

**FMI Asset Protection Conference**  
**March 10-13, 2013**  
**Pointe Hilton Tapatio Cliffs Resort, Phoenix, Arizona**  
**Preliminary Agenda**  
**\*\*Agenda is a draft only and subject to change**

**SUNDAY, MARCH 10**

7:30 a.m. – 2:00 p.m.

**GOLF TOURNAMENT**

[Lookout Mountain at Tapatio Cliffs](#)

4:00 p.m. – 7:00 p.m.  
Registration Desk East

**REGISTRATION**

4:15 p.m. – 4:45 p.m.  
Falls Terrace

**NEW ATTENDEE AND EXHIBITOR ORIENTATION**

*Sponsored by: FMI Conference Planning Committee (made up of Loss Prevention, Risk and Safety Executives)*

Find out how to navigate the conference from seasoned professionals and build your industry network. Open to any conference attendees who have not attended prior Asset Protection Conferences.

5:00 p.m. – 7:00 p.m.  
Falls Terrace

**WELCOME RECEPTION**

*Sponsored by eBay*

Join your industry colleagues and friends from loss prevention, risk management, safety, and insurance to kick off the 2013 Asset Protection Conference. Spend time networking with conference attendees while enjoying the beautiful view of the Tapatio Cliffs.

**MONDAY, MARCH 11**

7:00 a.m. – 6:30 p.m.  
Registration Desk East

**REGISTRATION**

7:00 a.m. – 8:00 a.m.  
Highland Center

**VENDOR SHOWCASE & BREAKFAST**

*Sponsored by RGIS*

Enjoy a continental breakfast with your peers and exhibiting business partners while sharing ideas for improving your business and the industry.

8:15 a.m. – 8:45 a.m.  
Grand Ballroom  
Salons GHJ

**OPENING REMARKS**

*Rhett Asher, Vice President, Industry Relations, Food Marketing Institute*  
*Tim Bartkowiak, Director, Asset Protection, Spartan Stores*

8:45 a.m. – 9:45 a.m.  
Grand Ballroom  
Salons GHIJ

## **WHAT WILL RETAIL LOOK LIKE IN 2020?**

In this session, attendees will get a global overview of current retail industry trends leading through 2020, hear how this could impact the retail business as we know it and learn about the potential implications for retail asset protection, risk & safety experts.

*Kelly Tackett, Research Director, US, PlanetRetail*  
*Joachim Pinhammer, Senior Retail Technology Analyst, PlanetRetail*

9:45 a.m. – 10:00 a.m.  
Registration Desk East

## **REFRESHMENT BREAK**

*Sponsored by SR Max Slip*

10:00 a.m. – 11:00 a.m.

## **BREAKOUT SESSIONS**

### **1) Operational Shrink Panel – Grand Ballroom Salons GHIJ**

In this session, the presenters will emphasize that shrink comes from many operational causes other than the theft related causes where loss prevention departments have traditionally focused their attention.

*Joe Fryar, Director, Security and Loss Prevention K-VA-T Food Stores, Inc.*  
*Gary Geitter, Director, Asset Protection, Tops Markets*  
*Ed Van Fleet, Vice President, Corporate Asset Protection, Brookshire Grocery Co.*

### **2) Partnering with the Local Community to Get the Most out of Shoplifter Apprehensions – Grand Ballroom Salon F**

Festival Foods' Loss Prevention Department is increasing the value of every shoplifter apprehension by implementing an innovative and proactive approach to dealing with shoplifting offenders. Learn how retailers can partner with local police, prosecutors and courts to reduce the time and expense associated with apprehension while achieving positive outcomes for the community.

*Joe Laufenberg, Director, Loss Prevention, Festival Foods*  
*Caroline Kochman, Executive Director, NASP*

### **3) What the Fraud Examiner Needs to Know About Forgery – Grand Ballroom Salon E**

How can the handwriting expert help with your case? Whether you are dealing with a forgery or are doing a background check for an employer, the handwriting examiner can provide valuable information that may not be otherwise available. This presentation will cover various types of forgery and what it takes to create a successful one, from the factors that affect handwriting to how we develop our own master patterns. Time permitting, you may also learn something about how handwriting reveals personality.

