



LouisianaBankers
ASSOCIATION

2023 HUMAN RESOURCES & SECURITY CONFERENCE AUGUST 24-25, 2023

Registration Fees

\$450, per LBA member
\$750, 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

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 and Deluxe Double Bed Rooms are available, each at the rate of \$187+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 **\$187.00+ tax**. The deadline for the room block is **August 9, 2023**. After that date, reservations will be made based on availability and the hotel may not be able to honor the discounted rate.

Thank You to Our Conference Sponsors!



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2023 HUMAN RESOURCES & SECURITY CONFERENCE

AUGUST 24-25, 2023 - THE RITZ-CARLTON, NEW ORLEANS

Thursday August 24, 2023

Time	Human Resources Tract
8:00am	Continental Breakfast & Registration <i>Grand Ballroom Foyer (2nd Floor)</i>
9:00am - 10:00am (Joint Session)	Internal Fraud: The Warning Signs Barry Thompson, Thompson Consulting Group <i>Salon III (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am-11:15am	DEI: The Pursuit of Extraordinary People Ron Markham Corporate Training & Development, LLC <i>Salon I (2nd Floor)</i>
11:15am-11:30am	Break
11:30am-12:30pm	Strategies to Increase Talent Retention, Coach, and Engage Your Teams Robb Rempel, Haberfeld <i>Salon I (2nd Floor)</i>
12:30pm-2:00pm (Joint Session)	Luncheon with Security Awards & Sponsor Spotlight <i>Salon II (2nd Floor)</i>
2:00pm-2:30pm	Benefit Trends <i>(Sponsored Session by Gilsbar)</i> Colin Shea, Gilsbar <i>Salon I (2nd Floor)</i>
2:30pm-2:40pm	Break
2:40pm-3:10pm	Handling Terminations & Disciplinary Meetings Effectively, Humanely & Safely <i>(Sponsored Session by Phelps)</i> Mark Fijman, Phelps <i>Salon I (2nd Floor)</i>
3:10pm-3:20pm	Break
3:20pm-3:50pm	Population Health Management: What is it and Why is it Important? <i>(Sponsored Session by Access2day Health)</i> Kenny Beauvais, Access2day Health <i>Salon I (2nd Floor)</i>

Time	Security Tract
8:00am	Continental Breakfast & Registration <i>Grand Ballroom Foyer (2nd Floor)</i>
9:00am - 10:00am (Joint Session)	Internal Fraud: The Warning Signs Barry Thompson, Thompson Consulting Group <i>Salon III (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am-11:15am	The Four Ls of Security Barry Thompson, Thompson Consulting Group <i>Salon III (2nd Floor)</i>
11:15am-11:30am	Break
11:30am-12:30pm	Department of Homeland Security Update Phil Constantin, Department of Homeland Security <i>Salon III (2nd Floor)</i>
12:30pm-2:00pm (Joint Session)	Luncheon with Security Awards & Sponsor Spotlight <i>Salon II (2nd Floor)</i>
2:00pm-3:00pm	Open Source Intelligence for Harvesting Information: Ethical Ways to Gather Information and Remain Safe Paul Delaup, OSINT Online Investigations <i>Salon III (2nd Floor)</i>
3:00pm-3:10pm	Break
3:10pm-3:40pm	Securing Your ATMs Against Violent Crime Threats <i>(Sponsored Session by 3SI)</i> Cody Covington, 3SI <i>Salon III (2nd Floor)</i>
3:40pm-3:50pm	Break



2023 HUMAN RESOURCES & SECURITY CONFERENCE

AUGUST 24-25, 2023 - THE RITZ-CARLTON, NEW ORLEANS

Thursday August 24, 2023 (continued)

Time	Human Resources Tract
3:50pm - 4:00pm	Break
4:00pm - 4:30pm	Executive Benefit Programs <i>(Sponsored Session by Newcleus)</i> Charlie Abboud, Newcleus <i>Salon I (2nd Floor)</i>

Time	Security Tract
3:50pm - 4:20pm	The Top 6 Controls to Reduce Your Bank's Risk of a Cyber Incident <i>(Sponsored Session by SBS Cybersecurity)</i> David Edwards, SBS Cybersecurity <i>Salon III (2nd Floor)</i>
4:30pm - 5:00pm	Safe Deposit Box Solutions & Key Fob Hijacking <i>(Sponsored Session by FedCorp)</i> Will Pollard, FedCorp <i>Salon III (2nd Floor)</i>

