

AGRSS[®]

Auto Glass Replacement
Safety Standards Council

You're invited to

the 2010 International Auto Glass Safety Conference

**Sponsored by the Auto Glass Replacement
Safety Standards (AGRSS) Council Inc.**

**Wednesday, October 27 – Thursday, October 28, 2010
Drury Lane Conference Center
Oakbrook Terrace, Illinois (Suburban Chicago)**



**For more information or to register, visit www.agrss.org,
e-mail info@glass.com or call 540/720-5584, ext. 0.**

Come Join Us!



Schedule at a Glance

Tuesday, October 26, 2010

8:00 a.m. – 12:00 p.m.	Committee Meetings*
1:00 p.m. – 4:00 p.m.	Standards Committee Meeting
4:00 p.m. – 6:00 p.m.	Board Meeting

* Please check with your committee chair to see if meetings are to be held and for date and time.

Wednesday, October 27, 2010

8:00 a.m. – 5:00 p.m.	Registration and Conference Opens
9:00 a.m. – 10:00 a.m.	Opening and Committee Updates
10:00 a.m. – 11:00 a.m.	Safety: Toward a Common Goal—Panel Discussion
11:15 a.m. – 12:30 p.m.	Lessons Learned from Third-Party Validations
12:30 p.m. – 2:00 p.m.	Lunch on Your Own
2:00 p.m. – 3:00 p.m.	A Look at Auto Safety from an Insider
3:15 p.m. – 4:00 p.m.	What We Have Learned: Tips from AGRSS-Registered Companies That Have Undergone Validation Reviews
4:15 p.m. – 5:30 p.m.	How to Successfully Incorporate AGRSS Registration in Your Marketing Plan
5:30 p.m. – 7:00 p.m.	AGRSS Silent Auction and Cocktail Party

Thursday, October 28, 2010

7:00 a.m. – 2:00 p.m.	Registration Open
8:00 a.m. – 9:00 a.m.	Breakfast**
9:30 a.m. – 11:30 a.m.	Educating Insurance Agents about AGRSS (CE Units)
11:30 a.m. – 12:00 p.m.	Video Premiere
12:00 p.m. – 1:00 p.m.	Lunch – AGRSS CE Program Overview and Update
1:00 p.m. – 2:00 p.m.	Airbag Demo and Rollover Exhibition
2:00 p.m. – 3:00 p.m.	A Look at Auto Safety from an Insider

** Open to AGRSS-Registered companies only.

Schedule is tentative and subject to change. Check www.agrss.org for updates.

Now in its sixth year, this annual auto glass safety event continues to provide auto glass industry professionals with invaluable educational and networking opportunities. This expansive educational program provides an environment for those in the auto glass and related industries that want to learn more about the auto glass industry, safety, the AGRSS Standard and the future of the industry. You'd be missing out if you didn't take this opportunity to learn about the latest industry trends and services. So come on out and join the hundreds of other industry professionals who dedicate themselves and their businesses to ensuring that the vehicles are returned to the customer as safe as before the work was needed.

And, for the first time in the event's history, the 2010 International Auto Glass Safety Conference is being co-located with a special AGRSS Consumer Awareness Program (CAP) event on October 28. The innovative CAP program will educate the general public about the importance of the safety elements in proper windshield replacement. Local dignitaries, safety groups, insurance agents, legislators and other community representatives will come together during the CAP to learn about the importance of a proper windshield installation completed in accordance with the AGRSS Standard. The best news of all is: there is no additional cost to attend the CAP, so come for the International Auto Glass Safety Conference and stay for the CAP sessions for free!

Who Should Attend?

The conference is designed for auto glass installers, managers and company owners, insurance company officials, claims managers and fleet operators—and all those committed to safety and who want to learn more about how to differentiate themselves from competitors by their compliance to the Standard.

But you don't have to be employed by an AGRSS-registered company to attend—anyone who is interested in the AGRSS Standard is welcome and encouraged to attend.

What is AGRSS?

The AGRSS Council Inc. is a not-for-profit organization dedicated to the safe replacement of auto glass. AGRSS was founded and is supported by companies in the auto glass replacement industry that keep safe installation as their primary goal. The Council is also accredited by the American National Standards Institute (ANSI) – a standards development organization – and has developed North America's only auto glass replacement standard, the AGRSS Standard (ANSI/AGRSS 002-2002 Automotive Glass Replacement Safety Standard). The AGRSS Standard addresses procedures, education and product performance. AGRSS also administers the newly developed Auto Replacement Glass Urethane Labeling Standard.

The AGRSS Mission Statement:

To make every auto glass replacement safer by:

- Developing and maintaining standards for the replacement of auto glass;
- Educating and accrediting the industry; and
- Promoting awareness of the AGRSS Standard to the insurance industry and driving public at large.

