

ADVANCE REGISTRATION DEADLINE: APRIL 20, 2012



**IN-HOUSE SPEAKERS  
INCLUDING**

**ERIC C. COTTON**  
DDR CORP.

**LAURA L. DALY**  
SUPERVALU INC.

**MICHAEL J. FREEMAN**  
WALGREEN CO.

**DAVID A. NORTH**  
SEDGWICK INC.

**ALICIA M. TRINLEY**  
OFFICE DEPOT INC.

**JONATHAN E. WHITE**  
HOME DEPOT USA INC.

**RETAIL AND  
HOSPITALITY  
LITIGATION  
AND CLAIMS  
MANAGEMENT  
SEMINAR**

**MAY 10-11, 2012**

**SWISSÔTEL CHICAGO  
CHICAGO, ILLINOIS**

**REASONS TO ATTEND**

- Network with leaders from both the retail and hospitality industries
- Receive practical, innovative advice from both outside and in-house counsel that will impact your approach to the practice of law when representing the retail, hospitality and restaurant industries
- Hear from featured speakers, including the CEO of a major international claims manager, Sedgwick Inc.; in-house counsel with major retail companies; and a trial attorney who serves as an NFL referee—he will share his secrets of negotiating in the big leagues
- Obtain updates and best practices recommendations on the ever-changing Medicare requirements impacting workers' compensation and liability litigation

DRI DELIVERS RESOURCES TO BUILD YOUR PRACTICE



With the guidance of leaders in the retail, hospitality and restaurant industries, as well as experienced outside counsel, DRI has created a dynamic seminar that will address cutting-edge concerns facing all three industries. An excellent faculty has been assembled with representatives from across the litigation spectrum, including outside and in-house counsel, risk and loss prevention managers, insurers, third-party representatives and outside consultants. This interactive program, which includes industry-specific breakout sessions, will focus on litigation trends from workers' compensation, premises liability and employment matters impacting the retail, hospitality and restaurant industries.



**Thomas S. Thornton III**  
Program Chair



**Jennifer Anderson Hoffman**  
Program Vice Chair



**Paul Caleo**  
Committee Chair



**Jacey Kaps**  
Committee Vice Chair



**William F. Ray**  
Law Institute

Presented by DRI's  
**Retail and Hospitality  
Committee**

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## WHAT YOU WILL LEARN

- Updates relating to emerging employment trends in the retail, hospitality and restaurant industries
- Tips on successfully managing relationships with the various entities involved in the litigation process
- How to address and defend against adverse opinions from your opponents' purported industry experts
- How to investigate and defend catastrophic personal injury claims in the retail, hospitality and restaurant industries



## PROGRAM SCHEDULE

## WEDNESDAY, MAY 9, 2012

6:00 p.m. **Registration**6:00 p.m. **Networking Reception***Sponsored by* **McVey & Parsky LLC**

## THURSDAY, MAY 10, 2012

**Boarding Pass Kiosk***Sponsored by* **Burnham Brown**7:00 a.m. **Registration**7:00 a.m. **Continental Breakfast***Sponsored by* **Hawkins Parnell Thackston & Young LLP**7:00 a.m. **In-House to In-House Breakfast***Sponsored by* **DRI Corporate Counsel Committee**8:00 a.m. **Welcome and Introduction****William F. Ray**, *Watkins & Eager PLLC*, Jackson, Mississippi**Paul Caleo**, *Burnham Brown PLC*, Oakland, California**Thomas S. Thornton III**, *Carr Allison*, Birmingham, Alabama8:15 a.m. **Has Technology Really Advanced the Claim and Litigation Handling Process?**

Have technological developments created a new line of litigation exposure? What are the pros and cons with going back to an “old school” approach of claim and litigation handling, and what strategies might work?

**Kristen B. Blanford**, *Hermes Sargent Bates LLP*, Dallas, Texas**Gregory J. Duca**, *Sedgwick Inc.*, Philadelphia, Pennsylvania**Britt Roarx**, *Texas Roadhouse Inc.*, Louisville, Kentucky9:10 a.m. **Can Retail, Hospitality and Restaurant Businesses Live Up to the Industry Standards Created by Plaintiffs’ Purported Experts?**

This session will review current litigation trends and address issues that have arisen in their defense, including property inspection policies, utilization of video security cameras as a deterrent, insufficient lighting, key code access to restricted areas, and parking lot and speed bump maintenance.

