



# **Best Practice Guidelines**

For CIT Companies Carrying Out ATM Services

**Ronnie Waddell**

**Group Security Director  
Loomis AB**





# ATM Best Practice Guidelines

- A Policy
- A Procedure
- A Standard



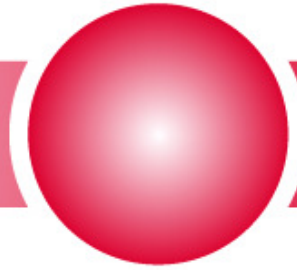
# Contents of the document

- The scope of the ATM Services
- Audit trails for the ATM Cash Cycle
- Securing the ATM Zone
- Replenishing the ATM
- ATM servicing / maintenance
- Additional security consideration
- ATM stake holders & effective partnership





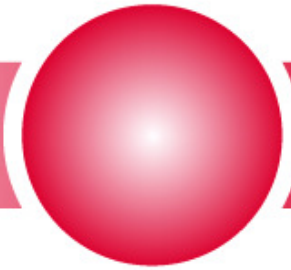
# The Scope of ATM Services



- Secure packing and dispatch of cash
- Secure transportation
- Cross pavement delivery
- Security of the ATM during service
- Securing the ATM once loaded
- Secure transportation of cash removed from the ATM



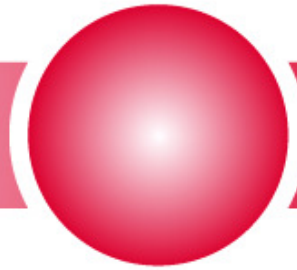
# Audit trails for the ATM Cash Cycle



- Random inspections
- Paperwork – documentation for delivery and collection
  - Dates
  - Names of crew
  - Signatures
  - Times
  - Serial number of containers
  - Values



# Securing the ATM Zone



- The guideline for securing the ATM zone has been split into two zones

- Outer Zone

- Direct attack on CIT vehicle
- Attack on crew
- Access to the ATM site
- Surveillance on crew



- Inner Zone

- Duress on crew
- Forced entry to ATM site
- Ambush type of attack



# Replenishing the ATM

- High risk operation
  - Crew & Cash exposed
  - Operating procedures for ATM
  - Training
  - Use of security equipment
  - Avoidance of routine





# ATM Servicing FLM/SCM

- Security Guidelines for First & Second Line Maintenance (FLM/SLM)
  - Training of FLM/SLM
  - Dual control
  - Control of keys



# Additional Security Considerations

- Physical site security
  - Risk Assessment (ATM configurations)
  - On site security systems (CCTV, Access Control, Alarms)



# ATM Stakeholders & Effective Partnership

- Effective partnership is essential
- Agreed minimum levels of security





Thank you





# Best Practice Guidelines

For CIT Companies Carrying Out ATM Services

**Ronnie Waddell**

**Group Security Director**

**Loomis AB**