Where the Education Takes Place

Only twenty minutes from downtown Chicago, the Drury Lane Conference Center in Oakbrook Terrace, Ill., is perfectly situated in one of Chicago's prestigious western suburbs, close enough to partake in all that Chicago has to offer while allowing you to avoid the congestion of downtown. The conference center also provides ample, free parking, on-site restaurants and friendly, helpful conference staff available to ensure that you get the most out of your experience.

A Hotel Designed for the Business Traveler

Hotel rooms are available adjacent to the Drury Lane Conference Center at the Hilton Chicago/Oak Brook. Rates are \$129 per night plus tax. Reservations can be made by calling 800-HILTONS or by calling hotel directly at 630/941-0100; be sure to mention you are with the AGRSS Conference. The deadline for reserving a room at the discounted rate is **Monday, October 4, 2010**.

An all-suites hotel centered around a lush 10-story atrium, the hotel's two-room suites feature a large living room with sofa bed and a working desk, a separate bedroom with king-size bed or two double beds, an oversized bathroom, a wet bar with refrigerator and microwave oven, two 26-inch HD flat-screen televisions with remote controls, and a coffee brewer with complimentary coffee and tea. To help you keep connected with business back home, all rooms also include telephones with dataport, voice mail and access to high-speed wireless Internet access with contemporary remote printing to the front office. Your stay also includes complimentary access to the business center, indoor pool, whirlpool, fitness center and sundeck.

Things to Do

Arrive early or stay later and find you have some free time? Oakbrook Terrace offers an assortment of attractions for your enjoyment. The Drury Lane Theatre (part of the conference center complex) features Broadway-quality musical theater productions and premiere comedies in an elegant and historic 900-seat theater. To satisfy your shopping cravings, you can take the hotel's free shuttle to anywhere within a 5-mile radius, including Oakbrook Center, one of the most prestigious and striking outdoor shopping destinations in the Midwest with more than 160 upscale shops and restaurants, and also to the nearby Yorktown Mall. Year-round family entertainment can be found at Brookfield Zoo, one of the country's largest zoos, housing more than 2,800 animals, while the Morton Arboretum in nearby Wheaton is an engaging and fun 1,700-acre garden of trees and other woody plants from around the world.

Perhaps a daytrip into a big city sounds more appealing? The city of Chicago offers a plethora of fun and exciting activities and area attractions to fill your day. With its picturesque skyline, Chicago is home to world-class museums of art and science, miles of sandy beaches, huge parks and public art, and one of the finest downtown collections of modern architecture in the world. No matter what your flavor, Chicago is sure to entice your fancy.



Eat, Drink and Be Charitable

As in years past, the AGRSS Council Inc. will be holding a charity auction and welcoming cocktail party in support of AGRSS and its goal of increasing awareness of safe auto glass installations.

This event is the best time to socialize and get to know others who are attending the conference—some for the first time. Repeat attendees can renew business alliances while neophytes can build professional connections over beverages and finger-foods.

So, come join us for the welcoming cocktail party and silent auction from 5:30 p.m. – 7:00 p.m. on Wednesday, October 27. Bid on items for yourself or for someone else—all while helping out a worthwhile cause.

To donate, contact Jean Pero with Mygrant Glass via e-mail at jeanmygrantglass@comcast.net or by phone at 303/292-3230.



2010 International Auto Glass Safety Conference

Tuesday, October 26, 2010

8:00 a.m. – 12:00 p.m.

Committee Meetings

* Please check with your committee chair to see if meetings are to be held and for date and time.

1:00 p.m. – 4:00 p.m.

Standards Committee Meeting

4:00 p.m. – 6:00 p.m.

Board Meeting

Wednesday, October 27, 2010

8:00 a.m. – 5:00 p.m.

Registration and Conference Open

9:00 a.m. – 10:00 a.m.

Opening and Committee Updates

Auto Glass Replacement Safety Standards (AGRSS) Council Inc. committee chairs will provide updates on recent activities and endeavors.

Speakers: Bob Beranek, Auto Glass Consultants, Sun Prairie, Wis.; Jeff Bull, J. Bull Associates, Dayton, Ohio; Nik Frye, Glass America, New Hampton, N.H.; Dale Malcolm, Dow Automotive, Dayton, Ohio; Jean Pero, Mygrant Glass, Denver, Colo.; and David Rohlfing, Glass America, Chicago, Ill.

10:00 a.m. – 11:00 a.m.

Safety: Toward a Common Goal—Panel Discussion

During this panel discussion a number of automotive safety experts will offer their insights into working toward total automotive safety in a variety of arenas,

from child safety to texting and driving. Learn how you can help your customers stay safe in a variety of ways.

