Dear Friends,

On behalf of the International Association of Fire Chiefs (IAFC), I welcome you to the first International Fire Operations Conference, April 10-12, 2018, at the Ritz-Carlton in Manama, Bahrain.

The IAFC represents the leadership of firefighters and emergency responders worldwide. Our members are the world's leading experts in firefighting, emergency medical services, large-scale response, hazardous materials spills, natural disasters, search and rescue, and public safety policy.

We are very proud that this is the first IAFC conference in collaboration with Saudi Aramco and the first conference dedicated to fire operations in the Middle East. You will hear from expert speakers from the United States, Europe and the Middle East on overall fire operations during this extraordinary event.

I urge you to take advantage and enjoy networking events and the tradeshow featuring the latest services and technology available for the fire and emergency service.

Again, have a great conference and welcome!

Sincerely,

[Signature]

Fire Chief Thomas C. Jenkins V
President and Chairman of the Board
International Fire Operations Conference
The Ritz-Carlton Bahrain
Manama, Bahrain

Dear Friends,

It gives me great pleasure to welcome each of you to the 1st edition of The International Fire Operations Conference which will be taking place at the Ritz Carlton Bahrain from 10-12 April 2018.

At Saudi Aramco Fire Protection Department, we continue to focus our efforts on maintaining a clear perspective on the importance of fire protection and safety to educate our employees and the region’s firefighting community.

This prestigious event, the first of its kind, is organized in collaboration with the International Association of Fire Chiefs (IAFC), a non-profit organization representing the leadership of firefighters and emergency responders worldwide. We are very proud of our collaborative efforts to launch the first conference evolving around fire operations in the region – a truly momentous initiative.

We realize that meetings like this bring together the industry and act as a platform to promote and learn, and what better partner to collaborate with to bring a conference of this caliber to the region.

One of the most important aspects of our conference is that it offers fire service officers and personnel the unique opportunity to explore leadership development, with education sessions covering many operational components of the fire service. We will also have panel discussions that will focus on the current and future issues facing the Fire Service globally and will feature panelists from around the world.

This diversified and rich technical program will provide you with a valuable and skill-developing experience that will broaden your knowledge and also provide unique networking opportunities.

Finally, I ask you to stay engaged and help us shape the future of fire protection and safety.

Enjoy the 1st International Fire Operations Conference and welcome!

Sincerely,

Ghassan G. Abulfaraj
Manager
Fire Protection Department
Saudi Aramco
First International Fire Operations Conference in the Middle East

The International Association of Fire Chiefs (IAFC) is proud to present the first conference dedicated to fire operations in the Middle East as well as the first IAFC conference in collaboration with Fire Protection Department, Saudi Aramco. Hear from expert speakers from the United States, Europe, Africa and the Middle East on overall fire operations during this extraordinary event.

The IAFC, a non-profit association, represents the leadership of firefighters and emergency responders worldwide. Our members are the world’s leading experts in firefighting, emergency medical services, large-scale response, hazardous materials spills, natural disasters, search and rescue, and public safety policy.

Participants will also enjoy sponsored networking events and meal functions as well as a tradeshow featuring the latest services and technology available for the fire service.

#IFOC18

DOWNLOAD THE CONFERENCE APP

Download the 2018 International Fire Operations App by searching for "IAFC Conferences" in the App Store or Android Market. This is your most up-to-date resource for session descriptions, Exhibit Hall information, maps and conference updates.
CONFERENCE AGENDA

All sessions presented in English; Arabic translation services provided.

*Subject to Change

TUESDAY • 10 APRIL • PRECONFERENCE

8:30 AM - 4:30 PM
(11:30 am - 1 PM - Lunch & Meet with Exhibitors)

P1: Lessons and Best Practices from the Fireground: Commercial & Residential Incidents

Those who do not learn from history are doomed to repeat it and the fire service is no different. Despite amazing technological advances and a greater understanding of the science of fire, there is still much to learn. Reviewing recent incidents can lead to better outcomes for both our firefighters and those they protect.

