

# RLPSA Annual Conference Agenda



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## Sunday, July 30, 2017

| Time             | Activity                    | Presenter/Sponsor                                  | Description   |
|------------------|-----------------------------|--|---|
| 7:30am – 12:00pm | Golf                        | <b>Sponsored by:</b><br>Stanley Security & Amphion | Network and play at The Revere which offers unending, awe-inspiring views of the Vegas skyline and mountains beyond.                  |
| Noon – 4:00pm    | Exhibit Move-In             |  | Exhibit Hall is open for solution providers to set up.  |
| Noon – 6:00pm    | Registration Desk Opens     |  |   |
| 2:00pm – 3:30pm  | RLPSA Board Meeting         |  | Board meeting for all current RLPSA board members.  |
| 4:45pm – 5:00pm  | First-Timer's Reception     |  | First time at the conference? This is your event! Come meet fellow newbies as well as some conference veterans to show you the ropes. |
| 5:00pm – 6:00pm  | Welcome Reception           |  | Kicking off the conference right with some powerhouse networking. Join us for our welcome reception.                                  |
| 6:30pm           | RLPSA Board Members' Dinner |  | The RLPSA Board hosts platinum sponsors for a special appreciation dinner.  |

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## Monday July 31, 2017

| Time              | Activity   | Presenter/Sponsor   | Description   |
|-------------------|--|---|---|
| 7:00am – 7:45am   | All-Committee Breakfast  |   | If you're a current committee member, this is your breakfast! If you're interested in becoming involved in one of our committees, please join us for breakfast! RLPSA Executive Director, Amber Bradley, and RLPSA President, David Johnston will provide a brief overview of what's new at RLPSA as it relates to committees.  |
| 8:00am – 9:45am   | "Counter Espionage Tactics: protecting your company from the rogue employee and the outside spy" | Eric O'Neill, Former FBI Counterintelligence Operative, Founding Partner, The Georgetown Group, National Security Strategist, Carbon Black<br><b>Sponsored by: Protection One</b> | Keynote:<br>In 2001, Eric O'Neill helped capture the most notorious spy in United States history: Robert Hanssen, a 25-year veteran of the FBI. The remarkable-true events of his life are the inspiration behind the critically acclaimed dramatic-thriller <i>Breach</i> , starring Ryan Phillippe as O'Neill. The film set inside the FBI - the gatekeeper of the nation's most sensitive and potentially volatile secrets - is the story of the greatest security breach in US history. |
| 9:45am – 10:00am  | BREAK  |   |   |
| 10:00am – 11:30am | <i>"What Keeps You Up at Night? Lessons from the Field at All Levels"</i>                        | Rocco Prate, Regional Safety & Security Manager, The Wendy's Company,   | General Session:<br>Loss Prevention & Security for restaurants is unique, with challenges unlike any other industry. This panel of "boots-on-the-ground" professionals will share their solutions to challenges that continue to plague the restaurant industry.  |

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|                          |   | <p>Jennifer Schaefer,<br/>Regional Loss Prevention<br/>Manager, McDonald's<br/>Corporation,</p> <p>Jose Rodarte, Loss<br/>Prevention Manager,<br/>BJ's Restaurants</p> <p><b>Moderated by:</b> Ken D.<br/>Gladney, CFI   Director of<br/>Security   Taco Bueno<br/>Restaurants</p> | Attendees will also have an opportunity to ask questions about the things that keep <i>them</i> up at night.   |
| 11:30am –<br>12:30pm     | POWER LUNCH   |  |  |
| 12:30pm –<br>2:00pm      | Exhibit Hall Hours  |  | Visit the solution providers that make this conference possible. Explore innovative technology, listen to fresh strategies, and hear how valuable solutions may solve your current challenges! |
| 2:00pm –<br>3:00pm       | Members Only Meeting  |  | RLPSA members will receive an update on the association including new value for members, strategic plan updates, new board members and more.   |
| 3:00pm –<br>3:15pm       | BREAK   |  |  |
| <b>Breakout Sessions</b> |   |  |  |
| 3:15pm –<br>4:15pm       | <i>2016 Restaurant Loss Cost<br/>Benchmarking Survey Report</i> | John Logan, Managing<br>Director, Marsh USA  | Risk Breakout Session:<br>Ensuring Loss Prevention & Security programs are current, impactful and relevant is paramount to industry executives.  |