Speakers: Rowland Day, WebSafety Inc., Los Angeles, Calif.; Janette Fennell, KidsandCars.org, Leawood, Kan.; Susan McKeigue, Mothers Against Drunk Driving, Chicago, Ill.; and Andrea Garces and Alfonso Avina, Safe Kids USA, Chicago, Ill. Moderated by Debra Levy, AGRSS Council Inc. president, and publisher, AGRR magazine, Stafford, Va.

11:15 a.m. – 12:30 p.m.

Lessons Learned from Third-Party Validations

A panel of AGRSS Council Inc. representatives will offer an inside look at what they've seen as both strengths and weaknesses in the third-party validation reviews that have been conducted thus far. They will provide tips and suggestions for making validations go smoothly.

Speakers: Dale Malcolm, chair, AGRSS Education Committee, Dow Automotive, Dayton, Ohio; Jeff Olive, Glaspro, Mt. Pleasant, S.C.; Penny Ouellette, Orion Registrar Inc., Arvada, Colo.; and Jean Pero, Mygrant Glass, Denver, Colo.

12:30 p.m. – 2:00 p.m.

Lunch on Your Own

2:00 p.m. – 3:00 p.m.

A Look at Auto Safety from an Insider

Back by popular demand, leading automotive safety expert Ben Kelley will look at past auto collision fatality statistics, automotive design and how important auto glass is to the safety equation of the vehicle.

Speaker: Ben Kelley, Center for Auto Safety, Washington, D.C.



3:15 p.m. – 4:00 p.m.

What We Have Learned:

Tips from AGRSS-Registered Companies That Have Undergone AGRSS Validation Reviews

Hear it straight from the source—tips from company owners and technicians who have prepared for and have undergone in-depth third-party validation reviews. Find out what they learned, what they wished they'd know before the review and tips for having a smooth validation review.

Speakers: Gene Nichols, Guardian Auto Glass, Worthington, Ohio; Ron Overbeck, Auto One, Brighton, Mich.; and Michael Paley, Freedom Auto Glass, Richmond, Va.

4:15 p.m. – 5:30 p.m.

How to Successfully Incorporate AGRSS Registration in Your Marketing Plan

This roundtable discussion will feature shop owners and business representatives from companies large and small who are successfully promoting and selling the importance of safety—and the AGRSS-Registered logo they are proud to bear—to consumers.

Speakers: Nik Frye, Glass America, New Hampton, N.H.; and Dan Mock, Glass Doctor, Waco, Texas.

5:30 p.m. – 7:00 p.m.

AGRSS Council Inc. Annual Charity Auction

The AGRSS Council Inc.'s annual charity auction not only is the group's biggest, most important fundraiser of the year but also is always a joy for those in attendance. Come bid on a variety of fun items and, while you're at it, network with industry colleagues as well.

Thursday, October 28

AGRSS Consumer Awareness Program (CAP)

The AGRSS CAP brings together local officials, community members and insurance company representatives to learn about the importance of proper windshield installations done in accordance with the AGRSS Standard.

7:00 a.m. – 5:00 p.m.

Registration Open

8:00 a.m. – 9:00 a.m.

Q & A Breakfast

(open to AGRSS-Registered companies only)

Attendees of the International Auto Glass Safety (AGRSS) Conference will have the opportunity to partake in a breakfast featuring speaker Jon Fransway. Fransway is a Minnesota-based insurance agent who learned first-hand the importance of auto glass safety. His younger sister, Jeanne, was killed in an accident in 1999 in a vehicle in which the windshield wasn't properly secured. This will be your chance to ask him questions, both as a consumer who's been impacted

by this important issue, and as an insurance agent who deals with consumers everyday.

Speaker: Jon Fransway, Eden Prairie, Minn.

9:30 a.m. – 11:30 a.m.

Educating Insurance Agents about AGRSS (CE Units)

Ever wondered what goes on in a continuing education class for insurance agents? Now's your chance to find out. Local agents will receive a continuing education credit for this session, in which they'll learn about the importance of a proper windshield installation and how crucial this process is to their customers' (and their own) safety. Come listen side by side with them, and also have a chance to chat with agents about how you can work together for your mutual customers' benefit.

Speakers: Nik Frye, Glass America, New Hampton, N.H.; and Joel Timmons, Profitable Glass Solutions, Dayton, Ohio.

11:30 a.m. – 12:00 p.m.

Movie Time and Video Premiere

Many of us have seen it and been impacted by it—the infamous *20/20* special that touched many in showing the absolute necessity of a proper windshield installation. Have the opportunity to view the segment again and to hear Jon Fransway, whose sister, Jeanne, is featured in the segment, discuss how his own life has been impacted by a technician who didn't take the proper steps to ensure his sister's safety. The new AGRSS insurance video, among others, also will be previewed.

