

**FMI Risk, Insurance and Safety Management Conference**  
**October 25-28, 2009**  
**Scottsdale, AZ**

Preliminary Agenda

Sunday, October 25, 2009

7:00 pm – 8:00 pm      **Registration and Cocktail Reception**  
*Sponsored by Medcor*

Monday, October 26, 2009

7:00 am – 8:00 am      **Registration**

7:00 am – 8:00 am      **Continental Breakfast and Vendor Court**

8:00 am – 8:15 am      **Welcome**  
*Steve King, Director, Corporate Risk Management, The Kroger Co.*

*Business session sponsored by SR Max Slip Resistant Shoes*

8:15 am – 9:15 am      **Navigating in a Recession: Retail and Insurance Industry Trends**  
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 marketplace by maximizing each shopping occasion and improving the efficiency of their operations. Hear an in-depth review of the state of the industry including overall financial and operational trends.  
*Pat Walsh, Vice President, Industry Relations & Collaboration, Food Marketing Institute*

Understand just how much the insurance industry and market are changing. Hear about the current state of the industry and market and how today's situation may evolve in the near future. Explore trends in coverage and costs and learn how to prepare management for these changes.  
*Dan Conboy, McGriff Seibels & Williams*

9:15 am – 10:15 am      **Insurance Fraud: Loss Trends and Prevention Tactics**  
Get the inside scoop on insurance fraud trends from the National Insurance Crime Bureau (NICB). Insurance fraud and crimes are complex and sophisticated, and dominated by organized rings and multi-national criminal enterprises. Learn what tools you can use to combat insurance fraud in your company. Find out how to:

- investigate claims
- identify potentially fraudulent or exaggerated claims
- detect abuse/fraud among healthcare service providers
- handle fraud cases

Hear how NICB helps companies recognize the threats posed by insurance criminals, and provides guidance on how to protect assets and prevent losses.

*Joseph H. Wehrle, Jr., President and Chief Executive Officer, National Insurance Crime Bureau*

10:15 am – 10:30 am **Break and Vendor Court**  
*Sponsored by Spill Magic, Inc.*

10:30 am – 11:20 am **Concurrent Breakouts**

**Safety Goals: Best Practices**

Effective safety goals can have a significant impact on workers' comp costs. Learn how to identify relevant and achievable goals for your organization. Understand why it is critical to align your department's overall mission to provide the safest stores and DCs possible with your organization's overall goals and objectives. Increase your department's value by sharing cost savings results and promoting your positive impact on the bottom line.

*Vic Alvarado III – Manager, Risk Control Insurance Subsidiaries, Unified Western Grocers, Inc.*

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

**Developing Effective Risk Measures**

What are you measuring to reduce risk? Is the measure appropriate for the activity or key performance indicator? Explore internal and actuarial metrics to manage risk and monitor improvement levels. Take home tactics to measure risk management indices in multiple categories such as workers' comp and general liability and change measures as a result of economic conditions.

*Libby Christman, Director, Risk Management, Giant Food Stores LLC*

*Steve King, Director, Corporate Risk Management, The Kroger Co.*

*Rob Peter, Director of Safety, Publix Super Markets, Inc.*

11:30 am – 12:30 pm **Concurrent Breakouts**

**Improving Safety Audits**

Take away best practices for safety audits in your stores and distribution centers. Well structured processes and a rich communication program ensure full commitment from both stores and DC personnel. Learn how to structure an audit including determining what to audit, how often, who should participate and how to ensure issues are resolved in a timely manner. Find new ways to eliminate physical hazards in your facilities, and reduce your injury rates and workers' comp costs with a thorough and comprehensive safety audit program.

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

*Betty Kraus, Manager, Safety, Schnuck Markets, Inc.*

**Managing Business Interruption Claims**

Explore business interruption issues commonly found in the grocery industry. Review key issues such as damaged inventory valuation method, service interruption, extended period of indemnity and make-up sales. Plus, learn how to handle these challenges through effective

policy wording as well as improved claim preparation techniques. Take home ideas and tools to ensure your claim is properly handled. Bring questions and war stories to share.

*Mark O'Rear, Director, Navigant Consulting*

12:30 pm – 1:30 pm

**Lunch and Vendor Court**

*Sponsored by Shoes for Crews*

1:30 pm – 3:00 pm

**Concurrent Breakouts**

**Employee Accident Investigation – Discussion Group**

Hear how the most progressive companies in the industry manage the accident investigation process. Explore what tools and techniques are commonly used and discuss how to handle unique situations. Bring your questions and your accident investigation process to share. Collaboratively develop a model review process.

