

**FMI Asset Protection Conference**  
**March 14 – 17, 2010**  
**Dallas, TX**

NEW Asset Protection Conference incorporates  
FMI's Risk, Insurance and Safety Management  
And  
FMI's Loss Prevention Conference

Attendees will take away strategies to protect ALL of an organization's assets, including:

- People: improve safety and reduce workers' comp and GL claims
- Property: strengthen security and reduce loss
- Product: reduce shrink and boost sales
- Reputation: strengthen crisis management planning and reduce risk

"Combining the two educational conferences into one really makes sense because there is a lot of crossover between the two departments in the industry. The Asset Protection Conference gives us the opportunity to work collaboratively on common issues such as crisis management and incident investigation."

*Steve King, Director, Corporate Risk Management, The Kroger Co.  
and chairman, FMI Risk, Insurance and Safety Management Committee*

"Our teams work closely to prevent loss throughout the organization and to minimize the impact of any incident on our business operations." "The new conference is a great way to strengthen the relationships of teams responsible for protecting all of the organization's assets."

*John Guenther, director of loss prevention for Heinen's Fine Foods, Inc.  
and chairman, FMI Loss Prevention Committee*

**Who Should Attend:**

Vice Presidents, directors, managers and industry executives with responsibility for shrink, safety, security, insurance, food defense, workers' compensation, loss prevention, risk management and crisis management/business continuity.

**Preliminary Agenda**

**Sunday, March 14**

7:30 am – 2:00 pm

**Continental Breakfast and Golf Tournament**

*Sponsored by ADT*

3:00 pm – 7:00 pm

**Registration**

5:00 pm – 5:30 pm

**Vendor/Committee Reception**

Dedicated networking opportunity for vendor court participants and Loss Prevention and Risk, Insurance and Safety Management Committee members.

5:30 pm – 6:00 pm

**First-Timers Reception**

Learn to navigate the conference like a pro. Meet seasoned veterans and build your network. Open to conference attendees who have not

attended previous *Loss Prevention or Risk, Insurance and Safety Management Conferences*.  
*Sponsored by Risk, Insurance and Safety Management Committee and Loss Prevention Committee*

6:00 pm – 7:30 pm	<b>Vendor Court and Cocktail Reception</b> Explore innovative tools and technologies to reduce loss and risk and improve safety and productivity. Meet leading loss prevention, safety, insurance, and security vendors in an informal setting.
<b><u>Monday, March 15</u></b>	
7:00 am – 8:00 am	<b>Continental Breakfast/Vendor Court</b> Meet leading loss prevention, safety, insurance, and security vendors. Share ideas for improving security and safety over breakfast.
8:00 am – 8:30 am	<b>Asset Protection – Setting the Stage</b> Explore a holistic approach to asset protection and understand how a collaborative effort among multiple departments can have a direct bottom-line impact. Review industry trends and the impact of the economic environment on loss and risk. <i>John Guenther, Director, Loss Prevention, Heinen's Fine Foods, Inc.</i> <i>Steve King, Director, Corporate Risk Management, The Kroger Co.</i>
8:30 am – 9:30 am	<b>Riding the Wave of Change</b> Cross-functional collaboration and a tough economy are just two of the major changes impacting risk, loss prevention and safety professionals. Explore key trends in the food retail industry and how they will impact your operations. Understand where the industry is heading and how you can prepare. <i>Harold Lloyd, President, Harold Lloyd Presents</i>
9:30 am – 9:45 am	<b>Networking Break</b>
9:45 am – 10:45 am	<b>Crisis Management – Are You Prepared?</b> Most companies have had a crisis event in their history – and should be prepared for more in their future. Some events may lead to sales gains and new customers while others may take a company to its knees. Are you prepared for either scenario? Take away best practices for creating a crisis management team and developing a continuity plan. <i>Ed Van Fleet, CPP, Vice President, Corporate Asset Protection, Brookshire Grocery Company</i> <i>Libby Christman, Director, Risk Management, Giant Food Stores LLC</i> <i>Pam Ritz, President, Specialty Risk Management</i>
10:45 am – 11:45 am	<b>Incident Investigation – Case Studies</b> Learn from the experiences of your peers. Hear how two of the industry's most respected retailers manage the incident investigation process. Explore commonly used tools and techniques to tackle complex situations. Take home a step-by-step process of a comprehensive customer or employee incident investigation. <i>Jody Wood, Regional Director, Risk Management, Safeway Inc.</i> <i>Tony Prock, Loss Prevention Manager, Safeway Inc.</i> <i>Maureen Fuller, Loss Prevention Field Manager, Big Y Foods, Inc.</i>

