

The New RCM –
Reliable, Competitive
Manufacturing

**2009 NPRA Reliability & Maintenance
Conference and Exhibition:
Advance Program**

Gaylord Texan
Grapevine, TX
May 19 – 22, 2009



NPRA

Schedule at a Glance

Tuesday	May 19, 2009
8:00 am – 2:00 pm	Exhibitor Golf Tournament
9:00 am – 5:00 pm	Professional Development Seminars
1:00 pm – 8:00 pm	Registration
5:00 pm – 8:00 pm	Opening Reception in Exhibit Hall

Wednesday	May 20, 2009
7:30 am – 6:00 pm	Registration
8:30 am – 9:45 am	Keynote Session
9:45 am – 10:00 am	Coffee Break
10:00 am – 11:15 am	Concurrent Workshops
11:15 am – 1:00 pm	Lunch – Exhibit Hall
1:15 pm – 2:30 pm	Q&A / Concurrent Workshops
2:30 pm – 2:45 pm	Coffee Break
2:45 pm – 4:00 pm	Concurrent Workshops
4:00 pm – 6:00 pm	Reception in Exhibit Hall

Thursday	May 21, 2009
7:30 am – 6:00 pm	Registration
8:30 am – 9:45 am	Keynote Session
9:45 am – 10:00 am	Coffee Break
10:00 am – 11:15 am	Concurrent Workshops
11:15 am – 1:00 pm	Lunch – Exhibit Hall
1:15 pm – 2:30 pm	Q&A / Concurrent Workshops
2:30 pm – 2:45 pm	Coffee Break
2:45 pm – 4:00 pm	Concurrent Workshops
4:00 pm – 6:00 pm	Reception in Exhibit Hall

Friday	May 22, 2009
8:00 am – 8:30 am	Continental Breakfast
8:30 am – 10:00 am	Q&A / Concurrent Workshops
10:15 am – 11:30 am	Ethics Workshop

2009 NPRA Reliability & Maintenance Conference and Exhibition

Even more than usual, the emphasis in 2009 is on competitive manufacturing. Companies are squeezing out nonessential costs to survive the present economic turmoil and taking a conservative approach to their operations. Part of the answer has to be reliability and diligently focusing on the sound practices of preventive maintenance, proven reliability practices, and equipment health monitoring. The NPRA Reliability & Maintenance Conference program recognizes that priorities have shifted to maximizing the effectiveness of the resources that you already have. Whether you call it reliability, up-time, or availability, having your equipment ready to perform when it is needed is critical to competitive manufacturing.

Workshops

The Conference is founded on sharing improvements and learning from others' experiences. In each workshop, presenters will describe their reliability 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 effectiveness and competitiveness of your facility. This year the program has 40 workshops organized in seven topic tracks: Analyzers/Electrical/Instrumentation (AEI); Improving Maintenance Practices; Principles & Practices; Procurement; Reliability; Safety & Mechanical Integrity; and Turnarounds. The program is 10% larger than last year's which offers you real value. The workshops will be interactive and atten-

dees will be encouraged to ask questions and share their own experiences and challenges. The Q&A sessions will also be formatted to maximize interaction and offer attendees the opportunity to have their individual questions answered.

Attendees interested in one particular topic will find that the program schedule allows them to focus on the area that best aligns with their interests. For example, attendees needing a quick review of reliability fundamentals will focus on the Principles & Practices track while other attendees will choose to concentrate on the Turnarounds or Procurement or Reliability tracks. To see a more complete description of each workshop, visit <http://www.npra.org/RMC> and click on Workshop_Descriptions.pdf.

Q&A Sessions

The program includes three Q&A sessions where panelists will lead a discussion of today's critical issues. The Maintenance Business Strategies Q&A session will focus on the big picture and preparing your organization for challenges that are still over the horizon. The Reliability Q&A will focus on the tools and proven practices used to improve reliability performance and the Turnaround Q&A will focus on the new challenges of turnaround planning and execution in a fluid business environment. The questions for the Q&A Sessions are taken from actual questions and problems that have been submitted by your peers. Panelists bring carefully prepared answers to the sessions and then use their experience and knowledge to respond to questions raised by session attendees.

