Branch opening and closing

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Reader group: All staff
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Every branch opens and closes under **dual control**: two employees are always present, and neither one enters alone.

Opening

1. Both openers arrive by 8:15 a.m. One enters while the other waits in the car with a phone, watching.
2. The first opener walks through the branch and checks for signs of entry, then gives the all-clear signal (blinds in the second window raised).
3. The second opener enters. Disarm the alarm and log the time.
4. Open the vault together, each with your own half of the combination.
5. Check the night drop together and log every bag.
6. Turn on teller systems and confirm the ATM is in service.

Closing

1. Lock the doors at closing time; serve members already inside.
2. Tellers balance their drawers and return them to the vault under dual control.
3. Check restrooms and offices, then lock the vault and set the alarm.
4. Leave together. Never leave one person behind alone.

If the all-clear signal isn't given within 10 minutes, don't enter. Drive away and call 911, then your branch manager.