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

*Vic Alvarado III – Manager, Risk Control Insurance Subsidiaries, Unified Western Grocers, Inc.*

*Betty Kraus, Manager, Safety, Schnuck Markets, Inc.*

**Customer Accident Investigation – Discussion Group**

Understand the step by step process of a comprehensive customer accident investigation. Find out how to successfully defend your organization and protect its assets. Join this interactive discussion and bring questions and successful practices to share. As a group, develop a model accident review process.

*Jody Wood, Regional Director, Risk Management, Safeway Inc.*

*Libby Christman, Director, Risk Management, Giant Food Stores LLC*

3:00 pm – 3:15 pm

**Break and Vendor Court**

3:15 pm – 3:45 pm

**Investigation Best Practices: Breakouts Report Back**

Key Components, Format (electronic, physical), hurdles, incentivize – overcoming hurdles.

3:45 pm – 4:30 pm

**Reinforcing the Value of Safety and Risk Management**

Positioning your department for maximum visibility and impact in a recessionary environment is critical. Find out how to expand your sphere of influence and solidify your position in an era of frequent restructurings. Review the best way to communicate what you do, why it is important and how you are successful. Align your activities (cost reduction, revenue generation, compliance) with corporate priorities for maximum impact.

*Ray Piantanida, CSP, ARM - AVP Casualty Safety, Arthur J. Gallagher Risk Management Services, Arthur J. Gallagher & Co. Insurance Brokers of CA, Inc.*

4:30 pm – 5:00 pm

**Recap/Tools/Takeaways**

*Steve King, Director, Corporate Risk Management, The Kroger Co.*

Tuesday, October 27, 2009

7:00 am – 8:00 am

**Continental Breakfast and Vendor Court**

*Sponsored by AON Risk Services*

8:00 am – 9:00 am

**Unleash the Power of Mentoring**

All managers face the dual-edged challenge of improving their own skills while inspiring the same of those around them. Understand the role you play in advancing the careers of those reporting to you. Be a role model for your team and help them understand how they can do the same for others. Discover the best ways to mentor staff to help them be more effective and have a greater impact on the company's financial success.

*Rob Bell, President, Focus Consulting, LLC*

9:10 am – 10:00 am

**Concurrent Breakouts:**

**Safety Committees – Best Practices**

Discover the keys to an effective and successful safety committee. Review the critical elements of a strong committee including, who (member selection, rotation); what (safety committee tasks) and why (success measures). Take home ideas to give your safety committee a greater role in improving safety and reducing general liability or workers' comp costs.

*Vic Alvarado III – Manager, Risk Control Insurance Subsidiaries, Unified Western Grocers, Inc.*

*Rob Peter, Director of Safety, Publix Super Markets*

**Managing a TPA**

Is your third party claims administrator (TPA) working for you or are you working for your TPA? Review current best practices in successful relationship as well as ongoing challenges and possible solutions. Find out how to manage a TPA to maximize claim effectiveness and reduce the overall cost of risk. Bring one success story and one remaining challenge to share and collaboratively determine how to improve claims administration.

*Libby Christman, Director, Risk Management, Giant Food Stores LLC*

*Sheri Satterwhite, Vice President, Risk Management/Benefits,*

*Brookshire Grocery Company*

10:00 am – 10:15 am

**Break and Vendor Court**

10:15 am – 10:45 am

**What's New in Washington? – OSHA Update**

Understand the role of OSHA in the new administration and how key issues and enforcement tactics will change. Review OSHA's current hot buttons and hear how the agency will interact with our industry. Determine how your stores and distribution centers should prepare for new regulatory activity.

*David Sarvadi, Partner, Keller and Heckman LLP*

10:55 am – 12:00 pm

**Concurrent Breakouts:**

**Preparing for an OSHA Inspection**

Be ready when the OSHA inspector shows up at your store or distribution center. Review the key elements of a successful visit

including the opening and closing conferences, managing document and information requests, and inspector escort protocols. Know your rights as an employer and discover how your peers successfully manage OSHA inspections.

*Rob Peter, Director of Safety, Publix Super Markets*

*Betty Kraus, Manager, Safety, Schnuck Markets, Inc.*

### **Containing Medical Costs**

Learn how to contain or even reduce the rising cost of health care with effective workers' comp programs and processes. Walk away with more valuable tools and proactive solutions to reduce workers' compensation costs for your organization.

*Anita Weir, Corporate Director, Medical & Disability Management, Safeway, Inc.*

12:00 pm – 1:00 pm      **Luncheon and Vendor Court**

1:00 pm – 1:10 pm      **Recap/Tools/Takeaways**

*Steve King, Director, Corporate Risk Management, The Kroger Co.*

1:10 pm – 2:00 pm      **Medicare Set-Asides**

Participate in a comprehensive review of the Medicare, Medicaid, and SCHIP Extension Act of 2007 and find out the extent to which it will impact the industry. Understand reporting requirements, compliance challenges and the cost on non-compliance. Take home a solid understanding of this legislation, how your operations will be impacted and how you can prepare.

