

# Risk Insurance & Safety Management Conference

October 25-28, 2009 • Doubletree Paradise Valley Resort, Scottsdale, AZ



Learn new ways to reduce workers' comp and general liability costs and stay one step ahead of industry trends.

- Reduce general liability expenses by improving accident investigation protocol, managing third party administrators, reducing medical costs, and identifying insurance fraud.
- Find out how to reduce workers' comp costs by improving the effectiveness of safety committees, increasing the efficiency of the incident investigation process, and reducing strain-related injuries.
- Participate in a mock trial and discover how to successfully defend a slip/fall litigation.
- Understand the major issues facing the industry including changing consumer behavior, rising insurance costs, OSHA trends and Medicare Set-Asides and take steps to lessen the impact on your organization.

## CONFERENCE AGENDA : SUNDAY, OCTOBER 25, 2009 / MONDAY, OCTOBER 26, 2009 • 7:00 AM – 10:30 AM

### 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 and Continental Breakfast**

8:00 am – 8:15 am **Welcome**  
*Steve King, Director, Corporate Risk Management, The Kroger Co.*  
**Business Session Sponsored by Saf Guard Safety Shoe/ SR Max Slip Resistant Shoe**

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 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.  
*Ernest Monschein, Senior Director, Education, Food Marketing Institute*

Understand how much the insurance industry and market are changing. Hear about the current state of the industry and how today's market 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 is complex and sophisticated, and dominated by organized crime 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
- Handle fraud cases
- Identify potentially fraudulent or exaggerated claims
- Detect abuse/fraud among healthcare service providers

Hear how NICB helps companies recognize threats 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 with Vendors**  
Sponsored by Spill Magic, Inc.

**Tool box sessions provide industry-specific tools and tactical solutions to reduce exposure and improve safety.**



## CONFERENCE AGENDA : MONDAY, OCTOBER 26, 2009 • 10:30 AM – 12:30 PM

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

### REDUCE WORKERS' COMP COSTS



#### Safety Goals: Best Practices

Effective safety goals can have a significant impact on workers' compensation costs. Learn how to identify relevant and achievable goals for your organization. Understand why it is critical to align your departments' overall mission to provide the safest stores and DCs possible with your organization's overall goals and objectives. Increase your departments' 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*

### MANAGE & MEASURE THE COST OF RISK



#### Developing Effective Risk Measures

How do you measure risk reduction? 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 know when to 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**

### REDUCE INJURY RATES IN STORES & DCs



#### 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.*

### REDUCE BUSINESS INTERRUPTION EXPOSURE



#### 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*

CONFERENCE AGENDA : MONDAY, OCTOBER 26, 2009 • 12:30 PM – 5:00 PM

12:30 pm – 1:30 pm Lunch  
Sponsored by Shoes for Crews

1:30 pm – 3:00 pm Concurrent Breakouts

REDUCE EMPLOYEE ACCIDENT COSTS

**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.*

REDUCE GENERAL LIABILITY CLAIMS

**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 with Vendors

3:15 pm – 3:45 pm Investigation Best Practices:  
Breakouts Report Back  
Take home model incident investigation programs.

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.*

CONFERENCE AGENDA : TUESDAY, OCTOBER 27, 2009 • 7:00 AM – 10:45 AM

Tuesday, October 27, 2009

7:00 am – 8:00 am Continental Breakfast  
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:

IMPROVE SAFETY COMMITTEE EFFECTIVENESS

**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*

REDUCE GENERAL LIABILITY EXPOSURE

**Managing a TPA**  
Is your third party claims administrator (TPA) working for you or are you working for your TPA? Review cur-

rent 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 with vendors  
Sponsored by Carr Allison

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

CONFERENCE AGENDA : TUESDAY, OCTOBER 27, 2009 • 10:55 AM – 3:00 PM

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:

AVOID OSHA CITATIONS

**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.*

REDUCE MEDICAL CLAIMS

**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 Lunch

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 of 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

REDUCE INSURANCE COSTS

**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*

# Risk Insurance & Safety Management Conference

October 25-28, 2009 • Doubletree Paradise Valley Resort, Scottsdale, AZ

Featuring  
our cost saving  
**Toolbox** Sessions!

**Reduce Risk**  
**Improve Safety**  
**Grow the Bottom Line**



EDUCATION

## CONFERENCE AGENDA : TUESDAY, OCTOBER 27, 2009 • 2:10 PM – 5:00 PM

### AVOID MSA REPORTING VIOLATIONS

#### 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 with vendors

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:

### REDUCE INJURY RATES

#### 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.*

### PREVENT WORKPLACE VIOLENCE

#### 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, CPP, Project Manager,  
Schirmer Engineering*

6:00 pm Social Event

Always a conference highlight. Don't miss the chance to mingle with friends and colleagues in a festive atmosphere with great food and music.

