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22<sup>nd</sup> National Conference on

# EMPLOYMENT PRACTICES LIABILITY INSURANCE

Identifying New Opportunities in the EPLI Market, Minimizing Exposure to EPL Risks, Defending Against the Newest Claims, and Reducing Litigation and Settlement Costs



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- Trends in the EPLI marketplace given systemic discrimination cases, agency-initiated class action-type cases, and coordination among federal offices pursuing investigations and litigation against employers
- Recent case law regarding coverage underlying workplace class actions and EPL, EEOC pattern and practice claims, and court review of EEOC conciliation efforts
- Wage & hour and EPLI: the market, coverage needs, the latest on exclusions, coverage buy back and sublimits, and best practices for mitigating exposure to claims
- Pregnancy discrimination claims and their interplay with EPLI
- ADA and FMLA: coverage complexities, “hot-button” accommodation issues, and solutions for minimizing exposure to disability discrimination/FMLA claims
- The tension between employers and employees over restrictive covenants, non-compete agreements, and non-solicitation agreements
- The impact of social media in and about the workplace: benchmarking best practices and policies in today’s cyber-culture
- NLRB’s continued scrutiny over employers’ practices that “chill” concerted activity
- Current trends in workplace harassment: bullying and religious, LGBT and third-party discrimination
- Retaliation and whistleblowing claims in today’s workplace culture: EPLI coverage given the expanded scope of anti-retaliation provisions
- Triangular relationship of insurers, insureds, and defense counsel
- Background checks, criminal history checks, and credit checks and their impact on EPLI, **with opening remarks by EEOC Commissioner Victoria Lipnic**
- Legalized marijuana, medical marijuana, and bringing concealed weapons into the workplace: the implications for employers and coverage

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Constance S. Barker  
Commissioner  
U.S. EEOC



James G. Paulsen  
Regional Director  
NLRB, Region 29



Karen P. Fernbach  
Regional Director  
NLRB, Region 2

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**Be a part of the nation's leading EPLI forum. ACI's 22nd installment returns to New York City with speakers from across the nation to help you identify new opportunities in the market, minimize exposure to EPL risks, defend against the newest claims, and reduce litigation and settlement costs.**

### Revamped and updated sessions include:

- Trends in the EPLI marketplace given systemic discrimination cases, agency-initiated class action-type cases, and coordination among federal offices pursuing investigations and litigation against employers
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- Wage & hour and EPLI: the market, coverage needs, the latest on exclusions, coverage buy back and sublimits, and best practices for mitigating exposure to claims
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- The impact of social media in and about the workplace: benchmarking best practices and policies in today's cyber-culture
- NLRB's continued scrutiny over employers' practices that "chill" concerted activity
- Current trends in workplace harassment: bullying and religious, LGBT and third-party discrimination
- Retaliation and whistleblowing claims in today's workplace culture: EPLI coverage given the expanded scope of anti-retaliation provisions
- Triangular relationship of insurers, insureds, and defense counsel: minimizing ethical issues; conflicts that require intervention with regard to how the claim is defended, coverage issues and late reporting of claim; cost effective ways to work together; evaluating an EPL case for settlement consideration & best practices for efficiently resolving an EPL claim
- Background checks, criminal history checks, and credit checks and their impact on EPLI
- Legalized marijuana, medical marijuana, and bringing concealed weapons into the workplace: the implications for employers and coverage

This event will fill up quickly, so register now by calling **1-888-224-2480**, faxing your registration form to **1-877-927-1563** or registering online at [www.AmericanConference.com/EPLI](http://www.AmericanConference.com/EPLI).

### Who You Will Meet

#### In-House EPL Professionals, including:

- Underwriters
- Claims Counsel
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#### Private Practice Attorneys Specializing in:

- Labor and Employment
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## Day One: Tuesday, January 27, 2015

7:15 **Main Conference Registration**

8:00 **Co-Chairs' Welcoming Remarks**



*Mercedes Colwin*  
Managing Partner, New York Offices  
Gordon & Rees LLP



*Patrick H. Hicks*  
Shareholder  
Littler Mendelson P.C.

