

III. INSTRUCTOR INFORMATION

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| 1. Names and Titles of Instructors | See attached |
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Changes made to the EGLE Septage Waste Program approved courses without prior approval shall result in the approval for that course to be immediately revoked.

The Michigan Department of Environment, Great Lakes, and Energy (EGLE) will not discriminate against any individual or group on the basis of race, sex, religion, age, national origin, color, marital status, disability, or political beliefs. Questions or concerns should be directed to the EGLE Office of Personnel Services, P.O. Box 30473, Lansing, Michigan 48909.



SCHEDULE OF EVENTS WITH SPEAKER BIOS AND LEARNING OBJECTIVES

All times CST (UTC -6)

Tuesday, Nov 17

1:00 pm-5:00 pm

Committee Meetings

Full schedule of committees and locations to be published by October 15, 2020

5:00 pm-6:00 pm

Board Meeting

Open to all PSAI members

6:00 pm-7:30 pm

Board Happy Hour

Join the Board for games, prizes and great conversation while you sip your favorite beverage from the comfort of your home or office

Wednesday, Nov 18

Exhibits open 4:30 to 6:30 pm; other times by appointment

10:00 am-11:00 am

Welcome and Keynote: How to Reimagine Your Business for the COVID-19 Economy

Description: The world may never be the same. Now is not the time to "wait" until normal comes back. Small business expert Barry Moltz teaches how to reimagine your business with the assets, skills and relationships you currently have and match them to what your customers need now.

Learning objectives:

1. Identify key changes in customer needs and interests since the COVID-19 pandemic
2. Learn methods of inventorying your firm's assets, skills and relationships
3. Develop a change plan for your business which aligns the evolving market/customer needs with your company's capabilities and strategic intent

Speaker bio: As a small business expert, Barry Moltz gets owners growing again by unlocking their long-forgotten potential. With decades of entrepreneurial experience in his own business ventures as well as consulting countless other entrepreneurs, Barry has discovered the formula to get stuck business owners unstuck and marching forward. As a small business expert, Barry applies simple, strategic steps to facilitate change.

Barry has founded and run small businesses with a great deal of success and failure for more than 20 years. After successfully selling his last operating business, Barry has branched out into a number of entrepreneurship-related activities. He founded an angel investor group, an angel fund, and is a former advisory member of the board of the Angel Capital Education Foundation. He has written five books including, "You Need to Be A Little Crazy: The Truth about Starting and Growing Your Business," "Small Town Rules: How Small Business and Big Brands can Profit in a Connected Economy," and "How to Get Unstuck: 25 Ways to Get Your Business Growing Again." His titles have been translated into Chinese, Russian, Korean and Thai.

11:30 am-12:30 pm

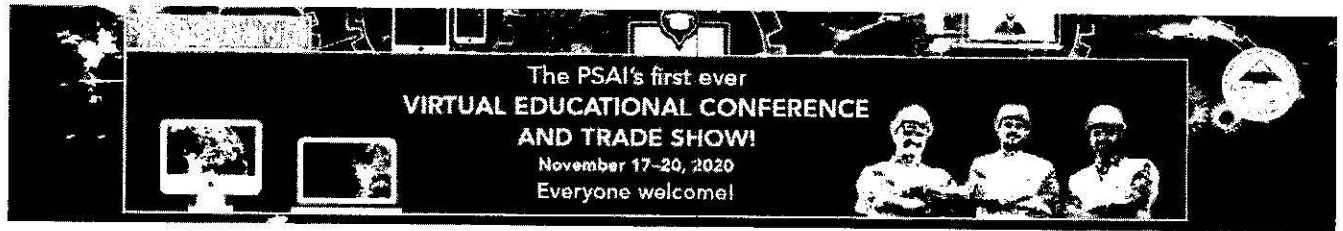
Topical Roundtables I

Choose from a variety of portable sanitation-related focus areas and join the discussion. All facilitators are trained peers with extensive experience in the subject matter.

- Quality in the field - units, sinks, restroom trailers
- Purchasing equipment in 2021 - trends and questions
- Human resources, COVID, and portable sanitation
- Promoting your company virtually: social media, websites, and more
- Purchasing the best truck for the job
- OSHA 300 logs and requirements
- Updating pricing and quality strategies post-COVID
- Providing service for disasters

12:30 pm-1:00 pm

Break/Exhibitor Playground



Wednesday, Nov 18 (continued)

Exhibits open 4:30 to 6:30 pm; other times by appointment

1:00 pm-2:30 pm

Learning Tracks I

Choose one option from the list of live sessions offered simultaneously. Then catch the recording of the others later!