**Juliet A. Gridley, PE, CSP**, *SEA Ltd.*, Tampa, Florida**Jennifer Anderson Hoffman**, *Marlow Connell Abrams Adler Newman & Lewis PA*, Coral Gables, Florida10:00 a.m. **Refreshment Break***Sponsored by* **Marlow Connell Abrams Adler Newman & Lewis**

## SEMINAR SPONSORS

DRI wishes to thank our sponsors for their support at this year’s seminar!

**BURNHAM | BROWN***a professional law corporation***HAWKINS PARNELL  
THACKSTON & YOUNG LLP** **CARR ALLISON****MARLOW, CONNELL, ABRAMS, ADLER, NEWMAN & LEWIS***Attorneys At Law***McVey & Parsky, LLC**  
*Attorneys at Law*

## BREAKOUT SESSIONS (choose one)

RETAIL	HOSPITALITY AND RESTAURANT
<p>10:15 a.m. <b>Anatomy of the Landlord and Tenant Relationship Within the Retail Context: Two Sides, Two Priorities</b></p> <p>The focus will be on the landlord/tenant relationship and the ever developing issues, including leases, security, premises liability and what occurs when you have unexpected financial difficulties.</p> <p><b>Noble F. Allen</b>, <i>Hinckley Allen &amp; Snyder LLP</i>, Hartford, Connecticut  <b>Eric C. Cotton</b>, <i>DDR Corp.</i>, Cleveland, Ohio  <b>Alicia M. Trinley</b>, <i>Office Depot Inc.</i>, Boca Raton, Florida</p>	<p><b>The Before and After of Negligent Security Claims</b></p> <p>Violent criminal activity in restaurants and hotels can result in serious physical and psychological injury claims, with the potential for high verdicts. Learn about pre-incident steps that can be taken to minimize exposure, and what can be done after an incident to maximize the chances of success.</p> <p><b>Dan J. Gendreau</b>, <i>Donna Law Firm PC</i>, Minneapolis, Minnesota  <b>Juan F. Villanueva CPP, CFE, PI</b>, <i>Buffalo Wild Wings Inc.</i>, San Clemente, California</p>
<p>11:10 a.m. <b>Hot Topics and Trends in the Retail Industry: Seven Minute Drill</b></p> <p>Five presenters will have seven minutes each to cover hot topics and litigation trends facing the retail industry.</p> <p><b>Moderator: Jacey Kaps</b>, <i>Rumberger Kirk &amp; Caldwell PA</i>, Miami, Florida</p>	<p><b>Hot Topics and Trends in the Hospitality and Restaurant Industry: Seven Minute Drill</b></p> <p>Five presenters will have seven minutes each to cover hot topics and claim and litigation trends facing the hospitality and restaurant industries.</p> <p><b>Moderator: Paul Caleo</b>, <i>Burnham Brown PLC</i>, Oakland, California</p>
<p>12:00 p.m. <b>Lunch</b> (on your own)</p>	
<p>1:15 p.m. <b>Insurance Fraud—Loss Trends and Prevention Tactics</b></p> <p>Get the inside scoop on insurance fraud trends from the National Insurance Crime Bureau, which brings specialized assets to the retail industry's fraud-fighting efforts. Mr. Sosnowski will address best practices in protecting your assets and avoiding liability from fraud and theft relating to "flash mobs," slip and falls, and workers' compensation.</p> <p><b>Andrew J. Sosnowski</b>, <i>National Insurance Crime Bureau</i>, Des Plaines, Illinois</p>	<p><b>Emergency Medical Response: Some Good Deeds Do Go Unpunished</b></p> <p>Mr. Glover and Mr. Ivey will discuss the potential liability that may arise and the legal safeguards that may protect an employee or guest who responds to a health care emergency. Included is a discussion on the use of automated external defibrillators.</p> <p><b>Victor J. Glover, Sr.</b>, <i>Accor North America</i>, Carrollton, Texas  <b>Paul D. Ivey, Jr.</b>, <i>Hall Booth Smith &amp; Slover PC</i>, Columbus, Georgia</p>
<p>2:10 p.m. <b>Pre-Suit Mediation and Fast Tracking Litigation</b></p> <p>Hear about current strategies and options utilized with the actual implementation of ADR programs and the involvement of local defense firms. As a requirement of pre-suit mediation, have you considered agreeing on that which you disagree?</p> <p><b>Michael J. Freeman</b>, <i>Walgreen Co. Law Dept.</i>, Deerfield, Illinois  <b>B. Rose Miller</b>, <i>ADR Solutions LLC</i>, Atlanta, Georgia</p>	<p><b>Food Fight: A Closer Look at Emerging Trends in Food Product Litigation</b></p> <p>This session will examine legislative changes meant to ensure better food safety, as well as the use of science and medicine to debunk lawsuits attacking the integrity of our products. Mr. Nickas will share best practices in claims investigation, retention of appropriate experts and changing jurors' prejudices.</p> <p><b>Constantine G. Nickas</b>, <i>Wicker Smith O'Hara McCoy &amp; Ford PA</i>, Coral Gables, Florida</p>