*Sheila Lowe, Sheila Lowe and Associates*

**4) Problem Solving is dependent on what you focus on, how you analyze it and how you fix it. Are you wasting your resources? – Grand Ballroom Salons AB**

Time and money are limited in all industries however shared best practices should not be! Using a dynamic FMEA (Failure Mode and Effects Analysis), learn how to target which high risk issues in the Food Retail Industry are applicable to your business specifically that then need to be investigated. Use the same method to target high risk areas that should be proactively audited.

*Chris Vallee, Senior Associate, System Improvements Inc.*

**5) Tackling Cashier Strains and Sprains with Interactive Training – Grand Ballroom Salons CD**

Retailers will discuss a new interactive training that focuses on cashiers strains, sprains, and repetitive motion accidents. They will introduce the training “game” that has provided high retention rates with employees and impressive accident reduction results. We will also open up the discussion on other forms of safety training that benefit accident reduction.

*Jennifer Horstmann, Safety Supervisor, Schnuck Markets, Inc.*

*Ken Smith, President, Etcetera Edutainment*

11:00 a.m. – 11:10 a.m.  
Registration Desk East

**BUSINESS BREAK**

11:10 a.m. – 12:10 p.m.  
Grand Ballroom  
Salons GHIJ

**SUPERSTORM SANDY – NEW CHALLENGES & LESSONS LEARNED**

The magnitude of destruction and disruption caused by this historic east coast super storm created havoc for retailer business operations and asset protection. Learn from a homeland security official, a retailer and state association executive the strength and vulnerabilities of emergency management planning and business continuity protocols.

*Tina-Marie Pilate, NJ Asset Protection Division Manager, Wegmans Food Markets, Inc .*

*Steve Hoptay, Vice President, Loss Prevention, Wakefern Food Corporation*

*Linda Doherty, President, New Jersey Food Council*

*Joe Picciano, Deputy Director, Department of Homeland Security, New Jersey*

11:10 a.m. – 12:10 p.m.  
Grand Ballroom Salons AB

**STOP THE MADNESS! SAFETY IN THE 21<sup>st</sup> CENTURY AND BEYOND**

Are we making safety too difficult? This session is for Loss Prevention and Safety professionals wishing to challenge their thought process and broaden their horizons. A variety of speakers will share unique perspectives that foster ongoing safety improvement within their organizations. Heavy emphasis will be placed on communication strategy and execution. Magic show after.

*Vic Alvarado III, Senior Manager, Risk Mangement, Unifed Grocers*

*Mike Bowers, Director, Safety & Compliance, Harris Teeter, Inc.*

*Komilla John, Manager of Corporate Safety, Loss Prevention, Wakefern Food Corp.*

*John Slager, Risk Management/Safety, Kroger Co.*

12:15 p.m. – 2:15 p.m.  
Highland Center

## **VENDOR SHOWCASE & LUNCH**

*Sponsored by SR Max Slip*

Enjoy lunch with your peers and exhibiting business partners while sharing ideas for improving your business and the industry.

2:30 p.m. – 3:30 p.m.

## **OPEN ROUNDTABLE DISCUSSIONS**

**Join your peers for an in depth discussion about industry topics while sharing ideas and best practices.**

### **1) Operational Shrink: How should we Define it? – Grand Ballroom Salons GHJ**

*Moderators:*

*Joe Fryar, Director, Security and Loss Prevention, K-VA-T Food Stores*

*Gary Geitter, Director, Asset Protection, Tops Markets*

*Ed Van Fleet, Vice President, Corporate Asset Protection, Brookshire Grocery Co.*

### **2) Fuel/Fuel Centers: Trends and Challenges – Grand Ballroom Salon E**

*Moderators:*

*Tim Bartkowiak, Director, Asset Protection, Spartan Stores*

*Tim Hopson, Assistant Vice President, Asset Protection, Hy-Vee, Inc.*

*Scott Ziter, Vice President, Asset Protection, Ahold USA*

### **3) Data Security/Information Security & PCI Discussions – Grand Ballroom Salon F**

*Moderators:*

*John Guenther, Director of Loss Prevention, Heinen's Fine Foods*

*Kathleen Smith, Vice President, Loss Prevention, Safeway Inc.*

### **4) Discuss, Identify, Target & Mitigate your High At-Risk Business Issues – Grand Ballroom Salons AB**

*Moderators:*

*Rob Peter, Manager, Retail Safety and OSHA Compliance, Publix Super Markets*

*Chris Vallee, Senior Associate, System Improvements, Inc.*

### **5) Workers Compensation: Accident Prevention Strategies – Grand Ballroom Salons CD**

*Moderators:*

*Jennifer Horstmann, Safety Supervisor, Schnuck Markets, Inc.*

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

3:30 p.m. – 3:45 p.m.

