



LouisianaBankers

ASSOCIATION

2021 HUMAN RESOURCES & SECURITY CONFERENCE

Make plans to join us for the 2021 Human Resources & Security Conference presented in-person at the Ritz-Carlton, New Orleans. We are so excited to be back in person for this conference and look forward to seeing everyone. We have secured additional meeting space at the Ritz to allow for social distancing. This conference will feature educational 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](#)

Double Bed and King Bed Rooms are available, each at the rate of \$169+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 **\$169.00+ tax**. The deadline for the room block is **July 9, 2021**. After that date, reservations will be made based on availability and the hotel may not be able to honor the discounted rate.



2021 HUMAN RESOURCES & SECURITY CONFERENCE

JULY 29-30, 2021 - THE RITZ-CARLTON, NEW ORLEANS

Thursday July 29, 2021

Time	Human Resources Tract
8:00am	Continental Breakfast & Registration <i>Grand Ballroom Foyer & Grand Ballroom (2nd Floor)</i>
9:00am - 10:00am	HR Peer Group Meeting <i>Grand Ballroom (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am - 10:45am (Joint Session)	Security Awards & Sponsor Spotlight <i>Grand Ballroom (2nd Floor)</i>
10:45am - 11:45am (Joint Session)	Conceal/Open Carry Weapons on Bank Premises John Kelley, Shooting Adventures <i>Grand Ballroom (2nd Floor)</i>
11:45am-1:00pm	Lunch <i>Grand Ballroom (2nd Floor)</i>
1:00pm-1:30pm	Phelps Sponsored Session: Current Status of FMLA Mark Fijman, Phelps <i>Grand Ballroom (2nd Floor)</i>
1:30pm-1:40pm	Break
1:40pm-2:10pm	Gilsbar Sponsored Session: 2021 Employee Benefit Trends Colin Shea, Gilsbar <i>Grand Ballroom (2nd Floor)</i>
2:10pm-2:20pm	Break
2:20pm-2:50pm	Blanchard Consulting Sponsored Session: Performance Management Systems and Incentive Plans Mike Blanchard, Blanchard Consulting <i>Grand Ballroom (2nd Floor)</i>

Time	Security Tract
8:00am	Continental Breakfast & Registration <i>Grand Ballroom Foyer & Lafayette Ballroom (2nd Floor)</i>
9:00am - 10:00am	COVID Impact on Financial Institutions Susan Wind <i>Lafayette Ballroom (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am - 10:45am (Joint Session)	Security Awards & Sponsor Spotlight <i>Grand Ballroom (2nd Floor)</i>
10:45am - 11:45am (Joint Session)	Conceal/Open Carry Weapons on Bank Premises John Kelley, Shooting Adventures <i>Grand Ballroom (2nd Floor)</i>
11:45am-1:00pm	Lunch <i>Lafayette Ballroom (2nd Floor)</i>
1:00pm-2:00pm	Bank Robbery Awareness Susan Wind <i>Lafayette Ballroom (2nd Floor)</i>
2:00pm-2:20pm	Break
2:20pm-3:20pm	Investigating Bank Employees Sherry Palmer, Hancock Whitney Bank and Tara McLeese, United States Secret Service <i>Lafayette Ballroom (2nd Floor)</i>



2021 HUMAN RESOURCES & SECURITY CONFERENCE

JULY 29-30, 2021 - THE RITZ-CARLTON, NEW ORLEANS

Thursday July 29, 2021 (continued)

Time	Human Resources Tract
2:50pm-3:10pm	Break
3:10pm-3:40pm	GIS Benefits Sponsored Session: HR Benefits of Electronic Enrollment Daniel Kerkmaz, GIS Benefits - Southern Region <i>Grand Ballroom (2nd Floor)</i>
3:40pm-3:50pm	Break
3:50pm-4:20pm	OutSolve Sponsored Session: Banking on Diversity, Equity & Inclusion Victoria Person, OutSolve <i>Grand Ballroom (2nd Floor)</i>

Time	Security Tract
3:20pm-3:30pm	Break
3:30pm-4:00pm	3SI Sponsored Session: Branch Safety, Emergency Notification, Compliance, Audit, Reporting & More....Technology Designed for the Modern Branch Walt Davis, 3SI and Kevin Mullins, 3SI <i>Lafayette Ballroom (2nd Floor)</i>

