

TECHNOLOGY
BRIDGE TO OPPORTUNITY

TECH trends

Summer 2004

THE UPPER SHORE MANUFACTURING & BUSINESS COUNCIL NEWSLETTER

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From Disaster to Hope

..... An Upper Shore Partnership

Carolyn Smith-Kennedy

When Black & Decker's tool manufacturing plant in Easton announced in November 2002 that it would be closing the plant in December 2003, the entire Eastern Shore faced a challenging time. Nearly 1,300 local residents worked at the plant, which had been a high-performance production facility for over 30 years. In some cases, several family members worked at Black & Decker.

This potentially devastating event for the individuals also had an impact on the economic viability of the entire region. Small businesses suffered from lost patronage, the tax base was diminished and 1,276 workers were on the street looking for jobs.

The workforce services community soon pulled together under the leadership of Dan McDermott, Executive Director of the Upper Shore Workforce Investment Board (WIB). The WIB is the designated regional provider of training and service to dislocated workers under the Federal Workforce Investment Act.

Recognizing that a lay-off/termination of this size was more than his current staff might be able to handle, McDermott sought assistance by organizing a partnership of service providers including representatives from Chesapeake College, Talbot Social Service, Talbot Chamber of Commerce, the regional job service One-Stop, and the regional Area Health Education Center (AHEC).

Although these groups work individually and sometimes together on workforce development projects, this was the first time they have operated as a team to assist a large pool of dislocated workers. McDermott applied for a National Emergency Grant to help provide services and benefits to the workers. The Partners did not wait to hear if a Grant would be received but immediately went to work to provide assistance to the impacted workers and their families.

Because the production work at the Easton plant was moved to overseas locations, many of the workers are also eligible for Trade Readjustment Act (TRA) benefits to become retrained. Since the first lay-offs in February 2003, over 300 former Black & Decker workers have participated in some type of training to prepare them for jobs in other industries. Others will begin training in early January 2004.

Many are being trained to work in health service as Certified Nursing Aides; radiologic technician aides; surgical tech aides or other related jobs in health care. Others are training to work in clerical type positions. Some are becoming truck drivers or veterinary assistants. Some are seeking college degrees in business, computers or management. Those who are taking advantage of this retraining opportunity will soon be available for jobs in a diverse range of occupations and are looking forward to a more hopeful future.

Meanwhile, the partners continue to work with groups and individuals from the Black & Decker workforce. The lessons learned in this year will serve the community well.

Serving Caroline, Dorchester, Kent, Queen Anne's and Talbot Counties

from the director:

With this edition of "TECH TRENDS" we close out FY04 – while looking to accomplish our goals for FY05 with enthusiasm and confidence. This was a challenging year for the USMBC and our regional partners with the loss of one of our USMBC members and largest employer, Black and Decker, Easton facility. The impact on the employees and our community as a whole was a learning experience for all involved.

The USMBC, in partnership with the Chesapeake College's Office of Continuing Education and Workforce Training, continues to offer a variety of courses and programs in direct support of member companies and organizations. Most courses and programs are directed to addressing and serving your current workplace and community needs. We continue to develop initiatives to foster the economic improvement of business/industry and to support public education systems of the Upper Shore region. We continued several Council initiatives this past fiscal year and I would like to highlight a few.

The Management Institute continues to be an excellent vehicle for management and supervisory instruction. Thirty-one students participated in the two open enrollment courses offered this year. We also conducted a contract course as a pilot for an organization who is looking at this program for their entire supervisory staff. The fall session of the Management Institute will be held at Chesapeake College's Wye Mills Campus beginning Wednesday, October 6 through November 10 – six sessions, from 8:40 a.m. – 4:30 p.m.

The HR Forums continue to provide current Human Resource practice issues, technical updates, employee relation practices, benefit information, HR management methods and leadership advice to our area HR professionals. This past year we hosted sessions on FLSA, Protective Compliance Record-Keeping, Crisis Management, and HIPPA Essentials for Employers. Recently we held an FLSA Update regarding new regulations released by The Department of Labor governing FLSA "white-collar" exemptions. EVERY employer will be affected by this change in the law effective August 23. The final regulations include some changes to the proposed regulations that were released last year.

