

LIQUID RECYCLING

used oil | parts cleaning | anti-freeze | filters & absorbents | wastewater | chemicals

2019 NORA Conference & Trade Show Special Edition

November 13-16, 2019 • Naples, Florida

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Know someone who should be a NORA member? Contact Brittanne Gasser at marketing@noranews.org or 703-753-4277 and if they join you get a \$100 Amazon Gift Card.

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INDUSTRY CALENDAR

2019

NORA Conference & Trade Show

Naples, Florida
November 13-16, 2019

2020

NAPA Annual Meeting

Maui, Hawaii
February 2-5, 2020

NORA Winter Meeting & EH&S Forum

Dallas, Texas
February 25-27, 2020

TCEQ Environmental Trade Fair and Conference Texas Commission on Environmental Quality

Austin, Texas
May 12-13, 2020

NORA Mid-Year Meeting

Chicago, Illinois
June 17-19, 2020

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Report Card

- Excellent
- Good
- Fair

A+



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1984

NORA Celebrates 35 Years of Protecting and Growing the Liquid Recycling Industry

Back in 1984, Apple introduced the first Macintosh computer, the Soviets boycotted the Los Angeles Olympics and Ronald Reagan defeated Walter Mondale.

That same year, the Hazardous and Solid Waste Act was passed which included serious threats to the interests of responsible used oil recycling companies. Primary among the threats was the potential that used oil would be listed as a hazardous waste. A group of individuals that included Bill Ward, Bernie Snyder, Chris Harris and Alan Gressel met at Eastern Oil in Virginia and decided to form NORA as a trade association.

The association was committed to Management Standards for recycling used oil and strongly opposed listing used oil as a hazardous waste.

NORA was successful. EPA has referred to the Used Oil Management Standards as its most successful management standards program. All across this country, this industry

responsibly handles hundreds of millions of gallons of used oil and related materials.

NORA has grown from a handful of people to over 300 companies. NORA's mission remains the same today as it was in 1984: to protect and grow the liquid recycling industry.

Since its founding, NORA and its members have been explaining about used oil and related materials and how the recycling system works in many different forums. The various audiences have included Congress and state legislatures, the U.S. Environmental Protection Agency, the U.S. Department of Energy, the U.S. Department of Transportation, the Federal Trade Commission, state agencies, federal and state courts, the

American Society for Testing and Materials (ASTM) as well as several think tanks that produce studies and reports.

NORA's accomplishments on behalf of the industry are too numerous to list in this article. NORA has helped improve the market for collectors, processors and marketers of used oil, wastewater, antifreeze, filters and others.

Today, we continue to work to keep your business healthy by monitoring and addressing issues and legislation at the federal, state and local level and keep you informed through email NORA alerts, the Liquid Recycling Magazine and meetings.

If you are a member, thank you for your support that enables us to protect and defend the industry. If you know a peer or competitor in this space that is not a member, encourage them to join the association.

If you are not a NORA member yet, please consider joining now. In addition to supporting government affairs efforts, NORA also provides industry

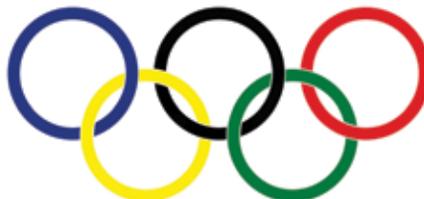
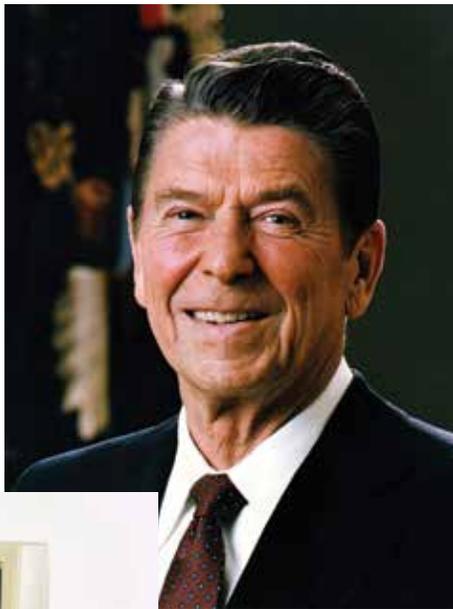
knowledge, networking and business development tools. Contact me if you are interested in learning more.

NORA Conference

NORA is committed to making the 2019 NORA Conference a successful event where you will be able to build and maintain strong relationships in the liquid recycling industry.

The two largest issues before us, IMO 2020 and the current Department of Energy used oil study, will be addressed.

The conference is shaping up to be an outstanding event that will help current members prepare for 2020. ■



How Does Repeal of the Obama Administrations “Waters of the United States” (WOTUS) Rule Impact NORA members?



Jack Waggener

In a long awaited action, the EPA has just repealed the WOTUS Rule that the EPA and Army Corps of Engineering (COE) finalized under the Obama Administration in August 2015. WOTUS has been considered by many to be the most extreme overreach of federal authority ever asserted by these agencies, and it has created “nightmares” for industry and the public. It is said to have greatly expanded the definition of regulated “navigable waters” under the Clean Water ACT to include extremes like rainfall “mud puddles”, and there are numerous other examples of its ominous impact. It covers adjacent areas and waters to navigable waters, even if these areas were dry most of the time except during rainfall events.



Environmental Protection Agency Administrator, Andrew Wheeler, signed a document to revoke the Waters of the United States rule, an Obama-era regulation that provided federal protection to many U.S. wetlands and streams, Thursday, Sept. 12, 2019, in Washington.

There has been an example of abuse caused by WOTUS given by President Trump, this was where a Wyoming rancher was fined \$37,000 a day by the EPA for digging a small watering hole for cattle on his land. Another case presented by others to the U.S. Senate was where an Indiana farmer cleared trees from his property to expand his farmland where there was no visible permanent water. The Corps claimed it destroyed the existing stormwater drainage patterns and said it was a tributary covered by WOTUS. The Corps would have the farmer go through the government permitting process which can take years to hopefully get their permission to clear this area.

The 2015 WOTUS Rule could negatively



impact any new construction activity such as a NORA member expanding/modifying its facility/site, building a home, etc. For example: 1) It could impact building a new SPCC containment area that would modify the rainfall runoff area on your facility. 2) the building of a plant expansion in a green field area where there are ditches that are only wet during storm events. In these cases it could easily take more than a year to secure approval from the EPA and COE.



This brings to mind the current events of Tropical Storm Imelda that resulted in many thousands of businesses and homes being flooded for the first time in Texas and Louisiana. This has probably created a new flood plain area that would have been governed by WOTUS resulting in more problems and delays for these unfortunate areas.

The good news is that WOTUS is now repealed and the regulatory process to develop more reasonable and practical definitions has already begun. NORA will stay abreast of the developments. Essentially all of the large Industrial Trade Associations in Washington, D.C. are working to make sure the new definitions of navigable waters are much more practical and good for economic growth. Also included are requirements on EPA and COE that the permitting process must be completed within 12 months. NORA will continue to coordinate with the other industries.

This is only a very brief overview of the repeal of WOTUS and the activities being undertaken to correct it. If you are interested in more details, you can contact me at Jack. Waggener@aecom.com or 615.224.2133.

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Industry News

MORE INFORMATION ABOUT THESE NEWS ITEMS IS AVAILABLE AT WWW.NORANEWS.ORG/NEWS.
SEND ANY INDUSTRY NEWS UPDATES TO COMMUNICATIONS@NORANEWS.ORG.

DOE Stakeholder Meeting Info Announced

The US Department of Energy has announced information about the upcoming meeting on the “Beneficial Reuse Options for Used Lubricating Oil.” NORA members are invited to participate in the meeting that will be held on Wednesday, October 16, 2019 from 1:00 p.m. to 5:00 p.m. EST.

The meeting will be held at the U.S. Department of Energy (DOE) in Washington D.C. Members can also participate via Webex. If NORA members have questions about the meeting, they may be directed to: Evan Frye by email at Evan.Frye@hq.doe.gov, or telephone: (202) 586-5600.



Valicor Acquires Action Environmental & Strength Environmental

NORA member Valicor Environmental Services recently expanded its network of wastewater processing facilities through the acquisition of Action Environmental (“Action”). Action operates a centralized wastewater treatment (“CWT”) facility in Fort Wayne, Indiana. This will enable Valicor to enhance its existing Midwest footprint and strengthen its position in the region.

