

Loss Prevention 2004

Annual Conference

February 28 - March 3, 2004

The Argent Hotel

San Francisco, California



FOOD MARKETING INSTITUTE ANNUAL CONFERENCE

*Co-Located with
FMI's MARKETECHNICS –
Visit Security Products & Services
Exhibitors on the Show Floor!*

Controlling Shrink

Homeland Security

Organized Retail Theft

*Digital Recording –
the Total Store*

*POS Exception Based
Reporting Systems*

*Loss Prevention Department
of the Future*

*Monitoring & Measuring
Interviewer Effectiveness*

FMI LOSS PREVENTION COMMITTEE

FMI's Loss Prevention Committee cordially invites you to attend an educational event that explores loss prevention issues specifically from a food industry perspective. If you would like more information about the value of attending this conference, please contact any committee member listed below.

2004



Annual Conference

Dan Faketty (Chairman)
Vice President, Loss Prevention
Harris Teeter, Inc.
704-844-3493

Scott Bohm
Director of Loss Prevention
Pathmark Stores, Inc.
732-259-4014

Kathleen Garner
*Corporate Manager, Loss Prevention
Training & Communication*
Kmart Corporation
248-637-3646

Gary Geitter
Manager, Loss Prevention
Tops Markets, LLC.
716-635-5292

Keith Gordon
Director of Loss Prevention and Safety
Adams Super Food Stores/Bozzuto's Inc.
203-250-5804

Al Hrubeniuk, CPP
Director, Loss Prevention Services
Smart & Final Stores Corporation
323-869-7725

Doyle Hulse
Director of Loss Prevention
Farm Fresh, LLC.
757-306-2063

John Lee, CPP
Director of Loss Prevention
Publix Super Markets, Inc.
863-284-5567

Steve Middleton
Director of Asset Protection
Penn Traffic Company
315-461-2675

Tom Perkins
Director, Loss Prevention
Hannaford Bros. Co.
207-885-2674

Frank Seil
*Corporate Loss Prevention Manager,
Store Controls*
Albertson's, Inc.
208-395-3671

Kathleen Smith
Vice President, Corporate Security
Safeway Inc.
925-467-3322

Bruce Thompson
Risk Manager
Thrifty Foods
250-544-1122

Art Wulfeck
Risk Manager
The Kroger Co.
513-782-3527

MaryAnn House-Abate
*Senior Director,
Loss Prevention Services*
Food Marketing Institute
202-220-0772

FOOD MARKETING INSTITUTE ANNUAL CONFERENCE

EVENT

Schedule • 2004 FMI Loss Prevention

February 28 – March 3, 2004
The Argent Hotel
San Francisco, California

saturday • February 28

6:00 – 9:00 p.m.

Pre-Registration & Welcome Reception

Experience the heart and soul of San Francisco through cuisine, art, and entertainment that exemplify the Bay area's best features!
(Hosted by ADT Security Services)

sunday • February 29

8:00 a.m. – 2:00 p.m.

Registration at The Argent Hotel

8:30 a.m.

Buses Depart The Argent Hotel for San Francisco Convention Center

MARKETECHNICS

Opening General Sessions

9:00 - 10:15 a.m.

Brain Drain and Our Stake in the Global Economy

American companies are relying on off-shore development and outsourcing more and more as a way to reduce costs. Although the net flow of jobs to foreign countries has a positive effect on the bottom-line, what is the impact on our overall economy? In the past, work was designed by well-educated U.S. executives and farmed out to countries where the labor costs were traditionally lower. Now, workers in many developing countries are as well-educated and can create, design and build as well as executives in the U.S. The next rungs on the ladder are product innovation, brand building and overall management. We're looking at three billion people getting better by the day at the things that make us the world's leading economy. What does this latest outflow of higher-paying jobs with more intellectual content mean to the U.S. and its place in the global economy?

Geoffrey Colvin

*Editor and Columnist, FORTUNE Magazine
and Co-Author, Wall Street Week*

continued • February 29

10:30 - 11:30 a.m.

The Art of Deception: Are You in Danger of Being Conned?