Participants will be presented insights to:
- Increase their understanding of the increasing complexities of residential and commercial occupancies and building fire related to construction, occupancy risk and deployment demands.
- Identify common and apparent causes associated with firefighting operations and command from past occurrences that had similar outcomes and the Lessons and Learnings from select case studies and History Repeating Incident Events (HRE)
- Recognize an Adaptive and Integrated Fireground Management model that suggested refined risk management, operational and tactical approaches for enhanced pre-incident planning and tactical incident mitigation.

Christopher Naum, Chief of Training & Research/Development, Command Institute (USA)

P2: Industrial Firefighting Best Practices Against Case Histories

Throughout the years, numerous incidents have occurred in industry that has resulted in catastrophic damage and loss of life. As a result, industry has learned from these incidents and made changes to the way they operate. These changes may be considered "best practices." This program will examine some of these incidents and see what changes have been made operationally. Additionally, new technologies have changed the way we operate. We will examine these new technologies during our session. The students will actively participate in this class through the use of small group activities and the sharing of their own best practices.

Participants will be able to:
- Identify causes of incidents that have occurred in the past
- Identify changes that were made to operations to prevent repeat occurrences
- Identify "best practices" that industry uses to improve operations and prevent future incidents
- Identify new technologies that enhance capabilities to mitigate incidents

Craig Shelly, M.S., FIFireE, CFPS, Chief Executive Officer (CEO), World Safe International; Chief (Ret.) of Marine Operations, Fire Department of the City of New York (FDNY)

P3: Leadership for the Complex, High-Risk Environment

Emergency events have layers of complexity built in. Managing resources and leading people under these conditions requires a rapid understanding of the situation and foresight into how it will progress. Gain valuable insight into how effective leaders bring these difficult incidents toward a positive outcome.

Improved leadership resiliency and effectiveness when dealing with incidents that produce non-traditional or unexpected challenges.

Participants return to their organizations with new knowledge and tools, better prepared for complex incidents of the future. Specifically:
- The ability to apply critical thinking to planning at the strategic level
- The ability to respond, anticipate, plan and execute within the strategic dimensions of the incident simultaneously with the tactical dimensions
- The ability to establish highly effective incident response structures using decentralized command and control models and intent based operations

Lark McDonald, CEO, Mission-Centered Solutions (USA); Mark Smith, Partner and Operations Director, Mission-Centered Solutions (USA)
WEDNESDAY • 11 APRIL • CONFERENCE

8 AM - 9:30 AM - General Session
Special Guest Speakers:

Bader F. Al-Qadran, Executive Director, Safety and Industrial Security, Saudi Aramco

Thomas C. Jenkins, President, International Association of Fire Chiefs; Fire Chief, Rogers (Ark.) Fire Department (USA)

9:30 AM - 10 AM
Break (Meet with Exhibitors)

10 AM - 11:30 AM - Concurrent Sessions

101: Setting Up for Success 20 Years from Now
Through best practices in succession management, your department can assure its success well into the future by empowering its most important resource, high-quality people. Review time-honored methods as well as new thoughts on sustaining a department.

Brian Crawford, Chief Administrative Officer (CAO), City of Shreveport, Louisiana (USA) and Former Fire Chief at Shreveport (La.) Fire Department and Plano (Tex.) Fire-Rescue

102: Delegating on the Fire Ground
Build respect, increase cohesion, and elevate crew performance through the application of the leadership principles and tools of a mission-driven culture.

Lark McDonald, CEO, Mission-Centered Solutions (USA); Mark Smith, Partner and Operations Director, Mission-Centered Solutions (USA)

103: Modular Deployment of Resources: Sending the Right Personnel, Tools & Equipment
Long gone are the days of building specific tools and teams to do only one type of mission or respond to only one type of event. The most productive and efficient disaster-response teams are those that are multi-capable with members, tools, and training that allow them to be flexible and capable to address many situations.

David Downey, Fire Chief, Miami-Dade (Fla.) Fire Rescue (USA)

Exhibit Hours
Exhibitors will be on hand to discuss current product enhancements and latest innovations.