*Roy Franco, Corporate Director, Risk Management Strategies, Safeway, Inc.*

*Thomas S. Thornton III, Attorney, Carr Allison*

2:10 pm – 3:00 pm      **Concurrent Breakouts**

### **Tool Box: Safety's Impact on Insurance**

Explore the extent to which safety can impact insurance costs.

Review basic business insurance concepts and the types of coverage used in the industry. Discuss coverage, cost determination, cost drivers and rates for workers' comp, general liability, property and business interruption insurance.

*John S. Hansen, Managing Director, Marsh*

### **Tool Box: MSA Reporting Requirements**

Drill down into the specifics of MSA compliance. Find out who should report and when, how to achieve finality in settlements, awards, or judgments, and contingent liabilities that will come to light when MMSEA reporting occurs. Review specific steps your organization should take to prepare.

*Roy Franco, Corporate Director, Risk Management Strategies, Safeway, Inc.*

*Thomas S. Thornton III, Attorney, Carr Allison*

- 3:00 pm – 3:15 pm      **Break and Vendor Court**  
*Sponsored by Spill Magic, Inc.*
- 3:15 pm – 4:00 pm      **Strain / Injury Prevention**  
 Approaching strain injury prevention from multiple angles will ensure that your organization is doing the most to minimize potentially significant workers' compensation, lost work day, and health care expense. Consider a coordinated effort which focuses on:
- Engineering design to maximize worker performance.
  - Management and associate strain injury skill building that promotes self triggering on safe behaviors - on and off the job.
  - Resources to promote and actively treat and educate associates in early strain injury symptom identification and response.
  - A coordinated effort with benefits and human resource professionals in the organization to promote and sustain health and wellness
- Take home tools to assess, plan and support efforts to reduce the pain and costs of strain-related injuries.  
*Jim Ciaramitaro, Safety Manager, The Stop & Shop Supermarket Company*  
*Dale Peleski, Region Director Risk Control – Supply Chain, SUPERVALU INC.*
- 4:10 pm – 5:00 pm      Concurrent Breakouts:
- Tool Box: Strain/Injury Prevention**  
 Share your best practices and strategies for reducing strain-related injuries. Bring a question and a best practice to discuss with peers.  
*Jim Ciaramitaro, Safety Manager, The Stop & Shop Supermarket Company*  
*Dale Peleski, Region Director Risk Control – Supply Chain, SUPERVALU INC.*
- Workplace Violence**  
 Learn how to prevent workplace violence. Understand the cost implications of domestic and workplace violence, assess and manage threats and take away best practices to help you attain a violence-free workplace.  
*Louis Caravelli, Project Manager, Schirmer Engineering*
- 6:00 pm      **Social Event**  
 Always a conference highlight. Don't miss this chance to mingle with friends and colleagues in a festive atmosphere with great food and music.  
*Sponsored by McGriff, Seibels and Williams*

Wednesday, October 28, 2009

- 7:00 am – 8:00 am      **Breakfast and Vendor Court**
- 8:00 am – 11:00 am      **Mock Trial** (Learning Exercise) Was the slip and fall real or staged? Go to trial or settle? If trial, how to best prepare? Participate in a mock trial

and find out how to prepare your organization for a similar event. Understand how to investigate the incident, preserve evidence, determine whether litigation is the answer, and prepare staff and witnesses. Understand what to do as well as what *not* to do to ensure a successful outcome.

*Defense Attorney: Edward Hochuli, Attorney, Jones Skelton & Hochuli and Referee, National Football League*

*Plaintiff's Attorney: Thomas S. Thornton III, Attorney, Carr Allison*

*Presiding Judge: Roy Franco, Attorney and Corporate Director, Risk Management Strategies, Safeway, Inc.*

*Business session sponsored by Zurich Insurance NA*

11:00 am – 11:45 am    **The 7 Signs of Ethical Collapse**

Ethical collapse happens when organizations are unable to see the bright line between right and wrong. Find out how to recognize the signs and get your antidotes in place. Discover the next big step in ethics, compliance, and creating a culture of integrity focusing on prevention. We know ethics missteps when we see them, but are there ways to prevent them? The common threads of all unethical companies are alike. Learn the warning signs and the fixes.

*Marianne Jennings, Professor, Department of Management, W.P. Carey School of Business at Arizona State University*

11:45 am

Adjourn