While relatively unknown to the general public, the term "social engineering" is widely used within the computer security community to describe the techniques hackers use to deceive a trusted computer user within a company into revealing sensitive information, or trick an unsuspecting mark into performing actions that create a security hole. A misplaced reliance on security technologies alone, such as firewalls, authentication devices, encryption, and intrusion detection systems are virtually ineffective against a motivated attacker using these techniques. In the corporate environment, a large number of unsuspecting victims never realize they have been manipulated. Will your employees be next?

Kevin D. Mitnick

*Co-Founder and CEO, Defensive Thinking,
and Author of The Art of Deception*

11:30 a.m. – 5:00 p.m.

MARKETECHNICS Exhibit Floor Open

5:00 p.m.

Buses Depart San Francisco Convention Center for The Argent Hotel

6:00 – 7:00 p.m.

Cocktail Reception at The Argent Hotel (Hosted by SecurePoint, a ChoicePoint Service)



monday • March 1

7:00 – 8:00 a.m.

Registration & Continental Breakfast

8:00 – 8:15 a.m.

Welcome & Introductions

MaryAnn House-Abate
Senior Director, Loss Prevention Services
Food Marketing Institute, Washington, DC

Dan Faketty (Chairman)

Vice President, Loss Prevention
Harris Teeter, Inc., Matthews, NC

8:15 – 9:00 a.m.

The State of the Food Industry

The supermarket industry today may be experiencing one of the most unusual and challenging periods in its history, with an incredible array of problems facing the nation and affecting consumer attitudes, sales, and profits. War and economic woes have added to the usual range of challenges facing all parts of the industry. In our keynote address, our speaker will present key benchmark statistics on consumer attitudes and industry performance, as well as address the questions companies need to be asking themselves to attack the future.

Michael Sansolo

*Senior Vice President, Education, Research
and Industry Relations*
Food Marketing Institute, Washington, DC

9:00 – 9:45 a.m.

14th Annual Survey of Supermarket Employees

Always a hit at our conference, our speaker will provide the results of this year's supermarket employee behavior study, which examines the organizational climate of winning supermarkets. Her discussion will include strategies used by companies for creating a winning supermarket culture while reducing counterproductive behaviors such as employee theft, sick day abuse, drug use at work, unsafe work practices and turnover.

Barbara O. Lewis, Ph.D.

Organizational Practice Director
Pearson Reid London House, Chicago, IL

continued • March 1

9:45 – 10:00 a.m.

Coffee & Tea Break

(Hosted by Dedicated Micros USA)

10:00 – 11:00 a.m.

Creating a Culture of Integrity

In today's difficult economic times and competitive marketplace, creating a level of trust in your business has never been more important. The focus of this presentation is integrity and how to create an environment which fosters integrity and honesty, both in dealing with customers, as well as within personnel and management situations. The causes of America's problems with integrity will be examined, as well as practical ways in recruitment, hiring, training, and leadership decisions that build and maintain a culture which encourages honesty, openness, and accountability.

Jack E. Enter

President and CEO

Jack Enter & Associates, Auburn, GA

11:00 a.m. – 12:00 p.m.

Dimensions of Successful Loss Prevention Programs

What are the organizational dynamics that make one loss prevention department successful over the long-term while another department flounders? In this session, we will explore four dimensions that lead to lasting success and senior management recognition of the contribution the loss prevention function makes to the enterprise.

Walter E. Palmer

CEO/President

PCGsolutions, Lexington, KY

12:00 – 1:00 p.m.

Luncheon

(Hosted by Datavantage)

continued • March 1

1:00 – 2:30 p.m.

POS Exception Based Reporting Systems – Open Panel Discussion

Are you looking to purchase POS investigative software? Are you developing or attempting to improve upon existing POS data mining software provided by your I.T. group? Are you satisfied with your current POS exception reporting vendor and the software they provide? In a first of its kind, hear from three POS software solution providers. Learn what separates their technology from their competitor's, why they believe their software is best and what philosophical differences separate their company from others in the industry. If you are interested in purchasing theft detection software, making a change in existing technologies, or challenging your I.T. group in developing state-of-the-art data mining software, you will not want to miss this interactive session.

Raoul Ricard

Senior Vice President of Business Intelligence Systems

Datavantage, Westboro, MA

Garrett Knight

President and Co-Founder

Retail Expert, Inc., Woburn, MA

Larry Miller

President

Trax Software & Consulting, Inc., Scottsdale, AZ

2:30 – 2:45 p.m.

