



INDEPENDENT HOME IMPROVEMENT CONFERENCE

AUGUST 27-29 | MARCO ISLAND, FL

RECHARGE. RETHINK. RECONNECT.

In 2024, the NHPA Independents Conference and The Hardware Conference will come together to form the Independent Home Improvement Conference (IHI).

Join hundreds of retailers and channel partners for this dynamic three-day learning and networking event on August 27-29 in Marco Island, Florida.

AT A GLANCE

- 3 Days of Education & Networking
- 3 Industry Awards
- 4 Breakout Education Tracks
- Channel Partner Exhibits & Presentations
- Beachfront Property With 3 Pools
- Golf, Tennis & Excursions
- And More!

One Day Can Change Everything— and Today's the Day!

Book your trip to the IHI Conference and experience three days of education aimed at bringing ROI to your business. Discover new ideas and solutions from keynote presentations, panel discussions, four breakout tracks and educational partner events.



Connect With the Entire Industry

You'll have a unique opportunity to connect with a diverse group of retailers, with varying affiliations, store types, sizes and locations. Plus, this event will also welcome wholesalers and other channel partners.



Discover New Ideas and Insights

Hear firsthand from leaders inside and outside the industry on crucial topics like navigating change, finding growth opportunities, industry trends, leadership, labor challenges and so much more.



Boost Your Knowledge

Attend innovative educational sessions across four dynamic breakout tracks: Technology, Employee Engagement, Retail Operations, and Marketing, Merchandising & Advertising.



Find New Services and Products

Interact with leading industry vendors and service providers in a casual setting. These key companies will be able to share their products and services as part of a robust partner pavilion and networking events.



Meet the Honorees

Mingle with top retailers being recognized for their achievements and innovative ideas during three awards programs including NHPA's Young Retailer of the Year Awards, NHPA Top Guns Awards and the Beacon Awards.



Explore Partner Events

In addition to IHI Conference activities, attendees can take part in partner-hosted activities, like Orgill's companion event on Aug. 27. Don't miss this industrywide event to gather ideas, connect with your peers and see what's new at Orgill.



5 Reasons to Attend This Year

1

We've curated an experience—just for you.

Gain valuable insights from keynote presentations and panel discussions centered on Retail Operations and Innovation (ROI), with specialized breakout sessions delving into technology, operations, employee engagement, and marketing, merchandising & advertising.

2

Bring your business cards because you're in good company.

The IHI Conference is bringing the industry together, there's no better opportunity to expand your network for solutions and best practices. Connect with hundreds of attendees, including retailers from virtually every wholesaler, store type, size and location.

3

It isn't a Dealer Market.

While there is incredible value in attending your wholesaler markets, this is an educational conference. It's all about gaining a new perspective, discovering new strategies, sharing best practices and building connections with peers and channel partners—all to improve the way you do business.

4

It is an opportunity to connect with Orgill in a new way.

In lieu of a live fall Dealer Market, Orgill is adding value for retailers coming to the IHI Conference. Attendees will be able to explore Orgill's new products, key vendors and consult with Orgill Services teams. Get support for the online buying event, attend the Technology Symposium and be sure to stop by Orgill's industrywide "Party in Paradise" on Wednesday evening.

5

Enjoy the downtime.

The IHI Conference will take place at the stunning JW Marriott Marco Island Beach Resort. Before and after conference events, you'll have plenty of time to take in beautiful beachfront views and enjoy the resort's three pools, golf, excursions and more!



Schedule Overview

Tuesday, Aug. 27

7:30 a.m. - 3:00 p.m. Registration Open
8:00 a.m. - 5:00 p.m. Partner Events
6:00 p.m. - 9:30 p.m. **Beacon Awards Cocktail Reception & Dinner (ticketed)**

Wednesday, Aug. 28

7:30 a.m. - 8:30 a.m. Continental Breakfast & Networking
7:30 a.m. - 3:00 p.m. Registration Open
7:30 a.m. - 3:00 p.m. Partner Pavilion Open (Exhibits)
8:00 a.m. - 12:00 p.m. **Educational Breakout Sessions (45-Minute Sessions)**
Tracks include Technology, Employee Engagement, Retail Operations, and Marketing, Merchandising & Advertising. Pre-registration is required.
Lunch provided
11:30 a.m. - 12:30 p.m. General Session Begins: Welcome to the IHI Conference
12:30 p.m. - 12:45 p.m. **Keynote | Mastering Change: Cultivating Mindsets for Lasting Success**
12:45 p.m. - 1:30 p.m. Panel | Beyond Survival: Creating Growth in a Flat Economy
1:30 p.m. - 2:15 p.m. State of the Industry
2:15 p.m. - 3:00 p.m. **NHPA Young Retailer of the Year Awards Reception & Ceremony (ticketed)**
6:00 p.m. - 9:00 p.m. **Independents Celebration hosted by Orgill**
7:00 p.m. - 11:00 p.m.

