



HENNES
COMMUNICATIONS

CRISIS COMMUNICATIONS | CRISIS MANAGEMENT
LITIGATION COMMUNICATIONS | MEDIA TRAINING

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AES Building | 388 S. Main Street, Suite 400 | Akron, Ohio 44311 | tel 330-310-9290

www.crisiscommunications.com

March 19, 2018

Mayor Gerard Neugebauer
Central Administration Building
1755 Town Park Blvd.
Uniontown, OH 44685

Dear Mayor Neugebauer,

Thank you for taking the time last week to discuss the crisis/issue communications and management services we provide. This letter presents our credentials, describes the work we do in more detail and suggests an approach to make sure the City of Green (the City) is well-prepared to manage the crisis events and ongoing issues it faces now and may face in the future.

ABOUT HENNES COMMUNICATIONS

Hennes Communications has built its business by helping clients manage their communications response to reputational challenges, crisis events and other issues that threaten their ability to carry out their mission and serve their stakeholders. Since 1989, our firm has served government agencies, public and private companies, educational institutions, healthcare providers and nonprofit organizations that find themselves on trial in the "Court of Public Opinion." We help clients regionally, nationally and internationally by:

- Developing and executing strategic communications responses to crises, emerging issues and other game-changing internal and external events
- Helping clients communicate effectively during times of organizational change and reputational challenge
- Assessing client risks and developing communication plans responding to those risks
- Conducting customized media training and crisis drills
- Providing litigation communications support
- Preparing and coaching executives and managers for their role as organizational spokespersons

Unlike most public relations firms, our highly trained and focused staff includes only senior-level consultants with many years of experience in crisis communications and other "mission-critical" assignments. We are flexible, responsive and able to get up to speed quickly, understand our clients' issues, develop the best strategy for their situation and then partner with them to execute that strategy. Examples of the types of work we've done with government agencies include:

- Airplane crashes
- Active shooter
- Ballot issues
- Criminal activity
- Data breaches
- Environmental events
- Executive misconduct
- Financial irregularities
- Industrial accidents
- Labor disputes/
work stoppages
- Layoffs/staff reductions
- Litigation communications
- Management transitions
- Media investigations
- Neighbor/community outrage
- Regulatory issues
- Reputational threats
- Sexual misconduct
- Social media attacks

Over the years, we've found there are universal best practices to employ when a crisis strikes. Whether our client is a government agency, university or a bedding manufacturer, a distributor of candy products or a high-profile non-profit, there are certain strategies that will help reduce the scope, duration and impact that a crisis event has on an organization. In short, we know how to get clients to the "other side" with their reputation and market share preserved – and maybe even enhanced.

In addition to myself, our full-time staff includes Bruce Hennes, Nora Jacobs, Thom Fladung, and Howard Fencel – all communications consultants with decades of experience. Our full bios are attached, beginning on page 4.

A list of current and recent clients begins on page 9, and a list of organizations that have used Hennes Communications for training purposes begins on page 13. More information about our firm can be found at www.crisiscommunications.com.

CRISIS AND ISSUES

At Hennes, we handle both crises and issues. A crisis is an unexpected and unpredictable event that requires an immediate response, exposing an organization to "explosive, unplanned visibility." Typically, there are victims. This includes things like overturned trucks or major accidents on I-77 with chemical leaks, airplane crashes, environmental disasters, widespread utility outages, active shooter incidents, and the like.

With the influence today of social media platforms such as Instagram, Facebook and Twitter, not to mention a 24/7 media environment, the City's response to a crisis event must be rapid, strategic and authentic. **From a reputational perspective, how the City communicates during a crisis will likely be just as important as how the incident is managed operationally.** Good planning and training will mean:

- A more coordinated, consistent and authentic communications response.
- Improved communications with internal and external key stakeholders.
- Improved communications with legacy media and social media resulting in more accurate coverage.
- Better coordination among crisis team members, less redundancy and reduced stress.
- Enhanced ability to maintain normal operations while simultaneously managing the crisis event.
- Reduced damage to the City's reputation, with the possibility it may even be enhanced.

On the other hand, issues are known or planned events, related to normal executive activity (layoffs, program cuts, litigation strategy, ouster of an executive), and in which you have more control of the outcome.

Right now, the City is managing an issue – the NEXUS Gas Transmission Pipeline, a 36-inch, 255-mile high-pressure natural gas pipeline that will run through the city of Green.

While the city has done a good job communicating progress points on the project via its website, in social media and in text message updates, there is more it can, and must, do to address the environmental concerns of its constituents.