Tuesday, 10 April .................................7:30 AM - 5:00 PM
Wednesday, 11 April ...........................7:30 AM - 6:00 PM
Thursday, 12 April .............................7:30 AM - 2:00 PM

IAFC.org/FireOpsConference
104: Fire Officers Assessment Center (FOAC)

FOAC was developed and implemented by FrPD personnel in support of the Frontline Leadership Development initiative portion of FrPD’s Strategic Realignment process. FOAC runs on a nearly full-time basis and provides management with real-time, valid, and accurate data regarding the capabilities of those in or seeking leadership positions. FOAC advances the safety of Saudi Aramco on several various and important fronts. Perhaps most significant from a company perspective is by improving the capabilities of the frontline leaders who are directly responsible for emergency response, the safety of company personnel who are affected by a fire is improved. This is because a more effective response to fires reduces their exposure to danger through quicker and more efficient firefighting efforts. Their safety is also improved by the enhanced rescue capabilities of FrPD personnel which is a significant component of all FOAC live-fire assessments. From FrPD’s viewpoint, our personnel’s safety is improved through an increase in confidence and improvements across the entire skill range from basic firefighter skills to advanced strategy and tactics. Another major value of FOAC is the protection of Company assets and the decrease in business interruption due to a lessening in fire loss because of improved fire response. These benefits also extend to the public outside of Saudi Aramco in instances where FrPD supports the National Civil Defense and provides mutual aid to other industries in the Kingdom. A notable and worthy side benefit of FOAC activities is the improvement of skills in the firefighters and truck operators who attend to support the live-fire exercises. FOAC staff have noticed a distinct development in both areas since the launch of the program. FOAC also generates substantial attention from our younger members in furthering their careers via motivated interest in professional development.

Mozher N. Al-Qahtani, CTR, MBA, Fire Operation Superintendent, Fire Protection Department, Saudi Aramco

11:30 AM - 1 PM
Lunch (Meet with Exhibitors)

1 PM - 2 PM - Concurrent Sessions

201: Who Will Lead? Leadership Selection Using Assessment Centers

Promoting the best people is a vital way to ensure your department stays on the cutting edge. Assessments offer the most valid method in which to test a candidate’s knowledge, skills, and abilities and forecast their worthiness as a future leader.

Stuart McElhaney, COO, Emergency Services Consulting International and Fire Chief (Ret.), Marion County (Fla.) Fire Department (USA)

202: Maximizing Your Potential as a Fire Commander

Communications require interaction between people but officers often forget the most important part: listening. Unlock greater potential in yourself, your crew, and your department by understanding this crucial action.

Jeffrey Johnson, Vice Chairman, FirstNet and Fire Chief (Ret.) Tualatin Valley (Ore.) Fire and Rescue (USA)

203: Special Operations at Complex Emergencies

The traditional role of the fire service has transformed solely from fire suppression to that of an all-hazards department, organization or brigade. Emerging trends in the development and implementation of specialized capabilities, services and personnel present unique opportunities to integrate and expand upon multi-dimensional teams, skills, capabilities, resources, leveraging technology with expanded training skill sets to address increasing demands associated with special operations at complex emergencies.

Christopher Naum, Chief of Training & Research/Development, Command Institute (USA)
204: Industry Updates (Multiple)

2 PM - 2:15 PM
Break

2:15 PM - 3:15 PM - Concurrent Sessions

301: Approach to Control Storage Tank Fires: Consequences, Resources, Challenges & Solutions

Saudi Aramco Fire Protection Department has established their own program to be able to combat and mitigate storage tank fires. The program utilizes several state of the art mobile equipment to be able to transport and flow needed demand from an open source of water. The equipment portfolio includes submersible pumps, 12K booster pumps, large flow monitors, ultra large 12-inch hoses, equipment/hose containers and hauling trucks. During an emergency, these equipment are assembled together to achieve needed demand. In addition of having the capability and resources, a very important step is to evaluate each tank location/site independently to highlight any challenges that can hinder the response operations such as security fences, accessibility to water side, road pavement, distances etc. challenges need to be addressed seriously and measures need to be implemented to overcome the challenges.

Muhammed AbuHussian, Fire Protection Engineer, CFPS, CFEI, CFPE, Fire Protection Department, Saudi Aramco

302: Be a Teacher - Know Your Team

Teamwork is fundamental to the success of fire organizations. This course explores the concept of teamwork in a public safety environment and identifies ways for leaders to nurture, mentor, and cultivate team oriented members of their public safety organization.