To preview the questions that will be addressed in the Q&A Sessions, visit the web site at <http://www.npra.org/RMC> and click on Q&A_Questions.pdf and then come prepared with your own responses or additional questions.

Professional Development Seminars

Attendees also have the opportunity to acquire additional training by registering for one of the three Professional Development Seminars which will be held on Tuesday before the conference. Full-day seminars will be offered on "Optimizing Machinery Uptime and Breaking the Cycle of Repairs" by Heinz Bloch; "Effective Maintenance Planning" by the Reliability Management Group; and "Working Together to Eliminate Defects – the Zachry Maintenance Operations Reliability Exercise" by Zachry Industrial. There is an additional registration fee for each of these seminars.

Exhibition

The Conference Exhibition provides an opportunity to evaluate the equipment, services, and technologies of more than 240 companies. These companies are specialists in a specific aspect of reliability 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.

Professional Development Seminars

**Tuesday
May 19, 2009**

9:00 am – 5:00 pm

Optimizing Machinery Uptime and Breaking the Cycle of Repairs

Heinz Bloch, P.E., Process Machinery Consulting

The seminar is directed at functional levels above the mechanic and explains the exact steps taken by the "Best-of-the-Best" to always rank in the top decile. Rather than just giving more and more metrics, the seminar will teach the discrete steps that must be taken by an organization to accomplish that goal.

\$400 (by April 20)

Effective Maintenance Planning

Jeff Orberson et al., Reliability Management Group

This seminar focuses on the best industrial and fundamental process practices when planning for routine preventive and corrective maintenance. Seminar participants will learn the importance of field job scoping and identifying accurate work scope and potential barriers or planning obstacles; proper use of equipment history, engineering technical notes, equipment procedures and maintenance support organizations (such as engineering, parts and material procurement, Vendor/OEM services, etc.); value of quality planning; standard job plans; and a clean organized backlog.

\$400 (by April 20)

Working Together to Eliminate Defects – the Zachry Maintenance Operations Reliability Exercise

Donnie Shoemaker et al., Zachry Industrial Inc.

This seminar leads participants in examining all areas of their organization to identify and eliminate defects, all in an atmosphere of competitive fun. During the seminar, defects emerge as equipment or process failures. The teams of participants are presented with a number of approaches to defect repair. Beyond repair, the simulation emphasizes various maintenance and reliability techniques so the participants can see, first-hand, the value of eliminating the defects that inevitably plague systems.

\$400 (by April 20)

Keynote Speakers

**Wednesday
May 20, 2009**

8:30 am – 9:45 am



Ray Everham: You're As Good As Your Crew

As a nationally known NASCAR crew chief, Ray knows the value of having a good maintenance crew. His presentation will show that in racing, as in the process industries, you will not go very far without effective maintenance. He also knows that a successful pit crew must have superior tools and skills and a commitment to working as a team to maximize the cars' performance. Attendees will see many parallels between racing and the refining and petrochemical industries when it comes to maintenance and reliability.

**Thursday
May 21, 2009**

8:30 am – 9:45 am



Unleashing the Power of Multi-Generations in the Workplace

Joe A. Mattox, Ph.D., Workplace Innovation Consultants

Today's workforce is comprised of multiple generations – Traditionalists, Baby Boomers, Generation Xers and the newly arriving Millennials. Each generation has its own unique values, preferences, and motivators which require new and more flexible approaches to recruit, retain, communicate and adapt to generational differences and achieve aligned performance across the workforce. Dr. Mattox,

founder of Workplace Innovation Consultants, has spent several years researching, training and coaching leaders in several industries to manage these intergenerational differences. During this keynote, Dr. Mattox will explore the myriad of challenges and issues associated with having four different generations working side by side in the workplace. Attendees will increase their understanding of the different generations and intergenerational risks and learn about best practices in recruitment, retention and techniques for communicating effectively across generations.

**Workshop Sessions
by Subject and Date**

Workshop Sessions by Subject
and Date continue on next page.