Thursday, Aug. 29

7:30 a.m. - 8:30 a.m. Continental Breakfast & Networking
7:30 a.m. - 3:00 p.m. Registration Open
7:30 a.m. - 3:00 p.m. Partner Pavilion Open (Exhibits)
8:00 a.m. - 12:00 p.m. **Educational Breakout Sessions (45-Minute Sessions)**
Tracks include Technology, Employee Engagement, Retail Operations, and Marketing, Merchandising & Advertising. Pre-registration is required.
Lunch provided
11:30 a.m. - 12:30 p.m. **Keynote | What's in the Sauce? Customer Service Secrets From Chick-Fil-A**
12:30 p.m. - 1:15 p.m. Panel | Why Is This So Hard? Navigating the Labor Dilemma
1:15 p.m. - 2:00 p.m. Networking Break
2:00 p.m. - 2:15 p.m. Panel | Innovation Unleashed: Inspiring Stories From NHPA Top Guns
2:15 p.m. - 3:00 p.m. **Keynote | Unleash Your Inner Rudy: Embrace Resilience and Make Every Second Count**
3:00 p.m. - 3:45 p.m. **NHPA Top Gun Awards Reception, sponsored by the National Hardware Show**
3:45 p.m. - 5:30 p.m.



ORGILL PAVILION

Educational Sessions and Exclusive Seminars

Tuesday, August 27 | 8:00 a.m. - 5:00 p.m.

8:00 a.m.

Welcome to Marco Island

Greg Stine, EVP Marketing & Communications, Orgill

Discover key opportunities and event highlights to make the most out of your time in Florida.

8:30 a.m.

Guest Orgill Vendor

Hear new and exciting business development opportunities from one of Orgill's key vendors.

9:15 a.m.

Finding Operational Excellence

Jim Rivas, President, Tyndale Advisors

Improve your operation by looking in places you might not expect.

10:00 a.m.

Modern Store Design & Layout Optimization

Chris Freader, SVP Retail Services; Orgill Retail Services

Hear the latest trends in store design and layout that can enhance your customer experience and increase sales for your operation.

10:45 a.m.

Guest Orgill Vendor

Hear new and exciting business development opportunities from one of Orgill's key vendors.

11:15 a.m.

Employee Engagement & Development

Laura Freeman, EVP Human Resources, Orgill

Develop your staff and increase retention in a very tight labor market.

12:00 p.m.

Lunch

12:30 p.m.

Guest Orgill Vendor

Hear new and exciting business development opportunities from one of Orgill's key vendors.

DON'T MISS THIS!

1:00 p.m.

Orgill Update

Boyden Moore, President and CEO, Orgill

Join us for an exclusive session about changes and opportunities in the industry along with an Orgill company update.

1:45 p.m.

Guest Orgill Vendor

Hear new and exciting business development opportunities from one of Orgill's key vendors.

2:15 p.m.

Guest Orgill Vendor

Hear new and exciting business development opportunities from one of Orgill's key vendors.

3:00 p.m.

Tech Symposium

Facilitator: Grant Morrow, Director of eCommerce, Orgill

Join fellow retailers to explore a round up of the latest industry updates in tech and eCommerce.



ORGILL PAVILION

Retail Services

Tuesday, August 27

Hours: 8:00 a.m. - 5:00 p.m.

Wednesday, August 28

Hours: 8:00 a.m. - 12:30 p.m.

While you're at the IHI Conference, stop by the Orgill Pavilion to learn more about Orgill's most popular services and programs that can help you improve your operation and drive sales and productivity.