3:05 p.m. **Refreshment Break**  
*Sponsored by Galloway Johnson Tompkins Burr and Smith PLC*

3:20 p.m. **Who Is Really Calling the Shots?**  
 This panel will address differing interests and perspectives of operations, internal risk and litigation management, third-party administrators, insurers, excess insurers and third-party vendors. Are you prepared to manage ethical dilemmas and conflicts that may arise during the course of a lawsuit or tendering to a vendor and its insurer?

**Christopher Curl**, *Gallagher Bassett Services Inc.*, Itasca, Illinois

**Mark E. Parsky**, *McVey & Parsky LLC*, Chicago, Illinois

**Jonathan E. White**, *Home Depot USA Inc.*, Atlanta, Georgia

4:20 p.m. **Negotiating in the Big Leagues: Is This Pop Warner or the Super Bowl?**  
 A defense attorney and National Football League referee, Mr. Hochuli will discuss negotiation strategy and thinking outside the box. Using anecdotes and video from NFL games, he will cover various negotiation tactics that have been refined and perfected on Sunday afternoons on the football field, and have proven successful in settling some of the most difficult legal cases.

**Edward G. Hochuli**, *Jones Skelton & Hochuli PLC*, Phoenix, Arizona

4:50 p.m. **Adjourn**

5:00 p.m. **Retail and Hospitality Committee Meeting**  
*(open to all)*

6:00 p.m. **Networking Reception**

7:30 p.m. **Dine-Arounds**  
 Join colleagues and friends at selected restaurants for dinner *(on your own)*.  
*More details on-site.*

## FRIDAY, MAY 11, 2012

**Boarding Pass Kiosk**  
*Sponsored by Burnham Brown*

7:00 a.m. **Registration**

7:00 a.m. **Continental Breakfast**

8:00 a.m. **Announcements**  
**Thomas S. Thornton III**, *Carr Allison*, Birmingham, Alabama

8:05 a.m. **Designating Your Corporate Representative and Protecting Your Brand at the Same Time**

How do you select the right corporate representative to be the “face” of the company at its deposition or trial? How do you balance the requirement to select a knowledgeable 30(b)(6) witness, whose testimony will be binding on the corporation, with the need to present a witness who can communicate effectively and convey the right message to the jury? Hear from an experienced trial lawyer, a jury consultant and an in-house counsel.

**Frank Calabrese**, *Sears Holdings Management Corporation*, Hoffman Estates, Illinois

**Samantha D. Holmes, Ph.D.**, *R&D Strategic Solutions LLC*, Memphis, Tennessee

**Paul E. White**, *Sugarman Rogers Barshak & Cohen PC*, Boston, Massachusetts

9:00 a.m. **Third-Party Administrator Consolidations: Who Wins?**

Mr. North will discuss recent trends relating to the consolidation in the third-party administrator market, the drivers for such, and the impact on the retail and hospitality market and litigation industry in general.

**David A. North**, *Sedgwick Inc.*, Memphis, Tennessee

10:00 a.m. **Refreshment Break**

10:15 a.m. **Medicare Compliance: Thinking Outside the Box When Addressing the Impact on General Liability and Workers' Compensation Cases**

This session will address legal, legislative and regulatory updates with regard to MSP compliance, and specific strategies for addressing its impact on the general liability and workers' compensation industry. Learn how to get a case closed and get the contingent liability and financial burden off your books.

**Thomas S. Thornton III**, *Carr Allison PC*, Birmingham, Alabama



11:00 a.m. **The New Employment Nightmares in the Retail, Hospitality and Restaurant Industries: What Is Keeping You Up at Night?**

Hear a review of the top five emerging employment trends facing the retail, hospitality and restaurant industries today: immigration, pre-employment background checks, social media issues, arbitration agreements and class action waivers.

