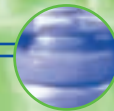


# RISK



FMI Risk, Insurance & Safety Management Conference

Growing Exposures...  
Greater Opportunities



October 26-29, 2003 | Gaylord Opryland Resort | Nashville, Tennessee



# RISK

FMI Risk, Insurance & Safety Management Conference



**Dale Peleski**  
*(Chairman)*  
Retail Risk Control Manager  
SUPERVALU INC.  
952-294-7579

**Kathy Bigham**  
Director, Risk Management  
Randalls Food Markets, Inc.  
713-268-3582

**Grant Booth**  
Director, Corporate Safety  
Publix Super Markets, Inc.  
863-647-9341

**Raymond Bucci**  
Vice-President, Risk Management  
Ahold USA, Inc.  
781-298-4902

**Barbara Farrell**  
Director, Risk Management  
SUPERVALU INC.  
952-294-7565

**George Giordano**  
Director of Treasury Operations  
Penn Traffic Company  
315-461-4235

**Kevin Husted**  
Director, Corporate Risk Management  
The Kroger Co.  
513-762-4276

**Jeffrey Moore**  
Vice President, Insurance Subsidiaries  
Unified Western Grocers, Inc.  
626-915-1951

**Gail Mullis**  
Director, Risk & Safety  
Harris Teeter, Inc.  
704-844-3202

**Sherry Noll**  
Corporate Director, Risk Management  
Roundy's, Inc.  
262-953-5833

**Richard White**  
Manager of Insurance  
Wegmans Food Markets, Inc.  
585-429-3297

# COMMITTEE

October 26-29, 2003 | Gaylord Opryland Resort | Nashville, Tennessee

## Growing Exposures... Greater Opportunities

### NEW THIS YEAR:

New for the first time this year, FMI's Risk, Insurance & Safety Management Conference will be co-located with FMI's Food Industry Productivity Convention & Expo. The Productivity Convention offers various educational sessions and an exhibit floor geared towards various specialties, including: safety, risk management, transportation, human resources, information technology, financial management, distribution/logistics, and overall operations. On Sunday, October 26th, your Risk, Insurance & Safety Management Conference badge will allow you access to all Productivity Convention sessions and the exhibit floor. Registrants will also have the opportunity to visit the various vendors and suppliers on the exhibit floor on Monday afternoon, October 27th. A complete Productivity Convention agenda will be forwarded to all registrants prior to the Conference.

### Sunday, October 26, 2003

7:00 a.m. - 12:00 p.m.  
**Pre-Registration**

8:00 a.m. - 12:00 p.m.  
**Productivity Convention Opening  
General Session, Concurrent Super  
Sessions and Workshops**

12:00 - 4:00 p.m.  
**Productivity Convention  
Exhibit Floor Open**

6:00 - 7:00 p.m.  
**Registration and Cocktail Reception**  
(Hosted by Cintas Corporation)

### Monday, October 27, 2003

7:00 - 8:00 a.m.  
**Registration & Continental Breakfast**  
(Hosted by Pacific Handy Cutter)

8:00 - 8:15 a.m.  
**Welcome & Introductions**

*Dale Peleski, Retail Risk Control Manager  
SUPERVALU INC., Minneapolis, MN*

*MaryAnn House, Director of Loss  
Prevention Services  
Food Marketing Institute, Washington, DC*

8:15 - 9:00 a.m.  
**Terrorism, An Ever Present Risk**

To kick-off our conference, our speaker will discuss the current state of affairs with counterterrorism efforts in the FBI and the Department of Homeland Security. Insight will be provided into developments in this country over the past couple of years and how those changes have impacted the way we do business. Operational security issues relative to the food industry will be shared as well as the importance of developing and maintaining relationships within and between the public first response community and private industry.

