

Branch Security

You look outside, across the street, and see a person sitting in a parked car, who keeps watching the front door of the bank. What is the preferred way to handle this situation if you feel uneasy?

- a) You decide to ignore the situation, because you are certain you are over-reacting. You know it is best to ignore your feelings.
- b) You will keep your eye on the situation and make this your top priority. You will point out your observation to a couple of officers and managers to alert the rest of the staff.
- c) You mention your observation to alert other staff members, Then, you call the police and ask for them to drive by and investigate the situation.
- d) You immediately lock the doors of the bank and call the police to alert them of the immediate need. You will control the entry to, and exit of, the lobby personally. This will dissuade illegal activity.
- e) You will sound a silent alarm.

Commentary:

You do not want to over-react to the situation, but you should take precautions. Answer 'c' will not frighten or alarm your regular customers, but it leaves the police to determine the motive of the person in the car.

Discussion Points:

- 1) What do you use to lock down the bank, should you need to do so, prior to the arrival of the police to investigate a suspicious situation? (magnetic door locks)
- 2) What are some possible motives of someone watching the bank's front door during business hours?