

fmiassetprotection.com

FMI Retailer/Wholesaler Members:
Register before February 8, 2012
and save \$100

ASSET | PROTECTION

People – Property – Reputation

March 11-14, 2012
Hyatt Regency New Orleans
New Orleans, Louisiana



THE VOICE OF FOOD RETAIL 

| EDUCATION

Network, benchmark and collaborate with loss prevention, risk management and safety professionals to gain valuable information from your peers in the supermarket industry. Enhance your professional skills and make a valuable impact on your company's bottom line.

- Learn why "Thinking Business" is crucial to your success.
- Share best practices and fresh ideas for combating all forms of loss, fraud and shrink.
- Gain an understanding of why risk management is a crucial and continual process.
- Discover emerging technologies and trends.
- Learn techniques for going beyond the basics of overall business improvement.

Participate in interactive, thought-provoking and informative general sessions, workshops and discussion groups on today's hottest asset protection and risk management topics including:

- Advanced use of CCTV
- Audits Unlimited
- Crisis Management
- Cyber Risk Liability
- Data Security
- Drug Diversion
- Negotiating Techniques
- Pharmacy Investigations
- Public and Private Partnerships
- Responding to the Catastrophic Claim

WHO SHOULD ATTEND:

Vice Presidents, directors, managers and industry executives with responsibility for loss prevention, risk and crisis management, fraud, business continuity, safety, insurance, food defense, worker's comp, shortage controls, security and shrink.

VENDOR COURT

Meet more than 50 leading vendors of safety, risk management and security products and systems including:

- Insurance
- Safety tools
- Safety shoes
- BOB detection
- Access control
- CCTV/IP video
- Security systems
- Cart containment
- Slip/fall prevention
- Exception reporting
- Shelf/display security
- Background screening
- Electronic sweep logs
- RFID detection, tags and labels

“The most significant benefit I get from the conference is the networking with others in the retail industry. I also want my staff to get exposure to ideas and concepts that they may not have an opportunity to see in their current roles.”

--LIBBY CHRISTMAN, VICE PRESIDENT,
RISK MANAGEMENT AHOLD USA

NETWORKING AND SOCIAL ACTIVITIES

Gather with friends and potential business partners to find solutions and opportunities through collaborative exchanges and social activities, including:

- Golf tournament
- Sunday, Monday and Tuesday cocktail receptions
- Open roundtable discussions
- Vendor court
- New attendee and exhibitor orientation

Join FMI's Asset Protection  Group

SPONSORS



**If you would like to be a sponsor at this year's show, please contact Meredith Esbeck.*

PRELIMINARY AGENDA

SUNDAY, MARCH 11

6:30 a.m. – 2:00 p.m.	GOLF TOURNAMENT <i>Lakewood Golf Club</i>
3:00 p.m. – 7:00 p.m.	REGISTRATION
4:30 p.m. – 4:50 p.m.	NEW ATTENDEE AND EXHIBITOR ORIENTATION
5:00 p.m. – 7:00 p.m.	WELCOME RECEPTION IN THE VENDOR COURT

MONDAY, MARCH 12

7:00 a.m. – 7:00 p.m.	REGISTRATION
7:00 a.m. – 8:00 a.m.	CONTINENTAL BREAKFAST/ VENDOR COURT
8:00 a.m. – 8:30 a.m.	OPENING REMARKS
8:30 a.m. – 9:30 a.m.	CEO PERSPECTIVE

9:30 a.m. – 9:45 a.m.

NETWORKING BREAK

9:45 a.m. – 10:45 a.m.

BREAKOUT SESSIONS

Mobile Point of Sale

Distribution Center Security

Audits Unlimited: Going Beyond the Basics for Overall Business Improvement

Managing Your Fleet to Reduce Losses and Improve Operations

EBM, UR, PBN, MPN: the Alphabet Soup of Medical Management in Workers' Comp

10:45 a.m. – 11:00 a.m.

NETWORKING BREAK

11:00 a.m. – 12:00 p.m.

