

Nivedita Ram

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Professional Profile

11 years of Current experience in the Oil & Gas industry in leadership positions.

Competency in devising significant solutions, organizing development projects for maintaining sound and mature environmental and safety conditions. Proficient in developing & implementing various systems such as QMS/ HSE MS. Excellent relationship management skills with ability to interact with external and internal stakeholders. Certified Incident Investigation skills for High Risk Incidents and Certified Lead Auditor in ISO45001. Conducting EIA and HRA. Possess lead auditing skills honed by participating in Corporate Environment Audits @ PDO, GE and Johnson Controls Inc.

Double Masters in Environmental Economics and Social Sciences with over 20 years of extensive experience in HSE Management Systems, with the recent decade in Oil and Gas industry in the Middle East (ME). Distinction of working with GE- Healthcare Systems, Bangalore, as an EHS Leader; and at Johnson Controls, Bangalore and Singapore as a Manager – HSE & Program Redeployment & Operational Excellence. Prior to which have been a lecturer at college, teaching Behavioral Science and English.

Core Competencies

Plant Safety & Risk Management: Formulating and implementing Safety Manual and Systems and managing overall safety operations of the plant and operations. Conducting CSR programs (Social Performance). Leading HSE Data Analysis and identifying the root causes & reducing accidents, increase awareness among the employees towards maintenance of safe working conditions using the Behavioral Based Safety concepts. Participating in Safety/Process /Supplier/ Site/ Quality Compliance audits and training the staff members & operators for these audits.

Quality, Health Safety & Environmental Management System: Creating effective procedures for the preparation and Implementation of **QMS/HSE MS programs** within the area of operations and industrial safety, security and the environment in manufacturing plants / office spaces. Increasing the effectiveness of production-control monitoring as required for industrial and environmental safety, based on the introduction of modern information technology, technical-diagnostic methods. Ensuring adherence to ISO 9001, 14001 and OSHAS 18001 standards and currently **ISO 45001**. Controlling and Maintaining all related documents. Practicing quality standards such as TQM, with key emphasis on improving quality. Implementing quality management systems. Developing training courses and imparting training.

Behavioral Safety Management: Initiating and driving Behavioral Safety processes. **Project Managing** and coordinating result-oriented processes in a multi-cultural and diverse workforce in the O&G industry in ME.

Process Planning: Using **Continual Improvement** and **Best Business Practice Benchmarking** in identifying, characterizing, facilitating and creating action plans leading to performance improvement. Being a sub-set of the Six Sigma Phases- defining; characterizing; Best Practice Sharing; Action Planning and Managing.

Compliance & Conservation: Actively involved in environmental monitoring such as ensuring optimum operations of pollution control systems. Stack emissions, ambient air quality measurement, water and sewage water quality measurement, Compliance to statutory specifications & Organisational standards for the maintenance of safety inside the plant during

all routine and especially critical/hazardous operations. Conducting Aspects and Impacts Risk Assessment.

Leadership: Devising result-oriented measures for conserving power, water, paper & fuel. Liaison with statutory and regulatory bodies, for obtaining clearances, renewals, consents and authorization, for executing various expansion and modernization projects.

Legacy Management: Identification and Analysis of bottle-necks in delayed HSE projects, handovers. Systemic clean-up and monitoring.

Projects:

1. **Contract Holder & Project Manager @PDO: Behavior Based Safety Process**
 - Develop the Terms of Reference, Strategize and Design the BBS Program.
 - Engage with Service Providers through a tendering process.
 - Conduct Technical and Commercial evaluations of the bid documents.
 - Award the Contract & Mobilize consultancy teams.
 - Engage the Pilot teams across operations, both PDO and Contractors.
 - Develop communication and engagement strategy, material and implementation.
 - Monitor and Review implementation progress and Report
 - Upward engagements and communication.
2. **Contract Holder for 5 Price Agreements @PDO: Personal Protective Equipment (PPE)**
 - Strategize and set technical specs for PPE
 - Author the PPE specifications for PDO
 - Identify a Service Provider through a tendering process
 - Conduct Technical and Commercial evaluations of the bid documents.
 - Award the Contract & Mobilize consultancy teams.
 - Monitor stock and material movement
 - Manage stock and quality issues to ensure uninterrupted stocking & supply.
3. **Contract Holder & Project Manager @PDO: 2010/11: HSE MS Review & Revision**
 - Identify a Service Provider through a tendering process.
 - Conduct Technical and Commercial evaluations of the bid documents.
 - Award the Contract & Mobilize consultancy teams.
 - Review and filter repository of documents (1200) & Identify gaps in existing documents
 - Engage the entire organization of Technical writers in the above process.
 - Revise the PDO HSE MS and plan & launch pan-PDO communication
 - Revisit roll-out through customer satisfaction surveys.
4. **Project Leader (seconded to IBM), India and South Asia – 2006/07**

