

Risk Insurance & Safety Management Conference

October 26-29, 2008 • Hilton Oceanfront Resort • Hilton Head, SC



EDUCATION

REGISTER
TODAY!



Share Strategies • Reduce Risk

The Risk, Insurance and Safety Management Conference is the only event focused on risk and safety concerns for the food retail industry. Join industry leaders to:

- Mitigate critical risks for your organization, including retail extortion, data breeches, ergonomics violations and fleet liability.
- Elevate the effectiveness of your department through improved safety program implementation, multi-generational workforce management, and litigation management.
- Discover how peers are handling common safety issues, product recalls, store remodels and insurance renewals.

Who should attend

VPs, directors, managers responsible for:

Safety • Claims • Insurance

Workers' Comp • Risk Management

Planning Committee

Jim Ciaramitaro (Chair)
The Stop & Shop Supermarket Company

Vic Alvarado, III
Unified Grocers, Inc.

Dale Peleski
SUPERVALU INC.

Libby Christman
Giant Food Stores LLC

Rob Peter
Publix Super Markets, Inc.

Steve King
The Kroger Co.

Sheri Satterwhite
Brookshire Grocery Company

Betty Kraus
Schnuck Markets, Inc.

Warren Wilhoit, CRM
C&S Wholesale Grocers, Inc.

Jeffrey Moore
Unified Grocers, Inc.

Jody Wood
Safeway Inc.

Gail Mullis
Harris Teeter, Inc.

Aileen Dullaghan Munster
Food Marketing Institute (FMI)

A G E N D A

Sunday, October 26, 2008

7:00 pm - 8:00 pm

Registration and Cocktail Reception
Sponsored by Medcor

Monday, October 27, 2008

7:00 am - 8:00 am

Registration and Continental Breakfast
Sponsored by SR Max Slip Resistant Shoes

8:00 am - 8:15 am

Welcome
*Jim Ciaramitaro, Safety Manager,
The Stop & Shop Supermarket Company*

8:15 am - 9:00 am

Insurance Market Trends and Cost Control Measures
Operating costs are spiraling throughout your organization. Learn what your department can do to reduce expenses. Hear how economic conditions and demographic shifts will impact reserves/accruals and workers' comp and claims costs. Explore money-saving strategies for medical treatments, return to work programs and physical therapy. Take away new and tried and true tactics to reduce claims and medical costs.
*Armand Fernandez, North American Chief
Risk Engineering Officer, Zurich Insurance*

9:00 am - 9:45 am

What Really Holds it All Together: Safety Leadership
Learn why leadership is the single most influential worksite element of safety success and how quality

leaders can directly affect the ability to prevent injuries. Hear key success factors for leaders including the ability to provide clear expectations, define roles and responsibilities, set accountability, be consistent and motivate their workers to achieve great results.

*William Spiers, Managing Director,
East Sector Technical Services,
Alexander & Alexander/AON*

9:45 am - 10:15 am

Break with Vendors

Sponsored by Spill Magic

10:15 am - 11:15 am

Product Recalls – Best Practices

The food retail industry has faced an unprecedented number of recalls over the last two years. Learn how to effectively manage a product recall. Understand the role of retailers in product recalls, the responsibilities of manufacturers and suppliers, and strategies for keeping abreast of safety issues. Explore the challenges and potential solutions for your company with government and safety professionals.

*Marc Shoem, Deputy Director, Office of Compliance
and Field Operations, Consumer Product Safety
Corporation
Jennifer Yelle, Senior Manager, Product Safety,
Target Stores, Inc.
Paul Giampavolo, Vice Chairman, Liaison and Research,
Consumer Products Executive Committee,
ASTM International*

11:30 am - 12:30 pm

Concurrent Sessions

Discussion Group – Recalls

Hear how peers have handled recalls. Share techniques for communicating with the media, preparing store management and maintaining consumer confidence. Bring strategies and best practices to share.

*Jim Ciaramitaro, Safety Manager, The Stop & Shop
Supermarket Company*

Discussion Group – Safety Committees

Discuss the basics of establishing a committee. Learn how other retailers developed their committees and lessons they learned. Find out how to gain maximum value from this resource.