Thomas C. Jenkins, President, International Association of Fire Chiefs; Fire Chief, Rogers (Ark.) Fire Department (USA)

303: All-Hazards, All-Discipline, Unified Command: A Path to Success that Starts with Planning

No incident is a single-discipline event and yet we tend to manage them within the bubble of our primary agency. Through unified event planning, incident managers gain trust in their dependencies on other agencies and glean the benefits such cooperation can yield.

Rodney Eksteen, Assistant Director, Western Cape Government, Department of Local Government, Fire & Rescue Services (South Africa)

304: Industry Updates (Multiple)

Program Description Pending
Speakers Pending

3:15 PM - 3:45 PM
Break (Meet with Exhibitors)
3:45 PM - 5 PM
Innovations in the Fire Industry: A Panel Discussion
Program Description Pending
Speakers Pending

6 PM - 9 PM
Lights by the Sea Reception & Dinner
In the venerable Arab tradition of hospitality, it is our honor to invite you to an evening of celebration, awash in lights by the beautiful Arabian Gulf, and serenaded by tranquil music. This soiree, held on the Ritz-Carlton’s a private island, will bring us together in a serene environment to enjoy a meal and forge new friendships. The evening will begin with an opportunity to mingle, enjoy a beverage or cocktail, and then progress to an extraordinary dinner prepared by the Ritz-Carlton’s culinary team. Amidst a busy conference, this is your opportunity to take a breath and relax as our generous hosts pamper you with warmth and hospitality.

THURSDAY • 12 APRIL • CONFERENCE

8:30 AM - 10 AM - Concurrent Sessions

401: Fire Service Approach to Building Collapse
Increased population density in areas of natural disaster has led to an elevated need for specialized teams with the ability to execute rescues under extreme conditions. These teams don’t just magically appear though and instituting successful first steps is crucial to assuring effective response.
David Downey, Fire Chief, Miami-Dade (Fla.) Fire Rescue (USA)

402: Firefighter Response to Transportation Incidents Involving Hazardous Materials
Program Description Pending
Program Speaker Pending

403: FSTAR/New Data Shows Unique Dangers to Firefighters
Cancer, heart disease, and stroke haunt the fire service. New data suggests that the environment we work in and the activities we perform can have devastating, long-term impacts to our bodies and that a prevalence of disease functions, not commonly found in the civilian community, permeates our vocation.
Todd LeDuc, Executive Assistant Fire Chief, Broward County (Fla.) Sheriff Fire Rescue (USA)

404: Industry Updates (Multiple)

10 AM - 10:30 AM
Break (Meet with Exhibitors)
10:30 AM - Noon - Concurrent Sessions

501: Maximizing Leadership Through the Use of Incident Management Teams (IMTs)
Emergency incidents require unique skills in their management and often the number of those who are competent in this arena is limited. By utilizing a team concept, your department can provide incident-command support for extended time periods while enabling less-experienced members of a team access to an extremely valuable commodity, experience.

Randal Collins, President & CEO, All-Hazards Incident Management Team Association, LLC and Emergency Management Coordinator, City of El Segundo (Cal.) (USA)

502: ALIVE: Research-Based Interactive Multimedia Training for Firefighters - Fire Dynamics, High-Rise Fires and Cardiovascular Health
This presentation will provide an understanding of fire dynamics, science of high-rise fires, the principles that govern their behavior, and train the firefighters for research-based safer tactical considerations, and educate firefighters about the physiological impacts of firefighting and strategies to reduce cardiovascular strain. Attendees will learn novel research-based interactive multimedia training that can be adopted to train firefighters for a wide variety of topics.

Prabodh Panindre, PhD, MBA, Senior Scientist, New York University - School of Engineering; Faculty, New York University - Abu Dhabi (USA); John Ceriello, Captain, Division of Training, Fire Department of the City of New York (FDNY)

503: Crew Resource Management: A Key to Safe Operations
In 2014, the IAFC began an initiative to bring world-class research to all levels of the fire service. By utilizing experienced, subject-matter experts to "drill down" to the core issues in thousands of pages of studies, fire chiefs, company officers, and firefighters can access pertinent material in a one or two page overview. Numerous topics, from cancer to tactics to fire behavior, are collected in an easy-to-use online library with search capabilities. Come and learn what science tells us about our craft.