		Track 1: Analyzer / Electrical / Instrumentation	Track 2: Reliability
Wednesday May 20, 2009	10:00 am	Reducing the Downtime Cost in the Brazilian Refineries through Remote Induction Motor Health Monitoring and Induction Motor Management <i>Alessandro Marques, Petrobras</i>	Piping Inspections Using Low Frequency Electromagnetic Technique <i>Shawn Gowatski, TesTex</i>
	1:15 pm	Extending Power Cable Life an Additional 40 Years <i>Richard Brinton, Novinium</i>	Dynamic Plant-Health Monitoring, Reliability Intelligence & Management Support Systems <i>Alex Kent, Chevron</i>
	2:45 pm	Using Advanced Modeling Techniques for Condition Monitoring <i>Jack Hamilton, Motor Diagnostic Systems</i>	Specifying and Obtaining Pumps for Uninterrupted Six-Year Runs <i>Heinz Bloch, Process Machinery Consulting</i>
Thursday May 21, 2009	10:00 am	Trimming the Losses: Rohm and Haas' Control Valve Reliability Improvement Journey <i>Antonio Alves, Rohm and Haas</i>	Owner-User Experiences with Heat Exchanger Tubular Inspection Techniques <i>John Reynolds, Pro-Inspect John O'Brien, Chevron Frank Furillo, ExxonMobil (ret)</i>
	1:15 pm		Reliability Q&A
	2:45 pm	Lessons From Flood Recovery Projects <i>Gerald East, CP Chem Kevin Landreth, ConocoPhillips</i>	Risk-Based Asset Management – Delivering and Sustaining Value Across a Mid-Sized Refining Enterprise <i>Jim McVay, Tesoro Refining</i>
Friday May 22, 2009	8:30 am		Techniques for Automation of Machinery Health Across the Chemical and Refining Industry <i>Robert Skeirik, Emerson Process Management Gary Bowles, Eastman Chemical</i>

Program subject to change.
Check for updates at www.npra.org/RMC

Workshop Sessions by Subject and Date

continued

		Track 3: Improving Maintenance Practices	Track 4: Procurement
Wednesday May 20, 2009	10:00 am	The Right Answers Come When You Ask the Right Questions <i>Bernie Beethe, Joe Fauntleroy, and Randy Polk, Georgia Gulf</i>	E-Sourcing and Other Tools <i>Rosemary Boisclair, SAP, and Doug Sterenberg, LyondellBasell Industries</i>
	1:15 pm	Maintenance Business Strategies Q&A	Changing Contractor Philosophy <i>Teresa Magnus, Vulcan</i>
	2:45 pm	Utilizing SAP Notification Types and Task Fields to Capture Reliability Data <i>Rod Jenkins, ConocoPhillips</i>	Unit Rate Contracts <i>Shell</i>
Thursday May 21, 2009	10:00 am	Craft Performance Improvement Using Mentoring Processes <i>Clarence Trowbridge, BP Barbara Trautlein, Systems Research and Consulting</i>	Rental Equipment Productivity <i>Gordon McDonald, RSC Equipment Rental</i>
	1:15 pm	Culture Change: Importance of Culture Change in Meeting Reliability Goals within a Manufacturing Environment <i>Ron Leonard and Mike Aroney, Life Cycle Engineering</i>	NASAP/NABSC <i>Amanda Allred, Houston Safety Council, and Rohm and Haas</i>
	2:45 pm	Flexible Aerogel Insulation for Industrial Applications <i>John Williams, Aspen Aerogels</i>	Strategic Supplier Scorecards Best Practices <i>Richard Benyon, Decideware</i>

Program subject to change.