The Manufacturing Education: Partnership for Excellence (MEPE) was a success this year with eight participating member companies and teachers from the five county service area. Companies that hosted tours during the spring of this year were: **CreaFill**, Chestertown; **Maryland Plastics**, Federalsburg; **Hydrasearch**, Stevensville; **Cadmus Professional Communications**, Easton; **Yale Sportswear**, Federalsburg; **Velsicol Chemical**, Chestertown; **Icelandic USA**, Cambridge; and **Environmental Concern, Inc.** in St. Michaels. Thank you to the host companies for contributing their time and efforts to another successful program year.

The Council held its Annual Membership Breakfast in partnership with the Upper Shore Workforce Investment Board in October with Secretary James D. Fielder, Phd. of the Maryland State Department of Labor, Licensing, and Regulation as the keynote speaker. The Annual Spring Dinner featured Dr. Stuart M. Bounds,

President, Chesapeake College. Dr. Bounds shared his thoughts on "Celebrating Regional Business Education Partnerships."

Since the decline of the economy last year and the closing of Black & Decker, Easton facility, the Chesapeake College Engineering Technology Program, in particular the Manufacturing options, have suffered major enrollment problems. A plan to rejuvenate the manufacturing and industrial maintenance programs was proposed by several of the local manufacturing companies within the five county service area. The USMBC hosted the meeting in May with approximately thirty attendees present. The group brainstormed current and future issues affecting manufacturing. A Regional Advisory Board for Manufacturing and Industrial Technology was proposed with two sub committees, one on marketing and the other on education. The next meeting of the Advisory Board is planned for mid-September.

The Manufacturing Training Center at the College has undergone many changes this spring. To date, training equipment has been transferred to Queen Anne's County High School (QACHS) as the site location for Chesapeake College's manufacturing program. This move was initiated to revitalize enrollment in manufacturing courses as well as partner with QACHS to enhance their career technology program offerings. Steffens Smith, Bob Faiella and myself, along with representatives from **Dixon Valve and Hydrasearch**, met with 47 students in June at QACHS who expressed an interest in manufacturing course offerings. At the present time, 12-15 students have committed to entering the manufacturing curriculum in January 2005. The courses being considered are: Machine Shop Practices I and II, Drafting and Blueprint Reading, Safety Management, Concepts of Electronics, PLC, Measuring & Gauging, Job Shadowing, Cooperative Work Experience, Work Ethics and Successful Job Placement, Basic Mechanics, and CNC Operations. Chesapeake College will run these classes through Continuing Education and Workforce Training and students will be placed at area companies for internship and job shadowing opportunities.

Council programs for next year will build upon the significant base of initiatives undertaken this year. We will strive to do what we do, better. At the same time – and based upon your needs – we will undertake new initiatives of value to the region. Your continued support and participation will be key to the success of Council efforts. I thank you for your confidence in us this year and look forward to working with you in FY05.

Sincerely,

For more information about the
USMBC contact

Jackie Potter, Executive Director

Phone: (410) 827-7744

Fax: (410) 827-9222

Email: jpotter@chesapeake.edu

<http://www.usmbc.org>

A Message from Lee Newcomb
Outgoing President
2003-2004

Dear USMBC Members,

My how time flies when you're having fun. A year has passed quickly for me and the USMBC. It's been a pleasure to serve an organization that has remained strong in these difficult times and has indeed grown in membership. My thanks go out to the board members and companies that have been so supportive of the Council.

Going forward, the USMBC will have to make sure its mission continues to meet the needs of the business and educational communities as they change. Both of these sectors have been hit hard with budget constraints over the past several years and it's had an impact on training programs and training dollars available. This seems to be improving slowly as the economy begins to strengthen.

Meanwhile, the USMBC continues to foster the relationship between the county educational systems, Chesapeake College, and businesses on the upper shore in an effort to provide a skilled and stable workforce for the future. After all, we choose to live on the Eastern Shore because it offers such a unique combination of business, educational, and recreational environments.

Sincerely,
Lee Newcomb, Cambridge International

A Message From Gale Collins
Incoming President
2004-2005

Dear USMBC Members

On behalf of the entire USMBC Board, welcome to another exciting and productive year. We encourage new and returning members to participate in the many experiences offered by your membership.

