**Sunday, April 19**

11:00am–4:00pm  **Registration & Hospitality**
3:00pm–4:00pm  **Contractor Member Session**
3:00pm–4:00pm  **Supplier Member Session**
3:00pm–4:00pm  **Associate Member Session**
7:00pm–9:00pm  **Welcome Reception**

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**Monday, April 20**

7:30am–3:00pm  **Registration**
8:00am–9:15am  **Opening Breakfast:** President Don Gelestino delivers State of the Association Address followed by Keynote Speaker Jones Loflin
9:30am–10:30pm  **Education:** To Be Announced
10:30am–12:00pm  **Education:** How To Talk Your Way To a Stronger Team - Jones Loflin
12:00pm–6:30pm  **Official Golf Tournament** - Patriots Point Links
1:00pm–5:00pm  **Charleston Historic City Tour and Edmonston-Alston House**
1:30pm–3:00pm  **Open Mic Session:** Moderator - Michael Frecking, Lakeland/Larsen Elevator Corp.

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**Tuesday, April 21**

8:00am–2:00pm  **Registration**
8:15am–12:30pm  **Fort Sumter Cruise**
8:30am–10:00am  **Education:** Successfully Navigating the Challenges of Owning and Operating a Multi-Generational Family Business - Jeff Eaton, Lift Business Advisors
10:00am–12:00am  **Education:** Get a Grip on Your Business - Are You Running Your Business or is It Running You? - Tom Bouwer, ProfitWorks LLC
10:30am–11:30am  **Education:** The Future of Data Privacy - Alan Davis, David Clarke & Penny Heyes, The Trust Bridge

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**Wednesday, April 22**

10:00am–2:00pm  **Registration**
8:00am–11:30am  **Roundtable Discussions–Track 1**
1. Diversity: Perpetuating Silos and Implicit Bias - Damian Kavanagh, Ed.S., CAE, MISBO
2. Open the Door to a New Health Insurance Solution – Mark J. Lamberth, The Capstone Group
3. Common Misconceptions of GDPR - Alan Davis, David Clarke & Penny Heyes, The Trust Bridge

8:00am–11:30am  **Roundtable Discussions–Track 2**
2. Three Things You Need To Know About the 2019 ASME Code Updates – Dave Mann and Don Holloway, Kings III, & Calvin Linde, MAD Elevator
3. Challenges Involved in Replacing VPL’s – Patrick Edwards, Access Elevator

12:00pm–6:00pm  **No Frills Golf Tournament** - Wild Dunes Harbor Course
7:00pm–8:30pm  **Dregs Event**

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**Conference Agenda**

As of March 5, 2020

LUNCH ON YOUR OWN

12:00pm–1:00pm  **NEXGEN Luncheon**
1:00pm–2:30pm  **Education:** Wellness and the Brain - Damian Kavanagh, Ed.S., CAE, Mid-South Independent School Business Officers, Inc. (MISBO)
1:30pm–3:00pm  **Education:** How to Elevate Your Sales Team and Organization to the Next Level - Evan Epstein, KASE Millwork
5:30pm–6:30pm  **Reception**

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*Optional–Advance Ticket Purchase Required

**Bold**–included in full registration
Monday, April 20

9:30am–10:30pm
To Be Announced

10:30am–12:00pm
How To Talk Your Way To a Stronger Team
Speaker: Jones Loflin, Author

In today’s technology-driven, fast-paced work environments, it’s so easy to forget the human element that is the key to building cohesive teams. We’ve become so busy trying to get work done that we sometimes neglect to invest time in fostering healthy work environments that help each team member deliver their best work. Our ability and willingness to listen is limited, we take a “one size fits all” approach to communication, and we rarely think about how to build a higher degree of trust with others using our words.