11:45 am – 1:00 pm	<b>Luncheon/Vendor Court</b> Meet leading loss prevention, safety, insurance, and security vendors in an informal setting. Discuss new ways to reduce loss and make your stores safer for associates and customers.
1:00 pm – 1:50 pm	<b>Breakouts and Vendor Court Appointments</b> Join tactical, industry-specific workshops on critical issues or enjoy focused one-on-one time with vendors. <ul style="list-style-type: none"> <li>• Creating a Culture of Safety</li> <li>• Partnering with Law Enforcement</li> <li>• There's an App for That... LP Tools / Technology</li> </ul>
2:00 pm – 2:50 pm	<b>Breakouts and Vendor Court Appointments</b> Join tactical, industry-specific workshops on critical issues or enjoy focused one-on-one time with vendors. <ul style="list-style-type: none"> <li>• Organized Retail Crime</li> <li>• Aging Population – Retail Implications</li> <li>• Creating the Perfect Department (LP 101)</li> </ul>
2:50 pm – 3:10 pm	<b>Break</b>
3:10 pm – 4:00 pm	<b>Breakouts</b> <ul style="list-style-type: none"> <li>• New Hire Safety Training</li> <li>• Predict the Future – Reduce Injury Rates</li> <li>• Adding Value – The Powerful New Role of Loss Prevention</li> </ul>
4:10 pm – 5:00 pm	<b>Breakouts and Vendor Court Appointments</b> Join tactical, industry-specific workshops on critical issues or enjoy focused one-on-one time with vendors. <ul style="list-style-type: none"> <li>• Injury Repeaters</li> <li>• Light Duty Fleet Safety</li> <li>• Distribution Center Security</li> <li>• Exception Reporting – Identify and Prevent Loss</li> </ul>
5:30 pm – 7:00 pm	<b>Cocktail Reception/Vendor Court</b> Find the solution to your most challenging issue. Strategize with industry peers and discover new tools and technologies.
<b>Tuesday, March 16</b>	
7:00 am – 8:00 am	<b>Continental Breakfast/Vendor Court</b> Continue discussions with leading loss prevention, safety, insurance, and security vendors. Share ideas for improving security and safety over breakfast.
8:00 am – 8:15 am	<b>Welcome/Recap</b> Revisit critical learnings from Monday's sessions and develop your list of key takeaways. <i>Steve King, Director, Corporate Risk Management, The Kroger Co. John Guenther, Director, Loss Prevention, Heinen's Fine Foods, Inc.</i>

8:15 am – 9:00 am	<b>Becoming a Positive Leader</b> Learn four characteristics of excellent leaders: how to develop and communicate a clear vision, effective goal setting, superior communication techniques, and the difference between management and leadership. <i>Rob Bell, President Focus Consulting, Inc.</i>
9:00 am – 9:45 am	<b>Statement Analysis</b> Be cautious of what you write. Learn the power a well documented statement, as well as the challenges you could experience from a poorly written statement. Review the key elements of an effective statement and learn how to use this important tool to bolster your position.
9:45 am – 10:00 am	<b>Break</b>
10:00 am – 11:00 am	<b>Interviewing Skills: Reading Body Language</b> If you collect only 10 percent of the available information in an interview, is it successful? Only 10 percent of communication is verbal. Unlock the mysteries of non-verbal communication to get the most from your interview. Understand the signs, gestures, and subtle nuances that will help you garner the right information. <i>Jan Hargrave, Author, Strictly Business Body Language</i>
11:10 am – 12:00 pm	<b>Breakouts</b> <ul style="list-style-type: none"> <li>• Access Control</li> <li>• Workers' Comp Trends</li> <li>• Stop Loss at POS – Shrink Detection Technologies</li> </ul>
12:00 pm – 1:00 pm	<b>Lunch/Vendor Court</b> Explore innovative tools and technologies to reduce loss and risk and improve productivity. Meet leading loss prevention, safety, insurance, and security vendors in an informal setting.
1:00 pm – 1:50 pm	<b>Discussion Groups</b> Join function-specific discussion groups to collaboratively examine tough issues, raise questions and share experiences with peers: <ul style="list-style-type: none"> <li>• Safety</li> <li>• Shrink</li> <li>• Loss Prevention</li> <li>• Risk Management</li> </ul>
2:00 pm – 2:50 pm	<b>Breakouts and Vendor Court Appointments</b> Join tactical, industry-specific workshops on critical issues or enjoy focused one-on-one time with vendors. <ul style="list-style-type: none"> <li>• OSHA Update</li> <li>• Risk Management – Looking Ahead</li> <li>• Research in Action: Current Shrink Field Experiments</li> </ul>
2:50 pm – 3:10 pm	<b>Break</b>