Operations Track: Portable Sanitation Excellence and Special Events (with or without COVID-19)

Description: Special events are one of the main uses for portable sanitation. It is important for professionals to understand how to plan, service, and follow up on events large and small. In 2020, COVID-19 has added a variety of new considerations and issues that will be highly relevant in each of these activities, and this course will address how portable sanitation companies need to adjust so that users' and workers' safety is maximized.

Learning objectives:

1. Know the key considerations in determining the optimal number and types of portable units required for special events under normal conditions and in light of COVID-19 precautions.
2. Be able to identify both ideal and acceptable placement configuration options at various special events.
3. Be able to describe specific behaviors they should employ and those they should avoid when placing, servicing, and picking up special event units.
4. Know the most likely areas in which problems may develop and understand the steps they can take, both proactively and reactively, to minimize their impact on a successful event.

Speaker bio: This course has been developed by the PSAI's training committee of experienced portable sanitation professionals and vetted by a group of peer subject matter experts. The instructor will be a member of the committee who will follow an approved training manual.

Management Track: Fleet Safety Part I – Best Practices in Creating Your Fleet Safety Program

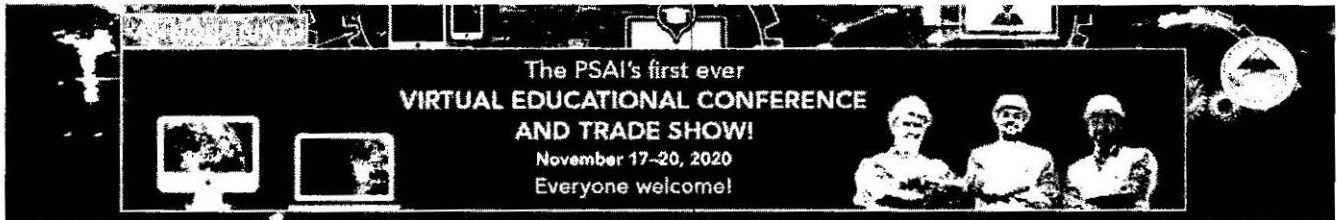
Description: A fleet safety program establishes the policies and procedures that are needed to help ensure a safe work environment. It can also help protect against liability from vehicle accidents. Because the road is one of the most dangerous places for employees, establishing a formal and ongoing program of screening, testing, inspection and training is essential.

Learning objectives part I:

1. Know the requirements for fleet safety including on-road performance criteria, defensive driving, and internal policies
2. Develop techniques for monitoring safety performance through roadside inspections (CSA program)
3. Understand the requirements for periodic vehicle inspections and maintenance on commercial motor vehicles, as well as how to develop your own vehicle maintenance program

Speaker bios: This course will be co-led by two seasoned professionals:

- Aaron Kelley is the Director of DOT Compliance for the largest provider of portable sanitation in the temporary site services industry, overseeing a fleet of 3000 across 18 motor carriers. Previously, he was the Director of Transportation Compliance for the 17th largest motor carrier and largest hazardous waste transporter in North America. He is the author of comprehensive FMCSA/DOT and PHMSA Hazardous Materials compliance training for the private sector, and he has first-hand experience having more than one million accident-free miles behind the wheel of a commercial vehicle.
- Mark Nugent serves as National Fleet Manager for United Site Services. In a career that spans more than three decades, Mark worked for distinguished companies such as Clean Harbors, Boston Sand & Gravel, and First Student, Inc., and he has worked on projects that span Boston's Big Dig to seven-figure contracted jobs. Throughout his work, Nugent has focused on cost-cutting initiatives (amassing millions of dollars in savings for his various employers) and has consistently put an emphasis on continual education—becoming both a certified DOT Inspector and ASE-certified Diesel Mechanic.



Wednesday, Nov 18 (continued)

Exhibits open 4:30 to 6:30 pm; other times by appointment

1:00 pm-2:30 pm (continued)

Sales/Office Track: Improving Your Inside Sales and Customer Service

Description: Inside sales is the art of knowing, nurturing and transforming leads into customers remotely. With the evolution of technology, inside sales have become the driving force for revenue growth. It doesn't matter if you have a dedicated inside salesperson or share the role with other activities; inside sales can help you grow your business.

