



# IACO A

*Serving the Armored Services Industry since 1971<sup>®</sup>*

## 2011 ANNUAL CONVENTION

*The Omni Interlocken Resort  
Denver, Colorado (Broomfield)*



*The*  
**INDEPENDENT  
ARMORED CAR OPERATORS  
ASSOCIATION, INC.**

*Welcomes you to the*  
**IACOA 2011 Annual Convention**  
*at the*

**THE OMNI INTERLOCKEN RESORT**

**Denver, Colorado (Broomfield)**

*Friday, July 10, 2011 with Departure on Tuesday, July 14, 2011*

**– PROGRAM & AGENDA –**  
*as of June 1, 2011*

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*This Program & Agenda contains a list of functions, events & confirmed speakers. One of the most dynamic features of an annual convention is the Agenda. It constantly evolves right up to the last minute as individuals and companies involved in our industry learn about our event and decide they want to participate in the discussions. Minor changes may occur in the final days before our event that are not available as we go to press. What follows is our 2011 Annual Convention Program & Agenda as of June 1, 2011.*

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**FRIDAY**

**June 10, 2011**

**IACOA 15th Annual Golf  
Tournament**

**06:00 A.M. – 12:00 P.M.**

**Meet in the Hotel Lobby**

**IACOA 15th Annual Golf Tournament, Meet in the Hotel Lobby**

The IACOA 15th Annual Golf Tournament is at the Omni Interlocken Resort Golf Club. It's a 27-hole facility, consisting of three individual regulation 9-hole courses; Eldorado, Vista and Sunshine. The courses were designed by Graham & Panks International, the partnership of David Graham (*1981 U.S. Open Champion and PGA Senior Tour player*) and Gary Panks. Located between Denver and Boulder, the Omni Interlocken is a must for both travelers and locals alike. The Virtual Course Tour features each hole with detailed graphical yardage markers and 360 degree panoramic views.

With more than 400 feet in elevation changes, the course offers a stunning panoramic view of the Colorado Rockies. From the Vista's fourth hole, one can see from the Front Range of Pike's Peak in the South to Long's Peak in the North, along with views of downtown Denver and the eastern plains. Stretching over 300 acres, this rolling 7,100 yard, par 72 course provides a truly exceptional experience for the pro or amateur golfer.

**Registration Desk Open**  
**01:00 P.M. – 06:00 P.M.**  
**Centennial Foyer**

**IACOA Registration Desk, Centennial Foyer**

Stop by and pickup your Convention Registration Packet. It includes your Program/Agenda, Name Badge, The Denver Visitor's Guide & Map, and more! Your name badge holder also contains a handy Program/Agenda printout. And remember, you will need your name badge to attend all IACOA sessions, functions & events.

*The Registration Desk & Name Badges are Sponsored by Ms. Denise Narancich, President, Secure Products Corporation, Elmhurst, Illinois*

**The United States**  
**Denver Mint Tour**  
**07:45 A.M. – 01:00 P.M.**  
**Meet in the Hotel Lobby for**  
**Tour Bus departure promptly**  
**at 8:00 A.M.**

**The United States Denver Mint Tour, Meet in the Hotel Lobby**

The United States Denver Mint has graciously invited a select number of IACOA members to attend a special V.I.P. Tour of their facility. This is a production floor tour not available to the general public and represents a unique opportunity for our members to see the Denver Mint in action. Background checks on all attendees is required, and the deadline for submission has passed. The event is overbooked. If you have submitted a background check form and cannot attend, please let IACOA Convention Staff know so another pre-approved attendee can take your place. There is a \$35 fee to attend the Tour. This fee is priced to offset IACOA's cost of transportation; the United States Denver Mint has imposed no fee whatsoever.

*This is an optional event for which you must have pre-registered. \$35*

*The United States Denver Mint Tour requires an additional registration fee of \$35 to offset IACOA's cost of transportation. The United States Denver Mint has imposed no fee whatsoever. Attendance requires a full background check, and attendance is limited. Tour fees paid in which attendance cannot be granted will be refunded.*

**FRIDAY**  
**June 10, 2011**  
*continued*

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**The Board of Directors  
Annual Meeting**  
02:00 P.M. – 06:00 P.M.  
Spruce Meeting Room

★ ★ **PLATINUM** ★ ★  
**SPONSOR**

**Presidential Suite**  
09:00 P.M. – Midnight  
Omni Presidential Suite

★ ★ **PLATINUM** ★ ★  
**SPONSOR**

**Board of Directors Annual Meeting, Spruce Meeting Room**  
The Board of Directors will convene its 2011 Annual Board of Directors Meeting at 2:00 P.M. IACOA Directors, Officers & Committee Members will be in attendance. Regular Members in good standing are always welcome and encouraged to attend.

*The Board of Directors Food & Beverage is Sponsored by Mr. Martin Cousineau, CEO, Cambli International, St. Jean, Quebec, Canada*

**Presidential Suite, Omni Presidential Suite**  
Martin Cousineau, CEO of Cambli International, is our 2011 Presidential Suite Sponsor. He will be joined by Jack Elder, 2011 IACOA President. Together, they would like to welcome you to this year's IACOA Annual Convention. Please stop by the Suite and say hello to old friends and introduce yourself to our new members. Visit anytime during the posted hours.