Friday July 30, 2021

Time	Human Resources Tract
8:00am	Continental Breakfast <i>Grand Ballroom Foyer & Grand Ballroom (2nd Floor)</i>
9:00am - 10:00am	Labor/Employment Law Update Fred Preis, Breazeale, Sachse & Wilson, LLP <i>Grand Ballroom (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am - 11:15am	Incorporating DEI into HR Practices Naomi Mercer, American Bankers Association <i>Grand Ballroom (2nd Floor)</i>
11:15am-11:30am	Break
11:30am-12:30pm	Remote Workforce: How is HR Affected? Kimberly Kochurka-Shaw, Blue Cross <i>Grand Ballroom (2nd Floor)</i>

Time	Security Tract
8:00am	Continental Breakfast <i>Grand Ballroom Foyer & Lafayette Ballroom (2nd Floor)</i>
9:00am - 10:00am	Elevating Your Fraud Prevention Strategies Ryan Dutton, SHAZAM <i>Lafayette Ballroom (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am - 11:15am	The Future of Cybersecurity in Financial Services Jon Davis, SecureNation <i>Lafayette Ballroom (2nd Floor)</i>
11:15am-11:30am	Break
11:30am-12:30pm	Security Peer Group Meeting <i>Lafayette Ballroom (2nd Floor)</i>

Conference Highlights

Joint Session:

- **Conceal/Open Carry Weapons on Bank Premises - Thursday July 29, 2021 - 10:45am-11:45am - John Kelley, Shooting Adventures**
The concealed carrying citizen: who is this person? Why does he carry a gun? Is he a friend or a foe? A detailed look at the concealed carrying citizens among us.

Human Resources Tract:

- **HR Peer Group Meeting - Thursday July 29, 2021 - 9:00am-10:00am**
This session will give an opportunity for conference attendees to discuss with their peers current challenges and best practices in the human resources area.
- **Current Status of FMLA - Mark Fijman, Phelps - Thursday July 29, 2021 - 1:00pm-1:30pm**
Although the Family and Medical Leave Act (“FMLA”) was signed into law 28 years ago, it continues to pose compliance challenges for employers and has become even more complex in the COVID-19 era. This presentation will show how employers can meet their basic obligations under the Act, avoid common mistakes that can result in lawsuits and also will address the thorny issue of suspected FMLA abuse by employees.
- **2021 Employee Benefit Trends - Colin Shea, Gilsbar - Thursday July 29, 2021 - 1:40pm-2:10pm**
We know you will be waiting all summer for the one topic everyone adores – Employee Benefits!! Well, things are changing and this brief update will go over trends across the spectrum such as technology, telemedicine, insurance, plan designs and anything we can fit into a half hour! Get ready and grab your coffee...this will be sort-of fun!
- **Performance Management Systems and Incentive Plans - Mike Blanchard, Blanchard Consulting - Thursday July 29, 2021 - 2:20pm-2:50pm**
As salary increase budgets remain tight, banks are continuing to refine their performance evaluation processes to ensure high performers are rewarded and retained. Learn how to train managers in the identification of key accountabilities and competencies for positions they supervise. Review common performance evaluation rating errors and access tools to make the evaluation process more effective and easier to administer. Also learn how to link the performance evaluation process to the annual incentive plan design for staff level employees.
- **HR Benefits of Electronic Enrollment - Daniel Kerkmaz, GIS Benefits - Thursday July 29, 2021 - 3:10pm-3:40pm**
This session will include a discussion around technology and how it can help make the HR team more efficient.
- **Banking on Diversity, Equity and Inclusion - Victoria Person, OutSolve - Thursday July 29, 2021 - 3:50pm-4:20pm**
What are diversity, equity and inclusion and why do each of them matter? How will H.R. 1277 and the FDIC’s DEI Plan impact the banking industry?
- **Labor/Employment Law Update - Fred Preis, Breazeale, Sachse & Wilson, L.L.P - Friday July 30, 2021 - 9:00am-10:00am**
With a more pro-active Congress and Administration, financial institutions and banks will have to contend with many new labor/employment-related workplace issues. In this session, Fred Preis will focus on the most significant matters facing Banking human resource professionals. The session will include topics such as Handling Leaves of Absence, Dealing with Sensitivity toward Race & Gender Issues, and also provide an update on Federal Wage & Hour Regulations, Affirmative Action Compliance, and NLRB impact on personnel policies. Fred will also discuss any other matters that those who attend want to raise.
- **Incorporating DEI into HR Practices - Naomi Mercer, American Bankers Association - Friday July 30, 2021 - 10:15am-11:15am**
People matter. While diversity, equity, and inclusion should be integrated across our organizations, Human Resources Officers have a vested interest in ensuring that their bank’s human capital is diverse, included, and treated equitably. This session will focus on practical and tangible actions HROs can implement to increase the equity of systems and processes from recruiting and hiring, to performance evaluation and professional development opportunities, to retention, promotion, and inclusive benefits.
- **Remote Workforce: How is HR Affected? - Kimberly Kochurka-Shaw, Blue Cross - Friday July 30, 2021 - 11:30am-12:30pm**
After more than a year of mandated remote work for many, the talent landscape in the USA has shifted. Organizations must take the opportunity presented by this disruption to make strategic decisions about how work is done moving forward. In this session, we will talk about some realities human resources are facing as we start to shift our focus beyond the operations of reopening space and align plans with the future of remote work. This includes breaking down the myths of remote work, understanding what will make leaders successful in this new environment, managing possible remote fatigue and understanding the consequences of not mastering remote work for your workforce.

