



AFPM

American
Fuel & Petrochemical
Manufacturers

The new NPRA.

2012 AFPM
Reliability & Maintenance
Conference and Exhibition
Advance Program

Growing Stronger
with Reliability

Henry B. Gonzalez Convention Center
San Antonio, Texas
May 22-25, 2012



**RELIABILITY &
MAINTENANCE**

**Schedule of Events
At a Glance**

May 22-25, 2012

Tuesday

9:00 am – 5:00 pm
1:00 pm – 8:00 pm
4:00 pm – 5:00 pm
6:00 pm – 8:00 pm

May 22, 2012

Professional Development Seminars
Registration
Ethics Session
Opening Reception in Exhibit Hall

Wednesday

7:30 am – 6:00 pm
8:30 am – 9:45 am
9:45 am – 10:00 am
10:00 am – 11:15 am
11:15 am – 1:00 pm
1:15 pm – 2:30 pm

2:30 pm – 2:45 pm
2:45 pm – 4:00 pm
4:00 pm – 6:00 pm

May 23, 2012

Registration
Keynote Session
Coffee Break
Concurrent Workshops
Lunch – Exhibit Hall
Discussion Session/
Concurrent Workshops
Coffee Break
Concurrent Workshops
Reception in Exhibit Hall

Thursday

7:30 am – 6:00 pm
8:30 am – 9:45 am
9:45 am – 10:00 am
10:00 am – 11:15 am
11:15 am – 1:00 pm
1:15 pm – 2:30 pm
2:30 pm – 2:45 pm
2:45 pm – 4:00 pm
4:00 pm – 6:00 pm

May 24, 2012

Registration
Keynote Session
Coffee Break
Concurrent Workshops
Lunch – Exhibit Hall
Concurrent Workshops
Coffee Break
Concurrent Workshops
Reception in Exhibit Hall

Friday

8:00 am – 8:30 am
8:30 am – 10:00 am

May 25, 2012

Continental Breakfast
Concurrent Discussion Session

Growing Stronger with Reliability

2011 proved to be another challenging year for our industry. The economy struggled to improve incrementally and our industry continues to remain in survival mode. With what seems like endless new regulations and the profitability challenges our industry faces every day, refiners must continue to find ways to increase reliability, maintain current assets with aggressive preventive maintenance and improve safety. The immediate and subsequent long term success of our industry is to grow stronger with reliability. To meet your needs, we have structured the 2012 AFPM Reliability and Maintenance Conference program around workshops that emphasize performance, productivity, new technologies and workforce development and collectively these workshops will help you and your facility grow stronger with reliability. We are also offering a strong professional development program that will enhance the theme of our conference.

The Conference is all about sharing improvements and learning from others' experiences. In each workshop, presenters will describe their reliability and maintenance challenges, how they selected a solution, and the ups and downs of implementing that solution. The lessons they have learned – the positives and negatives – are a powerful tool in improving the productivity of your workforce and the competitiveness of your facility. The program has almost 40 workshops organized in seven topic tracks: Workforce Development (1 day track) Analyzers/Electrical/Instrumentation (AEI, 1 day track); New Technologies; Turnarounds; Reliability; Maintenance Tools; and Mechanical

Integrity and Safety. The workshops will be interactive and attendees will be encouraged to ask questions and share their own experiences and challenges. The Discussion Sessions will again be lengthened to make them even more interactive and to continue to offer attendees longer and better opportunities to discuss specific issues with experienced practitioners.

Attendees interested in a specific topic will find that the program schedule allows them to focus on the area that best aligns with their interests. For example, attendees whose top priority is inspection may want to concentrate on the Maintenance Tools track while other attendees will choose to concentrate on the Turnarounds or Reliability tracks. [Click here](#) to see a more complete description of each workshop.

Discussion Sessions

The program includes three Discussion Sessions where subject matter experts (SMEs) will provide a starting point for a small group discussion of high priority issues. Each session will break down into four subtopics:

- **Maintenance:** Planning and Scheduling; Bolted Joints; Craft Training; and Benchmarking and KPI's.
- **Reliability:** Rotating Equipment; Fixed Equipment; Operations Driven Reliability; and AEI.
- **Turnaround:** Productivity; Contracting Strategy; Planning and Scheduling; and Turnaround Management.

