



LouisianaBankers  
ASSOCIATION

# 2024 HUMAN RESOURCES & SECURITY CONFERENCE

## JULY 11-12, 2024

*Make plans to join us for the 2024 Human Resources & Security Conference 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

\$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 \$199+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 **\$199.00+ tax**. The deadline for the room block is **June 27, 2024**. 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!*





# 2024 HUMAN RESOURCES & SECURITY CONFERENCE

JULY 11-12, 2024 - THE RITZ-CARLTON, NEW ORLEANS

## Thursday July 11, 2024

Time	Human Resources Tract
8:00am	Continental Breakfast & Registration <i>Grand Ballroom Foyer (2nd Floor)</i>
9:00am - 10:00am (Joint Session)	Recognizing Indicators of Deception Kent Morrison, BSG Security Services <i>Salon III (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am-11:15am (Joint Session)	Recognizing Indicators of Potential Workplace Violence Kent Morrison, BSG Security Services <i>Salon III (2nd Floor)</i>
11:15am-11:30am	Break
11:30am-12:30pm	The View from the New Hire: Creating a Better Onboarding Experience Jenifer Snook, 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	Latest FMLA and ADA Act Compliance <i>Sponsored Session by Jones Walker</i> Sid Lewis, Jones Walker <i>Salon I (2nd Floor)</i>
2:30pm-2:40pm	Break
2:40pm-3:10pm	Benefit Trends <i>Sponsored Session by Gilsbar</i> Colin Shea, Gilsbar <i>Salon I (2nd Floor)</i>
3:10pm-3:20pm	Break
3:20pm-3:50pm	How Can Banks Attract Top Talent? <i>Sponsored Session by Phelps</i> Michael Williams, Phelps
3:50pm-4:00pm	Break
4:10pm-5:00pm	Human Resources Peer Group <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)	Recognizing Indicators of Deception Kent Morrison, BSG Security Services <i>Salon III (2nd Floor)</i>
10:00am - 10:15am	Break
10:15am-11:15am (Joint Session)	Recognizing Indicators of Potential Workplace Violence Kent Morrison, BSG Security Services <i>Salon III (2nd Floor)</i>
11:15am-11:30am	Break
11:30am-12:30pm	Secret Service Update Agent Felton Joseph, Resident Agent in Charge, United States Secret Service <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-2:30pm	Digital Monitoring Products <i>Sponsored Session by FedCorp</i> Chip Smith and Chip Watkins, FedCorp <i>Salon III (2nd Floor)</i>
2:30pm-2:40pm	Break
2:40pm-3:10pm	Innovative Camera & Video Solutions <i>Sponsored Session by 3SI</i> Cody Covington & Mary Pifer, 3SI <i>Salon III (2nd Floor)</i>
3:10pm-3:20pm	Break
3:20pm-3:50pm	The Bank Protection Act - Applying Decades Old Rules to Modern Banking <i>Sponsored Session by SafeBanker (a SaferMobility Solution)</i> Kevin Mullins, SafeBanker (a SaferMobility Solution) <i>Salon III (2nd Floor)</i>
3:50pm-4:00pm	Break
4:10pm-5:00pm	Security Peer Group <i>Salon III (2nd Floor)</i>



# 2024 HUMAN RESOURCES & SECURITY CONFERENCE

JULY 11-12, 2024 - THE RITZ-CARLTON, NEW ORLEANS

## Friday July 12, 2024

Time	Human Resources Tract
8:00am	<b>Continental Breakfast</b> <i>Grand Ballroom Foyer (2nd Floor)</i>
9:00am - 10:00am	<b>Creating Value: Your Ingredient to Success</b> Jenifer Snook, Haberfeld <i>Salon I (2nd Floor)</i>
10:00am - 10:15am	<b>Break</b>
10:15am - 11:15am	<b>Labor/Employment Law Emerging Developments</b> Fred Preis, Breazeale, Sachse & Wilson, L.L.P. <i>Salon I (2nd Floor)</i>
11:15am-11:30am	<b>Break</b>
11:30am-12:30pm	<b>The Future of OFCCP Compliance</b> MaryAnn McCarthy & David Isaula, Outsolve <i>Salon I (2nd Floor)</i>