**Paul H. Derrick**, *Cranfill Sumner & Hartzog LLP*, Raleigh, North Carolina

**Melissa B. Garrett**, *The Pantry Inc.*, Cary, North Carolina

12:00 p.m. **You Want Me to Do What? Panel Counsel Guidelines**

What works, what is effective, and what needs to be included and required of your defense counsel? A “blind” panel, including a defense counsel, in-house counsel and representative from a TPA, will provide honest opinions about the difficult questions surrounding the all important panel counsel guidelines.

**Jill Robb Ackerman**, *Baird Holm LLP*, Omaha, Nebraska

**Mark Bernstein**, *Carl Warren & Company*, San Diego, California

**Laura L. Daly**, *SuperValu Inc.*, Minneapolis, Minnesota

12:45 p.m. **Emergency Response Team Coordination: Practical Tips for Responding to a Catastrophic Incident**

Swimming pool drownings, bar brawls, dram shop actions, shootings, stabbings and homicides—the question is not whether, but when a catastrophic incident will occur and result in a call seeking legal assistance with an emergency response. Attendees will learn how to ensure that evidence is secured, clients are protected and, ultimately, exposure to the inevitable forthcoming claim is minimized or eliminated.

**Matthew S. Schultz**, *Clyde & Co. US LLP*, Florham Park, New Jersey

**Peter J. Wanek**, *McCranie Sistrunk Anzelmo Hardy McDaniel & Welch LLC*, New Orleans, Louisiana

**Bruce Wimmer, CPP**, *Pinkerton Consulting & Investigations*, San Francisco, California

1:30 p.m. **Adjourn**

## 2012 SEMINAR SCHEDULE

- February 16–17 **Trucking Law**  
*The Westin Kierland, Scottsdale, AZ*
- February 23–24 **Sharing Success—A Seminar for Women Lawyers**  
*The Westin Kierland, Scottsdale, AZ*
- March 8–9 **Medical Liability and Health Care Law**  
*Hilton New Orleans Riverside, New Orleans, LA*
- March 14–16 **Trial Tactics**  
*Bally's Las Vegas, Las Vegas, NV*
- March 14–16 **Rainmaking**  
*Bally's Las Vegas, Las Vegas, NV*
- March 28–30 **Insurance Coverage and Claims Institute**  
*The Westin Michigan Avenue, Chicago, IL*
- April 11–13 **Product Liability Conference**  
*The Venetian Palazzo Hotel, Las Vegas, NV*
- April 25–27 **Life, Health, Disability and ERISA Claims**  
*Swissôtel Chicago, Chicago, IL*
- May 2–4 **Employment and Labor Law**  
*Sheraton Chicago Hotel & Towers, Chicago, IL*
- May 10–11 **Drug and Medical Device**  
*Hilton New Orleans Riverside, New Orleans, LA*
- May 10–11 **Retail and Hospitality Litigation and Claims Management**  
*Swissôtel Chicago, Chicago, IL*
- May 17–18 **Business Litigation and Intellectual Property**  
*Sheraton New York Hotel & Towers, New York, NY*
- June 7–8 **Diversity for Success**  
*Swissôtel Chicago, Chicago, IL*
- June 14–15 **Young Lawyers**  
*JW Marriott Eden Roc, Miami Beach, FL*
- June 21–22 **Appellate Advocacy**  
*Hyatt Regency Cambridge, Cambridge, MA*
- September 20–21 **Construction Law**  
*Arizona Biltmore, Phoenix, AZ*
- September 20–21 **Nursing Home/ALF Litigation**  
*The Cosmopolitan of Las Vegas, Las Vegas, NV*
- October 24–28 **Annual Meeting**  
*New Orleans Marriott, New Orleans, LA*
- November 8–9 **Asbestos Medicine**  
*Fontainebleau Miami Beach, Miami Beach, FL*

## GENERAL INFORMATION

### CLE ACCREDITATION

This seminar has been approved for MCLE credit by the State Bar of California in the amount of **12** hours, including **1** hour of ethics credit. Accreditation has been requested from every state with mandatory continuing legal education (CLE) requirements. Certificates of attendance will be provided to each attendee. Attendees are responsible for obtaining CLE credits from their respective states. Credit availability and requirements vary from state to state; please check our website at [www.dri.org](http://www.dri.org) for credit information for your state.

### REGISTRATION

The registration fee is **\$745** for members and those who join DRI when registering and **\$975** for nonmembers. The registration fee includes course materials, continental breakfasts, refreshment breaks and networking receptions. If you wish to have your name appear on the registration list distributed at the conference and receive the course materials in advance, DRI must receive your registration by **April 20, 2012** (*please allow 10 days for processing*). Registrations received after **April 20, 2012**, will be processed on-site.