John Russ, MA, Program Manager, National Firefighter Near-Miss Reporting System (USA)

504: Building Capabilities for Large-Scale Disasters
After 12 years of collecting episodes of firefighter near-misses through self-reporting tools, a wealth of information exists to guide fire departments. Look at the trends evident from the data, see how this drives better decision making, learn the importance and effective use of after-action reviews, and see how it ties into crew-resource management.

Roy Harold, Chief Fire Officer and Head of Public Safety (Ret.), Norfolk County (UK)

Noon - 1:30 PM
Lunch (Meet with Exhibitors)

1:30 PM - 3 PM
World Fire Operations Panel Forum
This extraordinary, one of a kind, panel focuses on bringing together fire-service leaders from around the world to compare and contrast their experience dealing with common challenges:

- How are advances in science and research impacting our business?
- How do we accomplish the same mission with ever tightening resources?
- What role should technology play in our industry’s future?

This panel will highlight perspectives, lessons learned, and best practices from around the world that you can apply within your fire department.

**Facilitator:**
Mark W. Light, MPA, CAE, Chief Executive Officer, and Executive Director, International Association of Fire Chiefs (IAFC)

**Panelists:**
- **Hamed R. Alrashed**, Fire Operation Superintendent, Dhahran/Riyadh Fire Protection Division, Fire Protection Department, Saudi Aramco (Saudi Arabia)
- **SeongChul Choi**, Deputy Fire Chief, South Korea National Fire Agency (South Korea)
- **Rodney Eksteen**, Assistant Director, Western Cape Government, Department of Local Government, Fire & Rescue Services (South Africa)
- **Roy Harold**, Chief Fire Officer and Head of Public Safety (Ret.), Norfolk County (UK)
- **Thomas Jenkins**, Fire Chief, Rogers (Ark.) Fire Department; President, International Association of Fire Chiefs (USA)

[IAFC.org/FireOpsConference]
CONFERENCE RATES

<table>
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<th>Plan</th>
<th>Early Bird: By 12 March</th>
<th>After 12 March</th>
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<tbody>
<tr>
<td><strong>Full Conference: 10-12 April</strong></td>
<td>$1300</td>
<td>$1500</td>
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<tr>
<td><em>Includes preconference session on 10 April; 2-day conference; 3 Lunches; Lights by the Sea Gala dinner; Exhibition pass</em></td>
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<tr>
<td><strong>Conference Only: 11-12 April</strong></td>
<td>$1000</td>
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<td><em>Includes: 2-day conference; 2 lunches; Lights by the Sea Gala dinner; Exhibition pass</em></td>
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<td><strong>Preconference Only: 10 April</strong></td>
<td>$500</td>
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<td><em>Includes: Preconference session; 1 Lunch</em></td>
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Prices listed in USD.

Avoid Visa delays - secure your visa now at evisa.gov.bh

TERMS AND CONDITIONS

**Substitutions:** In the event you are unable to attend the event, we would be happy to welcome a substitute delegate at no extra cost. Please let us know within five working days before the conference in writing to confirm the change.

**Cancellations** can be made up to 30 days prior to the event after which bookings will be charged in full.

The IAFC reserves the right to change the program, presenters, sessions and/or venue in the event of unforeseen circumstances.

CONFERENCE HOTEL

**THE RITZ-CARLTON BAHRAIN**

Bldg. 112, King Mohammed VI Ave,
Block 428, Al Seef District
Manama, Bahrain
RESERVE YOUR ROOM

Within Bahrain’s capital, Manama, this luxury resort offers a secluded slice of paradise. The beach resort’s location along the Arabian Gulf features a private white-sand beach that stretches to a private lagoon and island. The resort provides guests with one temptation after another. Dining spans the globe in 11 dining experiences, from Italy to India, the spa fuses traditional therapies and modern-day relaxation and beach time can transform into an afternoon of golf or tennis.