Develop and implement the EMS systems, based on the IBM global EMS protocols
5. **Sr. Project Leader (seconded to IBM) – 2003/06**

Redeployment of Facilities Management for IBM, India & South Asia
As Sr. Project Leader, analyze and develop project deployment plan for IBM India and South Asian Facilities management for IBM
6. **Due Diligence Risk Assessments:**
 - Agilent Technologies,
 - Deutsche Bank,
 - Hughes Software,
 - Wipro,
 - AMEX,
 - Reliance,
 - Accenture,
 - CSC,
 - Hewitt
 - and Cipla Plant (Pharmaceuticals)

The above 3 roles are at **Johnson Controls (Singapore & India)**

Academic Credentials

**Currently pursuing Doctoral Program on Human Factor (Behaviour)
(to align with my academic qualifications and professional experience)**

EIMT, Switzerland

Master's in Environmental Economics

Anna Malai University, India

Masters in Sociology

Anna Malai University, India

Industrial Safety Diploma

Indian Institute of Management & Technology

Certified Assessor

Level 3 Certificate in Assessing Vocational Achievement

City & Guilds UK

ISO 45001 Lead Auditor

CQI IRCA

ISO 9001 Lead Auditor

TQMI

ISO 14001 Lead Auditor

National Institute of Labor Education & Management

HSE in Projects

Shell OU

Career Highlights

From Sept 2018 with Modern College of Business and Science, as Senior Lecturer and Corporate Trainer. Currently have the additional role of Acting HSE Manager

- * Research:
 - a) Presented at the International Conference on Health & Medicine on the Psychosocial Effects of COVID-19 on employees in Oman (2022). Publication in a Journal is in progress (2nd review complete)
 - b) Presented at the International Academic Forum (Tokyo) on Identifying Success Factors for Effective Online/Distance Learning Implementation (2024). Publication in the SCOPUS indexed IAFOR Journal is awaited.
 - c) Paper on Environment Social and Governance, an Emerging Conception of Sustainable Development Goals of UN in the Fashion Industry is ready for presentation at the MCBS Conference in Oct 2024
- * Currently pursuing Doctoral Program
- * Chair of MCBS Risk Management & HSE Committee since 2021
- * Chair of MCBS Business & Economics Dept Industrial Advisory Board Committee from AY 2022
- * Level 3 Certified in Assessing Vocational Achievement - conducted by City & Guilds Assessor Qualification, UK
- * Acting HSE Manager since 2019
- * Member of the TLDRC committee since AY 2022.
- * Supervisor - Student HSE Club since AY 2022 and Emergency & First-Aid Club since July 2024
- * Certified in Learning to Teach Online from Coursera (Online Learning Platform) (UNSW, Sydney)
- * Certification program for Performance Assessment in the Virtual Classroom from Coursera
- * Conducted a comprehensive gap-analysis between the MCBS H&S Program to that of OPAL HSE Practitioner Apprenticeship Level 3 Qualification Requirements & ONOS for the PDO On-the-Job Training
- * Develop and Deliver core Occupational Health, Operational Safety and Introduction to Environmental Compliance Course Lessons.

- * Develop and deliver bespoke HSE training to Corporate Clients such as Oman Air, Royal Air Force Oman & PDO (Support Trainer in Emergency Preparedness / CECC / LEBC)
- * Conduct HSEMS Audits and Reviews for Corporate Clients – SAS for PDO
- * Create Formative and Summative Assessments for the Bachelor's Degree Program in HSE

From July 2015 until July 2017 with Dekra Oman LLC, as Consultant, Behavioral Safety

Delivered Organizational Safety solutions at O&G businesses across the GCC. (PDO, Qatar Petroleum, Dnata)

- * Proven methodologies that reduce injuries and improve culture
- * Tools and processes that support sustainable safety success
- * Specific safety and development solutions for every organizational level

DEKRA Insight is a global consulting, testing, and advisory firm that is making work safer for organizations around the world. DEKRA Insight is a service unit of the safety organization DEKRA S.E. and is made up of legacy businesses BST, Chilworth, RCI Safety and Russell Consulting International.