*Warren Wilhoit, Regional EHS Manager SEMA,
C&S Wholesale Services, Inc.*

Workshop – Medicare Set-Asides

Learn the most current information about Medicare Set-Asides. Understand government regulations and their impact on your operations. Discover ways to manage workers' compensation and liability claims when Medicare is involved.

*Robert T. Lewis, Chief Legal Officer /Vice-President
Sales & Marketing, Crowe Paradis Service Corporation
Roy Franco, Corporate Director of Casualty Claims,
Safeway, Inc.*

12:30 pm - 1:30 pm

Luncheon

Sponsored by Shoes for Crews

1:30 pm - 2:15 pm

Litigation Management – Know When to Hold Them and Know When to Fold Them!

Assess internal litigation protocols and strategies. Explore the decision-making process regarding defending or settling potential litigation cases. Take home tactics to limit and control the cost of litigation.

*Thomas S. Thornton, III, Carr Allison
Dick White, Risk Manager, Wegmans Food Markets
Steve King, Director, Corporate Risk Management,
The Kroger Co.*

2:25 pm - 3:30 pm

Concurrent Sessions

Discussion Group – Safety Issues

Join this highly interactive session to share questions, challenges, strategies and best practices regarding safety and risk control issues.

*Vic Alvarado III – Manager, Risk Control Insurance
Subsidiaries, Unified Grocers, Inc.
Rob Peter, Director of Safety, Publix Super Markets*

Workshop – Implementation of Behavior-Based Safety

Hear about an accredited behavior-based safety initiative implemented at a leading distribution center. Learn the implementation process as well as results in terms of injury reduction, productivity improvement and other collateral benefits.

*Roger Larson, SUPERVALU Region Director Risk Control
– Supply Chain*

Discussion Group – Litigation Management

Share litigation war stories and hear how your peers have chosen to settle or defend lawsuits.

*Warren Wilhoit, Regional EHS Manager SEMA,
C&S Wholesale Services, Inc.*

3:30 pm - 4:00 pm

Break with Vendors

Sponsored by The Matworks

4:00 pm - 5:00 pm

Retail Extortion – “The 99 Cent Chili Crisis”

Hear the true story of the 2005 Wendy's extortion plot involving a severed finger in a bowl of their famous chili. Learn the behind the scenes details that were unknown to the public during the crisis and the intricate investigative and strategic actions taken.

*Chris Manning, Director Loss Prevention and Security,
Wendy's International*

Tuesday, October 28, 2008

7:00 am - 8:00 am

Continental Breakfast

Sponsored by AON Risk Services

8:00 am - 8:45 am

State of the Supermarket Industry

Find out how shoppers are reacting to rising economic pressures such as fuel costs, the credit crunch and high food inflation. Learn how successful food retailers deal with an incredibly complex market place by maximizing each shopping occasion. Hear an in-depth review of the state of the industry including overall financial and operational trends.

*Anne-Marie Roerink, Director, Research,
Food Marketing Institute*

8:45 am - 9:45 am

The Perfect Storm

Four macro trends are impacting property and insurance risks:

1. Demand for equipment in a global economy
2. Aging infrastructure in the U.S.
3. Rising energy demand and costs
4. Proliferation of technology

Learn what the convergence of these trends means for your business and strategies to overcome the perfect storm they may create.

*Maurice Darbyshire, Executive Vice President and
Chief Engineering Officer, The Hartford Steam Boiler
Inspection and Insurance Company*

9:45 am - 10:15 am

Break with Vendors

Sponsored by Carr Allison

10:15 am - 11:15 am **What Are They Thinking in Washington?**
OSHA Update
 Learn what issues are most important to OSHA, how they are being enforced and what to do when an OSHA inspector visits your store or facility. Review the potential impact of a change in administration on the OSHA agenda.
David Sarvadi, Partner, Keller and Heckman LLP
Jim Ciaramitaro, Safety Manager, The Stop & Shop Supermarket Company
Patrick Singh, Director, Safety/Loss Control, Safeway, Inc.