*Jerry Wheeler, Intelligence Operations  
Specialist  
FBI Counterterrorism Division,  
East Lansing, MI*

9:00 - 10:00 a.m.  
**Limiting Exposures - Protective  
Measures for Retail and Wholesale**

Food wholesalers and retailers now face food security challenges that require new approaches for risk abatement. Federal regulatory agencies are concerned about the vulnerability of the food supply from farm to market. The Food and Drug Administration (FDA), U.S. Department of Agriculture (USDA) and the Food Safety and Inspection Service (FSIS) have published food security guidelines that many fear will lead to more regulations. In this session, our speaker will address the methods and initiatives companies can take to protect their brand name and company assets.

*Charles I. Miller, Industry Consultant  
Food Industry Network, Great Falls, VA*

10:00 - 10:15 a.m.  
**Coffee & Tea Break**  
(Hosted by The Matworks)

# AGENDA SCHEDULE



## Monday, October 27 (cont.)

10:15 - 11:00 a.m.

### OSHA Update

Last year, OSHA announced its four-pronged approach to reducing ergonomic related injuries in the workplace. This voluntary approach would utilize guidelines, outreach and research as tools to work with industry. Although enforcement is also part of the strategy, partnering with industry in the development and communication of best practices is considered essential for lasting improvement. Last December, Labor Secretary Elaine Chao announced the selection of 15 individuals representing industry, academia, labor, and the medical profession who would comprise a National Advisory Committee on Ergonomics (NACE). Our industry is fortunate to be represented on this committee by our speaker, Mr. Jim Koskan. In this session, he will review the NACE committee charter, its current direction, and provide some insight as to how the committee's work may affect our industry.

*James L. Koskan, Corporate Director of Risk Control*  
SUPERVALU INC., Minneapolis, MN

11:00 a.m. - 12:15 p.m.

### Roundtable Discussion

In this session, a panel of experts will be available to lead a discussion and answer your questions on the following four topics. This special session will also offer you the opportunity to ask questions regarding other issues which may be of importance to you. To help facilitate this session, we ask that you list your top three areas of concern on your registration form.

- **Safety/Ergonomics**  
*Jim Ciaramitaro, Safety Manager*  
The Stop & Shop Supermarket Co., Quincy, MA
- **Distribution**  
*Larry Cooper, Vice President of Distribution*  
Harris Teeter, Inc., Matthews, NC
- **Insurance**  
*Jeffrey Moore, Vice President, Insurance Subsidiaries*  
Unified Western Grocers, Inc., Covina, CA
- **Workers' Compensation**  
*Sherry Noll, Corporate Director, Risk Management*  
Roundy's, Inc., Pewaukee, WI

## Monday, October 27 (cont.)

12:15 - 1:15 p.m.

### Luncheon

1:15 - 2:15 p.m.

### Vertical/Horizontal Integration for Safety Management Support

An organization's desire to get to a "zero injury" culture requires both top down and bottom up approaches. By comprehensively working from the top down to build strong accountability and from the bottom up by engaging workers, savvy managers are finding ways to foster safety throughout the day and are making safety an integral part of the work world. They are also relating safety objectives to the company's overall objectives. This session will focus on the concept of leading with safety to find benefits in safety performance as well as other important areas of performance.

*Donald R. Groover, Vice President of Business Development*  
Behavioral Science Technology Inc., Ojai, CA

2:15 - 2:30 p.m.

### Refreshments Break

(Hosted by Spill Magic)

2:15 - 5:00 p.m.

### Productivity Convention Exhibit Floor Open

6:00 - 8:00 p.m.

### Cocktail Reception

(Hosted by Marsh USA)

## Tuesday, October 28, 2003

7:00 - 8:00 a.m.

### Continental Breakfast

8:00 - 8:45 a.m.

### The State of the Insurance Market

In this session, our speaker will provide a current look at trends, pricing, increasing retentions and coverage changes for the major lines of property and casualty insurance. The discussion will also include issues such as insurer solvency, the reinsurance marketplace and how risk managers and safety professionals can best manage risk, retentions and the changing marketplace for their companies.