8:05 **Views from Speakers at Leading Brokers and Carriers on New Products, the Current Pulse of the Marketplace, Claims Trends (Including Foreign Claims), Gaps in Coverage, Exclusions, Underwriting Considerations, the Evolution of Policies, and More**

### Brokers/Carriers Part I – 8:05

*Edward T. McNally II, Esq.*  
National EPL Practice Leader  
Commercial and Financial Institutions  
CNA

*Ryan Sardelli*  
Vice President  
Zurich North America

*David T. Vanalek, Esq.*  
Manager, Claims  
Markel

*Dave Perkins, RPLU*  
Executive Vice President  
U.S. Risk Brokers, Inc.

*Temperance Walker, JD*  
Manager, Specialty Claims  
The Hanover Insurance Group

*Laura Zaroski, J.D.*  
V.P. Management & Professional Liability  
Socius Insurance

*Kenneth Latham*  
Vice President  
ACE USA

*Cara Lovering*  
Vice President - EPL Portfolio Management  
Travelers

*Melissa Mattioli-Maza*  
Vice President  
Employment Practices Liability  
Liberty Insurance Underwriters, Inc.

### Brokers/Carriers Part II – 9:20

*Chris Lavelle*  
AVP/EPL Product Leader  
Underwriter, Professional Lines  
USLI

*Daniel Aronowitz*  
Managing Principal  
Euclid Specialty Managers

*William Fahey*  
Senior Vice President  
Zurich

*Shekar Adiga, Esq.*  
Senior Claims Examiner  
Markel – Claims

*Brian Weiss*  
Vice President, FINEX North America  
Willis

*Jeff Koonankeil*  
Specialty Lines Claims  
Beazley Group

*Erin M. Ringbloom, Esq.*  
Assistant Vice President, Employment Practices  
& Governmental Liability Claims  
Allied World Insurance Company

*Gordana Vasic*  
Assistant Vice President  
Financial Lines Claims | Employment Practices Liability  
AIG

*Ann M. Longmore*  
Managing Director  
Marsh FINPRO

### Moderator for Panel I and II:

*Mercedes Colwin*  
Managing Partner, New York Offices  
Gordon & Rees LLP

10:35 **Morning Break**

10:40 **Keynote Address: EEOC Initiatives for 2015 and Lessons Learned from 2014**



*Constance S. Barker*  
Commissioner  
U.S. Equal Employment Opportunity Commission

The U.S. Equal Employment Opportunity Commission shows no signs of letting up on its aggressive agenda. From systemic discrimination cases, to agency-initiated class action-type cases, to coordination among offices to pursue systemic investigations and litigation against employers, employers are left wondering what will be next. Commissioner Barker will share her candid views on the EEOC's recent actions and its future direction. She will also discuss the top compliance issues she believes employers should be aware of 2015.

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11:20

## **The Clients' Perspective: Views From In-House Labor and Employment Counsel on Current Trends in the EPLI Marketplace and Current Drivers That Are Underlying the Purchase of Coverage**

*Shacara N. Delgado*  
SVP, Employment & Benefits Law  
Realogy Holdings Corp.

*Philip Weis*  
Director, Senior Employment Counsel  
Boehringer Ingelheim Pharmaceuticals, Inc.

*Sandra Doreson*  
Labor and Employment Counsel  
Solae, LLC

*Nicole Ramsdell*  
Senior Counsel, Employment Litigation  
Family Dollar Stores, Inc.

*Ron Peppe*  
Vice President Legal & Human Resources  
Canam Steel Corporation

*Michael Segall*  
Vice President & Assistant General Counsel  
Hyatt Hotels & Resorts

*Michael Von Ohlen*  
Vice President, Legal Affairs  
ConvaTec

*Nicole Groves*  
Employment Counsel  
Advance Auto Parts

*Syeda Raza*  
Vice President and Associate General Counsel  
Litigation & International Compliance  
Host International, Inc.

### Moderator

*Patrick Hicks*  
Shareholder  
Littler Mendelson, P.C.

## 12:35 **Networking Lunch for Speakers and Delegates**

## 1:35 **New Legislative Rules and Proposals, Enhanced Collaboration Between Federal Agencies, and an In-Depth Review of Recent Case Law (Including from U.S. Supreme Court) Regarding Coverage Underlying Workplace Class Actions and EPL, EEOC Pattern and Practice Claims, Court Review of EEOC Conciliation Efforts, and More**

*Karen P. Fernbach*  
Regional Director  
Manhattan Regional Office (Region 2)  
NLRB

*James Plunkett*  
Director, Labor Law Policy  
U.S. Chamber of Commerce

*Dove A. E. Burns, Esq.*  
Managing Partner, Connecticut  
Winget Spadafora & Schwartzberg, LLP

*Ricki E. Roer*  
Partner, Chair of National Employment and Labor Team  
Wilson Elser

*Stephen H. Kahn*  
Founding Partner  
Kahn Opton L.L.P.