A block of rooms has been secured at the Ritz-Carlton Bahrain:

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<th>ROOM TYPE</th>
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<th>Group Rate Offer (Exclusive of Tax) Rate in BHD</th>
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<td>BHD 65++ Double</td>
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<td>Inclusive of Internet approx. $172 US</td>
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<td>Deluxe Room Option 2</td>
<td>BHD 73++ Single</td>
<td>BHD 88.330 NET Single</td>
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<td>BHD 81++ Double</td>
<td>BHD 98.010 NET Double</td>
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<td>Inclusive of breakfast @ La Med approx. $193 US - Single</td>
<td>Inclusive of breakfast @ La Med &amp; tax approx. $223 US - Single</td>
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Reservations must be made by 21 March 2018. After 21 March, reservations will be based on hotel availability and current rate. Please make your reservations early to ensure availability.

Group Codes for Online Reservations

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<th>Deluxe room</th>
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<td>Room with breakfast &amp; Internet</td>
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Online: ritzcarlton.com/en/hotels/middle-east/bahrain
Fax: 00 973 17 58 6566
Email: rc.bahrz.group.reservations@ritzcarlton.com
Or call us: 00 97366388039

Please note: All hotel reservations must have a corresponding conference registration. All reservations that are not correlated with a registration will be notified and if necessary, cancelled. Thank you for understanding.
1. **HOW TO REGISTER:**

**4 WAYS TO REGISTER**

1) **Call us on:** +971 4 38 94 500

2) **Complete this form and fax to:** +971 4 35 85 511

3) **E-Mail us on:** IFOC@uae.messefrankfurt.com

4) **Register Online:** www.IAFC.org/FireOpsConference

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2. **REGISTRATION INFORMATION:**

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*To assist us with future correspondence, please supply the following details (as applicable)*

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*Company: ________________________________*

*Telephone: ______________________________ Fax: _______________________________*

*Postal Address: ______________________________ Country: ______________________________*
### PRICING & PACKAGES:

<table>
<thead>
<tr>
<th>2018 Pricing</th>
<th>Early Bird On or before 12 March</th>
<th>After 12 March</th>
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<tr>
<td><strong>Full Conference: 10-12 April</strong>&lt;br&gt;Includes Preconference Session, 10 April, Two-day Conference, 11-12 April, Lunches (2), Lights by the Sea Gala Dinner, Exhibition Pass</td>
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<td>$1200</td>
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<tr>
<td><strong>Preconference Session: 10 April</strong>&lt;br&gt;Prices listed in USD.</td>
<td>$500</td>
<td>$600</td>
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<tr>
<td><strong>Lights by the Sea Gala Dinner, additional tickets.</strong>&lt;br&gt;Can only be purchased in conjunction with a package above.</td>
<td>$175</td>
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**Note:**
- Additional 5% VAT are applicable on the prevailing rates
- Payments should be made within the expiry of the early bird period to avail the early bird rates

### PAYMENT INFORMATION:

**3 Easy Payment Methods:**

- ☐ Credit Card
- ☐ Cheque
- ☐ Bank Transfer

**Credit Card Payment:**
If you would like to pay by credit card, please tick the box above and a member of our team will contact you to take the details

**Cheque:** Kindly send a crossed cheque payable to “Messe Frankfurt Middle East GmbH” along with the completed registration form to: Messe Frankfurt Middle East GmbH, P.O. Box 26761, Dubai, UAE. ONLY CHEQUES DRAWN ON AED CURRENCY WILL BE ACCEPTED.

**Beneficiary Name:** Messe Frankfurt Middle East GmbH

**Beneficiary Address:** P.O. Box 26761 Dubai, UAE

**Bank:** HSBC Bank Middle East Limited

**SWIFT Code:** BBAMESAE

**UAE Account Number:** 036 - 881614 – 001

**IBAN:** AE620200000035881614001

**USD Account Number:** 035 - 881614 – 100

**IBAN:** AE080200000035881614100

**Terms and Conditions:**
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**Avoid Visa Delays – Book Now:** Delegates requiring visa to Bahrain should visit www.evisa.gov.bh

**To process your registration please sign, stamp and return this form to Messe Frankfurt via Fax or Email**

**Authorizing Signature:** __________________________________________________________ **Company Stamp**
Your Global Link for Fire Service Collaboration.

Visit us online at IAFC.org/international.