*The Presidential Suite is Sponsored by Mr. Martin Cousineau, CEO, Cambli International, St. Jean, Quebec, Canada*

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**SATURDAY**  
**June 11, 2011**

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**Registration Desk Open**  
07:30 A.M. – 02:00 P.M. &  
05:00 P.M. – 07:30 P.M.  
Centennial Foyer

**Regular Member, New  
Member, Guest &  
Speaker Breakfast**  
08:00 A.M. – 09:00 A.M.  
Centennial E

**IACOA Registration Desk, Centennial Foyer**  
Stop by and pickup your Convention Registration Packet. It includes your Program/Agenda, Name Badge, the Denver Visitor's Guide & Map, and more! Your name badge holder also contains a handy Program/Agenda printout. And remember, you will need your name badge to attend all IACOA sessions, functions & events.

*The Registration Desk & Name Badges are Sponsored by Ms. Denise Narancich, President, Secure Products Corporation, Elmhurst, Illinois*

**Regular Member, New Member, Guest & Speaker  
Breakfast, Centennial E**  
This plated full breakfast is an opportunity for all Regular Members to welcome this year's New Members, Guests and Speakers. All

**SATURDAY**  
**June 11, 2011**  
*Continued*

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New Members, Guests and Speakers are invited, as are all Regular Members who registered for this event. Sorry, Associate Members may not attend this function, unless they are Platinum Sponsors. Please plan to be in your seat by 8:00 A.M., as we must be done by 9:00 A.M. when another event is scheduled in the same room.

*The Regular Member, New Member, Guest & Speaker Breakfast is Sponsored by Mr. Robert Pazderka, President, The Armored Group, Phoenix, Arizona.*

**Regular Member  
Sound-off**  
09:00 A.M. – 11:00 A.M.  
Centennial E

**Regular Member Sound-off, Centennial E**  
Regular Member Sound-off is restricted to Armored Car Operators, Regular Members, and Prospective Regular Members only. Please make every effort to attend. Elections will be held during this session, with elected members seated at the Board Meeting Monday afternoon immediately after the General Session adjourns.

**Exhibitor Setup**  
09:00 A.M. – 11:00 A.M.  
Interlocken C & D

**Exhibitor Setup, Interlocken C & D**  
Exhibitors' 8 x 10 piped and draped booths will be available for setup at 9:00 A.M. Setup must be completed by 11:00 A.M. If you are exhibiting, you will only be permitted to setup during this two hour time frame. If you used our drayage company vendor, your shipped packages will be waiting for you in your assigned booth.

**Exhibitor Meeting**  
11:00 A.M. – 11:15 A.M.  
Interlocken C & D

**Exhibitor Meeting, Interlocken C & D**  
The Associate Members' Vendor Liaison, will hold an Exhibitors' meeting to distribute Exhibitor stickers for RM Raffle Cards, and answer any questions you may have. Remember, if you have a booth, you must man that booth during all Exhibitor hours.

**Exhibit Hall Open &  
Lunch Buffet**  
Exhibit Viewing:  
12:00 P.M. – 03:00 P.M.  
Lunch Buffet:  
12:30 P.M. – 01:30 P.M.  
Interlocken C & D

**Exhibit Hall Open for Viewing & Lunch Buffet,  
Interlocken C & D**  
All Regular Members, please stop by Interlocken C & D and bring your appetite and your Exhibitor RM Raffle card. As you visit each booth, the exhibitor will place his or her sticker on your card signifying you have spent time at their booth. Make sure to visit every booth and obtain a sticker from each booth. Later today, you

**SATURDAY**  
**June 11, 2011**  
Continued

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**EXHIBIT VIEWING**

will deposit your completed RM Raffle card in a bowl, a card will be drawn, and valuable prizes, including an iPad, will be awarded. Only Regular Members are eligible, no spouses, Associate Members, guests, speakers, or children. You must be present to win.

**2011 Welcome Cocktail Reception**  
**06:00 P.M. – 07:30 P.M.**  
**Interlocken C & D**

**2011 Welcome Cocktail Reception, Interlocken C & D**

We formally welcome you to our Annual Convention with a Cocktail Reception amidst our booth exhibitors. Most of our attendees are now present and anxious to meet with friends and associates. There is no better time to greet our new members and invite them to share drink and conversation during the evening. Tonight's events are semi-formal, that is, jacket and tie for the men; dresses, skirts, and pant suits for the ladies.

**EXHIBIT VIEWING**

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**SPONSOR**

*The Cocktail Reception is Sponsored by Mr. Greg McKay, President, Griffin Inc., Byhalia, Mississippi*

**2011 Convention Portrait Photos**  
**06:00 P.M. – 07:30 P.M.**  
**Centennial Foyer**

**2011 Convention Portrait Photos, Centennial Foyer**

During the Cocktail Reception, please be sure to have your picture taken by our photographic team. The photos will be printed and available at the Registration Desk on Monday.

★ ★ **PLATINUM** ★ ★  
**SPONSOR**

*Photographic Services are Sponsored by Mr. Greg McKay, President, Griffin Inc., Byhalia, Mississippi*

**2011 Welcome Banquet Dinner**  
**07:30 P.M. – 10:00 P.M.**  
**Interlocken A & B**

**2011 Welcome Banquet Dinner, Interlocken A & B**

The 2011 Welcome Banquet Dinner is a plated dinner, so we ask that you plan to be in your seats promptly at 7:30 P.M. Seating is on a first come first served basis, and please be sure to make an extra effort to include new members at your table. During dessert, we will begin the presentation portion of our evening banquet.

