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Head office buildings, Data Centres and Cash Centres are all part of the critical infrastructure. Their compromise, even if an effective Business Continuity plan is in place, could present serious difficulties in delivering the operations required in modern day banking

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Branch security is a constant risk that must be monitored to ensure adequate and ongoing controls are in place. RedLeaf Consultancy brings a high level of expertise from the banking industry in understanding how to control that risk.

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Financial institutions run on information, its loss or compromise could have serious ramifications, understanding how to protect it is crucial

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For more information on RedLeaf Consultancy, visit:  
[www.redleafconsultancy.co.uk](http://www.redleafconsultancy.co.uk)

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## Bank and Building Society Security

Banks and Building Societies probably carry different security risks to other businesses. The availability of cash within the retail network, the dependence on Information Technology and a reliance on critical infrastructure to deliver a wide range of services, from counter transactions to treasury operations, marks them out.

It is only by fully appreciating the risk through a systematic assessment process, captured within the Risk Management framework that the issues can be appreciated. Whether that risk is posed through the loss of critical infrastructure, the compromise of information or the threat that staff are under within the branch network, RedLeaf Consultancy has the experience gained within the financial services sector to assist clients crystallise the issues.

### Securing Operations, People and Information

Securing the infrastructure that is needed, the people who staff the branches and the information that is used, from threats that are as diverse as protest groups and robbers, is key to the protection of business operations.

#### ▪ Critical Infrastructure

Critical infrastructure describes those physical assets that are essential to an organisations functioning. It can be Head Office buildings, where key functions are concentrated and undertaken, communication hubs that house routers and data centres which hold, process and executes the instructions enabling the business to run. They can represent a focal point for a range of threats whose impact would be substantially greater than if they were to be realised elsewhere. Securing Critical Infrastructure is a specialist area and RedLeaf Consultancy brings that expertise.

#### ▪ Branch Security

The headline risk within the branch network is the issue that the security of cash poses to staff and customers. As criminals exploit any perceived weaknesses to undertake robberies or tiger kidnappings, it is essential that the branch design, the security equipment used and the procedures to be followed match the threat. Coming from within the financial services sector, RedLeaf Consultancy brings a thorough understanding of how a branch operates, from morning entry, dealing with Cash in Transit and replenishing ATMs. We will undertake branch surveys, draw up procedures and assist in branch design.

#### ▪ Information Security and Cybercrime

Customers expect it and regulators demand that information is protected. While IT Security will protect information from cyberattack, its loss or compromise is just as likely to occur through careless talk, material being incorrectly disposed off or even just left lying around. Putting in place protective measures, understanding how social engineering is employed and how information is actually compromised is a key component of RedLeaf's service delivery.