Check for updates at www.npra.org/RMC

**Workshop Sessions
by Subject and Date**

continued

**Track 5:
Principles & Practices**

**Optimum Furnace Tube
Replacements**

*Jimmy Cleavinger, LyondellBasell
Industries*

**Top Ten Maintenance Best Practices –
Why You Should Implement**

*Alan Poling, Society for Maintenance and
Reliability Professionals*

**Using Handheld Devices to Assess
and Quantify Asset Performance**

John Renick, Meridium

Maintenance and Energy Efficiency

*Mike Carlson, LyondellBasell
Industries*

Fireproofing Fundamentals

Tom Kline, Structural Group

**Real World Application of Key
Performance Indicators**

Randy Scherer, Meridium

**Friday
May 22, 2009**

**Track 6:
Turnarounds**

**Executing Successful Turnarounds
in a Changing Business Environment**

*Hunter Mayo, Independent Project
Analysis*

**Trade-Off Economics In
Plant Turnarounds**

*Brett Shroeder and Bobby Vichich,
AP-Networks*

**Using Laser Total Stations and
Photogrammetry as a Construction
Aid for Complex Fit-Ups**

*James Bohuslav, ExxonMobil Refining &
Supply
Mike Norton, Wyatt Field Service
Jerry Crawford, Texas Gulf Coast Engineers*

**Using Hot Work Technologies to
Reduce Critical Path**

*Thomas Scott, Frontier El Dorado, and
Roger Rankin, TIMEC-HRI*

**Beyond Decon: Strategic
Chemistry for Turnarounds**

*Cody Nath, Refined Technologies, Inc.
Uwe Klingler, BP*

**Control of Spend for Operations,
Capital Projects, and Turnarounds**

Doris Prewitt, BP

**8:30 am
Turnaround Q&A**

**10:15 am – 11:30 am
Ethics Workshop**

**Track 7:
Safety & Mechanical Integrity**

**Lesson Learned from the Lyondell
Houston Refinery Crane Incident**

*Gary Jones and Jerry Forester,
LyondellBasell Industries*

Crane Safety Panel

*Ted Blanton Sr., NACB
Paul Kuber, ExxonMobil
Joe Collins, Zachry
Mike Eggenberger, Bay Ltd.*

**Fatigue Risk Management in the
Refining, Petrochemical and
Chemical Industries**

Steven Lerman, ExxonMobil

**Options for Temporary
Buildings**

Harold Warner, Dynamic Airshelters

NASAP/NABSC

*Amanda Allred, Houston Safety Council,
and Rohm and Haas*

**Next Generation PSM – Integrating
Management of Change with Loss
Prevention Measures**

David Drerup, PSRG, Inc.

**8:30 am
NEP Panel**

*Program subject to change.
Check for updates at www.npra.org/RMC*

Exhibitor List

Exhibitors from approximately 250 industry service companies will participate in the NPRA Reliability & Maintenance Conference and Exhibition.
(as of February 17, 2009)