Learning Objectives:

1. Understand how to transform inside sales to an essential element of success during the pandemic.
2. Identify the five buying influences for every sale and how to identify them
3. Discover ways to use available technology to make inside sales easier and automate functions
4. Determine how many touchpoints it takes to get a customer to commit and why most salespeople don't hit their target.
5. Identify the impact customer service has on sales and sales referrals

Speaker bio: Eddie LeMoine is a Canadian-born international author, keynote speaker, seminar leader and corporate trainer. He specializes in leadership, employee engagement, stress management, safety and the psychology of success. Through his inspiring stories, infectious sense of humor and genuine care for people, Eddie easily connects with—and motivates—audiences all over the world. Eddie's unprecedented success is due to his powerful ability to close the gap between business results and personal development. He inspires greatness in corporations by inspiring greatness in individuals.

2:30 pm-3:00 pm

Break/Exhibitor Playground

3:00 pm-4:00 pm

Topical Roundtables II

Choose from a variety of portable sanitation-related focus areas and join the discussion. All facilitators are trained peers with extensive experience in the subject matter.

- Solving the water dilemma on route trucks
- Finding and retaining employees - office, route, and repair personnel
- Quality in the field - units, sinks, restroom trailers
- Purchasing equipment in 2021 – trends and questions
- Software issues and options for billing and routing
- Purchasing the best truck for the job
- Disposal issues
- Updating pricing and quality strategies post-COVID
- Unique job sites

4:00 pm-4:30 pm

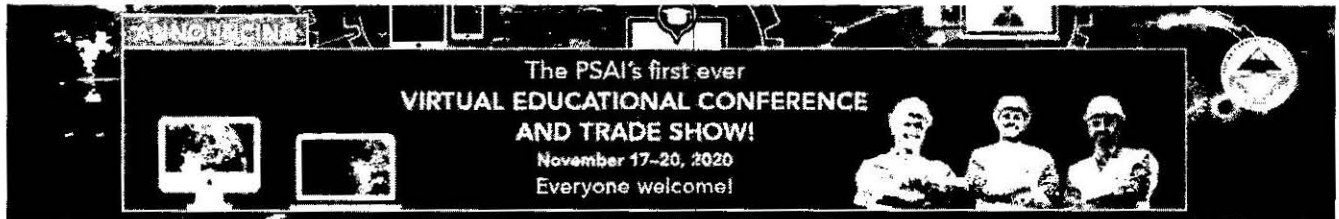
Innovation Forum

Just before we kick off the trade show, join some of our exhibitors as they share the latest developments and newest products in their areas of expertise. It's like "speed dating" with a portable sanitation twist.

4:30pm-6:30 pm

Exhibit Hall Open

Now's the time to visit our exhibitors at their virtual booths. You'll learn about their products, discover show discounts, and collect badges that add up some cool prizes at the end of the show.



Thursday, Nov 19

Exhibits open 8:30 am -10:00 am; 4:30 to 6:30 pm; other times by appointment

8:30 am-10:00 am

Exhibit Hall

Whether it's early or late where you live, there's always a time that is right to visit our exhibitors at their virtual booths. You'll learn about their products, discover show discounts, and collect badges that add up some cool prizes at the end of the show.

10:00 am-11:00 am

Welcome and Keynote: New Standards, New Future for Portable Sanitation and Nonsewered Waste Systems

Description: Portable sanitation is always evolving. Learn about the new equipment technologies and strategies for waste disposal that are being created to help companies and communities better address the challenges they face. This is a peek into the future!

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Learning objectives:

1. Understand the driving forces behind the development of new toilet and waste processing technologies
2. Become familiar with the various "next generation" toilet designs and their feasibility in the portable sanitation market globally.
3. Learn how small-scale waste processing developments for communities could be adapted for the portable sanitation industry to reduce expense and dependence on POTWs
4. Identify considerations for business decisions in the near and middle-term in order to strategically position their company for these technology changes.