Professional Development

Attendees also have the opportunity to acquire additional training by registering for one of the five Professional Development seminars which will be held Tuesday before the conference. Four full-day seminars will be offered on "Fitness for Service" by Equity Engineering; "Testing 101 and "Cable Diagnostic Testing" by UtilIX Corporation; "Planning and Scheduling" by T.A. Cook and "What a New Reliability Engineer Needs to Know" covering both fixed equipment and rotating equipment. There is an additional registration fee for each of these seminars. Also available will be the "Ethics and Excellence for Engineers" by Valero Energy. There is no additional fee to attend the Ethics Session.

Exhibition

The Conference Exhibition provides an opportunity to evaluate the equipment, services, and technologies of more than 220 companies. These companies are specialists in a specific aspect of reliability or maintenance and can be valuable resources in solving plant problems and improving performance.

Many of the exhibitors are first-timers offering novel solutions to your persistent problems.

The 10-plus hours of exhibition time also offer an excellent opportunity to network with others and focus on your plant's particular needs.

**Tuesday
May 22, 2012**

8:00 am – 5:00 pm

Cable Testing 101 and Cable Diagnostic Testing – A Review of the Major Electrical Cable Testing Methods: An Introduction to Cable Rejuvenation

Wayne Chatterton and Gus Derezes,
UtiliX Corporation

\$400

This short course will help the maintenance or electrical reliability manager to make effective plans for assessing the condition of the critical cables in their plant. The IEEE 400 guide on cable testing will be introduced. Different cable sizes, types, ages, configurations and installations will be discussed along with recommendations for dealing with each. The class will review actual test reports from field generated testing protocols. The ultimate goal will be determining the best engineering protocol to insure the electrical reliability of the cable owner's plant.

Upon completion of the course the cable owner will be able to make intelligent decisions as to the frequency of testing on their plant cables and the types of testing that should be completed for the cable system they have in their facility. This course will also introduce the cable owner to cable rejuvenation.

Fitness for Service

David Osage, The Equity
Engineering Group, Inc.

\$450

A description of API's de facto International Standard for Fitness-For-Service (FFS), API 579/ASME FFS-1 will be presented by Mr. Osage, an internationally recognized industry expert and leader in the development and use of FFS technology. FFS assessments are quantitative engineering evaluations that are performed to demonstrate the structural integrity of an in-service component that may contain a flaw or other damage. The Parts of API 579/ASME FFS-1 covering specific damage mechanisms, their intent, when to use them, and the typical subject matter experts and work processes involved in typical FFS will be fully described. The fundamentals of FFS assessments concentrating on the most typical problems encountered in a Refinery or Petrochemical Plant will be discussed and illustrated using example problems. Technical background and validation of the API 579/ASME FFS-1 FFS assessment procedures will also be covered.

What a Reliability Engineer Needs to Know

Heinz Bloch, Reliability Engineer
John Reynolds, Moody/Intertek
Ramesh Gulati, Arnold Engineering
Test Facility

\$450

This course will cover rotating equipment, fixed equipment and some basic reliability principles.

Rotating Equipment:

This workshop will explain actual equipment issues and describe experience-based solutions in previously unpublished clarity. The facilitator will discuss how best-of-class companies have achieved optimized overall equipment performance by consistently keeping reliability issues totally focused.

Fixed Equipment:

Reliability: What does it really mean to today's engineer for fixed equipment

- Types of fixed equipment to be covered: Tanks, exchangers, vessels and piping systems
- Case studies for fixed equipment
- Development techniques for an inexperienced engineer to advance their career

Reliability Engineering:

Is it a career or a stop in a career path?

- How to be successful as a reliability engineer
- Pitfalls to avoid in career planning
- Developmental aspects of reliability engineering
- Engineering Excellence: what is it and how much can we afford or not afford?
- Wrap up the session to fold in various aspects of the work and jobs and what it takes to be a respected member of the reliability community

**Tuesday
May 22, 2012**

9:00 am – 5:00 pm

Planning and Scheduling

Alan Warmack, T.A. Cook

\$400

During this course, participants will gain a thorough understanding of the planner/scheduler's role in their daily functions. In this workshop, we will work together using hands on exercises to give first-hand experience to the participants. We will also understand the personnel they interact with to be successful. Additionally, we will discuss a number of pitfalls related to Planning and Scheduling and how to overcome them through proper leadership.

