



Strengthening and Promoting the Linen, Uniform
and Facility Services Industry



May 12, 2020 • Embassy Suites Atlanta Airport



4th Annual Human Resources Summit formerly Workforce Management



**Take home practical, hands-on ideas
and resources for tools to recruit,
retain and develop talent**



**Benefit from HR experts advising
on legal, ethical management
techniques**



**Share experiences with others
responsible for Human Resources
employment compliance**

Who Should Attend:

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

May 13, 2020 • Embassy Suites Atlanta Airport



9th Annual Safety Summit



**Increase safety awareness and
reduce incidents**



**Glean ideas for practical, hands-
on analysis of trends, issues and
techniques**



**Network with the largest gathering
of laundry industry safety
professionals**

Who Should Attend:

- ✓ Safety Managers
- ✓ General, Plant, Production and Engineering Managers
- ✓ Others responsible for safety, health and human resources

www.trsa.org/hrsummit • #TRSAHRSUMMIT

www.trsa.org/safetysummit • #SAFETRSA

4th Annual Human Resources Summit • Tuesday, May 12

7 am	Registration Opens
7 – 8 am	Embassy Suites Breakfast
8 – 9:30 am	WELCOME REMARKS AND KEYNOTE SESSION <i>Courageous Leadership: Inspiring Your Team ... Maximizing Results</i> Chip Madera, MS, CSP, Motivation and Performance Strategist
9:30 – 10 am	Networking
10 – 10:50 am	<i>Developing a Talent Acquisition Strategy to Attract and Retain Employees</i> Gloria Sinclair Miller, SHRM-SCP, Field Services Director, Society for Human Resource Management (SHRM)
11 am – 12 pm	<i>Navigating Employee Accommodations</i> Joseph Shelton, Regional Managing Partner, Fisher & Phillips LLP
12 – 1 pm	Lunch
1 – 1:50 pm	<i>Training and Development for Mid-Level Managers</i> Brett Campbell, Facilitator, Content Specialist, Converging Solutions and President, Association for Talent Development (ATD) Greater Atlanta
2 – 2:45 pm	<i>Worksite Health Clinics</i> Larry Boress, Executive Director, National Association of Worksite Health Centers (NAWHC)
2:45 – 3:15 pm	Networking
3:15 – 4 pm	<i>Onboarding Best Practices for Hourly Employees</i> Dr. Karen Lawson, international consultant, speaker, author and President of Lawson Consulting Group Inc.
4:15 – 5 pm	<i>Great Ideas Swap: Facilitated Roundtables</i> Small-group facilitated table discussions around your most challenging issues Facilitator: Joseph Shelton, Regional Managing Partner, Fisher & Phillips LLP
5 – 6:30 pm	Networking Reception

Network with attendees from both Summits!

Receive Registration Discounts or Rebates for Both Summits, See Registration Form

9th Annual Safety Summit • Tuesday, May 12

7 am	Registration Opens
5 – 7 pm	Embassy Suites Business Reception

9th Annual Safety Summit • Wednesday, May 13

7 am	Registration Opens
6 – 8 am	Embassy Suites Breakfast
8 – 8:10 am	Welcome and Safety Committee Update
8:10 – 9:10 am	<i>Keynote: Empowering Employees to Develop a Culture of Safety</i> Karen Czor, Corporate Director of Risk Management, EnTrans International, LLC
9:15 – 10 am	<i>When OSHA Comes To Call</i>
10 – 10:30 am	Networking

BREAKOUT SESSIONS

10:30 – 11:20 am	<i>Driver Safety</i>	<i>Industry Specific PPE</i>
11:30 am – 12:15 pm	<i>Working from Heights</i>	<i>Machine Safeguarding Solutions</i> Roger Harrison, Director of Training, Rockford Systems LLC

12:15 – 1 pm	Lunch
1 – 2 pm	<i>Implementing Ergonomics on the Plant Floor</i> Stephen Jenkins, Senior Director, Safety & Health, Cintas Corporation

BREAKOUT SESSIONS CONTINUED

2:15 – 3:15 pm	<i>OSHA Top 10</i> Charles Edelman, Corporate Safety Director, Unitex	<i>TRSA's New Safety & Health Certification</i>
3:15 – 3:45 pm	Networking	
3:45 – 4:45 pm	<i>Peer-to-Peer Roundtables</i> Facilitated small-group Q&A discussions around your most challenging issues	
5 – 6:30 pm	Networking Reception	

Bring coworkers to cover all breakout topics



Extend your professional development experience in Atlanta with
TRSA's Annual Production Summit & Plant Tours, May 14–15, 2020 (see page 4).