360training	Cat Tech LLC	Furnace Improvements
A & A Machine & Fabrication, LLC	CATSI, Inc.	Garlock Sealing Technologies
A and L Industrial Services, Inc.	CB&I	GE Energy
A Box 4 U	CDI Engineering Solutions	Godwin Pumps
ABS Consulting	CEDA/Catalyst Services, Inc.	Graphite Metallizing Corp.
Access Plug Flange, Inc.	CETCO Oilfield Services Company	Greenman-Pedersen Inc.
ACQUIP, Inc.	CH2M HILL	Hagemeyer North America – Technical Services
ACS Industries, LP	Clyde Bergemann Power Group	Hahn & Clay
Adhesive Services Company	Conex International Corporation	Hason Steel Products Inc.
Advanced Reliability Technologies, LLC	Construction & Turnaround Specialists	Hemiwedge Valve Corporation
AEC Design Group	Consulting and Field Services	Hertz Equipment Rental Corporation
AIMM Technologies, Inc.	Cooling Tower Depot, Inc.	Hi-Tech Industrial Services, Inc.
Air Products	COT-PURITECH	HOERBIGER Compression Technology
All Tech Inspection	Crane Flow Solutions	Hotwork-USA
Alltite, Inc.	CTI Industries, Inc.	Hunter Buildings & Manufacturing, LP
American Alloy Steel	CTK-EURO	Hydratight
AMISTCO Separation Products, Inc.	Cudd Energy Services	Hydro, Inc.
Apex Engineering Products Corporation	Curran International, LLC	InduMar Products, Inc.
Aptech Engineering	Cust-O-Fab, Inc.	Industrial Ceramics Ltd.
Aquilex	D. D. Technology, Inc.	Industrial Gunite, Inc.
Aspen Aerogels	Daily Thermetrics	Industrial Surfacing Corporation
Asset Performance Networks	DeAngelo Brothers, Inc.	Infinity Maintenance Services, LP
Atlas Copco Prime Energy	Dehumidification Technologies, Inc.	Innovative Turnaround Controls
Auburn Manufacturing, Inc.	Delta Rigging & Tools	Innov-X Systems Inc.
Austin Industrial, Inc.	Delta Structural Technology	INOVx Solutions
Aztec Bolting Services, Inc.	Delta Tech Service, Inc.	Integra Service Technologies
AZZ/RAL	Deltak Manufacturing Inc.	Integrated Service Company LLC (InServ)
Babbitt Steam Specialty Co.	DeltaValve	InterPlan Systems Inc.
Baker Petrolite Corporation	Design Maintenance Systems Inc.	J.J. White, Inc.
Base Line Data, Inc.	Drake Specialties, LLC	Jacobs
Bay Area Industrial Contractors, Ltd.	DSI Valve	Jayne Industries, Inc.
Beaed Corporation	Dunn Heat Exchangers	Johnson Screens
BearCom	EIMCO	JV Industrial Companies
Bently Pressurized Bearing Co.	Elliott Company	Katy Spring & MFG, Inc.
BLAC Inc.	Emerson Process Management	KBC Advanced Technologies, Inc.
The Blast Bag Company, Inc.	EnvTech, Inc.	Kitz Corporation of America
Boardman, Inc.	The Equity Engineering Group	KnightHawk Engineering, Inc.
Bolttech Inc.	ES&H Turnaround Services, Inc.	Koch Specialty Plant Services
Bonney Forge Corporation	EST Group, Inc.	KTI Corporation
Boulden Company, Inc.	Eveready Energy Services	Lamons Gasket Company
Brady Corp.	Everlasting Valve	Life Cycle Engineering
Brand Energy & Infrastructure Services	Expansion Joint Systems, Inc.	Lloyd's Register Capstone, Inc.
Brinderson, LP	Flexitallic	Lubrication Systems Company
Brock Group	FLIR Systems	M.E.A., Inc.
Burckhardt Compression	Fluid Defense Systems	Maintenance Enterprises, Inc.
Cajun Industries, LLC	FLUOR Corporation	Management Resources Group, Inc.
Cameron Valves	Foster Wheeler USA Corporation	Mascoat Products
CAR-BER Testing Services	Furmanite America, Inc.	The Manufacturing Game

Exhibitor List

continued from page 6

Mass Transfer Limited
Matrix Inspection & Engineering
Matrix Service Company
MB Industries
McDonough Construction Rentals, Inc.
McJunkin Red Man Corporation
Meridium Inc.
Metegrity
Modern EPC, Inc.
Modular Security Systems, Inc.
MOST
The Mundy Companies
Nantong Special Steel Company
NDT Seals
The Newdell Company
Nooter Construction Company
Novinium
Nutec Fibratex
Ohmstede, Ltd.
Oilind Safety
Onis Inc.
Oreco
P.A. Inc.
PAC West Supply
Pala-Interstate, LLC
Patent Plant Services
PdMA Corporation
PECOFacet
Peinemann Equipment
Petro-Chem Development Co., Inc.
Petrochem Field Services
PetroChem Inspection Services
Pressure Equipment Engineering Service
Process Industry Practices (PIP)
PROGNOST Systems, Inc.
Pro-Inspect
Project Assurance
Q.Pro Technical Services
Quest Integrity Group (Quest TruTec)
Rain for Rent
Raschig-Jaeger Technologies
Reliability Management Group
REMOSA - UNITED VALVE
Remote Access Technology USA
Rentech Boiler Services, Inc.
Repcon, Inc.
RepconStrickland
Resco Products, Inc.