Time	Security Tract
8:00am	<b>Continental Breakfast</b> <i>Grand Ballroom Foyer (2nd Floor)</i>
9:00am - 10:00am	<b>FBI Update</b> Supervisory Special Agent Clinton Epperson, FBI <i>Salon III (2nd Floor)</i>
10:00am - 10:15am	<b>Break</b>
10:15am - 11:15am	<b>Cybersecurity Threats, Trends &amp; Strategies</b> Mark Scholl, Wipfli <i>Salon III (2nd Floor)</i>
11:15am-11:30am	<b>Break</b>
11:30am-12:30pm	<b>Wires Crossed: Bank Fraud Schemes</b> Jennifer Walton, Forvis Mazars <i>Salon III (2nd Floor)</i>

## Conference Highlights

### Joint Sessions:

- Recognizing Indicators of Deception - Kent Morrison, BSG Security Services**  
 A great percentage of working adults cannot have a 10-minute conversation without lying; often innocently but sometimes very maliciously. In most situations, the clues are out there, but we often don't pay attention to them. In this engaging and interactive session, you will learn how to spot signs of deception and truthfulness. We will focus on identifying non-verbal cues of deception and help attendees recognize potential deceptions in both written and spoken words.
- Recognizing Indicators of Potential Workplace Violence - Kent Morrison, BSG Security Services**  
 According to the CDC, there are over 700 workplace homicides in an average year (1992 - 2012) and somewhere between 200 and 800 times as many nonfatal workplace assaults. With numbers such as these, many feel helpless and hopeless in preventing workplace violence. There are numerous strategies to utilize in order to reduce the statistical likelihood of violence and foster a safe working environment for employees, customers and employers.

### Human Resources Tract:

- The View from the New Hire: Creating a Better Onboarding Experience - Jenifer Snook, Haberfeld**  
 According to Gallup, only 12% of U.S. employees say their company does a good job of onboarding. How does your financial institution compare? If onboarding new hires is a challenge for your financial institution, this session is for you. The following key points will be covered: (1) Understand "Newcomer Adjustment" and the link between uncertainty and premature turnover; (2) Actionable strategies to improve your onboarding processes; (3) Retain valuable new employees.
- Jones Walker Sponsored Session: Latest FMLA and ADA Act Compliance - Sid Lewis, Jones Walker**  
 Several legal risks can occur when dealing with employees' medical and mental conditions under the ADA, the FMLA, and Workers' Compensation laws. Attendees will be provided real-world examples of pitfalls that may arise in managing sick and injured employees and learn best practices for handling employee accommodations.
- Gilsbar Sponsored Session: Benefit Trends - Colin Shea, Gilsbar**  
 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 self funding.