In addition, Valicor also recently acquired Strength Environmental (“Strength”). Strength operates a CWT facility in Inkster, Michigan. This will enable Valicor to enhance its existing Midwest footprint and further strengthen its position.

Valicor has increased its number of CWT plants from five to 14 in just over 24 months as it focuses on growing its national footprint.



Liquid Environmental Solutions (LES) Acquires Lyles Grease Trap Services

LES recently acquired the assets of Lyles Grease Trap Services, a provider of grease trap and used cooking oil services in the Little Rock area. Lyles, based in Little Rock, adding a network of non-hazardous wastewater customers to the existing LES operation in Central Arkansas. These customers own grease traps, interceptors and used cooking oil containers that must be serviced regularly to prevent sewer spills and protect the public wastewater collection system.

Jerry Sheridan, LES Chief Executive Officer, also commented: “I’m very pleased to welcome Lyles’ wastewater service professionals and their loyal customers to our Little Rock operations branch. We look forward to their outstanding contributions.”



Brown Gibbons Lang & Company Celebrates 30 Years

NORA member, Brown Gibbons Lang & Company (BGL), an independent investment bank and financial advisory firm, is celebrating its 30th anniversary this year. From a single desk and phone in 1989, BGL today has nearly 100 professionals and several offices across the U.S. The firm is managed by Michael E. Gibbons and his fellow Executive Committee members: Effram E. Kaplan, Andrew K. Petryk, John C. Riddle, and John R. Tilson.

While BGL focuses on mergers and acquisitions, the firm offers a full suite of corporate finance services including institutional private placements, financial restructurings, valuations and fairness opinions, and other strategic financial advisory services.



NORA Presenting at Canadian Event

NORA Executive Director, Scott D. Parker, will

present at the Collectors and Processors Meeting in Vancouver, BC, hosted by NORA member, BC Used Oil Management Association (“BCUOMA”). The meeting will be held November 7, 2019. Parker will present on key developments, threats, and opportunities in the North American Used Oil Market.

Parker stated, “NORA is honored to be invited to the Collectors & Processors Meeting to represent NORA members all over the world. The meeting will provide the valuable opportunity to interact with current and prospective members in Canada.”



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IMO 2020 Market Disruption



Tom Murray

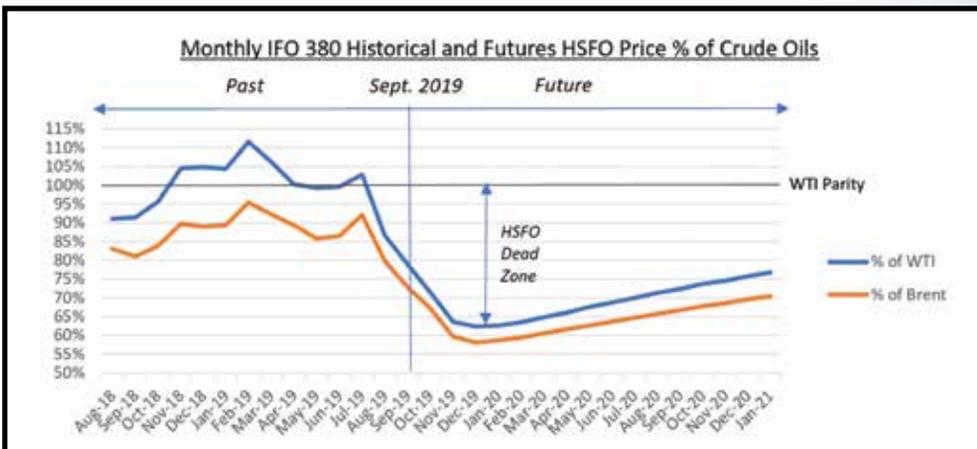
Tom Murray will present an IMO 2020 update at the NORA Annual Conference & Trade Show in Naples, Florida, in November. Register using form on page 23.

The marine fuels markets are transitioning rapidly as we approach the 1/1/2020 effective date for IMO 2020 which requires all vessels not equipped with exhaust gas cleaning systems (commonly referred to as scrubbers) to use fuel with a maximum sulfur content of 0.5% on the high seas. This regulatory change will have a major impact on the marine fuel markets. As a result of IMO 2020 the International Energy Agency (IEA) forecasts a 32 billion gallon per year demand decrease for High Sulfur Fuel Oil (HSFO) as well as a demand increase of 17 billion gallons per year of Marine Gas Oil (MGO) and 15 billion gallons per year of Very Low Sulfur Fuel Oil (VLSFO) as replacement fuels. The market for Used Lubricating

Oil (ULO) will be negatively impacted by HSFO's declining demand given the demand for ULO as blend stock for HSFO will also decline. In addition, ULO will face increasing competition from other HSFO blend stocks in the future.

HSFO Pricing relative to Crude Oil

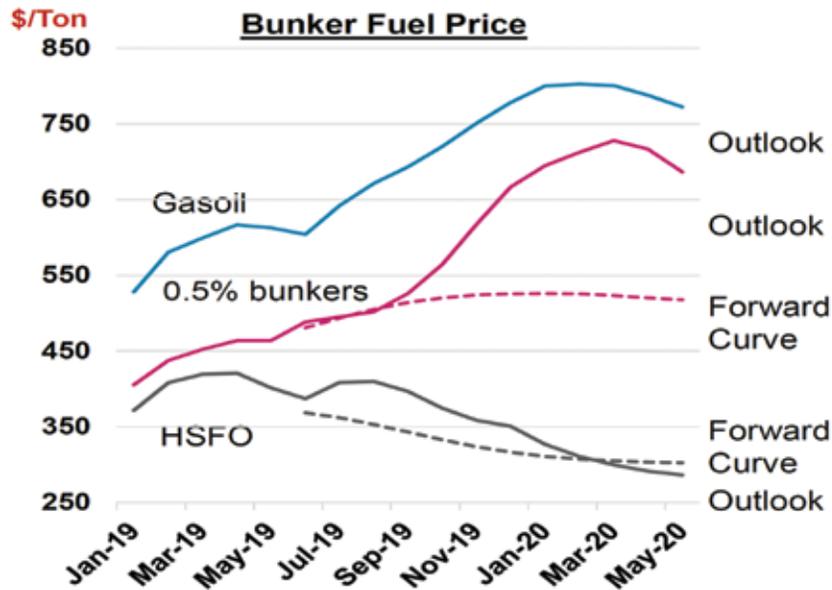
The price of HSFO significantly impacts the price of ULO in many markets as ULO historically has been priced at a percentage discount to HSFO. The chart below shows the price relationship of HSFO to crude oil for 12 months historically and 16 months forward. This chart illustrates the dramatic negative impact of IMO 2020 on future HSFO prices. Over the past 10 months



Sources: Historical - S&P Global Platts, Future - CME Group HSFO, WTI, & Brent Futures
Pricing data as of September 2, 2019







Source: Richard Joswick, Head of Oil Pricing and Trade Flow Analytics, S&P Global Platts
S&P Global Platts Bunker and Residual Fuel Conference dated June 13, 2019

HSFO prices held a rough parity with crude oil, whereas near-term futures prices indicate a HSFO price decline of almost 40% versus crude oil. IMO 2020 appears to be triggering an HSFO Dead Zone beginning in early 2020. If the commodity futures market proves correct, in the future HSFO will sell at a far lower price relative to crude oil than in past years. Over time, as demand for HSFO increases its price discount to crude oil is expected to decrease, but HSFO prices are never forecasted to return to historic differentials to crude oil. While the chart below was prepared before the drone attacks on Saudi production, on the first trading day after the attack the relative futures price in March 2020 for HSFO versus crude oil increased by only 2.8%, indicating the market believes Saudi production will be fully restored within 6 months.

Supply versus Demand Forecast

Commodity futures market prices are set both by parties hedging physical commodity supply and demand to mitigate risk as well as parties speculating on future price movements with no actual physical supply or demand for the product. An alternative view of future commodity prices utilized by many experts is based on a fundamental projection of future supply and demand (S-D).