Revak Turbomachinery Services
RHI
Robert J. Jenkins & Company
Royal Purple
RSC Equipment Rental
Satellite Shelters, Inc.
Scaffold Engineering Inc.
Scaffold Industry Association, Inc.
Senior Flexonics Pathway
SKF USA Inc.
Smithco Engineering Inc.
SNC-Lavalin
Solon Manufacturing Co.
Southeast Texas Industries
Specialty Maintenance Products
SRR-IBS (Service Radio Rentals /
Industrial Blind Solutions)
Standard Alloys
STARCON
Stress Engineering Services
Structural Preservation Systems
Sulzer Chemtech USA, Inc.
Superheat FGH Services
T.D. Williamson, Inc.
TapcoEnpro International
Taper-Lok Corporation
TASC
Team Industrial Services
Technip-Coflexip Division
TesTex Inc.
Thermal Ceramics
Thermbond Refractories/Stellar
Materials Inc.
Thermo Scientific NITON Analyzers
ThyssenKrupp Safway, Inc.
TIC - The Industrial Company
TIMEC
Tool Center Inc.
Total Industrial Plant Services, Inc.
Total Industrial Services
Total Safety U.S., Inc.
Tracerco
Tray-Tec, Inc.
Trumbull Industries
TurboCare
The Turnaround Management Co.
Turner Industries Group
United Laboratories International LLC

United Rentals, Inc.
Universal Plant Services, Inc.
ValvTechnologies
Vapor Point, LLC
Velan Valve
Ventil USA Inc.
Visionary Insulation Products, Ltd.
Webb, Murray & Associates
WinWare, Inc.
Wood Group Field Services, Inc.
Work Technology Corporation
Wyatt Field Service Company
Xtreme Bolting Services
Yarmouth Research and Technology
Zeeco, Inc.
Zimmermann & Jansen, Inc.

Future Conferences

Reliability & Maintenance Conference and Exhibition

2010

May 25 - 28

Henry B. Gonzalez Convention Center,
San Antonio, TX

2011

May 24 - 27

Colorado Convention Center, Denver, CO

2012

May 22 - 25

Henry B. Gonzalez Convention Center,
San Antonio, TX

2013

May 21 - 24

Orlando World Center Marriott, Orlando, FL

2014

May 20 - 23

Henry B. Gonzalez Convention Center,
San Antonio, TX

How to Register

1. Conference Registration and Professional Development Seminars

Log on to <http://www.npra.org/RMC> "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 Sessions; 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!

2. Hotel Reservations

Reserve your hotel on-line when you register at www.npra.org/RMC 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 NPRA. Get immediate acknowledgement on-line but allow 2 weeks if submitted to NPRA. Support your Association and help keep meeting fees low by using the NPRA contracted hotel.

April 10, 2009, is the cut-off date for making hotel reservations, cancellations or substitutions through NPRA or on-line. Beginning April 16, reservations, substitutions, or cancellations must be made through the hotel directly.

3. Payment

Pay by credit card. NPRA 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 Kelly Monday at 202.457.0480 or email at kmonday@npra.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@npra.org. Substitute conference registrations may be made in advance or on arrival with no penalty. Substitutions must be submitted in writing to RMC@npra.org.

Cancellations may be made by April 20, 2009 with no penalty. Written cancellations post-marked, faxed, or emailed between April 21 and May 4, 2009 will receive a refund of fees, less a \$50 processing fee. No refunds after May 4, 2009. No telephone cancellations.

This cancellation policy applies to full conference registration, one day pass registration, and Tuesday professional development seminar registration.

Fee Policy:

Eligibility for member rates is based on membership information currently on file with NPRA. 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 NPRA meeting and/or occupy a hotel room in the NPRA 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 Suit-casing 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 NPRA Exhibition Policy will be asked to leave the show floor. Please report any violations you may observe to show management.