- Review of U.S. Supreme Court rulings: *Noel v. Canning*; Hobby Lobby; Court review of EEOC conciliation efforts
- Federal and state legislation affecting EPLI including with regard to fair pay; equal workforce; burden of proof on employer for lack of equality
- Assessing new EEOC, DOL, NLRB trends and how they impact EPLI and employers: new charges and lawsuits; key issues on the EEOC/DOL/NLRB's current/future radar screen; Strategic Enforcement Plan and related issues (Quality Control Plan)
  - o Rise of EEOC pattern and practices claims
- The NLRB's continued efforts in the non-union workplace
- Collaborative efforts by EEOC, NLRB and DOL: What can employers do to prepare for increased coordination amongst the different agencies?

2:50

## **EPLI and Wage & Hour Issues: Assessing the Market and Coverage Needs, the Latest on Exclusions, Coverage Buy Back and Sublimits, and Best Practices for Mitigating Exposure to Claims Involving Overtime and DOL Exemptions**

*Marc Freedman*  
Executive Director of Labor Law Policy  
U.S. Chamber of Commerce

*Matthew Irvine*  
Chief Underwriting Officer  
XL Insurance

*Thomas P. Hams, Esq.*  
Managing Director, National EPLI Practice Leader  
Aon

*Kevin G. Chapman*  
Assistant General Counsel  
Dow Jones & Company

*Christine Kenny*  
Assistant General Labor & Employment Counsel  
PSEG Services Corporation  
Law Department

### Moderator

*Dennis Strazulo*  
California Managing Partner  
Freeman Mathis & Gary, LLP

- Underwriting for wage and hour coverage: Scope of coverage; Defense-only sublimits; Indemnity coverage; Coverage limits; Claim types: overtime, misclassification, exempt status
- Assessing the costs and benefits of available wage and hour coverage
- Leased employees, temporary staffed employees, independent contractors and PEO (professional employee organization)
  - o indemnification agreements
  - o what is covered/not covered in the EPLI policy
- Claims of failure to pay overtime
  - o misclassification of overtime employees
  - o status of employee as exempt/non-exempt for overtime
  - o specific tests by the DOL to determine whether employees should be exempt from overtime; DOL's initiatives on exemptions
  - o caregiver status (in home care v. institutional care); EEOC guidance on caregivers
- Minimum wage: tips, tip pooling, federal contractors, higher minimum wage issues
- Off the clock cases
- Class action claims, including claims involving student interns
- Franchisor responsibility for wage and hour issues
- Recent California and other state decisions regarding independent

contractors: EPLI issues that can arise involving independent contractors

4:05 **Afternoon Break**

4:10 **Pregnancy Discrimination Claims and the Intersection With the ADA/FMLA: Providing Accommodations, Pregnancy Complications as a Disability, Recent Guidelines by the EEOC on Pregnancy Discrimination and More**

*David Rocklin*  
Assistant Vice President  
Supervisor, EPL Claims  
Chubb & Son Inc.

**Sharon L. Gold**  
Partner  
Wyatt, Tarrant & Combs, LLP

*David Long-Daniels*  
Shareholder; Chair, Atlanta Labor & Employment Practice  
Co-Chair, Global Labor & Employment Practice  
Greenberg Traurig LLP

*Richard L. Steer*  
Partner  
Tarter Krinsky & Drogin LLP

- Examining pregnancy discrimination issues and claims and their impact on coverage: sick at work issues; miscarriages and failure to accommodate/work from home/time off issues; performing regular work duties; travel issues; work return issues; claims women were forced out of work
- New York's law providing for accommodations for pregnant women: What are the laws in other jurisdictions?
- ADA and its definition of pregnancy as a disability: Complications from pregnancy
- Recent guidelines by the EEOC on pregnancy discrimination: Employers' responsibilities under the Pregnancy Discrimination Act and the ADA; pregnancy discrimination prohibitions paralleled to sex discrimination prohibitions
- *Young v. UPS*: Drafting a pregnancy neutral policy; employees injured on the job; not conditioning accommodation leave on pregnancy
- Extending pregnancy benefits to fathers

5:05 **The Bermuda Triangle of the ADA, FMLA, and Workers Compensation in the EPLI Realm: Coverage Complexities, "Hot Button" Accommodation Issues, and Solutions for Minimizing Exposure to Disability Discrimination/FMLA Claims**

*Kevin M. Fisher, Esq.*  
Assistant Vice President  
Employment Practices and Governmental Claims  
Allied World Insurance Company

*E. Jewelle Johnson*  
Senior Counsel and Chief Employment Counsel  
Graphic Packaging International, Inc.