Speaker bio: Karleen Kos has been the Executive Director of the PSAI since 2014. Under her leadership the organization has introduced a Code of Excellence for the portable sanitation industry, developed a series of training courses on portable sanitation-specific topics, updated industry standards and participated in global standard-setting activities, modernized the PSAI's certification programs, and overseen the Association's efforts to evolve the industry in response to COVID-19. Karleen writes articles on industry-specific topics for the PSAI's newsletter for members, and she is a regular contributor to PRO Magazine. She holds master's degrees in counseling and business administration, has decades of training experience, and she is a certified association executive.

11:00 am-11:30 am

Break/Exhibitor Playground

11:30 am-12:30 pm

Topical Roundtables III

Choose from a variety of portable sanitation-related focus areas and join the discussion. All facilitators are trained peers with extensive experience in the subject matter.

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- Special events in 2021: it's a new world
- Solving the water dilemma on route trucks
- Finding and retaining employees - office, route, and repair personnel
- Quality in the field - units, sinks, restroom trailers
- Software issues and options for billing and routing
- New revenue opportunities in the wake of COVID
- Good Agricultural Practices (GAP)
- The evolving trailer business

12:30 pm-1:00 pm

Break/Exhibitor Playground



Thursday, Nov 19 (continued)

Exhibits open 8:30 am -10:00 am; 4:30 to 6:30 pm; other times by appointment

1:00 pm-2:30 pm

Learning Tracks II

Choose one option from the list of live sessions offered simultaneously. Then catch the recording of the others later!

Operations Track: Portable Sanitation Excellence and Worksites (with or without COVID-19)

Description: Job sites are one of the main uses for portable sanitation. It is important for professionals to understand how to plan, service, and follow up with worksite customers large and small, as well as on unique job sites such as mines, government installations, airports, and refineries. In 2020, COVID-19 has added a variety of new considerations and issues that will be highly relevant in each of these activities, and this course will address how portable sanitation companies need to adjust so that users' and workers' safety is maximized.

Attendees will learn:

1. How to differentiate needs and best practices for different types of work sites both during normal operations and during the pandemic
2. What you need to know regarding special types of work sites such as federal installations, schools, and big box stores
3. Key considerations in determining the optimal number and types of portable units required for work sites
4. How to identify both ideal and acceptable placement configuration options at various work sites, and what has changed as the result of COVID-19 precautions and OSHA guidance
5. Specific behaviors you should employ and those they should avoid when placing, servicing and picking up at work sites

Speaker bio: This course has been developed by the PSAI's training committee of experienced portable sanitation professionals and vetted by a group of peer subject matter experts. The instructor will be a member of the committee who will follow an approved training manual.

Management Track: Fleet Safety Part II – Recordkeeping and Liability Management

See course description and speaker bios above in part I.

Learning objectives part II:

1. Attendees will learn requirements and strategies for maintaining up-to-date operational records including driver files, vehicle files, DVIRs, and periodic inspections
2. Attendees will learn requirements and strategies for maintaining up-to-date motor carrier records including operating authority, carrier registrations, DOT accident registers, and others
3. Attendees will be able to identify potential risks that are revealed through indicators such as the CSA program, DOT accident registers, insurance filings, internal policies, and records.

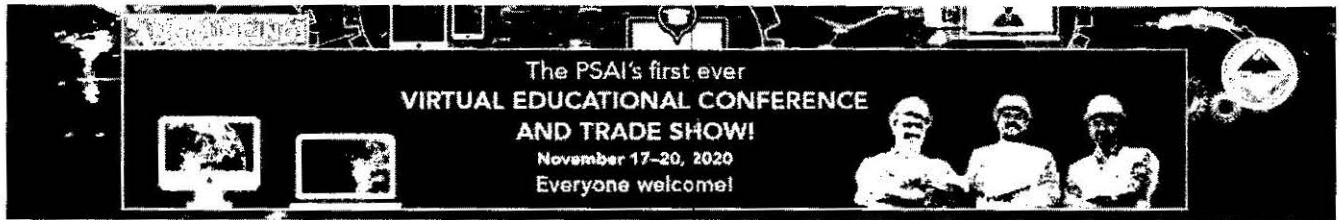
Sales/Office Track: The Art of Outstanding Sales Performance

Description: Hitting your sales targets makes business much more enjoyable. For most companies, all of the profitability is in the last 10% of the sales target. Why do top salespeople make it look so easy while others struggle to achieve their targets? Increasing the performance of the sales team is certainly at the root of the answer. This session will teach an approach that builds customer satisfaction, increases employee engagement, and improves retention.

