

ROBBERY SUPPRESSION



CONTROLLING LOSS AND ENSURING FINANCIAL SECURITY



ENTERPRISE RISK MANAGEMENT SOLUTIONS



PRESENCE PROWESS PARTNERSHIP PERFORMANCE

STRATEGIC PARTNERSHIPS

The Steele Foundation is partnering with financial institutions to manage risk at an enterprise level. By understanding the dynamics and genesis of robberies and financial crimes, our company has developed responsive robbery suppression services that have helped reduce risk exposure and strengthen an institution's security posture.

Utilizing a security firm with specific experience in preventing robberies is paramount. The Steele Foundation has significant experience in providing Robbery Suppression Services to the financial industry. Steele Foundation programs are designed to prevent these crimes and to mitigate risks to our clients, their employees and customers.

Nationwide, the number of bank robberies rose from 6,599 in 1999, to 7,127 in 2000 and 8,259 in 2001. The FBI reports that *"Since Sept. 11, the trend has been toward more violent robberies."* About 40 percent of bank robberies now include weapons. In the Los Angeles area, "master planners" are increasingly orchestrating robberies carried out by gang members. This method has led to 205 "violent takeover robberies" in 2001, a 31 percent jump over 2000. Roughly 30 percent of robberies in the LA area are now violent, up by 17 percent. The rise in hold-ups, including violent ones, may stem from several factors, including the wobbling economy that is creating more desperation and criminals knowing that police are overwhelmed in the wake of Sept. 11. Also, repeat offenders from the late 1980s and early 1990s are now being released — and are striking again.

DIFFERENTIATORS OF THE STEELE FOUNDATION:

- RAPID RESPONSE
- SELECTION OF PERSONNEL
- ACTIVE MANAGEMENT
- SPECIALIZED TRAINING
- SOPHISTICATED APPROACH
- PROVEN TRACK RECORD

PROACTIVE RISK MANAGEMENT

Managing risk during the aftermath of a critical incident is paramount in controlling liability, however there are many proactive initiatives and security measures that can deter and often prevent a critical incident from occurring in the first place. The Steele Foundation is leading the physical risk management sector in developing and implementing proven and proactive initiatives such as robbery suppression programs at branch and corporate levels.

Ensuring proactive initiatives is key to minimizing your financial institution's loss during a take-over robbery. *The physical cash loss during a robbery is often the least expensive cost to a financial institution. The collateral loss associated with general liability and vicarious liability is staggering.* According to the Risk and Insurance Management Society, the insurance industry incurs more than 8.5 billion dollars in vicarious liability claims associated with critical events such as a take-over robbery and/or workplace violence. In addition to the cost of closing a branch and adverse media, the trauma experienced by your customers and bank employees dramatically increases the critical incident loss.

THE TRADEMARK OF OUR SERVICES IS OUR RESPONSE TIME, CLIENT COMMUNICATION, AND QUALITY OF SERVICE. WE CAN OFTEN RESPOND TO A LOCATION WITHIN NINETY MINUTES OF BEING CONTACTED.

The Steele Foundation is reducing that loss by minimizing the exposure of the financial institution through the implementation of proactive security and loss control initiatives. Robbery suppression is a proven method of deterrence and an effective means to minimizing loss. In February 1993, a large US bank began employing the first true robbery suppression teams. By the end of that same year the number of bank robberies in their branches was reduced by over 60%. The core philosophy of the robbery suppression program is prevention opposed to apprehension. The Steele Foundation has become the provider of choice to both national and local institutions in implementing and/or supporting an existing robbery suppression program. We have been successful because of our methodology and proactive partnering with each customer.





SELECTING THE RIGHT PEOPLE MATTERS

The Steele Foundation works closely with law enforcement agencies during robbery suppression initiatives. We ensure that every program and region has a dedicated law enforcement liaison. In addition to sharing intelligence, our liaison is often the first responder when involving a customer's facility. In this role, we report immediately to Corporate on the effect and facts of the incident to ensure the necessary recovery and business continuity resources are in place and to make recommendations on subsequent security measures.

50% of all robbery suppression services are engaged as a result of a "take over" robbery incident; interacting and supporting traumatized employees effectively is frequently one of the initial and most important tasks. Our people receive specific training in supporting and managing the emotional responses most commonly experienced by victims of "take over" robberies.

In selecting a robbery suppression team, we value law enforcement experience, however we feel that an effective Robbery Suppression Officer should present more than being a qualified police officer. In addition to proper training and experience with industry tools, we employ individuals who have specific training in robbery methodology, counter surveillance, de-escalation techniques, and customer service. Our in-house training addresses the tactical response as well as operating procedures and protocols that are designed to prevent a robbery at the "casing stage". Procedures covered include: pre-opening arrivals, opening procedures, team positioning and tactics, armored car pick ups, closing procedures, employee escorts, Use-of-Force, Force-on-Force and emergency response. We look for individuals who present the right business appearance and most importantly, a psychological mindset of intervention and deterrence, rather than only apprehension.

