Security for
The “Branch of the Future”

February Webinar and Roundtable Discussion led by:
Barry Lynch

February 21, 2017
12:00 PM - 1:00 PM Central Standard Time (U.S.)
Introduction

• Quick Council Update

Panelists

• Barry Lynch, Program Chair
• Paul Seibert, Consultant
• Jackie Heyen, Credit Union of America
• Susan Moury, Tower Federal Credit Union
Learning Goals

• Review how the Branch of the Future Works Differently
• Branch of the Future – Process you can use to Evaluate Security at New Branches
• Information Sources (Checklists)

• Single Most Important Security Facet of Branch Design
• Important “Don’t Forget” Aspects of Branch Design
• Review Survey Results and Panel Discussion
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TELLER

PRINTED MARKETING MATERIAL

CHECK WRITING STAND

TELLER QUEUE

GATEKEEPER

ADDITIONAL SERVICES

ENTER

STAFF: ONE PERSON ONE JOB

AMBIANCE: RESERVED, FORMAL, ALOOF, TRADITIONAL
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ENTER
TELLER ISLAND
WITH CASH
RECYCLER

DIGITAL CROSS-SELL PLATFORM

DIGITAL CROSS-SELL PLATFORM

RESEARCH

SELF-SERVICE ATM

CONSULTATION

GREETER

ENTER

TELLER ISLAND
WITH CASH
RECYCLER

AMBIANCE: FRIENDLY, COLLABORATIVE, INFORMAL & TRENDY

STAFF: CROSS-TRAINED
### There are only 16 Possibilities

<table>
<thead>
<tr>
<th>Branch Type</th>
<th>Conventional Teller Line</th>
<th>Smart ATM</th>
<th>Remote Teller</th>
<th>Island with Cash Recycler</th>
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<tbody>
<tr>
<td>Small Freestanding Branch</td>
<td>1</td>
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<td>Repurposed Freestanding</td>
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<td>In Line (Retail)</td>
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Teller Line
Cash Recyclers
Smart ATM’s
Smart ATM’s
Other - Transitional
Other – Transitional Remote Teller
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Photo: The Pixel House
Other – Transitional Remote Teller
Security and the “Branch of the Future”

**Process Overview**

We will focus on Security with Respect to Planning the Physical Layout – but Understanding the “Big Picture” is important
Location

• Crime Statistic Maps
Procedures/ Program

• Opening Procedures
• Closing Procedures
• Key Control
• Visitor ID
• Refuse Retention/ Disposal
• Training
• Bait Money, Dye Packs etc.
• Greeting Visitors
• Silent Alarms
Exterior Layout

- Shrubbery
- Lighting
- Night Depository
- ATM
- Closed Circuit TV Surveillance
- Public Entrance
- Employee Entrance
Interior Layout

- Workflow
- Line of Sight
- Secure Zone
- Height Markers
- Vaults
- Transaction Platform
  - Teller Line/ Platform/ Offices
  - Cash Recyclers
  - Smart ATM’s/ Remote Tellers
- Consultation Area
- Speech Privacy
- Closed Circuit TV Surveillance
Electronic Security

- Closed Circuit TV Surveillance
- Monitoring Entrances, Tellers, Vault
- Color vs Black & White
- Clarity
- Timing of PM visits
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Single Most Important Aspect of Branch of the Future Security Design...
Other Important Aspects of Branch of the Future Design

• Number 1 – the Customer Experience
• Specific Functions
• Work Flow
• Sight Lines
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Information Sources
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Sources


• Ohio Crime Prevention Association

• Free Checklist
Sources

- ABA Robbery Deterrence Toolkit
  - Tool 1: Physical Security Checklist and Inventory
  - Tool 2: Deterring Robberies
  - Tool 3: Employee Training and Education
  - Tool 4: Communicating with Your Employees
Security and the “Branch of the Future”

Survey Results
Findings - Overview

• Financial Institutions (all types) are still using Traditional Teller lines

• Only a small Minority (11%) have not implemented a “Branch of the Future Concept or are not considering the Concept.

• Respondents were about equally divided between Banks and Credit Unions

• Most Financial Institutions still employ Teller Lines at High Volume Branches (90%)

• 62% no Longer Accommodate Safe Deposit Boxes in new Branches – but 12% Accommodate in Freestanding Vaults

• All Respondents have Rolled-Out less than 10 “Branches of the Future”
New Branches & Teller Lines

4. If you have implemented a “Branch of the Future” concept, how do the Branches differ from your previous Branch network?

- Same size Branch, continue using Teller Line
- Smaller Branch, continue to use a...
- Smaller Branch, Transaction Platform transitioning from Teller Line to “Other” (please specify)
- Smaller Branch, Transaction Platform transitioning from Teller Line to Smart ATM
- Same size Branch, but Transaction Platform transitioning from Teller Line to Smart ATM
- Same size Branch, but Transaction Platform transitioning from Teller Line to Cash Recycler with Pod
- Smaller Branch, continue using Teller Line
- Smaller Branch, Transaction Platform transitioning from Teller Line to “Other” (please specify)
- Smaller Branch, Transaction Platform transitioning from Teller Line to Smart ATM
- Smaller Branch, Transaction Platform transitioning from Teller Line to Cash Recycler with Pod
- Smaller Branch, Transaction Platform transitioning from Teller Line to Smart ATM
- Smaller Branch, continue using a variety of transaction platforms