Simple as it may sound, the best communication strategy is to be transparent and proactively, consistently communicate simple messages. Our years of experience have taught us that the most effective approach to crisis communications is to: **Tell the truth. Tell it first. Tell it all.** We do not “spin” – rather, we implore our clients to tell the truth at all junctures to ensure that they are the trusted source of information for all their stakeholders.

At Hennes, we can help with your current issue management as well as any crisis events that may occur in the future, related or unrelated to the NEXUS project.

If you decide to engage us, we will start with the creation of a strategic communications plan. That plan will:

- Identify key audiences that you must communicate with.
- Specify the most effective methods for reaching those key people.
- Determine the communication tools needed to get this job done.
- Outline what you must do both short- and long-term to turn this plan into powerful storytelling.

Additionally, we'll recommend specific steps along the way, such as conducting a detailed audit of your current communications efforts to determine what's working and what can be improved.

Included with this note is a letter of engagement that spells out our business procedures and how to engage with Hennes for 24/7 response. Please note that this is an open-ended engagement letter. If you don't use us, there are no recurring fees. With the paperwork completed, we can jump in immediately, should you need assistance.

Sincerely,

Stephanie York
Vice President and In-House Counsel

Bruce M. Hennes, CEO

Bruce Hennes has more than 30 years' experience working in politics, having managed or served as a campaign consultant for a wide variety of political campaigns. Hennes also served three years as Executive Director for The Temple on the Heights in Pepper Pike, Ohio, and three years doing government and public relations in the automotive industry. He opened his own communications firm in 1989.

As one of Ohio's best-known crisis communication specialists and media trainers, Hennes is an in-demand speaker before bar and trade associations on the subject of crisis communications and "how the media manipulate the news." He frequently speaks to mayors, police, fire, education leaders and health officials about how to handle mass casualty incidents and other "extreme" situations involving threats to life and limb, often sponsored by county Emergency Management Agencies.



Hennes Communications now counts among its current and former clients such companies as ThyssenKrupp, Carpenter Technology, Cleveland Metroparks, The MetroHealth System, Evonik, Interlake Steamship Company, Kent State University, Lubrizol, NASA, Northeast Ohio Medical University, Oswald Companies, Riverside Companies, SeaStreak and Westfield Insurance (Ohio Farmers Insurance), as well as scores of law firms, hospitals, educational institutions, nonprofits and government agencies.

Hennes is past chairman of the Greater Cleveland Partnership's Public Affairs Committee. He was one of the founding board members of the FBI Citizens Academy Foundation of Cleveland. He is also an adjunct professor at the Levin College of Urban Affairs at Cleveland State University and a frequent guest lecturer at John Carroll University, Kent State University and Case Western Reserve University. Hennes serves on the boards of The Judicial Candidates Rating Coalition (Judge4Yourself.com) and the Cleveland Leadership Center. He is a longtime member of the executive committee of The Cleveland Metropolitan Bar Association, which awarded him its first-ever President's Award. Hennes is president of the Leadership Cleveland Class of 2008 and recipient of the President's Special Award for Extraordinary Service from the Cuyahoga County Bar Association and two Vega awards from The American Red Cross. In 2010, he was inducted into the Plain Local Schools Hall of Distinction (Canton, Ohio); in 2011, he received the Communicator of the Year award from the International Association of Business Communicators- Cleveland; and in 2013, received a Gold "Rocks" award and "Best of Show" award from the Public Relations Society of America-Greater Cleveland Chapter for his crisis communications work related to a ferry boat crash in New York City's Financial District. He has a degree in political science from York University in Toronto, Canada. Hennes received certification in Effective Communications from the U.S. Department of Homeland Security and The Federal Emergency Management Agency.



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Nora Jacobs, APR, Senior Vice President

With more than three decades of agency and corporate experience, Nora Jacobs has counseled top executives at companies, associations, nonprofits and professional service firms throughout the country on reputational issues and problems ranging from accidents, environmental concerns, product failures, criminal matters and activist attacks to reorganizations, management transitions and downsizings. She has a strong portfolio of client work in consumer and industrial products, healthcare, education and economic development, and has completed extensive coursework for the National Incident Management System.