Connect With Orgill Retail Services Teams

- Rental
- Impulse
- Store Planning & Demographics
- Retail Pricing & PREP
- Conversions
- Smart Starts
- Assortments
- EDI Support
- Brand Building
- FanBuilder
- eCommerce
- Tyndale Advisors



ORGILL EVENTS

Retail Optimization Work Sessions

Meeting times available on **Wednesday, August 28 and Thursday, August 29**

Don't miss this exclusive opportunity to sit down with Orgill's experienced Retail Services Team to get firsthand insights, analysis and consulting aimed to help you explore personalized options for growing your business.

Consultations Include Customized Solutions On:

- Store Design
- New Stores & Remodels
- Assortment & Pricing Strategies
- Inventory Rationalization
- Leveraging Smart Starts
- Conversions
- Industry Trends & Insights

INTERESTED?

All attendees will be given a pre-event planning/intake form and then scheduled time in Marco Island.

GENERAL SESSION | KEYNOTE PRESENTATIONS

Practical and Practically Mind-blowing! Meet the 2024 Keynote Speakers



Mastering Change: Cultivating Mindsets for Lasting Success

Al Comeaux, Change agent and former executive at Travelocity, GE and American Airlines

Forget everything you think you know about navigating change in your business. Two-thirds of change endeavors fail every year causing dysfunction, frustration and lost sales. Al Comeaux will draw from his extensive experience, beginning at a hardware store and spanning leadership roles at Travelocity, GE and American Airlines, to share essentials for embracing a new change mindset to propel your business forward.



What's in the Sauce? Customer Service Secrets From Chick-Fil-A

Arthur Greeno, Chick-fil-A restaurateur in Tulsa, Oklahoma, author and Guinness World Record holder

Hear firsthand as Arthur Greeno—owner and operator of two Chick-Fil-A businesses in Oklahoma—shares the key ingredients that go into the restaurant's well-known reputation for establishing a culture of service excellence that ensures every guest feels valued. Hint: The true secret lies in recruiting individuals with a genuine passion for service.



Unleash Your Inner Rudy: Embrace Resilience and Make Every Second Count

Daniel "Rudy" Ruettinger, Former University of Notre Dame football player and inspiration for the movie "Rudy"

Reignite your purpose and passion. Join Daniel "Rudy" Ruettinger, whose life story is immortalized in the blockbuster film "Rudy", as he shares his personal experience on the impact of seizing opportunities, defying the odds and overcoming adversity.

GENERAL SESSION | PANEL DISCUSSIONS

Hear firsthand from your peers on today's challenges and opportunities.



Beyond Survival: Creating Growth in a Flat Economy

Wednesday, Aug. 28 | 1:30 PM

After several years of unprecedented growth, the home improvement industry is heading into a different kind of uncertainty. Finding ways to keep your business growing is likely going to be more challenging, but there are many ways to maintain momentum even in a flat economy. Hear from a dynamic group of retailers who are making strategic choices to drive growth in their operations, regardless of what the economy has in store.

- **Jeff Grasty**, Florida Paints
- **Dave Ables**, Three Sons Hardware
- **Josiah Gates**, The Aubuchon Co.

Why Is This So Hard? Navigating the Labor Dilemma

Thursday, Aug. 29 | 1:15 PM

In an era where labor costs are on the rise and the search for the right talent becomes increasingly challenging, retail businesses are compelled to rethink their approach to workforce management. This panel offers a platform for attendees to glean insights from industry leaders who are pioneering unconventional methods for sourcing, retaining, motivating and compensating their teams. By exploring innovative strategies, attendees will gain valuable perspectives on how to foster productivity, build resilient teams and cultivate robust talent pipelines within their retail operations.

- **Gina Schaefer**, A Few Cool Hardware Stores (founder)
- **Yilda Marte**, Sunshine Ace

Innovation Unleashed: Inspiring Stories From NHPA Top Guns

Thursday, Aug. 29 | 2:15 PM

For nearly two decades, the North American Hardware and Paint Association (NHPA) has honored outstanding retailers in the independent home improvement sector through its esteemed Top Guns Awards program. Join us for an inspiring panel discussion as these industry luminaries share their remarkable stories of innovation, community stewardship and strategic vision, demonstrating how their leadership has shaped the landscape of independent home improvement retail.

- **Glen Morosohk**, Ricciardi Bros.
- **Wendy Stine**, Stine Home + Yard
- **Darren Tomasini**, Dazey's Supply

BREAKOUT TRACKS

Come With Questions and Challenges— Leave With Answers and Solutions

On Aug. 28-29, from 8:00 a.m. to 12:00 p.m. attendees are encouraged to attend special breakout tracks covering four key areas. These 45-minute sessions will provide key takeaways and actionable ideas for retailers to take home with them.