## **REFRESHMENT BREAK**

*Sponsored by SR Max Slip*

3:45 p.m. – 4:45 p.m.  
Grand Ballroom  
Salons GHIJ

## **VIOLENT CRIME AND LIABILITY EXPOSURE: A REALITY CHECK**

Premise Security Liability litigation is the dark secret nobody wants to talk about. Workplace Violence is a reality for all of us. Having a reasonable plan may not prevent the Violent Act, but it may soften the blow that comes from the ensuing litigation. Let's get some facts, and myth's out on the table, talk about real case studies and lessons learned, have an open discussion about Premise Liability, and mitigating some of the pitfalls that come from hiding from the reality of this challenge, that is not going away – no matter how hard you try to avoid talking about it.

*Bill Heine, Director, Global Security, Brinker International*  
*Jon Groussman, President, COO, CAP Index*

5:00 p.m. – 6:30 p.m.  
Highland Center

## **VENDOR SHOWCASE AND COCKTAIL RECEPTION**

*Sponsored by Vector Security*

Join your industry colleagues and friends in an informal setting to discuss the day's events, network and meet with exhibiting business partners.

## **TUESDAY, MARCH 12**

7:00 a.m. – 8:00 a.m.  
Highland Center

## **VENDOR SHOWCASE & BREAKFAST**

*Sponsored by RGIS*

Enjoy a continental breakfast with your peers and exhibiting business partners while sharing ideas for improving your business and the industry.

8:15 a.m. – 8:30 a.m.  
Grand Ballroom  
Salons GHIJ

## **WELCOME & HOUSEKEEPING**

8:30 a.m. – 9:30 a.m.  
Grand Ballroom  
Salons GHIJ

## **INTENTIONAL LEADERSHIP TO MEET FUTURE CHALLENGES**

Join us for an "out of the box" session that will change your life today. As the retail environment continues on a fast and furious pace, being prepared for the future is more important than ever. Mike Whitehead shares a powerful work/life balance message that creates a break through experience for the audience. Funny, engaging and extremely interactive, Mike will teach you how to "slow down to go fast" and make a real difference in your personal and professional lives.

*Mike Whitehead, Founder, Center of Intentional Leadership*

9:30 a.m. – 9:45 a.m.  
Registration Desk East

## **REFRESHMENT BREAK**

*Sponsored by TransAlarm*

9:45 a.m. – 10:45 a.m.

## **BREAKOUTS**

### **1) Exception Reporting for Success- A Loss Prevention Journey to Organizational Integration – Grand Ballroom Salons E**

Take a comprehensive tour of the development and implementation of an exception reporting tool to improve your company's overall performance and profitability. Learn how a small loss prevention team crafted its exception based reports for universal appeal and was able to leverage its positive results to become a "Go To" department. You will leave this session with a better understanding on how you can greatly enhance your department's impact and performance within your organization while demonstrating your added worth and value to other senior managers and the "C" Suite.

*Michael Loox, Head of Loss Prevention, The Coffee Bean & Tea Leaf*

### **2) Cops and Doughnuts: Basic Retail Theft to Organized Financial Crime, A Prosecutor Perspective on the Public-Private Partnership & Opportunities for Improvement – Grand Ballroom Salons GHIJ**

In 2011, industry reports show that organized retail theft, credit card fraud, gift card fraud, and price tag switching account for approximately 30 Billion in loss to the retail industry. Industry side loss prevention, supply chain protection, and fraud investigations are a major component to combating this loss. Law enforcement investigations including patrol officer, complex financial crimes units, and prosecutors are another component. Public-private partnerships such as the "Law Enforcement Retail Partnership Network" (LERPnet) represent advances in information sharing and cooperation that further

In this session, we will discuss the mindset of the financial criminal; trends in retail theft and fraud; practical tips to improve prosecution of offenders; methods to expand your investigation beyond the offender in front of you; and of course, doughnuts of choice. All of these topics will assist you in improving your organization's response to loss prevention and enable you to strengthen the public-private partnership to deter industry loss.