Previously, Jacobs served as executive vice president of Ohio-based Edward Howard, the nation's oldest independent public relations firm. There, she was a member of its board of directors and executive committee, with management responsibility for its largest office, as well as staffing and training firm-wide. During her tenure with the firm, she managed some of Edward Howard's largest accounts and led the firm's healthcare practice. Among many others, her clients included household brands Kidde Consumer and Residential Fire Safety and Sherwin Williams, international manufacturers Brush Engineered Materials (now Materion), PolyOne Corporation, OxyChem and Hexion Specialty Chemicals, healthcare leader The Cleveland Clinic Foundation and several national trade associations including the Chlorine Chemistry Council and the Vinyl Institute.

She began her career at BFGoodrich Chemical Group, a division of the then Fortune 500 BFGoodrich Company, where she oversaw the group's advertising, public relations, community relations and issues management programs. She was responsible for all media relations and publications, crisis management, numerous product launches, and was the communications liaison with the division's manufacturing sites located throughout North America.

Jacobs holds a bachelor's degree from Kent State University and a master's degree from John Carroll University. She is a chair-elect of the Kent State University Foundation Board, past-president of the Kent State National Alumni Association, past-president of the Kent State Honors College Advisory Board, a former director on the board of the Conservancy for Cuyahoga Valley National Park, an accredited member of the Public Relations Society of America and a member of PRSA's Counselors Academy.

A three-time Silver Anvil winner, the highest award given by the public relations profession, Jacobs has received numerous other communications awards, including a Gold World Award from the International Public Relations Association. She has received the Distinguished Honors Alumni Award from Kent State's Honors College, and the Distinguished Alumni Award from Kent's College of Arts and Sciences. In 2009, she was presented with the Davis Young Award for Exceptional Mentors by the Cleveland Chapter of the Public Relations Society of America in recognition of the work she has done to help young professionals and others advance in the field.



Howard D. FencI, APR, Vice President

Howard FencI specializes in crisis communications, issues management, media relations and media training. His crisis experience includes helping clients deal with accusations of criminal behavior, intellectual property disputes, regulatory scrutiny, labor issues, sudden leadership changes, product recalls and other high-stakes reputation issues.

Prior to joining Hennes Communications, FencI served as assistant news director at Cleveland's NBC affiliate, WKYC-TV (a Gannett station). He also worked at Edward Howard & Co. (now Fahlgren Mortine), serving a diverse client base including Nokia, Sony Ericsson, Rubbermaid, Ben Venue Laboratories, the Cleveland Clinic and the Greater Cleveland Growth Association (now the Greater Cleveland Partnership). He has written speeches for numerous executives, including former Congressman Dennis Eckart and Pro Football Hall of Famer Gayle Sayers. In the 1990s, he worked as general manager for Multiverse, one of the pioneer Internet service providers in Northeast Ohio. FencI was pivotal in creating and launching the city of Cleveland's first presence on the World Wide Web in late 1994 in his capacity as director of communications for The New Cleveland Campaign. And, he was a television news producer and executive producer for a dozen years, working at WKYC-TV and WEWS-TV in Cleveland and WBNS-TV in Columbus.

As assistant news director at WKYC, Howard was responsible for crafting the news department's pioneering cross-platform strategic content delivery plan, successfully launching one of the first social media sites for a Gannett-owned television station in 2007. The plan was subsequently adopted by all 22 Gannett television properties. He won both the Society of Professional Journalists' Sigma Delta Chi award and a regional Edward R. Murrow Award for his role in leading WKYC's breaking news coverage of the Chardon, Ohio, school shootings in 2012.

FencI graduated as valedictorian from Denison University, and received his M.A. at Hiram College. He is immediate past president of the Cleveland Association of Phi Beta Kappa and served on the boards of the Press Club of Cleveland and Near West Theatre. He is an accredited member of the Public Relations Society of America.



Thomas J. Fladung, Managing Partner

Thom Fladung brings more than 33 years of daily newspaper and digital media experience to Hennes Communications, having served as a top editor at some of the nation's largest newspapers such as the Cleveland Plain Dealer and the Detroit Free Press. Over the past decade, Fladung has also played a lead role in evolving newsrooms into the digital age. His work at the Plain Dealer was instrumental in the newspaper's migration to digital platforms, including web, social media and handheld digital devices.



Fladung is expert at crafting effective, strategic messages on hard deadlines. He is also experienced at quickly evaluating, assembling and disseminating information – crisis management skills that are critically important for clients coping with reputation management issues and breaking crises.

He is intimately familiar with the relentless content requirements of the 24/7 news cycle, and understands the necessity and nuances of communicating on social media platforms, such as Facebook and Twitter. He recognizes the crucial role social media plays as a first alert for many consumers of information and as a place where reputations can be bolstered – or blistered.