Breakout Tracks

Sessions in these four tracks will repeat giving attendees two chances to sign up and attend.
Pre-registration required.

Technology

Explore the cutting-edge frontier of technology with sessions designed to propel your business into the future!



Employee Engagement

Elevate your workforce and uncover strategies to motivate and retain top talent.



Retail Operations

Streamline your operations and drive profitability. Gain actionable advice for operational excellence.



Marketing, Merchandising and Advertising

Discover the latest trends and tactics to captivate audiences and boost sales.



Additional Breakout Sessions

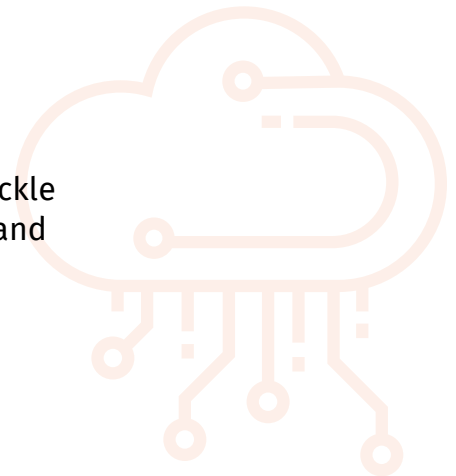
Sessions hosted by these industry partners will only take place once and seating is limited.
Pre-registration required.



BREAKOUT TRACK

Technology

Discover how small-scale tools or enterprisewide solutions can tackle today's toughest operational challenges. Stay ahead of the curve and ensure your business is prepared for whatever the future holds.



Schedule At a Glance

August 28-29

8:00 a.m. - 8:45 a.m.

Hot Topic

Behind the Screens: Taking on E-Commerce

9:00 a.m. - 9:45 a.m.

Solution

AI Unleashed: Supercharge Your Business

10:00 a.m. - 10:45 a.m.

Panel

From Clicks to Cash: Navigating E-Commerce Trends

11:00 a.m. - 11:45 a.m.

Hackathon

Unlocking the Secrets of Tech Investment ROI

Behind the Screens: Taking on E-Commerce | 8:00 a.m. - 8:45 a.m.

Dive into the forefront of independent retail evolution with our groundbreaking presentation, unveiling insights from the *2024 Independent Home Improvement E-Commerce Study* published by NHPA. Explore how your operation stacks up against industry standards in the dynamic world of e-commerce. Gain data-driven insights to refine your strategies, elevate your online presence and capitalize on untapped opportunities. Don't miss this chance to empower your independent business and stay ahead of the e-commerce curve!

AI Unleashed: Supercharge Your Business | 9:00 a.m. - 9:45 a.m.

AI may not be coming for your job, but it can certainly make it easier. Join us in this session to explore AI-based tools that can enhance efficiency, communication and ultimately your bottom line across multiple areas of your business. Say goodbye to cumbersome tasks and welcome seamless efficiency, improved communication and a healthier bottom line. Discover how AI goes beyond being a buzzword to become a tangible solution for optimizing your workflow and maximizing productivity. Don't miss out on this opportunity to revolutionize your business practices with AI accelerators!

From Clicks to Cash: Navigating E-Commerce Trends | 10:00 a.m. - 10:45 a.m.

Step into the future of retail with our exclusive e-commerce insights session! Join us for an exciting discussion between top wholesaler executives and retailers at the forefront of online retail. Gain invaluable insights into the evolving e-commerce landscape, discover how wholesalers are shaping e-commerce programs, and hear firsthand from retailers experiencing tangible results. Walk away with actionable strategies to navigate the dynamic e-commerce terrain effectively and stay ahead in the digital retail arena. Don't miss this opportunity to gain insider knowledge and propel your business to new heights!

Unlocking the Secrets of Tech Investment ROI | 11:00 a.m. - 11:45 a.m.

Join your peers in an engaging session where you'll actively participate by sharing the tools and systems that have brought the highest return on investment to your operation. Tech enthusiasts and business innovators alike are invited to dive into the world of technological advancement in this interactive hackathon. Collaborate with industry leaders to explore the question: "Which technology investment yields the highest ROI?" Exchange insights, uncover revolutionary tools and decode the tech ROI formula alongside pioneers who have already achieved success. Don't miss out on this opportunity to propel your business forward with cutting-edge strategies and innovations!