Sponsored by McGiff, Seibels and Williams

## Wednesday, October 28, 2009

7:00 am – 8:00 am Breakfast

8:00 am – 11:00 am Mock Trial

Was the slip and fall real or staged? Go to trial or settle? 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,  
Jones Skelton & Hochuli and Referee,  
National Football League  
Plaintiff's Attorney: Thomas S. Thornton III,  
Carr Allison  
Presiding Judge: Roy Franco, Attorney and Corporate Director, Risk Management Strategies, Safeway, Inc.*

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

Stick around for a drawing for a complimentary **2010 Asset Protection Conference** registration



CONFERENCE REGISTRATION

Mail this form with payment to: FMI Education, P.O. Box 758870, Lockbox #758870, Baltimore, MD 21275-8870 or fax (credit card only) to 202.220.0830. If you have registration questions, contact Suzanne George at 202.220.0820 or sgeorge@fmi.org. To register online, go to [www.fmi.org/events/](http://www.fmi.org/events/), select Risk Management Conference, then “register on line” and follow instructions.

HOTEL INFORMATION

Please make all room reservations directly with the Doubletree Paradise Valley at 480.947.5400. FMI has reserved a block of rooms for Risk Management Conference attendees. Please reserve your room by October 1 and mention FMI. The group rate is \$129 single/double.

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](mailto:amunster@fmi.org)

RISK, INSURANCE AND SAFETY MANAGEMENT PLANNING COMMITTEE

Steve King (chair)  
Director, Corporate  
Risk Management  
The Kroger Co.

Vic Alvarado, III  
Manager, Risk Control  
Unified Grocers, Inc.

Jim Ciaramitaro  
Director of Safety  
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Libby Christman  
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Warren Wilhoit, CRM  
SEMA  
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C&S Wholesale  
Services, Inc.

Jody Wood  
Regional Director,  
Risk Management  
Safeway Inc.

Aileen Dullaghan Munster  
Director, Education  
Food Marketing Institute

MARK YOUR CALENDAR!

ASSET  
PROTECTION

March 14-17, 2010 • Ritz-Carlton • Dallas, TX

Jointly developed by the Risk, Insurance and Safety Mangement and Loss Prevention Committees, this new event will meet the needs of executives charged with protecting all of an organization's assets including customers, employees, property and reputation. The conference will incorporate key features of the Risk,Insurance and Safety Management and Loss Prevention Conferences including high-level general sessions, table-top exercises, tactical workshops, interactive discussion groups, social events and peer to peer networking. Key issues such as incident investigation, food defense, crisis management and leadership will be addressed. The program will also feature concurrent workshop and discussion groups focused on specifically on risk, safety and LP topics.

2009 Risk, Insurance and Safety Management Conference attendees will  
SAVE \$300 OFF their Asset Protection Conference registration fee.



FOOD MARKETING INSTITUTE  
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# RISK, INSURANCE & SAFETY MANAGEMENT CONFERENCE REGISTRATION FORM

October 25-28, 2008 • Doubletree Paradise Valley Resort, Scottsdale, AZ

To register online, go to [www.fmi.org/events/](http://www.fmi.org/events/), select Risk Conference, click on "register online" and follow the instructions. Registration questions? Suzanne George at 202.220.0820 or [sgeorge@fmi.org](mailto:sgeorge@fmi.org).

## Registration Information (please print)

☐ Mr ☐ Ms Last \_\_\_\_\_ First \_\_\_\_\_

Title \_\_\_\_\_ Badge Name \_\_\_\_\_

Company \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_ Country \_\_\_\_\_

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 Members:

☐ \$795.00 per person

☐ \$745.00 per person when three or more (paid) are attending

FMI Associate Members:

☐ \$1125.00 per person

Non-Members:

☐ \$1350.00 per person

Vendor Court Participant:

☐ \$500 Vendor Court Table

(All vendor court participants must be registered for the conference.)

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

## Cancellation

Please notify registrar in writing by e-mail to [sgeorge@fmi.org](mailto:sgeorge@fmi.org) or fax 202.220.0830. A full refund is granted when a cancellation is received prior to October 9, 2009. A 60% refund is granted if cancellation is Received by October 16, 2009. No refund if notification is received after October 16, 2009.

## Payment Information

Enclosed is my check in the amount of \$\_\_\_\_\_. If paying by check, return this registration form with check to: Food Marketing Institute PO Box 758870, Lockbox #758884, Baltimore, MD 21275-8870; Reference No. 3600-004-0162. All checks must be U.S. funds payable to the Food Marketing Institute. Walk-in registrations are welcome. Payment is required in advance of registration, we do not bill.

Please charge \$\_\_\_\_\_ to my ☐ American Express ☐ Visa ☐ MasterCard

Account No. \_\_\_\_\_ Exp. Date \_\_\_\_\_

Card Holder Name \_\_\_\_\_

(please print)

Signature \_\_\_\_\_

(must sign to be valid)

Fax this form with credit card information to Food Marketing Institute at 202.220.0830



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

☐ Please check if you need accommodations.

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