Fladung has overseen newsrooms of more than 300 journalists and has directed dozens of award-winning investigations, breaking-news stories, human interest stories and features. Highlights include helping direct six journalists reporting from the Iraq war after the invasion in 2003 for the *Detroit Free Press*; leading coverage during the Northeast blackout of 2003 in Detroit, and getting the newspaper out with no power; and overseeing coverage of the Minneapolis bridge collapse of 2007 while serving as editor of the *St. Paul Pioneer Press*.

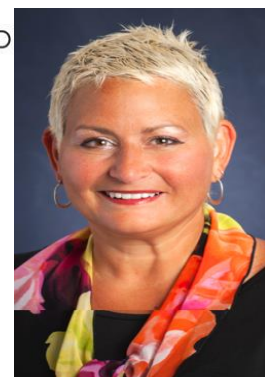
In his role as a lead editor, Fladung has also been responsible for managing the reputation of the many news organizations he has led, frequently serving as their ambassador for public speaking engagements, and serving as one of the first points of contact for customers.

Most recently, Fladung served as managing editor of *The Plain Dealer* in Cleveland starting in February 2011, overseeing the day-to-day operations of the newsroom. Prior to that, he was editor of the *St. Paul Pioneer Press*, managing editor of the *Detroit Free Press* and managing editor of the *Akron Beacon Journal*. He has also held a variety of editing and reporting positions at those and other newspapers and has reported on business, politics, state government, crime and courts and sports.

A native of Canton, Ohio, Fladung is a graduate of the University of Dayton. He is a current board member of the Press Club of Cleveland and served on the board of the Ohio Newspaper Association. He has served on a number of other boards, including Big Brothers & Big Sisters of Columbia, S.C.; Christ Child House in Detroit; the Minnesota News Council.



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Stephanie H. York, J.D., Vice President

Stephanie H. York brings 25 years of legal, governmental, hospital, political, digital media and public relations experience to the agency. She heads up the firm's office in Akron, Ohio.

York specializes in crisis communications, crisis management, litigation communications, issues management, media relations and digital media. She can quickly evaluate developing issues and produce effective strategic messages to aid clients coping with reputation management concerns, escalating events and breaking crises.

Prior to joining Hennes Communications, York served as both assistant director of law and director of communications for the City of Akron, its mayor and cabinet. As the media's front-line contact for all city departments and employees, York skillfully controlled communications for civil and criminal legal matters, state and federal investigations, a vast city taxpayer website breach and attempted breaches, city council disputes, community perceptions, mayoral reputation challenges and sudden changes in leadership and administrations.

As an attorney, York handled hundreds of complex cases, advised all city departments on sensitive and confidential legal and policy matters and litigated cases in state and federal courts. She is admitted to practice in all Ohio courts, including the Northern District of Ohio, the Sixth Circuit Court of Appeals, the Ohio Supreme Court and the US Supreme Court.

York has extensive political experience, having served as a campaign adviser, manager and social media expert in numerous high profile local campaigns, including serving as a key aide in the successful defense against the attempted recall of one of the country's longest-serving and best-known mayors.

York also served as the director of communications and public relations for Cleveland Clinic Akron General, during Cleveland Clinic's acquisition of the Akron General Health System. During this pivotal time of transition and change, York played a critical role as the communication and information resource for the community, Akron General's employees and the media. Numerous specific, targeted communications helped lead to widespread acceptance of the merger, overcoming initial concerns expressed by local residents, as well as government and business leaders.

York is Chair of the Jewish Women's Endowment Board, Past President of Downtown Akron Kiwanis, and the Akron Kiwanis Foundation. She serves on the Jewish Community Board of Akron, the United Way of Summit County Executive Board and the Leadership Akron Alumni Association. She is also a member of the Akron Bar Association.

York graduated summa cum laude from Ohio University with a bachelor's in communications. She received her Juris Doctor from the University of Akron, School of Law.



ABOUT OUR CLIENTS

From our offices in Cleveland and Akron, Ohio, we help clients regionally, nationally and internationally. Each year, we serve roughly 100 clients. Some need short-term assistance; others require extended advice, counsel and support based on agreed-upon strategies and goals. We have many clients on our roster that have used our services for more than a decade and consider us their “go-to” source for outside counseling and support. A list of current and recent clients follows. Below, you will also find a list of organizations that have used Hennes Communications only for training purposes. Recent assignments have spanned the United States and include work in Asia, Australia, Canada, Europe, Latin America, Japan and South America. More information about our firm can be found at www.crisiscommunications.com.