Deliverables:

- know the three main types of maintenance work and how they should be managed
- have a clear understanding of Planner/Scheduler roles
- understand the need for good work identification practices
- understand the need for good prioritization of incoming work
- know what a job plan consists of
- know how to build a standardized job plan
- understand how to conduct effective meetings (scheduling)
- understand the roles of supervisors and technicians during execution and closeout
- understand the value of KPIs and backlog management in identifying opportunities for improvement
- understand the importance of building good working relationships with various departments at your site

4:00 pm – 5:00 pm

Ethics and Excellence for Engineers

Valero Energy Corporation

The ethics workshop will review engineers' roles and responsibilities in applying professional engineering ethics to their professional conduct. The discussion will begin with a definition of ethics and then discuss situations where ethics are brought to bear. This workshop is intended to provide the training needed to maintain a professional engineer's license in those states that require one hour of training per renewal period. AFPM will provide certificates of attendance to those that attend.

There is no additional fee to attend the Ethics Workshop.

**Wednesday
May 23, 2012**

8:30 am – 9:45 am

Keynote Address

Captain Charlie Plumb graduated from the Naval Academy at Annapolis and went on to fly the F-4 Phantom jet on 74 successful combat missions over Vietnam. On his 75th mission, with only five days before he was to return home, Plumb was shot down, captured, tortured, and imprisoned in an 8 foot x 8 foot cell. He spent the next 2,103 days as a Prisoner Of War in communist war prisons.

During his nearly six years of captivity, Charlie Plumb distinguished himself among his fellow prisoners as a professional in underground communications, and served for two of those years as the Chaplain in his camp. Captain Charlie Plumb draws parallels between his P.O.W. experience and the challenges of everyday life.



Charlie Plumb

Former Navy Fighter Pilot and P.O.W.

**Track 1:
Workforce
Development**

**Track 2:
New
Technologies**

**Track 3:
Turnarounds**

**Wednesday
May 23, 2012**

10:00 am – 11:15 am

**Engineer Training
and Development**
Craig Miller, BP

**Use Of Advanced
Ultrasonics For Off-Site
Piping Inspections**
John Companik, BP

**Turnaround Success
Through Organizational
Transformation**
Pete Shirley, AP-Networks

1:15 pm – 2:30 pm

**Recovery: Addressing
the Shortage of Skilled
Craft Professionals**
*Don Whyte, Steve Greene,
NCCER*

No workshop

**Beyond Laser Scanning: Utilizing
Advanced, Comprehensive,
Dimensional Control Techniques
in Capital Project Execution**
*Blain Bradley, Chevron Corporation
Jerry Crawford, TGC Engineers*

2:45 pm – 4:00 pm

**The Changing Role of the
Craftsperson in Industry**
Chuck Kooistra, GP Allied

No workshop

**Capital Project Cost
Management**
*Bob Harrell, Track Software
Jay Kinberger, Shell Oil
Company*

**Track 4:
Reliability**

**Track 5:
Maintenance
Tools**

**Track 6:
Mechanical Integrity
and Safety**

**Equipment Reliability
Focused Operating
Envelopes**

Jeffrey Fleitz, BP

**Overcoming Barriers
for Proper Planning
and Scheduling**

Jerry Wanichko, T.A. Cook

**Mechanical Integrity -
Tough Lessons Learned**

*John Reynolds, Intertek/
Moody International
Mike Urzendowski, Valero
Energy Corporation
Clay White, ConocoPhillips
Steve Bolinger, BP*

