrastructure, Industrial, Oil & Gas and Marine settings. Certified is an SSPC QP1 and QP2 certified contractor with BC, Alberta, Saskatchewan, Manitoba and Ontario COR certification and a successful track record in having executed upwards of $100,000,000 in coating related contract work. [www.ccscoatings.ca](http://www.ccscoatings.ca)

**TRADEQUIP.COM**, since 1978, is the oil, gas and energy market’s leading resource for new and used oilfield equipment and services. Published 3 times per month and circulating in over 100 countries, Tradequip delivers you proven exposure and sales by bringing the buyer to you through print, online, mobile, auctions and events! Also, check out our growing Facebook page: [www.facebook.com/tradequip](http://www.facebook.com/tradequip)

**PROCESSWest (PW)** is Canada’s only western process magazine written by experienced western based journalists. PW delivers in-depth articles about gas and oil, pulp and paper, water waste water and other important process sectors affecting western processors. Over 10,500 individuals read PW 6 times a year. Processor Profiles and Supplier Profiles supply valuable insight and information to western Canada’s unique process markets. [www.processwest.ca](http://www.processwest.ca)

**Sponsorship & Exhibition Opportunities**

Maximize your organization’s visibility in front of key decision-makers in your target market. For more information, contact

**Director of Business Development** Daniel Gellman at 416-927-0718 ext. 7389, toll-free 1-877-927-0718 ext. 7389 or by email at d.gellman@CanadianInstitute.com

Testimonials

‘I liked the wide variety of speaker topics. Very informative, one of the best conferences I’ve attended. I will definitely come back.’
– Brian Baca, Corporate Turnaround SME, Chevron Phillips Chemical Company, Shudowns Superconference Calgary, 2012

‘Excellent opportunity for the technical folks to exchange their knowledge’
– Aqeel Ahmed, Turnaround Planner, CNRL, Shudowns Superconference Calgary, 2012

‘I liked learning new ideas from other people in the industry and networking with peers and contractors’

‘I liked the range of topics that was presented. Talked about all aspects of the turnaround event from cradle to grave, operations, maintenance etc.’
– Jason Amato, Production Supervisor, Shell Chemicals, Shutdowns Turnarounds Superconference – Houston, June 25-26, 2013

Top 10 Reasons to Attend

1. Focused, interactive and practical learning to take your shutdown/turnaround to the next level
2. An agenda built by the industry for the industry on the issues most important to you
3. Speakers from across the oil and gas, pulp and paper, mining and energy industries to exchange ideas and cross learning opportunities
4. Knowledgeable, expert and seasoned speakers with the latest strategies, tips and tools to move your shutdown forward
5. In-depth case studies, panels and special presentations to allow you to take the best practices from others and apply them back at your operation
6. Hear presentations from BC Hydro, Domtar, CNRL, Teck Metals and more!
7. Strategic takeaways on managing scope, safety management, logistics, scheduling techniques, integrating capital projects, and labour skills shortages
8. Network with decision makers from industry, engineering, contracting firms and solution providers
9. An event that will give you the solutions to the challenges you face on the ground and in the plant
10. Get the answers you need from the experts in the room – all in the same place at the same time

Venue Information

HOTEL: Four Seasons Hotel Vancouver
ADDRESS: 791 West Georgia Street, Vancouver, BC V6C 2T4
TELEPHONE: 1.604.689.9333 / 1.866.223.9333
WEBSITE: http://www.fourseasons.com/vancouver

HOTEL RESERVATIONS
For information on hotel room availability and reservations, please contact the Four Seasons Hotel Vancouver at 1-866-223-9333 and request ‘The Canadian Institute’s Preferred Corporate Rate’ when booking. All reservations can be cancelled up until 3:00pm the day prior to arrival without penalty.
ATTENTION MAILROOM: If undeliverable to addressee, please forward to:
Turnaround, Shutdown, Maintenance, Operations, Plant Manager