Please note that some clients engage us through legal counsel and request anonymity, so the list of clients presented here is not comprehensive.

BUSINESS AND INDUSTRY

AkroChem
APM Terminals
Avery Dennison
Blue Sky Therapy
British Petroleum
Carpenter Technology Corporation
Cleveland Cinemas
CLOH, Inc. – Hilton Garden Inn Cleveland
Coit Carpet Cleaning Cleveland
CONSOL Energy Inc.
Corky & Lenny's
Corporate Dining, Inc.
Crimcheck.com
Dan T. Moore Company
Diamond Products
Donley's, Inc.
Elyria Foundry
Evonik (Degussa Chemicals)
Executive Caterers
Fastener Tool & Supply Co.
Ferrous Metal Processing
FieldWorks
First Interstate Properties
Forest City Enterprises
Foundations Worldwide

Ganley Management Company
GrafTech International Ltd.
Great Lakes Construction
Hemisphere Development
HerbThyme Farms
Horizon Freight System
HRI, Inc.
ICON
inSync Litigation Services
Interlake Steamship Company
It's Just Lunch
Katherine's Collection
KeyBank
Lubrizol
Materion Corporation
MGO, Inc.
Millennia Companies
Morgan's Foods
Morino Ventures
MTD Products
National Interstate
Nighttown
North American Midway Entertainment
The NRP Group
NWM Real Estate LLC
Orlean Company
Oswald Companies

Palomar Insurance Company
Panini's Franchise Group
Park Place Technologies
Plastic Safety Systems
Portage Country Club
Precision Environmental
Prentke Romich Company
PSC Metals
Quality Castings Company
Raycom Media
Reinauer Transportation
Republic Steel
Riverside Companies
Seastreak
SIGG
Smithers-Oasis
SPIRE Institute
Stark Enterprises
Sunoco Logistics
Team Technologies
Telos Systems
The Father's Table
ThyssenKrupp
United Initiators
Union Club of Cleveland
Warren Fabricating
Westfield Insurance
WKYC-TV
Yours Truly Restaurants



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EDUCATION

Beachwood City Schools
Bedford City Schools
Bowling Green City Schools
Bowling Green State Univ.
Breakthrough Schools
Camelot Education
Canton City Schools
Case Western Reserve
University School of Law
Cleveland Council of
Independent Schools
Cleveland Heights -
University Heights
City School District
Cleveland Institute of Art
Cuyahoga Community College
Fuchs Mizrahi School
Gilmour Academy
Gross Schechter Day School
Hathaway Brown

Hawken School
Hudson City School District
John Carroll University
Kent City Schools
Kent State University
Kenyon College
Lake County Educational
Service Center
Lawrence School
Magnificat High School
Marin Academy
Mary Institute & St. Louis
Country Day School
Medina City School District
New Albany Plain Local School
District
Northeast Ohio Medical
University
Oberlin College
Owens Community College

Painesville City Local Schools
Paradise Valley Unified School
District
Parma City School District
Polaris Career Center
Ratner School
Saint Edward High School
Saint Ignatius High School
Saint Joseph Academy
San Domenico School
Shaker Heights City School
District
Southern State Community
College
Stark State College
Tiffin University
University of Akron
University School
Urban Community School
Virginia Marti College

GOVERNMENT

Akron, City of
Akron Metropolitan Housing
Authority
Akron Metropolitan Transit
Authority
Ashtabula County Emergency
Management Agency
Avon, City of
Avon Lake, City of
Beachwood, City of
Brooklyn, City of
Brook Park, City of
Cleveland – Cuyahoga County
Port Authority
Cleveland Metroparks
Columbiana Cty. Bd of Health
Concord Township
Cuyahoga County Arts &
Culture

Cuyahoga County Office of
Health & Human Services
Cuyahoga County Public
Library
Development & Finance
Authority, Summit County
Elyria Public Library System
Greater Cleveland Regional
Transit Authority
Greater Dayton Regional
Transit Authority
Hudson, City of
Lyndhurst, City of
Metro Regional Transit
Authority (Akron, OH)
National Aeronautics & Space
Administration
Northeast Ohio Public Energy
Council

Northeast Ohio Regional
Sewer District
Painesville, City of
Regional Income Tax Agency
(RITA)
Richland Cty. Dept. of Health
Stark Area Regional Transit
Authority
Stark County Emergency
Management Agency
Summit County Board of
Developmental Disabilities
Summit County Children
Services
Summit Metro Parks
Tallmadge, City of
Westerville, City of
Wooster-Ashland Regional
Council of Governments
Wooster, City of