# Conference Highlights (Continued)

## Human Resources Tract:

- **Phelps Sponsored Session: How Can Banks Attract Top Talent? Michael Williams, Phelps**  
Now more than ever, banks must find creative ways to attract and retain executives with the specialized knowledge and experience to meet new technological and regulatory challenges. Recruiting and retaining these executives is particularly important for locally owned banks who often find themselves competing with larger, regional or national institutions for sought after C-suite execs. To compete, locally owned banks should consider developing lucrative executive compensation plans.
- **Creating Value: Your Ingredient to Success - Jenifer Snook, Habersfeld**  
High performing organizations and individuals create value, both internally and externally, by operating with integrity, adapting to the needs of others and modeling what is expected. With so many competing priorities, executive leadership and value creation strategy is crucial to achieving results. During this session we will explore high-payoff activities that drive results, as well as the role technology plays in supporting execution. The following key points will be covered: (1) Understanding internal and external value creation; (2) Addressing obstacles to growth; 3) Strategies to cultivate growth.
- **Labor/Employment Law Emerging Developments - Fred Preis, Breazeale, Sachse & Wilson, L.L.P**  
It is vital for Human Resource professionals at financial institutions stay abreast of issues that can impact the employees of their Bank. In this session, Fred will cover emerging challenges such as the threat of union organizing, increased pitfalls of remote work and the growth of claims for failure to pay overtime. Also included will be updates on the impact of Disability Laws on websites, DEI, Use of Artificial Intelligence, and Guns in the Workplace. As usual, there will be time for a lively discussion of any questions.
- **The Future of OFCCP Compliance - David Isaula and MaryAnn McCarthy, Outsolve**  
The landscape of compliance is undergoing its most significant transformation in years, spurred by the OFCCP's recent regulatory changes. Traditional "check the box" methods are no longer sufficient as companies face heightened scrutiny and greater risk. This session will provide valuable insights into these pivotal shifts.
- **Human Resources Peer Group Meeting**  
This session will give an opportunity for attendees to discuss with their peers current challenges and best practices in the human resources area.

## Security Tract:

- **Secret Service Update - Agent Felton Joseph, Resident Agent in Charge, United State Secret Service**  
This session will include a discussion of the most active crimes and cases the local United States Secret Service Office is currently seeing. The session will also discuss how bank security officers can work with Secret Services on cases.
- **FedCorp Sponsored Session: Digital Monitoring Products - Chip Smith and Chip Watkins, FedCorp**
- **3SI Sponsored Session: Innovative Camera and Video Solutions - Cody Covington and Mary Pifer, 3SI**  
This session will explore top-tier camera and video solutions designed with the end user in mind. Discover how purpose-built solutions enhance customer experience, improve business operations, and ensure safety and security.
- **SafeBanker (a SaferMobility Solution) Sponsored Session: The Bank Protection Act - Applying Decades Old Rules to Modern Banking - Kevin Mullins, SafeBanker (a SaferMobility Solution)**  
This session will explore how the Bank Protection Act, established in 1968, still applies to current banking. This session will discuss modern banking trends pre and post COVID including branch transformation, smart banking officers and more. We'll discuss physical security measures, procedural updates and balancing traditional security with technological advancements.
- **FBI Update - Supervisory Special Agent Clinton Epperson, FBI**  
Supervisory Special Agent Epperson will provide a fraud briefing that will cover general fraud statistics on the local level as well as national level. He will also discuss new and emerging trends that security officers can be on the lookout for.
- **Cybersecurity Threats, Trends and Strategies - Mark Scholl, Wipfli**  
Technology has changed how we run our businesses and service our customers. As a result, many organizations face new threats against data breaches and extortion. You can't protect your digital information unless you know what you are up against. To prevent becoming a victim, it's crucial to stay informed about the latest cyber security threats. Cybercrime has evolved to more targeted attacks leading to account takeover, financial scams, system interruption, and even extortion. Learning objectives for this session include: (1) Recognize the most common cyber threats facing the financial services sector; (2) Identify the threat actors behind cyber-attacks and financial scams as well as the challenges for law enforcement to apprehend these cyber criminals; (3) Recognize what you can do to prevent becoming a victim.
- **Wires Crossed: Bank Fraud Schemes - Jennifer Walton, Forvis Mazars**  
Jennifer Walton, Senior Manager in Forensics and Valuation at Forvis Mazars, will discuss the different types of schemes she has seen in her career, how the schemes were identified, and potential actions that could prevent these schemes from occurring. Discussion of bank fraud schemes will include vault cash theft, skimming of bank deposits, nominee loans, kiting and more.
- **Security Peer Group Meeting**  
This session will give an opportunity for attendees to discuss with their peers current challenges and best practices in the security area.



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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

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\$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 July 5, 2024 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](http://www.lba.org)