Ethical Responsibility and Professional and Personal Conduct Code:

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

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

- Adherence to the NPRA bylaws and the NPRA policies and procedures, as adopted by NPRA's Board of Directors
- Strict compliance with federal antitrust laws.
- Adherence to all applicable federal and state laws.
- Maintenance of the highest level of professional and personal ethical behavior while attending NPRA 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 with the highest level of integrity and courtesy.
- Sharing of knowledge and expertise as speakers at NPRA 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 NPRA.
- Refraining from scheduling general attendance meetings, receptions or other events at times that conflict with substantive programming or social events at NPRA meetings without express written permission of NPRA.

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

Attendee Profile

Please fill out completely. Badges will be printed from this information.

Name _____

Title _____

Company _____

Address _____

Address _____

City _____ State _____ Zip _____ Country _____

Phone (Area/Country/City Code) _____ Fax (Area/Country/City Code) _____

E-mail _____

This is not a permanent address change.

Spouse Name (if attending) _____

Check here if you require special services.
Please attach a description of your needs.

Hotel Selection

Hotel reservation requests must be accompanied by paid conference registration to be processed.

Arrival Date _____ Departure Date _____

If no dates are indicated, we will assign arrival Tuesday, May 19 and departure Friday, May 22.

Gaylord Texan, 1501 Gaylord Trail, Grapevine, TX
Room rates are \$176 Single/Double Occupancy

Frequent Guest Number _____

Room Type: One Bed Two Beds

Number of People in Room: _____

Special Requests: Disability Other

Room Guarantee: AMEX VISA

MasterCard Discover Diners

Credit Card Number _____

Exp. Date _____

Signature _____

Register on-line to receive immediate acknowledgement of hotel. April 10 is the final cut-off date to reserve a room. Contact the hotel directly with changes or cancellations beginning April 16, 2009.

Meeting Registration

Full Conference	By April 20	After April 20
<input type="checkbox"/> Member (all)	\$ 450 _____	\$ 550 _____
<input type="checkbox"/> Non-member Exhibitor	\$ 895 _____	\$ 995 _____
<input type="checkbox"/> Non-mem. Non-exhibitor	\$ 1195 _____	\$ 1295 _____

One-day Passes	By April 20	After April 20
Member (all)		
<input type="checkbox"/> Tuesday	\$ 50 _____	\$ 75 _____
<input type="checkbox"/> Wednesday	\$ 225 _____	\$ 275 _____
<input type="checkbox"/> Thursday	\$ 225 _____	\$ 275 _____

Non-member Exhibitor		
<input type="checkbox"/> Tuesday	\$ 100 _____	\$ 125 _____
<input type="checkbox"/> Wednesday	\$ 450 _____	\$ 500 _____
<input type="checkbox"/> Thursday	\$ 450 _____	\$ 500 _____

Non-member Non-exhibitor		
<input type="checkbox"/> Tuesday	\$ 150 _____	\$ 175 _____
<input type="checkbox"/> Wednesday	\$ 600 _____	\$ 650 _____
<input type="checkbox"/> Thursday	\$ 600 _____	\$ 650 _____

Spouse / Guest \$ 100 _____ \$ 100 _____

Professional Development Seminars / Tuesday, May 19

<input type="checkbox"/> Optimizing Machinery		
Uptime	\$ 400 _____	\$ 500 _____
<input type="checkbox"/> Effect. Maint. Planning	\$ 400 _____	\$ 500 _____
<input type="checkbox"/> Working Together to		
Eliminate Defects	\$ 400 _____	\$ 500 _____

Total Amount Due \$ _____ \$ _____

Name of Member Company _____
Not sure if your company is a member? Go to www.npra.org

Payment Information

Payments to NPRA are not deductible as charitable contributions for federal income tax purposes. However, they may be deductible under other provisions of the Internal Revenue Code.
 VISA MasterCard American Express

Credit Card Number _____

Exp. Date _____

Name of person on card (Please print) _____

Signature (Required, authorizing charge & acknowledging cancellation/refund, fee, registration, conduct & spouse policies) _____

Register by Fax:
Fax your form with credit card information to 202.835.0467

Register by Mail:
NPRA, 1667 K Street, NW
Suite 700
Washington, DC 20006