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HEALTH CARE

AIDS Task Force
Akron Children's Hospital
Akron General Health System
Alembic Health
Communications
AultCare
CareSource
Case Western Reserve
University School of
Medicine
Castlewood Treatment
Centers
Communicare Health Services
Concordia Care
Desert AIDS Project

Eliza Jennings Senior Care
Network
Firelands Regional Medical
Center
Five Star Quality Care
Hancock County ADAMHS
Hospice of the Western
Reserve
Hudec Dental
Lake Health
Menorah Park Center for
Senior Living
MetroHealth System
Montefiore
Multicare Management Group

North American Dental Group
North Ohio Heart Center
Physicians Pharmacy
Pomerene Hospital
Premier Physicians Center
Sisters of Charity Health
System
Southwest General Hospital
St. Vincent Charity Medical
Center
Summit Pain Specialists
U.S. Acute Care Solutions
ViaQuest
Village at St. Edward

NONPROFIT

Achievement Centers for
Children
American Endowment
Foundation
Beech Brook
Bellefaire JCB
Berea Children's Home
Big Brothers Big Sisters of
Greater Cleveland
B'nai Jeshurun Congregation
Center for Families & Children
Chautauqua Institution
Cleveland 2016 RNC Host
Committee
Cleveland Animal Protective
League
Cleveland Catholic Charities
The Cleveland Foundation
Cleveland Housing Network
Cleveland International Film
Festival
Destination Cleveland

Diabetes Partnership of
Cleveland
Economic & Community
Development Institute
Fairmount Temple
Gay Games 9
Geauga Humane Society
Good Community Foundation
Hattie Larlham Care Group
International Bridge, Tunnel &
Toll Association
Jewish Community Board of
Akron
Jewish Community Center of
Cleveland
Jewish Community Federation
of Cleveland
Jewish Family Service Assoc.
LAND studio
The Music Settlement
North Coast Community
Homes

Ohio Assoc. of Community
Action Agencies
Ohio Guidestone
ORT America
Positively Cleveland
Recovery Resources
Shaker Schools Foundation
The Temple – Tifereth Israel
United Church of Christ
United Way of Greater
Cleveland
United Way of Summit County
Ursuline Sisters
Volunteers of America
Western Reserve Historical
Society
Youngstown State University
Foundation
Youth Opportunities
Unlimited



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LEGAL, ACCOUNTING & OTHER PROFESSIONAL SERVICES

Benesch Friedlander Coplan &
Aronoff
Britton Smith Peters & Kalail
Co., LPA
Buckingham Doolittle
Buckley King
Calfee, Halter & Griswold
Ciuni and Panichi
Collins & Scanlon LLP
Day Ketterer
D.B. Hartt
Dinn, Hochman & Potter LLC
Dorsky Hodgson Parrish Yue
Ennis Britton Co., LPA
Fenton & Keller
Frantz Ward LLP
Giffen & Kaminski LLP
Hall, Kistler & Co.
Isaac Wiles Burkholder &
Teetor, LLC
Javitch, Block & Rathbone
Jones Obenchain, LLP

Kelman & Moses, Inc.
Kadish, Hinkel & Weibel
Kohnen & Patton LLP
Kohrman, Jackson & Krantz
Krugliak, Wilkins, Griffiths &
Dougherty Co., LPA
Landskroner, Grieco &
Madden
Legal Aid Society of Akron
Marein & Bradley
McLaughlin & McCaffrey
Offit Kurman, Attorneys at
Law
Ogletree, Deakins, Nash,
Smoak & Stewart
O'Toole, McLaughlin, Dooley
& Pecora, Co. LPA
Meyers, Roman, Friedberg &
Lewis
Reminger & Reminger
Roetzel & Andress LLP

San Diego County Bar
Association
Schneider, Smeltz, Ranney &
LaFond PLL
Schwartz, Downey & Co. LPA
Seeley, Savidge LLP
Squire Patton Boggs
SS&G Financial Services
Stark & Knoll
Thompson Hine LLP
Tucker Ellis
Ulmer & Berne
Vorys, Sater, Seymour and
Pease LLP
Waldheger & Coyne
Walter & Haverfield
Warren and Young PLL
Webster & Dubyak LLP
Weltman Weinberg &
Reis LPA
Weston Hurd LLP
Zashin & Rich Co., LPA

ASSOCIATIONS

Akron Bar Association
Cleveland Metropolitan Bar Association
Council of Smaller Enterprises
Greater Cleveland Partnership
National Association of Free & Charitable Clinics
New York State Bar Association