11:25 am - 12:30 pm **Concurrent Sessions**
Discussion Group – OSHA Issues
 Hear about your peers' recent interactions with OSHA and learn best practices for handling an OSHA inspection.
Jim Ciaramitaro, Safety Manager, The Stop & Shop Supermarket Company

Workshop – Implementing an AED Program
 Learn how to set up an automated external defibrillator (AED) program and understand potential vulnerabilities, regulatory requirements, and methods of avoiding risks. Hear the benefits of an AED program, implementation strategies and ideas for promoting the program within your organization.
Dale Peleski, SUPERVALU Region Director Risk Control – Supply Chain

Workshop – How to Control Employee & Customer Injuries During Remodels/Construction
 Find out how to control and reduce injuries during remodeling or construction of your facilities. Learn how to assess your exposures, develop your action plan and effectively communicate it to your organization.
Jody Wood, Regional Director, Risk Management, Safeway Inc

12:30 pm - 1:30 pm **Luncheon**

1:30 pm - 2:30 pm **Network and Privacy Liability – Risk Control Strategies**
 Network hackers become more ingenious every day. Is your company prepared? Learn how to respond to regulatory agencies following an incident, understand the merits and limitations of coverage and risk transfer and understand the role your IT department plays in risk mitigation and compliance.
Darren Sonderman, Senior Vice President, Financial Services Division, McGriff Seibels & Williams
Chris Burris, King & Spalding
Tony Tatum, Partner, King & Spalding
Representative, Deloitte & Touche LLP

2:30 pm - 3:15 pm **A Hatfield Marries a McCoy – Benefits Meets Risk Management**
 Benefits and risk management have historically been separated in most organizations. Learn how targeted wellness programs can measurably slow the production of disease by linking health, productivity and risk management together to improve insurance costs and operational performance.
Den Bishop, President of Holmes Murphy Texas, and Employee Benefits Practice Leader for Holmes Murphy & Associates

3:15 pm - 3:45 pm **Break with Vendors**
Sponsored by Spill Magic

3:45 pm - 4:45 pm **Concurrent Sessions**
Workshop – Disaster Recovery
 Verify the effectiveness of your disaster recovery plan. Hear how to prepare for and react to a disaster. Learn how to qualify a restoration contractor before disaster strikes and understand expected contractor response procedures after an event.
Kristy L. Rankin, Regional Director of Marketing, Cotton USA

Discussion Group – Safety Issues
 Join this highly interactive session to share questions, challenges, strategies and best practices regarding safety and risk control issues.
Vic Alvarado III – Manager, Risk Control Insurance Subsidiaries, Unified Grocers, Inc.
Rob Peter, Director of Safety, Publix Super Markets

Discussion Group – Risk/Insurance Issues
 Participate in this informal session to address benchmarking your risk management initiatives and learn successful practices of other retailers.
Jeff Moore, Vice President, Insurance Subsidiaries, Unified Grocers, Inc.
Sheri Satterwhite, Vice President, Risk Management/Benefits Brookshire Grocery Company

Social Event
 Get set for great food, fun and music at this sure to be memorable beach party. You'll need your dancing shoes to 'shag' to traditional southern-style beach music.
Sponsored by McGriff Seibels and Williams

6:00 pm

Wednesday, October 29, 2008

7:00 am - 8:00 am **Continental Breakfast**

8:00 am - 9:00 am **Managing Across Generations**
 Learn how generational differences impact work styles and preferences, communications patterns, motivation and use of technology. Take away strategies to make your multi-generational teams more effective.
Christy Schmidt, Miller-Schmidt & Associates

9:00 am - 9:45 am **Ergonomics – Best Practices in the Store and Distribution Center**
 Gather tips to make ergonomic improvements throughout the store, including the front-end, bakery, deli and meat departments. Distribution center operations such as order selection, delivery let down and put away will also be discussed.