THE IMPORTANCE OF PUBLIC & PRIVATE PARTNERSHIPS

11:00 a.m. – 12:00 p.m.

POWERLIFT TRAINING: A PRACTICAL GUIDE TO REDUCING MATERIAL-HANDLING INJURIES

Safety General Session

12:00 p.m. – 2:00 p.m.

LUNCH AND VENDOR COURT

PRELIMINARY AGENDA

Monday, March 12 (continued)

2:00 p.m. – 3:15 p.m.	OPEN ROUNDTABLE DISCUSSIONS
	Succession Planning & Leadership
	Data Security
	Fuel Fraud
	Claims & Insurance
	Environmental Compliance
3:15 p.m. – 3:30 p.m.	NETWORKING BREAK
3:30 p.m. – 4:30 p.m.	THE BOTTOM LINE ISN'T NECESSARILY THE BOTTOM LINE
4:30 p.m. – 6:30 p.m.	VENDOR COURT AND COCKTAIL RECEPTION

TUESDAY, MARCH 13

7:00 a.m. – 7:00 p.m.	REGISTRATION
8:00 a.m. – 8:30 a.m.	CONTINENTAL BREAKFAST
8:30 a.m. – 8:45 a.m.	WELCOME
8:45 a.m. – 9:45 a.m.	PREPAREDNESS IS NOT PARANOIA
9:45 a.m. – 10:00 a.m.	NETWORKING BREAK
10:00 a.m. – 11:00 a.m.	BREAKOUTS
	Managing Your AP/IT Relationship
	Case Study on Crisis Management
	Responding to the Catastrophic Claim: Are Your Routine Investigative Protocols Sufficient?
	Safety for Smaller Footprint Operators
	Drug Diversion & Pharmacy Investigations
11:00 a.m. – 11:15 a.m.	NETWORKING BREAK

PRELIMINARY AGENDA

Tuesday, March 13 (continued)

11:15 a.m. – 12:15 p.m.	READING PEOPLE USING NONVERBAL BEHAVIOR
12:15 p.m. – 2:00 p.m.	LUNCH AND VENDOR COURT
2:00 p.m. – 3:00 p.m.	COMMUNICATING WITH THE C-SUITE
2:00 p.m. – 3:00 p.m.	RISK & SAFETY SUCCESS STORIES
3:00 p.m. – 3:15 p.m.	NETWORKING BREAK
3:15 p.m. – 4:15 p.m.	BREAKOUT SESSIONS
	The Advanced Use and Implementation of CCTV
	Building an Interviewer: Lessons Learned
	Making Your Data Work for You: How to Improve your Risk Programs, Improve Communications and Look Like a Hero
	How to Prepare for an OSHA Audit
	Cyber Risk Liability

4:15 p.m. – 4:30 p.m.	NETWORKING BREAK
4:30 p.m. – 5:30 p.m.	NEGOTIATING WITH THE BIG BOYS
4:30 p.m. – 5:30 p.m.	OSHA UPDATE
5:30 p.m. – 6:30 p.m.	VENDOR COURT AND COCKTAIL RECEPTION

WEDNESDAY, MARCH 14

7:00 a.m. – 12:00 p.m.	REGISTRATION
7:30 a.m. – 8:00 a.m.	CONTINENTAL BREAKFAST
8:00 a.m. – 9:00 a.m.	LAST MAN DOWN: A FIREMAN'S STORY
	<i>All workshop attendees may attend</i>
9:00 a.m. – 9:30 a.m.	MAIN CONFERENCE ADJOURNS / BREAK TO PROFESSIONAL DEVELOPMENT WORKSHOPS

PRELIMINARY AGENDA

9:30 a.m. – 4:00 p.m.

PROFESSIONAL DEVELOPMENT WORKSHOPS

New for 2012

Internet Intelligence Training

Advanced Interview & Interrogation
Techniques

Active Shooter: Readiness, Response,
Recovery

Techniques of Risk Management

1:00 p.m. – 1:30 p.m.

