



Preparing your Bank for a Disaster: HR, Operations, Facilities & Communication Best Practices (Webinar)

(Hurricane Season Starts June 1st)

June 9, 2020 **10:00am - 11:30am**

Over the past decade, financial institutions everywhere have experienced tropical storms, hurricanes, floods, tornadoes, ice storms, flu outbreaks and even a pandemic. In many cases, these weather events are occurring where they are least expected, causing extended business interruption and recovery times along with extreme stress.

Proactive planning can minimize the impact to your customers, staff and facilities. Attend this program and get a head start as we cover over 25 tips to help your financial institution come back stronger and quicker than the competition.

Important Topics Covered Include:

- HR policies to adopt before a disaster is on the horizon, including emergency contact forms, pay practices, telecommuting, flexible schedules, post-disaster time off for affected staff, and empathy expectations for supervisors
- Alternative staffing and cross-training ideas if we can't get to our home branch, or our regular job function is not "essential" during a disaster
- Pitfalls and advantages of telework/telecommuting
- Communication planning before, during and after an event for our board, staff, and customers, including sample scripts for your website and social media, customer emergency card, and best practices for virtual employee status meetings
- Facility/Branch preparation tips such as key vendor relationships we need to have in place, checklists for preparing a branch for a weather event and important supplies to buy before you need them
- Cash management issues you'll wish you knew before your vault goes under water

True stories of lessons learned the hard way during disaster recovery including:

- Detecting and deterring the overly dedicated employee who wants to work while sick or injured.
- A case of "light" sexual harassment and a missing wallet courtesy of the construction crew.
- If you house them, they will work – how a financial institution helped 19 employees work through the loss of their homes.
- Emergency modular branches? A blessing or a curse?
- Our phone system crashed! What now?
- Help! I stepped on a nail while I was removing wet branch carpet and can't remember when I last had a tetanus shot!

Who Should Attend:

This program will benefit facility managers, HR team members, branch and operations supervisors, executive management, marketing/communications staff, board members, and executive assistants.

Webinar Speaker:

Cami Wheeler has over 20 years of strategic leadership experience in the financial and customer service markets. Her roles include direct management responsibility for all aspects of business operations including branches, call center, human resources, compliance, lending, facility management, business development,

disaster recovery. Cami is a senior-certified HR Professional (SHRM-SCP), and is certified to teach active shooter response. She graduated from the University of Southern Mississippi with a bachelor's degree in English and a master's degree in Adult Education, and is an associate instructor for gettechnical Inc.

Webinar Registration:

Mr./Mrs./Ms. _____
Bank _____
Email Address _____
Branch Street Address _____
City, State, Zip _____
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Payment Options:

Check (Made payable to Louisiana Bankers Association)

Visa MasterCard American Express

Card Number _____

Expiration Date _____ Amount to be charged: _____

Name on Card (please print) _____

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<input type="checkbox"/> Live Webinar Connection	\$165 per connection
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This training will be covered under SBET (Small Business Employee Training Program). Please provide an email address on the line below to receive the necessary documentation for reimbursement:

*Please Note: Recordings are not eligible for SBET funding

Webinar access codes will be sent to registrants with confirmation emails one week prior to session.