This organization has flourished during the past year under the leadership of Lee Newcomb. My goal as incoming president is to continue his initiatives in much the same fashion. Specifically, our strategies for the year include:

- *To grow USMBC by structuring programs and services that help and support the business community*
- *To form partnerships with other community organizations and entities to further business initiatives*
- *To develop strategies for the long term growth of the organization*
- *To update our marketing brochures and website.*

"Business is the engine of the economy...Listen to what your engine is telling you"—Dr. Jim Lee Young. This is exactly what the USMBC intends to do to meet the needs of employers throughout the five county region we serve.

Thank you for choosing me to be your next president. I hope that you take advantage of the activities offered by USMBC and join in carrying out the mission/vision of the organization.

Sincerely,
Gale Collins, Collins Consulting Services, LLC

New Leadership – FY 2005

The Upper Shore Manufacturing & Business Council has benefited from the effective guidance and support of the Board of Directors. These leaders volunteer their time to assure the successes we all enjoy. The Executive Committee of the Board meets monthly and the full Board meets six times a year. The Board of Directors is responsible for establishing program goals and objectives and working with the Executive Committee and Director to ensure effective programs that benefit the region’s businesses and provide overall economic improvement.

During fiscal year 2005 (July 1, 2004 – June 30, 2005) the new Executive Committee includes:

- Gale Collins, Collins Consulting LLC – President
- Jack Higginbotham, PRS Guitars - 1st Vice President
- Kim Sisk, Sisk Mailing Service, Inc. – 2nd Vice President
- Lee Newcomb, Cambridge International – President Emeritus
- Bernice Hammond, QAC Public Schools – Member-at-Large
- Jackie Potter, Executive Director USMBC – Secretary/Treasurer.

We look forward to a successful and productive year for the entire membership of the Upper Shore Manufacturing & Business Council.

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Attention USMBC Members

If you are not receiving Emails on upcoming programs, call Pam at 410-827-7744 or email: usmbc@chesapeake.edu to be added to our email list.

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English As A Second Language and American Culture Resource Center

New Location

Church of the Nazarene
Holiday Street and Glebe Road
Easton, Maryland

The English as a Second Language/American Culture program offered through Chesapeake College’s Office of Continuing Education and Workforce Training has moved. Located at the Church of the Nazarene on Holiday Street and Glebe Road in Easton, the Resource Center continues to offer a wide variety of materials to assist, encourage and inspire new Americans or those aspiring to citizenship in their quest to learn the English language and to understand American culture.

Students participating in English as a Second Language classes offered by Chesapeake College will be welcome to use the Resource Center to practice skills learned in class. Books, workbooks, audio tapes, CDs, games, computer programs, community resource materials are all available. Individuals may also practice their new language skills by interacting with others in the Resource Center. Community agencies may also visit the Center to acquire and/or borrow resource materials.

ESL classes are offered to the community as open enrollment for anyone who chooses to attend. ESL instruction is also available to companies who choose to have on-site instruction for their non-English speaking employees. For more information on the ESL program contact Shirley Stine at 410-827-5895 or by email [sstine@chesapeake.edu](mailto:ssstine@chesapeake.edu).

Mobile Learning Center Visits Kent County



On Tuesday, September 7, 2004, the Kent County Chamber of Commerce joined forces with the Upper Shore Workforce Investment Board (USWIB) and the Kent County Commissioners to introduce the Mobile Learning Center (MLC) to Chamber members. This vehicle was located at the Kent County Visitors Center at 122 North Cross Street in Chestertown from 10 a.m. until 2 p.m. and the business community was invited to visit the MLC and learn more about USWIB’s programs.

Watch for the Mobile Learning Center arriving soon in your area!

New State Training Program Maryland Business Works

The Maryland Business Works program supports existing Maryland businesses in the retention and growth of their workforce by providing matching funds to upgrade the occupational skills of current workers. Maryland companies are eligible for the program if they are For-Profit or Non-Profit Private Sector employers. Companies targeted include small businesses (50 employees or less), healthcare employers, and other important demand occupations unique to the Workforce Investment Board (WIB) area.

