

Tuesday, August 27		
4 – 7 pm	Registration Opens	Governor General Foyer (2nd Floor)
5 – 6:30 pm	Welcome Reception	Governor General Main (2nd Floor)
Wednesday, August 28		
8 am	Registration Opens	Governor General Foyer (2nd Floor)
8 – 9 am	Breakfast	Governor General Bridge (2nd Floor)
9 – 10 am	Welcome Remarks & Keynote Session <i>Bridging the Gap: The Intergenerational Workplace</i> Kristen Cumming, Communication, Leadership and Change Expert	Governor General Main (2nd Floor)
10 – 10:30 am	Networking	
10:30 – 11:15 am	Regulatory and Legislative Update Kevin Schwalb, Vice President of Government Relations, TRSA	Governor General Main (2nd Floor)
11:20 am – 12:15 pm	Sustainability: Best Management Practices (BMPs) and TRSA's Clean Green Certification Bob Corfield, CEO and Tanis Conron, Laundry Design Group, LLC	Governor General Main (2nd Floor)
12:15 – 1 pm	Lunch	Governor General Bridge (2nd Floor)
1 – 1:55 pm	Making the Case for Lean Management to Optimize Processes and Drive Value David Bernstein, President, Propeller Solutions Group, LLC	Governor General Main (2nd Floor)
2 – 3 pm	Innovative Strategies for Recruiting and Retaining Employees Nancy Roberts, The DISC Wizard	Governor General Main (2nd Floor)
3 – 3:30 pm	Networking	
3:30 – 4:45 pm	Operator Panel: Market Opportunities and Challenges Randy Bartsch, CEO, Ecotex Healthcare Linen Service Corp.; Brendan O'Neill, Chief Operating Officer, London Hospital Linen Service Inc; Andrew Steiner, President, Canadian Linen and Uniform Service Co. Québec Linge Co.; Michael Szymanski, Regional Vice President, UniFirst Canada Ltd.; and Tim Topornicki, President & CEO, Topper Linen & Uniform Rental Services Moderator: Daniel Sanchez, Vice President Corporate Sales, Medline Textiles, Medline Industries Inc.	Governor General Main (2nd Floor)
5 – 6 pm	Networking Reception	Tom Thomson Room (Convention Level)
Thursday, August 29		
7 am	Registration Opens	Governor General Main (2nd Floor)
7 am	Breakfast	Governor General Bridge (2nd Floor)
8 am	Load Buses for Plant Tours (Attendees must ride bus to attend tours)	Hotel Entrance
8 – 3 pm	Plant Tours <i>HLS Linen Service</i> <i>K-Bro Linen</i>	
3 pm	Buses Return to Hotel and Adjourn	