



Strengthening and Promoting the Linen, Uniform
and Facility Services Industry



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FOR BOTH,
SAVE \$100+



May 16, 2018 • Embassy Suites Downtown, St. Louis

May 17, 2018 • Embassy Suites Downtown, St. Louis



2nd Annual Workforce Management Summit



**Receive practical tools to ensure
compliance, cultivate talent**



**Gather tips to better
engage employees**



**Boost knowledge of
labor law changes**



**Get advice on managing as
technology evolves**



7th Annual Safety Summit



**Interact with the largest gathering
of those who make laundry
industry safety a priority**



**Gain ideas to reduce injuries,
protect human and corporate
assets**



**Review hazard analysis tactics
with industry colleagues**



**Collaborate, share ideas for
best safety practices**

www.trsa.org/workforcesummit • #WORKFORCETRSA

www.trsa.org/safetysummit • #SAFETRSA



2nd Annual Workforce Management Summit

Delivered by TRSA Human Resources Committee

Embassy Suites Downtown, St. Louis



Receive practical tools to ensure compliance, cultivate talent



Gather tips to better engage employees



Boost knowledge of labor law changes



Get advice on managing as technology evolves

Who Should Attend:

- ✓ Human resources professionals
- ✓ Owner-Operators
- ✓ Regional management
- ✓ Plant-based managers
- ✓ Others responsible for personnel (managing and supporting employees)

KEYNOTE: Keep YOUR Top Talent from Becoming THEIRS

- Strengthening your organization-wide foundation of trust
- Environment that develops harder-working, more efficient employees
- Improved recognition and identification of employee accomplishments



Speaker: Lisa Ryan, Chief Appreciation Strategist, Grategy, LLC

Lisa is a best-selling author, manufacturing industry veteran and consultant in employee engagement strategy. She has 13 years of industrial marketing and sales experience, including seven years in welding. She's presented her "grategy" (gratitude strategies) at more than 100 national and international conferences.

WORKSHOP: New Employment Law Landmines

- Best practices for sexual harassment prevention and dealing with fallout
- Impact on termination of at-will employment and probationary periods
- When and how to approach aging employees about retirement planning



Facilitator: Joe Shelton, Partner, Fisher Phillips, LLC

A partner in the Atlanta office of employment law firm Fisher Phillips, with 33 locations across the United States, Joe frequently advises employers on all aspects of such federal and state laws. He assists in drafting employment agreements, restrictive covenants, personnel policies and separation agreements and conducts interactive and engaging training on compliance and avoidance of claims.

GENERAL SESSION: Warning Signs of Workplace Violence

Get up to speed on spotting behaviors, body language and personality changes that may seem insignificant but can combine to indicate propensity toward psychological or physical violence. Distinguish between individuals under high stress and those who may violently react to it.

- Assessing the earliest indicators of future violence
- How a multi-disciplinary team protects your employees
- Strategy mapping to mitigate such risks



Speaker: Chuck Tobin, Chairman and President, AT-RISK International, Inc.

Chuck has 27 years of experience in protecting people, facilities, operations and intellectual property for clients in more than 100 countries.



BREAKOUT SESSIONS

Conscientious Communication in Crises

Paul Furiga, President & CEO and Hollie Geitner, VP, Client Services, WordWrite Communications LLC

Learn who should do the talking in communicating inside and outside the workplace when unfortunate incidents arise:

- Weighing magnitude of a crisis to determine appropriate response
- Proper messaging for your audiences including prepared statements
- Common communication missteps with employees

Recruiting in Today's Plentiful Job Market

Nancy Roberts, Hiring and Development Consultant, The DISC Wizard

Discover ways to improve planning and creativity in hiring in a seller's market for labor:

- Care and feeding of your company's public perception as an outstanding employer
- Acting now to fulfill manpower and technological needs to emerge later
- Obstacles to patience throughout the recruiting process

From Onboarding to Engagement

Kevin Ames, Director, Speaking and Training, O.C. Tanner

Take home techniques to make new employees feel more welcome, immediately take advantage of their strengths, familiarize them with your corporate culture and accelerate their productivity:

- Distinction between onboarding, orientation and training
- How effective onboarding fosters retention and employee success
- Fostering relationships with colleagues including mentoring

Social Media Practices You Can Enforce

Joe Shelton, Partner, Fisher Phillips

Compare the rules you follow (if any) regarding what's said about your company in social media with guidelines recognized as highly effective for a wide variety of businesses. This presentation will identify the types of social media and define appropriate conduct, both on and off the clock:

