



LouisianaBankers ASSOCIATION

2022 HUMAN RESOURCES & SECURITY CONFERENCE

JULY 21-22, 2022

Make plans to join us for the 2022 Human Resources & Security Conference presented in-person at the Ritz-Carlton, New Orleans. This conference will feature education sessions and the opportunity to network with fellow bankers and conference sponsors.

Registration Fees

\$390, per LBA member
\$690, per non-member

Who Will Benefit

Human Resources Managers/Directors;
Additional Human Resources Staff; Security
Officers; Security Staff including
Cybersecurity staff

Location and Accommodations

The Ritz-Carlton, New Orleans

921 Canal Street

New Orleans, LA 70112

At the Ritz-Carlton, New Orleans, located on the edge of the French Quarter, the experience of the city comes to life as soon as guests cross the threshold of the historic luxury hotel. Set within the 1907 Beaux Arts Maison Blanche building, the Ritz-Carlton highlights traditional Southern ambience with an elegant interior that reflects the graciousness of antebellum mansions.



Group Room Block Information

For Reservations: Call (800) 826-8987

(Mention Louisiana Bankers Association HR & Security Group)

Or [Click here to book online reservations](#)

King Bed Rooms are available, each at the rate of \$179+tax per night.

The LBA has contracted for a set number of sleeping rooms at The Ritz-Carlton, New Orleans based on the last few years' attendance. We will monitor the room pickup and add rooms if available. We encourage you to make your reservations early to receive the LBA's discounted rate of **\$179.00+ tax**. The deadline for the room block is **July 6, 2022**. After that date, reservations will be made based on availability and the hotel may not be able to honor the discounted rate.



2022 HUMAN RESOURCES & SECURITY CONFERENCE

JULY 21-22, 2022 - THE RITZ-CARLTON, NEW ORLEANS

Thursday July 21, 2022

Time	Human Resources Tract
8:00am	Continental Breakfast & Registration <i>Grand Ballroom Foyer (2nd Floor)</i>
9:00am - 10:00am (Joint Session)	Drugs in the Workplace & Home Joe Hileman and Terry Choate, Blue-U Defense <i>Salon III (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am-11:15am	A Human Resource Officer's Strategic Compensation Plan Mike Blanchard, Blanchard Consulting <i>Salon I (2nd Floor)</i>
11:15am-11:30am	Break
11:30am-12:30pm	Inclusion, Equity, Belonging and Diversity and Why it Matters Debbie Scanlon and Jesse Alford, FORVIS <i>Salon I (2nd Floor)</i>
12:30pm-1:45pm (Joint Session)	Luncheon with Security Awards & Sponsor Spotlight <i>Salon II (2nd Floor)</i>
2:00pm-2:30pm	Employee Sponsored Healthcare <i>(Sponsored Session by Access2day Health)</i> Kenny Beauvais, Access2Day Health <i>Salon I (2nd Floor)</i>
2:30pm-2:40pm	Break
2:40pm-3:10pm	ESG and How is it Likely to Influence HR in the Future <i>(Sponsored Session by Phelps)</i> Michael Victorian, Phelps <i>Salon I (2nd Floor)</i>
3:10pm-3:20pm	Break
3:20pm-3:50pm	Benefit Trends <i>(Sponsored Session by Gilsbar)</i> Colin Shea, Gilsbar <i>Salon I (2nd Floor)</i>

Time	Security Tract
8:00am	Continental Breakfast & Registration <i>Grand Ballroom Foyer (2nd Floor)</i>
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10:00am - 10:15am	Break
10:15am-11:15am	The Robbery Experience Joe Hileman and Terry Choate, Blue-U Defense <i>Salon III (2nd Floor)</i>
11:15am-11:30am	Break
11:30am-12:30pm	Cybersecurity Threats & Security Considerations Holly Boullion, CapinTech <i>Salon III (2nd Floor)</i>
12:30pm-1:45pm (Joint Session)	Luncheon with Security Awards & Sponsor Spotlight <i>Salon II (2nd Floor)</i>
2:00pm-3:00pm	All Banks Tap In: Scamming Through the Mail Kylah Bell, U.S. Postal Inspection Service <i>Salon III (2nd Floor)</i>
3:00pm-3:10pm	Break
3:10pm-3:40pm	The Rise of ATM Theft <i>(Sponsored Session by FEDCorp)</i> Will Pollard, FEDCorp <i>Salon III (2nd Floor)</i>