Together these organizations improve **organizational and process safety and implement software solutions** in support of safety performance to save lives, prevent injuries, and protect assets.

Since Oct 2007 until July 2015 with Petroleum Development Oman (Shell JV), completed contract as Sr. Behavioral Safety Advisor prior to which was Head of HSE Systems & Standards. The various roles in PDO included:

- Team Lead** – Worksite Hazards Management (WHM)
- Project Lead** – Behavior Based Safety Program
- Contract Holder** – 7 contracts during my tenure with PDO
- Project Manager** – HSE Management Systems - Review and Revision,
- Corporate Planner** - HSE Business Plans, Risk Profiling, HSE Business Assurance Process
- Focal Point** – Tripod Incident Analysis,
- Custodian** - HSE Data, Performance trending, STOP Program
- Corporate HSE Assurance** – Corporate HSE Audits,
- Lead** - Incident Investigator
- Lead** - HSE Data Management, IT systems and Tools,
- Lead** – Corporate HSE Audits

- ✓ **Strategizing, Developing and Driving** the “Behavior Based Safety” program.
- ✓ Capacity of Contract Holder in **strategizing the Contract for the Revision of the PDO HSE-MS. Review and Revision** of the PDO HSE Management Systems, enhancing the **effectiveness** through simplification and making the document fit-for-purpose. This enabled significant simplification, Gap Analysis against standards which includes Process Safety (CCPS) besides other international safety standards.
- ✓ Initiated and driven the **Change Management** to develop and deliver a **Risk Based HSE business plan** through a structured approach involving all segments of the business.
- ✓ **Functioning as a Subject Matter Expert** for Incident Investigation and Analysis for High risk incidents involving both people and processes using the **Tripod Investigation Methodology**.
- ✓ Establishing and developing the incident investigation procedures, methodology and trained teams in the Tripod Methodology.
- ✓ **Stabilizing the use of HSE MIS systems covering Safety Statistics, Environment and Occupational Health data and Audit Assurance** through an evaluation model and recommending the “Fit for Purpose” Data Management Tool.
- ✓ **Custodian of the STOP Program**. Liaising with Vendor DuPont and setting up Service Level Agreements with PDO's authorized training providers.
- ✓ **Focal point** to drive the Life Saving Rules (LSR) program in 2009, leading to setting up the LSR webpage, monitoring compliance.
- ✓ **Planning and defining long-term HSE strategy involving Assurance Processes**.
- ✓ Developed and established a **Performance Measurement & Reporting Protocol** for the HSE Document Framework or the HSE-MS.
- ✓ Developing “**Lateral Learning**” and devising **effective communications process**.
- ✓ Facilitating the **Managing Director's Incident Review committee** at Regional Executive Level (global participation of PDO contractors)
- ✓ **HSE Data Analysis** using **Spotfire**.
- ✓ Driving the company's “**Life Saving Rules**” campaign from **web-designing to implementation**.

- ✓ Distinguished efforts in quarterly reporting to Shell on the **Serious Incidents in PDO**.
- ✓ Distinguished efforts in conducting several **HSE MS Reviews and audits**.
- ✓ Capacity of Contract Holder in setting up the assurance systems in the Contracts for PPE.
- ✓ HSE IT Focal Point – **Driving Automation** within the HSE Framework Requirement. The tools include e-manhours and kms log, incident reporting, environment components, HSE cases, Life Saving Rules campaign, STOP Database.
- ✓ Received 4 star recognition for “going beyond call of duty”
- ✓ Achieved performance rating of **“Exceptional” in 2014** at PDO
- ✓ Others:
 - Driving the **Annual Business Letter of Assurance** process.
 - Effective engagement sessions with the HSE Team Leaders every quarter.
 - **Musharakah in core management team** under leadership of HE Minister for Energy & Minerals. Dr. Sali Al Aufi (who was then the North Director @ PDO)
 - **HAWA** in leadership roles – PDO HR and Women’s Networks

Since Apr’2003 until Oct 2007 with Johnson Controls India Pvt. Ltd., as a Manager – Operational Excellence, EHS & Program Redeployment for IBM, ASIA (India & Singapore)