Tuesday, May 12, 2020



4th Annual Human Resources Summit

Delivered by the TRSA Human Resources Committee

Embassy Suites Atlanta Airport

TRSA's 4th Annual Human Resources Summit provides practical, hands-on ideas and resources and solutions to pressing HR concerns and challenges in the linen, uniform and facility services industry.

Network and share experiences with others responsible for Human Resources employment compliance.



The 3rd Annual Human Resources Summit's Net Promoter Score or NPS. NPS measures willingness to recommend an event with of 50 or more considered "excellent."

Who Should Attend:

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

KEYNOTE: *Courageous Leadership: Inspiring Your Team...Maximizing Results*

Chip Madera, MS, CSP, Motivation and Performance Strategist



- Learn strategies for accelerating customer satisfaction, employee engagement, and producing world class results
- Discover critical roles necessary for delivering results in your organization during times of radical change
- Explore the beliefs, behaviors, and actions needed to inspire and engage others in your mission

Chip Madera is a Certified Speaking Professional (CSP) and results-oriented Executive Coach who presents radical leadership ideas that produce radical change. Chip presents leadership strategies that result in building high performance and maximized potential that will help you motivate your employees to reach their true potential.

GENERAL SESSIONS

Developing a Talent Acquisition Strategy to Attract and Retain Employees

Gloria Sinclair Miller, SHRM-SCP, Field Services Director, Society for Human Resource Management (SHRM)

- Create and implement a plan to engage possible employees
- Discover key features to attract the best, most qualified people and convince them to bring their unique skills to your company
- Develop tools which will allow your company to prioritize retention and save in employee turnover costs

Navigating Employee Accommodations

Joseph Shelton, Regional Managing Partner, Fisher & Phillips LLP

- Understand the rules and regulations of Americans With Disabilities Act (ADA)
- Explore the limits of the interactive process and address documentation issues
- Discuss emerging mental health and drug issues

Training and Development for Mid-Level Managers

Brett Campbell, Facilitator, Content Specialist, Converging Solutions and President, Association for Talent Development (ATD), Greater Atlanta

- Design a well-rounded plan for professional development of new managers
- Discover the critical role the mentor/coach plays in the success of a new manager
- Develop differing motivation strategies for a diverse workforce



4th Annual Human Resources Summit

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Worksite Health Clinics

Larry Boress, Executive Director, National Association of Worksite Health Centers (NAWHC)

- Engage in the possibilities and objectives of an onsite clinic
- Understand how the ability to offer convenient access to health care services will reduce the loss of productivity that results from employees seeking other healthcare providers
- Discover how onsite clinics can save your company time and money while providing quality healthcare to your employees

Onboarding: Best Practices for Hourly Employees

Dr. Karen Lawson, international consultant, speaker, author and President of Lawson Consulting Group Inc.

- Establish objectives to implement a robust employee onboarding program that will combat the challenges of losing new hires
- Find ways to allow your new hourly hire to adjust to the social and performance aspects of their new job
- Consider the differences and benefits of informal versus formal onboarding in making your new hire to feel welcome at the company



GREAT IDEAS SWAP: FACILITATED ROUNDTABLES

Facilitated by Joseph Shelton, Regional Managing Partner, Fisher & Phillips LLP

- Brainstorm with your fellow conference attendees to solve industry-wide issues, develop strategies, and share ideas to improve the workplace
- Network with others in the industry to understand new perspectives on tricky problems
- See how others deal with topics such as employee onboarding, difficult conversations, and retaining talent



REGISTRATION REBATE OFFER; FIRST-TIME ATTENDEES RECEIVE UP TO 50% BACK!

TRSA members who are first-time attendees for either the 4th Annual Human Resources Summit or 9th Annual Safety Summit are eligible for a 50% registration fee rebate, to be distributed following the event. To qualify, registrants must be:

- Current TRSA members employed in either an HR- or Safety-related position within a TRSA member company and
- Must participate in the entire event through 5 pm on May 12 or May 13, as applies, and
- Must complete event registration in full by Mar. 27.