2022 HUMAN RESOURCES & SECURITY CONFERENCE

JULY 21-22, 2022 - THE RITZ-CARLTON, NEW ORLEANS

Thursday July 21, 2022 (continued)

Time	Human Resources Tract
3:50pm-4:00pm	Break
4:00pm-4:30pm	2022 HR Realities - Mercer Trends Survey Results (Sponsored Session by Marsh McLennan Agency) Patrick Morrison, Marsh McLennan Agency <i>Salon I (2nd Floor)</i>

Time	Security Tract
3:40pm-3:50pm	Break
3:50pm-4:20pm	Security & Technology for the Modern Branch (Sponsored Session by 3SI) Cody Covington, 3SI <i>Salon III (2nd Floor)</i>

Friday July 22, 2022

Time	Human Resources Tract
8:00am	Continental Breakfast <i>Grand Ballroom Foyer (2nd Floor)</i>
9:00am - 10:00am (Joint Session)	How the Reading of Body Language & Words Help Investigators & Interviewers Detect Deception Branch Walton, Thompson Consulting <i>Salon III (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am - 11:15am	Labor/Employment Law Update Fred Preis, Breazeale, Sachse & Wilson, L.L.P. <i>Salon I (2nd Floor)</i>
11:15am-11:30am	Break
11:30am-12:30pm	Human Resources Peer Group Meeting <i>Salon I (2nd Floor)</i>

Time	Security Tract
8:00am	Continental Breakfast <i>Grand Ballroom Foyer (2nd Floor)</i>
9:00am - 10:00am (Joint Session)	How the Reading of Body Language & Words Help Investigators & Interviewers Detect Deception Branch Walton, Thompson Consulting <i>Salon III (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am - 11:15am	General Physical Security for Security Personnel Branch Walton, Thompson Consulting <i>Salon III (2nd Floor)</i>
11:15am-11:30am	Break
11:30am-12:30pm	Security Peer Group Meeting <i>Salon III (2nd Floor)</i>

Conference Highlights

Joint Sessions:

- **Drugs in the Workplace & Home - Thursday July 21, 2022 - 9:00am-10:00am - Joe Hileman and Terry Choate, Blue-U Defense**

Drugs and addiction are truly the most dangerous threat to our society. While it is possible that you could fall victim to a sudden, unplanned incident of violence, we can guarantee you that you have a drug problem within your organization, regardless of the type or where you are located. How drugs are impacting business, family, and society in general is critical to dealing effectively with The Life or Death Gap. When it comes to drug addiction, there is a Life or Death Gap. The problem is that understanding and knowing when it starts can be key to saving lives. Additionally, we have found that most people have no idea what drug addiction looks like and, as a result, we typically miss the signs that The Life or Death Gap has been initiated in an employee, student, or loved one. Think about this: If you have an employee whom has a drug problem, its very bad for your business. If you have an employee whom has a loved one that has a drug problem, it is far, far worse for your business. Why? Because an employee who has a loved one with a drug addiction will be thinking about this every second of every day. This can, and will, have a more adverse effect on productivity than if they had a drug addiction themselves. And if you are someone who thinks – “not my kid” – Think Again! This problem has no boundaries when it comes to social status, financial status, or religious status. It doesn’t matter how good your kids are now, how good they have been in the past, how good and loving your family unit is, educational success, etc. This danger can impact anyone regardless! The key is understanding what this problem looks like, knowing and understanding the signs and symptoms, and how to deal with addiction problem both as a business and as a family unit. The Blue-U Defense Drugs in the Workplace and Family Course has been called “the most impactful training I’ve ever experienced”. It is critical to the safety of your business, your employees, and your families.