3:10 pm – 4:00 pm	<b>Breakouts</b> <ul style="list-style-type: none"> <li>• Food Defense</li> <li>• Slip/Fall Prevention</li> <li>• CCTV/IP Video – Technology and Applications</li> </ul>
4:10 pm – 5:00 pm	<b>Breakouts</b> <ul style="list-style-type: none"> <li>• Staff Development</li> <li>• Cash Office Controls</li> <li>• Property Loss Discussion Group</li> <li>• Floor Safety – Standards Update</li> </ul>
6:30 pm	<b>Social Event</b> Always a conference highlight. Don't miss this chance to mingle with friends and colleagues in a festive atmosphere with great food and music. <i>Sponsored by ADT</i>

### **Wednesday, March 17**

7:00 am – 8:00 am	<b>Continental Breakfast/Vendor Court</b> Explore innovative tools and technologies to reduce loss and risk and improve productivity. Meet leading loss prevention, safety, insurance, and security vendors in an informal setting.
8:00 am – 8:15 am	<b>Welcome/Recap</b> Review the key learnings from Tuesday's sessions. Continue your list of action items to implement when you return to the office. <i>John Guenther, Director, Loss Prevention, Heinen's Fine Foods, Inc.</i> <i>Steve King, Director, Corporate Risk Management, The Kroger Co.</i>
8:15 am – 11:30 am	<b>Active Shooter Table Top Exercise</b> <i>"There was an unmistakable crack of a firearm....then another and another. Screams echoed throughout the store. Customers and employees are darting for the exists and cover. "He's got a gun!!!!" one hollers, followed more screams and shots.....</i> Unfortunately, active shooter incidents have become an all to familiar part of the American landscape in recent years. A man with a gun randomly shooting up your store, your customers and your employees. Law enforcement in every government agency trains to counter and contain such an incident. But what of the business? What of your employees? Just how prepared are you? This session will provide you with the latest guidance on how to plan, respond to and recovery from an active shooting incident. With this first of a kind Tabletop Exercise, Gordon Meriwether of the Uriah Group will walk the participants through a simulated incident using the Uriah Group's Reality Based Exercise (RBX <sup>sm</sup> ) model and targeting the unique business issues of the incident." <i>Gordon Meriwether, Principal, The Uriah Group</i>
11:30 am	<b>Conference Adjourns</b>

## Breakouts

### LOSS PREVENTION

**There's an App for That... LP Tools / Technology** – Improve productivity with new tools and technologies such as case management software, access control, mobile devices and CCTV analytics.

*Todd Reynolds, Director of Loss Prevention, United Supermarkets, LLC*

*Maureen Fuller, Loss Prevention Field Manager, Big Y Foods, Inc.*

*Jim Cosseboom, Senior Manager of Asset Protection and Investigations, The Stop and Shop Supermarket Company*

**Partnering with Law Enforcement** – Strengthen relationships with local police forces and take away best practices for sharing sensitive data.

*Det. Steve Boyd, Plano Police Department*

**Creating the Perfect Department (LP 101)** – Build a successful Loss Prevention department with effective task prioritization and attack plans, appropriate staffing and strong departmental guidelines.