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|                 |   |   | In this session, learn what is hot, what is not, and what you may be missing that others may have a handle on. You won't want to miss this highly informative Benchmarking session that is sure to leave you with key takeaways.  |
| 3:15pm – 4:15pm | <i>“Combating the Mutating Forms of Payment Fraud in Real Time”</i> | Adam Fulton, CFI, Loss Prevention, Cracker Barrel                                 | Loss Prevention Breakout Session:<br>Fraud associated with Gift Cards and mobile-pay platforms continues to not only have an enormous financial impact on restaurants, but also wreak havoc on industry brands. What can you do to prevent these types of losses? Attend this session to learn what other industry professionals are doing to combat these fraud schemes. |
| 3:15pm – 4:15pm | “How does Starbucks Do Safety? Find out here!”                      | Sean Shanahan, Senior Manager, Global Risk & Compliance, Starbucks Coffee Company | Safety Breakout Session:<br>You asked and we answered! This value-packed session will address Safety Best Practices as seen through the eyes of Starbucks' Global Safety Director. With over 25,000 stores in 75 countries, and over 300,000 employees, this session is sure to be enlightening for those professionals committed to improving Safety in the workplace.   |
| 4:30pm – 6:00pm | Exhibit and Reception   |   |   |

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## Tuesday, August 1, 2017

| Time              | Session  | Presenter/Sponsor  | Description   |
|-------------------|--|--|---|
| 8:30am – 10:15am  | <i>“Let the written word give them away: Statement Analysis”</i> | Mark McClish, Former Federal Law Enforcement & U.S. Secret Service   | Keynote:<br>Statement Analysis is arguably the most accurate way of determining if a person is lying in a verbal or written statement. A person cannot give a lengthy deceptive statement without revealing that it is a lie. This is because people's words will betray them. People will always word their statement based on all their knowledge. The key is to listen to what people are telling you and to know what to look for in a statement.   |
| 10:15am – 10:30am | BREAK  |  |   |
| 10:30am – 11:30am | <i>“Results. Reinvented. A Panel Discussion”</i>                 | Anne Sullivan, Vice President Asset Protection & Risk Management, CKE Restaurant Holdings,<br><br>Rick Walker, Restaurant Security Consultant, Chick-fil-A,<br><br>Chris McDonald, Senior Vice President Loss Prevention, Compass Group North America, | General Session:<br>As the restaurant industry is virtually changing before our eyes, hear from executives from varying footprints and backgrounds to understand: <ol style="list-style-type: none"> <li>1. How to communicate yours and your team’s ROI to stay off the chopping block</li> <li>2. How big brands are diversifying to a more franchised model and why</li> <li>3. How the biggest brands in the country partner with the franchise community and promote joint success</li> </ol> This panel discussion will cover a lot so get your pen, paper, stylist, iPad ready. Come with questions and comments for this interactive session. |

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|                          |   | <p>Mark Stinde, MBA, LPC,<br/>Senior Asset Protection<br/>Leader, 7-11</p> <p><b>Moderated by:</b><br/>Scott Elkins   President  <br/>UAS</p> |   |
| 11:30am –<br>12:30pm     | LUNCH   |   |   |
| 12:30pm –<br>2:00pm      | Exhibit Hall Hours  |   | <p>Visit the solution providers that make this conference possible. Explore innovative technology, listen to fresh strategies, and hear how valuable solutions may solve your current challenges!</p>   |
| <b>Breakout Sessions</b> |   |   |   |
| 2:00pm –<br>3:00pm       | <p><i>“Tell it to the Judge: A candid Question and Answer Session with Former Bench Judge and Expert Attorney on Workers’ Compensation”</i></p> | <p>Teri Dietrich, Former Workers’ Compensation Administrative Law Judge, Senior Attorney, Horman &amp; Stone</p>                              | <p><b>Risk Breakout Session:</b><br/>Many investigations, both criminal and civil, end up in front of attorneys and judges. Don't miss this opportunity to hear from a highly experienced defense attorney in the restaurant industry, and a judge who hears these cases. In this session, you will have the opportunity to ask pertinent questions about previous or current investigations, and will leave with a better understanding of the pitfalls to avoid in the legal process.</p> |