*John J. Kelly, Chairman*  
Willis Risk Solutions North America, New York, NY

8:45 - 9:45 a.m.

### Learning to Manage Your Slip and Fall Risk

This presentation is aimed at providing an understanding of causes, and the prevention of, slip and fall accidents. Recognition of unreliable sources of information regarding slip and fall accidents, and learning what information sources to possibly avoid or question will be points of discussion. An important area also to be covered will be that of myths connected to slip and fall accidents and their relationship to common floor maintenance procedures. Identification of preventable and pedestrian-related causes of slips and falls, the elusive concept of maintaining a reasonable standard of care on the property you own or maintain, as well as many of the elements required to be judged as acting reasonably in an ongoing effort to prevent slips and falls will also be discussed.

*James F. Hermann, Manager, Floor Care and Risk Management*  
JohnsonDiversey, Sturtevant, WI

9:45 - 10:00 a.m.

### Coffee & Tea Break

(Hosted by John L. Wortham & Son, LLP)

# Growing Exposures...Greater Opportunities

Tuesday, October 28 (cont.)

## WORKSHOPS

Four workshops will run concurrently. Registrants should attend the workshop sessions most beneficial to them. Please note that from 11:15 a.m. - 12:15 p.m., Workshops A and B will be repeated and new Workshops C and D will be offered.

10:00 - 11:00 a.m.

### Workshop A: OSHA Inspections

Although OSHA probably will not make arrangements with you when scheduling a visit to your stores, distribution centers or construction sites, that does not mean you should be surprised when they arrive. The objective of this session is to share industry experiences gained from OSHA inspections. Our speaker will explore what triggers OSHA inspections, strategies for desired results, and what to expect during and after a site inspection.

*Jim Ciaramitaro, Safety Manager*  
The Stop & Shop Supermarket Co.,  
Quincy, MA

10:00 - 11:00 a.m.

### Workshop B: So You Want to Change Your TPA?

In this workshop, our speaker will provide risk managers with key information when considering a change of Third Party Administrators on their programs. Information will be shared on how to conduct the process, and what issues need to be addressed during the evaluation phase. Registrants will also be given a road map to TPA selection, the RFP process, and new TPA implementation guidelines.

*Paul Braun, Director of Claims*  
AON Risk Services, Los Angeles, CA

Tuesday, October 28 (cont.)

10:00 - 11:00 a.m.

### Workshop C: Safe Operation of Automatic Doors

Are you experiencing claims involving people being struck by automatic doors or seeing media investigations into such incidents? This workshop will take you through the anatomy of automatic doors, give a brief overview of automatic door products, and ANSI standards governing doors. As an American Association of Automatic Door Manufacturers (AAADM) certified installer and instructor who serves on the AAADM Board of Directors, our speaker is well-versed in discussing tools available to help owners of automatic doors prevent these types of injuries.

*Mark Dugo, Sales Manager*  
Ingersoll-Rand Dor-O-Matic, Harwood Heights, IL

10:00 - 11:00 a.m.

### Workshop D: Alternate Duty/Return to Work Programs

Everyone knows that return to work programs can save money, but what are the elements of a good return to work program? In this workshop, our speaker will explore the basic elements that are part of a comprehensive return to work program, as well as discuss some of the challenges that you could expect to face as you set up or improve your program.

*Barbara Farrell, Director, Risk Management*  
SUPERVALU INC., Minneapolis, MN

11:00 - 11:15 a.m.

### Regroup to Workshop Sessions

11:15 a.m. - 12:15 p.m.

### Workshops A and B are Repeated

11:15 a.m. - 12:15 p.m.

### Workshop C: D&O Market Update

The cost of directors and officers liability insurance is skyrocketing due to large payouts in connection with scandal ridden and mismanaged companies such as Enron and WorldCom. Our speaker will discuss what to expect as you begin your renewal—the state of the market, when to start, what data to gather, what questions to prepare for, and what to expect regarding Sarbanes-Oxley. Finally, our speaker will give some practical suggestions on managing the process.