**Reliability Discussion
Session**

Rotating Equipment

*Heinz Bloch, Reliability
Engineer*

Fixed Equipment

*John Reynolds, Intertek/Moody
International*

Operations Driven Reliability

*Matt Frey, Chevron Phillips
Chemical Company
Chuck Wallace, PRO Solutions*

AEI

*Arnoldo Rodriguez,
LyondellBasell Industries*

**Easy Steps to Reducing
Fugitive Emissions**

*David Reeves, Chevron
Corporation*

**Avoiding Costly Repairs
of Storage Tanks**

*Brian Rose, Quest
Integrity Group
John Peck, ConocoPhillips
Company*

**Reliability Discussion
Session Wrapup**

**Selecting the Right
Contract Format for
Outsourced Maintenance**

Dirk Frame, T.A. Cook

**Real-Time Management
of Corrosion in Refineries
Through Advanced
Modeling Tools**

*Sridar Srinivasan, Honeywell
International, Inc.*

		Track 1: New Technologies	Track 2: Turnarounds
Thursday May 24, 2012	8:30 am – 9:45 am	HF Acid and Other Corrosive Applications <i>David Clover, Advanced Sealing</i> <i>David Reeves, Chevron Corporation</i>	Maximizing Turnaround Results Through High Performance Contracting <i>Bobby Singh, Project Assurance</i> <i>Louis Chaplain, Mosaic Fertilizer</i> <i>Ron Rinaldi, Ohmstede Industrial Services</i>
	10:00 am – 11:15 am	Using Non-Metallic Composite Material For High Temperature Piping Repairs <i>Matthew Green, Neptune Research, Inc.</i>	Improving Efficiency/Reliability Through 3-D Planning <i>Daniel Feddeler, BP</i>
	1:15 pm – 2:30 pm	No workshop	Turnarounds, Real Time and Beyond: How a Wireless Plant Network Changed the Way We Do Turnarounds <i>John Barth, Apprion</i>
	2:45 pm – 4:00 pm	No workshop	Best Practice in Pressure Relief Maintenance and Repair Programs in Oil and Gas Operations <i>Michael Romano, Kevin Simmons, Tyco Valves and Control</i>
Friday May 25, 2012	8:00 am – 9:45 am	Turnaround Discussion Session Productivity Contracting Strategy Planning and Scheduling Turnaround Management <i>Norm Carlegis, LyondellBasell Industries</i> <i>Pete Shirley, AP-Networks</i>	
	10:00 am – 11:15 am	Turnaround Discussion Session Wrapup	

**Track 3:
Reliability**

Understanding and Defining Work Scope for Planning and Reliability Effectiveness
Rod Jenkins, CoreTeam Solutions

Proper Skid Grouting Improves Rotating Equipment Reliability
James Lipscomb, Adhesive Services Company

A Key Concept of Asset Reliability: Your Operations Group Can Impact Reliability More Than Your Maintenance Group
*Mark Porter, Irving Oil Limited
Blair Morgan, Innovatia, Inc.*

Lessons Learned from the Front Line of an Operator Care Program
Michael Gehloff, GP Allied

**Track 4:
Maintenance Tools**

Induction Heat Tube Extraction for Boiler Generating Bank Replacement
*Wade Blaser, Tubesolve Inc.
Ed Winston, Tesoro Refining & Marketing*

Implementing Successful Work Management Practices to Maximize Maintenance Efficiency
*Michael Martin, Chevron Corporation
Jeff Nevenhoven, Life Cycle Engineering*

Maintenance Discussion Session Planning and Scheduling Bolted Joints Craft Training Benchmarking and KPI's
*Alan Warmack, T.A. Cook
David Reeves, Chevron Corporation
Don Whyte, NCCER
Al Poling, Solomon Associates
Jimmy Jernigan, LyondellBasell Industries*

Maintenance Discussion Session Wrapup

**Track 5:
Mechanical Integrity and Safety**

New Technology and Findings with CUI
*Tim Munsterman, Lloyd's Register Capstone, Inc.
Joel Pressly, Huntsman Corporation*

Real-Time Integrity Management
*Barry Snider, Small Hammer Incorporated
Bladimir Gómez, PDVSA*

Achieving and Maintaining a Real-Time Risk Based Inspection Program
Daniel Mahoney, HollyFrontier Corporation

Remote Robotic Crack Detection Service for Coke Drums
Jacqueline Cameron, CIA Inspection (US), Inc.

**Track 6:
AEI**

Obsolete Medium Voltage ASD Options: Modernize or Replace
*Jeremy Meeks, Chevron Phillips Chemical Company
Manish Verma, TMEIC*

Update on Testing Medium Voltage Cable Systems
Ashley Harkness, Electrical Reliability Services

Meeting Burner Maintenance Systems Regulations
Lee Swindler, Englobal

Managing SIF Proof Test Data in APM Software
*Keith Lapeyrouse, The Dow Chemical Co.
Patrick Skweres, SIS-TECH Solutions*

*Program subject to change.
Check for updates at www.afpm.org*

Exhibitors from approximately 220 industry service companies will participate in the AFPM Reliability & Maintenance Conference and Exhibition. *(as of February 7, 2012)*