Projects should be employer based and training should be specific to the job, increase the occupational skill levels of employees, reasonable in cost, and be for fulltime employees with benefits. Approved training costs include classroom instruction, consultant and vendor training, and books and materials.

To apply, the employer completes a simplified two page application, it is submitted to the USWIB for immediate review. It is then forwarded to the State Review Team for a determination within five days or less. If the project is approved, the training is conducted and the employer is reimbursed for 50% of the successful participant's training costs.

This program is the result of an incentive grant awarded to Maryland making possible a new DLLR (Department of Labor, Licensing and Regulation) statewide incumbent worker training program, which was implemented at the end of 2003. The program is managed by the Workforce Investment Boards (WIB) throughout the state. The Upper Shore Workforce Investment Board (USWIB) manages the program for the five county area.

Most of the USWIB programs are designed to help minimize disruptions when businesses decline or close, and to assist unemployed and dislocated workers. Maryland Business Works is a very positive program and provides a new source of funds for companies to train their existing workforce. Employers become more productive, profitable, and competitive, and employees improve their occupational skills, retention, career growth potential, transferable skills, and often wages.

Dan McDermott, executive director of the USWIB is delighted to have this new resource to help meet their mission statement to "Provide the highest workforce services to the five county Upper Shore area, allowing opportunities for advancement to workers of all ages and skill levels, and meeting the current and future needs of local employers."

For more information about this program, please contact Bill Pfordt, USWIB Office 410-714-0444, or bpfordt@chesapeake.edu

*Interested in Customized
Training?*

Just call us!

Chesapeake College's Office of Continuing Education and Workforce Training specializes in on-site customized training. We can design a course to fit the needs of your employees and your company.

**Call the USMBC at 410-827-774 to see
what we can do for you!**

Meeting Your Training Needs

Customized Training can assist you in reaching your business or organizational training goals. Chesapeake College's Office of Continuing Education and Workforce Training not only provides continuing education to the community but serves as a multi-service business outreach program. Our office has been committed to the delivery of customized training to area businesses for more than ten years. Over twenty-five USMBC members were served during this past fiscal year!

Customized training consists of designed courses that are tailored specifically to meet the training needs of employers. Businesses determine the type of training they need, the schedule that fits their operation, and the duration of the training. Customized training is offered in company facilities and/or on the College's campuses. Instructors are chosen depending on their expertise and present material in ways that will help your employees learn quickly and effectively.

Our Directors are experienced professionals, skilled in coordinating a wide range of quality services for business and industry in the Upper Shore area. Your community college staff will work with you to get an idea of what training you want. If desired, an assessment of your organization can be conducted and a training plan developed that meets your unique needs. Federal, state, or local government training programs may subsidize some training costs.

Your company can be assured of high-quality training and cost effectiveness. Contract training allows for maximum enrollments at reasonable prices. Your company can save time and money. Customized training has been provided to upgrade the skills of current employees and train or retrain new employees to help companies maintain or increase productivity and profitability.

For more information on Customized Training through Chesapeake College's Office of Continuing Education call Pam or Jackie at the Upper Shore Manufacturing & Business Council 410-827-7744.

Management Institute Scheduled

FALL 2004

**Management Institute is scheduled for
Wednesdays
10/6, 10/13, 10/20, 10/27, 11/3 and 11/10**

This course can also be customized for
your company or organization
and conducted on-site or at Chesapeake college.
(A minimum of 12 employees is required).

**Please contact the USMBC at
Chesapeake College's Office of Continuing Education
and Workforce Training at 410-827-7744
for more information about this exciting program!**

New Member Profiles

AVRIO GROUP

Office: 410.820.9334 x104

Fax: 410.820.4304

Web: www.avriogroup.com

Darrin Lipscomb, President

Betsy Chupek, *Account Manager*

I want to take this opportunity to introduce you to Avrio Group. Avrio Group has been serving Delmarva customers' Information Technology (IT) needs for nearly two decades. The reason for our continued success is a result of our focus and dedication to small and mid-sized customers. Avrio Group partners with our clients to understand their industry, their business and their long and short term goals and tailor a solution to their specific needs and budget.