Friday August 25, 2023

Time	Human Resources Tract
7:45am	Continental Breakfast <i>Grand Ballroom Foyer (2nd Floor)</i>
9:00am - 10:00am	Labor/Employment Law Emerging Developments Fred Preis, Breazeale, Sachse & Wilson, L.L.P. <i>Salon I (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am - 11:15am	HR Roundtable Discussion Lynne Broussard, Value Driven HR <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
7:45am	Continental Breakfast <i>Grand Ballroom Foyer (2nd Floor)</i>
8:15am-8:45am	Going Beyond Traditional Operational Challenges <i>(Sponsored Session by All Clear System)</i> Jamie Upchurch, All Clear System <i>Salon III (2nd Floor)</i>
9:00am - 10:00am	Fraudster's Toolbox: Targeting the Elderly Patrick Dix, SHAZAM <i>Salon III (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am - 11:15am	The Perfect Storm Patrick Dix, SHAZAM <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 Session:

- **Internal Fraud: The Warning Signs - Thursday August 24 - 9:00am-10:00am - Barry Thompson, Thompson Consulting Group**

How prepared is your institution for internal theft and fraud? Embezzlements were the one of the most reported SAR events filed by financial institutions. This riveting session identifies the behavioral changes that can identify internal frauds in the making! We review the warning signs that every staff member should look for or be able to identify to help stop an internal embezzlement. Discover where the thief will spend the stolen funds and how they keep their stealing from being found. Know whether you should do the investigation or hire a Certified Fraud Investigator. This insightful program provides you the tools needed to understand the workings of an internal fraud.

Human Resources Tract:

- **DEI: The Pursuit of Extraordinary People - Ron Markham, Corporate Training & Development, LLC - Thursday August 24 - 10:15am-11:15am**

This session will uncover the ultimate objective of DEI and why it matters for next level success in banking organizations. A leadership guide will be provided for laser-focused people initiatives that produce extraordinary outcomes.

- **Strategies to Increase Talent Retention, Coach, and Engage Your Teams - Robb Rempel, Haberfeld - Thursday August 24 - 11:30am-12:30pm**

Team members who feel like they are valued and growing are more likely to stay with your organization. The result of decreased turnover is increased productivity and overall profitability. So how do you get there? The key to your financial institution's success is investing in and equipping your team leaders with the skills and tools to effectively coach team members to excellence. During this session, we will explore actionable strategies designed to help your managers develop their teams. In addition, you will leave with tools designed to Cultivate™ growth. Key Points to Be Covered (1) Explore the relationship between creating value and employee retention (2) Evaluate specific leadership principles designed to grow your team leaders (3) Understand how specific, actionable tools such as weekly team meetings, check-ins, and observation coaching enhance performance.

- **Gilsbar Sponsored Session: Benefit Trends - Colin Shea, Gilsbar - Thursday August 24 - 2:00pm-2:30pm**

This session will cover the trends that are impacting your plans today and tomorrow. This includes cost of prescriptions and alternative sourcing, tiered network updates and mental health.

- **Phelps Sponsored Session: Handling Terminations and Disciplinary Meetings Effectively, Humanely and Safely - Mark Fijman, Phelps - Thursday August 24, 2023 - 2:40pm-3:10pm**

Effective and humane discipline and termination can reduce litigation and conflict. This session will discuss hiring best practices, reasons to discipline or terminate employees and best practices on policies and procedures.

- **Access2day Health Sponsored Session: Population Health Management: What is it & Why is it Important? Kenny Beauvais, Access2day Health - Thursday August 24 - 3:20pm-3:50pm**

Population Health Management refers to the process of improving health outcomes of a defined group of individuals through improved care coordination and patient engagement supported by appropriate financial and care models. The basic model of Population Health Management uses patient healthcare data to stratify members by healthcare risk and then target that risk individually by member. It is more proactive than reactive, educating members on an individual basis on how they can improve their healthcare outlook, not just for today but into the future and take measurable steps for improvement. Through pre-emptive action, a group's improved quality of life and helping to reduce long term healthcare costs are not only an individual benefit but help contain health care costs for employers. Engagement of members relies on a multi-pronged communication approach that connects on a personal level with members with factors that are personally important. Communication efforts are singularly the most important part of any Population Health Management program.

- **Newcleus Sponsored Session: Employee Benefit Programs - Charlie Abboud, Newcleus - Thursday August 24 - 4:00pm-4:30pm**

Traditional qualified retirement plans (ex. 401k) and group health and welfare benefit plans (dental, vision, life & disability) are typically adequate for the rank & file employee. However, these plans can discriminate against the highly compensated employee by way of legislative or plan design limits and may not adequately cover the needs of the highly compensated. In the competitive marketplace for talent, it is becoming part of an organization's strategic to offer competitive and personalized benefit plans that are not subject to ERISA constraints. This discussion will provide an overview of the most popular programs.