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HENNES COMMUNICATIONS TRAINING ENGAGEMENTS

BAR & TRADE ASSOCIATIONS

Akron Bar Association
Akron-Canton Barristers
Akron Chamber of Commerce
Alabama League of
Municipalities
Alabama State Bar Association
Allegheny County (Pittsburgh)
Bar Association
American Association of
Corporate Counsels
American Bar Association
American Public Power
Associations
American Public Transit
Association
American Society of
Matrimonial Lawyers
Association of Legal
Administrators
Association of Ohio Health
Commissioners
Broward County (Ft.
Lauderdale) Bar Association
Cleveland Metropolitan Bar
Association
Cleveland State University Law
School Alumni Association

Columbus Bar Association
Cuyahoga County Bar
Association
Cuyahoga County Employment
Lawyers Association
Dayton Bar Association
Federal Bar Association,
Cleveland Chapter
Government Policy Group
Greater Cleveland General
Counsel Association
Idaho Municipal Lawyers Assoc.
International Bridge, Tunnel &
Turnpike Association
International Municipal Lawyers
Association
Lake Communicators
Lake County Bar Association
Leading Edge Alliance
Leadership Institute
Lorain County Bar Association
Managing Partners Roundtable
Maritime Law Assoc. of the U.S.
Maui (HI) Municipal Lawyers
Assoc.
Medina County Bar Association

National Association of Bar
Executives
National Conference of Bar
Presidents
National Society of Professional
Insurance Investigators
Nevada State Bar Association
New York City Bar Association
New York State Bar Association
Ohio Assisted Living Assoc.
Ohio Association of Certified
Public Accountants
Ohio Cemetery Assoc.
Ohio Govt. Finance Officers
Assoc.
Ohio Police Benevolent Assoc.
Ohio Public Private Partnership
Ohio State Bar Association
Ohio Trucking Assoc.
Queens County (NYC) Bar
Association
Roundtable Collaborative, The
Toledo Bar Association
Transportation Lawyers Assoc.

BUSINESS AND INDUSTRY

American Electric Power
APM Terminals
Avery Dennison
Carpenter Technology
Degussa Corporation
First Energy
Great Lakes Construction
HRI, Inc.

IMAC USA
Interlake Steamship Company
Janotta & Herner
Lubrizol Corporation
Materion
McGean, Inc.
North American Midway
Entertainment

Ruhlin Construction
Senior Executive Thought
Leaders Forum
State and Federal
Communications
Westfield Insurance

EDUCATION

Ashland University
Bowling Green City Schools
Bowling Green State University

Canton Local Schools
Case Western Reserve
University College of Law

Case Western Reserve
University College of
Medicine



Cleveland Council of
Independent Schools
Cleveland State University –
Levin College of Urban Affairs
Cleveland State University –
Center for Emergency
Preparedness
Cuyahoga Community College
Cuyahoga Community College
Public Safety Training Inst.
John Carroll University
Kent State University
Kent State University School of
Journalism
Kent State University Center for
Public Administration &
Public Policy
Kenyon College
Lorain County Community
College

Madison Local School District
Mary Institute St. Louis Country
Day School
Medina County Schools’
Educational Services Center
Mid-Ohio Educational Service
Center Conference
Northeast Ohio Council on
Higher Education
Northeast Ohio Medical
University
Oberlin College
Ohio Association of Secondary
School Administrators
Ohio Attorney General’s
Conference for Public College
& University Attorneys
Ohio Foundation of
Independent Colleges
Ohio Schools Council

Public Management Academy –
Maxine Goodman Levin
College of Urban Affairs,
Cleveland State University,
Center for Leadership
Development
Shaker Heights City Schools
Summit County Education
Service Center
University of Akron –
Emergency Mgmt &
Homeland Security Policy
Research Center
University of Akron – School of
Law
University of Toledo
University of Toledo – School of
Law
University School
Ursuline College

GOVERNMENT

Akron-Canton Airport
Akron, City of
American Bus Benchmarking
Group
American Public Transportation
Association
Ashtabula County Emergency
Management Agency
Ashtabula County Safety
Congress
Avon, City of
Canton City Health Department
Cleveland Area Metropolitan
Library System
Columbiana County Board of
Health
Coshocton County Board of
Health
Coshocton County Sheriff’s
Department
Coshocton Port Authority
Coshocton County Emergency
Management Agency

