

PPO 101

**February 21, 2018**

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| **8:00 am – 8:30 am** | Registration and Continental Breakfast |
| **8:30 am – 8:35 am** | Welcome and Overview  David Chandler and Roy Rahn |
| **8:35 am – 10:15 am** | Human Resources  Recruitment, Hiring, Best Employee Practices, Termination  Anne Laguzza and Gary Bradley |
| **10:15 am – 10:25 am** | Break |
| **10:25 am – 11:35 am** | Insurance  Shaun Kelly |
| **11:35 am – 11:55 pm** | Safety Laws & Compliance  Shaun Kelly |
| **11:55 pm – 12:25 pm** | Break / Lunch Served |
| **12:25 pm – 12:45 pm** | Professionalism and Customer Service  Roy Rahn |
| **12:45 pm – 2:00 pm** | Contracts & Legal Pitfalls  Jaimee Wellerstein |
| **2:00 pm – 2:10 pm** | Break |
| **2:10 pm – 3:20 pm** | Administration, Pricing, P & L Management, Profitability  Safety (Operational)  Mike Smidt |
| **3:20 pm – 3:30 pm** | Break |
| **3:30 pm – 4:30 pm** | BSIS Compliance and Audit  David Chandler |
| **4:30 pm – 4:45 pm** | Q&A / Closing |