9:45 am - 10:00 am **Break**

10:00 am - 10:45 am **Fleet Safety – A Practical Approach**
 Understand the far-reaching financial and psychological effects of automobile accidents on employees, coworkers, families and our companies. Explore how risk and safety professionals can provide organizational leadership and functional support to successful fleet safety effort. Learn how to marry effective safety processes with organizational change and motivate management and employees change to improve fleet safety performance.
Tom Walsh, Principal, Safety Cost Improvement, LLC and Safety Director, United Parcel Service of America, Inc. (retired)

10:45 am - 11:30 am **Keynote – The Bottom Line**
 Discover how to use humorous happenings in our everyday lives and make use of the refreshing moments to manage workplace risk and events in our individual lives. With his wonderful outlook on life and love for people, Glen will remind us of the real bottom line: that as we assess the things of life, some things are invaluable.
Glen Ward
Sponsored by Zurich Insurance

11:30 am **Conference Adjourns**

Registration Form

Registration Questions? Bonnie Cobbs at 202.220.0802 or bcobbs@fmi.org.

Program Questions? Contact Aileen Dullaghan Munster at 202.220.0704 or amunster@fmi.org.

To Register Online: go to www.fmi.org/events/, select Risk Conference, click on "register online" and follow the instructions.



Hilton Oceanfront Resort • Hilton Head, SC • October 26-29, 2008

Please fill out all the information below. Duplicate this form for additional registrants. Please fax to 202.220.0830

Registrant Information:

☐ Mr ☐ Ms Last _____ First _____

Title _____ Badge Name _____

Company _____

Mailing Address _____

City _____ State/Province _____ Country _____ Zip/Postal Code _____

Phone _____ Fax _____ E-mail _____

☐ Companion Name (No fee) _____

Confirm to:

(if different from above) _____ E-mail _____

Registration Fee:

To qualify for FMI Member rates, participants must be an employee of an FMI Member company. An FMI Member is a retailer or wholesaler paying annual dues to FMI. An Associate Member is a supplier company paying annual associate membership dues to FMI. All others are Non-Members.

FMI Retailer/Wholesaler

Member:

- ☐ \$795.00 per person
☐ \$745.00 per person if 3 or more attend from the same FMI Member Company

FMI Associate Member:

- ☐ \$1,125.00 per person

Non-Member:

- ☐ \$1,350.00 per person

Vendor Court Participant:

- ☐ \$500 Vendor Court Table
(All vendor court participants must be registered for the conference.)

General Information:

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

Are you self-insured? ☐ Yes ☐ No

if yes. ☐ Workers' Compensation ☐ Liability

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

1. _____

2. _____

3. _____

Cancellation:

Please notify registrar in writing by email to bcobbs@fmi.org or fax 202.220.0830. A full refund is granted when a cancellation is received prior to October 10, 2008. A 60% refund is granted if cancellation is received by October 17, 2008. **No refund** if notification is received after October 17, 2008.



FMI is committed to participation in its programs by persons with disabilities.

☐ Please check if you need accommodations.

Please specify. _____

FMI Use Only:

Batch Date: _____ Amount Received: _____ Check # _____

Account No.: 3600-004-0162

Payment Information:

Enclosed is my check in the amount of \$_____. If paying by check, mail this form with payment to Food Marketing Institute, P. O. Box 758884, Lockbox 758884, Baltimore, MD 21275-8884; **Reference No. 3600-004-0162**. All checks must be U.S. funds payable to Food Marketing Institute. Walk-in registrations are welcome. Payment is required in advance of registration, we do not bill.

Please charge \$_____ to my:

☐ Visa ☐ MasterCard ☐ American Express

Account No. _____

Exp. Date _____

Card Holder Name _____
(please print)

Card Holder Signature _____
(must sign to be valid)

Fax this form with payment to Food Marketing Institute at 202.220.0830.

Hotel Information:

Please make room reservations with the Hilton Oceanfront Resort by calling the hotel directly at 800.445.8667. The cutoff date for securing a room at the program rate of \$169 is October 3. After October 3, reservations will be accepted on a space-available basis and higher rates may apply.