BREAKOUT TRACK

Employee Engagement

Learn how to retain top talent, prevent burnout and foster highly productive teams. In a competitive market, investing in your employees is the key to sustained success.



Schedule At a Glance

August 28-29

8:00 a.m. - 8:45 a.m.	Hot Topic	Not Another Pizza Party: Fresh Ideas to Boost Employee Engagement
9:00 a.m. - 9:45 a.m.	Solution	Dollars and Sense: Maximizing Productivity With Minimal Investment
10:00 a.m. - 10:45 a.m.	Panel	Mission Retention: Tips on Finding and Keeping 5-Star Staff
11:00 a.m. - 11:45 a.m.	Hackathon	Leadership Lab: Developing Solutions for Your Dream Team

Not Another Pizza Party: Fresh Ideas to Boost Employee Engagement | 8:00 a.m. - 8:45 a.m.

Join us for a deep dive into the ever-evolving landscape of employee engagement, as we unveil the latest findings from Gallup's extensive research. With over two decades of data at our fingertips, we'll examine the shifts and trends shaping the workforce dynamics. From the peak of engagement in 2020 to the subsequent decline in 2023, gain valuable insights into the current state of employee morale and motivation. Discover actionable strategies and best practices to inspire and reinvigorate both engaged and disengaged employees alike. Don't miss this opportunity to stay ahead of the curve and foster a workplace culture that thrives on engagement and productivity!

Dollars and Sense: Maximizing Productivity With Minimal Investment | 9:00 a.m. - 9:45 a.m.

Discover how to boost your team's productivity without breaking the bank! Join us for an exciting session where we unveil small-budget tech tools designed to supercharge employee efficiency. Explore innovative solutions tailored to fit any budget, and learn how to leverage cost-effective technology to propel your team to new heights of success. Don't miss this opportunity to revolutionize your workplace dynamics and achieve peak productivity on a shoestring budget!

Mission Retention: Tips on Finding and Keeping 5-Star Staff | 10:00 a.m. - 10:45 a.m.

Embark on a mission to conquer staffing challenges and cultivate top-tier talent in your organization! Join us for an insightful panel discussion moderated by industry experts, where you'll glean invaluable strategies for hiring and retention from retailers renowned for their exceptional teams. Whether you're grappling with recruitment hurdles or seeking to fortify your existing workforce, this session offers practical tips and proven techniques to elevate your staff to five-star status. Don't miss out on this opportunity to learn from the best and pave the way for a thriving team that drives success!

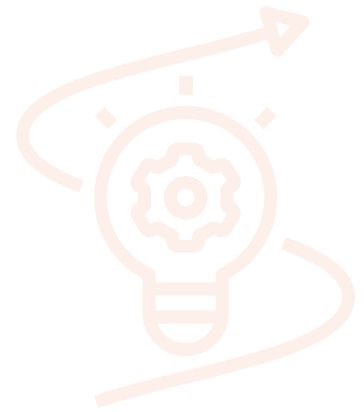
Leadership Lab: Developing Solutions for Your Dream Team | 11:00 a.m. - 11:45 a.m.

Embark on a journey to sculpt your dream team and cultivate the future leaders of your organization like never before! Join us for an immersive workshop where we unveil a plethora of unique methods to foster talent and build a robust bench of key staff members. Explore the groundbreaking strategies employed by leading retailers to nurture talent and safeguard the longevity of their operations. Whether you're seeking fresh perspectives or unconventional approaches, this workshop promises to equip you with the tools and insights needed to sculpt your dream team and propel your organization to new heights of success. Don't miss this opportunity to revolutionize your leadership development efforts and unlock the full potential of your team!

BREAKOUT TRACK

Retail Operations

Gain invaluable insights and practical advice to navigate challenges, from fluctuating sales to economic downturns. Transform uncertainty into opportunity and propel your business toward sustained growth.



Schedule At a Glance

August 28-29

8:00 a.m. - 8:45 a.m.	Hot Topic	Shrink Survival Guide: Strategies for Retail Resilience
9:00 a.m. - 9:45 a.m.	Solution	Navigating Cash Flow: The Roadmap to Retail Prosperity
10:00 a.m. - 10:45 a.m.	Panel	Cyberthreats to Severe Weather: Managing Risk Across Your Operation
11:00 a.m. - 11:45 a.m.	Hackathon	Using KPIs to Boost Success

Shrink Survival Guide: Strategies for Retail Resilience | 8:00 a.m. - 8:45 a.m.