Avrio Group offers complete networking solutions from name brands like Dell, Compaq/HP, IBM, Microsoft and Cisco. Our certified engineers can professionally install and maintain your solution. And with our managed service offering you get ongoing remote and onsite support. In addition, we offer web solutions from dynamic web sites to sophisticated eCommerce applications. Lastly, Avrio Group is considered a premier Microsoft CRM certified partner in the mid-Atlantic region. So, if you are looking for a better way to handle your sales activities, manage your pipeline, forecast your opportunities, or improve your customer service then consider Microsoft CRM from Avrio Group.

If your goal is to improve productivity, increase communication, create a more stable computing environment or manage your customers more effectively then give Avrio Group a call to schedule a free consultation. Avrio Group is your Information Technology partner with the experience, depth and breadth of knowledge to help your company realize its full potential

Choptank Transport



Geoff Turner, President

Steve Covey, Director of Business Development

OFFICE: 410-673-1240

FAX: 410-673-2835

WEB: www.choptanktransport.com

Our experience began in 1984 as a one-truck operation. Over the years we have grown at a steady pace, always focusing on the customer as our number one priority. Choptank Transport was founded in 1998 as a result of a continuing demand for high quality, on-time transportation. Choptank, with nearly 2,500 carriers under contract, services the 48 contiguous U.S. states, Canada, and Mexico. Each of our carriers is carefully screened to ensure that they do not compromise our commitment to the needs of our customers. By offering premium pay, fast settlements, Comchek® advances, 24-hour dispatch availability, and excellent dispatch-carrier relations, we are able to retain high level, quality carriers. Safety, punctuality, and dependable service are the nuts and bolts of our operation.

In addition to providing premium intermediary services, Choptank Transport has 100,000 square feet of warehouse space available to help meet all your transportation requirements. Our corporate office and warehouse facility is located at 3601 Choptank Road, Preston, Maryland 21655. For more information regarding our warehousing services, please contact trisht@awsisk.com.

New USMBC Members for FY 2004-2005

*Avrio Group, Easton
Chesapeake Marine Trades Career School, Rock Hall
Choptank Transport, Preston
Coastline Training, Inc., Salisbury
CSK Consulting, Tilghman
Environmental Concern, Inc., St. Michaels
Funk & Bolton, P.A., Chestertown
SFA, Inc., Easton*

Members in the News!

Richard Bernstein Finalist for Ernst & Young Maryland Entrepreneur of the Year

Richard Bernstein, BAI Aerosystems' President and CEO, will be one of 28 distinguished Maryland business professionals who will be recognized at a celebration being held in their honor this evening at the Hyatt Regency Baltimore. The 28 honorees are all finalists in the 2004 Ernst & Young "Maryland Entrepreneur Of The Year Awards".

Mr. Bernstein commented on the occasion, saying that "My selection as an Ernst & Young Entrepreneur of the Year finalist is a huge honor that I could not have attained without the support of my loving family, my loyal friends, and our dedicated staff. It also serves to demonstrate and validates the tremendous advances made in small UAV technology within the past few years."

The Ernst & Young Entrepreneur of the Year program, now in its 15th year, honors outstanding owners of fast-growing companies who have demonstrated excellence and extraordinary success in such areas as innovation, financial performance, and personal commitment to their businesses and communities.

Mr. Bernstein was a founding director of the Upper Shore Manufacturing & Business Council in 1990. Congratulations Dick!



Shore Bancshares, Inc. Announces Hiring of President for its Insurance Operation

Shore Bancshares, Inc., an Easton-based financial holding company announces the hiring of Steven Fulwood, who will join the company to begin the transition process to assume responsibility for all insurance operations of The Avon-Dixon Agency, LLC and Elliott Wilson Insurance, LLC, when the incumbent, Kevin LaTulip, retires in late summer.

Prior to joining Avon-Dixon, Mr. Fulwood was the President of Montgomery Insurance Company, headquartered in Sandy Spring, Maryland. The company writes insurance through independent agents in the Mid-Atlantic and Southern states. Their premium volume is in excess of \$325,000,000 and is managed from four offices, with a total of 350 employees.