5. Do you still keep Teller Lines at high volume Branches?

- Yes
- No
6. Prior to 2009, who was the lead person “in charge” of planning new Branches

Prior to 2009, who was the lead person "in charge" of planning new Branches

- An Executive
- Facility Planner
- Facility Manager

7. Today, who is the lead person “in charge” of planning new Branches

Today, who is the lead person "in charge" of planning new Branches

- An Executive
- Facility Planner
- Facility Manager
Security Planning

8. Who interjects Security Issues into the Branch Planning Process

- Designer
- In-House Security personnel
- Branch Planning Team
- Facility Manager

9. When does Security enter the New Branch Planning Process

- During location evaluation (Crime Statistics)
- During the initial concept layout and space programming
- After concept design and Schematic layout
Vaults & Secure Zones

10. Do you employ walk-in Vaults in your “Branch of the Future” Concept Branch?

- No - We do not accommodate safe deposit boxes
- No - We accommodate Safe deposit boxes in free-standing vaults
- Yes - Clear lines of sight are maintained between Vault to the main entrance
- Yes - Vault is hidden away

11. Has your secure zone changed with a new “Branch of the Future” Concept (check all that apply)?

- No - We used a secure zone behind the teller zone and still do
- Yes - Not needed because we use a cash recycler or smart ATM
- Yes - But the secure zone is recalibrated to provide secure access to a small vault for travelers checks and similar items, break room, server and other functions requiring secure access
- Yes - Other (please specify)
12. Do you have an audible or visible warning when the front door is opened

- No
- Yes - Bell or chime
- Yes - Silent indicator to entire Branch staff

13. Do you have a glass wall facing public space or a street for your "Branch of the Future?"

- No
- Yes - Often Branches are in Strip Retail Centers
- Yes - Even in freestanding Branches
Transaction Platforms

14. Are your Transaction Platforms for the "Branch of the Future" easily visible from the street or public space at the front of the Branch?

15. Are your Transaction Platforms for the "Branch of the Future" located near the front of the Branch?
16. How many "Branches of the Future" have you rolled-out?

17 Do you have a "Branch of the Future" that has been robbed?
18. Do you have a “Greeter” for those entering "Branches of the Future?"

- **No** – We continue to use a Teller Line in a traditional configuration
- **Yes** – A greeter station is manned continuously to engage those entering the Branch
- **Yes** – Greeting activities are assigned to various staff in the office, including

19. If you have a "Greeter:"

If you have a "Greeter," how many steps from the public entrance is the "Greeter?"

- 5 Steps
- 10 Steps
- 11 Steps or more
20. If you have a "Greeter," how many steps from the public entrance is the "Greeter?"

- 5 Steps
- 10 Steps
- 11 Steps or more

21. Where are panic alarms located if you have smart ATM’s or Cash Recyclers?

- At Cash Recycler station - similar to teller station
- In offices
- Portable
22. Do you have robber money if you use smart ATM’s or Cash Recyclers (no dye pack)?

- Yes - Less than $4,000, 50.0%
- Yes - More than $4,000, 0.0%
- No, 25.0%

23. Do you have any specific procedures to prevent skimming at exterior ATM’s?

- Time out after a relatively short time, 30%
- Real time monitoring of ATM’s in a centralized location, 30%
- Other (please specify), 10%
- Additional cameras (to record license plates), 10%
- No

No - 10%

24. If you have a Branch within one-half mile of a freeway, do you employ any special security features?

- No, 80.0%
- Bullet resistant glass partition, 10.0%
- Glass wall to street or public space with unobstructed view to transaction platform, 0.0%
- Greeter, 10.0%
- Other (please specify), 0.0%

25. Security Cameras for the "Branch of the Future" (check all that apply)

- Now color versus previous Black and White
- Clearer versus previous versions
- More cameras (exterior)
- More cameras (interior)
- Interior cameras more discrete or hidden
- Cameras are monitored in a central location
- Records are retained for a longer period
26. Do you employ special measures to enhance privacy at “Device Bars” (Counters with computers or Kiosks) sometimes called consultation areas?

27. Do you have any best practices you would like to share about successful security measures for the "Branch of the Future?"
28. Do you have Emergency Power for Access Control, Burglar Alarms, Vaults, Phones, Fire/Smoke Warning and other systems?

29. What are your security procedures in the event of a fire or natural disaster where there is no electricity, where the building cannot be secured?
30. Do you require employees to sign a security non-disclosure statement about security procedures for your "Branch of the Future?"

- No, 88.9%
- Yes, 11.1%
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Thank you

Questions:
Barry Lynch Blynch@Labarre-inc.com
2. & 3. Who are You?

![Pie chart showing the distribution of financial institutions by size and type.]

- **Are you:**
  - Bank: 56%
  - Credit Union: 44%

- **What size of Financial Institution are you?**
  - Less than $500 Million in Assets
  - $501 Million - $1 Billion in Assets
  - $1 Billion - $10 Billion in Assets
  - Greater than $10 Billion in Assets

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Island with Cash Recycler

Note: The branding wall behind each “island” provides a screen for a teller work area. The work area includes a work surface, storage and a seat for the tellers (who can be on their feet most of the day). The teller work areas are designed to “recede into the background” and are not very visible in photographs.
Remote Teller

Councilmember: Bert Callender
Baton Rouge, LA

Photo: The Pixel House
Councilmember: Jim Ford
Metairie, LA

Photo: The Pixel House
1. Are you currently implementing, or have you implemented a “Branch of the Future Concept” in your Branch Network?