Discover how to shield your retail business from the impacts of shrinkage in this insightful session. With the industry average for shrink at 1.6% of sales, every percentage point matters, especially for small businesses. Join us to explore best practices for defending against internal and external threats, including theft, and learn innovative inventory management strategies to keep your operation efficient and profitable. Don't miss out on this opportunity to fortify your retail empire and secure your place in the competitive market!

Navigating Cash Flow: The Roadmap to Retail Prosperity | 9:00 a.m. - 9:45 a.m.

Embark on a transformative journey to optimize your retail profitability, steering your business toward sustainable growth and success. Explore strategies to streamline operations, boost revenue streams and foster a motivated team culture. Discover the power of self-audits and gain insights using analytical tools, empowering you to maximize your cash flow potential and drive sustainable business growth.

Cyberthreats to Severe Weather: Managing Risk Across Your Operation | 10:00 a.m. - 10:45 a.m.

Prepare to navigate the risk landscape with confidence as we delve into this essential conversation! Join us for a dynamic panel discussion featuring industry experts, including Jason Heimberger from Sunshine Ace, as they unveil strategies for mitigating risk across all facets of retail operations. From cybersecurity measures to resilience planning for extreme weather events, discover how every team member plays a crucial role in safeguarding against potential threats. Don't miss out on this opportunity to glean invaluable insights and empower your team to proactively manage risk, ensuring the resilience and success of your business!

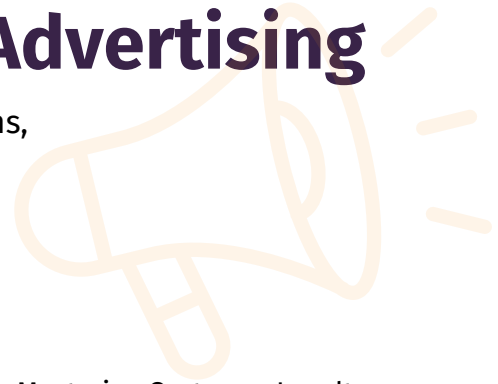
Using KPIs to Boost Success | 11:00 a.m. - 11:45 a.m.

In this transformative workshop, delve into the strategic realm of key performance indicators (KPIs) to unlock the secrets of business success. Discover firsthand which KPIs are making a tangible impact for businesses this year by learning from the experiences and insights of your peers. Come prepared to share your own strategies and goals for improvement over the next 12 months. Roll up your sleeves and embark on a journey to map out your path to growth and prosperity. Don't miss this invaluable opportunity to harness the power of KPIs and propel your business towards new heights of success!

BREAKOUT TRACK

Marketing, Merchandising & Advertising

Explore the latest trends and strategies to streamline your operations, save time and achieve remarkable success. Elevate your brand and captivate your audience with actionable insights.



Schedule At a Glance

August 28-29

8:00 a.m. - 8:45 a.m.	Hot Topic	From Repeat Buyers to Raving Fans: Mastering Customer Loyalty
9:00 a.m. - 9:45 a.m.	Solution	Home Turf Advantage: Mastering Local Inventory Advertising
10:00 a.m. - 10:45 a.m.	Panel	Ad Wars: Balancing Traditional vs. Digital Advertising
11:00 a.m. - 11:45 a.m.	Hackathon	Creative Solutions to Make a Big Marketing Impact on a Shoestring Budget

From Repeat Buyers to Raving Fans: Mastering Customer Loyalty | 8:00 a.m. - 8:45 a.m.

Join us for a conversation that dives deep into the heart of customer loyalty in the modern marketplace! In this engaging session moderated by industry experts, glean invaluable insights from retailers on the pivotal role of customer loyalty. Discover the essential tools and cutting-edge data analytics techniques that are reshaping the landscape of customer retention. Whether you're a seasoned marketer or a budding entrepreneur, this session promises to equip you with the knowledge and strategies needed to keep customers coming back for more. Don't miss out on this exclusive opportunity to unlock the keys to long-term customer loyalty and propel your business to new heights of success!

Home Turf Advantage: Mastering Local Inventory Advertising | 9:00 a.m. - 9:45 a.m.