*Kristin Marsh, Vice President, FINPRO*  
Practice Leader  
Marsh USA, Nashville, TN

Tuesday, October 28 (cont.)

11:15 a.m. - 12:15 p.m.

### Workshop D: Integrated Disability Management

In this workshop, our speaker will discuss what integrated disability management is, as well as identify key synergies involved in establishing a successful integrated disability management program. This is of significant importance since it encompasses many disciplines, including human resources, benefits, workers' compensation, and payroll. The potential financial benefits resulting from coordinating such benefits will also be discussed.

*Nicholas Parillo, Vice President, Operations*  
MAC Risk Management, Inc., Ahold USA,  
Canton, MA

12:15 - 1:15 p.m.

### Luncheon

1:15 - 2:15 p.m.

### Using Technology to Return Employees to Work

In this session, we will explore new technology available to identify and resolve repetitive strain injury and soft-tissue related neck, back and extremities injuries. Our speaker will discuss how using five accepted medical tests: electromyography, range of motion, functional capacity assessment, and grip and pinch strength, this technology is able to monitor anterior cervical pathology and evaluate approximate age and extent of injury. Also included will be a discussion of how this technology can quantify patient compliance to testing performance, and can direct site-specific treatment with difficult injuries.

*MaryRose Cusimano, Ph.D.,*  
Research & Development Director of  
Medical Technology  
Medical Technologies Unlimited, Inc.,  
Lauder Hill, FL

2:15 - 2:30 p.m.

### Refreshments Break (Hosted by Spill Magic)

## Tuesday, October 28 (cont.)

2:30 - 3:45 p.m.

### Discussion Groups

Five discussion groups are planned for registrants. Two of the five will be available for open discussion. The remaining three will be assigned a specific topic: claims, renewals, and a special session designed for the newly appointed risk/safety manager. Registrants are encouraged to attend and participate in the discussion group of their choice.

3:45 - 4:00 p.m.

### Regroup to General Session

4:00 - 4:45 p.m.

### Managing an Anthrax Response Through Risk Management

The complexities and cost of a biological incident can be enormous. Do you know how you would respond to a biological incident at your own facility? In this session, our speaker, who has spent the last two years as Incident Commander for the response and management of the anthrax incident at the sprawling Brentwood U.S. Postal Facility in Washington, D.C., will take you through the steps taken leading up to, during, and after the meticulous decontamination process. You will also learn the intricacies involved with anthrax spores and other cleanup considerations.

*John H. Bridges III, Environmental Management Policy (EMP),  
Environmental Programs Analyst,  
U.S. Postal Service, Washington, DC*

## Wednesday, October 29, 2003

7:00 - 8:00 a.m.

### Continental Breakfast

8:00 - 8:45 a.m.

### Key Components of an Accident Investigation

Once an accident occurs there's typically nothing you can do to prevent the loss. However, by performing a very thorough and detailed investigation, you can minimize the loss and prevent similar incidents from occurring in the future. In this session, our speaker will take you through his company's comprehensive investigation procedures for customer and employee related accidents to capture facts and possible circumstances surrounding employee and customer accidents. In addition, he will share benefits of such investigations through actual case examples.

*Dale Peleski, Retail Risk Control Manager  
SUPERVALU INC., Minneapolis, MN*

8:45 - 10:00 a.m.

### Managing Best During the Worst of Times

Daily life always includes the potential for bad things happening in good situations. Traumatic events from natural disasters to robberies, assault, homicide and acts of terrorism heighten the necessity for effective readiness in response to these events. This session offers psychological and behavioral management strategies for these difficult scenarios that present challenge and opportunity for some of your best management moments.

*Gordon Blush, Clinical Psychologist  
Target Productions, Inc., La Quinta, CA*

10:00 - 10:15 a.m.