YES! Register the following delegate for Shutdowns Turnarounds Vancouver BC

FEE PER DELEGATE

Register & Pay by January 7, 2014

Register & Pay after January 7, 2014

□ Conference
$2095
$2925

□ Conference and 1 Workshop A or B
$2690
$2690

□ ELITEPASS*: Conference and Both Workshops
$3185
$3385

□ Live Webcast (Program Only)
$1595

PLEASE ADD 5% GST TO ALL ORDERS

All program participants will receive an online link to access the program materials as part of their registration fee

*Program Proceedings are published and shipped 4 weeks from the program

I cannot attend but would like information on purchasing a copy of the Program Proceedings

CONTACT DETAILS

NAME

POSITION

ORGANIZATION

ADDRESS

PROVINCE

POSTAL CODE

TELEPHONE

FAX

EMAIL

TYPE OF BUSINESS

NO. OF EMPLOYEES

APPROVING MANAGER

POSITION

PAYMENT

Please charge my □ VISA □ MasterCard □ AMEX □ DISCOVER CARD STYLE NUMBER

□ Wire Transfer (SCAD)

Please quote the name of the attendee(s) and the program code 350M14 as a reference.

Beneficiary: The Canadian Institute

Bank Name: HSBC / Account #: 055319-001

Address: 150 Bloor St, Suite M100, Toronto, ON

Swift Code: HKHCATT / Transit #: 10382 / Bank #: 016

CALL 1-877-927-7936 FOR GROUP OR SPECIAL INDUSTRY PRICING OPTIONS

The Canadian institute

February 4–5, 2014 • Four Seasons Hotel • Vancouver

From the Developers of the Shutdowns Superconference Series

Shutdowns Turnarounds Vancouver BC

Winning Strategies to Improve Turnaround Performance

REGISTRATION FORM

To expedite your registration, please mention your Priority Service Code

350M14.INH

Can be recycled

5 EASY WAYS TO REGISTER

Phone: 1-877-927-7936 or 416-927-7936

Fax: 1-877-927-1563 or 416-927-1563

Email: CustomerService@Canadianinstitute.com

Mail: The Canadian Institute

1329 Bay Street

Toronto, Ontario M5R 2C4

Online: www.Canadianinstitute.com/ShutdownsBC

PROGRAM CODE: 350M14-VAN

ADMINISTRATIVE DETAILS

VENUE: Four Seasons Hotel Vancouver

ADDRESS: 791 West Georgia Street, Vancouver

TEL.: 1-604-689-9333 or 1-866-223-9333

Hotel Reservations

For information on hotel room availability and reservations, please contact the Four Seasons Hotel Vancouver at 1-866-223-9333 and request "The Canadian Institute's Preferred Corporate Rate" when booking. All reservations can be cancelled up until 3:00pm the day prior to arrival without penalty.

Registration Fee

The fee includes the program, all program materials, coffee breaks and lunches.

Payment Policy

Payment must be received in full by the program date to ensure admittance. All discounts will be applied to the Program Only fee (excluding add-ons), cannot be combined with any other offer, and must be paid in full at time of order. Group discounts available to 4 or more individuals employed by the same organization who register at the same time. For more information on group rates, please call 1-877-927-7936.

Cancellation and Refund Policy

You must notify us by email at least 48 hrs in advance if you wish to send a substitute participant. Delegates may not “share” a pass between multiple attendees without prior authorization. If you are unable to find a substitute, please notify The Canadian Institute in writing no later than 10 days prior to the program date and a credit voucher will be issued to you for the full amount paid. Credit Vouchers are valid for 1 year and are redeemable against any other program by The Canadian Institute. If you prefer, you may request a refund of fees paid less a 25% service charge. No credits or refunds will be given for cancellations received after 10 days prior to the program date. The Canadian Institute reserves the right to cancel any program it deems necessary and will, in such event, make a full refund of any registration fee, but will not be responsible for airfare, hotel or other costs incurred by registrants. No liability is assumed by The Canadian Institute for changes in program date, content, speakers or venue.