

TRSA 3rd Annual Canadian Production Summit & Plant Tours

August 27–29, 2019 • Hilton Toronto • Toronto, Canada



Keep abreast of developments in the evolving linen, uniform and facility services markets in Canada with participation in the TRSA 3rd Annual Canadian Production Summit & Plant Tours. TRSA members and non-member operators from Canada, the United States and around the world are encouraged to participate in the interactive sessions, tours and networking opportunities.

Benefit from Productivity, Management, Regulatory, Environmental and Safety Presentations

- Keynote Session: *Bridging the Gap: The Intergenerational Workplace*, Kristen Cumming, Career Development, Human Resources, Productivity and Leadership, Facilitator and Trainer
- *Sustainability: Best Management Practices (BMPs) and TRSA's Clean Green Certification*
- *Making the Case for Lean Management to Optimize Processes and Drive Value*
- *Innovative Strategies for Recruiting and Retaining Employees*
- *Regulatory and Legislative Update*
- *Operator Panel: Market Opportunities and Challenges*

Who Should Attend:

- ✓ Executives and Owners
- ✓ General, Plant and Production Managers
- ✓ Attendees of TRSA's institutes: EMI, MMI and PMI
- ✓ Engineering, maintenance personnel
- ✓ Others responsible for production supervision, inventory control and product quality
- ✓ Associate Members

CPLM
CERTIFIED PROFESSIONAL
LAUNDRY MANAGER

Earn 13 CPLM Credit Hours

Individuals holding TRSA's
Certified Professional

Laundry Manager (CPLM) credential can receive up to **13 credit hours** toward recertification by attending education sessions and plant tours at the Summit.

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Agenda

Tuesday, August 27	
3 – 7 pm	Registration Opens
5 – 7 pm	Welcome Reception
Wednesday, August 28	
7 am	Registration Opens
	Welcome Remarks
9 – 10 am	Keynote Session: Bridging the Gap: The Intergenerational Workplace Kristen Cumming, Career Development, Human Resources, Productivity and Leadership Facilitator and Trainer
10 – 10:30 am	Networking
10:30 – 11:15 am	Regulatory and Legislative Update Kevin Schwalb, Vice President of Government Relations and Certification, TRSA
11:20 am – 12:15 pm	Sustainability: Best Management Practices (BMPs) and TRSA's Clean Green Certification Bob Corfield, CEO, and Tanis Conron, CFO, Laundry Design Group LLC
12:15 – 1 pm	Lunch
1 – 1:55 pm	Making the Case for Lean Management to Optimize Processes and Drive Value David Bernstein, President, Propeller Solutions Group
2 – 3 pm	Innovative Strategies for Recruiting and Retaining Employees Nancy Roberts, The DISC Wizard
3 – 3:30 pm	Networking
3:30 – 4:45 pm	Operator Panel: Market Opportunities and Challenges Featuring: Randy Bartsch, CEO, Ecotex Healthcare Linen Service Corp. and Tim Topornicki, President & CEO, Topper Linen & Uniform Rental Services
5 – 6 pm	Networking Reception
Thursday, August 29	
7 am	Registration Opens
8 am	Load Buses for Plant Tours (Attendees must ride bus to attend tours)
8 – 3:30 pm	Plant Tours (includes boxed lunch) K–Bro Linen Systems Inc. Topper Linen & Uniform Rental Services HLS Healthcare Linen Systems
4 pm	Buses Return to Hotel and Adjourn



Keynote Session

Bridging the Gap: The Intergenerational Workplace

Explore the technological, economic and social trends that impact our daily lives, work and at home. This interactive keynote will use real life examples to weave together the numbers and the stories of different generations. You'll:

- Discover the differences in characteristics, values and learning patterns of each generation (Baby Boomers, Gen X, Gen Y and Millennials) and learn how these differences affect workplace interaction.
- Gain practical solutions to communication challenges faced by leaders and teams that will increase collaboration, communication, and performance between generations at work.
- Receive tips on creating team synergy that will result in higher workplace productivity.



Kristen Cumming,
 Career Development,
 Human Resources,
 Productivity and
 Leadership Facilitator and
 Trainer

Cumming's life's work has been focused on improving the connection between people and their work. Her twenty years of experience in career development and human resources is complemented by a passion for demography, a powerful tool to explore workforce trends due to its relative stability and predictability.

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General Session Topics

Sustainability: Best Management Practices (BMPs) and TRSA's Clean Green Certification

Build customer confidence and offer your company a competitive advantage with TRSA's Clean Green Certification program. Learn how your company can meet these rigorous standards and quantifiable measurements including inspections and testing.

Speakers: Bob Corfield, CEO, and Tanis Conron, CFO, Laundry Design Group LLC

Innovative Strategies for Recruiting and Retaining Employees

Gain knowledge about non-traditional approaches to staffing that can be used to bring quality employees to your workforce—and to keep them there.