### Conference Wrap-up and Adjourn

Win a free registration to FMI's 2004 Risk, Insurance & Safety Management Conference (a \$650 value). You must be present to win...good luck!

# RISK

## FMI Risk, Insurance & Safety Management Conference

# ADJOURNED



# Growing Exposures...Greater Opportunities

## REGISTRATION/ HOUSING INFORMATION

All reservations must be made no later than Saturday, October 4th, by calling the Gaylord Opryland Resort directly at 615-883-2211. When calling, please mention that you have a room blocked by FMI and refer to code "N-FMIRI" to ensure the guaranteed rate of \$178.00, single or double occupancy. Any reservations made after this date will be taken on a space available basis only, and the group rate is not guaranteed. Guaranteed rate is subject to the applicable state and city taxes. All hotel adjustments (cancellations and/or changes) must be made directly with the Gaylord Opryland Resort.

Check-in time is 3:00 p.m. Guests arriving before 3:00 p.m. will be accommodated as rooms become available. Check-out time is 11:00 a.m. The Bell Captain can arrange to check baggage for those arriving early or for those attending functions on their day of departure.

The Gaylord Opryland Airport Shuttle runs daily from 5:00 a.m. to 11:00 p.m., departing on the half-hour and the hour. Tickets may be purchased at the Gaylord Opryland Transportation Desk located on the lower level of the airport. Prices are \$11.00 one-way, and \$18.00 round-trip. Staff members are available at the Gaylord Opryland Transportation Desk from 10:00 a.m. to 8:00 p.m. From 5:00 a.m. to 11:00 p.m., you may also charge the tickets to your credit card at the kiosk located next to the welcome desk.

## HOTEL INFORMATION

**Gaylord Opryland Resort & Convention Center**  
2800 Opryland Drive  
Nashville, TN 37214  
Reservations: 615-883-2211  
Phone: 615-889-1000  
Fax: 615-871-6942

## CONFERENCE INFORMATION

Fee includes all meeting materials, continental breakfasts, coffee breaks, luncheons and receptions. Spouses are welcome to join registrants at all continental breakfasts and receptions, as well as on the exhibit floor at the Productivity Convention. All other sessions are open to paid registrants only. Dress for the conference is business casual.

### MEMBER/NONMEMBER REGISTRATION

Every participant, to qualify for the FMI retailer/wholesaler member rate or associate member rate, must be an employee of that respective company. An FMI retailer/wholesaler member, or associate member, pays annual dues to FMI. All others are nonmembers. If you have a question regarding your membership status, please contact FMI directly.

### CANCELLATION POLICY

All cancellations must be received in writing to FMI; please fax directly to 202-429-4554. 100% refund if notification is received prior to one week before the meeting, 60% refund if less than one week notification, no refund if notification is received on the day the meeting begins or later.

## SPECIAL AIRFARES

FMI has negotiated airfare and car rental discounts for attendees of this event. Please see the information below to take advantage of our special rates. Select the lowest promotional airfare that's right for you. You can obtain an additional 5% off the lowest applicable fare, including first class, or choose 10% off unrestricted coach fares. Additional bonus discounts are available if you purchase your ticket 60 days or more prior to your departure date. This exceptional offer is available to FMI Risk, Insurance & Safety Management Conference participants only, through these toll-free numbers:

### United Airlines

8:00 a.m. - 10:00 p.m.  
Daily/Eastern Time  
1-800-521-4041  
*Please refer to File # 509RK*

### Delta Airlines

8:00 a.m. - 11:00 p.m.  
Daily/Eastern Time  
1-800-241-6760  
*Please refer to File # DMN190080A*

## CAR RENTAL DISCOUNTS

Avis Rent A Car has been selected as the official car rental provider for this meeting. Special discounts have been extended to all attendees and include unlimited free mileage. Call Avis at 1-800-331-1600 to make your reservation; please ensure you mention our AWD # B235499. International attendees may fax their reservation requests to 918-644-4600.