Play to your strengths and dominate your home turf with local inventory advertising solutions. In this session, we'll unveil the game-changing strategies that can help you compete effectively against big-box giants and online behemoths right in your hometown. Discover how leveraging local inventory advertising solutions can tilt the playing field in your favor, allowing you to meet your customers where they are and swiftly respond to new trends and expectations. Gain practical insights and actionable tips to elevate your inventory management game and secure your position as the go-to destination for local shoppers. Don't miss out on this opportunity to harness the full potential of local inventory advertising and thrive in your competitive landscape like never before!

Ad Wars: Balancing Traditional vs. Digital Advertising | 10:00 a.m. - 10:45 a.m.

Join us for a riveting panel discussion featuring retailers who have mastered the art of striking the perfect balance between traditional and digital solutions. Explore the evolving landscape of advertising mediums and uncover insider tips on how to leverage both traditional and digital channels for maximum impact. Whether you're a die-hard advocate of print or a digital enthusiast, this session promises to provide valuable insights on optimizing your advertising ROI. Don't miss out on this electrifying matchup—secure your spot now and conquer the advertising arena like never before!

Creative Solutions to Make a Big Marketing Impact on a Shoestring Budget | 11:00 a.m. - 11:45 a.m.

Unlock the secrets to maximizing your marketing impact with just a \$1,000 budget! Join us for an interactive workshop where you'll explore innovative strategies and proven tactics that offer the best bang for your buck. Discover how to strategically redistribute your marketing investments to achieve optimal results and outshine your competitors. From targeted advertising campaigns to cost-effective social media strategies, learn from your peers and industry experts alike about the most efficient ways to stretch your marketing dollars. Don't miss out on this opportunity to elevate your marketing game and achieve big results on a small budget!

BREAKOUT TRACK

Sponsored Breakout Sessions

Don't miss a unique opportunity to hear from experts in the channel. These companies are sharing key insights to help attendees grow.

Schedule At a Glance

Sessions hosted by these industry partners will only take place once and seating is limited. *Pre-registration required.*

August 28

8:00 a.m. - 8:45 a.m.

9:00 a.m. - 9:45 a.m.

10:00 a.m. - 10:45 a.m.

10:00 a.m. - 10:45 a.m.

11:00 a.m. - 11:45 a.m.

11:00 a.m. - 11:45 a.m.

Host

Mountain Mojo Group

National Cooperative Bank

GMG EnviroSafe

Rundoo

ECI Software Solutions

Fluidmaster

August 29

8:00 a.m. - 8:45 a.m.

9:00 a.m. - 9:45 a.m.

10:00 a.m. - 10:45 a.m.

11:00 a.m. - 11:45 a.m.

Host

4R Systems

Watcher Total Protection

Pennsylvania Lumbermans Mutual Insurance Company

Epicor



NETWORKING & EXHIBITS

Partner Pavilion

Interact with leading industry vendors and service providers in a casual setting. These industry-leading companies will be able to share their products and services as part of a robust partner pavilion and networking events.

Hours: The Partner Pavilion will be open on August 28 - 29, 7:30 a.m. - 3:00 p.m. Breakfast and lunch will be located in this area.



Check IHConference.org for new updates.

AWARDS PROGRAMS

3 Industry Awards to Celebrate



The Beacon Awards

Tuesday, Aug. 27 | 6:00 p.m. - 9:30 p.m.

The Beacon Awards are an important recognition program that honors the best of the best dealers who represent the future of the hardware industry. In addition to Best New Store, Retail Beacon Awards are awarded for each of the participating wholesalers. The Beacon Awards are sponsored by **Epicor, Ettore Products Company, Fluidmaster** and **The Hardware Connection** magazine. Wholesale sponsors are **Do it Best** and **Orgill**. Pre-registration is required.



NHPA Young Retailer of the Year Awards Ceremony

Wednesday, Aug. 28 | 6:00 p.m. - 9:00 p.m.

The NHPA Young Retailer of the Year award reception celebrates the 2024 honorees who represent the next generation of aspiring independent home improvement and paint retailers. Drinks and hors d'oeuvres will be provided. Thank you to our sponsors **American Hardware & Lumber Insurance, Arrow Fastener, Intertape Polymer Group, Midwest Fastener, Pony Jorgensen, PPG,** and **Wooster Brush**. Pre-registration is required.



NHPA Top Guns Award Reception

Thursday, Aug. 29 | 3:45 p.m. - 5:30 p.m.