### REFUND POLICY

The registration fee is fully refundable for cancellations received on or before **April 20, 2012**. Cancellations received after **April 20** and on or before **April 27, 2012**, will receive a refund, less a \$50 processing fee. Cancellations made after **April 27** will not receive a refund, but the course materials on CD-ROM and a \$100 certificate good for any DRI seminar within the next 12 months will be issued. All cancellations and requests for refunds must be made in writing. Fax to DRI's Accounting Department at 312.795.0747. All refunds will be mailed within four weeks after the date of the conference. Substitutions may be made at any time without charge and must be submitted in writing.

### HOTEL ACCOMMODATIONS

A limited number of discounted hotel rooms have been made available at the **Swissôtel Chicago, 323 East Wacker Drive, Chicago, Illinois 60601**. For reservations, visit [www.dri.org](http://www.dri.org) and go to the Retail and Hospitality Litigation and Claims Management Seminar page or **contact the hotel directly at 312.565.0565**. Please mention **DRI's Retail and Hospitality Litigation and Claims Management Seminar** to take advantage of the group rate of **\$279 Single/Double**. The hotel block is limited and rooms and rates are available on a first-come, first-served basis. You must make reservations by **April 10, 2012**, to be eligible for the group rate. Requests for reservations made after **April 10** are subject to room and rate availability.

## SPECIAL DISCOUNTS

### GROUP DISCOUNT

The first and second registrations from the same firm or company are subject to the fees outlined above. The registration fee for additional registrants from the same firm or company is **\$695**, regardless of membership status. All registrations must be received at the same time to receive the discount.

### IN-HOUSE COUNSEL

In-house counsel are eligible for free registration to DRI seminars. In-house counsel are defined as licensed attorneys, who are employed exclusively by a corporation or other private sector organization for the purpose of providing legal representation and counsel only to that corporation, its affiliates and subsidiaries. In order to qualify for free registration, the individual must also be a DRI member and a member of DRI's Corporate Counsel Committee. Offer excludes the DRI Annual Meeting.

### TRAVEL DISCOUNTS

DRI offers discounted meeting fares on various major air carriers for **DRI's Retail and Hospitality Litigation and Claims Management Seminar** attendees. To receive these discounts, please contact Hobson Travel Ltd., DRI's official travel provider, at 800.538.7464. As always, to obtain the lowest available fares, early booking is recommended.

The taping or recording of DRI seminars is prohibited without the written permission of DRI.

Speakers and times may be subject to last-minute changes.

DRI policy provides there will be no group functions sponsored by others in connection with its seminars.



## FACULTY

**Jill Robb Ackerman** is a partner at Baird Holm LLP in Omaha, Nebraska. Chairperson of the firm's litigation section, she represents individuals and businesses in complex business litigation in federal and state courts and arbitration proceedings concerning corporate disputes, copyright, trademark, unfair competition, computers and technology. She is also a frequent speaker on the perils of electronic discovery and the protection of trademarks and trade secrets. Ms. Ackerman is a member of DRI, the ABA, the Nebraska State Bar Association and a board member for the USLAW Network.

**Noble F. Allen** is a partner with Hinckley Allen & Snyder LLP in Hartford, Connecticut. He concentrates his practice in commercial litigation, commercial landlord and tenant law, premises liability defense and business immigration. Mr. Allen is the author of *Connecticut Landlord and Tenant Law with Forms* (Treatise), a member of DRI and the International Council of Shopping Centers (ICSC), secretary of the Retail Group Practice Section of the USLAW Network and a court-appointed member of the Connecticut Statewide Grievance Committee.

**Mark Bernstein** is the director of national accounts for Carl Warren & Company, based in San Diego. He has handled complex litigation and catastrophic injury claims from inception to trial for such clients as Bank of America, Agilent Technologies, Dow Corning and Costco. Mr. Bernstein previously held the position of corporate ombudsperson and compliance officer for Carl Warren & Company.

**Kristen B. Blanford**, a partner with Hermes Sargent Bates LLP in Dallas, focuses on the defense of premises liability and malpractice claims filed against professionals and organizations in the retail, construction, insurance and real estate industries. She also represents construction firms, contractors and religious-based institutions in many capacities.