- **Labor/Employment Law Emerging Developments - Fred Preis, Breazeale, Sachse & Wilson, L.L.P - Friday August 25 - 9:00am-10:00am**

It is vital for Human Resource professionals at financial institutions to stay abreast of issues that can impact the employees of their bank. In this session, Fred will cover emerging challenges such as Federal Wage and Hour concerns especially pertinent to Banks, employee use of Marijuana, and the Federal Government crackdown on illegal labor market agreements. Also included will be an update on union organizing which has spread to a large financial institution and thoughts about remote work and shortage of available workers. As usual, there will be time for a lively discussion of any questions.

Conference Highlights (Continued)

Human Resources Tract:

- **HR Roundtable Discussion - Lynne Broussard, Value Driven HR - Friday August 25 - 10:15am-11:15am**
Bring all your HR questions to “hash out” with an experienced consultant. Bring your burning questions and topics for discussion and be ready to cover topics such as: checklists, regulatory reporting of new hires/separations, pay schedules, New-19 regs, Vacation and sick leave or PTO?, Background checks, at-will employment and handbook tips.
- **HR Peer Group Meeting - Friday August 25 - 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 Four Ls of Physical Security - Thursday August 24 - 10:15am-11:15am - Barry Thompson, Thompson Consulting**
Learn inexpensive and effective changes you can implement immediately to make sure your facility is safe and secure. We will review exterior security concerns such as landscaping, lighting, location and locks. We will also review building design flaws, how to correct them and why a night inspection program is essential.
- **Department of Homeland Security Update - Thursday August 24 - 11:30am-12:30pm - Phil Constantin, Department of Homeland Security**
This session will include an update from the Office of Department of Homeland Security. Learn what the office does and ways they can assist you in your role as bank security officer.
- **Open Source Intelligence for Harvesting Information: Ethical Ways to Gather Information and Remain Safe - Paul Delaup, OSINT Online Investigations - Thursday August 24 - 2:00pm-3:00pm**
This session will feature hands-on investigations training for using social media to locate information and people.
- **3SI Sponsored Session: Securing Your ATMs Against Violent Crime Threats - Cody Covington, 3SI- Thursday August 24 - 3:10pm-3:40pm**
Threats against ATMs and Cash Machines increase each year and financial institutions are challenged with protecting their machines from attacks. These attacks interrupt business, impact their customers and result in staggering losses, including facility damage, machine, and cash loss. As criminals change their attack methods, financial institutions are enhancing their security to stay a step ahead. This session will review the latest trends and best practices to Secure Your ATMs Against Violent Threats.
- **SBS Cybersecurity Sponsored Session: The Top 6 Controls to Reduce Your Bank’s Risk of a Cyber Incident - David Edwards, SBS Cybersecurity - Thursday August 24 - 3:50pm-4:20pm**
Cyberattacks are CEOs #1 fear, according to PWC’s annual CEO survey. If you read the news headlines regularly, one can understand why. However, a huge gap exists between most organizations’ cybersecurity capabilities and the fear of a data breach or ransomware. So, what should your organization do to close the gap and reduce your cyber risk? This session will discuss the Top 6 Controls your organization should be implementing to significantly reduce your risk of a cyberattack. We’ll walk through some of the most probably cyberattack scenarios and demonstrate how these top controls can mitigate your cyber risk, as well as discuss some additional risk mitigating options every organization should consider.
- **FedCorp Sponsored Session: Safe Deposit Box Solutions & Key Fob Hijacking - Will Pollard, FedCorp - Thursday August 24 - 4:30pm-5:00pm**
Join us for this session as we take a look at new safe deposit solutions that will allow a different type of branch experience for the customer with client access only (no branch staff needed). We will also discuss key fob hijacking where criminals are able to download credentials from a key fob to obtain entry to a building.
- **All Clear System Sponsored Session: Going Beyond Traditional Operational Challenges - Jamie Upchurch, All Clear System - Friday, August 25 - 8:15am-8:45am**
In this session, we’ll discuss the traditional operational challenges in banking today and talk about forward thinking initiatives such as employee safety, business continuity, process and training.
- **Fraudster’s Toolbox: Targeting the Elderly - Patrick Dix, SHAZAM - Friday August 25 - 9:00am-10:00am**
The elderly are a top target for scam artists and financial crimes against this population are becoming more rampant in the age of social media. Find out the different ways fraudsters target these vulnerable citizens using spam and tech support scams, law enforcement and IRS scams, grandparent and romance scams, in addition to phone call scams. Learn how to recognize unusual account activity and use the provided tools to educate your elder cardholders.
- **The Perfect Storm - Patrick Dix, SHAZAM - Friday August 25 - 10:15am-11:15am**
This session provides an overview of the latest security threats, including scams/fraud, counterfeit checks, counterfeit currency and ATM security (jackpotting, skimming).
- **Security Peer Group Meeting - Friday, August 25 - 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.



2023 HUMAN RESOURCES & SECURITY CONFERENCE

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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 1

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

\$450, per LBA member
\$750, per non-member

Registration Fee

\$450, per LBA member
\$750, 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 August 18, 2023 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