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**SPONSOR**

*The Saturday Night Dinner is Sponsored by Mr. Floyd String & Family, President, Coin Wrap Inc., Harrisburg, Pennsylvania*

**Welcome Banquet Presentations**  
**08:30 P.M. – 08:45 P.M.**

**Welcome Banquet Presentations, Interlocken A & B**

During dessert, we will begin our formal presentations with comments from our President, followed by introductions of our Spon-

**SATURDAY**  
**June 11, 2011**  
Continued

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**Interlocken A & B**

sors, Board Members, New Members, Guests, and Speakers. We will update you on our 2012 convention venue, and this year's Golf Tournament Sponsor, Mr. Ron Bray, with Marshall & Sterling, will award the Golf Tournament prizes to this year's winners.

**Saturday Exhibitor  
RM Card Raffle**  
08:30 P.M. – 08:45 P.M.  
Interlocken A & B

**Saturday Exhibitor RM Card Raffle,  
Interlocken A & B**

Earlier today, our Regular Members visited each of the Exhibitor Booths, filled their cards with Exhibitor stickers, and deposited those cards into our drawing container. We will draw four (4) completed cards. Third runner up wins a \$25 Best Buy Gift Card; second runner up wins a \$25 Best Buy Gift Card; first runner up wins a \$50 Best Buy Gift Card; and our Grand Prize winner wins an iPad. Only full registration fee Regular Members are eligible, no Spouses, Associate Members, Guests, Speakers, or Children. You must be present to win.

**RAFFLE DRAWING**  
**Gift Cards & iPad**

*The Saturday Exhibitor RM Card Raffle is Sponsored by Mr. Garry Bailey, Fleet Sales Consultant, Diamond International Companies of Memphis*

**Saturday Night  
Entertainment**  
08:45 P.M. – 10:00 PM  
Interlocken A & B

**A Nite at the Races, Interlocken A & B**

It is the return of horse racing excitement to an IACOA convention. In 2008 at the JW Marriott Desert Springs, we first held such an event and it was unquestionably the most successful entertainment to date. It's back, and run by our very own Tommy Finnegan. There will be a total of (17) prizes for winners of races, and (3) consolation prizes for the less lucky. Stick around and enjoy a chance to play and win at A Nite at the Races!

**★ ★ PLATINUM ★ ★  
SPONSOR**

*The Saturday Night Entertainment is Sponsored by Mr. Martin Cousineau, CEO, Cambli International, St. Jean, Quebec, Canada*

**Presidential Suite**  
10:00 P.M. – Midnight  
Omni Presidential Suite

**Presidential Suite, Omni Presidential Suite**

Martin Cousineau, CEO of Cambli International, is our 2011 Presidential Suite Sponsor. He will be joined by Jack Elder, 2011 IACOA President. Together, they would like to welcome you to this year's IACOA Annual Convention. Please stop by the Suite and say

**SATURDAY**  
**June 11, 2011**  
*Continued*

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hello to old friends and introduce yourself to our new members. Visit anytime during the posted hours.

**★ ★ PLATINUM ★ ★**  
**SPONSOR**

*The Presidential Suite is Sponsored by Mr. Martin Cousineau, CEO, Cambli International, St. Jean, Quebec, Canada*

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**SUNDAY**  
**June 12, 2011**

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**Registration Desk Open**  
*07:45 A.M. – 05:00 P.M.*  
*Centennial Foyer*

**IACOA Registration Desk, Centennial Foyer**

Stop by and pickup your Convention Registration Packet. It includes your Program/Agenda, Name Badge, the Denver Visitor's Guide & Map, and more! Your name badge holder also contains a handy Program/Agenda printout. And remember, you will need your name badge to attend all IACOA sessions, functions & events.

*The Registration Desk & Name Badges are Sponsored by Ms. Denise Narancich, President, Secure Products Corporation, Elmhurst, Illinois*

**Continental Breakfast**  
*07:45 A.M. – 08:30 A.M.*  
*Interlocken C & D*

**Continental Breakfast, Interlocken C & D**

Continental Breakfast will be served in Interlocken C & D at the food service area amidst the Exhibit Booths.

**General Session**  
**Opening Ceremony**  
*08:30 A.M. – 08:45 A.M.*  
*Interlocken A & B*

**General Session Opening Ceremony, Interlocken A & B**

2010/2011 IACOA President Jack Elder will open the General Session with an IACOA welcome. This will be followed by the introduction of all Convention Attendees.

**Federal Reserve Bank**  
**Cash Product Update**  
*08:45 A.M. – 09:25 A.M.*  
*Interlocken A & B*

**Federal Reserve Bank of N.Y., Interlocken A & B**

We are pleased to have snared the always on the move Jeff Pruiksmas at this year's convention. When we contacted him he was making plans for an Asian trip, and we convinced him to make a minor detour to Denver. He'll fill us in on the movement of cash worldwide and other topics he feels may be of interest to our industry. A Fed veteran, he always presents us with a unique snapshot of the past and what might be awaiting us down the road. Please be in your seats on time for our opening presentation.

