

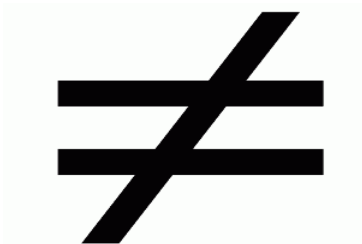


I HEARD IT THROUGH THE GRAPEVINE

Bob Goldberg
rcg427@gmail.com
 847/226-3254

1

RICOH AND TOSHIBA



- Underlying Message
- Integrating MFP Businesses
- Manufacturing Expense/R&D
- Development & Manufacturing
- 85% Versus 15%
- One Brand
- Dealer Overlap
- Coriddi Or White
- Xerox, HP, Kyocera, Konica

2

PEER GROUPS

- Non-Competing
- Know Financials
- Know Benchmarks
- Growing Pains
- Supplier Audits
- Networking
- Interterritorial Sales
- Exit Strategies



3

OUTSIDE DIRECTOR



- Blind Spots
- Subject Matter Expert
- Fiduciary Responsibility
- Officers & Directors Insurance
- Advisory Board
- Confidentiality
- Compensation

4

MEGA DEALERS



- Buying Power
- Vertical Integration
- Nationwide Service Organization
- Divisions
- Delegation
- Teams/Cross Referrals
- Trusted Advisor
- Constant Communication

5

VISUALIZING THE FUTURE

- Software
- Artificial Intelligence
- Internet Sales
- Charging Stations
- Security
- Equipment/Service/Support



6

ALTERNATIVE REVENUE SOURCES



- Buy In/Build Out
- Best Copier Salespeople
- Ask Other Dealers
- Ask Your Customer
- Hardware/Software/
Security/VOIP/Audio Visual
Systems

7

ENVIRONMENTAL, SOCIAL, GOVERNANCE “ESG”

- Measures To Lower Pollution,
CO2 Output, Reduce Waste
- Diverse & Inclusive Workforce
- Sustainable & Ethical Impacts
- Financial Firm Ratings
- Top-Line Growth
- Reduce Costs
- Employee Productivity Increase
- Optimizing Capital Expenditures



8

EV CHARGER TAX CREDIT



- Inflation Reduction Act
- Alternative Fuel Refueling Property Tax Credit
- Home: 30% Hardware & Installation Up To \$1,000
- Business: 30% Hardware & Installation-Labor/Construction- Up To \$100,000
- Licensing Requirements

9

ARTIFICIAL INTELLIGENCE

AI (artificial intelligence) Corporate Policy Statement

At Your Company Name], we recognize the immense value that Artificial Intelligence (AI) brings to our content creation processes, including content, script writing, blog writing, and other related services. As a responsible AI-driven organization, we are committed to ensuring the highest standards of quality, compliance, and ethical practices in the use of AI technologies. This policy statement outlines our guiding principles and commitments regarding liability from a corporate perspective.

Content Quality Assurance:

We strive to deliver high-quality content that meets the needs and expectations of our clients and readers. While AI plays a role in our content generation processes, we have implemented rigorous quality assurance measures to ensure accuracy, relevance, and compliance with developing standards.

Human Oversight and Editing:

Our AI-powered systems are designed to assist and enhance the content creation process. However, we understand the importance of human oversight and editing in maintaining the integrity of the final output. Our human editors review and validate the content generated by AI, ensuring its appropriateness, coherence, and adherence to our client's specific requirements.

Legal Compliance:

We are committed to complying with all relevant laws, regulations, and industry guidelines governing content creation, copyright, intellectual property, and privacy. Our AI systems are developed and utilized in a manner that respects and upholds these legal obligations, and we take responsibility for any potential legal implications arising from our AI-generated content.

Disclaimers and Acknowledgments:

While our AI technologies strive to deliver accurate and reliable content, we acknowledge that there may be limitations and occasional errors inherent to AI systems. We prominently display disclaimers to ensure that users and readers understand that AI is involved in the content creation process and that the final responsibility for content accuracy rests with our organization.

Client Collaboration and Feedback:

We value the collaboration and feedback of our clients throughout the content creation process. We actively seek their input, preferences, and revisions to ensure that the final output aligns with their vision and requirements. We encourage open communication to address any concerns promptly and efficiently.

Continuous Improvement:

We are committed to continuous improvement in our AI technologies and processes. We invest in research and development to enhance the capabilities of our AI systems, reduce potential errors, and improve the overall quality of our content. We actively monitor industry advancements and integrate best practices to stay at the forefront of AI-driven content creation.

Liability Mitigation:

While we strive to deliver high-quality AI-generated content, we acknowledge that AI systems may have limitations and potential risks. We proactively work to mitigate liability by implementing stringent quality control measures, maintaining comprehensive insurance coverage, and fostering a culture of transparency and accountability. By adhering to these principles, [Your Company Name] seeks to provide exceptional AI-driven content services while actively addressing any liability concerns from a corporate perspective. We are committed to ensuring that our AI technologies serve as powerful tools to augment human creativity and deliver valuable content to our clients.