**Annual
Production
Summit & Plant Tours**
May 14–15 • Atlanta

Leverage your travel by attending this event following the Human Resources Management and Safety Summits

- Save on registration costs when you register for multiple events, hosted at the same hotel May 12-13
- The Annual Production Summit & Plant Tours, May 14-15, provides opportunities to share and learn processes and management techniques that impact day-to-date operations through general and breakout sessions and local plant tours
- Benefit from additional networking opportunities with experienced professionals from TRSA member companies, the industry's most productive and efficiently run organizations.

Register at www.trsa.org/productionsummit and earn a discount on registration • #PRODSUMMIT

Wednesday, May 13, 2020



9th Annual Safety Summit

Delivered by the TRSA Safety Committee

Embassy Suites Atlanta Airport

The TRSA 9th Annual Safety Summit brings together the largest gathering of professionals responsible for developing and implementing safety programs for thousands of laundry employees which results in reduced injuries and workers compensation claims. Strong evidence of these programs' value is reflected in the reportable incident rate of TRSA members compared with nonmembers.

The 6-year trend in that rate shows nonmember incidents more than 200 percent higher than today's TRSA members.



The 8th Annual Safety Summit's Net Promoter Score or NPS (use NPS graphic from postcard: 59). NPS measures willingness to recommend an event with of 50 or more considered "excellent."

Who Should Attend:

- ✓ Safety Managers
- ✓ General, Plant, Production and Engineering Managers
- ✓ Others responsible for safety, health and human resources



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KEYNOTE: *Empowering Employees to Develop a Culture of Safety*

Karen Czor, Corporate Director of Risk Management, EnTrans International, LLC



- Empower your personnel to take ownership of their safety and encourage them to identify hazards and risk and to make positive changes in their work area through tips learned in this keynote
- Discover how your company's culture of safety can improve productivity and employee lifestyle
- Benefit from understanding how a safety program based on the different learning styles and preferences of the different generations and individuals in your workplace will improve effectiveness and engagement

Karen Czor leads the corporate risk management (environmental, health and safety) efforts at EnTrans International, LLC, a global leader and manufacturer of energy and transportation equipment. During her time with EnTrans, the company TRIR has reduced by more than 50%.

GENERAL SESSIONS

OSHA in the Plant

- Understand the purpose of a visit from OSHA
- Learn what actions you should take during the course of an OSHA inspection
- Get tips to preplan your strategy in the event of a surprise inspection

Implementing Ergonomics on the Plant Floor

Stephen Jenkins, Senior Director, Safety & Health, Cintas Corporation

- Reap the benefits of a well-rounded ergonomics program that include increased employee satisfaction, effectiveness, and overall safety
- Implement a strategy to help employees reduce injuries in your plant
- Gather necessary information to form a thoughtful, in-place ergonomics program



9th Annual Safety Summit

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BREAKOUT SESSIONS

Driver Safety

- Glean resources to build and implement a logical driver safety program for your workforce
- Review how sound safety management practices can continuously promote safe driving behavior
- Learn about new tools and best practices that helps promote driver safety (i.e., innovations and tools for routing logistics and options for monitoring drivers to track safety)

Industry Specific PPE

- Manage and minimize employee exposure to serious injuries with the proper choice of personal protective equipment (PPE)
- Learn the types of PPE specific to the linen, uniform and facility services industry
- Discover techniques to create an atmosphere of employee buy-in to avoid misuse

Working from Heights

- Learn important safety tips and strategies to implement when working from heights
- Broaden your understanding of height hazards and the types of PPE that reduce risks
- Understand the different OSHA regulations surrounding work zone height and how to best protect your employees

Machine Safeguarding

Roger Harrison, Director of Training, Rockford Systems LLC

- Avoid the long list of possible machinery-related injuries at your workplace by utilizing safeguards
- Get up to speed on OSHA 29 CFR regulations, ANSI B-11 and NFPA 79 safety standards
- Learn techniques for absolute compliance, reducing insurance costs, and preventing employee accidents on machines that may cause damage

OSHA Top 10

Charles Edelman, Corporate Safety Director, Unitex Corp.