In this program, you will explore the significant impact your personality can have on how you communicate with others. Learn what it means to be an “aggressive listener,” hearing both the content AND intent of the words spoken by others. You’ll also discover the negative power of “trigger words” and how to reduce them in conversations with team members. Expect to gain fresh insights on how to motivate individuals across all generations with your words. Most importantly, you will leave better equipped to express your own thoughts with greater clarity to those around you.

1:30pm–3:00pm
Open Mic Session
Moderator: Michael Frecking, Lakeland/Larsen Elevator Corp.

Michael Frecking will moderate this open mic gathering. The session provides a time when members can discuss their thoughts, concerns and issues.

Tuesday, April 21

8:30am–10:00am
Successfully Navigating the Challenges of Owning and Operating a Multi-Generational Family Business
Speakers: Jeff Eaton, Lift Business Advisors, Inc.

Join this presentation, for tips on what has worked from a panel of industry experts and a discussion on best practices conveyed by some of our NAEC colleagues who successfully operate family businesses.

10:00am–12:00pm
Get a Grip on Your Business - Are You Running Your Business or Is It Running You?
Speaker: Tom Bouwer, ProfitWorks LLC

If you’d like to be in more control of your organization, you’re not alone. As thousands of business leaders have discovered, the key to faster growth, bigger profits, more loyal customers and fewer frustrations is EOS®. EOS (Entrepreneurial Operating System) is a comprehensive business system with real, simple, practical tools. This presentation helps participants learn to implement a simple “way of operating” that helps leadership teams clarify, simplify and achieve their vision.

10:30am–11:30am
The Future of Data Privacy
Speakers: Alan Davis, David Clarke & Penny Heyes, The Trust Bridge

Data is at the heart of any organization and at the heart of the new connected economy. We hear people talk about “data” as if it’s the new “oil” – expected to generate enormous wealth but also highly flammable. Making intelligent decisions around data usage is key, but to be successful, just like oil, you need to invest time and resources to extract value from crude data.

The data economy of the future demands a bridging of the trust gap that exists between the customer and the organizations with which they interact, requiring greater transparency, responsibility and accountability from these organizations.

We examine the issue and what new laws and regulatory action is taking place around the globe.

1:30pm–2:30pm
Wellness and the Brain
Speaker: Damian Kavanagh, Ed.S., CAE, Mid-South Independent School Business Officers, Inc. (MISBO)

Brains have the consistency of toothpaste, weigh about three pounds, and are about 5.5 inches by 6.5 inches.

Register Today!
Visit naec.org/conference or contact Britnee Irwin at Britnee@naec.org.
Wednesday, April 22
ROUNDTABLE DISCUSSIONS
TRACK 1
8:00am–11:30am

1. Diversity: Perpetuating Silos and Implicit Bias - Damian Kavanagh, Ed.S., CAE, MISBO
You have heard of “check your ego at the door,” but have you heard of “check your bias at the door?” We all have preconceived notions about how things are or what people will be like. Explore a few ideas about hiring, meetings, interactions, and communicating that can help you check your own bias and hold others accountable for the same thing.

2. Open the Door to a New Health Insurance Solution - Mark J. Lamberth, The Capstone Group
You’ll learn more about the new NAEC Health Insurance Group Benefits Program and how it may be able to help you offer a better health insurance plan to your employees at a better long-term value. You’ll find out what makes the NAEC program very unique and how simple it is to take a look at the plans.

3. Common Misconceptions of GDPR - Alan Davis, David Clarke, and Penny Heyes, The Trust Bridge
There is no exclusion under the Data Privacy regulation under the Data Privacy regulation. All organizations are affected. Personal data is the key to the digital economy. Investors and M&A acquirers

1:30pm–2:30pm
How to Elevate Your Sales Team and Organization to the Next Level
Speaker: Evan Epstein, KASE Millwork
Learn how to lead your team to record growth with Value Added Sales, even in a commodity marketplace. Through this hour and a half journey, you will learn everything you need to see instant results and growth in sales. In this competitive, but vibrant, market, you must differentiate the sales process. Learn not to focus on price objections, and see your bottom line begin to increase.
will want comfort that businesses are getting data privacy right and it is expected that consumers and privacy groups will be very active if they aren't.

