

Virginia Association of Community Banks  
7204 Glen Forest Dr., Ste. 101  
Richmond, VA 23226

Virginia Association of Community Banks

*Presents:*

## Robbery Prevention, Response & Aftermath Techniques for Managers & Executives



Wednesday, March 24, 2010

The Place at Innsbrook  
4036-C Cox Road  
Glen Allen, VA 23060



### About Our Presenter

**Dana Turner**  
*Security Practitioner*  
**Security Education Systems**

Dana Turner is a security practitioner based in Pipe Creek, Texas. Dana has served as a law enforcement officer in several capacities -- including the investigation of business and banking crimes -- and he is celebrating his 39th year in crime.

As a speaker and conference facilitator, Dana has delivered thousands of platform, telephone and Internet presentations. He has designed and participated in continuing education programs offered by state and national banking and credit union associations, state and federal examining and law enforcement agencies -- and state and national security, audit and human resources organizations.

As a consultant, Dana has participated in or led hundreds of projects and assisted in the development and delivery of components of seminars, schools and conferences. As a writer, Dana has written many manuals and books -- and numerous newspaper, trade publication and magazine articles published and distributed both nationally and internationally. Dana is the author of the Financial Institution Security Library and he also serves as one of the moderators in BankersOnline.com's Security Forum.

Dana is the developer of and lead instructor for ICBA's Bank Security Institute. The Bank Security Institute is one of the few schools in the nation that offers a certification program for Bank Security Officers.

## About the Program

Robbery is one of the most feared crimes. Period. Every financial institution must provide both initial and continuing robbery response training for ALL employees. It's not an option -- it's required by all of the state and federal regulatory agencies.

This presentation provides a logical and strategic model that's designed to help managers and executives understand the true scope of the processes used to prevent and respond to several kinds of robberies. This presentation is designed as a "turnkey" solution to required robbery training -- a solution that may be used to train every employee group within the institution.

This session will also discuss "SafeCatch", a robbery prevention and response program designed by the Seattle office of the Federal Bureau of Investigations, to both reduce the number of robberies and the number of robberies each offender may commit. Incorporating the same safety procedures as conventional robbery training programs, "SafeCatch" also promotes several enhanced practices that have been shown to make robbers leave the institution before committing the robbery.

### Presentation Objectives

- Conduct an initial and continuing robbery risk assessment
- Determine if your robbery training program is appropriate and effective
- Determine the most effective types of training -- including a discussion of "mock" robberies as a training tool
- Identify employee classifications that should receive different levels of training, including executives and board members
- Identify policies, procedures and training techniques that should be retained, modified or eliminated
- Make recommendations that will likely enhance employee and customer safety
- Gain the necessary support from your board of directors, other department managers and staff
- Prepare the tools that both the institution and the trainer may use to defend themselves in the event of a legal action

### Presentation Tools

- Security Workbook Text
- "SafeCatch" Training Materials

## Seminar Details

Wednesday, March 24, 2010

9:00 am – 9:30 am	Registration
9:30 am – 12:00 noon	Program
12:00 noon – 1:00 pm	Lunch (provided)
1:00 pm – 3:30 pm	Program

VACB does not have a block of rooms for this program. Please call the VACB office at (804) 673-8250 for a list of hotels near the meeting facility.

## Who Should Attend?

***This program should be attended by Security Officers, Board Members, Auditors, HR & Training Managers, Compliance Officers & Retail Operations Managers.***

## Program Fees

VACB Member	<b>\$195</b>
VACB *NonMember	<b>\$390</b>

*\*Eligible NonMember banks may apply their registration fees toward their membership dues.*

All refund requests must be received in writing (via fax or e-mail) by the VACB office at least **THREE FULL BUSINESS DAYS** prior to a program. If not received before three full business days, a twenty percent (20%) cancellation fee will apply. There are no refunds allowed on the day of a program or any day thereafter; however, substitutions are permitted.

<u>Seminar Date</u>	<u>Cancel By</u>
March 24	March 18
	<i>(By close of business)</i>

***Please email changes & cancellations to [kgarner@vacb.org](mailto:kgarner@vacb.org).***

### ADA REQUIREMENTS



In order to accommodate a registrant with special needs, VACB needs to be notified of an attendee with any visual, hearing, or other impairment. Please complete the appropriate section provided on the Registration Form.

## Registration Information

*Robbery Prevention for Bankers 03/24/10  
The Place at Innsbrook  Map Please!!*

Bank \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ ZIP \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Name \_\_\_\_\_

Badge Name \_\_\_\_\_

Email Address \_\_\_\_\_

Name \_\_\_\_\_

Badge Name \_\_\_\_\_

Email Address \_\_\_\_\_

Name \_\_\_\_\_

Badge Name \_\_\_\_\_

Email Address \_\_\_\_\_

ADA Requirements \_\_\_\_\_

Member \$\_\_\_\_\_ Amount Enclosed

NonMember \$\_\_\_\_\_ Amount Enclosed

**Charge my: VISA MasterCard**

Card No: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Expiration Date: \_\_\_\_\_

**Return to VACB by March 18, 2010.  
7204 Glen Forest Dr., Ste. 101, Richmond, VA 23226  
Phone (804) 673-8250 or FAX (804) 673-8251**