S&P Global/Platts is a leading source of crude and refined products data worldwide. The chart above, prepared in June 2019, presents their view of future physical pricing compared to the financial futures pricing for bunker fuels, including MGO, VLSFO and HSFO. The chart illustrates that S&P Global/Platts forecasts HSFO futures and physical prices to generally trade in the same range. In contrast, based on their forecast for VLSFO and MGO S-D balances S&P Global/Platts forecast financial futures prices for MGO and VLSFO to dramatically under-state the actual future physical prices.

Volume versus Pricing

While product pricing receives great attention, in severe market downturns product volumes actually drive product pricing. In steeply declining markets suppliers may choose to sell their product at any price simply to gain the liquidity necessary to continue to operate. Currently, a surplus of ULO seems to be accumulating in the supply chain. Despite this, ULO maintains one unique advantage versus crude oil. The cost to find, drill and produce crude oil is substantial. However, when a ULO generator's tank (such as a quick lube shop or industrial generator) is full, the ULO must be emptied regardless of price to allow the generator to continue operating.



ULO can even achieve negative value where the generator will be charged rather than paid for the removal. Charging for removal is necessary whenever ULO gatherers cannot sell ULO at a price which allows, at minimum, breakeven profitability. In contrast to the needs of generators and gatherers of ULO, potential purchasers of ULO consider not only cost but also the characteristics of ULO which may render it unsuitable for an intended use or less attractive than alternate streams. As end markets decline rapidly it is increasingly possible that purchasers may elect to source ULO at far reduced prices, or perhaps not at all given limited storage capacity. The rising HFSO surplus in many markets is resulting in large premiums for marine fuels storage and should be a concerning indicator for ULO producers.

Lessons from Singapore

The transition from HSFO to VLSFO and MGO marine fuels is creating substantially increased demand for storage. Singapore is the largest marine fuels market in the world (equal to the next 8 largest ports combined) and there are now at least 17 VLCCs (tankers) storing over 1.4 billion gallons of low sulfur fuel oil components to supply IMO 2020 marine fuels requirements floating off-shore of Singapore. The same intense demand surge for storage will also occur in other ports as HSFO tanks are re-purposed and new low sulfur components

are stock piled to satisfy the imminent demand increase for VLSFO and MGO. Lack of storage availability could make ULO's access to prospective high-volume outlets more challenging.

Non-compliance and Product Quality Risk

Increased scrutiny in selling and marketing marine fuels now is creating higher risks for all users and suppliers in the marine fuels industry. Since January of 2015, only 0.1% fuel oil (MGO) can be burned within Emissions Control Areas (ECAs), which fall within 200 miles of the US and certain other coastlines. The first publicly reported non-compliant fuel violation was brought against ship operator Ionian Shipping and ship owner Lily Shipping. A \$3 million fine was caused by the vessel *Ocean Princess* shifting 3.5% sulfur fuel to a 0.1% sulfur fuel tank where it was burned. (On March 1, 2020 it will become illegal to even carry HSFO on a ship that is not equipped with a scrubber.) This legal action was brought in a US District Court despite the infraction occurring outside of the US. The action was both civil *and* criminal, signaling that enforcement authorities will vigorously prosecute and make public examples of marine fuel violators, both corporately and personally. Further, risk logically will soon trickle down to suppliers of products deemed to create operational issues, most especially for VLSFO.

What's Next?

Each potential VLSFO or VLSFO blendstock will be carefully assessed by buyers, balancing economic incentives versus product risks. Initially most VLSFO will be supplied by major oil companies and a select group of reputable, high volume independent refiners or blenders. More information about properties of various types of VLSFO will become known as successes and failures occur with vessels using VLSFO fuels. VLSFO pricing will become more transparent and predictable as volumes increase and trades are executed for longer term commitments versus short term trial transactions. Marketers of VGO made from ULO as a VLSFO blend stock must overcome the triple threat challenges of stability, compatibility, and contaminants. Worldwide demand for MGO will surge to exceed twice current levels as ship operators and owners who are unwilling to accept the initial risk of VLSFO opt to pay more for MGO. MGO will remain a preferred product until

suppliers can provide VLSFO that will give shipowners comfort that their vessels can consistently be operated safely on VLSFO.

So hold on to your hats because the next 100 days should provide key insights and greater clarity as to the market effects of IMO 2020 on the used oil industry. It could be a wild ride! ■

Tom Murray has developed technologies for processing used oil for over 2 decades with 4 issued patents and multiple pending patents. The technologies enable production of premium quality marine fuels and base oils from used lubricating oils. Comments on this article as well as industry developments and opportunities are encouraged and may be directed to tgm@modernfuels.com or 940-300-8790.

The opinions expressed in this article are those of the author and do not necessarily reflect the views of NORA.



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Implementing Best Practices: Leveraging Leading and Lagging Indicators

By Chip Duffie

“An ounce of prevention is worth a pound of cure”

BENJAMIN FRANKLIN

Balancing environmental, health and safety (EHS) compliance with trying to maximize productivity and revenue generation is a constant challenge for NORA members. Companies of all size struggle with how to operate within ever-changing regulations while staying in business in a hyper competitive market. Many companies fail to integrate consistent EHS practices into their operations and as a result, often find themselves scrambling to comply with an agency request, customer RFP or even a plaintiff’s demand. One very simple, yet extremely effective, practice that many companies struggle with is to leverage both leading and lagging indicators of risk.

Lagging indicators are those data points that are related to past performance or actions. Spills, OSHA recordable injuries, workers comp claims and vehicle accidents are all lagging indicators. These, and others like them, are critical metrics that every company should be using to track performance and set baselines for compliance and improvement. However, these metrics only allow you to analyze past performance. So how does a company move beyond relying exclusively on TRIR, NOV’s and EMR? How can management run an effective EHS program if they are only looking in the rear-view mirror and chasing trends of injuries and incidents that have already happened? For many companies, it is done by



tracking and acting upon leading indicators.

By establishing a practice to track these forward-looking metrics, like training rates, safety committee meeting attendance, and behavior-based observations, a company can significantly improve its chances to avoid problems before they happen. The fundamental value of leading indicators is that management can use them as a predictive tool with the hope of influencing future performance. By tracking things like inspections and near misses, companies can identify program gaps and blind spots. This data can lead to improvements that will prevent future incidents and injuries. Of course, it is impossible to quantify how many incidents or accidents are avoided but using leading indicators will allow you to see consistent improvement in performance and collect feedback from employees.

Common Leading Indicators NORA Member Can Use

- 1. Employee Training Rates** – Every company wants to ensure that its employees are trained to the job properly. But many companies fail to properly onboard new employees or consistently run training deficiency reports to show which employees need to be trained or retrained.
- 2. Behavior Observations** – Most people think of behavior-based safety as near miss reporting, but it is more than that. Tracking near misses and close calls is critical, but identifying positive, safe behavior is important as well. A disciplined and documented observation program can be an invaluable feedback loop that will help your team recognize hazards or non-compliance.
- 3. Ergonomic Assessments/Improvements** – Evaluating your workplace for ergonomic risks, such as repetitive tasks that can cause strains, improper work area setup, or improper use of tools, will avoid many common injuries and workers' compensation claims.
- 4. Job Hazard Assessments** – Evaluating each job type for risks and identifying those risks for employees is a best practice that will help get your team operations-ready from day one. This process will also help you

ensure consistent practices and personal protection equipment across your company.

5. Employee Perception/Culture Surveys – Many companies have found employee feedback and engagement to be very valuable in establishing a baseline from which to drive continuous improvement. A best practice is to use a third party to conduct the survey and management needs to have a plan to address concerns and recommendations that are brought up.

6. Routine Site Safety and Compliance Audits – It is important to establish a disciplined cadence of site and equipment inspections. In addition, it is a best practice to engage a third party to review your site and operations to ensure continuous improvement.

Companies that make leading indicators integral to the management of their EHS programs significantly reduce their risk. Without predictive metrics, a

company will always be reactionary and can never fully achieve EHS excellence. By incorporating a few key leading indicators into the EHS program, any size company can drive value directly to the bottom line. ■

Chip Duffie is the President and Founder of EHS Momentum, LLC, a full service EHS consulting and software firm that focuses on empowering small and mid-sized business to implement EHS management systems. Prior to founding EHS Momentum, Chip was Sr. Counsel in the Dallas, TX office of Clark Hill Strasburger where he was a member of the Environmental and Regulatory Team. Chip also served as Chief Compliance Officer for Safety-Kleen and then as SVP, Compliance for Clean Harbors.