**ROUNDTABLE DISCUSSIONS**

**TRACK 2**

**8:00am–11:30am**

1. **Safety and Your Business** - David Smarte, Delaware Elevator, Inc.

   This roundtable will be led by the Chairman of the NAEC Education and Safety Committee. Mr. Smarte will provide attendees with a look toward the future and companies need for safety. Attendees will understand the direction the industry is heading.

2. **Three Things You Need to Know About the 2019 ASME Code Updates** - David Mann & Don Holloway, Kings III, and Calvin Linde, MAD Elevator

   This session will break down the newly released A17.1/B44 Safety Code for Elevators and Escalators, and specifically one-way video and two-way text communication requirements including under what circumstances the new code applies to your elevators. Discussion will cover how companies are intending to solve for the video and messaging components along with risk and liability implications to businesses taking that on. Attendees will come away with a greater understanding of the 2019 code requirements as well as how to properly test for code compliance.

3. **Challenges Involved in Replacing VPL’s** - Patrick Edwards, Access Elevator

   The VPL fleet is aging dramatically. VPL’s came of age around 1990 due to the ADA law, and many are in need of total replacement including landing doors and gates.

   Besides age, replacements are increasingly required as a result of some major brands going out of business making spare parts scarce and product support non-existent.

   A18.1 and A117.1 will be cited extensively to support the presented information, and strategies will be discussed to address the issues presented, including interpretation of the accessibility standard and the customization of the new lift in many ways.
Welcome Reception
Sunday, April 19 • 7:00pm–9:00pm
Welcome to Isle of Palms, South Carolina! Nestled on the tip of this small isle barrier, Wild Dunes has become South Carolina’s premier oceanfront resort. Tonight, gather with old friends and meet new ones during this casual reception at the Grand Pavilion Gazebo.

Opening Breakfast
Monday, April 20 • 8:00am–9:15am
Before diving into a day full of education and networking, start it off with a hearty breakfast in the Tides Ballroom. Hear NAEC President Don Gelestino give his State of the Association Address, followed by Keynote Speaker Jones Loflin’s “How to Talk Your Way to a Stronger Team.”

Reception
Tuesday, April 21 • 5:30pm–6:30pm
Enjoy a cocktail with your peers before exploring all that the island and city of Charleston has to offer at this informal reception. Meet us at the Boardwalk Inn Pool for laughs and relaxation.

Dregs Event
Wednesday, April 22 • 7:00pm–8:30pm
After four exciting days of education and networking, let’s have one last HOORAH of fun at this evening’s Dregs Party. As we relish the last moments to bid farewell to old friends and new, we look forward to next year. Tucson, Arizona, here we come!
Optional Activities

**Official Golf Tournament**

*Patriots Point Links • 1pm Shotgun Start*
*Monday, April 20 • 12:00pm - 6:30pm*

With its breathtaking panoramic views, Patriot Point Links sits on the edge of Charleston Harbor and has been the favorite place to golf for local Charleston golfers and resort guests. Players of all skill levels will enjoy this Willard Byrd designed links course with four sets of tees ranging from 5100 to 7000 yards.

The fee of $165 for members and $190 for non-members covers cart, green fees, transportation, boxed lunch and beverage cart during tournament and prizes. *See note for Golf Outing participants below.

**Fort Sumter Cruise**

*Tuesday, April 21 • 8:15am - 12:30pm*

Climb aboard and enjoy a 30 minute cruise to historic Fort Sumter where you will learn about the events which led to the outbreak of the American Civil War and its pivotal role in America's most bloody war.

The fee of $130 for members and $150 for non-members includes taxes, gratuities and round trip transportation.