Conference Highlights (Continued)

Security Tract:

- **COVID Impact on Financial Institutions - Susan Wind - Thursday July 29, 2021 - 9:00am-10:00am**
This session will discuss some of the challenges banks have faced since COVID-19 started, including fraudulent activity, masks inside the branches and safety precautions that have been addressed as it relates to security. This presentation will also address specific crimes and scams that are on the rise due to COVID-19 (and new protocols) and how to get ahead of it with prevention techniques.
- **Bank Robbery Awareness - Susan Wind - Thursday July 29, 2021 - 1:00pm-2:00pm**
This session will review recent cases of bank robberies in the United States. Learn more about the profiles and statistics over the past 5 years, conduct a training session for your employees, discuss the options of the bank employees' locations if a situation is escalated.
- **Branch Safety, Emergency Notification, Compliance, Audit, Reporting & More....Technology Designed for the Modern Branch - Walt Davis, 3SI and Kevin Mullins, 3SI - Thursday July 29, 2021 - 2:20pm-2:50pm**
Whether focusing on streamlining branch procedures, ensuring customer satisfaction, mitigating risk or preparing for emergencies from pandemics to natural disasters to criminal attacks - the right tools are crucial to success. In this session you will learn how to easily modernize and update your processes for greater safety and efficiency.
- **Elevating Your Fraud Prevention Strategies - Ryan Dutton, SHAZAM - Friday July 30, 2021 - 9:00am-10:00am**
What are the latest schemes, trends and tricks fraudsters are using to get your customer information? With ever-evolving tactics, it can be difficult to stay abreast of current trends. Learn the many ways criminals are gathering card information and what can be done to prevent fraud and card losses. Fraud detection systems, blocking transactions, transaction alerts and other important tools will be discussed. From chip cards to the increase in skimming attacks, we'll discuss ways to keep fighting back.
- **The Future of Cybersecurity in Financial Services - Jon Davis, SecureNation - Friday July 30, 2021 - 10:15am-11:15am**
Technology is continually reshaping consumer and industry expectations; financial service providers will need to innovate to remain competitive and still be compliant. Governments and agencies are doing what they can to harden cyber-defenses and bring about newer regulations. The challenge will be to determine the starting point, build security inside the services rather than security as an afterthought, and continue to meet compliance standards while exceeding consumer expectations. We will review where we stand, the risks we face, how the reality is currently addressed, the public view, and how to increase the trust of the consumer.
- **Security Peer Group Meeting - Friday, July 30, 2021 - 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.

Conference Sponsors



**Blanchard
Consulting
Group**

3SI

Gilsbar
Enhancing Business. Improving Lives.



EQUITABLE



GIS | Benefits
OUR PLAN. YOUR CHOICE.

outsolve
BEYOND COMPLIANCE

phelps



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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
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Location

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

Social Distancing

LBA will follow guidance issued by the CDC, Louisiana Department of Health and any applicable federal or regulatory requirements in place at the time of this program. Additional meeting space has been secured at the Ritz-Carlton, New Orleans to ensure social distancing. For additional information on the Ritz-Carlton's procedures for social distancing and sanitization, [please click here](#). For any additional questions, please contact the LBA office at 225-387-3282.

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 23, 2021 to avoid a \$175 cancellation fee. Any registrant who does not cancel will be billed the full registration fee.

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