- **Detecting Lies: How the Reading of Body Language & Words Helps Investigators and Interviewers Detect Lies - Friday, July 22, 2022 - 9:00am-10:00am - Branch Walton, Thompson Consulting**

Detecting deception is a learned skill. When trying to determine a person’s truthfulness and credibility, that person frequently exhibits subtle indicators. Although there is no one single indicator that will tell you a person is lying, you will learn to pick up on behavior that may cause you to doubt one’s truthfulness. Everyone lies. This session will focus on other than those everyday “little white lies”. It is an educational and entertaining session.

Human Resources Tract:

- **A Human Resource Officer’s Strategic Compensation Plan - Mike Blanchard, Blanchard Consulting - Thursday July 21, 2022 - 10:15am-11:15am**

This session focuses on how Human Resource leaders can help their organization be strategic with its compensation dollars. Topics include salary structures and decisions, incentive plan design (both cash and equity) and employee/executive benefits. The presentation also briefly touches on executive and director compensation issues that give the HR leader a place at the strategic table for their organization.

- **Inclusion, Equity, Belonging and Diversity and Why it Matters - Debbie Scanlon and Jesse Alford, FORVIS - Thursday July 21, 2022 - 11:30am-12:30pm**

This session will provide you with insights and tools to help you define and discuss the concepts of inclusion, equity, belonging and diversity in your organization, strategies to foster an inclusive and equitable workplace and assess the benefits of creating a diverse, inclusive and equitable work environment.

- **Employee Sponsored Healthcare - Kenny Beauvais, Access2day Health - Thursday July 21, 2022 - 2:00pm-2:30pm**

Employer-sponsored worksite/near site clinics that offer primary care have grown in popularity as an effective means of providing access to high-quality care and a boost to employee productivity. What options are available to employers of all sizes to offer such programs? How do they work and are they effective?

- **ESG and How is it Likely to Influence HR in the Future - Michael Victorian, Phelps - Thursday July 21, 2022 - 2:40pm-3:10pm**

Join us for a discussion of the following topics: Diversity, Equity and Inclusion; Mental Health & Wellbeing; Creating Value through ESG; When Things Go Wrong!

- **Benefit Trends - Colin Shea, Gilsbar - Thursday July 21, 2022 - 3:20pm-3:50pm**

This session will cover the trends that are impacting your plans today and tomorrow. This includes future cost drivers, evolution of benefit plan designs and the changing landscape of how we access care.

- **2022 HR Realities: Mercer Trends Survey Results - Patrick Morrison, Marsh McLennan Agency - Thursday July 21, 2022 - 4:00pm-4:30pm**

Conference Highlights (Continued)

Human Resources Tract (Continued):

- **Labor/Employment Law Update - Fred Preis, Breazeale, Sachse & Wilson, L.L.P - Friday July 22, 2022 - 10:15am-11:15am**

With a more proactive Congress and Administration, financial institutions and banks will have to contend with many new labor/employment-related workplace challenges. In this session, Fred Preis will focus on the significant matters facing banking human resource professionals. The session will include topics such as legally finding potential employees during a labor shortage, legal and practical implications of remote work. The session will also provide an update on sexual harassment, wage & hour law, and labor board impact on personnel policies. Fred will also discuss any other matters that those who attend want to raise.

- **HR Peer Group Meeting - Friday July 22, 2022 - 11:30am-12:30pm**

This session will give an opportunity for conference attendees to discuss with their peers current challenges and best practices in the human resources area.

Security Tract:

- **The Robbery Experience - Thursday July 21, 2022 - 10:15am-11:15am - Joe Hileman and Terry Choate, Blue -U Defense**

If you are a retail financial institution you are required to train your employees in bank robbery. The problem, most of the training that is provided is ineffective and is doing little to truly keep people safe and give them the skills necessary to be able to perform and survive. The Robbery Experience is a unique, impactful, and extremely effective course that focuses not only on the traditional things normally covered in robbery training, but from a highly unique and far more effective perspective, but numerous non-traditional aspects that are even more critical to true safety, security, and performance than anything that is addressed in a typical robbery course. Attendees of The Robbery Experience will feel empowered upon completion.