10

CYBERSECURITY



- Not If But When
- Training
- Limiting Liability
- Checklist of Best Practices
- Cloud Security, Endpoint Security, Mobile Security, IoT Security, Application Security, Zero Trust
- Software Updates
- Back-Up: Server, Disk, Cloud
- Response Plan
- Cyber Insurance

11

INSURANCE

- | | |
|---|---|
| <ul style="list-style-type: none"> • Policy Requirements—Firewall, Multi Factor Authentication, End Point Management, Security Training, Back-Up. • Ransom Demanded By Server. • Verify Carrier. • <u>Technology Errors & Omissions Coverage</u>. Liability for Your Mistakes or Failures. • Coverage—Cost of Impacted Network, Business Interruption, Data Recovery, Disaster Recovery, <u>Defense Costs</u> and Loss. • Demonstrate Due Care Compliance | <ul style="list-style-type: none"> • Actual Ransom Approx. 25% of Claim. • 49% of Claims Not Paid in Full. <ul style="list-style-type: none"> Poor Prevention Policy 3rd Party at Fault Meet Timeframes • Premiums Skyrocketing • 35% Ransomed Out Of Business • Provide Education, Compliance Assessment, Compliance Documentation • AIG, CNA, Travelers, Axis, Chubb |
|---|---|

12

HUMAN RESOURCES

- CEO-CheapEO/CEntertainmentO
- Constant Training
- Employee Feedback/Open Communication
- Recognition/Appreciation
- Transparency
- Trust/Empower
- Bad Apples
- Growth Opportunities
- Market Compensation
- Collaboration Among Departments



13

QUIET QUIT

- Great Resignation
- Pandemic Induced Burnout
- Career Polygamy
- Working Beyond Job Description
- Doing The Minimum
- High Unemployment
- Reassessment Of Priorities
- Fragile Nature Of Life
- Vision- Grabs Heart
- Mission-Plan
- Motivation/Culture
- Work/Life Balance



14

DRUGS

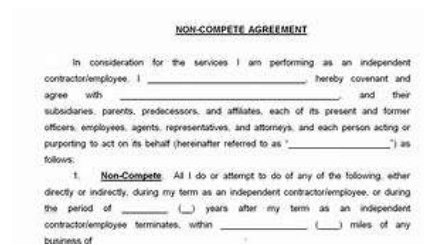
- Marijuana-State/Federal
- Medical Use/ADA
- Impaired Motor Skills, Memory 4-8 Hours
- Safety Sensitive Positions
- Policy & Procedure Manual
- Testing-Random/Reasonable Suspicion
- Worker's Compensation
- Support Programs
- Prohibit Use In Workplace
- 11 States Prohibit Firing Off-Duty Use
- Laws In Flux



15

LEGAL HANDCUFFS

- Non-Compete
- Non-Solicitation
- Non-Disclosure/Confidentiality
- Presentation/During/Assignment
- Trade Secrets Act
- Protectable Interest
- Security—Locked Drawer, Desk; Clean Desk Policy; Cover Sheet
- Cell Phones/Laptops/Tablets
- Cease and Desist
- Injunction
- Business Purchase
- Federal/State Bans



16

STATE REQUIREMENTS



- Adequate Consideration--
2 Years Employment; 14 Days Advance; < \$75,000
- Non-Solicitation < \$42,500
- Legitimate Business Interest—Near Permanent Customer Relationship; Duration; Area
- No Employee Hardship
- Not Injurious Public

17



Instructions for Dealers

To post a job opening:

1. Visit www.bta.org/VETech.
2. Click the "VETech Career Center" button.
3. To submit an opening, click the "Submit Opening" button.
4. Complete the form on the next page with your job opening.

NOTES:

In order to attract the best candidate, please be as thorough as possible with your job description. Copy/paste the full job description in the "Description & Details" box.

Please include your contact information for candidates to reach you, as well as any additional information or special requests in the "How to Apply/Contact" box. Contact information posted through this form will be visible to all registered members.

Your job opening will be posted once you click the "Submit" button at the bottom.

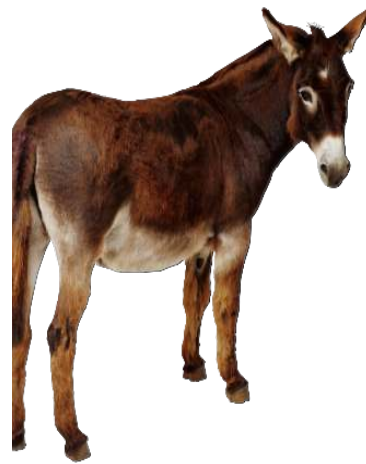
To review, edit or delete your job openings:

1. Log in to the BTA website at <https://www.bta.org/login.aspx>.
2. Once you are logged in, click "Welcome, Your Name, Your Company" at the top of the page.
3. Click "Account + Settings"
4. Click "Content & Features" in the left menu bar.
5. Click "Job Postings" at the top of the "Content & Features" tab. Use the pencil icon to edit your opening or delete the opening with the red trash can icon.

18

HOSTILE POSTS

- Monitor
- Worthy of Response?
- Act Quickly
- Speak Like Human
- Apologize or Not?
- Corrective Action
- Don't Fight
- Open Discussion
- Welcome Support
- Invite Direct Communication



19

THE FUTURE

- Greg Goldberg
- 43 Years Of Age
- Lives In Los Angeles
- Getting Married In September
- Licensed Attorney in Illinois, Missouri, California



20



QUESTIONS?



Bob Goldberg
rcg427@gmail.com
847/226-3254