



Day 1
August 14, 2019

- 8:00 am – 8:25 am** Registration and Continental Breakfast
- 8:25 am – 8:30 am** Welcome and Overview
David Chandler
- 8:30 am – 10:00 am** BSIS Compliance and Audit
David Chandler
- 10:00 am – 10:10 am** Break
- 10:10 am – 10:40 am** Technology & Operations
Johnny Page
- 10:40 am – 10:45 am** Break
- 10:45 am – 12:00 pm** Contracts
Barry Bradley and Jaimee Wellerstein
- 12:00 pm – 12:30 pm** Lunch
- 12:30 pm – 2:40 pm** Legal Pitfalls
Barry Bradley and Jaimee Wellerstein
- 2:40 pm – 2:50 pm** Break
- 2:50 pm – 4:30 pm** Pricing and Transitioning New Business, P & L
Management, Profitability, Client Follow up and Rate
Increases
Mike Smidt

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Day 2
August 15, 2019

8:00 am – 8:25 am	Registration and Continental Breakfast
8:25 am – 8:30 am	Welcome and Overview David Chandler
8:30 am – 10:35 am	Insurance, Safety & Compliance Shaun Kelly
10:35 am – 10:50 am	Break
10:50 am – 12:00pm	BSIS Compliance and Employee Files David Chandler
12:00 pm – 12:30 pm	Lunch
12:30 pm – 4:30 pm*	Human Resources Best Employee Practices, Staffing and Termination, Recruitment and Hiring, Gary Bradley and Anne Laguzza

*This session will include a 15 minute break.

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The Silvertrac logo features the word "Silvertrac" in a large, white, sans-serif font. The letters "S" and "r" are partially enclosed by orange L-shaped brackets. The "S" bracket is on the left, and the "r" bracket is on the right.