



## Program

### Tuesday, March 14, 2019 Technician Day

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| 7:00 a.m.  | 7:30 a.m.  | <i>Exhibitor Setup</i>   |
| 7:00 a.m.  | 9:00 a.m.  | <i>Registration</i>  |
| 7:30 a.m.  | 8:30 a.m.  | <i>Breakfast and Exhibits</i>  |
| 8:30 a.m.  | 9:30 a.m.  | <p><b>Common Safety Issues Facing Our Industry</b><br/> <i>Dale Vestal, Orkin</i><br/>           Being a Pest Control Technician or Operator can be a dangerous profession. There are many obvious dangers and those that are not so obvious. We will talk about the issues we face daily and the measures that we can take to ensure a safe working environment.</p>  |
| 9:30 a.m.  | 10:30 a.m. | <p><b>Rodent Biology, Behavior &amp; Management</b><br/> <i>Ashley Roden, Sprague Pest Solutions</i><br/>           The price of game cameras has dropped to affordable levels in the last couple years, which has opened a new way to monitor and manage rodents. We'll look at what game cameras can tell us about rodent biology, behavior, and management, and the surprising things rodents do when they think no one is watching!</p>  |
| 10:30 a.m. | 11:00 a.m. | <i>Refreshment Break and Exhibits</i>  |
| 11:20 a.m. | 12:40 p.m. | <p><b>Common Violations</b><br/> <i>Henry Nahalewski, Utah Department of Agriculture</i><br/>           Are you committing some of the most common violations? In this session, you will learn from the Pesticide Program Manager at the Utah Department of Agriculture and Food about how to protect yourself and your business by avoiding the most common violations.</p>   |
| 12:00 p.m. | 1:00 p.m.  | <i>Lunch and Exhibits</i>  |
| 1:00 p.m.  | 2:00 p.m.  | <p><b>Electronic Rodent Monitoring</b><br/> <i>Blair Brookes, Corteva</i><br/>           Technology is revolutionizing our industry, offering PMPs more tools in their toolbox than ever before. In recent years one of these tools, remote rodent monitoring, has increased in popularity as industry professionals work to understand how to operationalize this technology in their business. This session will discuss how electronic monitoring can aid PMPs in controlling challenging infestations, using real life success stories from the field. This presentation will also cover monitoring as an IPM technique.</p> |

2:00 p.m.	3:00 p.m.	<b>Stored Product Pests</b> <i>Jeff Weir, Sprague Pest Solutions</i> Facilities that handle dried foods and grains can be the target of stored product insect infestations. In this session, we will explore basic biology of the major stored product insects: Red and confused flour beetles, Sawtooth and Merchant Grain Beetles, Cigarette and Drugstore beetles, Indianmeal moth and other moths, Warehouse beetles, Maize, Rice and Granary Weevils; Lesser Grain borer; Psocids and Grain mites. We will examine their identification, behavior and food preferences and discuss monitoring and control measures.
3:00 p.m.	3:30 p.m.	<i>Refreshment Break and Exhibits</i>
3:30 p.m.	5:30 p.m.	<b>Pest ID</b> <i>Kevin Thorn, Thorn Pest Solutions</i> To be good at pest management, you must be good at pest identification. Proper pest identification allows us to exploit the biological weaknesses of the target pest. It's what tells you where to look, what to do, and where to apply control measures. It all starts with proper identification. In this interactive session we will review pest identification of important urban pests including identification of specimens and live insects.
5:30 p.m.	6:30 p.m.	<i>Exhibitor Networking Reception and Raffle</i>

## Wednesday, March 15, 2019 Management Day

7:00 a.m.	8:15 a.m.	<i>Registration</i>
7:15 a.m.	8:15 a.m.	<i>Breakfast and Exhibits</i>
8:15 a.m.	9:15 a.m.	<b>Manage These Numbers and Watch Your Pest Management Business Soar!</b> <i>Daniel S. Gordon, CPA</i> In today's competitive business environment, the need to operate more efficiently and profitably has never been greater. Information is power. One of the most powerful tools in business is benchmarking against past company results, future budgeted results and most importantly against industry standards. By measuring key performance indicators (KPIs) from your company against other successful players in the industry we can improve our own efficiency, productivity, help manage expenses and identify areas for revenue growth. In this talk you will learn about the key ratios and KPIs that are critical to growth and profitability including Activity Ratios, Leverage Ratios, Profitability Ratios and Other Important Ratios.
9:15 a.m.	9:30 a.m.	<i>Break and Exhibits</i>
9:30 a.m.	10:30 a.m.	<b>Marketing</b> <i>Daniel O'Donnal, Edge The Service Company</i> Having a basic website and company phone number is no longer enough to attract today's customer. Learn how to upgrade your customer experience so you can attract and retain more customers.
10:30 a.m.	10:45 a.m.	<i>Refreshment Break and Exhibits</i>
10:45 a.m.	11:45 a.m.	<b>Creating Strategies for Employee Retention</b> <i>Leila Haas, Director of Human Resources at Sprague Pest Solutions</i> In today's competitive market with ample job opportunities available to workers, it has become increasingly challenging not only obtain top talent -- but to retain it. Turnover is costly and effects the bottom line, impacting growth potential and overall success. In this session, we will examine critical points in the employee life cycle, learn strategies for successful employee retention, and gain insights into how you can develop and nurture employee engagement for long lasting retention.
11:45 a.m.	12:30 p.m.	<i>Closing</i>

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