Ms. Blanford has settled a million dollar demand of a design/premises case for .03 percent of the total resolution amount and has handled a fast food restaurant class action, resolving all claims and wrongful death allegations for a minimal amount.

**Frank Calabrese** is associate general counsel—litigation for Sears Holdings Management Corporation, the nation's fourth largest broadline retailer with over 4,000 full-line and specialty retail stores in the United States and Canada. Mr. Calabrese's team of in-house lawyers manages commercial litigation for Sears Holdings and its affiliate companies, including Sears Roebuck and Co., Kmart Corporation and Lands' End. The team's litigation matters include real estate disputes, intellectual property, consumer class actions, breach of contract claims, toxic torts, insurance coverage disputes and antitrust.

**Paul Caleo**, a Burnham Brown PLC shareholder in Oakland, California, is one of the firm's premier trial lawyers. Mr. Caleo has extensive experience in complex tort, personal injury and large loss cases involving claims of product liability, premises liability, construction site accidents and trucking/motor carrier accidents. He is one of the chairs of the firm's product liability and retail practice groups. Mr. Caleo is the chair of DRI's Retail and Hospitality Committee.

**Eric C. Cotton** serves as associate general counsel for DDR Corp., a publicly traded real estate investment trust based in Cleveland, Ohio, where he oversees the company's litigation matters. He previously served as general counsel for Equivest Finance Inc., based in Syracuse, New York. Mr. Cotton has also held positions in the legal departments of the Pyramid Companies and the Edward J. DeBartolo Corporation.

**Christopher Curl** is vice president of Gallagher Bassett Services Inc. in Itasca, Illinois, with executive responsibilities for the Carrier Services Division and several major clients. Additionally, he leads a team responsible for performance reporting. Mr. Curl joined Gallagher Bassett in

2007, following a 27-year career with Liberty Mutual Group.

**Laura L. Daly** is litigation counsel for SuperValu Inc. in Minneapolis, America's neighborhood grocer with a network of approximately 2,500 retail grocery stores. Ms. Daly is primarily responsible for managing litigation of the company's high exposure, general and auto liability claims. Prior to joining SuperValu, she was in private practice for nearly 20 years, and her work focused chiefly on premises liability and tort defense for a variety of national clients in the retail and hospitality industries.

**Paul H. Derrick** is a partner in the law firm of Cranfill Sumner & Hartzog LLP in Raleigh, North Carolina. He concentrates his practice in labor and employment litigation, trade secrets and restrictive covenants, and union avoidance. He is admitted to the bars of North Carolina, South Carolina, Tennessee, and New York (pending), as well as numerous federal courts. Mr. Derrick has extensive counseling and trial experience representing hospitality and retail industry clients throughout the United States in a variety of matters. He is a member of DRI's Employment and Labor Law Committee.

**Gregory J. Duca** is the liability practice leader for Sedgwick Inc. in Philadelphia, the nation's largest third-party claims administrator. His 20 years of insurance and risk management experience includes leadership roles in claims advisory services, casualty loss mitigation, and claims and litigation management with Ernst and Young, AIG and CIGNA. Mr. Duca is a licensed property and casualty adjuster.

**Michael J. Freeman** manages professional malpractice, product liability and general liability litigation on behalf of Walgreen Co. His responsibilities include hiring outside counsel and providing legal counsel to the pharmacy services, store operations, quality assurance and insurance departments. Mr. Freeman works closely with outside counsel and third-party administrators to develop strategy designed to resolve disputes effectively through negotiated



settlements or trial. He has extensive trial experience in state and federal courts in Illinois and Wisconsin.

**Melissa B. Garrett** is employment counsel for The Pantry Inc., the leading independently operated convenience store chain in the southeastern United States and one of the largest independently operated convenience store chains in the country. The company operates over 1,600 stores in 13 states under select banners, including Kangaroo Express, its primary operating banner. The Pantry employs over 14,000 people.

**Dan J. Gendreau** is an attorney with the Donna Law Firm PC in Minneapolis, where he enjoys a national practice defending restaurant, retail and hospitality clients against general liability and liquor liability claims. A significant portion of Mr. Gendreau's practice is devoted to investigating serious claims prior to suit and counseling clients on security issues and best practices.

**Victor J. Glover, Sr.**, is senior vice president of safety and security for Accor North America in the Dallas/Fort Worth area. He focuses his efforts on safety and security matters for over 1,000 upscale and economy hotel locations in the United States and Canada. His experience also includes the restaurant and convenience store industries. Prior to joining corporate America, Mr. Glover spent eight years as a police officer in Southern California.