- Discover the top 10 most common potential hazards and safety violations cited by OSHA inspectors
- Learn how your company can break the cycle of repeating costly errors that jeopardize employee safety
- Benefit from recommended practices that will work in your plant, regardless of size and number of employees

TRSA's New Safety & Health Certification

- Review the criteria that will aid in enhancing your company's Safety and Health programs through the new TRSA Safety and Health Certification
- Discover the role certification programs play in enhancing your company's reputation and dedication to safety, both as an employer and a service provider
- Learn the criteria needed for certification in these four categories: Management Leadership and Employee Involvement, Worksite Hazard Analysis, Hazard Prevention and Control, and Safety and Health Training



PEER TO PEER ROUNDTABLES

- Brainstorm with your peers about important safety issues in the industry
- Exchange ideas, best practices, and learning experiences with other attendees
- Gather significant reflections that will help improve the safety of your plant

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

May 12, 2020 • Atlanta, GA



4th Annual Human Resources Summit

www.trsa.org/hrsummit

May 13, 2020 • Atlanta, GA



9th Annual Safety Summit

www.trsa.org/safetysummit

May 14–15, 2020 • Atlanta, GA



Production Summit & Plant Tours

www.trsa.org/productionsummit

Registrant Information

Name _____ Nickname (for badge) _____

Company _____ Title _____

Address _____

City/State/Zip _____

Telephone _____ Email (required) _____

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

RSVP:

Tuesday, May 12, 5–6:30 pm
Networking Reception

Thursday, May 14, 5–6:30 pm
Networking Reception

What are the top three (3) management issues or challenges you would like to discuss during the Great Ideas Swap session? _____

Provide question(s) for the keynote speaker: _____

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

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

Your Organization Level (select one)*:

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

Your Job Function (select one)*:

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

(*required)

Are you an EMI graduate? Yes No

Are you CPLM certified? Yes No

Are you a military veteran? Yes No

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, Apr. 3, 2020. Contact Meredyth Ellington, 877.770.9274, ext. 100; mellington@trsa.org. Excludes other discounts.

Hotel Information

Embassy Suites Atlanta Airport

4700 Southport Rd, Atlanta, GA 30337

Call 404-767-1988 to reserve a room using the code "TRS" to get the TRSA room rate of \$169 before April 20, 2020. All individual reservations must be guaranteed with a major credit card at time of reservation. After the due date of April 20, 2020, if a guaranteed room is not canceled 72 hours prior to arrival, payment for the full rate on that room will be charged.

Location/Airport

The Embassy Suites Atlanta Airport is located about 2 miles from Hartsfield Jackson International Airport. (ATL)

Dress Code

Business casual attire for all sessions.

Payment

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 _____

Discount Codes for Combo Online Registrations:

- For HR + Safety, use "summit-150" at your 2nd event checkout
- For Production + HR OR Safety, use "summit-200" at your 2nd event checkout
- For all three summits, use "summit-300" at 3rd event checkout

	TRSA Operator Members		Non-Member Operator		TRSA Associate Member	
	Early (by Apr. 3)	Full (after Apr. 3)	Early (by Apr. 3)	Full (after Apr. 3)	Early (by Apr. 3)	Full (after Apr. 3)
HR Summit Only	\$495 USD	\$595 USD	\$795 USD	\$950 USD	\$495 USD	\$595 USD
Safety Summit Only	\$495 USD	\$595 USD	\$795 USD	\$950 USD	\$495 USD	\$595 USD
Production Summit Only	\$695 USD	\$795 USD	\$1095 USD	\$1275 USD	\$895 USD	\$995 USD
Combo Pricing—Save \$\$						
HR + Safety Summit *	\$840 USD	\$1040 USD	\$1440 USD	\$1750 USD	\$840 USD	\$1040 USD
Production + HR OR Safety Summit*	\$990 USD	\$1190 USD	\$1690 USD	\$2025 USD	\$1190 USD	\$1390 USD
HR + Safety + Production Summit*	\$1385 USD	\$1685 USD	\$2385 USD	\$2875 USD	\$1585 USD	\$1885 USD

*reflects applied combo discounts, above see box at right to apply online discounts at checkout

Program Cancellation Policy: Written cancellations received by April 28, 2020 will receive a full refund minus a 25% processing fee. Cancellations received after April 28, 2020 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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**DISCOUNTS & REBATES
AVAILABLE!**
See pages 4, 5