Refreshments Break

WORKSHOPS

Four workshops will run concurrently. Registrants should attend the workshop sessions most beneficial to them. Please note that all workshops will be repeated from 4:00 – 5:00 p.m.

2:45 – 3:45 p.m.

WORKSHOP A:

Digital Recording – The Total Store

In this workshop, our speaker will discuss all the cross sections of information available for the total business, focusing on operations, point of sale, merchandising conditions, service levels, risk management, receiving, alarm conditions, and loss prevention. Also explored will be the concept of one system that allows multi users to reside and use this tool at the same time from the same locations or remotely. This session will engage the futuristic views and applications at all levels of business and management, not only to reduce expenses and shrink, but increase the bottom line.

Scott Bohm

Director of Loss Prevention

Pathmark Stores, Inc., Carteret, NJ

2:45 – 3:45 p.m.

WORKSHOP B:

Loss Prevention Awareness (Thinking Outside the Box)

Are you looking for innovative ways to communicate loss prevention messages to store associates? How do you know what works and what does not? Do you know if your current awareness program is getting a return on investment? In a follow-up to last year's workshop, our speakers will focus on new and innovative ways to educate store associates on the role they play in loss prevention. See first-hand what impacts associates most, how it can be measured through detailed focus groups, and how computer based awareness programs (reality based interactive video) are being used. If you are thinking about launching an awareness program, or looking for new ideas, you will not want to miss this session.

Dan Faketty

Vice President, Loss Prevention

Harris Teeter, Inc., Matthews, NC

Bruce Thompson

Risk Manager

Thrifty Foods, Saanichton, British Columbia, Canada

2004 
Loss Prevention.

WORKSHOPS

Four workshops will run concurrently. Registrants should attend the workshop sessions most beneficial to them. Please note that all workshops will be repeated from 4:00 – 5:00 p.m.

continued • **March 1**

2:45 – 3:45 p.m.

WORKSHOP C:

Controlling Shrink

Controlling shrink is critical to the success of any food retailer. In today's economy, an emphasis on controlling shrink is one of the best ways to improve overall operating performance. In this workshop, our speakers will address tools used to measure shrink, early warning indicators of potential shrink, and programs used to bring high shrink stores in line with performance objectives.

Al Hrubeniuk

Director, Loss Prevention Services

Smart & Final Stores Corporation, City of Commerce, CA

John Lee

Director of Loss Prevention

Publix Super Markets, Inc., Lakeland, FL

2:45 – 3:45 p.m.

WORKSHOP D:

Continuing Education and Professional Development for the Loss Prevention Executive

Congratulations, you've made it to the top echelon of your profession. But, does that mean your learning and development should end? In fact, isn't your on-going development more important than ever as you shape the future of your department and have responsibility for leading others? In this workshop, our speaker will explore what you should be pursuing and what resources are available.

Walter E. Palmer

CEO/President

PCGsolutions, Lexington, KY

3:45 – 4:00 p.m.

Regroup to Workshop Sessions

4:00 – 5:00 p.m.

All Workshops are Repeated

6:00 – 8:00 p.m.

Cocktail Reception

Join us for complimentary drinks, dinner and entertainment.

(Hosted by Checkpoint Systems, Inc.)

END

Schedule • 2004 FMI Loss Prevention

tuesday • **March 2**

6:45 – 7:45 a.m.

Continental Breakfast

7:45 – 8:45 a.m.

The Loss Prevention Department of the Future

By now, you've heard all about MIT's Auto-ID Center, which has developed an electronic product code (EPC) that has the capability of dramatically improving inventory security and management along with checkout speed. The technology is here now with warehouse and distribution applications leading the EPC revolution. Find out about the EPC today and where it's going tomorrow.

Ted Mason

Director, EPS Network Services &

Emerging Technologies

Food Marketing Institute, Washington, DC

8:45 a.m.

Buses Depart The Argent Hotel for San Francisco Convention Center

9:00 a.m. – 12:00 p.m.

MARKETECHNICS Exhibit Floor Open

12:00 – 1:00 p.m.

MARKETECHNICS Closing Session & Luncheon

1:00 – 1:15 p.m.

Buses Depart San Francisco Convention Center for The Argent Hotel

1:30 – 2:30 p.m.