LUNCH BREAK

Lunch will be provided for attendees
of all workshops.

4:00 p.m.

WORKSHOPS ADJOURN

“I always walk away grateful for the invaluable networking opportunities. But, I can’t forget that I also had an opportunity to challenge and validate my thinking around critical issues, explore some new ideas and learn how some of my peers demonstrate value within their organizations. When I get back to the office, I look forward to using the experiences and connections I made to make my company and myself better at what we do.”

--JOHN GUENTHER, DIRECTOR OF LOSS PREVENTION
HEINEN’S FINE FOODS

FEATURED SESSIONS

THE BOTTOM LINE ISN'T NECESSARILY THE BOTTOM LINE

In the past 40 years we have tried everything as a people in a sincere effort to solve some major problems. These have included bigger government and the higher taxes and increased spending that support it, to more recent proposals for smaller government, lower taxes and less spending. Now, our children are exacting revenge. According to TIME magazine, elementary school children are now engaging in sex with no remorse and no sense that what they are doing is wrong or even bad for them. What happened to self-evident truth to which our founders appealed? What profit is it if we gain great material wealth and corporate success, but lose our souls? Is it too late to recover a moral sense, or does the new century and second millennium offer a unique opportunity to begin again?

Cal Thomas - Syndicated Conservative Columnist

PREPAREDNESS IS NOT PARANOIA

As a first responder to Hurricane Katrina, Edward Minyard understands the importance of preparedness planning. Attendees will be introduced to why preparedness planning is important to not only their business, but also their relationships with their employees and their communities. Minyard talks about why risk management is a crucial and continual process and also touches on the importance of public/private partnerships and how the food industry is viewed by FEMA and DHS.

*Edward Minyard, CBCP, CRISC, CISM, CBCI, President,
ResponseForce1 Corp.*

FEATURED SESSIONS

NEGOTIATING WITH THE BIG BOYS

Ed Hochuli is a defense attorney during the week and an NFL Referee on the weekends. With the help of actual NFL game video, anecdotes with the players and coaches, and your help thru audience participation, Hochuli talks about the lessons he's learned negotiating with the Big Boys during his 22 years on the NFL football field, and how they are applicable when negotiating in the legal world.

Edward Hochuli, Attorney, Jones, Skelton & Hochuli, and NFL Referee

POWERLIFT TRAINING: A PRACTICAL GUIDE TO REDUCING MATERIAL HANDLING INJURIES

This hands-on, interactive session will detail the three requirements for mitigating strain and sprain injuries involved with lifting, pushing, pulling, bending and reaching. This is a lively discussion, wherein the participants will come away with a sense that they learned valuable information.

Dr. Michael Schaefer, Powerlift Training, Risk Management Consultants, Ltd

MANAGING YOUR FLEET TO REDUCE LOSSES AND IMPROVE OPERATIONS

Whether you have a fleet of tractor/trailers, delivery vans, or company cars, in this session you'll learn about a system that improves safe driving behaviors by affording the ability to deliver feedback to drivers based on their driving behaviors, thereby reducing collisions. Dale Paleski will also share how this system can provide indisputable evidence when a collision or event occurs, thus enabling better defense against fraudulent claims and those where the company driver was not at fault. Plus, learn how to track your vehicle's movement in real time and alert you when your drivers go outside of a specific geographic area.

Dale Peleski, Region Director, Risk Control – Supply Chain, SUPERVALU

FEATURED SESSIONS

AUDITS UNLIMITED: GOING BEYOND THE BASICS FOR OVERALL BUSINESS IMPROVEMENT

Grocers effectively use audits on a daily basis to verify compliance, ensure food safety and achieve consistency across multiple store locations. Beyond safety and compliance, where else can audits be used to impact the bottom line? In this session, we will explore the effective and creative use of audits in the grocery segment to identify operational challenges, prioritize efforts, achieve better customer service, and allocate limited resources. Learn how these assessment tools can be utilized in pharmacy operations to ensure overall security compliance, with a focus on shrink, process and physical security. You will learn tactical tips for improving audit effectiveness and results.