- What should and should not be included in a corporate social media policy
- How to review employees' social media accounts
- Your right to ask an employee to remove a post; consequences if they refuse

PANEL DISCUSSION: Q&A with HR Pros and Summit Speakers

Including Sharon Engle, Director, Human Resources, Paris Cos.; Paul Furiga, President & CEO, and Hollie Geitner, VP, Client Services, WordWrite Communications LLC; Nancy Roberts, Hiring and Development Consultant, The DISC Wizard; and Joe Shelton, Partner, Fisher Phillips

Before or during the Summit, you'll bring to the panel's attention three contentious management issues you face in your job. The panel will address these concerns during this session and answer questions from the floor.

For the complete Workforce Management Summit schedule, please see page 6.



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Glean ideas to reduce injuries, protect human and corporate assets



Review hazard analysis tactics with industry colleagues



Collaborate, share ideas for best safety practices

Who Should Attend:

- ✓ Owner-Operators
- ✓ General, Plant, Production, Engineering & Safety Managers
- ✓ Corporate Executives
- ✓ Others responsible for safety, health and human resources

KEYNOTE: Fearless Future of Your Employees' Safety

- Hone your ability to rank your company using risk assessment tools
- Understand why some activities are riskier than you know
- Identify opportunities to increase profit potential from investing in safety
- Recognize how safety attracts and retains high-quality employees



Speaker: Scott Gesinger, CSP, Safety Engineer, CommScope

Author of *The Fearless World of Professional Safety in the 21st Century*, Scott's practical, hands-on approach to employee safety challenges is rooted in his background in psychology and engineering. A safety professional for nearly two decades, he draws from his experience fostering corporate cultures that view employee safety as a business solution that increases competitiveness.

GENERAL SESSION: OSHA Update: Driver Injuries on the Rise



Speaker: Ed Foulke, Partner, Fisher Phillips

Now an attorney in private practice, Ed was OSHA's top administrator (the agency's Assistant Secretary) from 2006 to 2008. He has helped TRSA develop consensus proposals for overcoming the most difficult obstacles the industry faces in eliminating injuries and illnesses. Discover ways to help your drivers protect themselves from incidents that have far-reaching professional and personal consequences:

- How \$60 billion is lost annually due to driver accidents
- Learn the underlying causes of transportation incidents, the most common type of fatal accident in society and responsible for 40 percent of workplace injuries

GENERAL SESSION: Implementing an Effective Ergonomics Program



Speakers: Rick Gerlach, RG Consulting LLC and Stephen Jenkins, Senior Director, Safety & Health, Cintas Corp.

Architects of Cintas Corp. safety programs tune you into how a well-rounded ergonomics program attains employee satisfaction, effectiveness and overall safety

- Simple evaluation tools and metrics to identify and solve problems and track progress
- Empowering employees to help reduce and prevent injuries
- Components of Cintas' successful ergonomics program



BREAKOUT SESSIONS

Button-Downed Lockout/Tagout

- Improving recognition of when lockout is a must
- Key elements of periodic inspection of lockout/tagout in action
- Spotting and incentivizing correct practices by employees on the production floor

Reducing Slip-and-Fall Hazards

Charles Edelman, Corporate Safety Director, Unitex

- How new standards are more flexible than older requirements
- How the new OSHA rule treats your business like a construction company
- Steps to take now to ensure compliance by the November deadline

Building a Safety Climate Dashboard

Joe Melton, Director, Consulting Services, DEKRA Insights

- Key performance indicators that quantify specific risk exposures
- Selecting the correct indicators to use in a dashboard specific to your company
- Best means to communicate dashboard information organization-wide

Managing Work-Related Tragedy

Caleb Paige, Safety Manager, Faultless Laundry Co.

- How Faultless Laundry management worked with public safety personnel after a neighboring business' exploded airborne boiler crashed in the laundry
- Cooperating with OSHA and other authorities following employee fatalities
- Communicating with media and community to support victims' families

Test Your Fire Prevention Savvy

Stephen Jenkins, Senior Director, Safety & Health, Marc Kelley, Senior Regional Safety Coordinator, and Frank Makson, Safety Coordinator, Cintas Corp.

- Better soil management to avoid spontaneous combustion
- Diligence in scheduling and tracking blowdown from rafters and other stationary objects
- Orienting new employees to safety-oriented machine operation and maintenance protocols

Best Arc Flash Defenses

Julie E. King-VanDyne, P.E., IDC Engineering, Inc.