PROVIDING MORE THAN A PRESENCE

The Steele Foundation provides more than a presence. Our people partner with each branch to improve customer relations and to provide peace of mind for bank employees. In addition to providing our own personnel with the most comprehensive and in-depth robbery suppression operating procedures in our industry, specific training in robbery suppression, and clearly delineated mission statements, we work with our customers to educate them on core service issues so that we understand their expectations and they can assist us in deterring a critical situation from occurring.

INVESTIGATION SUPPORT

The Steele Foundation has been providing high level security services, financial investigations and business consulting solutions to banks, credit unions, and savings and loans for the last decade. We have successfully partnered with law enforcement agencies and assisted in the arrest and conviction of bank robbers, dishonest employees, and fraudulent investors. The Steele Foundation is able to customize specific investigation initiatives based on subject, region, or corporate concerns. Please visit our web site at www.steelefoundation.com for a full listing of investigation solutions.

CONSULTING SOLUTIONS

Understanding the special needs of financial institutions and regulatory requirements is a key differentiator in our services. The Steele Foundation understands how to leverage regulatory compliance with best business practices in order to develop and implement sound security recommendations. Facility and business group risk analysis is a core competency within The Steele Foundation that compliments the design and execution of a Robbery Suppression Program. A complete listing of our consulting solutions can also be found at the web site address above.

**THE STEELE FOUNDATION
PROVIDES THE FOLLOWING
SUPPORT SERVICES
TO FINANCIAL INSTITUTIONS:**

WORKPLACE VIOLENCE AND
STRATEGIC CONSULTING

VAULT MOVES AND ASSET TRANSFERS

ALARM FAILURE RESPONSE

FACILITY REMODELING

RESIDENCE SECURITY FOR
AFFECTED MANAGEMENT

SPECIAL EVENT SECURITY



C O N T A C T U S

WWW.STEELEFOUNDATION.COM

CORPORATE OFFICES:

NORTH AMERICA

Corporate Headquarters
388 Market Street
Fifth Floor
San Francisco, CA 94111 USA
Tel +1 (415) 781.4300
America@wwSteele.com

Seattle
Two Union Square
42nd Floor
Seattle, WA 98101
Tel +1 (800) 576.5423

Denver
9800 Mt. Pyramid Ct.
Suite 400
Englewood, CO 80112
Tel +1 (800) 576.5423

Chicago
203 North LaSalle
Suite 2100
Chicago, IL 60601
Tel +1 (312) 332.4300

Minneapolis
7825 Washington Avenue
Suite 500
Minneapolis, MN 55439
Tel +1 (800) 576 5423

St. Louis
17295 Chesterfield Airport Rd.
Suite 200
Chesterfield, MO 63005
Tel +1 (800) 576.5423

New York
48 Wall Street
Suite 1100
New York, NY 10005
Tel +1 (212) 832.7700

Washington D.C.
11350 Random Hills Rd.
Suite 650
Fairfax, VA 22030
Tel +1 (800) 576.5423

Miami
801 Brickell Avenue
9th Floor
Miami, FL 33131
Tel +1 (800) 576.5423

Los Angeles
445 South Figueroa Street
Suite 2700
Los Angeles, CA 90071
Tel +1 (213) 253.4700

LATIN AMERICA

Mexico City
Homero #407
Piso No. 8
Col. Polanco
México D.E.
C.P.11570
Tel +52 (55) 5250 3491
Mexico@wwSteele.com

Sao Paulo
Av. Ibirapuera, 2907
CJ 305
Sao Paulo
Brazil
SP 04029-200
Tel +55 (11) 5053 9717
Brazil@wwSteele.com

EUROPE-AFRICA

100 Fetter Lane
London, England EC 4A 1BN
Tel +44 (0)20 7242 7400
Europe@wwSteele.com

REPRESENTATIVE OFFICE LOCATIONS

- PARIS, FRANCE
- ST. PETERSBURG, RUSSIA
- PRAGUE, CZECH REPUBLIC

ASIA-PACIFIC

C-146 Lajpat Nagar-I
New Delhi
110024 India
Tel +91 (11) 2981 9629
India@wwSteele.com

Level 25, Bank of China Building
No. 1 Garden Road, Central
Hong Kong SAR
Tel +85 (2) 2251 1866
Hongkong@wwSteele.com

MIDDLE EAST

Secure Operations Center
Baghdad
Iraq
Tel +964 (0)790 191 57 40
Tel +964 (0)790 191 57 30
Iraq@wwSteele.com

Al-A'sha Qais Street
P.O. Box 942375
Amman 11194
Jordan
Tel +962 (6) 565 4198
Jordan@wwSteele.com

P.O. Box 230888
Riyadh 11321
Saudi Arabia
Tel +966 (1) 211 8090
Ksa@wwSteele.com

P.O. Box 719
Safat 13008
Kuwait City
Tel +965 (1) 242 4685
Kuwait@wwSteele.com

OTHER OFFICE LOCATIONS:

■ BOSTON ■ DALLAS ■ JOHANNESBURG ■ PHOENIX ■ SYDNEY ■ TOKYO ■ VANCOUVER

FOR FURTHER INFORMATION ON OUR SERVICES OR OFFICE LOCATIONS IN YOUR REGION, VISIT OUR WEB SITE AT: WWW.STEELEFOUNDATION.COM