**GENERAL SESSION**  
**Quiz & Prizes**

**SUNDAY**

**June 12, 2011**

*Continued*

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*Mr. Jeff Pruiksma, Cash Officer, Federal Reserve Bank of New York, New York, New York*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

**The Misuse of Polygraph in the CIT Industry**

**09:25 A.M. – 10:05 A.M.**

**Interlocken A & B**

**GENERAL SESSION**

**Quiz & Prizes**

**The Misuse of Polygraph in the CIT Industry, Interlocken A & B**

This presentation will cover the following topics regarding the use of the polygraph in the screening of job applicants and specific internal loss investigations. The number one issue in the discussion of the validity of the examination is the training of the polygraph examiner. How do I know my examiner is qualified, especially in a state that does not require licensing? Why computerized scoring algorithms should never be used to determine the truthfulness of a subject when it comes to scoring the polygraph charts. Why an improperly conducted pre-employment examination may invalidate a subsequent specific issue test. Why, since the Polygraph Protection Act of 1988, a Behavioral Analysis Interview (BAI) in some investigations might be a better option than a polygraph.

*Presented by Richard J. Byington, a senior instructor for John E. Reid and Associates, Chicago, Illinois.*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

**Morning Break & Viewing of Exhibitor Booths**

**10:05 A.M. – 10:30 A.M.**

**Interlocken C & D**

**EXHIBIT VIEWING**

**Morning Break & Viewing of Exhibitor Booths, Interlocken C & D**

Freshly brewed coffee and assorted soft drinks will be served in the Exhibition Hall. Regular Members, please use this opportunity to visit with our Exhibitors, and remember to complete your Sunday Exhibitor Visitor Cards by visiting each booth. Only completed Cards are eligible for the drawing later today. Be sure to make your way to the next session and be seated by 10:30 A.M.

*The Sunday Morning Break is Sponsored by Mr. Steve White, MHC Truck Sales, MHC Hino, Memphis, Tennessee.*

## SUNDAY

June 12, 2011

Continued

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### Featured Workshop • Featured Workshop • Featured Workshop • Featured

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#### **Triton Systems**

10:30 A.M. – 12:15 P.M.

Centennial F

#### WORKSHOP

Quiz & Prizes for RMs Only

Gift Cards & iPad 2

#### **Triton Systems, Centennial F**

In this, the first of a series of Featured Workshops, IACOA presents Triton Systems, Long Beach, Mississippi.

This Workshop will focus on the products and services that IACOA members can take advantage of to grow their businesses. Triton works directly with IACOA members to help establish new revenue opportunities and value-enhanced partnerships. We offer a fresh approach from our years of ATM manufacturing to the newest family of products, smart safes. We highly value our distributors and business partners, and are known for our outstanding support at all points in the business cycle. We work with you every step of the way.

The Workshop will be a comprehensive look at the existing market and an introduction to innovations that will take us to the next generation of products. It is our hope to inspire IACOA members to branch out in new directions that will yield revenue growth and increase their customer service offerings.

*Presented by Mr. Mark Smith, Business Development Manager, Triton Systems, Long Beach, Mississippi.*

*Session Quiz Prizes Sponsored by Mr. Mark Smith, Business Development Manager, Triton Systems, Long Beach, Mississippi.*

#### **Sunday Luncheon**

12:15 P.M. – 01:15 P.M.

Pavillion

LUNCHEON

#### **Sunday Luncheon, Pavilion**

The Sunday Luncheon Buffet takes place at the pool side Pavilion, weather permitting, with backup in the event of inclement weather in the Centennial and Interlocken Foyers. After lunch, work your way to Interlocken A&B in time for the back from lunch raffle.

#### **Return from Lunch Raffle**

01:15 P.M. – 01:20 PM

Interlocken A & B

#### **Return from Lunch Raffle, Interlocken A & B**

Promptly at 1:15 P.M., we will draw names from the raffle bowl until we have awarded two (2) prizes. Second place is a \$25 Best Buy Gift Card; and first place is a \$50 Best Buy Gift Card. All

## SUNDAY

June 12, 2011

Continued

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### RAFFLE DRAWING

Regular and Associate Members, Guests and Speakers are eligible; you must be present to win. Sorry, no spouses or children are eligible for this drawing.

*The Sunday Return from Lunch Raffle is Sponsored by IACOA.*

### **Federal Reserve Bank, Cash Product Office Update**

01:20 P.M. – 02:00 P.M.  
Interlocken A & B

### **Federal Reserve Bank, Cash Product Office, Update, Interlocken A & B**

This year's presentation will be an update on the Federal Reserve Bank Cash Product Office activities since last year's convention as it relates to coin and currency. Regular topics include Business Continuity/Armored Carrier Outreach, Coin Deposit Quality, Presidential Dollar Coin, Custodial Inventory Program, Coin issues and Initiatives.

*Presented by Mr. Phil Johnson, Director, Federal Reserve Bank of San Francisco, Cash Product Office, Los Angeles, California.*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

### GENERAL SESSION Quiz & Prizes

### **Cashing In On Remote Cash Capture**

02:00 P.M. – 02:40 P.M.  
Centennial E

### **Cashing In On Remote Cash Capture, Centennial E**

Hear first hand from a colleague about the opportunities remote cash capture has for the independent armored carrier. Learn about how the Great Recession has altered consumers use of cash and how recent regulatory mandates bolster the opportunities for smart safe solutions. By deploying hardware agnostic smart safe solutions, the independent armored carrier can now competitively differentiate themselves from the national carriers and compete for local accounts emphasizing personal relationships and great customer service.