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| 2:00pm – 3:00pm          | <i>"Building a Successful LP Program That's Out of Your Control"</i>             | Representatives from leading franchised organizations such as, Papa Johns, Chick-fil-A, and Burger King   | <b>Loss Prevention Breakout Session:</b><br>There is no Loss Prevention & Security vertical more challenging than restaurants. Many LP & Security policies and best practices created by industry leaders may not necessarily be adopted by the LP & Security teams within franchise operations. In this session, you will learn how to navigate this complex landscape to build a successful LP programs direct from top brands' franchisees. |
| 2:00pm – 3:00pm          | <i>"Protecting Employees in Constant Motion: Delivery Safety Best Practices"</i> | Van Carney, National Director Safety & Loss Prevention, Domino's,<br><br>Shirly Davis, Risk & Loss Prevention Manager, The Krystal Company,<br><br>Ken Gladney, CFI, Director of Security, Taco Bueno Restaurants | <b>Safety Breakout Session:</b><br>The delivery of food continues to be a challenge, as employee safety is the primary concern. Whether delivering for a QSR or for a catering service, this <i>Panel of Impact</i> will address the challenges and countermeasures they have employed to keep delivery drivers safe.  |
| 3:00pm – 3:15pm          | BREAK  |   |  |
| <b>Breakout Sessions</b> |  |   |  |
| 3:15pm – 4:15pm          | <i>"Catastrophic Property Loss Response"</i>                                     | Kurt Leisure, Vice President Risk Services, The Cheesecake Factory  | <b>Risk Breakout Session:</b><br>This discussion will focus on a case study involving a fire loss at The Cheesecake Factory restaurant in Honolulu. Preserving the site, coordinating with fire and insurance adjusters while fast-tracking the recovery, can be challenging. This particular event had 8 different business partners that were responsible  |

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|                 |   |  | for this fire. Attendees will understand what they need to know about vendors who are servicing your restaurant, checking their work and managing a catastrophic fire loss.   |
| 3:15pm – 4:15pm | <i>"The Do's and Don'ts of the All-Important Statement"</i> | David Thompson, CFI, Director of Investigations, Research & Innovation, Wicklander-Zulawski & Associates   | <b>Loss Prevention Breakout Session:</b><br>For trained investigators, obtaining a truthful statement from witnesses and suspects is crucial to the success of any investigation. In this session, you will hear from Wicklander-Zulawski & Associates, the industry's leading experts on interviewing and interrogation techniques. You won't want to miss this value-packed session designed to hone your investigative skills. |
| 3:15pm – 4:15pm | <i>"A Look Inside of Rubio's Behavioral Safety Program"</i> | Jaime Guzman, Corporate Safety Manager, Rubio's Restaurants,<br><br>Jennifer Alvarado, General Manager, Rubio's Restaurants,<br><br>David Jennings, Technical Consultant, Risk Control Services – Liberty Mutual Insurance | <b>Safety Breakout Session:</b><br>Behavioral Safety programs are critical to a restaurant's foundation. Hear from a nationally recognized safety program creator, Rubio's, as they describe what tools they created and implemented to truly make an impact on the front lines. Hear real life examples and solutions to your behavioral safety challenges from Rubio's and Liberty Mutual.                                      |
| 4:15pm – 5:45pm | Exhibit/Reception/Charity Raffle                            |  |   |




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| 7:00pm –<br>10:00pm | Signature Networking Event<br>at a Vegas Icon – The Ghost<br>Bar | <b>Sponsored by:</b><br>Fireking |  |
|---------------------|--|----------------------------------|---|

## Wednesday, August 2, 2017

| Time                | Session  | Presenter/Sponsor  | Description  |
|---------------------|--|--|--|
| 9:00am –<br>10:15am | <i>"The Nexus of Terrorism,<br/>Radicalized Insiders and<br/>Workplace Violence"</i> | Shawn VanSlyke   Former<br>Unit Chief of the FBI's<br>Behavioral Analysis Unit | <p>Recent events have demonstrated that workplace violence incidents involving radicalized employee insiders have converged with global terrorist patterns, creating a more complex threat equation for corporations and their employees.</p> <p>Attacks in Paris, Brussels, San Bernardino, Orlando and Istanbul represent only the largest and most well-known instances of self-radicalized extremist violence. The growing global concern over radicalized employees with potential for violent acts, no matter what the impetus, has been the topic of discussion in many board rooms and executive suites.</p> <p>Together, these concerns have profound implications for corporate security, human resources and legal departments as the desire to secure the workplace runs up against resource constraints, internal turf battles, and privacy issues.</p> |

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| 10:15am – 10:30am | BREAK  |  |   |
| 10:30am – 11:30am | <i>"A Restaurateur's Perspective into Active Violence &amp; Terror: A panel discussion on tactical implementation of real plans"</i> | <p>Bryan Littleton, Asset Protection &amp; Loss Prevention Specialist, B&amp;G Food Enterprises,</p> <p>Greg Jenkins, Director of Loss Prevention, Texas Roadhouse,</p> <p>Lyle Forcum, Executive Director Asset Protection, Panda Restaurant Group</p> <p><b>Moderated by:</b><br/>David Johnston, Senior Director Loss Prevention &amp; Corporate Security, Dunkin' Brands, Inc.</p> | Active Shooter incidents can occur at any location, at any time of day. This session will explore training and awareness programs that some restaurant organizations have implemented, and will provide an open forum for questions and conversation to a topic that is at the forefront of our industry. |
| 11:30 am – Noon   | Closing Remarks  |  |   |