A Box 4 U
 A.W. Chesterton Co.
 ABS Consulting
 Access Plug Flange, Inc.
 ACS Industries, LP
 Adhesive Services Company
 Advanced Reliability Technologies, LLC
 Aggreko
 AIMM Technologies, Inc.
 All Tech Inspection
 Alltite, Inc.
 AltairStrickland
 American Alloy Steel
 Apprion
 Aquilex Corporation
 ARI Environmental, Inc.
 Aspen Aerogels
 Asset Performance Networks
 Austin Industrial, Inc.
 Babbitt Steam Specialty Co.
 BearCom
 BLAC INC
 Boardman, Inc.
 Bolttech Mannings Inc.
 Bonney Forge Corporation
 Brand Energy and Infrastructure Services
 Brock Group
 Burckhardt Compression
 CARBER
 Carboline Company
 CATSI, Inc.
 CEDA International/ Catalyst Services
 CFS Inspection Services
 Chart Cooler service Co. -
 Aftermarket Division
 Clean Harbors
 Colfax
 Continental Fabricators, Inc.
 Contract Fabricators, Inc.
 Cooling Tower Depot, Inc.
 CRANE Energy Flow Solutions
 CTI Industries, Inc.
 Cudd Energy Services
 Curran International, Inc
 Cust-O-Fab, Inc.
 D. D. Technology, Inc
 DeAngelo Brothers, Inc.
 Deep South Crane and Rigging
 Delta Rigging & Tools

Delta Tech Service, Inc.
 "The Chemical Cleaning Company"
 DSI Valve
 Dunn Heat Exchangers
 EagleBurgmann EJS
 Emerson Process Management
 EQ - The Environmental Quality Company
 EST Group, a business unit of Curtiss-
 Wright Flow Control Company
 Excel Modular Scaffold
 Farris Engineering Services, a business
 unit of Curtiss-Wright Flow Control
 Company
 First Transit/First Vehicle Services
 Flexitallic
 FLIR Systems
 FLUOR
 Foster Wheeler USA
 Gallop Tower Field Service
 GE Energy - Bently Nevada Asset
 Condition Monitoring
 GEM Mobile Treatment Services
 General Physics Corporation (GP)
 Hagemeyer North America -
 Technical Services
 Hahn & Clay
 Hason Steel Products Inc.
 Hawk Rope Access, LLC
 HEAT TRANSFER EQUIPMENT
 COMPANY
 Hertz Equipment Rental Corporation
 Hi-Tech Industrial Services, Inc.
 Hotwork-USA
 Hunter Buildings & Manufacturing, LP
 Hydratight
 HydroTex Dynamics, A Hydro Company
 Industrial Gunite, Inc.
 Infinity Maintenance Services, LP
 International Management Assistance
 Corporation
 International Paint LLC
 InterPlan Systems Inc.
 Intertek-Aptech
 J.J. White, Inc.
 Jacobs
 Jayne Industries, Inc.
 JV Industrial Companies
 KBC Advanced Technologies, Inc.
 Kitz Corporation of America
 KnightHawk Engineering, Inc.
 Koch Specialty Plant Services, Inc.
 KTI Corporation
 Lamons
 Life Cycle Engineering
 Lloyd's Register North America

Maintenance Enterprises, LLC
 Management Resources Group, Inc.
 MRG
 Mascoat
 Matrix Service Company
 McDonough Elevator Sales & Rentals
 McJunkin Red Man Corporation (MRC)
 MEA INC
 Meridium Inc.
 Mid-States Supply Company
 Midsun Specialty Products
 MISTRAS Group
 Morgan Thermal Ceramics
 MOST
 NDT Seals
 Nooter Construction Company
 Novinium
 NRI
 Nutec Fibratec
 Obetego Inc LLC
 Ohmstede, Ltd.
 Oilind Safety, Inc.
 Onis Line Blinds
 Ovivo USA LLC
 P.A. Inc.
 ParFab Companies
 PdMA Corporation
 Petro-Chem Development Co., Inc.
 Petrochem Field Services
 Process Industry Practices (PIP)
 PROGNOST Systems, Inc.
 Quest Integrity Group, LLC
 RAE Systems
 Rain for Rent
 Reliability Management Group
 Rentech Boiler Services, Inc.
 Repcon, Inc.
 Resco Products, Inc.
 Royal Purple, Inc.
 RSC Equipment Rental
 Safway Services, LLC
 Selas Fluid Processing Corporation
 Sentinel Integrity Solutions
 Service Radio Rentals - Industrial Blind
 Solutions (SRR-IBS) Safety Data
 Source (SDS)
 Siemens Oil & Gas Consulting
 SKF USA Inc.
 Specialty Tool & Supply, Inc.
 SPX Cooling Technologies
 Standard Alloys
 STARCON International, Inc.
 Stress Engineering Services
 STRUCTURAL
 Sulzer Chemtech USA, Inc.