*Presented by Mr. Adrian Barker, Cash & Logistics, Fiserv, Dallas, Texas, & Ms. Jane Levenhagen, President, Security Incorporated, Michigan City, Indiana.*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

### BREAKOUT Quiz & Prizes

## SUNDAY

June 12, 2011

Continued

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**9(b)(3) & 13(b)(1): How to Protect Your Business from the Changing Legislative Landscape**  
02:40 P.M. – 03:20 P.M.  
Centennial E

**BREAKOUT**  
Quiz & Prizes

**Afternoon Break & Viewing of Exhibitor Booths**  
03:20 P.M. – 03:40 P.M.  
Interlocken C & D

**EXHIBIT VIEWING**

**Legislation & SCOLA**  
03:40 P.M. – 04:20 P.M.  
Centennial E

**BREAKOUT**  
Quiz & Prizes

**9(b)(3) & 13(b)(1): How to Protect Your Business from the Changing Legislative Landscape, Centennial E**

The protections afforded this industry by the National Labor Relations Act 9(b)(3) and the Fair Labor Standards Act 13(b)(1) legislation are both under threat. What do these laws really mean? What is potentially changing? How to create strategies to protect your business from these potential changes and protect your business from legislative and organizing threats will be discussed.

*Presented by Mr. Robin Miles, President, Rapid Armored Corporation, Brooklyn, New York.*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

**Afternoon Break & Viewing of Exhibitor Booths, Interlocken C & D**

Freshly brewed coffee and assorted soft drinks will be served in the Exhibition Hall. Regular Members, please use this opportunity to visit with our Exhibitors, and remember to complete your Sunday Exhibitor Visitor Cards by visiting each booth. Only completed Cards are eligible for the drawing later today. Be sure to make your way to the next session and be seated by 3:40 P.M.

*The Sunday Afternoon Break is Sponsored by Ms. Elizabeth Cox, TimeMaster, Inc. Lexington, Kentucky.*

**Legislation & SCOLA Update, Centennial E**

Our two presenters are familiar faces and tireless participants in all things legislative affecting our industry. As you may know, IACOA is a member of SCOLA, and our presenters are two of its very active members. We will hear about the latest legislative battles brewing and what we need to do to help protect industry interests.

*Presented by Mr. Mike Gambrell, V.P. of Industry & Governmental Affairs, Dunbar Armored, Inc., Hunt Valley, Maryland, & Mr. Jack Elder, President, IBI Secured Transport, Inc., Ewing Township, New Jersey.*

## **SUNDAY**

**June 12, 2011**

*Continued*

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### **Insurance Round Table**

**04:20 P.M. – 05:00 P.M.**

**Centennial E**

### **BREAKOUT**

**Quiz & Prizes**

### **Insurance Round Table Discussion, Centennial E**

Each year, our Moderator assembles a panel of U.S. and London Brokers, and U.S. and London Underwriters, to come together in one room and discuss the insurance market as it applies to CIT operators. The panel will also cover topics such as the 2010 CIT Market Results, 5-year Industry Premium and Loss Statistics, and predictions for 2012.

*Moderated by Antonio Palmiotto, CEO, Willis llB, Woodbridge, New Jersey.*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

### **Exhibitor**

#### **Cocktail Reception**

**06:00 P.M. – 07:00 P.M.**

**Interlocken C & D**

### **EXHIBIT VIEWING**

### **Exhibitor Cocktail Reception, Interlocken C & D**

Each year, in appreciation of our Associate Members and their support of IACOA, we host a Cocktail Reception in the Exhibition area. Without our Associate Members, Exhibitors, and those who sponsor many of our convention functions, our annual events would be very different. This year, please stop by on your way to dinner and have a drink with our Exhibitors and tell them you appreciate their support.

### **Sunday Exhibitor**

#### **RM Card Raffle**

**06:00 P.M. – 07:00 P.M.**

**Interlocken C & D**

### **RAFFLE DRAWING**

**Gift Cards & iPad**

### **Sunday Exhibitor RM Card Raffle, Interlocken C & D**

Earlier today, our Regular Members visited each of the Exhibitor Booths, filled their cards with Exhibitor stickers, and deposited those cards into our drawing container. We will draw four (4) completed cards. Third runner up wins a \$25 Best Buy Gift Card; second runner up wins a \$25 Best Buy Gift Card; first runner up wins a \$50 Best Buy Gift Card; and our Grand Prize winner wins an iPad. Only full registration fee Regular Members are eligible, no Spouses, Associate Members, Guests, Speakers, or Children. You must be present to win.

*The Sunday Exhibitor RM Card Raffle is Sponsored by IACOA.*

## **SUNDAY**

**June 12, 2011**

*Continued*

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### **Presidential Suite**

*09:00 P.M. – Midnight*

*Omni Presidential Suite*

### **Presidential Suite, Omni Presidential Suite**

Martin Cousineau, CEO of Cambli International, is our 2011 Presidential Suite Sponsor. He will be joined by Jack Elder, 2011 IACOA President. Please stop by the Suite after Dinner tonight and visit with old friends and maybe make a few new friends. Visit anytime during the posted hours.