*Caroline J. Berdzik, Esq.*  
Partner  
Goldberg Segalla LLP

- Complexities and intersection of the FMLA, ADA, and Workers' Compensation
- Assumption in favor of a disability: How far will the definition reach
- Ongoing hurdles relating to ADA amendments
- The EEOC's continued efforts on ADA litigation
- Reasonable accommodation and engaging in an interactive, deliberative process regarding accommodations and documenting it

- o Determining whether or not an employee has a disability and the duty to provide reasonable accommodation
- o EEOC's expanding view of a reasonable accommodation
- o Telecommuting and reasonable accommodations
- o Hurdles in accommodating mental disabilities
- o Training employees regarding FMLA leave and accommodation
- Obtaining early advice of counsel or other knowledgeable professionals when these issues first arise
- Handling these issues on a case-by-case basis
- Third-party facility claims being made against restaurants/ hotels etc. under the new amendments
- Ensuring confidentiality of employee medical issues and records

6:00 **Cocktail Reception Sponsored By:**



**Day Two: Wednesday, January 28, 2015**

7:30 **Continental Breakfast**

8:00 **The Tension Between Employers and Employees Over Restrictive Covenants, Non-Compete Agreements, and Non-Solicitation Agreements; Pattern and Practice Litigation Over Release Agreements; Using Arbitration as a Means of Resolving a Claim; and Examining Case Law on the Enforceability of Class Action Waivers**

*John W. Hamlin, Esq.*  
Chief Employment Counsel  
Marsh & McLennan Companies, Inc.

*Aaron J. Longo*  
SVP & Assistant General Counsel  
Bank of America, N.A.  
Global Labor & Employment Group

*Joan M. Gilbride*  
Managing Partner  
Kaufman Borgeest & Ryan LLP

*Kenneth P. Carlson, Jr.*  
Partner  
Constangy, Brooks & Smith, LLP

**Restrict Covenants, Non-Compete Agreements, Non-Solicitation Agreements**

- Recent uptick in litigation involving restrictive covenant agreements, non-compete agreements, non-solicitation agreements
- EEOC scrutiny over CVS' release agreements
  - o EEOC's pattern and practice lawsuit against CVS
  - o The EEOC's position on employees waiving their future right to file
- When and how is the EPLI coverage triggered?
  - o severance packages
  - o implications that employee has been treated unfairly

**Arbitration Agreements and Class Action/Jury Trial Waivers**

- Reviewing the recent California Supreme Court case upholding the use of arbitrations as a method of resolving claims
- Using arbitration agreements and how to effectively implement it
- Giving up the right to bring a class action suit
  - o *Iskanian* decision on the enforceability of class action waivers
  - o The NLRB's position on class action waivers in *D.R. Horton*

## NLRB's Continued Scrutiny Over Employers' Practices That "Chill" Concerted Activity, Examining Social Media in and About the Workplace (Including in Hiring and Firing Decisions), and the Latest on Employer Liability for Employee Abuse and Its Interplay With EPLI Coverage

*James G. Paulsen*  
Regional Director  
Brooklyn Regional Office  
NLRB

*K. Phillip Tadlock*  
Senior Attorney  
FedEx Express

*Joni F. Mason*  
AVP, Senior Claims Manager  
Management and Professional Liability Claims  
QBE North America

*Rachel L. Freedman, Esq.*  
Claim Consulting Director  
Employment Practices Liability Claims  
CNA Specialty Lines