Cuyahoga County Alcohol &
Drug Addiction Services Bd
Cuyahoga County Board of
Health
Cuyahoga County Emergency
Management Agency
Federal Transit Authority
Geauga County Commissioners
Greater Dayton Regional Transit
Authority
Greater Cleveland Regional
Transit Authority
Holmes County Board of
Developmental Disabilities
Holmes County Emergency
Management Agency
Holmes County Health District
Lake County General Health
District
Lake County Sheriff
Lakeland Community College
Police Department
Lorain County Commissioners

Lorain County Office of
Emergency Management &
Homeland Security
Lucas County Health Board
Mahoning County Board of
Health
Medina County Office of
Emergency Management
Medina County Safety Council
Metro Regional Transit
Authority (Akron, OH)
Miami Conservancy District
Midwest Transit Leadership
Exchange
National Aeronautics & Space
Admin. – Glenn Research
Northeast Ohio Regional Sewer
District
Northeast Ohio Safety
Conference
Ohio Bureau of Workers
Compensation



HENNES
COMMUNICATIONS

CRISIS COMMUNICATIONS | REPUTATION MANAGEMENT

LITIGATION COMMUNICATIONS | MEDIA TRAINING

Ohio Department of Public
Safety
Ohio Department of Tax
Administrators
Ohio Emergency Management
Agency
Ohio Municipal League
Ohio Public Transit Association
Ohio Safety Congress
Portage County Safety Council

Stark County Board of DD
Stark County Educational
Service Center
Stark County Emergency Health
Care Planning Committee
Stark County Emergency
Management Agency
Stark County Safety Council
Summit County Board of MRDD

Summit County Children
Services
Summit County Emergency
Management Agency
Summit County Senior Services
Tallmadge, City of
Westerville, City of
U.S. Coast Guard 9th District
Wooster, City of

HEALTH CARE

Anthem Blue Cross Blue Shield
Aultman Hospital
Bellefaire JCB
CareSource

Eliza Jennings Senior Care
Network
MetroHealth System
Ohio Assisted Living Assoc.

Summit County Senior Services
University Hospitals
Environment of Care Summit

LEGAL & PROFESSIONAL SERVICES

Baird & Co.
Baker & Hostetler LLP
Benesch, Friedlander
Brennan Manna & Diamond
Brickler & Eckler
Buckingham, Doolittle &
Burroughs LLC
Calfee, Halter & Griswold LLP
Davis Graham & Stubbs LLP
Eastman & Smith LLC
Frantz Ward LLP
Giffen & Kaminski LLC
Goldman & Rosen

Hahn Loeser & Parks LLP
Ice Miller LLP
Jones, Day, Reavis & Pogue
Kohrman, Jackson & Krantz LLP
Managing Partners Roundtable
(The Roundtable Collaborative)
Meyers, Roman, Friedberg &
Lewis
Nicola, Gudbranson & Cooper
Porter Wright Morris &
Arthur LLP
Reminger
Saltz, Shamis & Goldfarb

Squire Patton Boggs
Stark & Knoll L.P.A.
Taft Stettinius & Hollister LLP
Tucker Ellis LLP
Thomas Miller (Americas)
Thompson Hine LLP
Ulmer & Berne LLP
Walter & Haverfield LLP
Warren Averett CPAs &
Advisors
Weltman, Weinberg & Reis LPA
Weston Hurd LLP
Wheeler Trigg O'Donnell LLP

NONPROFIT

Akron Chamber of Commerce
Akron Jewish Community
Federation
American Groundwater Trust
American Red Cross – Greater
Cleveland Chapter
American Red Cross – Lorain
County Chapter
American Red Cross – Summit
County Chapter
B'nai Jeshurun Synagogue –

Temple on the Heights
Burton Morgan Center for
Entrepreneurship
Business Volunteers Unlimited
Cleveland Bridge Builders
Center for Community Solutions
Center for Nonprofit Excellence
Cleveland Council of World
Affairs
Cleveland Executive Fellowship
Program

Community Foundation of
Lorain County
Destination Cleveland
Goodwill Industries
Information Security Summit
International Joint Conference
Intown Club
Jewish Community Federation
of Cleveland
JumpStart Inc.
Learning About Business



HENNES
COMMUNICATIONS

CRISIS COMMUNICATIONS | REPUTATION MANAGEMENT
LITIGATION COMMUNICATIONS | MEDIA TRAINING

Live Cleveland!
Ohio Community Action
Agencies

Ohio Grantmakers
United Way – Greater Cleveland
United Way of Greater Lorain

County