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Fountain Industries is a leading US based manufacturer and marketer of parts washing equipment serving the automotive repair and industrial sectors. Our solvent-based and environmentally-sensitive water-based parts cleaning products are sold through distributors and cleaning service companies worldwide and is the largest manufacturer of branded and private labeled parts washers and specialty products.

We take pride in being an industry leader in both design and depth of product offerings. Fountain provides complete product coverage in aqueous and solvent based equipment and accessories for the cleaning needs ranging from DIV through professional users.

THE NEW GENERATION OF BIOLOGICAL PARTS WASHER

Cleaning without solvent !

✓ **CLEANING PERFORMANCE**

✓ **EASY TO USE**

✓ **OPERATORS' HEALTH**



Pack SUNSET
1 parts washer premium
+ 5 cans of Blue Liquid
SRBLPE+ 5 gallons
+ 1 box of 4 Blue Tablet SRBT



USER-FRIENDLY



BRUSH, SPIGOT, SOAKING



ERGONOMIC CONTROL BOX



REUSABLE FILTER

HOW DOES IT WORK?

- 1. BIOLOGICAL PARTS WASHER**
The parts washer keeps the bath warm at 38°C, it is equipped with several cleaning possibilities, a filtration system, oxygenation and a lid to avoid evaporation.
- 2. BLUE LIQUID**
Aqueous based cleaning solution composed of specific surfactants, non-toxic and non-flammable.
- 3. BLUE TABS**
Concentrate of microorganisms which continuously purify the cleaning bath.

THE BENEFITS OF ECOMASTER

- OPERATORS' HEALTH**
Solvent Free - Optimal Health & Safety conditions, non-flammable.
- PERFORMANCE**
Superior finish quality compared with solvent. Unstick dirt & residues.
- SAVINGS**
No frequent bath draining and minimized maintenance and disposal costs.
- ENVIRONMENT**
Minimize waste compared with solvent.

WATCH THE VIDEO
<http://instr.xyz/w/ecomaster-partswasher>



Carbon Credits & Used Oil

Editorial Note:

This article highlights how NORA member Hydrodec of North America has successfully been approved by the American Carbon Registry (ACR) to generate carbon credits for every gallon of used transformer oil they re-refine. A case study related to this will be presented during the NORA Annual Conference in November.

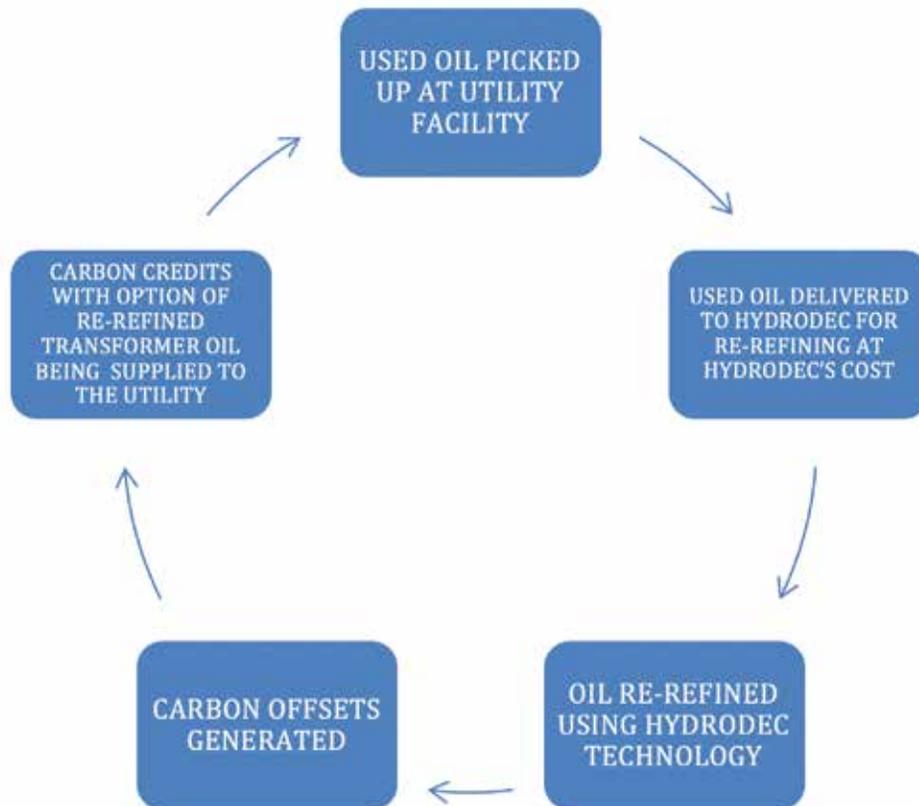
Hydrodec of North America (HoNA) is the first transformer oil company in the world to generate carbon credits for every gallon of used transformer oil they re-refine. The American Carbon Registry (ACR) has approved Hydrodec's rigorous emissions reduction accounting methodology to generate carbon credits for every ton of carbon dioxide displaced by recycling used transformer oil.

They are now in the process of building 'Sustainable Partnerships' with leading utilities with strong Environmental and Social Goals (ESG) policies to exchange carbon credits for their used transformer oil – which otherwise could end up being incinerated. While the carbon credits are currently offered to utilities directly for their used transformer oil, their future strategy can include a closed loop with utilities. To complete the closed loop, there will be an option for utilities to request new transformers, from the OEM's, to include Hydrodec's re-refined 'Superfine' transformer oil which meets and indeed exceeds the performance required by national and international

technical standards with industry leading recovery rates north of 99%.

Hydrodec will work with existing and future collectors of used transformers for the receipt of all their used transformer oil. Where preferred by the utilities, Hydrodec will collect both on-spec and off-spec used transformer oil when separated from the used transformers in the field and could pay for the collection and transportation to their facility in Canton, Ohio. The costs associated with off-spec used transformer oil would be negotiated directly with the utility. In return, Hydrodec will offer their Sustainability Partners carbon credits based on a formula of carbon credits for gallons of feedstock re-refined.

When President Trump signed a bipartisan Bill into law in December 2018 requiring a one-year review of the potential for all used oil to be re-refined, many utilities stepped up their work on environmental best practice to meet the Environmental and Social Goals required by their Boards of Directors, their investor base and customers alike.



By becoming a ‘Sustainable Partner’ with Hydrodec, the utilities can, for the first time, demonstrate their commitment to sustainability by gaining carbon credits for the treatment of all their own waste transformer oil. Hydrodec envisions helping environmentally aware utilities with clear sustainability goals to reduce their carbon footprint and ensure that their used oil is properly handled according to best environmental practices and all Federal Regulations.

Re-use is essential. It keeps products in the consumption sphere for a longer period. It promotes the possibility of diverting waste oil streams discarded by their last user from polluting waste streams and exposing utilities to possible litigation. It encourages ‘Certificates of Origin’ (Non Hazardous Manifest) - a document that certifies all used transformer oil is re-cycled in return for carbon credits with Hydrodec offering utilities a ONE STOP SHOP for all their waste transformer oil.

Using Hydrodec’s patented technology, used transformer oil goes through their catalytic

hydrogenation and polishing process in Canton, Ohio, which destroys any polychlorinated biphenyl (PCB) molecules and other persistent organic pollutants from contaminated oil, resulting in substantial decontamination and regeneration of the feedstock and restoring the transformer oil to a “like new or better” condition.

With their process, used transformer oil is a 100% recyclable material that can be safely collected and brought back into use again and again. Having invested over \$100m developing this world leading technology and having approval by the American Carbon Registry for carbon credits, their hard work is coming to fruition. ■

Ed Superior is Director of Procurement, Sales & Marketing at Hydrodec of North America. He can be reached at ed.superior@hydrodec.com

2019 Annual Conference & Trade Show

November 13-16, 2019 | Naples, Florida

The 2019 NORA Annual Conference and Trade Show is the liquid recycling industry's premier networking and education event. This year's event will attract over 300 industry leaders. Now is the time to make plans to attend. Everything you need for your plans is included in this magazine.

TRADE SHOW-ALMOST SOLD OUT!

The NORA Trade Show will feature nearly 50 exhibitors with companies displaying the latest products and services available to the liquid recycling industry. See page 40 for the NORA Exhibitor Showcase. Limited spots remain. Contact Brittanne Gasser at (703) 753-4277 or marketing@noranews.org to reserve your space.