- Basic vocabulary and laws of electricity and its effects on the body when mishandled
- Inspecting machine controls, wiring, power cords
- How to train employees to select the correct PPE for the job and wear it properly

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CLOSING PANEL: Facilitated Q&A with Industry Safety Professionals

Including: Charles Edelman, Corporate Safety Director, Unitex; John Koduru, Director of Safety, Regulatory and Quality, Washing Systems; and Caleb Paige, Safety Manager, Faultless Laundry Co.

Moderator: Suzanne Ormond, Risk Manager, AlSCO Inc.

Set the agenda for this interactive, fast-paced exchange of ideas by submitting topics for discussion and drawing on panelists' insights. Your participation in this "Great Ideas Swap" will address your company's best opportunities for illness and injury reduction. Panelists will share their companies' best practices and then open the floor for sharing of great ideas.

For the complete Safety Summit schedule, please see page 6.

7 am	Registration Opens	
7 – 8 am	Embassy Suites Breakfast	
8 – 9:30 am	KEYNOTE Keep YOUR Top Talent from Becoming THEIRS Lisa Ryan, Chief Appreciation Strategist, Grategy	
9:30 – 9:45 am	Break	
9:45 am – 12 pm	WORKSHOP New Employment Law Landmines Joe Shelton, Partner, Fisher Phillips	
12 Noon – 12:50 pm	Lunch	
12:50 – 1:50 pm	GENERAL SESSION Warning Signs of Workplace Violence Chuck Tobin, Chairman and President, AT-RISK International, Inc.	
	BREAKOUT SESSIONS	
2 – 2:45 pm	Conscientious Communications in Crises Paul Furiga, President & CEO and Hollie Geitner, Vice President, Client Services, WordWrite Communications LLC	From Onboarding to Engagement Kevin Ames, Director, Speaking and Training, O.C. Tanner
2:45 – 3 pm	Break	
3 – 3:50 pm	Recruiting in Today's Plentiful Job Market Nancy Roberts, Hiring and Development Consultant, The DISC Wizard	Social Media Policies You Can Enforce Joe Shelton, Partner, Fisher Phillips
4 – 5 pm	PANEL DISCUSSION Q&A with HR Pros, Summit Speakers Panelists: Sharon Engle, Director, Human Resources, Paris Cos.; Paul Furiga, President & CEO, and Hollie Geitner, VP, Client Services, WordWrite Communications LLC; Nancy Roberts, Hiring and Development Consultant, The DISC Wizard; and Joe Shelton, Partner, Fisher Phillips	
5 – 7 pm	NETWORKING Embassy Suites Business Reception	

Network with
attendees from
both Summits!

Receive a Discount When Registering for Both Summits, See Page 7

7 am	Registration Opens	
7 – 8 am	Embassy Suites Breakfast	
8 – 8:10 am	Welcome and Safety Committee Update	
8:10 – 9:10 am	KEYNOTE The Fearless Future of Your Employees' Safety Scott Gesinger, CSP	
9:15 – 10:15 am	GENERAL SESSION OSHA Update: Driver Injuries on the Rise Ed Foulke, Partner, Fisher Phillips	
10:15 – 10:30 am	Refreshment Break	
	BREAKOUT SESSIONS	
10:30 – 11:20 am	Button-Downed Lockout/Tagout	Reducing Slip-and-Fall Hazards Charles Edelman, Corporate Safety Director, Unitex
11:30 am – 12:15 pm	Building a Safety Climate Dashboard Joe Melton, Director of Consulting Services, DEKRA Insights	Managing Work-Related Tragedy Caleb Paige, Safety Manager, Faultless Laundry Co.
12:15 – 1 pm	Lunch	
1 – 2 pm	GENERAL SESSION Implementing an Effective Ergonomics Program Rick Gerlach, RG Consulting LLC and Stephen Jenkins, Senior Director, Safety & Health, Cintas Corporation	
2:15 – 3:15 pm	Test Your Fire Prevention Savvy Stephen Jenkins, Senior Director, Safety & Health, Marc Kelley, Senior Regional Safety Coordinator, and Frank Makson, Safety Coordinator, Cintas Corporation	Best Arc Flash Defenses Julie E. King-VanDyne, P.E., IDC Engineering, Inc.
3:15 – 3:30 pm	Break	
3:30 – 4:30 pm	CLOSING PANEL Facilitated Q&A with Industry Safety Professionals Charles Edelman, Corporate Safety Director, Unitex; John Koduru, Director of Safety, Regulatory and Quality, Washing Systems; and Caleb Paige, Safety Manager, Faultless Laundry Co.; Moderator: Suzanne Ormond, Risk Manager, Alisco Inc.	
5 – 7 pm	NETWORKING Embassy Suites Business Reception	