Fulwood is a graduate of The University of Memphis and is a Chartered Property and Casualty Underwriter. Moorhead Vermilye, President and CEO of Shore Bancshares stated, "Kevin and I knew that his retirement was not far off. We are very fortunate to be able to bring someone of Steve's caliber into the organization to work with Kevin during the transition. At this time, I would like to thank Kevin, on behalf of all the companies in the Shore Bancshares family, for his leadership and vision during a critical phase of our development, and for the role he played in the perpetuation planning process."

KONSYL PHARMACEUTICALS, INC. Easton, Maryland

Konsyl Pharmaceuticals, Inc. recently announced the introduction of SennaPrompt™, the only natural fiber therapy for predictable overnight relief for constipation. Unlike fiber-only products, SennaPrompt™ contains natural sennosides for dependable relief within 12 hours. Each capsule of SennaPrompt™ contains 500mg of Psyllium and 9mg of Sennosides uniquely providing a rich source of natural fiber and a fast start to a healthy fiber therapy regimen.

SennaPrompt™ offers a unique combination of bulking agent and stimulant, no sugar or sugar substitutes, 0 mgs of sodium, only 10 calories, safe for diabetics and only 2 grams of carbohydrates.

According to Anthony Cantaffa, President of Konsyl, "SennaPrompt™ is a unique product that will provide a platform for Konsyl to build on and introduce other new branded colon health care products".

SennaPrompt™ began shipping nationwide to retailers and distributors on May 18. A national television, print, and radio campaign, along with a strong promotion program geared to consumers and medical professionals, will begin in September.

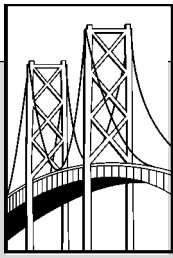
Konsyl is a manufacturer and distributor of powdered natural fiber dietary supplements, which has been in business over 35 years. The products are manufactured at their plant in Easton, Maryland and are sold, both domestically and internationally, to pharmaceutical wholesalers, drugstore chains, mass merchandisers, grocery store chains, and grocery distributors. Products are sold under both the "Konsyl®" brand name and various private labels. The "Konsyl®" brand product line and private label products are generally merchandised in pharmacy sections along with other bulk forming laxatives. Konsyl also manufactures a gastrointestinal diagnostic product, "Sitzmarks", that is sold to hospitals, colon and rectal surgeons, and radiologists. Konsyl was acquired by Pharmaceutical Formulations, Inc. (PFI) on May 15, 2003.

Talbot County Public Schools Project Lead the Way



Judy Loar and Tim Shermann from the TIME Center for Manufacturing, Inc., presented a check to the Project Lead The Way Students at Easton High School during their recent Open House. The funds were used to send their instructor, Mr. Tony Johnson, to two weeks of intense training at UMBC for Digital Electronics.

More than 100 people attended the Open House, hosted by the Pre-Engineering students. The students gave their Engineering Power Point Presentations and manned stations where various engineering projects were demonstrated.



TECHNOLOGY
BRIDGE TO OPPORTUNITY

**Upper Shore
Manufacturing
& Business Council**

Chesapeake College
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UPCOMING EVENTS OF INTEREST

- | | | | | | |
|----|------|--|----|-----|---|
| 14 | SEPT | Excavation and Trenching
8:30 a.m. - 4:30 p.m., WMC, AUD-01 | 26 | OCT | Outdoor Work Safety
8:30 a.m. - 12:30 p.m., WMC, AUD-01 |
| 28 | SEPT | Lift Truck Safety Training
9:00 a.m. - 3:30 p.m., WMC, AUD-01 | 09 | NOV | Introduction to OSHA
8:30 a.m. - 12:00 p.m., WMC, EDC-27 |
| 06 | OCT | Management Institute Begins
8:00 a.m. - 4:00 p.m., WMC (6 sessions) | 09 | NOV | Personal Protective Equipment
12:30 p.m. - 4:30 p.m., WMC, EDC-27 |
| 19 | OCT | Lift Truck Train the Trainer
9:00 a.m. - 3:30 p.m., WMC, AUD-01 | 01 | DEC | Safety Performance for Small Business
9:00 a.m. - 3:30 p.m., WMC, AUD-01 |

**USMBC/WIB ANNUAL BREAKFAST
OCTOBER 2004 -- INFO FORTHCOMING**

Please call the USMBC (410) 827-7744 for additional information on the above activities.