Speaker: Nancy Roberts, The DISC Wizard

Making the Case for Lean Management to Optimize Processes and Drive Value

Discuss the history, fundamentals and methodology of Lean, the eight wastes, key performance indicators (KPIs) for laundries and the real-world impact Lean has had on those KPIs in laundries.

Speaker: David Bernstein, president, Propeller Solutions Group

Regulatory and Legislative Update

Gather insight into legislative and regulatory developments of specific interest to linen, uniform and facility services operators.

Speaker: Kevin Schwalb, vice president, Government Relations and Certification, TRSA

Panel Discussion

Operator Panel: Market Opportunities and Challenges

Featuring: Randy Bartsch, CEO, Ecotex Healthcare Linen Service Corp. and Tim Topornicki, president & CEO, Topper Linen & Uniform Rental Services



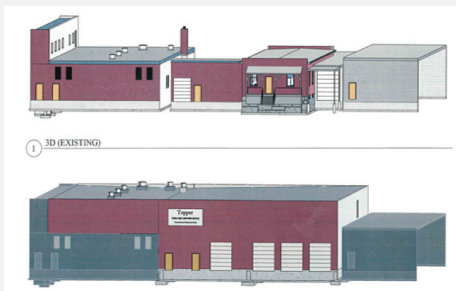
Plant Tours

Enhance your perspective on your everyday plant operations with three plant tours, including:



K-Bro Linen Systems Inc.—healthcare, hospitality

- Opened in 2016
- 90,000 square feet
- Wash aisle features four tunnels and 28 dryers
- OR linen pack sterilization services for healthcare customers
- Energy-efficient cart wash



Topper Linen Supply—F&B, industrial

- Full facility will reopen Fall 2019
- Two buildings: 56,000 square feet
- Tunnel washer, six 900-lb washers
- Six ironers
- Vacuum soil sort bullet system
- DAF water treatment



HLS Linen Services—healthcare

- Opened in 2018
- 64,000 square feet
- Wash aisle features two tunnel washers
- Monorail system
- Produces 45,000 pounds per day

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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/canadiantour

Registrant Information

Name _____

Nickname (for badge) _____

Company _____

Title _____

Address _____

City/State/Zip _____

Telephone _____

Email (required) _____

What are your top three management issues?: _____

- Please check if you are a previous TRSA conference attendee.
- Please check if you require special assistance or have special dietary requirements to fully participate.

I will attend:

- Tuesday, August 27, 5–7 pm: Welcome Reception
- Thursday, August 29, 8 am–4 pm: Plant Tours

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
- Social Media: TRSA LinkedIn, Facebook, Twitter

Your Organization Level (select one)*:

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

Your Job Function (select one)*:

- | | |
|--|--|
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Legal |
| <input type="checkbox"/> Engineering | <input type="checkbox"/> Logistics and Transportation/Routes |
| <input type="checkbox"/> Environmental | <input type="checkbox"/> Marketing |
| <input type="checkbox"/> Executive | <input type="checkbox"/> Production |
| <input type="checkbox"/> Finance | <input type="checkbox"/> Purchasing |
| <input type="checkbox"/> General Manager | <input type="checkbox"/> Sales |
| <input type="checkbox"/> Health and Safety | <input type="checkbox"/> Training |
| <input type="checkbox"/> Human Resources | |
| <input type="checkbox"/> Info Systems Mngt./IT | |

(*required)

 **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, July 12, 2019. Contact Ashley Harvey, 877.770.9274, ext. 103; aharvey@trsa.org. Excludes other discounts.

 **Hotel Information**

Hilton Toronto, 145 Richmond Street West, Toronto
Attendees may call Hilton Toronto at 1-800-HILTONS or book at this link: <https://book.passkey.com/go/TRSA19> to reserve a room. All individual reservations must be guaranteed with a major credit card at time of reservation. After the due date of August 5, 2019, if a guaranteed room is not canceled 72 hours prior to arrival, payment for the full rate on that room will be charged. **Room Rate/Group Code:** Attendees must reference the code "TRSA19" to get the TRSA room rate of \$229 CAD before August 5, 2019. Limited availability. After the August 5, 2019 deadline, regular room rates will apply.

 **Location/Airport**

Hilton Toronto is located about 17 miles/27 km from Toronto Pearson International Airport (YYZ).

 **Dress Code**

Business casual attire for all sessions and plant tours.

	TRSA Operator Member	Non-Member Operator	TRSA Alliance Member	TRSA Associate Member
Early (by July 12)	<input type="checkbox"/> \$595 USD	<input type="checkbox"/> \$950 USD	<input type="checkbox"/> \$775 USD	<input type="checkbox"/> \$795 USD
Full Registration (after July 12)	<input type="checkbox"/> \$695 USD	<input type="checkbox"/> \$1050 USD	<input type="checkbox"/> \$900 USD	<input type="checkbox"/> \$895 USD

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 _____

Program Cancellation Policy: Written cancellations received by Monday, August 12, 2019 will receive a full refund minus a 25% processing fee. Cancellations received after Monday, August 12, 2019 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.