**Juliet A. Gridley, PE, CSP**, is a civil/structural engineer for SEA Ltd., based in its Tampa, Florida, office. She performs structural inspections, foundation and roof investigations, water intrusion evaluations, vibration damage analysis, egress evaluations, and workplace accident assessments. In addition to civil engineering projects, she performs industrial hygiene/air quality investigations and workplace accident investigations. Ms. Gridley is a certified safety professional, a certified mold remediator and licensed mold assessor in the state of Florida.

**Edward G. Hochuli** is a founding partner in the Phoenix law firm of Jones Skelton & Hochuli PLC. His practice focuses on personal injury defense, including product liability and the defense of the transportation and trucking industries. He has tried more than 125 civil jury trials to verdict and is one of the most experienced trial lawyers in Arizona. Mr. Hochuli is currently a director of the Trucking Industry Defense Association, a USLAW Network board member, and a member of ABOTA, DRI, the FDCC, the ABA and the Arizona Association of Defense Council. He is also an NFL referee.

**Jennifer Anderson Hoffman** is a partner in Marlow Connell Abrams Adler Newman & Lewis PA in Coral Gables, Florida. Her practice focuses on litigation of general liability claims, including premises liability, negligent security, product liability and high exposure claims. Ms. Hoffman is a member of DRI, the Florida Defense Lawyers Association and the ABA Section of Litigation.

**Samantha D. Holmes, Ph.D.**, is a principal consultant for R&D Strategic Solutions LLC in Memphis, Tennessee. Dr. Holmes has consulted on hundreds of civil cases in various venues nationwide and helped attorneys develop persuasive strategies for both trial and mediation. She has authored papers on various topics, including jury psychology, diversity in the courtroom, qualities of effective attorneys, and gaining jurors' trust in product liability cases. Her articles have been published by DRI, the ABA, *Inside Litigation* magazine and the *International Comparative Legal Guide to Product Liability*.

**Paul D. Ivey, Jr.**, is the managing partner in the Columbus, Georgia, office of Hall Booth Smith & Slover PC. He focuses on insurance defense, including premises liability, dram shop and general liability. Mr. Ivey also represents hospitals and their employees in medical malpractice and general liability actions. He is a member of DRI, the Georgia Defense Lawyers Association and the Security, Retail Group Practice Section of the

USLAW Network. Mr. Ivey is the coauthor of a recently published white paper providing a comprehensive overview of Enterprise Cyber Risk.

**Jacey Kaps**, a partner with Rumberger Kirk & Caldwell PA in Miami, Florida, has served as coordinating counsel for retailers. His practice focuses on domestic retail, restaurant and lodging sectors. He is experienced in complex litigation matters and defends many catastrophic injury cases. Mr. Kaps is chair of the Florida Retail Foundation's Chairman's Circle and vice chair of DRI's Retail and Hospitality Committee.

**B. Rose Miller** is an attorney with ADR Solutions LLC in Atlanta, specializing in claims and litigation management, with an emphasis on alternative dispute resolution. She is the chair of DRI's Alternative Dispute Resolution Committee. Ms. Miller was former counsel and director in the General Liability Department of Home Depot USA Inc.

**Constantine G. Nickas** is a senior partner with Wicker Smith O'Hara McCoy & Ford PA in Coral Gables, Florida. Mr. Nickas has successfully tried cases in state and federal courts throughout Florida, specializing in professional liability, product liability, retail and food safety-related litigation. He is privileged to have served as national coordinating counsel for the largest quick serve restaurant in the world for over a decade. Mr. Nickas is a member of DRI's Lawyers' Professionalism & Ethics and Product Liability Committees (Food Law SLG).

**David A. North** is president and CEO of Sedgwick Inc. in Memphis, Tennessee. He has over 32 years of experience in risk management services. Mr. North joined Sedgwick in 1995 to provide overall corporate leadership in strategic development and growth. Previously, he was the global practice leader for risk services at a major brokerage and risk management consulting firm, where he led the development of a total cost of risk strategy. In 2002, Mr. North was recognized by *Business Insurance* as one of the 35 "Rising Stars" in insurance worldwide.



**Mark E. Parsky** is a founding partner of McVey & Parsky LLC in Chicago. His national practice encompasses insurance coverage and product liability litigation, as well as general tort and commercial litigation matters. He has represented retailers and product manufacturers in litigation and insurance matters for 25 years. Mr. Parsky is regional counsel for a national retailer of consumer products.