SPONSOR THE EVENT

Many sponsorship and advertising opportunities are available for the 2019 NORA Conference & Trade Show. For as little as \$150, you can support your industry as well as promote your brand. For more information see pages 26-28. Reserve your sponsorship today using the form on page 24 or contact Casey Parker at casey@noranews.org or (703) 753-4277.

REGISTER NOW

Register online to attend the Conference at www.noranews.org or complete the form on page 23.





Naples, Florida • November 13-16, 2019

2019 NORA Conference Registration Form

Complete one form for each person. Only one form required to include payment information.

EXHIBITORS: Do Not Use This Form - Use Exhibit Agreement Form or Additional Booth Personnel Form.

Contact Info

NAME		BADGE NAME, IF DIFFERENT	
COMPANY			
ADDRESS	CITY	STATE	ZIP
PHONE		EMAIL	

Registration Choices

Full Registration (you may assign/change names to the registration at any time) includes all conference sessions, conference materials, opening reception (members only), two continental breakfasts, breaks and Friday Night Closing Party Dinner. Payment must be faxed or postmarked by the dates to be eligible for the discounted prices.

PRICES

	Regular (Paid by October 21)	Late (after October 21)
NORA Member: First person	<input type="checkbox"/> \$860	<input type="checkbox"/> \$890
NORA Member: Additional person	<input type="checkbox"/> \$760	<input type="checkbox"/> \$790
Non-Member: First person	<input type="checkbox"/> \$2400	<input type="checkbox"/> \$2500
Non-Member: Additional person	<input type="checkbox"/> \$2300	<input type="checkbox"/> \$2400
Government Representatives	<input type="checkbox"/> \$350	<input type="checkbox"/> \$350

EXTRAS

- Spouse/Companion: Full Package.... \$275*
- Spouse/Companion: Friday Only..... \$209**
- Fishing \$150
- Golf \$185
- Golf Club Rental \$80
- Spouse/Companion Tour..... \$85

If you selected spouse/companion package, please enter their name here: _____

If you selected golf, please include your average score: _____

Is this your first time attending a NORA Meeting?

- Yes
- No

Payment Options

Total Amount Due \$ _____

All payments are in US Dollars, drawn on US Bank.

NAME ON CARD	SIGNATURE	
CARD NUMBER (AMERICAN EXPRESS, MASTERCARD AND VISA ACCEPTED)	EXP. DATE	SECURITY CODE
BILLING STREET NUMBER & ZIP (IF DIFFERENT THAN ABOVE)	EMAIL TO SEND RECEIPT (IF DIFFERENT THAN ABOVE)	

Submit Your Registration

- Registration may be scanned and emailed to marketing@noranews.org. Please do not email credit card information.
- Please indicate form of payment
 - Faxed to 703-753-2445
 - Phoned in to Kim Litscher at 703-753-4277
 - Mailed to 7250 Heritage Village Plaza, #201 Gainesville, VA 20155
 - Will pay online: following processing of paperwork, a secure payment link will be emailed to you

**This package includes access to the opening reception on Wednesday including food and drinks, the Thursday spouse brunch, a spouse gift and the Friday night closing party. This package is for spouses and companions of registered attendees; this may not be used for employees of an attending company.*

***This package includes food and drinks at the Friday night Closing Party Dinner. This package is for spouses and companions of registered attendees; this may not be used for employees of an attending company. All guests must register in advance for the closing party.*

Book Your Hotel Room

NAPLES GRANDE BEACH RESORT
475 Seagate Drive
Naples, Florida 34103

NORA Rate \$199/night + \$10/night resort fee

To secure your room, call 1-844-210-5931 and ask for the NORA Conference or reserve your rooms online at www.noranews.org/2019ConfHotel by October 21 to book at a discount rate (though rooms may sell out early).



Naples, Florida | November 13-16, 2019

2019 NORA Conference Sponsorship Form

Complete form with sponsorship advertising selections.

Contact Info

Name _____		Title _____	
Company _____		Email _____	

Sponsorship Opportunities

General Sponsorships		Price
<input type="checkbox"/> Closing Party Naming Rights	SOLD	\$7500
<input type="checkbox"/> Level 1 Closing Party Sponsor		\$5000
<input type="checkbox"/> Premier Sponsor*	SOLD	\$5000
<input type="checkbox"/> Elevator Door Cling*	SOLD	\$2900
<input type="checkbox"/> Lanyard Sponsor*	SOLD	\$2900
<input type="checkbox"/> Key Card Sponsor*	SOLD	\$2900
<input type="checkbox"/> Water Bottle Sponsor*	SOLD	\$2900
<input type="checkbox"/> Notebook Sponsor*	SOLD	\$2900
<input type="checkbox"/> Audio/Visual Sponsor*	SOLD	\$2000
<input type="checkbox"/> Keynote Speaker Sponsor		\$2000
<input type="checkbox"/> Level 2 Closing Party Sponsor		\$2000
<input type="checkbox"/> Gold Sponsor Bundle		\$1800
<input type="checkbox"/> Can Cooler Sponsor (Coozie Style)*	SOLD	\$1200
<input type="checkbox"/> Drink Ticket Sponsor		\$1000
<input type="checkbox"/> Level 3 Closing Party Sponsor		\$1000
<input type="checkbox"/> Lip Balm Sponsor*		\$1000
<input type="checkbox"/> Glass Wall Cling		\$850
<input type="checkbox"/> Floor Sponsor		\$800
<input type="checkbox"/> Bag Sponsor		\$550
<input type="checkbox"/> Event Page Logo		\$625
<input type="checkbox"/> Level 4 Closing Party Sponsor		\$500
<input type="checkbox"/> Golf Lunch Sponsor		\$500
<input type="checkbox"/> Grand Opening Exhibit Reception		\$450
<input type="checkbox"/> Charging Station Sponsor	SOLD	\$400
<input type="checkbox"/> Bag Insert Sponsor		\$325
<input type="checkbox"/> Spouse Brunch Sponsor		\$300
<input type="checkbox"/> Level 5 Closing Party Sponsor		\$250

<input type="checkbox"/> Thursday Continental Breakfast	\$250
<input type="checkbox"/> Friday Continental Breakfast	\$250
<input type="checkbox"/> Golf Hole Sponsor	\$225
<input type="checkbox"/> Candy Bowl Sponsor	\$175

Conference Book Advertisements	Price
<input type="checkbox"/> Back Cover - <i>included with premier sponsorship</i>	
<input type="checkbox"/> Inside Front Cover Ad*	SOLD \$1100
<input type="checkbox"/> Inside Back Cover Ad*	SOLD \$925
<input type="checkbox"/> Full Page Color Ad (7-1/2" x 10")	\$625
<input type="checkbox"/> Full Page B&W Ad (7-1/2" x 10")	\$475
<input type="checkbox"/> Half Page Color Horizontal Ad (7-1/2" x 5")	\$475
<input type="checkbox"/> Half Page B&W Horizontal Ad (7-1/2" x 5")	\$260
<input type="checkbox"/> Third Page Color Ad (7-1/2" x 3-1/2")	\$375
<input type="checkbox"/> Third Page B&W Ad (7-1/2" x 3-1/2")	\$200
<input type="checkbox"/> Fourth Page Horizontal Color Ad (3-3/4" x 5")	\$275
<input type="checkbox"/> Fourth Page Horizontal B&W Ad (3-3/4" x 5")	\$200
<input type="checkbox"/> Color Logo by Exhibitor Index (1/2" high)	\$150
<input type="checkbox"/> Color Logo by Company Index (1/2" high)	\$150

*contact Casey Parker at casey@noranews.org for availability.

To receive full promotional consideration in print materials please submit sponsorships by September 27, 2019. After this date, sponsorships are still welcome but will receive different promotional consideration.

For more information about the sponsorships, visit noranews.org/2019ConfInfo

Payment Options

All payments are in US Dollars, drawn on US Bank.