Exhibitor List

continued from page 9

Superheat FGH Services
T.A. Cook
TapcoEnpro International
Team Industrial Services
Technip-Coflexip® Products
TesTex Inc.
Tex-Fin, Inc
The Equity Engineering Group
The Manufacturing Game
The Mundy Companies
The Newdell Company
Thermbond Refractories/
Stellar Materials Inc.
Thermo Scientific Niton Portable
XRF Analyzers
TIC - The Industrial Company
Total Industrial Services Specialties
Total Safety U.S., Inc.
Transfield Services
Tray-Tec, Inc.
Turner Industries Group
Tyco Flow Control
Tyndale Company, Inc.
Unifrax I LLC
United Laboratories International, LLC
United Rentals, Inc
United Shutdown Safety
United Valve
Universal Plant Services, Inc.
USA Services Inc
Velan
Visionary Industrial Insulation
Waukesha Foundry, Inc.
Willbros Downstream LLC
William W. Rutherford & Associates
Wood Group Field Services, Inc.
Wyatt Field Service Company
Zeeco, Inc.
Zimmermann & Jansen, Inc.

Ethical Responsibility and Professional and Personal Conduct Code

The American Fuel & Petrochemical Manufacturers ("AFPM") has adopted the following "Ethical Responsibility and Professional and Personal Conduct Code" (hereinafter, "the Code"). Every member of AFPM, their designated representatives, and non-member attendees at all AFPM meetings and forums agree to abide by the Code as a condition of membership in AFPM and attendance and participation at AFPM meetings and forums.

The Code requires the following of all individuals attending AFPM meetings and forums:

- Adherence to the AFPM bylaws and the AFPM policies and procedures, as adopted by AFPM's Board of Directors
- Strict compliance with antitrust laws.
- Adherence to all applicable federal and state laws.
- Maintain the highest level of professional and personal ethical behavior while attending AFPM meetings and forums.
- Prevention of certain behaviors, including harassment, violence, intimidation and discrimination of any kind involving race, color, religion, national origin, gender, sexual orientation, age, disability or, where applicable, veteran or marital status.
- Assurance that conduct at all times and in all professional and personal dealings with each other and other attendees is with the highest level of integrity and courtesy.

- Sharing of knowledge and expertise as speakers at AFPM educational events and sessions whenever practicable, without soliciting or explicitly promoting their own organization's products or services.
- Working to instill public and consumer confidence in the petrochemical and refining industries, its member companies, and its professionals, avoiding any action conducive to discrediting members of AFPM.
- Refraining from scheduling general attendance meetings, receptions or other events at times that conflict with substantive programming or social events at AFPM meetings without express written permission of AFPM.

Failure to abide by the Code may result, for the first offense, in informal censure of a company or individual by the AFPM Executive Committee. If violations of the Code continue after such an informal censure, a company may be subject to expulsion from AFPM, or an individual to exclusion from participation in AFPM activities, by the Board of Directors.

Face-to-Face Fair

Attention operating company personnel. Take advantage of this 3-day conference, all for free.

AFPM is happy to be able to again offer an economical opportunity for operating company personnel. The Face-to-Face Fair provides a chance to receive a complimentary conference registration in exchange for one hour of your time. Simply identify 4 exhibiting companies of interest to you and meet with them "face-to-face" for 15 minutes each.

Your semi-private office and schedule will be provided by AFPM. Qualified personnel are limited to an engineering, maintenance, or reliability manager/director, or project/turnaround manager. This offer is valid for operating company employees only and is not transferable to non-company employees working at the facility, i.e., contractor employees, vendors, etc. Support your Association and your vendors by taking advantage of this fabulous offer. For more info or to sign up, click [here](#).

1. Conference Registration and Professional Development Seminars

Log on to www.afpm.org and select Reliability & Maintenance Conference under Meetings then click "Register Now" or complete the enclosed registration form. Full registration includes admission to the Tuesday, Wednesday, and Thursday receptions and the Wednesday and Thursday luncheons in the exhibit hall; the Keynote Session; and the Workshop Sessions. Spouse registration includes all of the above. Plus, you'll save \$100 on full conference registration if you register by April 20! There is a separate registration fee for the Tuesday Professional Development Seminars.

