



Best Practices in Global Consumer Returns Seminar

Day One: Thursday, September 19, 2019

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| 7:00 am | Breakfast Breakfast served in Common Area. |
| 8:00 am | Registration - Check in |
| 8:30 am | Welcoming Remarks Tony Sciarrotta |
| 8:40 am | Circular Economy from Principles to Practice Claudia Freed Asset Recovery |
| 9:15 am | What can we do about climate change! Joyce Cruts |
| 10:00 am | Before the Return... Moderator: Tim Brown Panelists: Joyce Cruts - ACER Kathy Murphy - Revilo Tony Sciarrotta- Reverse Logistics Association |
| 10:45 am | Encompass Facility Tour  |
| 12:45 pm | Networking Lunch |
| 1:45 pm | ITAD Business at IBM & the Future of Asset Disposal Marcos Oliveira |
| 2:30 pm | Artificial Intelligence Kim Cipolina |
| 3:15 pm | Afternoon Networking Break- Sponsored by EALGreen  |
| 3:45 pm | Cross Border Returns Tony Sciarrotta |

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| 4:00 pm | Consumer Products Committee Discussion David Malka David Malka, Chief Sales Officer, goTRG Joyce Cruts, VP of Supply Chain and Operations, Acer Mark Erickson, Business Development Director, RLA |
| 5:00 pm | Networking Reception sponsored by goTRG  |