Total Amount Due \$ _____ Check (payable to NORA) American Express Visa MasterCard

Name on Card _____ Signature _____

Card Number _____ Exp. Date _____ Security Code _____

Billing Street Number & Zip (if different than above) _____ Email to send receipt (if different than above) _____

Submit Your Sponsorship

Credit Card Only:

Call 703-753-4277 or fax 703-753-2445

Check or Credit Card:

Mail to: 7250 Heritage Village Plaza, Suite 201, Gainesville, VA 20155

Questions:

Call 703-753-4277 or email marketing@noranews.org



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You work hard for your business. We work hard for you. Our state-of-the-art used oil and antifreeze services are closed-loop processes specifically designed to keep your work zone and the environment safe and free of harmful waste. Our team of first-class, highly skilled experts know how to get the job done fast while maintaining the highest level of safety and full environmental compliance. Don't wait another day. Go to our website and claim your free quote or call one of our team members at (877) 938-7948. With over 20 years experience in the environmental service industry, Heritage-Crystal Clean is the name over 90,000 customers trust to get the job done right.

2019 Conference Sponsorships

CLOSING PARTY NAMING RIGHTS.....\$7500
SOLD to Valicor

Exclusive Sponsorship - includes prominent logo placement everywhere closing party is mentioned - large signage at event, NORA website, Conference Book cover, Liquid Recycling magazine, conference agenda and on each table at closing party. Also includes all Level 1 Closing Party Sponsor benefits.

LEVEL 1 CLOSING PARTY SPONSOR\$5000

2 remain available. Includes: Large Logo on front cover of Conference Book, reserved seating for 10 registered attendees in premier location at closing party, large logo on Commemorative Photo Jacket, large logo displayed at Closing Party, Closing Party Sponsor ribbon on badge, recognized at Closing Party dinner, color full page ad in the Conference Book (\$575 Value), color logo with Company/Exhibitor index in Conference Book (\$150), logo on “Thank You” page in post-Conference NORA Magazine.

PREMIER SPONSOR*\$5000
SOLD: World Oil Corp

Your logo will be prominently featured on the front cover of the NORA Conference Book and on all name badges. You receive the back cover ad of the conference book. Your company will be thanked at the opening session. In addition, your logo will be screenprinted on the tote bags distributed at registration.

ELEVATOR DOOR CLING*\$2900
SOLD: InTerraChem, LLC-

Your company logo will be prominently featured on elevator doors on the hotel’s main level and the meeting space level. The NORA logo and Meeting Name will also be included on signage.

LANYARD SPONSOR*\$2900
SOLD: Safety Kleen

Your company logo will be printed on the lanyard distributed to all attendees.

KEYCARD SPONSOR*\$2900
SOLD: Circon Environmental

Your logo will be printed on key cards distributed to NORA guests at hotel check-in. Offered via lottery.

WATER BOTTLE SPONSOR*\$2900
SOLD: Radian Chemicals LLC

Your logo will be printed on the bottles of water that will be set at every seat at the beginning of the Conference on Thursday morning.

NOTEBOOK SPONSOR*\$2900
SOLD: Heritage - Crystal Clean, LLC

Your logo will be on the notebook placed at each seat at the beginning of Conference.

AUDIO/VISUAL SPONSOR*\$2000
SOLD: Vertex Energy Inc.

Your logo will be prominently displayed when the ‘splash screen’ is displayed in the main meeting room. As an added bonus, this sponsorship includes a free full page color ad in the Conference Book (a \$625 value).

KEYNOTE SPEAKER SPONSOR.....\$2000

Your company will be thanked prior to the keynote address and you will have the opportunity to address the entire group for one minute. Your logo will appear on a large screen behind the speaker at the beginning of the keynote address.

LEVEL 2 CLOSING PARTY SPONSOR\$2000

Only 8 available. Your logo will be featured on the front cover of the Conference Book, on a commemorative photo jacket, and displayed at the Closing Party. You also receive a Closing Party Sponsor ribbon on badge, recognition at Closing Party dinner, half page color ad in Conference Book (\$475 value), color logo with company/exhibitor index in Conference Book, and logo on the “thank you” page in post-Conference Magazine.

GOLD SPONSOR BUNDLE\$1800

Only 10 available. Your logo will be printed on the front cover of the Conference Book and on large signage at the event. You receive a free full page color ad in the event book and your company will be thanked at the opening session. Includes a golf hole sponsorship and company logo printed on the conference bags. For logo on bag, please order by October 4.

CAN COOLER SPONSOR (COOZIE STYLE)* \$1200
SOLD: Fountain Industries, LLC
 Your company logo will be printed on the can coolers placed next to the bars in the Trade Show.

DRINK TICKET SPONSOR \$1000
 Your logo will be printed on the drink tickets for the Wednesday Opening Reception and on signs around the bar. Please order by October 18 to allow time for printing.

LEVEL 3 CLOSING PARTY SPONSOR \$1000
Only 12 available. Your logo will be featured on the front cover of the Conference Book, on a commemorative photo jacket, and displayed at the Closing Party. You also receive a Closing Party Sponsor ribbon on badge, recognition at Closing Party dinner, color logo with company/exhibitor index in Conference Book, and logo on the “thank you” page in post-Conference Magazine.

LIP BALM SPONSOR* \$1000
Only one available. Your company logo will be printed on the lip balms placed in the conference bags distributed to attendees.

GLASS WALL CLING \$850
 Your full-color company logo will be largely displayed on window clings on both sides of the glass wall leading to the meeting space.

FLOOR SPONSOR \$800
 Your full-color logo or ad will be displayed on 3 large floor decals in the lobby of the conference center.

BAG SPONSOR \$550
 Your logo will be printed on the conference bags distributed to attendees. Available through October 4 to allow time for printing.

GOLF LUNCH SPONSOR \$500
 Your company will be recognized on the box lunches placed in each cart at the start of the tournament. This sponsorship includes a Golf Hole Sponsor Sign.

LEVEL 4 CLOSING PARTY SPONSOR \$500
 Your logo will be featured on a commemorative photo jacket and displayed at the Closing Party. You also receive a Closing Party Sponsor ribbon on badge, recognition at Closing Party dinner, black and white logo with company/exhibitor index in Conference Book, and logo on the “thank you” page in post-Conference Magazine.

GRAND OPENING EXHIBIT RECEPTION \$450
 Your logo will be prominently displayed on all signs for the reception and printed next to the event on conference agendas.

CHARGING STATION SPONSOR \$400
SOLD: Ironshore
 Your logo will be prominently displayed at a charging station near the registration desk to supply power for mobile devices.

SPOUSE BRUNCH TOUR \$300
 Your logo will be printed next to the event on conference agendas.

BAG INSERT SPONSOR \$325
 You provide the insert and NORA will distribute it in the conference or golf bags. Examples include hats, coozies, fliers, etc. Please deliver items to hotel by November 12.

THURSDAY CONTINENTAL BREAKFAST \$250
 Your logo will be printed on a sign placed at one of the holes during the golf tournament.

LEVEL 5 CLOSING PARTY SPONSOR \$250
 Your logo will be featured on a commemorative photo jacket and displayed at the Closing Party. You also receive a Closing Party Sponsor ribbon on badge, recognition at Closing Party dinner, and logo on the “thank you” page in post-Conference Magazine.

GOLF HOLE SPONSOR \$225
 Your logo will be printed on a sign placed at one of the holes during the golf tournament.

FRIDAY CONTINENTAL BREAKFAST \$250
 Your logo will be prominently displayed on signage at the breakfast included next to this event on conference agendas.

CANDY BOWL SPONSOR..... \$175
Only six available. Your logo will be displayed around the NORA Candy Bowl at the registration table.

DIGITAL ADVERTISING

NORA WEBSITE HOMEPAGE

ROTATING BANNER \$1,000
 Your ad will be featured in the rotating banner on the NORA homepage. Valid from date of purchase through December 31. Limited availability. Banner size: 990 x 270 pixels

EVENT PAGE LOGO \$625
 Your company logo on the main event page on NORA website.

ADVERTISING IN CONFERENCE BOOK

BACK COVER AD (included with Premier Sponsorship)

- \$1100** Inside Front Cover Ad* - **SOLD:** Heritage – Crystal Clean, LLC
- \$950** Inside Back Cover Ad* - **SOLD:** Vertex Energy Inc.
- \$625** Full Page Color Ad (7.5” x 10”)
- \$475** Full Page Black/White Ad (7.5” x 10”)
- \$475** Half Page Color Horizontal Ad (7.5” x 5”)
- \$260** Half Page Black/White Horizontal Ad (7.5” x 5”)
- \$375** 1/3 Page Horizontal Color Ad (7.5” x 3.5”)
- \$200** 1/3 Page Horizontal B&W Ad (7.5” x 3.5”)
- \$275** 1/4 Page Horizontal Color Ad (3.75” x 5”)
- \$200** 1/4 Page Horizontal Black/White Ad (3.75” x 5”)
- \$150** Color Logo By Company Index (1/2” high)
- \$150** Color Logo By Exhibitor Index (1/2” high)

*contact Casey Parker at casey@noranews.org for availability.