Learning Objectives:

- Identify the three steps to setting sales targets that stick
- Discover the reasons most people don't hit their sales target
- Learn to identify the critical decision-maker for each sale
- Leverage information and company strengths to get to a "yes" with your customer
- Adopt three habits to accelerate your performance

Speaker bio: Eddie LeMoine is a Canadian-born international author, keynote speaker, seminar leader and corporate trainer. He specializes in leadership, employee engagement, stress management, safety and the psychology of success. Through his inspiring stories, infectious sense of humor and genuine care for people, Eddie easily connects with—and motivates—audiences all over the world. Eddie's unprecedented success is due to his powerful ability to close the gap between business results and personal development. He inspires greatness in corporations by inspiring greatness in individuals.



Thursday, Nov 19 (continued) Exhibits open 8:30 am -10:00 am; 4:30 to 6:30 pm; other times by appointment

2:30 pm-3:00 pm

Break/Exhibitor Playground

3:00 pm-4:25pm

HOLLways

These seven hands-on learning labs will run concurrently. Attendees will choose the topics of greatest interest and rotate through them in three 30-minute sessions (3:00 pm-3:25 pm; 3:30 pm-3:55 pm; and 4:00 pm-4:25 pm). Facilitators are groups of trained peers with extensive experience in the subject matter areas.

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- Navigating DOT roadside safety inspections: Session will cover essential points for preparing for inspections, records required, and how to address deficiencies
- Sink options for winter – and beyond: Session will cover tactics for placing sinks to avoid freezing in the winter, what to do if a sink does freeze, and design innovations that are needed from manufacturers
- Choosing the best truck for the job: Session will cover how to assess truck needs based on business strategy and the evolving fresh water requirements since COVID-19 has increased hand washing
- ADA compliance and issues in portable sanitation: Learn the difference between ADA "accessible" and "compliant" equipment as well as the many necessary considerations to ensure a site meets the requirements of the law.
- Customer/employee communication in the COVID-19 world: It's a pandemic and face-to-face communication is not the same. Sometimes it's not even possible. Yet our industry is essential, and operations continue. The session will look at ways to ensure critical communication is boosted and relationships are maintained when social distancing and COVID-19 precautions are required.
- Handling COVID-19-related HR issues to boost safety and morale: The session will cover how to introduce, adopt, and monitor changes in employee behavior and business protocols that are needed as the result of the pandemic, as well as considerations for if, when, and how to relax those protocols in a "new normal"
- Trailer evolution for the "new normal": Trailers are in greater demand than ever, and what is needed from them is changing as the result of the pandemic. Hear about ideas manufacturers are considering and modifications to existing trailers others are trying.

4:30 pm-6:30 pm

Exhibit Hall

Last chance to visit our exhibitors at their virtual booths and collect badges that add up some cool prizes at the end of the show. Doesn't work for you? Make an appointment to see your favorite exhibitors any time. Details to follow!

Friday, Nov 20 Exhibitors available by appointment

10:00 am-11:00 am

Welcome and Workshop-The Cost of Doing Business (Part I)

Description: Make more money than you spend and you're successful, right? Maybe or maybe not. This workshop will help you go deeply into the various cost drivers for portable sanitation companies. We will examine ways to manage and account for those costs so that you can set prices that effectively reflect your business strategy (low cost leader versus value differentiation) and maximize your cash flow options.

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Learning Objectives:

1. Understand the nuances of predicting and controlling various direct costs such as equipment, fuel, and personnel
2. Identify indirect expenses such as insurance, hiring costs, and technology and how to make strategic decisions regarding them.
3. Explore costs related to purchasing and maintaining equipment and supplies, including inventory carrying costs, and how to determine the optimal scenario for your business objectives.

Speaker bio: Jeff Wigley is the retired owner of Pit Stop, a Georgia-based portable sanitation company he and his wife started from scratch and operated for more than 20 years. He is a past president of the PSAI Board of Directors and has served on numerous committees over the years. He is currently the chair of the PSAI's Certification Commission, researches and writes articles for the PSAI's bi-weekly newsletter, and helps guide Association volunteers in numerous tasks. Prior to his stint in portable sanitation, Jeff worked as a business analyst for IBM for 10 years. He holds a bachelor's degree in industrial and organizational psychology from the University of Georgia. Jeff will be joined by invited peer experts who will speak to their real-world experiences in areas covered by the learning objectives.