## SEND YOUR COMPLETED REGISTRATION FORM WITH PAYMENT TO:

**Food Marketing Institute**  
Lockbox #4317  
P.O. Box 85080  
Richmond, VA 23285-4317

**Or fax to:**  
202-429-4554

If you have questions or require further information or assistance, please contact Brooke Short at 202-220-0773 or e-mail [bshort@fmi.org](mailto:bshort@fmi.org).



# REGISTRATION FORM



FMI Risk, Insurance & Safety Management Conference | October 26-29, 2003 | Gaylord Opryland Resort | Nashville, TN

Executive's Name (First) \_\_\_\_\_ (Last) \_\_\_\_\_

Title \_\_\_\_\_

First Name for Badge: Executive \_\_\_\_\_ Spouse \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ E-Mail \_\_\_\_\_

## GENERAL INFORMATION

Are you a first-time registrant to this conference? ☐ Yes ☐ No

### Company Information:

# of Retail Stores . . . . . ☐ 1-5 ☐ 51-150 ☐ More than 150

# of Distribution Centers . . . . . ☐ 1-5 ☐ 6 - 10 ☐ More than 10

Are you self insured? . . . . . ☐ Yes ☐ No If yes, ☐ workers' compensation ☐ liability

Do you use a captive insurance company? . . . ☐ Yes ☐ No

Please List Your Top Three Areas of Concern:

1. \_\_\_\_\_ 2. \_\_\_\_\_ 3. \_\_\_\_\_

## REGISTRATION FEES/SPECIAL EVENTS/PAYMENT

☐ \$650 . . . . . Retailer/Wholesaler Member

☐ \$600 . . . . . Per person if 3 or more from the same company attend (Retailer/Wholesaler members only)

☐ \$935 . . . . . Associate Member

☐ \$1,100 . . . . . Nonmember

### COMPLIMENTARY EVENTS (please indicate those you/your spouse will attend)

☐ Continental Breakfasts . . . . . ☐ Registrant ☐ Spouse

☐ Sunday Night Reception, October 26, 6:00 - 7:00 p.m. . . . . ☐ Registrant ☐ Spouse

☐ Monday Night Reception, October 27, 6:00 - 8:00 p.m. . . . . ☐ Registrant ☐ Spouse

☐ Check enclosed payable to Food Marketing Institute (U.S. funds only, drawn on U.S. bank)

☐ Credit Card Payment . . . . . ☐ AMEX ☐ VISA ☐ M/C

Card # \_\_\_\_\_ Exp Date \_\_\_\_\_

Signature \_\_\_\_\_

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Your completed registration form with payment should be sent to FMI at the address listed below.

Food Marketing Institute, P.O. Box 85080, Lockbox #4317, Richmond, VA 23285-4317

### FOR FMI USE ONLY

Date Received \_\_\_\_\_ Fee Amount \_\_\_\_\_ Account #3600/3610-006-0362

Database \_\_\_\_\_ Tentcard \_\_\_\_\_

Exec Badge \_\_\_\_\_ Spouse Badge \_\_\_\_\_

For further information concerning registration/housing, contact Brooke Short at 202-220-0773.

# RISK

FMI Risk, Insurance & Safety Management Conference



Growing Exposures...  
Greater Opportunities

## *Upcoming Events:*

### **FMI Loss Prevention Conference**

February 29 - March 3, 2004  
San Francisco, CA

### **FMI MARKETECHNICS®**

February 29 - March 2, 2004  
Moscone Center  
San Francisco, CA

### **FMI Supermarket Convention & Educational Exposition**

May 2-4, 2004  
McCormick Place  
Chicago, IL

# UPCOMING EVENTS





655 15th Street, NW  
Suite 700  
Washington, DC 20005  
Phone 202-220-0773  
Fax 202-429-4554