**William F. Ray** is a member of Watkins & Eager PLLC in Jackson, Mississippi. He is the chair emeritus of DRI's Law Institute and a former chair of its Commercial Litigation Committee. Mr. Ray's practice focuses on commercial litigation and arbitration.

**Britt Roarx** is the senior claims manager in the Risk Department for Texas Roadhouse Inc. in Louisville, Kentucky. His responsibilities include oversight of P&C claims, risk, safety and loss control for a growing restaurant chain.

**Matthew S. Schultz** is a senior associate with the New Jersey office of Clyde & Co. US LLP. He focuses on general, product and professional liability, consumer fraud actions and business litigation. Mr. Schultz regularly represents businesses and individuals at the trial and appellate levels. He is admitted to practice in New Jersey and New York. Mr. Schultz has written and published articles concerning emergency response team coordination, corporate attorney client privilege and responding to consumer fraud class actions. Active in DRI's Retail and Hospitality Committee, he is also a member of the USLAW Network.

**Andrew J. Sosnowski** joined the National Insurance Crime Bureau (NICB) in Des Plaines, Illinois, in March 2010, as senior vice president and general counsel. Armed with an extensive background in criminal prosecution, he has practiced law for over 20 years, including over 15 years as a chief prosecutor in various Illinois counties. He is the former deputy general counsel for the Illinois Department of

Children and Family Services and comes to NICB from private practice, where he represented a variety of individuals, including plaintiffs, in personal injury litigation.

**Thomas S. Thornton III** is a shareholder with Carr Allison in Birmingham, Alabama, and chair of his firm's retail and hospitality practice group. In addition to focusing his practice in the retail and hospitality industries, he also serves as national MSP compliance counsel for many of his national and regional clients. Mr. Thornton is a member of various bar associations, as well as DRI, the USLAW Network retail practice group and MARC Coalition. He is the program chair of this seminar.

**Alicia M. Trinley** is a senior litigation counsel for Office Depot Inc. in Boca Raton, Florida. She is responsible for handling all personal injury and real estate litigation in the United States and Canada. Previously, Ms. Trinley was a trial attorney with a Florida firm, where she litigated numerous civil cases for various insured defendants. She is a corporate member of the USLAW Network and the Association for Corporate Counsel, and a member of the Federal Bar Association and the Florida Bar.

**Juan F. Villanueva, CPP, CFE, PI**, is an assets protection specialist with 40 years' experience in all phases of security, derived from 30 years of law enforcement as a police detective. He is currently working for Buffalo Wild Wings Inc. He established and operates JFV and Associates in San Clemente, California, a security consulting and investigations business specializing in restaurant security. Mr. Villanueva is a certified protection professional, a certified fraud examiner and a licensed California private investigator.

**Peter J. Wanek** is head of the construction practice group for McCranie Sistrunk Anzelmo Hardy McDaniel & Welch LLC in its New Orleans office. His practice focuses on construction industry and commercial litigation and arbitration,

including delay and interference claims, defense of manufacturers of construction industry products, general contract litigation, construction defects, and professional liability litigation in the defense of architects and engineers. He is a member of DRI, the Louisiana Association of Defense Counsel and a board member for the Louisiana chapter of the Federal Bar Association.

**Jonathan E. White** is counsel at Home Depot USA Inc. in Atlanta, where he primarily manages product liability related litigation. Mr. White is a member of DRI, the Association of Corporate Counsel and the state bars of Georgia and South Carolina.

**Paul E. White** is a senior partner at Sugarman Rogers Barshak & Cohen PC in Boston, where he represents retailers and manufacturers in complex contract, supply chain or commercial lease disputes. Mr. White currently serves as the legislative liaison to DRI's Commercial Litigation Committee's Business Torts SLG and as the marketing liaison to the UCC subcommittee of the Commercial Litigation Committee. He was recently elected as a representative to the Massachusetts Bar Association House of Delegates and serves as a member of the Massachusetts Bar Association Civil Litigation Section Council.

**Bruce Wimmer, CPP**, is the director of global consulting for Pinkerton Consulting & Investigations in San Francisco. Mr. Wimmer has been involved in security and investigations for 40 years and has worked in more than 40 countries around the world and all 50 states in the United States. In his 18-plus years in corporate security, he has developed special expertise in risk-based security solutions, crisis management and emergency response planning. Mr. Wimmer developed the crisis management/emergency response plans for all General Motors and all Delphi Automotive Systems facilities throughout Asia.







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