

Excerpt: Vault Access Policy

Main (Exterior) Vault Door

The exterior vault door is on an electronic timer and, once closed, cannot be opened after 6:00 p.m. until 7:00 a.m. on the next business day. During other hours, when the exterior vault door is available to be opened, it can be opened only with a key (i.e., a metal vault door key that unlocks the tumbler) and a combination.

Only the Branch Manager and Assistant Branch Manager shall be given a metal vault door key. That key shall not be given to, or available to, any other person.

The Head Teller, the most senior line teller, and the Customer Service Manager for each branch shall be given the combination. The combination shall not be given to, or available to, any other person.¹

Interior Vault (Cash Cabinet) Doors

Each branch has an interior vault that contains two or more cash cabinets. Each cash cabinet has two locks – the “A” lock and the “B” lock. The key to the “A” locks should be given to the primary custodian (which is typically the Head Teller). In the Head Teller’s absence, the primary custodian is the Branch Manager. Keys to the “B” locks should be given to each line teller.²

Any time a cash cabinet is accessed, the access must be recorded in the Vault Cash Cabinet Access Log.

1 Duplicate copies of the vault keys and combinations are maintained at the Operations Center in a locked vault that requires dual control to access. Access to the Operations Center vault can be obtained under the process documented in the Operations Center Operations Manual, but should be reserved only for the most extraordinary circumstances.

2 Duplicate copies of the A and B keys are maintained in each branch’s Duplicate Key Cabinet. Access to the Duplicate Key Cabinet requires dual control (an Officer Key and a dual control key) to access. The Branch Manager and Assistant Branch Manager have the Officer key and the Head Teller and Customer Service Manager have the dual control key.