On-line late registration runs from April 20 - May 9. After May 9, registration must be done on-site in San Antonio.

2. Hotel Reservations

Reserve your hotel on-line when you register on-line and receive an immediate acknowledgement of your reservation. Or, fill in the appropriate space on the enclosed registration form. Hotel reservation requests will be processed in the order received by the AFPM. Get immediate acknowledgement on-line but allow 2 weeks if submitted to AFPM. Support your Association and help keep meeting fees low by using the AFPM contracted hotel.

April 20, 2012, is the cut-off date for making hotel reservations, cancellations or substitutions through AFPM or on-line. Beginning April 30, reservations, substitutions, or cancellations must be made through the hotel directly.

Hotel Cancellation Policy:

Hotel reservation must be cancelled 72 hours prior to scheduled arrival to avoid being charged for one night's room plus tax.

3. Payment

Pay by credit card. AFPM accepts American Express, MasterCard and Visa.

4. Travel

AVIS is the official rental car agency for the RMC. Call 800.331.1600 and refer to AWD#:B761399 to receive discounted rates.

5. Suites and meeting rooms

Call Katharine Nesslage at 202.457.0480 or email at knesslage@AFPM.org.

6. Confirmation

Your registration will be confirmed via e-mail if you provided us your email address. Otherwise, your confirmation will be sent via U.S. mail.

7. Attire

Business Casual - shirts with collars; no ties, jeans, sneakers or shorts.

Cancellation Policy:

Registration cancellations can be made online or submitted in writing, faxed to 202.835.0467 or e-mailed to RMC@AFPM.org. Substitute conference registrations may be made in advance or on arrival with no penalty. Substitutions must be submitted in writing to RMC@AFPM.org.

Cancellations may be made by April 20, 2012 with no penalty. Written cancellations postmarked, faxed, or emailed between April 21 and May 7, 2012 will receive a refund of fees, less a \$50 processing fee. No refunds after May 7, 2012. No telephone cancellations.

One-Day Pass & Seminar Refund Policy:

Cancellations may be made by April 20, 2012 with no penalty. Written cancellations postmarked, faxed, or emailed between April 21 and May 7, 2012 will receive a refund of fees, less a \$25 processing fee. No refunds after May 7, 2012. No telephone cancellations.

Fee Policy:

Eligibility for member rates is based on membership information currently on file with AFPM. If your company is not currently a member, the non-member fees will be charged to your credit card.

Registration Policy:

Those who are present at the site of an AFPM meeting and/or occupy a hotel room in the AFPM room block to conduct business with industry personnel gathered for that meeting are expected to register for that meeting and pay the registration fee, whether or not they attend a specific function.

Spouse/Guest Policy:

A guest is a spouse/significant other, friend or an adult child (18 years old or older) who is not in an industry-related occupation. A co-worker, an associate or spouse who works within the industry may not use the Spouse/Guest Registration category. Guests are not permitted to work in the exhibit booths. Children under 18 are not permitted in the exhibit hall.

No Suitcasing Please:

Please note that while all meeting registrants are invited to the exhibition, any non-exhibitor registrant who is observed to be soliciting business in the aisles or other public spaces, in another company's booth, or in violation of any portion of the AFPM Exhibition Policy will be asked to leave the show floor. Please report any violations you may observe to show management.

Entertainment Policy:

We ask your cooperation in observing Association policy on activities held in conjunction with any AFPM meeting:

- Meetings or social activities should not be scheduled that take registrants away from AFPM programs and AFPM-sponsored activities;
- Any company sponsoring a function to which 25 or more people are invited should outline its plans for advance approval by AFPM. In general, such functions will be approved if they do not unduly take registrants away from AFPM-sponsored activities;
- All representatives of companies sponsoring hospitality activities are expected to register for the meeting;
- Hospitality suites are expected to close by 1:00 am;
- Food, beverage and service personnel (bartenders, hostesses, etc.) must be obtained through the hotel catering department;
- Suite promotional activities are to avoid the use of elaborate entertainment, expensive door prizes, suite attendance solicitation by individuals who are not full-time employees of the sponsoring company, or other similar activities.