*Jeff Weisz*  
Claims Manager, EPL  
ACE North American Claims

*Nicole A. Bernabo*  
Counsel  
Robinson & Cole LLP

- EPLI coverage as it relates to the use of social media by employers and employees
- Legislation designed to protect employees from their employers' "intrusion" into what is already in the public realm, and the disputes that arise from it
- EEOC policies regarding social media
- NLRB guidance on social media: how non-union employers can find themselves in the middle of the Board's processes on a retaliation claim for matters for terminating an employee for complaints made on social media
- Current state of the ever-changing NLRB and court rulings on what is and is not permissible in the social media context: best practices and policies
- How social media impacts the workplace from a wage and hour perspective
- How is social media affecting the hiring process: Limitations on the use of background checks
- Implementing policies and procedures to prevent employee misuse of social media: Responding to employee misconduct
- Hiring and firing decisions based on information found on social media

## 10:30 Morning Break

## 10:40 Current Coverage and Litigation Issues in Workplace Harassment, With a Focus on Bullying, and Religious, LGBT and Third-Party Discrimination: The Latest Trends and Strategies for Reducing Exposure

*Wanda M. Morris*  
Assistant General Counsel  
Employment and Labor Law  
The Home Depot Inc.

*Jeffrey Hirsch*  
Attorney at Law  
Kissel Hirsch & Wilmer LLP

*Liz Roussel*  
Partner  
Adams and Reese LLP

- Assessing whether sexual harassment claims are covered under standard EPLI policy; Special riders
- Other types of claims : Defamation, invasion of privacy, intentional infliction of emotional distress, tortious interference
- Workplace bullying: The parameters of the law, best practices, knowing how to avoid potential liability for acts or failures to act, and drafting effective policies; State governments proposing/passing legislation addressing workplace bullying
- Lesbian, gay, transgender causes of action pursued under Title VII
- Religious discrimination: Companies perceived failure to provide reasonable accommodations (prayer; foot washing stations, religious dress, tattoos, etc)
- Vendors, customers, and other third parties sexually harassing an employee: Protecting employees from third parties who do business or interact with employees

11:35

## Retaliation and Whistleblowers: EPLI Coverage Given the Expanded Scope of Anti-Retaliation Provisions, Best Practices for Managing Risks Through Employment Policies/Training and Reporting Processes for Employee Complaints & Internal Investigations, the Latest on the NLRB and OSHA Loophole for Stale Safety Whistleblower Claims, and Recent Trends in Litigating a Retaliation Suit

*Gregory Keating*  
Shareholder  
Co-Chair, Whistleblowing and Retaliation Practice Group  
Littler Mendelson, P.C.

*Theresa Smith Lloyd*  
Partner  
Plunkett Cooney

*Linda G. Burwell*  
President  
National Employment Counsel, PLLC

*Michael W. Hawkins*  
Partner  
Dinsmore & Shohl LLP

- Implementing risk management techniques
- Supreme Court's expansion of who can be subject to retaliation: third-party retaliation or 'cat's paw theory'
- Effect of *University of Texas Southwestern Medical Center v. Nassar*
- Overcoming jury sympathy for employees and bias towards employers in retaliation cases
- Preventing and minimizing punitive damages in retaliation cases
- Interpreting "adverse action": How broad is it?
- Distinguishing between legitimate claims and disgruntled employees
- Underwriting coverage in light of recent case law developments
- Insurability of punitive damages in retaliation claims
- FMLA and retaliation claims
- Countering the usage of discrimination and whistleblower claims as precursors to retaliation claims
- Preserving right to attorney's fees under 42 U.S.C. § 1988
- Improving the likelihood of succeeding at dismissal, summary judgment and trial
- Reporting safety violations to NLRB and OSHA: Statement of policies agreement between the NLRB and OSHA allowing an employee to report safety violations to the NLRB

12:35 **Networking Luncheon for Speakers and Delegates**

1:35 **Triangular Relationship of Insurers, Insureds, and Defense Counsel: Minimizing Ethical Issues; Conflicts that Require Intervention With Regard to How the Claim is Defended, Coverage Issues and Late Reporting of Claim; Cost Effective Ways to Work Together; Evaluating an EPL Case for Settlement Consideration & Best Practices for Efficiently Resolving an EPL Claim**



*Joe Yastrow*  
Partner  
Laner Muchin, Ltd.