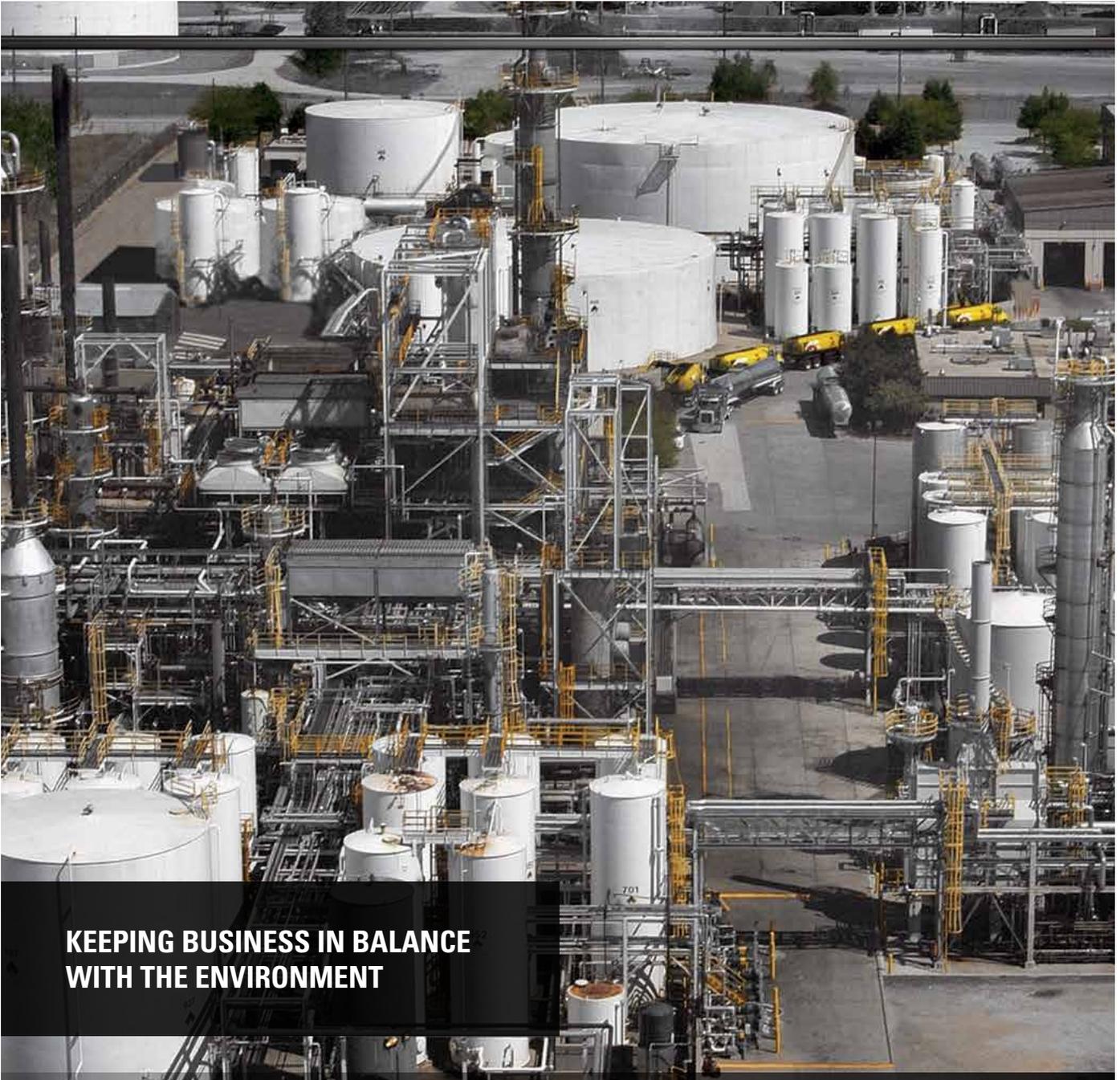
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2019 NORA ANNUAL CONFERENCE & TRADE SHOW AGENDA

NOVEMBER 13-16, 2019 | Naples, Florida

(Subject to Change)

WEDNESDAY, NOVEMBER 13

10:00 AM - 2:00 PM
 2:00 PM - 7:00 PM
 3:00 PM - 4:00 PM
 4:00 PM - 4:30 PM
4:30 PM - 8:30 PM

Exhibitor Check- In/Set Up
Attendee Check-In/Registration
Board Member Meeting
New Member/Board Member Reception
Grand Opening Reception in Trade Show

All exhibitors, attendees, registered spouse/companions welcome

THURSDAY, NOVEMBER 14

7:00 AM - 11:45 AM
7:00 AM - 8:00 AM
8:00 AM - 8:45 AM
8:45 AM - 9:45 AM
9:45 AM - 10:20 AM
10:20 AM - 11:05 AM
10:30 AM - 11:30 AM
11:10 AM - 11:55 AM
11:10 AM - 11:55 AM
12:30 PM - 7:00 PM

1:00 PM - 5:00 PM

Conference Check-In/ Registration
Continental Breakfast in Trade Show
NORA Opening Session
Keynote Speaker, Mike Ditka
Refreshment Break in Trade Show
IMO 2020: Macro Impact on the Refining & Shipping Industries
Spouse/Companion Brunch, Open to Registered Spouses/Companions
Carbon Credits: A NORA Case Study
Processing Technology Panel
NORA Golf Tournament

Pre-Registration Required

Optional Spouse Tour: Cocktails & Catamaran Cruise

Pre-registration required

FRIDAY, NOVEMBER 15

7:30 AM - 8:30 AM
8:30 AM - 9:10 AM
9:10 AM - 10:05 AM
10:05 AM - 11:00 AM
 11:15 AM
11:00 AM - 12:00 PM
11:00 AM - 12:20 PM
 1:15 PM - 5:30 PM

 6:00 PM - 10:00 PM

Continental Breakfast in Trade Show
IMO 2020: Implications for the Used Oil Industry
2020 Economic Outlook
Refreshment Break in Trade Show
Trade Show Tear Down
Government Affairs Executive Summary
Digital Technology Panel
NORA Fishing Expedition

Pre-Registration Required

NORA Closing Party: Back to the 80's

All exhibitors, attendees, speakers, and registered spouses/companions are invited to attend this great event!

SATURDAY, NOVEMBER 16

All day

Activities on your own (shopping, tours, departures, etc.)

Times in bold represent show hours.

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HaloKlear
NATURAL FLOCCULANTS

SmartRelease
Technology



Solid-feed total water treatment systems for cooling towers are simply better than traditional solutions. Eliminate hazardous liquid chemistry and go solid with easy to install, safe to handle, and reliable applications.

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🌐 www.dober.com

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NORA Conference Industry Education Sessions

What's in store for your industry and your business over the next year? How can you thrive in this competitive marketplace?

With the quick pace of change within the liquid recycling industry, there has never been a more important time to attend NORA's Annual Conference and Trade Show.

NORA has assembled top-notch speakers and industry experts focusing on the topics liquid recyclers like you have requested to provide you with the tools and information you need to succeed in 2020.

Some of the topics that will be explored in Naples in November are listed below:

IMO 2020: Macro Impact on the Refining & Shipping Industries

As we get closer to the IMO 2020 deadline of January 1, 2020, the crystal ball is getting clearer on the impact on the refining and shipping industries. It is expected that IMO 2020 will cause over 35 billion gallons per year (~2.4 million barrels per day) to be shifted from High Sulphur Fuel Oil to Very Low Sulfur Fuel. This session will feature a presenter from Argus and will provide the latest impacts on demand for various distillates.

IMO 2020: Implications for the Used Oil Industry

IMO 2020 may prove to be the largest greatest potential disruption in the last decade to the used oil industry. This session will focus on the implications for the used oil industry participants, including collectors, distillers and re-refiners. Strategies for preserving and enhancing value for participants by business segment will be offered.