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4 Easy Ways To Register:

✉ **Mail:** 1800 Diagonal Rd, Suite 200, Alexandria, VA 22314 | ✉ **Email:** registration@trsa.org | 📠 **Fax:** 703.519.0026 | 🌐 **Online:** www.trsa.org/events

Registrant Information

Name _____
 Nickname (for badge) _____
 Company _____
 Title _____
 Address _____
 City/State/Zip _____
 Telephone _____
 Email (required) _____

*Please list the top three management issues or concerns that keep you up at night relevant to the Workforce and/or Safety Summits: _____

☐ Please check if you require special assistance or have special dietary requirements to fully participate.

How did you learn about this event? (select one)*:

- ☐ Brochure
☐ Postcard
☐ Textile Services Magazine
☐ TRSA Promotional Email
☐ Textile Services Weekly
☐ TRSA Website
☐ Colleague/Co-worker
☐ Manager/Supervisor
☐ Previous Summit Attendee
☐ Social Media: TRSA LinkedIn, Facebook, Twitter

Your Organization Level (select one)*:

- ☐ Chairman/CEO/Owner/President
☐ Vice President/COO/CFO
☐ Director
☐ Manager/Supervisor
☐ Professional/Staff

Your Job Function (select one)*:

- ☐ Customer Service
☐ Engineering
☐ Environmental
☐ Executive
☐ Finance
☐ General Manager
☐ Health and Safety
☐ Human Resources
☐ Info Systems Mngt./IT
☐ Legal
☐ Logistics and Transportation/Routes
☐ Marketing
☐ Production
☐ Purchasing
☐ Sales
☐ Training

(*required)

TRSA Operator
Member

Non-Member
Operator

TRSA Associate
Member

One Summit Only (May 16 or 17)

☐ Workforce (May 16) ☐ Safety (May 17)

Early (by Apr. 6)	<input type="checkbox"/> \$345	<input type="checkbox"/> \$550	<input type="checkbox"/> \$345
Full Registration (after Apr. 6)	<input type="checkbox"/> \$445	<input type="checkbox"/> \$650	<input type="checkbox"/> \$445

Workforce + Safety Summits: May 16–17

Early (by Apr. 6)	<input type="checkbox"/> \$590	<input type="checkbox"/> \$1000	<input type="checkbox"/> \$590
Full Registration (after Apr. 6)	<input type="checkbox"/> \$790	<input type="checkbox"/> \$1200	<input type="checkbox"/> \$790

Payment

Total \$ _____

☐ Check Enclosed
☐ Charge To: ☐ Visa ☐ MasterCard ☐ American Express ☐ Discover

Name on Card _____

Signature (must sign in order to charge credit card) _____

Card Number _____ Exp. Date _____ Security Code _____



Group Discount for 3+ Attendees from Your Team

Save 10% when three or more staff register together. Deadline for early registration (lower baseline pricing) is Friday, April 6, 2018. Contact Mary Beth Porter, 877.770.9274, ext. 100; mporter@trsa.org. Excludes other discounts.



Hotel Information

Call 314.269.5900 and ask to reserve a room at Embassy Suites Downtown St. Louis or go to www.trsa.org/workforcesummit or www.trsa.org/safetysummit and click Hotel Info. All individual reservations must be guaranteed with a major credit card at time of reservation. Use the code "TRS" to get the TRSA room rate of \$184 before April 23, 2018. Limited availability. After the April 23, 2018 deadline, regular room rates will apply. If a guaranteed room is not canceled 72 hours prior to arrival, payment for the full rate on that room will be charged. The Embassy Suites St. Louis Downtown is located about 15 miles from Lambert-St. Louis International Airport (STL).



Dress Code

Business casual attire for all sessions.

Program Cancellation Policy: Written cancellations received by Tuesday, May 1, 2018 will receive a full refund minus a 25% processing fee. Cancellations received after then will not be refunded and cannot be credited to another TRSA program or event. Refunds will not be granted for no-shows. Cancellations will be processed after the event.



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