Mark Gaudette, Director of Loss Prevention, Big Y

Keith Aubele, President & CEO, Retail Loss Prevention Group, Inc., on behalf of Wren Solutions

RESPONDING TO THE CATASTROPHIC CLAIM: ARE YOUR ROUTINE INVESTIGATIVE PROTOCOLS SUFFICIENT?

Companies that deal with accidents need to consider having an emergency response team/plan in place to respond to catastrophic claims such as: shootings, robbery, severe bodily injury, etc. How you should respond to those claims you know almost certainly will go to litigation, and from the mere facts/injuries, you will be facing potentially substantial damages? From having a local attorney respond immediately and coordinate the investigation, to allowing the attorney client/work product privilege to apply sooner rather than later, the integrity of the investigation must be protected. It is something you hope never happens, but when it does, are you prepared?

Thomas Thornton III, Attorney, Carr Allison

FEATURED SESSIONS

READING PEOPLE USING NONVERBAL BEHAVIOR

In this presentation, David Matsumoto will demonstrate how improving one's knowledge and skills at reading nonverbal behavior can be a valuable addition to the skillset of the professional interviewer. It will give participants a taste of our programs that help people recognize signs of concealed emotions called microexpressions, and signs of elusive, fleeting emotions known as subtle expressions. Shedding a light on how nonverbal behavioral analysis can be used to gain insights to a person's personality, motivation and intentions; they can be used as signs of deception, helping one to evaluate truthfulness and assess credibility; and they can be used to detect signs of suspicious behavior or imminent aggression. Learning to read these and other, nonverbal behaviors can give one an edge in any interaction.

David Matsumoto, Ph.D., Professor of Psychology, San Francisco State University; Director, Humintell, LLC

BUILDING AN INTERVIEWER: LESSONS LEARNED

The title says it all, but have you really thought of the proper way to develop a successful interviewer? Two veteran interviewers present from a management and training perspective. Mike Marquis and Wayne Hoover will address the issues that can bring your team to their highest level of productivity.

Mike Marquis, CFI - AVP, Marshall's

Wayne Hoover, CFI, Partner/Vice-President CFI Programming, Wicklander-Zulawski & Associates

"The FMI Asset Protection Conference is a great way to connect with peers in the industry, share experiences and exchange ideas. The programs have always offered valuable new insights and perspectives on the Asset Protection challenges facing our industry today."

--TIM BARTKOWIAK, DIRECTOR OF ASSET PROTECTION SPARTAN STORES

New! TO FMI'S ASSET PROTECTION CONFERENCE

PROFESSIONAL DEVELOPMENT WORKSHOPS:

These workshops are free to paid conference attendees or you can attend as a 1-day-only workshop at a minimal fee which also grants you access to the conference closing speaker that morning.

LAST MAN DOWN: A FIREMAN'S STORY

In a presentation modeled after his best-selling book, *Last Man Down*, FDNY Chief Richard Picciotto offers a tribute to the lives that were lost on 9/11. His account is not one of death and destruction, but a celebration of life and its unpredictable nature. Picciotto offers an eyewitness account of the defining historical event of our lives. His story is that of a man, a hero, and a tragic event that inspired a nation.

Chief Richard Picciotto - FDNY Chief and Highest Ranking Firefighter to Survive the World Trade Center Collapse

INTERNET INTELLIGENCE TRAINING

Learn how to uncover valuable information from public and private online databases, social networks, and Web 2.0 applications. Understand the full range of online investigative tools and techniques in order to conduct thorough, fully-rounded investigations. This is a full day seminar for Licensed P.I.s, Fraud Examiners, Accountants, Auditors, Law Enforcement, Security Professionals, Government, Insurance and Education Professionals.

