

| Monday, February 5 |   | Tuesday, February 6   |   |   | Wednesday, February 7                          |  |  |  | Thursday, February 8   |   |   |  | Friday, February 9   |   |   |  |   |   |   |
|--------------------|---|---|---|---|--|--|--|--|--|---|---|--|--|---|---|--|---|---|---|
| 9 a.m. – 12p.m.    | Facility Tours (W/WW including CoGen & Landfill)                      | Welcome - Continental Breakfast   |   |   |  |  |  |  |  |   |   |  |  |   |   |  |   |   |   |
|                    |   | Keynote Speaker – Addressing Polarization and Reactivity in Work Teams - Cherolyn Knapp– BALLROOM (SALON B) |   |   |  |  |  |  |  |   |   |  |  |   |   |  |   |   |   |
|                    |   | Cross Connection – Kathy Jonzon / Ashley Rowney/ Brett Dillman  | Cityworks Training – Serena Labrecque (2 hours)   | Tackling Toxicity: Cultivating Conflict Resolution in Tight Knit Work Units – Cherolyn Knapp (half day) | 8 – 9  | Flowmeter Fundamentals – Mike Brown (full day) | Hazardous Household Waste – SWANA (full day)                 | Reading P&ID Plans – Grant Dixon and Steve Justus (full day)             | Create the Culture Everyone Wants to be Part of – Diana Noble (half day) | 8 – 9   | Biological Nutrient Removal – Dave Russell (half day) | Landfill Fires – SWANA (full day)  | Competency-Based Approaches to Delivering Safety Excellence in a Unionized Setting – Jeff Griffiths (half day) | Customer Service – Danielle Hessler & Jocelyn Claggett (half day) | 8 – 9   | Introduction to Membranes – Dave Russell (half day)                | Water and Wastewater Operator Certification Program: Operating Experience and DRC – Christine Donovan | Commissioning Startup, Planning & Practices – Michel Aubuchon (4 hours) | Creativity in Business – Kim Westlund (2 hours) |
|                    |   | Break   |   |   | 9 – 9:15                                       | Break  |  |  |  | 9 – 9:15  | Break   |  |  |   | 9 – 9:15  | Break  |   |   |   |
|                    |   | The Why and How of Incident Investigations – Sharon Young   | Cityworks Training – Serena Labrecque (2 hours)   | Tackling Toxicity: Cultivating Conflict Resolution in Tight Knit Work Units – Cherolyn Knapp (half day) | 9:15 - 10:15                                   | Flowmeter Fundamentals – Mike Brown (full day) | Hazardous Household Waste – SWANA (full day)                 | Reading P&ID Plans – Grant Dixon and Steve Justus (full day)             | Create the Culture Everyone Wants to be Part of – Diana Noble (half day) | 9:15 - 10:15  | Biological Nutrient Removal – Dave Russell (half day) | Landfill Fires – SWANA (full day)  | Competency-Based Approaches to Delivering Safety Excellence in a Unionized Setting – Jeff Griffiths (half day) | Customer Service – Danielle Hessler & Jocelyn Claggett (half day) | 9:15 - 10:15  | Introduction to Membranes – Dave Russell (half day)                | Truth & Reconciliation in the Water Sector – Freda Leong (2 hours)                                    | Commissioning Startup, Planning & Practices – Michel Aubuchon (4 hours) | Creativity in Business – Kim Westlund (2 hours) |
|                    |   | Break   |   |   | 10:15 – 10:30                                  | Break  |  |  |  | 10:15 – 10:30   | Break   |  |  |   | 10:15 – 10:30                                       | Break  |   |   |   |
|                    | Seven Steps to Electrical Safety / Arc Flash Awareness – Roy Montieth | Using GIS to Collect Data and Find Assets in the Field – Shayne Conway, Suraphel Fresenbet, Ben Dahl        | Tackling Toxicity: Cultivating Conflict Resolution in Tight Knit Work Units – Cherolyn Knapp (half day) | 10:30 – 11:30   | Flowmeter Fundamentals – Mike Brown (full day) | Hazardous Household Waste – SWANA (full day)   | Reading P&ID Plans – Grant Dixon and Steve Justus (full day) | Create the Culture Everyone Wants to be Part of – Diana Noble (half day) | 10:30 – 11:30  | Biological Nutrient Removal – Dave Russell (half day) | Landfill Fires – SWANA (full day)                     | Competency-Based Approaches to Delivering Safety Excellence in a Unionized Setting – Jeff Griffiths (half day) | Customer Service – Danielle Hessler & Jocelyn Claggett (half day)  | 10:30 – 11:30   | Introduction to Membranes – Dave Russell (half day) | Truth & Reconciliation in the Water Sector – Freda Leong (2 hours) | Commissioning Startup, Planning & Practices – Michel Aubuchon (4 hours)                               | The Power of Vulnerability in the Workplace – Sarah Martin              |   |