*Dant Foulk, Assistant State's Attorney, Will County, Illinois*

### **3) Behavior from Handwriting: An Important Tool for the Fraud Examiner – Grand Ballroom Salon F**

The use of handwriting analysis will enable the investigator to identify behavior patterns in the handwriting samples. The investigator will learn how to save time and effort by getting rapid insight into the individuals with whom s/he is working, quickly and accurately identify traits in handwriting which are reliable indicators for deceptive, anti-social and violent behavior.

*Sheila Lowe, Sheila Lowe and Associates*

#### **4) How do you Build a Great Safety Program? – Grand Ballroom Salons AB**

There are countless reasons to create a world-class safety program: Workers want it, OSHA demands it and it saves money in the long-run. It's also the right thing to do. The question is: how do you go about building this program? Please join us for this interactive program with Jim Stanley, a well-known safety consultant with years of experience in helping employers develop innovative safety programs.

*Jim Stanley, President, FDR Safety*

#### **5) NEWS FLASH: Theft Hurts but Operational Shrink KILLS – Grand Ballroom Salons CD**

Today we know that approximately 64% of store shrink is Operational Shrink. In this 60 minute workshop you will learn the 9 causes of Operational Shrink, how much it is costing your company and we will reveal the Top 7 Best Practices to control it. Learn new ways to improve your personal value proposition, how to collaborate with Store Operations and how to proactively reduce and prevent store shrink for measurable profit gains. Included are the highlights, facts and stats from 2012 the National Supermarket Shrink Survey & Best Practices Study. Learn how top Loss Prevention professionals are working side-by-side with Operations and achieving dramatic results. This session is ideal for any retail professionals looking for new ways grow and expand their organizational value.

*Larry Miller, CEO, Retail Control Group*

10:45 a.m. – 11:00 a.m.  
Registration Desk East

#### **BUSINESS BREAK**

11:00 a.m. – 12:00 p.m.  
Grand Ballroom  
Salons GHIJ

#### **PROTECTING YOUR BUSINESS AGAINST CYBER ATTACKS**

Many companies focus on the obvious ways of protecting their business but few have taken the time to think about how the old school ways of doing business changed when we injected email, social media, and mobile devices into the workplace. In an honest and candid overview of the emerging threats, learn how cybercriminals target businesses to steal intellectual property, steal identities, money, and otherwise leave the company empty-handed. You'll learn how to fend off the bad guys and practical steps to recover if the worst happens.

*Theresa Payton, Former White House CIO, Cyber Security Authority and Identity Theft Expert*

11:00 a.m. – 12:00 p.m.  
Grand Ballroom Salons A/B

## **THE OUTLOOK FOR OSHA**

This panel of experts will discuss what we may see from OSHA over the next four years, including the proposed Injury and Illness Prevention Program standard and the Sever Violators Enforcement Program. Safety representatives from FMI member companies will talk about the OSHA enforcement and safety issues facing their companies and how they have effectively addressed them. Finally, a safety consultant will provide tips and strategies for developing a safety program and culture that protects employees.

*Jim Ciaramitaro, Senior Safety Manger, Ahold*

*Brian Gombash, OSHA Regulatory Manager, C&S Wholesale Services, Inc.*

*Melissa Bailey, Shareholder, Ogletree Deakins (Moderator)*

*Jim Stanley, President, FDR Safety*

12:15 p.m. – 2:15 p.m.  
Highland Center

## **VENDOR SHOWCASE & LUNCH**

*Sponsored by Stanley Convergent Solutions*

Enjoy lunch with your peers and exhibiting business partners while sharing ideas for improving your business and the industry over an extended time period.

2:30 p.m. – 3:30 p.m.

## **BREAKOUT SESSIONS**

### **1) Reducing Theft by Denying Benefits: Current and Planned Benefit Denial R&D – Grand Ballroom Salon E**

Retailers are working together with technology companies and University of Florida and LPRC scientists to devise, refine and field test various techniques that discourage thieves by rendering non-purchased items useless. Most asset protection efforts are designed to deter theft by making item removal seem too risky or difficult. Denying benefits of stolen goods is a promising way to further bolster product protection.