**Charleston Historic City Tour and Edmonston-Alston House**

*Monday, April 20 • 1:00pm - 5:00pm*

Immerse yourself in Charleston’s rich history in a multi-faceted exploration of The Holy City, including a tour of the Edmondston-Alston House - the site that gave refuge to General Robert E. Lee the night a wide-spaying fire threatened his safety in a Charleston hotel.

The fee of $125 for members and $145 for non-members includes taxes, gratuities and round trip transportation. *See note for Golf Outing participants below.

**No Frills Golf Tournament**

*Wild Dunes Harbor Course • 1pm Shotgun Start*
*Wednesday, April 22 • 12:00pm - 6:00pm*

Rated among the “Best in State” for golf in South Carolina, golfers can enjoy 36 holes of signature golf courses. Known for its challenging design and beautiful views, and most of all, water, this varied golf course will test all aspects of your game.

The fee of $120 for members and $150 for non-members covers cart, green fees and transportation. *See note for Golf Outing participants below.

*Please Note: Golf Outing participants are required to wear clothing that is customary to golf. Players must wear collared shirts and golf shoes and may not wear sweat pants or cut-offs. Participants are expected to use proper conduct while on the golf course property. Players are responsible for obeying the posted daily cart path rules, replacing divots, repairing ball marks on the green and raking of sand traps. Unruly behavior, foul language, throwing of clubs, hitting shots into groups will not be tolerated. All golfers will be expected to adhere to proper golf etiquette including ready golf and keeping within sight of the foursome in front.

**Register Today!**

Visit naec.org/conference or contact Britnee Irwin at Britnee@naec.org.
**Resort Guide**

**Wild Dunes Resort**
Simply relaxing... Situated on scenic Isle of Palms, South Carolina, Wild Dunes Resort is a place where travelers come, year after year, simply to relax and enjoy its peacefulness. Just a short drive, guests can enjoy historic Charleston which has been named among Conde Nast's Best Travel Destinations in the US seven years in a row and GQ's Coolest Small Cities in America. While staying at the Wild Dunes Resort, NAEC guests can call or text WENDI (Whatever Needs Done Instantly) for any on-resort needs during your stay. TEXT 843.620.2162 or Dial “0” on a Resort phone.

**Reservations**
A limited number of rooms have been set aside until March 23, 2020. Room reservations must be made directly to Wild Dunes Resort by:
Phone: (877) 624-3654
Online: www.naec.org/conference
Please identify yourself as part of the National Association of Elevator Contractors and use Group Code 3HD7RW to receive the conference room rate. Room rates are $249 plus taxes and fees, for single or double occupancy. In order to guarantee your reservation, your credit card number will be required.

**Credit Cards**
Wild Dunes Resort accepts all major credit cards.

**Transportation**
Wild Dunes Resort is 23 miles from Charleston International Airport (CHS).

Ground transportation is available, including all major Rental Car Companies (www.iflychs.com/Ground-Transportation/Rental-Cars) and prearranged Taxis & Sedan Service (www.iflychs.com/Ground-Transportation/Taxis-Shuttles). For more information, you can call the Guest Services at 843-767-7007.

The Charleston International Airport Rental Car Pavilion is located at the end of the terminal near Baggage Claim.

**Recommended Dress**
During April in Isle of Palms, South Carolina, the average high is 75 degrees and an average low of 55 degrees. “Business casual” is suitable at all times and best describes appropriate attire for the area. All NAEC functions are casual. Plan on relaxed attire for the optional activities—and comfortable shoes are a MUST.

**Hotel Address**
Wild Dunes Resort
200 Grand Pavilion Blvd.
Isle of Palms, SC 29451

**Disclaimer**
While NAEC has a number of rooms blocked at the Wild Dunes Resort for our program, any unsold rooms will be released for general sale after March 23, 2019. Waiting until this date will not ensure that you will get a room. Rooms are sold on a first-come, first-served basis, so don’t delay!