CONFERENCE INFORMATION

Conference Registration

Mail this form with payment to: FMI Education, P.O. Box 758884, Lockbox #758884, Baltimore, MD 21275-8884 or fax (credit card only) to 202.220.0830. If you have registration questions, Bonnie Cobbs at 202.220.0802 or bcobbs@fmi.org. Conference content questions can be directed to Aileen Dullaghan Munster at 202.220.0704 or amunster@fmi.org. To register online, go to www.fmi.org/events/, select Risk Management Conference, then "register on line" and follow instructions.

Registration Fee

Fee includes meeting materials, continental breakfasts, coffee breaks, lunches and receptions. Fee does NOT include hotel accommodations or airfare. NOTE: to qualify for FMI member rates, participant must be an employee of an FMI member company. Please remember, an FMI member is either a retailer or wholesaler paying annual dues to FMI. An associate member is a supplier company paying annual associate member dues to FMI. All others are non-members. Walk-in registrants must present payment of the registration fee in form of cash, company check or credit card.

RETAILER/WHOLESALE MEMBER COSTS: \$795 per person; \$745 per person if three or more (paid) attend from the same member company

ASSOCIATE MEMBER COSTS: \$1,125 per person

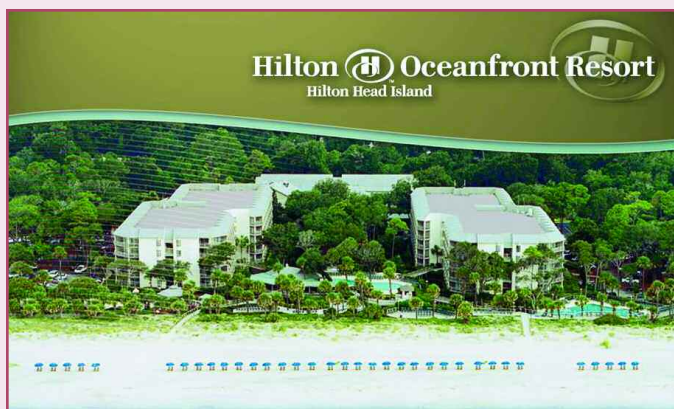
NON-MEMBER COSTS: \$1,350 per person

Cancellations/Refunds

General Cancellation Policy: 100% if cancellation is received by COB October 10, 2008; 60% if received by COB October 17, 2008. NO REFUND IF NOTIFICATION IS RECEIVED AFTER OCTOBER 17, 2008. IF REGISTRATION IS NOT CANCELLED BEFORE START OF MEETING, REGISTRANT WILL BE RESPONSIBLE FOR PAYING FULL REGISTRATION FEE.

Hotel Information

Please make all room reservations directly with the Hilton Oceanfront resort at 843.842.8000. FMI has reserved a block of rooms for Risk Management Conference attendees. Please reserve your room by October 3 and mention FMI. The group rate is \$169 single/double.



Special Airfares for FMI Meetings

FMI negotiated airfare and car rental discounts for attendees of this event. Please see the information below to take advantage of our special rates!

United offers special meeting discounts for attendees. Simply call (or have your travel agent call) United's Special Meeting Desk at 1.800.521.4041 and refer to Meeting ID Number 509RK to receive a 2–10 percent discount on applicable fares, including First Class. If you purchase a ticket at least 30 days prior to travel, you will receive an additional 5 percent discount. This special offer applies to travel on domestic flights of all United Airlines, United Express, TED and United code share flights (UA*) operated by US Airways, US Airways Express and Air Canada.

Discounts are available for international attendees flying on United, United Express and Lufthansa code share flights. For more information, call your local United Airlines reservation number and refer to Meeting ID Number 509RK.

Rental Car Discounts at FMI Meetings

Avis Rent A Car is the official car rental provider for this meeting. Special discounts are available for all attendees and include unlimited free mileage. Call Avis at 1.800.331.1600 or log on to www.avis.com to make your reservations. Be sure to mention discount code AWD # B235499. International attendees may fax their reservation requests to +1.918.621.4821.

Attire

Casual attire is suggested for all activities. For the comfort of all attendees, the meeting rooms are smoke free.

Program questions? Contact Aileen Dullaghan Munster at 202.220.0704 or amunster@fmi.org

Registration questions? Contact Bonnie Cobbs at 202.220.0802 or bcobbs@fmi.org