Speaker: Jon Fransway, Eden Prairie, Minn.

12:00 p.m. – 1:00 p.m.

Lunch – AGRSS CE Program Overview and Update

Enjoy a relaxing luncheon with local insurance agents, community members and legislators as they are introduced to the concept of the AGRSS Standard, what it means to them and more. This is your chance to learn from each other in a relaxed and informal setting.

Speaker: Joel Timmons, Profitable Glass Solutions, Dayton, Ohio.

1:00 p.m. – 2:00 p.m.

Airbag Demonstration and Rollover Exhibition

If you've ever been interested in seeing what happens when an airbag deploys, this is your chance. In addition, local officials will be on-hand to provide a demonstration of what occurs in a simulated rollover accident.

Speakers: Airbag Demo TBD; and Rollover Exhibition presented by Sgt. James Jenkner, Illinois Highway Patrol.

2:00 p.m. – 3:00 p.m.

A Look at Auto Safety from an Insider

During this session, an automotive safety expert will look at past auto collision fatality statistics, automotive design and more. (This will be a repeat of Wednesday's session with an emphasis toward insurers.)

Speaker: Ben Kelley, Center for Auto Safety, Washington, D.C.



LOOK AT ALL YOUR AGRSS CONFERENCE REGISTRATION INCLUDES THIS YEAR:

Organizers of the AGRSS Conference have made arrangements for your participation fee to include:

- All 2010 International Auto Glass Safety Conference educational seminars;
- Admission to the AGRSS Consumer Awareness Program on Thursday, October 28;
- Admission to the networking lunch on Thursday, October 28;
- Admission to the welcoming cocktail party and charity auction on Wednesday, October 27; and
- Admission to the breakfast with Jon Fransway on Thursday, October 28.

Please complete the following to register to attend the 2010 International Auto Glass Safety Conference.

Pre-register online at www.agrss.org/conference or by faxing this form with credit card payment to 540/720-5687. Payments must be made payable in U.S. funds to AGRSS. Complete a separate form for each person attending. The name and company that is printed on this form is what will appear on the name badge. Please print or type. If you have questions please call 540/720-5584, ext. 0. Those persons registering at the AGRSS registered company rate that are not will automatically be charged the non-member fee.

Please choose the registration type from the list that best suits your needs. If you pre-register by **Monday, October 4, 2010**, you will save not only time, but money. Register now!

Hotel Reservations:

Hotel rooms are available adjacent to the Drury Lane Conference Center at the Hilton Chicago/Oak Brook. Rates are \$129 per night, plus tax. Reservations can be made by calling 800-HILTONS or by calling hotel directly at 630/941-0100; be sure to mention you are with the AGRSS Conference. The deadline for reserving a room at the discounted rate is **Monday, October 4, 2010**.

Cancellations & Refunds:

All requests for cancellation and/or refunds must be received in writing by October 4, 2010, and are subject to a \$50 administration fee. No refunds will be given after this date.

Questions or Comments:

Please contact event management (AGRR Magazine) at P.O. Box 569, Garrisonville, VA 22463 or call us at 540/720-5584, ext. 0.

2010 International Auto Glass Safety Conference Registration Form

Full Registration includes admission to all 2010 International Auto Glass Safety Conference seminars and the Consumer Awareness Program:

Contact Name: _____

Attendee Name: _____

Company: _____ Title: _____

Address: _____

City: _____ State, Zip, Country: _____

E-mail: _____

Phone: _____ Fax: _____

Registration Type	By October 4, 2010	After October 4, 2010 (on-site)
AGRSS-Registered Company		
Primary Attendee(s) 	<input type="checkbox"/> \$129	<input type="checkbox"/> \$175
Spouse/Employee(s) of the Primary Attendee	<input type="checkbox"/> \$99	<input type="checkbox"/> \$145
Non-AGRSS Registered Company		
Primary Attendee(s) 	<input type="checkbox"/> \$199	<input type="checkbox"/> \$245
Spouse/Employee(s) of the Primary Attendee	<input type="checkbox"/> \$169	<input type="checkbox"/> \$215

Your registration includes admittance to both the events below. For planning purposes, please let us know if you plan to attend.

CE Course on Thurs., Oct. 28 Yes No
Luncheon on Thurs., Oct. 28. Yes No

Method of Payment

- Check enclosed. (*Made payable in U.S. dollars to AGRSS*)
- MasterCard Visa American Express Discover

Credit Card Number _____

*CVV Number: _____ Expiration Date: _____
(CVV Number is the 3-Digit code number on the back of credit card or 4-digit on the front of AMEX)

Name on Account: _____

Signature: _____

*E-mail: _____

*Phone: _____

**These items are required to process a credit card payment. Payment and registrations will not be processed if the required information is incomplete.*