- ✓ **Functioning as a Subject Matter Expert** for Asia Pacific region in Environment, Occupational Health & Safety, with a proven track record of executing projects in India and AP, with an international team of 11.
- ✓ **Setting up the Environment Management System** Johnson Control Clients – IBM. This included EIA, HSE-MS and Assurance Protocols for India Operations and IBM SEA.
- ✓ Distinction of facilitating a systematic process approach that uses metrics in the search for Best Practices, enabling a change resulting in Best-in-Class performance.
- ✓ **Supervising and mentoring** a team of around 600 employees, ensuring optimum performance.
- ✓ Establishing and training the JCI team within India and AP in the Environment Management Systems Program- developed by the Integrated Facility Management Operations at JCI for the Global Clients- IBM, Agilent, Shell.
- ✓ Initiating and establishing the JCI India in the **Quality Management Systems and Environment Management** Programs and obtaining **Certifications**
- ✓ Distinction of driving energy conservation and cost saving programs across the sites in India, such as: IBM & Agilent Technologies.
- ✓ Conducting a comprehensive **ergonomics assessment & training** program for Agilent Technologies across all sites in India.
- ✓ Instrumental in undertaking various initiatives such as:
 - Driving integration of Operations with EHS requirements
 - Championing a change across the stream of operations in driving EHS from a Reactive to a Proactive work culture.
 - 100% compliance to all local regulatory requirements, ensuring Zero Exceedances/Fines/Violations for Johnson Controls clients such as IBM, Agilent, Accenture, Hewitt.
 - Health & Safety Framework Element implementation & performance through comprehensive training programs at both Johnson Controls Inc. and Agilent Technologies.
 - Employee Involvement to achieve 100% engagement by developing local EHS skill sets
 - QMS & EMS implementation program for Integrated Facility Management operations across the country for Johnson Controls.
 - Conducting EIA and ensuring Environmental Legislation compliance for IBM & Agilent Technologies – AsiaPac for IBM and All-India – Agilent Technologies
- ✓ Distinguished efforts in conducting several **Due Diligence Risk Assessments** at JCI client sites

Dec’1998-Apr’2003 with GE Medical Systems, Bangalore, as an EHS Leader- GE X Ray

- ✓ **EHS Leader, Wipro GE Medical Systems, and successfully led and championed the EHS Program and as a EHS Coordinator, GEBEL, Bangalore - established & championed the EHS Program in the facility & brought it to Global Star / VPP preparedness. The site is now Global Star certified**
- ✓ Managing the Environment, Health & Safety operations for a facility of 350 employees across departments such as design and supply chain.
- ✓ Initiating and establishing the Environment Management Systems Program for the site that is involved in the Manufacture of critical healthcare systems such as MR, CT and XRay.
- ✓ Instrumental in undertaking various initiatives such as:
 - 100% compliance to all local regulatory requirements, ensuring Zero Exceedances Fines/ Violations.
 - Employee Involvement to achieve 100% engagement.
 - Integration of EHS with Global Production Systems (Toyota Production Systems)
 - Initiating 5S activities, which resulted in achieving a 50% reduction and optimal utilization of space across the facility & Mitigated Ergonomic Risks in Handling & Storage of materials?
 - Launching GE X-Ray EHS web site with real time data of all the key matrices, including training tracker.

- Developing and implementing the e-training programs.
 - Mentoring >14 EHS Six Sigma projects
 - Developing a core EHS team of 35 members with the competencies to drive a robust EHS program.
 - Initiating EHS Kaizen for operators from all modalities to identify H & S hazards.
 - Driving integration of Biz partners into the mainstream EHS activities at the site.
 - Employee Involvement & Engagement across the three GE Medical Systems Facilities
 - EHS related Energizing events for employee awareness building and training.
 - World Environment Day, National Safety Day and Motor Vehicle Safety Awareness Week.
- ✓ Recipient of several awards such at the workplace:
- Achieved the **"Shukran" award in 2009 for "Going beyond the call of duty"** at PDO
 - **Achieved the GOLD Status** for IBM, Bangalore SAFETY Award for 2004 for 1 million man-hours with 0% I&I Rate. – Asia Pac region in 2004 & 2005
 - **Signification Contribution Award** – JCI ISO 9001:2000 Certification
 - **Quarterly Performance award** for Q4 03 for development of Compliance tracking matrix which was translated across ASEAN as a best practice
 - **Management Award 2002** in recognition of efforts in readying the site for Global Star Recognition in Record Time
 - **Management Award 2001** in recognition of efforts in improving the Employee involvement and EHS awareness in WGE & GE X-Ray.
 - **Management Award 1999** for exemplifying the spirit of Boundaryless cross-functional contribution
 - **Significant contribution Award** in 2000 and 2002 in EHS
 - **Significant contribution Award** in 2002 for Crisis Management Leadership – post 09/11/2001 incident
 - **Elfun Award** for Asia for significant Community Development Activities
 - **India Elfun Award** for leadership in Elfun activities
 - **New Elfun Bangalore Chapter award** for leadership in conducting single-day volunteer events.