*Tim Fisher, Director, Asset Protection and Safety, Best Buy*

*Read Hayes, PhD, CPP, Loss Prevention Research Council and University of Florida*

### **2) Food For Thought: Retail Trends in Video – Grand Ballroom Salons GHJ**

Research recently conducted by FMI and Axis, identified some key industry trends in video. Whether retailers are beginning to deploy or have an established IP video solution in place, the benefits of IP video reach various levels of a store from safety and AP to distribution and operations to merchandising and marketing. With IP video, food retailers are doing more for their stores.

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

*Jackie Anderson, Business Development Manager, Retail, Axis Communications, North America*

*Hedgie Bartol, Business Development Manager, Retail, Axis Communications, North America*



### **3) Talk, Don't Stalk – Grand Ballroom Salon F**

You think like a manager when you are at work. You might even think like a manager at home. Our instinct is to protect our companies and families, both online and off. How we approach those relationships affects our workplace environment. This session will challenge you to think differently about who you manage, and how you manage.

*Brian Foreman, Ed.D., President, b4man consulting*

### **4) OSHA and Safety Programs: Ask the Experts! – Grand Ballroom Salons AB**

Please join us for an interactive session with Melissa Bailey, an attorney who focuses on OSHA compliance and enforcement issues, and Jim Stanley, an expert in developing world-class safety programs designed to keep employees safe and prevent OSHA citations.

*Rob Peter, Manager of Retail Safety & OSHA Compliance, Loss Prevention and Safety, Publix, Inc. (Moderator)*

*Melissa Bailey, Shareholder, Ogletree Deakins*

*Jim Stanley, President, FDR Safety*

### **5) Open Roundtable: Claims & Litigation Management**

*Libby Christman, Vice President, Risk Management, AHOLD USA*

*Susan Kelchin, Risk Manager, Tops Markets, LLC*

3:30 p.m. – 3:45 p.m.  
Registration Desk East

### **REFRESHMENT BREAK**

*Sponsored by TransAlarm*

3:45 p.m. – 4:45 p.m.  
Grand Ballroom  
Salons GHJ

### **PRELUDE TO AN ACTIVE SHOOTER: CONSIDERING MEASURES TO REDUCE MASS TRAGIC EVENTS IN THE WORKPLACE**

This session will present a collaborative approach one company is undertaking to promote early identification and develop intervention strategies to mitigate the risk of mass scale incidents.

*Maureen Grande, Regional Asset Protection Manager, Wegmans Food Markets, Inc.*  
*Tina-Marie Pilate, NJ Asset Protection Division Manager, Wegmans Food Markets, Inc.*

*Robert Wiseman, D.O., Associate Professor of Psychiatry, University of Rochester Medical Center*

5:00 p.m. – 6:00 p.m.  
Highland Center

### **VENDOR SHOWCASE AND COCKTAIL RECEPTION**

Join your industry colleagues and friends in an informal setting to discuss the day's events, network and meet with exhibiting business partners.

7:00 p.m. – 10:00 p.m.

### **SOCIAL EVENT**

Hidden Valley

*Sponsored by Axis Communications, CAP Index, Stanley Convergent Security Solutions and Vector Security*

Back by popular demand; join your peers for a fun and exciting evening on the lovely ranch at Hidden Valley.

## **WEDNESDAY, MARCH 13**

*\*All non-conference attendees who are registered for only a Wednesday workshop are invited to the continental breakfast and to attend the closing keynote on Wednesday.*

7:00 a.m. – 8:00 a.m.  
Grand Ballroom Salon J

**CONTINENTAL BREAKFAST**  
*Sponsored by Universal Surveillance Systems*

Enjoy a continental breakfast with your peers.

8:00 a.m.

**WELCOME/RECAP**

8:05 a.m. – 9:05 a.m.  
Grand Ballroom Salons GI

**KINGPIN – PRIVACY, CRIME AND SECURITY ONLINE**

Kevin Poulsen is a former computer hacker, whose best known hack involved penetrating telephone company computers in the early 1990s to win radio station phone-in contests. After spending 18 months on the run from the FBI, he pleaded guilty to computer fraud and served a little over 5 years in prison. At the time, it was the longest U.S. sentence ever given for hacking.