**★ ★ PLATINUM ★ ★  
SPONSOR**

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## **MONDAY**

**June 13, 2011**

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### **Registration Desk Open**

*07:45 A.M. – 02:00 P.M.*

*Centennial Foyer*

### **IACOA Registration Desk, Centennial Foyer**

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*The Registration Desk & Name Badges are Sponsored by Ms. Denise Narancich, President, Secure Products Corporation, Elmhurst, Illinois*

### **Continental Breakfast**

*07:45 A.M. – 08:30 A.M.*

*Interlocken C & D*

### **Continental Breakfast, Interlocken C & D**

Continental Breakfast will be served in Interlocken C & D at the food service area amidst the Exhibit Booths.

*The Monday Continental Breakfast is Sponsored by Mr. Garry Bailey, Fleet Sales Consultant, Diamond International Companies of Memphis*

### **EXHIBIT VIEWING**

### **2010 Armored Car**

#### **Robbery Report**

*08:30 A.M. – 09:10 A.M.*

*Interlocken A & B*

### **2010 Armored Car Robbery Report, Interlocken A & B**

Each year, IACOA participates in the compilation, and distribution of the Armored Car Robbery Report that is given not only to our Regular Members, but to law enforcement agencies throughout the United States. Our presenters will walk us through a Powerpoint presentation of the 2010 report and, with their considerable history and experience in our industry, express the conclusions they have drawn from the raw data.

### **GENERAL SESSION**

**Quiz & Prizes**

**MONDAY**

**June 13, 2011**

*Continued*

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*Presented by & Mr. D. Mark Lowers, CEO/President, & Mr. Bruce Magelky, Lowers & Associates, Purcellville, Virginia*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

**Let's Talk Coin!**

**09:10 A.M. – 09:50 A.M.**

**Centennial E**

**Let's Talk Coin! Centennial E**

This session is an opportunity to interact with our friends from the Federal Reserve Bank Cash Product Office. Now is the time to ask your questions, explain the problems you face every day, float ideas for solutions, and make your thoughts heard.

**BREAKOUT**

**Quiz & Prizes**

*Moderated by Mr. Phil Johnson, Director, Federal Reserve Bank of San Francisco, Cash Product Office, Los Angeles, California.*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

**Morning Break & Viewing of Exhibitor Booths**

**09:50 A.M. – 10:15 A.M.**

**Morning Break & Viewing of Exhibitor Booths, Interlocken C & D**

Freshly brewed coffee and assorted soft drinks will be served in the Exhibition Hall. Regular Members, please use this opportunity to visit with our Exhibitors, and remember to complete your Monday Exhibitor Visitor Cards by visiting each booth. Only completed Cards are eligible for the drawing later today.

**EXHIBIT VIEWING**

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**A Day In The Life Part II • A Day In The Life Part II • A Day In The Life Part**

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**A Day In the Life Part II Pavement Robbery Emergency Preparedness (PREP)**

**10:15 A.M. – 12:00 P.M.**

**Centennial E**

**A Day In The Life Part II Pavement Robbery Emergency Preparedness (PREP), Centennial E**

After the 2010 Annual Convention, IACO's Board of Directors, seated a new committee for the new year. The Emergency Preparedness Committee was formed to create the framework to assist our Regular Members with their own personalized Emergency Pre-

**MONDAY**  
**June 13, 2011**  
*Continued*

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paredness Plans. The Committee's first task was to create a Pavement Robbery Emergency Preparedness (PREP) framework document that would assist our members if their company vehicles(s) or employee(s) were attacked.

**BREAKOUT**  
**Quiz & Prizes**

During this session, the Committee will present you the framework document they created, and ask for your input so it may be modified and expanded to include the most likely actions required (*this will be done in real time during the session*). After the session, the Committee will do further work on the document, if required. The framework document generated by both you and the Committee, will be a Word file you can easily customize to fit your own unique environment and company policies when you get back to your office. If time permits, you will get a copy before the convention ends. If the CDs cannot be produced in time, the file will be both emailed and mailed to you after the convention.

*The Committee Chairman is Travis Maxim, SecureTrans Armored, Anchorage, Alaska; who is joined by Committee members Renee Menzies-McCallum, Guardsman Armoured Limited, Kingston, Jamaica; Richard C. Otter, Otter & Williams P.C. & IACO General Counsel, Anderson South Carolina; and Brent Logan, Intertrust Armored Car Service, Lafayette, Louisiana.*

*Moderated by Mr. Tom Finnegan, Vice President, Thillens, Inc., Chicago, Illinois.*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

**Monday Luncheon**  
**12:00 P.M. – 01:00 P.M.**  
**The Tap Room & Terrace**

**LUNCHEON**

**Return from Lunch Raffle**

**Monday Luncheon, The Tap Room & Terrace**

The Monday Luncheon takes place in the Tap Room, the Omni's bar and lounge just off the Lobby. When finished, please work your way to Interlocken A & B in time for the back from lunch raffle at 1:00 P.M. You must be present to win.

**Return from Lunch Raffle, Interlocken A & B**

Promptly at 1:00 P.M., we will draw names from the raffle bowl

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**01:00 P.M. – 01:05 PM**  
**Interlocken A & B**

### **RAFFLE DRAWING**

until we have awarded two (2) prizes. Second place is a \$25 Best Buy Gift Card; and first place is a \$50 Best Buy Gift Card. All Regular and Associate Members, Guests and Speakers are eligible; you must be present to win. Sorry, no spouses or children are eligible for this drawing.