Previous Experiences

Dec'1994-Dec'1998	Powertel Boca Pvt. Ltd.	Manager Compliance, Administration & Facilities (Para Legal)
Oct'1984-Oct'1991	The Career College	Organizational Behavior & English Lecturer

Voluntary Assignments as part of CSR

- ✓ Student-Wellness Program initiative at current work establishment (2023)
- ✓ Conducting Yoga and Meditation Sessions at MCBS since Jan 2019
- ✓ Trained and Certified Yoga and Meditation Teacher, conducting Voluntary Yoga and Meditation sessions in Muscat since 2004 for improved work-life balance at Oman.
- ✓ Core-Team member of "Musharakah" An employee engagement initiative to improve intangible challenges such as "Trust", "Pride" & "Engagement"
- ✓ Active involvement in "HAWA" as both VP and Treasures; a PDO Women's Network group, where through events and network lunches, women employees have the opportunity to meet & engage in discussions on relevant issues. Fruitful discussions that contribute to create a more inclusive environment.
- ✓ Distinction of managing and executing various community service activities such as Business Representative, Chapter Secretary & Project Leader for ELFUN (ELFUN is a Corporate voluntary community service group of General Electric).
- ✓ Distinction of being an active part of ELFUN, with a proven track record of managing
 - **Educational programs – computer literacy for the underprivileged**
 - **Educational programs for the physically challenged such as vision and audio impaired children in schools**
 - **Voluntary programs in organizations such as S.O.S**
 - **Blood Donation Camps across the country**
 - **Medical Camps included camps for laborers, vaccinations etc.,**
 - **Raising funds for various projects – Earthquake relief in Gujarat, India, Tsunami affected population**
 - **Garden Projects at various ELFUN sites**

Training Programs

Professional Development Training Program:

- **Oct 2021 – City & Guilds – Level 3 Assessor Training & Certification**
- **Mar 2021 – UNSW – Coursera Certificate in Performance Assessment in Virtual Classroom**
- **May 2020 – UNSW – Coursera Certificate Course on methodologies of Online Teaching**
- **1999 to 2001 - Six Sigma – Green Belt Certified with 14 projects**

HSE Related Professional Development Training Program

- **HSE in Projects** – Shell
- **Social Performance Management** - Shell
- **Contract Management** Training
- **Safety Leadership Training – Behavioral Safety**
- **Certified Tripod Beta** Training
- **Internal Auditors** Training – TQMI – ISO 9000 & ISO 14000 (NILE&M)
- **GE Health & Safety Framework Plan** – Shangai
- **Industrial Hygiene – Risk Management, Zurich**
- **Accident Reporting & Investigation /OSHA Recordable – Corporate Environment Program**
- Observer- Global Star Audit – Malaysia
- **Hazardous Waste Management**
- **Internal Audit Skills – Corporate Environment Program**
- **Ergonomics – GE US team conducted in-house training sessions – 40 Hr. Credit**
- Presentation Skills Workshop

Other Professional Development Courses

Diploma in **Industrial Safety**

Lead Auditors Training - TQMI

Waste Management Guidelines - FICCI

Environmental Legislation - MOE

Safety Audit Training - NSC

Safety in **Industrial Engineering** - NSC

Emergency Preparedness & Fire Prevention. – National Safety Council

Some of the Other Achievements

Speaker at the Oman IFHSE Conference in Oman in the year 2019

Speaker at workshop and seminar programmes – HAWA, (The Local Haz Waste Governing Body), GETZ

Speaker at the National Safety Councils in India

Speaker at National Law college on Corporate Compliance

Speaker at the HSE Forums at Oman

Personal Details

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