2020 Economic Outlook

There is increasing talk about the "R" word: recession. NORA has secured a top rated speaker to address the current state of the economy and what members should expect in 2020 as they build their budgets and business strategies with the best available information.

Carbon Credits: A NORA Case Study

A NORA member has successfully been approved by the American Carbon Registry (ACR) to generate carbon credits for every gallon of used transformer oil they re-refine. This session will explore the process and requirements to be approved by the ACR and the practical benefits it provides to a company.

Processing Technology Panel

A variety of professionals will provide information on new and innovative processing technologies to help make your facility operate at optimum performance. Areas that will be explored include: alternative feedstocks, new de-ashing technologies, VTAE and others.

Digital Technology Panel

A variety of professionals will provide information on new and innovative digital technologies to help members get the most out of their data and operate at maximum efficiency. Areas that will be explored include: e-manifests and ideas to help educate members on potential digital technology choices.

Government Affairs Executive Summary

2019 has been a very active government affairs year for NORA and its members– and it looks like it will continue until 2020. The current and future health of the liquid recycling industry is largely dependent on the overall regulatory environment. This session will provide a high level executive summary on issues such as the status of the US Department of Energy Used Oil Study, the Federal Motor Carrier Safety Administration's changes to Hours of Service, the rollback of the Environmental Protection Agency's Waters of the US rule and more.



The liquid recycling industry
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Keynote Presentation: ACE - Attitude, Character and Enthusiasm



Mike Ditka will deliver a powerful presentation that highlights the key characteristics people need to achieve their personal and professional goals. With his first-hand experience, clear illustrations and humorous anecdotes, he will show why he is considered one of the best motivational speakers in all of the NFL. His presentation has impact and immediate, take-home value.

Mike Ditka Bio

Mike Ditka is a former American football player, coach, and television commentator. A member of both the College Football and Pro Football Hall of Fame, he was the 1961 UPI NFL Rookie of Year, a five-time Pro Bowl selection and five-time All-Pro tight end with the Chicago Bears, Philadelphia Eagles, and Dallas Cowboys of the National Football League (NFL).

He was an NFL champion with the 1963 Bears, and is a three-time Super Bowl champion, playing on the

Cowboys Super Bowl VI team as well as winning as an assistant coach for the Cowboys in Super Bowl XII, and coaching the Bears to victory in Super Bowl XX. He was named to both the NFL's 50th and 75th Anniversary All-Time Team.

As a coach for the Bears for 11 years he was twice both the AP and UPI NFL Coach of Year (1985 and 1988). He also coached the New Orleans Saints for three years.

Ditka and Tom Flores are the only people to win an NFL title as a player, an assistant coach, and a head coach. Ditka, Flores and Gary Kubiak are also the only people in modern NFL history to win a championship as head coach of a team he played for previously. Ditka is the only person to participate in both of the last two Chicago Bears' championships, as a player in 1963 and as head coach in 1985.

He is known by the nickname "Iron Mike," which he has said comes from his being born and raised in a steel town in Pennsylvania.

Words From Da Coach:

You're never a loser until you quit trying.

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Use the form on page 24 to secure your sponsorship.

Annual NORA Golf Tournament

Naples Grande Golf Club

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Tournament Info

Join your NORA colleagues on the afternoon of Thursday, November 14 for the annual NORA golf tournament at the Naples Grande Golf Club.

The tournament will start at 12:30 PM following opening sessions on Thursday, November 14.

Register

Golf is an add-on to Conference Registration for just \$185 + \$80 club rental.

Please note that pairings are done by the event sponsor to promote competitive play between teams. Requests for specific golf pairings are unable to be honored.

Register at www.noranews.org/2019ConfGolf or complete registration form on page 23.

About the Course

Acclaimed golf architect Rees Jones designed a par 72 championship course that proves both interesting and challenging. Each hole at this demanding course promises an exhilarating new experience. With extraordinary elevations and unique water features expertly incorporating the indigenous Florida foliage, this course offers stunning fairways for year-round play as well as a newly built, \$8 million clubhouse complete with restaurant, pro shop, meeting space and stunning patio with sweeping golf course & lake views.

NORA Spouse/Companion Tour

Cocktails & Catamaran Cruise

On this cruise, you will be entertained by a live narration from the Captain about the Naples area, you will see multimillion dollar homes in the prestigious Naples waterfront community, relax and sail in the Gulf of Mexico, and quite likely see an afternoon Dolphin show!

Join us on the afternoon of Thursday, November 14 for a two hour private catamaran boat tour of beautiful Naples, Florida.

We will depart from the Naples Grande Resort at 1pm. The cruise departs from the Naples City Dock. Following the cruise, you are free to stay and explore the Naples downtown area and return to the hotel at your convenience with an Uber code that will be provided.

The spouse/companion tour is an add-on to spouse/companion registration. Tour fee is only \$85/ person.

For more information visit www.noranews.org/2019SpouseTour or call 703-753-4277. To register, complete the form on page 23 or register online.



NORA Fishing Expedition

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Join your NORA colleagues on Friday, November 15th for the Annual NORA Fishing Expedition.

Boats of 3-4 people will fish using the Captain's live pilchards for bait caught in the bay. The group will move towards Mangrove trees/roots throughout the area by casting the bait up to them.

The following fish will be targeted:

Snook, Redfish, Spotted Sea Trout, Mangrove Snapper and on occasion Tarpon.

Registration fee includes:

- Transportation to and from fishing
- Experienced guide
- Rod, reel and tackle
- Lunch and Beverages

Registration

Registration is just \$150/person. Register by completing the form on page 23 or visiting www.noranews.org/2019ConfInfo



NORA CLOSING PARTY

To celebrate NORA's 35th anniversary, please join us for an 80's throwback at the closing party... Friday, November 15 at the Naples Grande Beach Resort. All exhibitors, attendees, speakers, and registered spouses/companions are invited to attend this great event!

You are highly encouraged to dress 80's!



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Let's look back on 1984.

Year End Close Dow Jones Industrial Average 1211

Interest Rates Year End Federal Reserve 10.75%

Average Cost of new house \$86,730

Average Income per year \$21,600.00

Average Monthly Rent \$350.00

- Ronald Reagan Defeats Walter Mondale
- The original Apple Macintosh personal computer went on sale
- Sony and Philips introduce the first commercial CD Players
- 44 group members of "Band Aid" came together to record the single "Do They Know It's Christmas?"
- The Summer Olympic Games are held in Los Angeles - the USSR boycotts the Olympic games in retaliation for Western Boycott in 1980
- Top movies include: Ghostbusters, Indiana Jones and the Temple of Doom, Gremlins, Beverly Hills Cop and The Karate Kid
- Top TV show include Magnum, P.I., Dynasty, Falcon Crest, Hill Street Blues, Cheers, Fame, Knight Rider and The A-Team
- Prince Harry was born.

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A few Closing Party Sponsorship Still remain. See page 26 for sponsorship descriptions or contact Brittanne Gasser at marketing@noranews.org for more information.



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NORA Conference Exhibitors

For more information or to purchase a booth, contact Brittanne Gasser at marketing@noranews.org.



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NORA Supplier/Vendor Members in good standing as of 9/18/19 are listed below. Companies in **bold** have an ad in this magazine. Companies with a \$ are part of the **NORA \$ave** program by offering discounts/value added services to NORA members. Contact NORA to learn more about the NORA \$ave program. Companies that are in **red** are exhibiting at the 2019 NORA Conference & Trade Show as of 9/18/2019.

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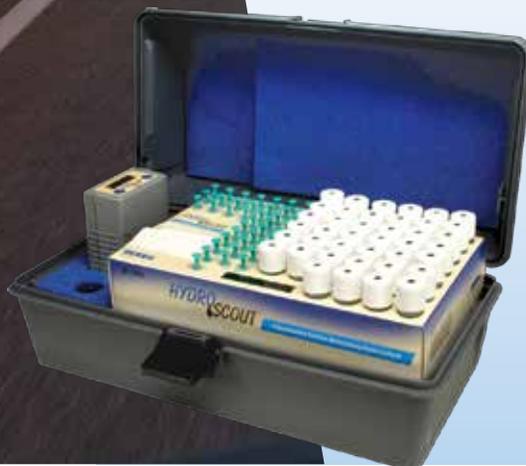
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