Homeland Security – One Year Later

Follow-up with our keynote speaker from last year's conference and get an insider's update on the Department of Homeland Security (DHS) one year later. Our speaker is well-versed and will be able to update you on the latest national critical infrastructure protection issues/programs, the organization for Critical Infrastructure Protection (CIP), sector threat information and warnings, public/private sector partnering for security, and an update on CIP initiatives in the food/agriculture sectors.

Robert Stephan

Special Assistant to the Secretary of

Homeland Security

Department of Homeland Security, Washington, DC

continued • **March 2**

2:30 – 3:15 p.m.

Organized Retail Theft in America

Organized retail theft (ORT) is estimated to cost food retailers \$15 billion annually. ORT is flourishing across the U.S., but the ORT rings are feeling the effect of FBI initiatives to protect retailers and the public from the ORT threat. The FBI, often working in a task force environment with local, state and federal agencies and retailers, has successfully investigated and disrupted a number of large ORT rings in recent months. Our speaker is uniquely qualified to address the ORT issue on a national perspective. He will provide insight to the ORT rings, how investigations are handled, and how retailers can assist the FBI and other law enforcement agencies in their investigations.

Dan Wright

Chief, Major Theft/Transportation Crimes Unit

Federal Bureau of Investigation, Washington, DC

3:15 – 3:30 p.m.

Refreshments Break

3:30 – 5:00 p.m.

Monitoring and Measuring Interviewer Effectiveness

Your investigative staff has been trained, but are they following proper policies and procedures? During this interactive session, our speaker will show you how your company can benefit by monitoring and measuring the effectiveness of individuals who conduct interviews. Effective measurement can help identify an investigator's talents and opportunities for growth, which in turn can help improve the overall effectiveness in the interview process. The discussion will also include current trends, establishing best practices, evaluating admissions, and more, all of which will help ensure compliance, as well as reduce your company's exposure to liability.

Douglas E. Wicklander

President

Wicklander-Zulawski & Associates, Inc., Downers Grove, IL

6:00 – 7:00 p.m.

Cocktail Reception

(Hosted by NAVCO Security Systems)

wednesday • March 3

6:45 – 7:45 a.m.

Continental Breakfast

7:45 – 9:00 a.m.

Making Diversity Work

Statistics prove women and minority customers represent the largest consumer-spending group throughout the nation. Trends also indicate the majority of our future labor pool will be comprised of people who are now considered "in the minority." Ironically, most companies are ill-prepared to capitalize on the benefits such diversity brings. Companies who successfully leverage diversity understand the business case behind it. Diversity-friendly businesses also understand when and what changes need to be made to their business practices and organizational culture in order to get the best from all associates. In this session, learn how to make diversity work from the best-practice companies throughout the country. Gain a big picture perspective and find out about practical tactics that are necessary to make diversity work for your company.

Mimi Welch

President

Transition Dynamics, Ft. Lauderdale, FL

9:00 – 9:15 a.m.

Coffee & Tea Break

9:15 – 10:30 a.m.

Be Where You Are When You're There

In our final closing session, internationally-known speaker Dr. Stephen Douglas will share the truths and myths about stress, and some of the ways we can manage it, not eliminate it. You won't want to miss this extremely humorous approach to the serious subject of managing stress. Learn how to reduce one of the major causes of stress – thinking about work when you're not there...and thinking about play when you're at work. Take a serious look at your own approach to perfectionism, as well as the unrealistic expectations others may have of you. You'll never forget this speaker or his message. Spouses are welcome to join us!

Stephen Douglas, Ph.D.

Speakers Unlimited, Columbus, OH

10:30 – 10:45 a.m.

Wrap-Up and Adjourn

During the final conference wrap-up, several door prizes will be raffled, including a free registration to FMI's 2005 Loss Prevention Conference (a \$650 value). You must be present to win...good luck!

GENERAL Information

REGISTRATION/HOUSING INFORMATION

All reservations must be made no later than February 2, 2004, by calling The Argent Hotel directly at 415-974-6400. When calling, please mention that you have a room blocked for the FMI Loss Prevention Conference to ensure the guaranteed rate of \$159.00, single or double occupancy. Any reservations made after this date will be accepted on a space available basis only, and the group rate is not guaranteed. The guaranteed rate is also subject to any applicable state and city taxes. All hotel adjustments (cancellations and/or changes) must be made directly with The Argent Hotel.