Friday, Nov 20 (continued) Exhibitors available by appointment

11:00 am-11:15 am

Break

11:15 am-12:15 pm

203

The Cost of Doing Business Workshop (Part II)
See information above in Part I

12:15 pm-12:30 pm

Break

12:30 pm-1:30 pm

204

Topical Roundtables IV

Choose from a variety of portable sanitation-related focus areas and join the discussion. All facilitators are trained peers with extensive experience in the subject matter.

- Special events in 2021: it's a new world
- Quality in the field - units, sinks, restroom trailers
- Human resources, COVID, and portable sanitation
- Promoting your company virtually: social media, websites, and more
- New revenue opportunities in the wake of COVID
- Insurance issues and needs beyond health insurance
- The evolving trailer business
- Unique job sites

1:30 pm-2:00 pm

Finale: 2020 Awards and Grand Prize Announcements



PSAI VIRTUAL CONFERENCE AND TRADE SHOW EDUCATIONAL ROUNDTABLE SESSIONS

Excellence in the Field

Quality in the Field – Units, Sinks, and Trailers (Sessions I, II, III, and IV)

- Has your company instituted more frequent cleaning and quality assurance as the result of COVID-19? Why or why not?
- What is your company's goal for the time required to properly service a portable restroom?
- Taking into account differences in driving distances, what is the average number of services that you expect a route service technician to accomplish in a daily route?
- What are the pros and cons of pre-mixing water and deodorizer versus using a water prefill and adding deodorizer on site?
- What other techniques do your service technicians use to ensure good customer service?

Providing Service for Disasters (Session I)

- What types of disasters are most likely in your area and how prepared are you to provide service for them?
- How do you engage proactively with your local disaster prep leaders and government agencies so that you are a credentialed provider? What terms do you offer in order to get these contracts and what's the best way to make sure you get paid?
- Do you handle all aspects of disaster service yourself or do you subcontract? If you subcontract, how do you manage those relationships and the quality of service provided?
- What special training do you provide your team members and what procedures do you put in place to make sure your disaster service flows seamlessly?

Purchasing Equipment in 2021: Trends and Questions (Sessions I and II)

- Do you expect the COVID-19 changes in equipment/service demands to last? What are you using to gauge this?
- Are you likely to invest in more sinks? What will guide that decision process?
- What features are the most important/in greatest demand from your equipment inventory? What problems need to be solved?
- How does the ADA apply to things like sinks and hand sanitizer stands?
- What will you be looking for in the units and trailers you expect to purchase in the future?

Purchasing the Best Truck for the Job (Sessions I, II)

- What are the advantages and disadvantages of pump trucks vs slide-in units?
- What are the pros and cons of steel vs aluminum vs stainless steel tanks?
- What are the considerations in using CDL-rated vs non-CDL trucks?
- Compare and contrast single-side vs dual-side service
- What are the considerations in choosing a given vehicle or pump manufacturer?



Disposal Issues (Session II)

- What are the major barriers to disposal of waste in your area?
- How do you learn what permits are needed and then obtain permits for your disposal facility?
- What are options for waste disposal as opposed to going directly to a waste treatment facility?
- How can you do a per gallon cost analysis of alternative waste disposal methods versus direct disposal at a wastewater treatment facility?

Solving the Water Dilemma on Route Trucks (Sessions II and III)

- How much has your need for fresh water increased since COVID-19?
- How are you solving this problem temporarily?
- What steps will you take to address it on a longer term basis?
- What impact will cold weather have on these needs?
- What modifications to equipment would you like to see?

Unique Job Sites (Sessions II, IV)

- What steps are necessary to prepare your company to win jobs on unique sites (e.g., government installations, schools, high-security areas, utilities, mines, and airports)?
- What new challenges are you running into on these sites since COVID-19?
- How can smaller companies earn and retain these contracts? What are the pros and cons of doing it?
- Are there unique issues with getting paid on these sites? What does the company need to do to minimize wait times?

Good Agricultural Practices (GAP) (Session III)

- What special issues arise on ag sites and how do these vary by state/county, crop type, and season?
- How do you handle the need for frequent moves of units on ag sites to avoid spills and unpleasant conditions?
- What steps do you take to ensure there is adequate hand wash available and supplies don't run out?
- How has COVID-19 changed the equipment you provide, the frequency of service, and other requirements on ag sites?