*Mark Gaudette, Director of Loss Prevention, Big Y Foods, Inc.*

*Todd Reynolds, Director of Loss Prevention, United Supermarkets, LLC*

**Distribution Center Security** – Leverage new strategies and tried and true tactics to improve security in your distribution centers. Consider security staff, CCTV applications and access control standards.

*Joe Fryar, CPP, Director of Security and Loss Prevention, K-VA-T Food Stores, Inc.*

**Access Control** – Discover how to better secure your facilities with new access control technologies and protocol. Consider access rights, physical and electronic controls, maintenance and risks.

#### Research in Action: Current Field Experiments

*Read Hayes, PhD, CPP, Director, Loss Prevention Research Council and Co-Director, LP Research Team, University of Florida*

**Food Defense** – Protect your shoppers with more effective food protection measures. Understand trends in bioterrorism and product tampering.

*Mark Gaudette, Director of Loss Prevention, Big Y Foods, Inc.*

**Cash Office Controls** – Reduce financial fraud with more effective controls for coupons, gift cards and food stamps.

*John Valentine, Corporate Loss Prevention Manager, Fiesta Mart, Inc.*

*Ed Van Fleet, CPP, Vice President, Corporate Asset Protection, Brookshire Grocery Company Representative, Western Union*

**Staff Development** – Prepare your staff for future leadership roles. Learn how to identify high potentials and create a development plan.

*Ivan Baker, Senior Director, Corporate Security, Sobeys, Inc.*

**Loss Prevention Discussion Group** – Share ideas to maintain high performance in the midst of a tough economy. Explore how to improve your department's contribution to the success of your organization. Interactive discussion.

*Joe Fryar, CPP, Director of Security and Loss Prevention, K-VA-T Food Stores, Inc.*

*Todd Reynolds, Director of Loss Prevention, United Supermarkets, LLC*

#### Adding Value – The New Role of LP

Understand how loss prevention professionals can contribute to the bottom line success of the organization. New research from Europe's leading academic explores the root causes of loss, primary organizational failures and the importance of cross-functional/organizational solutions.  
*Adrian Beck, Reader in Criminology, University of Leicester*

## SAFETY

**Creating a Culture of Safety** – Reduce loss, lessen accident frequency and improve associate productivity by creating a culture of safety throughout the organization. Obtain buy-in and communicate the message.

*Ward Ching, Vice President, Risk Management Operations, Safeway Inc.*

**New Hire Safety Training** – Get them while they're fresh! Take home best practices to educate new employees in critical safety procedures.

*Jim Ciaramitaro, Safety Manager, The Stop & Shop Supermarket Company  
Rob Peter, Director of Safety, Publix Super Markets*

**Injury Repeaters** – Minimize unnecessary workers' comp costs and improve productivity of frequently injured associates.

*Dale Peleski, Region Director Risk Control – Supply Chain, SUPERVALU INC.*

**OSHA Update** – Prepare for aggressive OSHA enforcement activities. Understand OSHA hot buttons and how to prepare.

*David Sarvadi, Partner, Keller and Heckman LLP*

### Floor Safety – Standards Update

*Russ Kendzior, founder, National Floor Safety Institute*

**Slip/Fall Prevention** – Develop a proactive slip/fall prevention program. Review the principles of tribology and understand the causes of slips and falls.

*Wayne Maynard, CSP, CPE, ALCM, Director, Ergonomics and Tribology, Liberty Mutual Research Institute for Safety*

**Safety Discussion Group** – Share questions, challenges, strategies and best practices regarding safety and risk control issues. Interactive discussion.

*Jim Ciaramitaro, Safety Manager, The Stop & Shop Supermarket Company  
Rob Peter, Director of Safety, Publix Super Markets*

## SHRINK

**Organized Retail Crime** – Organized crime is still responsible for significant loss at retail. Review ORC trends and patterns and explore strategies to protect your organization.

*Jim Cosseboom, Senior Manager of Asset Protection and Investigations, The Stop and Shop Supermarket Company  
Scott Ziter, Senior Director, Asset Protection, The Stop & Shop Supermarket Company*

**Exception Reporting – Identify and Prevent Loss** – Unlock the wealth of information in your data. Discover new tools, strategies and techniques to identify key shrink trends and improve financial performance.

