



# Tribal Convenience Store Association

## May 15-16, 2019 Membership Meeting

### Hosted by: Yakama Nation

#### May 15, 2019

- 10:00 – 2:00pm **Board of Directors Meeting** – *Open to members only; RSVP Required*  
Legends Casino Hotel – 580 Fort Road Toppenish, WA 98948 – Klickitat Room
- 2:00 – 3:00pm **Benchmarking Study Results by Jonathan Taylor** – Open to Study Participants Only  
Legends Casino Hotel – 580 Fort Road Toppenish, WA 98948 – Columbia Room
- 3:00 – 4:00pm **Vendor Supplier Roundtable with the Board of Directors** – *Open to all current Vendor Suppliers*  
Legends Casino Hotel – 580 Fort Road Toppenish, WA 98948 – Klickitat Room
- 5:00 – 7:00pm **Networking Mixer** - Hors d' Oeuvres & Drinks (no bar)  
Legends Casino Hotel – 580 Fort Road Toppenish, WA 98948 – Event Center

#### May 16, 2019

- 7:00 – 8:00am Breakfast and Registration - Legends Casino Hotel, Pahto 1 & 11
- 8:00 – 8:30am **Welcome, Introductions & Announcements**  
Roll Call of Attendees
- 8:30 – 10:00am **"Theft in the Workplace – How to detect and prevent"**  
Presented by: Brent Larson, Loss Prevention Group  
Loss Prevention Group will introduce and discuss topics concerning loss within your workplace. The sources of loss and the methods used to create loss will be discussed through dissecting real life case studies. Effective and efficient tactics will be presented on how to detect theft while providing techniques on how resolve situations. Aspects of a successful loss prevention program will be introduced with a goal focused on creating a Zero Loss work environment.
- 10:00 – 10:30am Break
- 10:30 – 11:30am **"Managing Risks at C-Store Operations – Are you Ready"**  
Presented by: John Owen, Lead Risk Control Consultant, Alliant Insurance Services  
Attendees will learn why proactively addressing risks is important, getting started on a risk assessment (the fundamentals), common c-store losses to target, and actions you can take to reduce risks in the c-store operation. Information shared is designed to both educate attendees and provide direction to helpful resources and approaches.
- 11:30 – 12:00pm **Pepsi Promotion**  
Presented by: Molle Bouch, Harbor Pacific
- 12:00 – 1:00pm Lunch
- 1:00 – 2:00pm **"How Technology Can Make Your Operation Safer and More Profitable"**  
Presented by: Ryan Littlejohn, Site Security 360  
Attendees will learn about new video security hardware and features on the market today. SS360 will be presenting examples of tribal security systems currently in use. These examples will explain how this new technology, along with the proper usage and practices, increased safety and efficiency in the work environment.
- 2:00 – 2:30pm **Open Discussion** (Growth survey, Mission Statement, Benchmarking Study update, RES & NIGA Tradeshows, Meeting and webinar future topics)
- 2:30 – 3:00pm **"Risk Analysis and Preparing for Potential Catastrophic Events"**  
Presented by: David Maestas, CEO of Maestro Strategic Solutions  
Attendees will expect to learn how to leverage social media and press releases, the importance of on-going community involvement & managing catastrophic events.
- 3:00 – 3:30pm **Swire Coca-Cola "Make Your Summer" Promotion**  
Presented by: John Hentges, Swire Coca-Cola
- 3:30 – 4:00pm New Business
- 3:30pm Adjourn