



Friday, April 5th, 2019

9:15 am	<b>On-Boarding Contractors -</b> Expert Panel Discussion - (Clayton Seymour - (Mike Seiling)	
10:30 am	<b>Service Level Improvements such as Concierge Services -</b> Expert Panel Discussion - (Arash Shahi) – (Michael de Lint) – (Dean Findlay)	
1:00 pm	<b>Engineering Reports – Review or Reliance -</b> Expert Panel Discussion - (Kyle Bentley) – (Jonathan DeWeerd)	
3:15 pm	<b>Reflections, Key Concepts, Best Practices for CBOs -</b> Ralph Kaminski and Grant Brouwer	