Sales and Marketing

Promoting Your Company Virtually (Sessions I, IV)

- How can I use Facebook and other social media sites to advertise my business?
- What is SEO (Search Engine Optimization) and how can I use it effectively?
- How can Twitter, LinkedIn, and SnapChat help my business?
- What sort of staffing is needed to carry out a social media strategy? What skills are needed?

OSHA 300 Logs and Requirements (Session I)

- What is an OSHA 300 log and how do I know if I need one?
- What needs to be recorded on an OSHA 300 log? How has COVID-19 affected this?
- Who needs to see these logs, how long do I have to keep them, and what if we are inspected by OSHA?
- An employee is asking about the data on the log. What can I tell them?

Special Events in 2021: It's a New World (Sessions III, IV)

- How do you become aware of special events in your area? What changes do you expect post COVID-19?
- What is the most effective method to market your services and to close deals?
- How do you calculate your costs and prepare to bid for an event?
- What types of equipment will you offer to your potential event customers (units, sinks, trailers) post-COVID-19?
- What adjustments will you make to service frequency and procedures next year?
- What are your best "lessons learned" from providing special event services in the past and how will they need to adjust in 2021?

The Evolving Trailer Business (Sessions III, IV)

- What types of restroom trailers are available?
- How are needs and preferences changing since COVID-19?
- What are the advantages and disadvantages of large multi-stall trailers vs small and single stall trailers?
- How does the ADA affect the choice of trailers?
- When entering this market, what should I consider before deciding what type of trailer should I initially purchase?
- What types of trucks are required to transport trailers?
- What are your best tips for marketing trailers effectively?



Business Issues

Updating Pricing and Quality Strategies Post COVID-19 (Sessions I and II)

- Conditions have changed – what operating costs have changed and how are you accounting for these in your pricing strategy?
- During the pandemic inspectors and regulators are insisting that conditions improve on job sites – what is your company doing to meet these requirements and how are you engaging your customers in complying?
- Do you have certain areas of your business that you expect to lose money on in order to gain or retain lucrative customers? How do you decide to do this and how has it changed during COVID-19?
- Do you offer your customers any type of incentives for staying with you, paying early/on time, taking good care of your equipment, etc.? Have you considered it?

Note: this session will comply in all ways with federal anti-trust laws. There will be no discussion of specific price points or any talk amongst participants on topics that would have the effect of restraining trade.

Human Resources, COVID-19, and Portable Sanitation (Sessions I, IV)

- What workforce adjustments are portable sanitation companies making during the pandemic?
- How are you handling precaution and leave situations that are not strictly covered in the laws (e.g., childcare/voluntary home schooling, concern for vulnerable family members, requests for remote work when everyone else is on site, etc.)?
- What adjustments have you made or are you making to keep your offices safe? Have you had anyone who won't comply or who doesn't think what you are doing is enough?
- How will you address requiring (or not) workers to take the vaccine it becomes available?
- How do you address employee and customer concerns about COVID-19?

Finding and Retaining Employees (Sessions II, III)

- How has employee recruitment, screening, selection, and onboarding changed during the pandemic?
- What approaches are most successful to rewarding and retaining existing personnel?
- What type of benefits package (time off, insurance, etc.) do you offer? How do you benchmark it against other employers?
- Is there a plan for personal days off and a way to accommodate family emergencies during COVID-19?
- Do you have a formal incentive plan for retaining your best staff? If so, has it changed in the past year?

New Revenue Opportunities in the Wake of COVID-19 (Sessions III, IV)

- How has your customer base changed during the pandemic? How will that continue long term?
- How have changes in the requirements on job sites, schools, medical facilities, and delivery depots affected your area?
- How do you decide whether, when, and how to choose another business line?
- What issues need to be addressed in diversification (insurance, hiring additional staff, training, marketing, accounting, other)?



Insurance Issues and Needs Beyond Health Insurance (Session IV)

- What sorts of coverage does a portable sanitation company actually need and how is that changing?
- What do you need to know about coverages that are often considered but not mandatory such as pollution control coverage?
- Beyond health insurance, what insurance benefits make the most difference to employees?
- What tips do you have for keeping your worker's comp mod in check?
- What things can you implement to reduce your overall insurance bill without leaving your company exposed?