FDFA Annual Meeting – OPERATORS AGENDA
Sunday, November 16th , 2014
Hyatt Hotel – Toronto, ON
Meeting Time: 8:30am to 5:00pm (approx.) –
Regency B (Convention Level)

Operator Only Breakfast at 7:30am to 8:30am
(Regency A – sponsored by JOANEL Inc.)
Lunch at 12:00pm – 1:30pm
(Regency A – Sponsored by Diageo Global Travel)

Item #	Description	Presenter	Allotted Time	~Finish
1	**CALL TO ORDER – 8:30am**	Abe Taqtaq		
2	**Roll Call**	Paul Dickinson	~5 MIN	8:35
3	**Approval of Prior Operator Meeting Minutes**	Laurie Karson	~5 MIN	8:40
4	**Financial Review**	Jim Pearce	~5 MIN	8:45
5	**Welcome and Opening Remarks**	Abe Taqtaq	~5MIN	8:50
6	**CBSA Update** ***Anne Kline (Executive Director, CBSA)*** ***In Camera Operator Only Session***	Anne Kline & Operator Q&A	~60 MIN	9:50
	MORNING BREAK (sponsored by Godiva Chocolatier)		**~15 MIN**	**10:05**
7	**Government Relations Operator Discussion** - **Road TRIP Overview and Actions** - **General GR Issues (Liquor, etc.)**	Laurie Karson	~45 MIN	10:50
8	**FDFA Association Updates** • **Committee Updates** • **Doug Waldie Continuing Education Bursary** • **2015 FDFA Business & Professional Development Summit** • **FDFA Convention 2014/2015 Update** • **FDFA Eco and Plastic Bag Program Update** • **Missing Children Society of Canada Update**	 Laurie Karson Laurie Karson Laurie Karson Laurie Karson Laurie Karson Laurie Karson	~30 MIN	11:20
9	**Retail Council of Canada Certification Program Overview & Credit Card Update**	Karl Littler Marcie Wenn	~30 MIN	11:50
	LUNCH & PRODUCT TASTING		**~90 MIN**	1:20
10	**FDFA National Marketing Overview**	L. Karson	~5 MIN	1:25
	The Mars Agency Marketing Presentation ***(Derek Joynt, Vice President of Mars & Jan Ferguson, VP of Mars)***	Derek Joynt Jan Ferguson	~70 MIN	2:35
	AFTERNOON BREAK (sponsored by Godiva Chocolatier)		**~10 MIN**	2:45
11	**Operator Only Open Discussions**		~30 MIN	3:15
12	**FDFA Board of Directors Elections**		~35 MIN	3:50
	New Business & Adjournment of Meeting	ALL	**~10 MIN**	**4:00**

Afternoon Coffee and Cookies sponsored by Godiva Chocolatier