Following his release from prison Poulsen was briefly barred from using computers. Reformed, but still possessed of the curiosity that contributed to his hacking when he was younger, he became a journalist. Poulsen repeatedly broke stories of national importance that were picked up by the mainstream press. Including, working with SecurityFocus in 2006 to write software that scoured MySpace for registered sex offenders, identifying hundreds. The story resulted in the arrest of an active pedophile, led to significant policy changes at MySpace and spawned federal legislation. He also broke the news that the government had secretly arrested a young Army intelligence analyst in Iraq on suspicion of leaking hundreds of thousands of classified documents to the secret-spilling website WikiLeaks. He continues his reporting work today as the senior editor of [wired.com](http://wired.com).

*Kevin Poulsen, speaker and Sr. Editor [wired.com](http://wired.com)*

9:05 a.m. – 9:10 a.m.

**CLOSING REMARKS**

9:10 a.m. – 9:30 a.m.

**MAIN CONFERENCE ADJOURNS / BREAK TO WORKSHOPS**

9:30 a.m. – 4:00 p.m.

**PROFESSIONAL DEVELOPMENT WORKSHOPS**

**Interviewing for Title VII Infractions – Handling Hostile Work Environment Scenarios** – Grand Ballroom Salon F

*brought to you in partnership with [Wicklander-Zulawski & Associates](http://Wicklander-Zulawski & Associates)*

HRCI approved and internationally recognized as the premier training firm of Non-Confrontational Interviewing Techniques for LP/HR/ER Professionals internationally. WZ interactive workshops include live investigation videos, and are taught by experienced Certified Forensic Interview (CFI) practitioners who conduct hundreds of programs annually around the world. Techniques learned during this workshop have applicability in many areas: Sexual Harassment / Workplace Violence / Discrimination and many other platforms. The proven choice in conducting non-confrontational conversations in sensitive scenarios - come learn in a fun atmosphere with WZ on March 13th!

*Bret Ward, CFI, Vice President - Client Relations,  
Wicklander-Zulawski & Associates*

**Managing Real Assets with Intentionality** – Grand Ballroom Salon E

*brought to you in partnership with [Center of Intentional Leadership](#)*

Through this custom designed and interactive workshop attendees will learn how to strengthen natural leadership and develop competencies that will increase effectiveness, satisfaction and impact. Following up on the general session “Intentional Leadership to Meet Future Challenges”, Mike Whitehead will dive deeper into how intentional leadership builds high performance teams while transforming individuals into the best possible self they can be.

*Mike Whitehead, Founder, Center of Intentional Leadership*

**Advanced Open Source Intelligence** – Grand Ballroom Salons AB

*Brought to you in partnership with [McAfee Institute](#)*

In this exciting seminar you will experience some of the most valuable resources of information available to investigators in the online world to help track criminals. This is not for the faint of heart, the techniques you will learn in this course will scare even the best investigators. This seminar will take your skills, knowledge and abilities to new heights into online investigations.

Advanced Open Source Intelligence will teach you some of the most advanced investigative methods in the world of social media, e-crime, and the internet as a whole and will provide investigators the ability to peer into the intimate details of digital evidence created by targeted criminal suspects in the virtual world of social media that are required for law enforcement, military and government professionals to successfully utilize Social Media-Networks and the Internet in Online Investigations. Those attending should be familiar with the basic concepts and functions associated with Social Media-Networks and investigations because this course will be introducing you to a whole new world of intelligence gathering techniques. Get ready for an eye opening experience with phenomenal instructors.

*Joshua McAfee, McAfee Institute*

**Developing a Risk Management Program For Your Organization** – Grand Ballroom Salons CD

*brought to you in partnership with [RIMS](#)*

Create a framework for your organization's risk management program that aligns with its goals, sets roles and responsibilities for the team and provides communication strategies needed to report to senior management and other stakeholders.

In this workshop, you'll learn the tools and techniques for developing a risk management program that complies with regulatory statutes, and delivers value to the organization.

*John Bugalla, ermINSIGHTS*

11:00 a.m. – 11:15 a.m.  
Registration Desk East

**REFRESHMENT BREAK**

*Sponsored by TransAlarm*

12:30 p.m. – 1:00 p.m.  
Ballroom Salon J

**LUNCH BREAK**

*Sponsored by McAfee Institute*

Lunch will be provided for attendees of all workshops.

2:30 p.m. – 2:45 p.m.  
Registration Desk East

**REFRESHMENT BREAK**

*Sponsored by TransAlarm*

4:00 p.m.

**WORKSHOPS ADJOURN**

**\*\*Agenda is a draft only and subject to change**

*This program qualifies for 16 CEU's for LPC*