*Pedro Ramos, Vice President, Operations, Agilence, Inc.  
Scott Bohm, Director of Loss Prevention, SRS Shop Rite*

**Stop Loss at POS – Shrink Detection Technologies** – Explore the use of innovative technologies and employee training to reduce losses due to missed scans at the POS. Discover and reduce theft due to sweetheating as well as BOB (bottom of the basket) events.  
*Mark Gaudette, Director of Loss Prevention, Big Y Foods, Inc.*

**CCTV/IP Video – Technology and Applications** – Identify and deter theft and protect your organization from fraudulent slips/falls. Review options and new technologies and learn how to build the ROI for video security systems.

*Joe Fryar, CPP, Director of Security and Loss Prevention, K-VA-T Food Stores, Inc.*  
*Todd Reynolds, Director of Loss Prevention, United Supermarkets, LLC*  
*Ed Wassal, Vice President, IP Security Solutions Sales, ANIXTER*

**Creating the Perfect Department (LP 101)** – Build a successful Loss Prevention department with effective task prioritization and attack plans, appropriate staffing, and strong departmental guidelines.

*Mark Gaudette, Director of Loss Prevention, Big Y Foods, Inc.*  
*Todd Reynolds, Director of Loss Prevention, United Supermarkets, LLC*

**Shrink Discussion Group** – Develop a comprehensive shrink management program. Explore senior management ‘buy-in’ strategies and how to execute an action plan. Interactive discussion.

*Ivan Baker, Senior Director, Corporate Security, Sobeys, Inc.*  
*Timothy Bartkowiak, Director of Loss Prevention & Security, Spartan Stores, Inc.*

## RISK MANAGEMENT

**Aging Population – Retail Implications** – Understand why WC and GL claims are rising along with the average age of your shoppers and associates. Prepare your operations teams for the unique needs of an aging population.

*Den Bishop, President, Holmes Murphy, Texas and Employee Benefits Leaders, Holmes Murphy & Associates*

**Predict the Future – Reduce Injury Rates** – Reduce associate injury rates and worker’s comp claims through tools and technologies which predict loss. Explore predictive loss modeling programs and applications.

*Joel Raedeke, Assistant Vice President, ESIS Strategic Outcomes*  
*Mike Hoberman, Senior Vice President, Client Services and Business Development, ESIS Strategic Outcomes*

**Light Duty Fleet Safety** – Develop a robust program to protect your organization and your associates when they use company-owned cars. Find out how to reduce claims.

*Rob Peter, Director of Safety, Publix Super Markets*  
*Libby Christman, Director, Risk Management, Giant Food Stores LLC*

**Workers’ Comp Trends** – Understand latest trends in workers’ compensation claim costs, how indemnity and medical expenses are shifting, and what’s driving the changes. Identify opportunities to reduce your WC claim costs.

*John Potter, Division Director, National Council on Compensation Insurance, Inc.*

**Risk Management – Looking Ahead** – Prepare for radical changes in the way organizations manage risk associated with general liability and workers’ comp. Explore trends measuring the total cost of risk and ERM techniques.

*Ward Ching, Vice President, Risk Management Operations, Safeway Inc.*

**CCTV/IP Video – Technology and Applications** – Identify and deter theft and protect your organization from fraudulent slips/falls. Review options and new technologies and learn how to build the ROI for video security systems.

*Joe Fryar, CPP, Director of Security and Loss Prevention, K-VA-T Food Stores, Inc.*

*Todd Reynolds, Director of Loss Prevention, United Supermarkets, LLC*

*Ed Wassal, Vice President, IP Security Solutions Sales, ANIXTER*

**Food Defense** – Protect your shoppers with more effective food protection measures. Review trends in bioterrorism and product tampering.

*Mark Gaudette, Director of Loss Prevention, Big Y Foods, Inc.*

**Property Loss Discussion Group** – Minimize loss associated with natural disasters/catastrophic events and ensure you have appropriate coverage. Interactive discussion.

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

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

**Risk Management Discussion Group** – Share benchmark strategies and explore approaches to challenging risk management issues. Interactive discussion.

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

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