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 12:00 noon. The Bell Captain can arrange to check baggage for those arriving early or for those attending functions on their day of departure. Shuttle service is available to/from San Francisco International Airport at a cost of approximately \$15.00 each way. Contact SuperShuttle at 415-558-8500 or make your reservations online at www.supershuttle.com/htm/cities/sfo.htm. Taxi fare is approximately \$35.00 each way.

CONFERENCE INFORMATION

Fee includes all meeting materials, continental breakfasts, coffee breaks, luncheons and social events. Fee also includes complimentary access to FMI's MARKETECHNICS Exhibit Floor. Spouses are welcome to join registrants at all continental breakfasts, cocktail receptions, social events, on the MARKETECHNICS Exhibit Floor, and the final session of the conference, "Be Where You Are When You're There." All other sessions are open to paid registrants only. Dress for the conference is business casual.

MEMBER/NONMEMBER REGISTRATION

Every participant, to qualify for FMI member rates, must be an employee of an FMI member company. An FMI member is either a retailer or wholesaler paying annual dues to FMI. All others are non-members. Retailer/wholesaler non-members are eligible by invitation only; please contact FMI. This conference is closed to the media.

HOTEL INFORMATION

The Argent Hotel

50 Third Street, San Francisco, CA
Phone 415-974-6400 Fax 415-543-8268
www.argenthotel.com

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 conference. 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. You may also choose area/zone pricing which offers set airfare prices based upon geographical locations. This exceptional offer is available to FMI Loss Prevention Conference participants only, through these toll-free numbers:

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

Delta Airlines 1-800-241-6760
8:00 a.m. - 11:00 p.m. *Daily/Eastern Time*
Please refer to File # DMN197960A

CAR RENTAL DISCOUNTS

Avis Rent A Car has been selected as the official car rental provider for this conference. Special discounts have been extended to 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 our AWD # B235499. International attendees may fax their reservation requests to 918-644-4600.

SEND YOUR COMPLETED REGISTRATION FORM TO:

Food Marketing Institute

P.O. Box 85080, Lockbox #4403
Richmond, VA 23285-4403

You may also register online at www.fmi.org. If you have questions or require further information or assistance, please contact FMI Loss Prevention, 202-220-0772, fax 202-429-4554, or e-mail loss@fmi.org.

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REGISTRATION



2004 FMI Loss Prevention Conference

February 28 - March 3, 2004
The Argent Hotel
San Francisco, California

Executive's Name (First) _____ (Last) _____

Title _____

First Name for Badge: Executive _____ Spouse _____

Company _____

Address _____

City _____ State _____ Zip _____

Telephone _____ E-Mail _____

GENERAL INFORMATION

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

What are your top three areas of concern?

1. _____ 2. _____ 3. _____

REGISTRATION FEES

- ☐ \$650 - Retailer/Wholesaler Member ☐ \$600 - per person if 3 or more from the same company attend (Retailer/Wholesaler Members only)
☐ \$1,100 - Nonmember Retailer/Wholesaler (by invitation only; please contact FMI)

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

- ☐ Welcome Reception, Saturday, February 28, 6:00 - 9:00 p.m. ☐ Registrant ☐ Spouse
☐ Cocktail Reception, Sunday, February 29, 6:00 - 7:00 p.m. ☐ Registrant ☐ Spouse
☐ Cocktail Reception, Monday, March 1, 6:00 - 8:00 p.m. ☐ Registrant ☐ Spouse
☐ Cocktail Reception, Tuesday, March 2, 6:00 - 7:00 p.m. ☐ Registrant ☐ Spouse

PAYMENT INFORMATION

- ☐ **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 _____

CANCELLATION POLICY

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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 #4403, Richmond, VA 23285-4403 or fax to 202-429-4554.

For further information concerning registration/housing, contact FMI Loss Prevention, 202-220-0772, or email loss@fmi.org.

FOR FMI USE ONLY: Date Received _____ Fee Amount _____ Account # 3600/3610-006-0361
Database _____ Tentcard _____ Exec Badge _____ Spouse Badge _____

Loss Prevention 2004

Annual Conference

FOOD MARKETING INSTITUTE ANNUAL CONFERENCE

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San Francisco, California



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Washington, DC 20005

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Fax 202-429-4554

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