Topics Covered in this session:

- Teller Drawers Vs. Teller Cash Recyclers
- Types of Robberies
- Drive-Up Robbery
- Vigilantism/Customer Involvement
- Hostage On-Site Vs Off-Site
- Employee Response Vs Reaction
- Open/Closing Procedures
- The Path of Least Resistance

- **Cybersecurity Threats & Security Considerations - Holly Boullion, CapinTech - Thursday July 21, 2022 - 11:30am-12:30pm**

Technology affects every area of an organization, but today's technologies bring cyber threats that can impact every bank employee. Employees are often a bank's weakest link and also its best defense, and it is more important than ever to be knowledgeable of cybersecurity issues. In this session, we'll provide an update on the current threat landscape and recent breaches. We'll also discuss basic cybersecurity concepts and practical action steps that will help employees keep their banks and customers safe.

- **All Banks Tap In: Scamming Through the Mail - Kylah Bell, U.S. Postal Inspection Service - Thursday July 21, 2022 - 2:00pm-3:00pm**

Since the pandemic, scams have been on the rise specifically through the mail. This newer twist on an older scam creates larger profits for fraudsters. Join us for an informational session on what banks can do to combat scammers using their customers as either account holders or victims.

- **The Rise of ATM Theft - Will Pollard, FEDCorp - Thursday July 21, 2022 - 3:10pm-3:40pm**

ATM theft has risen quickly since 2018. What is causing this increase? Attend this session to learn what you can do as a team to prevent future ATM thefts.

- **Security & Technology for the Modern Branch - Cody Covington, 3SI Thursday July 21, 2022 - 3:50pm-4:20pm**

In this digital age, banks must consider integrating technology into their branches. Technology plays an important role when it comes to keeping up with crime trends and seeking out ways to modernize branches. In this presentation you will learn more from a security expert about the impact technology has on security, operations, compliance, and even customer relations.

Conference Highlights (Continued)

Security Tract (Continued):

- **General Physical Security for Security Personnel - Branch Walton, Thompson Consulting - Friday, July 22, 2022 - 10:15am-11:15am**

Join us for a fast moving, condensed program covering 4 main topics: Workplace violence and suggestions for an effective violence prevention program; The Insider Threat including the warning signs and how to develop a high-risk termination process; Understanding Crime Prevention Through Environmental Design (CPTED); and Foundations of Identity Theft including a discussion of how thieves obtain your account holders' personal information)

- **Security Peer Group Meeting - Friday, July 22, 2022 - 11:30am-12:30pm**

This session will give an opportunity for attendees to discuss with their peers current challenges and best practices in the security area.

Thank You to Our Conference Sponsors!





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Registration Information (for additional registrations, please make copies)

Registrant 1

Mr./Mrs./Ms. _____
Bank _____
Email Address _____
Branch Street Address _____
City, State, Zip _____
Office Phone _____
Cell Phone _____

Registrant 2

Mr./Mrs./Ms. _____
Bank _____
Email Address _____
Branch Street Address _____
City, State, Zip _____
Office Phone _____
Cell Phone _____

Payment Options

☐ Check (Made payable to the Louisiana Bankers Association)

☐ Visa ☐ MasterCard ☐ American Express

Card # _____ Expiration Date _____

Name on Card (Please Print) _____

Billing Address _____

Signature _____ Amount to be Charged on Card \$ _____

Registration Fee

\$390, per LBA member
\$690, per non-member

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\$390, per LBA member
\$690, per non-member

Location

The Ritz-Carlton, New Orleans
921 Canal Street
New Orleans, LA 70112

Cancellation Policy

Due to commitments we must make to secure a class, we need your help. If you must cancel your registration, please do so by July 15, 2022 to avoid a \$175 cancellation fee. Any registrant who does not cancel will be billed the full registration fee. Substitutions are welcome at no additional charge.

Submit registration and view roster in the
Education Section of LBA's Website, www.lba.org