Join us for one final networking opportunity at the grand finale of the IHI Conference. Celebrate your new connections and make it a point to congratulate this year's honorees. Mingle with your peers and industry partners over cocktails and conversation. This event is sponsored by the **National Hardware Show**. Pre-registration is required.



YOUR INVITED
Celebrate
With the Entire
Industry!

Wednesday, August 28
7:00 - 11:00 p.m.
Orgill Pavilion

RSVP for this free event when you register for the conference.

Connect and celebrate with retailers and channel partners attending the Independent Home Improvement Conference at this special event open to all attendees!

This locally-themed evening will include indoor and outdoor activities, food buffets, drinks and live music. Relax and watch the sunset with industry friends or grab a drink and dance the night away!

SPECIAL PRIZES



Meet the Consultant

Kim Peffley's industry experience started at her family's True Value store, where she continued working after the business was sold to another independent operation. Eventually, she served as general manager of seven stores, and through that role, Kim established a variety of staff and mentor programs, merchandising standards and procedures and ongoing store improvements. Now, Kim works exclusively with NHPA to lend her insights and experience to help other retailers through comprehensive organizational change.

"We have been very pleased with the results we've seen from working with Kim. She worked with us to identify some specific needs as it relates to our team and organizational structure then tailored the process to help us make improvements and create a more cohesive staff. The assessments along with the implemented changes were well-received by our entire crew. It's been a win-win all around for us!"

—Lee LaFleur, Mike's Hardware & Supply, New Orleans

Register to Win! Lead to Succeed Giveaway

All retailers who register and attend the conference will be entered to win an NHPA In-Store Leadership Training led by Kim Peffley, NHPA's director of organizational development and consulting. This personalized training session, valued at \$7,500, is designed to empower your team and drive companywide success. The lucky winner will receive a full day of leadership training for up to 40 employees and will be able to customize their training program from a selection of 10 vital leadership topics. This comprehensive program, spanning 4-6 hours on-site, promises to equip your staff with the skills and insights necessary for effective leadership.

- **Lead to Succeed Giveaway:** Elevate Your Team with NHPA In-Store Leadership Training
 - 1 Day - On-site personalize leadership training up to 40 employees
 - Choose from a list of 10 leadership topics to cover
 - 4-6 Hours of Training on-site
 - DiSC Training available at an additional cost
 - Winner will need to provide meeting space and food for staff

To claim this prize, the winner need to agree to provide a suitable meeting space and catering for the training day. Don't miss this chance to invest in your organization's future and elevate your team to new heights of excellence.



Win a Trip to the 2025 Indy 500

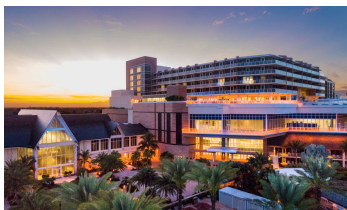
During the IHI Conference, you'll have a chance to play and win a trip to the 2025 Indianapolis 500— the greatest spectacle in racing. You'll be able to use the IHI Conference app to collect points for asking questions during sessions, visiting with exhibitors and more. The retailer with the highest score will win 4 tickets to the race and \$600 towards travel expenses.



TRAVEL & HOTEL

Recharge and Relax at the Stunning JW Marriott Marco Island Beach Resort

Head to ihiconference.org and click Travel & Hotel to book your trip today!



Hotel Information

Don't miss out on the opportunity to stay at the host hotel. The deadline for booking a room is Monday, August 5, 2024. Rooms are available on a first-come, first-served basis, so make sure to reserve your spot as soon as possible to ensure availability with our \$206 per night discounted room rate.



Transportation

JW Marriott Marco Island is approximately one hour from Southwest Florida International Airport in Fort Myers, FL. If you would like to prearrange transportation, you qualify to receive a discounted rate with our partner, NT&T Transportation. Ride share and taxis will also be available when you arrive.



Things to Do

Make the most of Marco Island while you're in town for the 2024 IHI Conference. From Dale Chihuly artwork to world-renowned culinary experiences, gator-spotting to gallery-hopping and trophy beaches to award-winning golf courses, Florida's Paradise Coast is defined by its delightful diversity. In this place of beautiful contrasts, you can find adventure on land or water, witness natural wonders or man-made masterpieces and seek relaxation in a sophisticated spa or in scenic, wild nature.