*Raymond Cashman, Esq., CPCU*  
Director, Claims Department  
Freedom Specialty Insurance Company, a Nationwide Company

*Kristi Mackin Galletti*  
Claims Counsel  
XL Insurance – Professional

*Ed Berrios, Esq.*  
Assistant Vice President  
Mid-Atlantic Specialty Claims  
Chubb & Son, a division of Federal Insurance Company

*Kristina Barcia*  
Assistant Vice President – Claims  
AXIS Insurance

*Alyssa Nobile Pianelli*  
Specialty Lines Claims  
BEAZLEY GROUP

*John E. DeLascio*  
Partner  
Meckler Bulger Tilson Marick & Pearson LLP

- Conflicts: How the claim is defended; Coverage issues; Late reporting of claim
- Tips for getting on insurers' panel of defense counsel
- Cost effective ways to work together
- Balancing representation of handling a case and coverage limits with how much money is spent on the defense
- Ethical issues that can arise when an employee treats the company's attorneys as his or her own attorneys: Ensuring that employees understand your obligations to the company
- Communication with plaintiffs and company employees
- Ethical considerations for corporate counsel, defense counsel, and carrier claims counsel relating to the defense and settlement of covered claims: Potential conflicts of interest; Resolving contentious issues
- Coordinating the defense with the insured and the carrier
- Gaining a deeper understanding of the motives and interests of both insureds and carriers when they are faced with an EPL claim
- Carrier perspectives on working with insureds to manage claims
- Carrier expectations as they relate to the defense of a claim and the role of in-house and outside counsel
- Carrier perspective on settlement of claims and how it may differ from the insured's perspective
- How carriers, insureds, and defense counsel can best work together to manage and defend against class actions

3:00 **Afternoon Break**

3:05 **Background Checks, Criminal History Checks, and Credit Checks and Their Impact on EPLI**



*Victoria A. Lipnic (opening address from 3:05-3:25)*  
Commissioner  
U.S. Equal Employment Opportunity Commission

*Laura Lapidus*  
Risk Control Consulting Director  
CNA Insurance

*Carolyn Leder, Esq.*  
Assistant Vice President, Management Liability Claims  
Aspen Insurance

*Claudia A. Costa*  
Special Counsel  
Marshall Dennehey Warner Coleman & Goggin

*Philip R. Voluck, Esq.*  
Managing Partner – Pennsylvania Office  
Kaufman Dolowich & Voluck LLP

- EEOC partnering with the FTC and cracking down on employer engaging in unlawful background checks: Credit checks; Consumer background checks; EEOC examining employers' use of criminal backgrounds under Title VII; statistical disparate impact on certain individuals (hiring certain group of people versus other people)
- State laws that regulate background checks
- Violations of the Fair Credit Reporting Act

4:25 **Legalized Marijuana, Medical Marijuana, and Concealed Weapons in the Workplace: The Implications for Employers and Coverage**

*Kendric M. Cobb, Esq.*  
Corporate Counsel  
Law and Public Policy | Legal Services Division  
Caterpillar Inc.

*Joseph A. Starr*  
Partner  
Starr, Butler, Alexopoulos & Stoner, PLLC

- States that legalized marijuana use for medical purposes; what are the ramifications?
- Bringing guns into the workplace; Employees' right to bring concealed weapons to work: Challenging company policy on 2nd Amendment grounds; Altering existing policies and practices in response; Creating a safe workplace; promoting safety
- Examining companies that have zero tolerance for drug use
- Identifying the main sources of employer liability arising from each

5:25 **Conference Ends**

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Identifying New Opportunities in the EPLI Market, Minimizing Exposure to EPL Risks,  
Defending Against the Newest Claims, and Reducing Litigation and Settlement Costs

### Keynote address by:

Commissioner Constance Barker – EEOC

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## REGISTRATION FORM

### PRIORITY SERVICE CODE

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CONFERENCE CODE: 699115-NYC

YES! Please register the following delegate for **EMPLOYMENT PRACTICES LIABILITY INSURANCE**

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ORGANIZATION \_\_\_\_\_

ADDRESS \_\_\_\_\_

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FEE PER DELEGATE	Register & Pay by November 28, 2014	Register & Pay by January 9, 2015	Register after January 9, 2015
<input type="checkbox"/> Conference Only	\$1995	\$2195	\$2295
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### Registration Fee

The fee includes the conference, all program materials, continental breakfasts, lunches and refreshments.

### Payment Policy

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### Cancellation and Refund Policy

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### Hotel Information

**American Conference Institute** is pleased to offer our delegates a limited number of hotel rooms at a preferential rate. Please contact the hotel directly and mention the "ACI January" conference to receive this rate.

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