*The Monday Return from Lunch Raffle is Sponsored by IACOA.*

### **State of the Unions Address**

**01:05 P.M. – 01:45 P.M.**  
**Interlocken A & B**

### **GENERAL SESSION** **Quiz & Prizes**

### **State of the Unions Address, Interlocken A & B**

James Cusack is a labor law attorney who has worked almost his entire career protecting our CIT businesses from union organization attempts. Jim is the “go to guy” when confronted with all types of labor problems. He will provide us with the latest labor picture and advise us how to keep our companies healthy.

*Presented by Mr. James Cusack, Attorney at Law, Tampa, Florida*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

### **How to Conduct an Internal Fraud Investigation**

**01:45 P.M. – 02:25 P.M.**  
**Centennial E**

### **GENERAL SESSION** **Quiz & Prizes**

### **How to Conduct an Internal Fraud Investigation, Centennial E**

The primary reason for the existence of any investigator is to gather information. The success of the investigator is directly related to his ability to conduct an effective investigation. In this presentation we will discuss the importance of taking case facts and the development of a case strategy, why too much importance is placed on physical evidence in a financial crime, and why looking at how the crime was committed is just as important as who committed the theft. We will also cover what type of information should be collected prior to the interview phase and why the police may not be in a rush to help solve your case.

*Presented by Richard J. Byington, a senior instructor for John E. Reid and Associates, Chicago, Illinois.*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

**MONDAY**  
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*Continued*

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**DNANet Tactical  
Forensic Systems**  
*02:25 P.M. – 03:05 P.M.*  
*Centennial E*

**BREAKOUT**  
**Quiz & Prizes**

**DNANet Tactical Forensic Systems, Centennial E**  
DNANet products form an invisible coating when applied to skin, plastics, metals, glass, wood and fabric. Available in both permanent and transferable formats, DNANet enhances law enforcement effectiveness by providing forensic quality evidence. Easy to use and available in spray, liquid and grease formats. The DNANet mark emits a Bright Blue UV signal making it easy to identify on the spot. A demonstration of this new product will take place during the session.

*Presented by Mr. Larry McIntosh, DNANet Tactical, Forensic Systems, Stony Brook, New York.*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

**Afternoon Break &  
Viewing of Exhibitor  
Booths**  
*03:05 P.M. – 03:30 P.M.*  
*Interlocken C & D*

**EXHIBIT VIEWING**

**Afternoon Break & Viewing of Exhibitor Booths,  
Interlocken C & D**  
Freshly brewed coffee and assorted soft drinks will be served in the Exhibition Hall. Regular Members, please use this opportunity to visit with our Exhibitors, and remember to complete your Monday Exhibitor Visitor Cards by visiting each booth. Only completed Cards are eligible for the drawing later today. Be sure to make your way to the next session and be seated by 3:30 P.M.

**The Next Currency  
Redesign; an Update  
from the BEP**  
*03:30 P.M. – 04:10 P.M.*  
*Interlocken A & B*

**GENERAL SESSION**  
**Quiz & Prizes**

**The Next Currency Redesign; an Update from the BEP,  
Interlocken A & B**  
The decision was rendered by the U.S. District Court of the District of Columbia that the Department of the Treasury take such steps as may be required to provide meaningful access to U.S. currency for blind and other visually impaired persons.

Based upon research, feedback from stakeholders and BEP's expertise in manufacturing U.S. currency, BEP has recommended to the Secretary of the Treasury a number of changes. Our presenter will explain what changes are in the works and how those changes may affect your business.

**MONDAY**  
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*Presented by Ms. Ellen Gano, Public Affairs Specialist, Office of External Relations, Bureau of Engraving and Printing, Washington, D.C.*

*Session Quiz Prizes Sponsored by Mr. Phil Sutherland, Business Development Manager, Howard Sales Security & Logistics, Nicholasville, Kentucky.*

**Associate Member  
Sound-off**  
04:10 P.M. – 05:00 P.M.  
Centennial E  
**Associate Mbrs Only**

**Associate Member Sound-off, Centennial E**  
– **Associate Members Only** –

This is an opportunity for Associate Members (AMs) to meet and discuss issues they would like to bring to the attention of the Board of Directors. The Vendor Liaison (VL) position was created to provide AMs with a conduit for two-way communication to and from the Board. At this meeting, AMs will elect a VL for the 2011/2012 year, the existing VLs will present the choice to the Board for its approval, and communicate with the Board on behalf of the AMs.

**BREAKOUT**

*Moderated by Vendor Liaisons Mr. Steve Nims, Kelly Associates Inc., Farmington, Connecticut & Mr. Kim Neff, Armored Solutions, Inc., Pittsfield, Massachusetts.*

**Volatile Fuel Costs**  
04:10 P.M. – 04:50 P.M.  
Interlocken A & B

**Volatile Fuel Costs; How to Build into Your Business  
Model an Effective Way to Pass on Costs, Interlocken A & B**  
– **Regular Members Only** –

Once again we are experiencing volatile fuel costs that present unique challenges to our RMs. This session is devoted to talking about how each attendee has handled the crisis and to share what works. All markets are different, but learning what others are doing and why it works, can help you make the right decisions in your business.

**GENERAL SESSION**

*Moderated by Mr. Tom Finnegan, Vice President, Thillens, Inc., Chicago, Illinois.*

**Board of Directors  
Meeting**  
05:00 P.M. – 05:15 P.M.  
Centennial E

**Board of Directors Meeting, Centennial E**  
The Board of Directors will re-convene its annual meeting for the seating of officers and the completion of unfinished business. As always, Regular Members are welcome and encouraged to attend.