The Seminar includes valuable handouts, course guidebook, and a continuing education certificate for 8 hours of training. The Course Guidebook will become an invaluable tool for everyone from occasional to full time online research professionals.

Cynthia Hetherington, MLS, MSM, Hetherington Group

PROFESSIONAL DEVELOPMENT WORKSHOPS

ADVANCED INTERVIEW AND INTERROGATION TECHNIQUES

The WZ Advanced Workshop is a follow up to the two-day Interview and Interrogation Techniques Seminar. During this interactive session, participants will springboard to the next level of expertise, by interacting with new ideas and strategies to resolve cases and obtain confessions. This workshop involves role playing, supporting theory, and the application of carefully thought out techniques and practical ideas.

L. Wayne Hoover, CFI, Partner/Vice-President CFI Programming, Wicklander-Zulawski & Associates

ACTIVE SHOOTER: READINESS, RESPONSE, RECOVERY

This seminar addresses the Active Shooter, providing perspectives and insights on the nature of violence. Internal and external dangers that define a potential Active Shooter threat are also addressed, as well as, early warning signs and effective prevention strategies. It is possible to survive an Active Shooter incident if you know how to respond. Participants will learn response options to survive the unthinkable, how to train others and how to establish or refine an Active Shooter Prevention Plan within their own organization.

All participants will receive a complimentary copy of the CPPS *Active Shooter Response Planning Guide*, along with a student note-taking guide.

Randy Spivey, CEO, Center for Personal Protection & Safety

PROFESSIONAL DEVELOPMENT WORKSHOPS

TECHNIQUES OF RISK MANAGEMENT brought to you in partnership with RIMS

A comprehensive look at risk management, this workshop includes risk assessment, control and mitigation strategies, and mechanisms to identify and transfer risk and assess the best coverage.

This is an excellent primer, as well as refresher, for risk professionals who want to stay on top of the latest trends in risk management. Your participation in this workshop will make you better equipped to manage and control risk within your organization.

Chris Mendel

*Attend these workshops for free with your paid conference registration or for a minimal fee for the day.

ASSET PROTECTION

QUESTIONS:

Program or Sponsorship: Meredith Esbeck, mesbeck@fmi.org

Vendor Court: Heather Cain, hcain@fmi.org

Registration: Amma Owusu: aowusu@fmi.org

CANCELLATION:

Please notify registrar in writing by email to register@fmi.org or fax 202.220.0830. A full refund, less a \$75 processing fee, is granted when a cancellation is received prior to February 24, 2012. A 60% refund is granted if cancellation is received by March 2, 2012. No refund if notification is received after March 2, 2012.

REGISTER ONLINE:

Go to fmiassetprotection.com click on “**register now**” and follow the instructions.

HOTEL INFORMATION:

Please make all room reservations directly with the Hyatt Regency New Orleans, 601 Loyola Avenue New Orleans, LA 70113 at 1.888.421.1442 by Monday, February 13, 2012. FMI can not guarantee the group discounted rate of \$175 (single occupancy) \$200 (double occupancy) per night after February 13, 2012. Reference the FMI Asset Protection Conference to receive the group rate.

ASSET PROTECTION GOLF TOURNAMENT

Sunday, March 11, 2012

Lakewood Golf Club | New Orleans, Louisiana

Join your industry colleagues at the Asset Protection Conference Golf Tournament. The tournament is a premier networking event and a casual forum to strengthen existing relationships and build new ones with industry decision makers. You must register for the Asset Protection Conference in order to participate in event.

Questions? Contact Heather Cain at hcain@fmi.org or 202.220.0815.



The FMI Asset Protection Conference is one of the best conferences we attend all year. The sessions and speakers are highly informative and the networking is top notch. I would highly recommend attending and exhibiting at this conference.

CITA DOYLE, DIRECTOR OF
SALES & MARKETING
INSTAKEY SECURITY SYSTEMS



THE VOICE OF FOOD RETAIL

Feeding Families  Enriching Lives

2345 Crystal Drive
Suite 800
Arlington, VA 22202

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