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| 9 a.m. – 5 p.m.                          | Tradeshow Move In | 12:30 – 5:00 | Lunch, Tradeshow and Mixer | 11:30 – 12:30  | Lunch  |  |  |   |   | 11:30 – 12:30  | Lunch  |                                   |  |   | 11:30 – 12:30  | Lunch   |   |   |  |
|  |                   |              |                            | 12:30 – 1:30   | Can You Secure Remote Access to SCADA? Zane Spencer                      | Flowmeter Fundamentals – Mike Brown (full day) | Hazardous Household Waste – SWANA (full day) | Reading P&ID Plans – Grant Dixon and Steve Justus (full day) @ Facility | Personal Leadership & Resiliency in an Ever-Changing World – Diana Noble (half day) | 12:30 – 1:30   | Equipment Preventative Maintenance – Dave Russell (half day) | Landfill Fires – SWANA (full day) | Dealing with Day-to-Day Supervisory Challenges – Dirk Volschenk (half day) | Work-Life Balance Training – Danielle Hessler & Jocelyn Claggett (half day) | 12:30 – 1:30   | Dissolved Air Flotation – Dave Russell (half day) | Being an Operator in a Changing World – Grant Dixon, Ashley Rowney & Tamara Wuttunee-Campbell                                 | Commissioning Startup, Planning & Practices – Michel Aubuchon (4 hours)     | Employee Mental Health & Wellness – Sarah Martin |
|  |                   |              |                            | 1:30 – 1:45    | Break  |  |  |   |   | 1:30 – 1:45    | Break  |                                   |  |   | 1:30 – 1:45    | Break   |   |   |  |
|  |                   |              |                            | 1:45 – 2:45 pm | Let's Communicate About Water – Bobbi Menard                             | Flowmeter Fundamentals – Mike Brown (full day) | Hazardous Household Waste – SWANA (full day) | Reading P&ID Plans – Grant Dixon and Steve Justus (full day) @ Facility | Personal Leadership & Resiliency in an Ever-Changing World – Diana Noble (half day) | 1:45 – 2:45 pm | Equipment Preventative Maintenance – Dave Russell (half day) | Landfill Fires – SWANA (full day) | Dealing with Day-to-Day Supervisory Challenges – Dirk Volschenk (half day) | Work-Life Balance Training – Danielle Hessler & Jocelyn Claggett (half day) | 1:45 – 2:45 pm | Dissolved Air Flotation – Dave Russell (half day) | Rapid and Accessible Bacteria Tests for Optimizing Operations – Amirreza Sohrabi<br><b>**VIRTUAL PRESENTER</b>                | Project Estimating, Scheduling and Cost Control – Michel Aubuchon (2 hours) | Coping With Anxiety & Stress – Sarah Martin      |
|  |                   |              |                            | 2:45 – 3       | Break  |  |  |   |   | 2:45 – 3       | Break  |                                   |  |   | 2:45 – 3       | Break   |   |   |  |
|  |                   |              |                            | 3 – 4          | The Truth About Bacterial and Enzyme Supplements for WW – Raymond Menard | Flowmeter Fundamentals – Mike Brown (full day) | Hazardous Household Waste – SWANA (full day) | Reading P&ID Plans – Grant Dixon and Steve Justus (full day) @ Facility | Personal Leadership & Resiliency in an Ever-Changing World – Diana Noble (half day) | 3 – 4          | Equipment Preventative Maintenance – Dave Russell (half day) | Landfill Fires – SWANA (full day) | Dealing with Day-to-Day Supervisory Challenges – Dirk Volschenk (half day) | Work-Life Balance Training – Danielle Hessler & Jocelyn Claggett (half day) | 3 – 4          | Dissolved Air Flotation – Dave Russell (half day) | Planning & Design of Urban Underground Pipeline Installation using Pipe Bursting Construction Techniques – Olugbenga Ibikunie | Project Estimating, Scheduling and Cost Control – Michel Aubuchon (2 hours) | Excel Skills 101 – Amanda Shinkewski             |
| Water/Wastewater/Distribution/Collection |                   |              | Solid Waste                |                |  |  |  | Personal Development/Leadership   |   |                |  | Safety                            |  |   |                |   |   |   |  |