**MONDAY**  
**June 13, 2011**  
*Continued*

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**Exhibitor Tear Down**  
05:00 P.M. – 06:30 P.M.  
*Interlocken C & D*

**2011 Farewell Event;  
The First Annual Texas  
Hold'em Poker Tourna-  
ment & Casino Night**  
06:30 P.M. – 09:30 P.M.  
*Hotel Lobby Lounge*

*Tournament Winner Takes It  
All with an iPad!*

**Monday Exhibitor RM  
Card Raffle**  
06:45 P.M.  
*Hotel Lobby Lounge*

**RAFFLE DRAWING**  
*Gift Cards & 3-D Panoramic  
Digital Camera*

**Presidential Suite**  
09:30 P.M. – Midnight  
*Omni Presidential Suite*

★ ★ **PLATINUM** ★ ★  
**SPONSOR**

**Exhibitor Tear Down, Interlocken C & D**

Exhibitors are authorized to tear down their exhibits at 5:00 P.M. If you are return shipping with our exposition services contractor, a company representative will be on hand to assist you. Tear down for everyone must be completed by 6:30 PM.

**2011 Farewell Event; The First Annual Texas Hold'em  
Poker Tournament & Casino Night, Hotel Lobby Lounge**

The final event of our 2011 Annual Convention is an evening of drink, food, fun and competition. Meet in the hotel lobby lounge for a Dinner Buffet and Cash Bar at 6:30 P.M. At 7:00 P.M., we will open the casino games and seat the players for the Poker Tournament. Casino game players are competing for gift cards and winners are determined by the most cash at the end of play. The Poker Tournament is winner takes all, and that will be an iPad. Players eliminated during the Tournament can play in a secondary match, or play casino games. A good time will be had by all!

**Monday Exhibitor RM Card Raffle, Hotel Lobby Lounge**

Earlier today, our Regular Members visited each of the Exhibitor Booths, filled their cards with Exhibitor stickers, and deposited those cards into our drawing container. We will draw four (4) completed cards. Third runner up wins a \$25 Best Buy Gift Card; second runner up wins a \$25 Best Buy Gift Card; first runner up wins a \$50 Best Buy Gift Card; and our Grand Prize winner wins a Sony 3-D Panoramic Digital Camera, a \$350 value. Only full registration fee Regular Members are eligible, no Spouses, Associate Members, Guests, Speakers, or Children. You must be present to win.

**Presidential Suite, Omni Presidential Suite**

Martin Cousineau, CEO of Cambli International, is this year's Presidential Suite Sponsor. He is joined by Jack Elder, 2011 IACOA President. Please stop by the Suite after the Farewell Event for one last get together before the 2011 annual convention formally draws to a close.

*The Presidential Suite is Sponsored by Mr. Martin Cousineau, CEO,  
Cambli International, St. Jean, Quebec, Canada*

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**TUESDAY**

**June 14, 2011**

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**Federal Reserve Bank  
Cash Product Office  
Business Continuity  
Conference**

**07:00 A.M. – 04:00 P.M.**

*Meet in the hotel lobby at*

*7:00 A.M., the bus departs  
promptly at 7:15 A.M.*

**Federal Reserve Bank Cash Product Office,  
Business Continuity Conference**

*Federal Reserve Bank of Kansas City, Denver Branch*

The Conference will join together depository institutions, armored carriers, and Federal Reserve management to discuss pressing business continuity issues as they affect our industry today. Meet your partners in the industry and spend time planning together for the future. The Conference begins with Continental Breakfast at 8:00 A.M. and concludes at 4:00 P.M.

*To attend this Conference, you must have already registered with The Federal Reserve Bank. There is no fee to attend. IACOA has chartered a bus to provide transportation to and from the Federal Reserve Bank, and to offset that cost, there is a fee of \$35 per person.*

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## **GENERAL INFORMATION**

### **2011 Convention**

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#### **Convention Dress Code**

- **U.S. Mint V.I.P. Production Floor Tour**

Business Casual

- **Golf Tournament**

Traditional golf attire

- **Saturday Night Banquet**

Men in suits/sport jackets & ties, women in dresses, skirts, or pant suits

- **General & Breakout Sessions**

Business casual

- **Monday Night Farewell Event**

Casual and comfortable

- **FRB CPO Business Continuity Conference**

Business Casual

#### **What to Expect Outside**

- The following statistics are for the month of June: Average minimum temperature, 52; average maximum, 82; total average, 67. Average rainfall for June is 1.8 inches.

The hotel maintains a courtesy shuttle service to and from Flatiron Crossing, a collection of restaurants, outdoor and indoor retailers, and entertainment venues. If you have a vehicle and wish to wander out of the immediate area, Boulder is approximately nine (9) miles northwest, Westminster and its shopping and entertainment venues are approximately five (5) miles southeast, and downtown Denver is approximately twenty (20) miles southeast. Be sure to check out the Visit Denver link on the IACOA web site for detailed information about the greater Denver area.

*On behalf of all our Members, Directors, Officers, and the Convention Planning Committee, we thank you for attending the IACOA 2011 Annual Convention. We look forward to seeing you next year in Orlando, Florida. Look for 2012 details in the next Newsletter and on the IACOA web site during the summer.*