

PLANNING PROCESS

- Project Initiation
- Risk Assessment
- Business Impact Analysis
- Emergency Response
- Recovery Strategies
- Formal Plan Development
- Training & Awareness
- Exercising the Plan
- Keeping the Plan current

PLAN DEVELOPMENT

AWARENESS (Activities identifying what COULD happen... Threats, hazards, vulnerabilities) i.e.

- Flooding
- Wind Damage
- Power Failures
- Software Viruses
- Member Education & Awareness
- Chemical Disaster

PREPARATION (Activities performed to “GET READY”) i.e.

- Post a Policy
- Notify Members
- Shared Service Centers
- Training & Exercise

MITIGATION (Activities to reduce or eliminate the disruption) i.e.

- Insurance Coverage
- Hot Sites
- Media/Employee Hotline
- Server Back-up
- Vendors’ Plans

RESPONSE (Activities to occur during or just after the disruption) i.e.

- Staff Accountability
- Communication Directives
- Website Utilization

RECOVERY (Activities to return the organization to “normal”) i.e.

- Operating Hrs/Signage
- What Services First (Priority)
- Deadlines for Employees Return

CREDIT UNION

EMERGENCY PLAN QUICK REFERENCE

IDENTIFY DISASTER TEAM LEADER AND TEAM

ASSESS & ACTIVATE PLAN

(Type & Extent of Damage or Potential Damage & Estimated Down Time)

STAFF

- Crisis Leadership Team
- Contact Information List
- Phone Tree
- Evacuation Procedures
- Personal Living Accommodations

OPERATIONS

- Alternative Physical Location
- Data Processor
- Credit Cards
- ACH
- ATM/Debit Card
- Lending Center
- Cash on Hand

COMMUNICATIONS

- Members/Board of Directors
- NCUA/State Regulators
- Corporate CU
- State League
- CUNA
- CUNA Mutual Insurance
- National/State Foundation
- Media-Radio, TV, Newspaper
- Other Credit Unions
- Vendors
- Law Enforcement
- Red Cross/Salvation Army/FEMA
- Payroll
- Website
- Bill Pay
- Home Banking
- Telephone System/Service
- Internet Connectivity
- Safety & Emergency Items
- Shared Service Centers
- Backup Tapes
- Third Party Call Center
- Generator
- Checks for Offsite
- Paper Supplies

EMERGENCY CONTACT LIST

STAFF

Management/Employees

Name: _____
 Home # _____ Cell # _____
 Personal Email _____

OPERATIONS

Data Processor

Name: _____
 Bus. # _____ Alt. # _____
 Email _____

Credit/Debit Card Processor

Name: _____
 Bus. # _____ Alt. # _____
 Email _____

Call/Lending Center

Name: _____
 Bus. # _____ Alt. # _____
 Email _____

Payroll Processor

Name: _____
 Bus. # _____ Alt. # _____
 Email _____

Website Vendor

Name: _____
 Bus. # _____ Alt. # _____
 Email _____

Home Banking/Bill Pay

Name: _____
 Bus. # _____ Alt. # _____
 Email _____

OPERATIONS (cont)

Utilities

Name: _____
 Bus. # _____ Alt. # _____
 Email _____

Internet Service

Name: _____
 Bus. # _____ Alt. # _____
 Email _____

EMERGENCY TOOL KIT

- Backup Food & Water
- Plastic Bag to Protect Equipment
- Extension Cords
- Watertight Containers
- First Aid Kit
- Weather Radio
- Batteries
- Flashlights
- CB Radio / Walkie Talkies
- Toilet Paper, Hygiene Products (Soap, Disinfectant) Aspirin, Kleenex, Tylenol, etc
- Defibrillator
- Tool Kit
- Ziploc Bags for Important Papers

EMERGENCY CONTACT LIST

RELATED PARTIES

Board of Directors

Name: _____
 Home # _____ Cell # _____
 Personal Email _____

Partnering Credit Union

Name: _____
 Bus. # _____ Alt. # _____
 Email _____

Cornerstone Credit Union League

Phone: 1-800-442-5762
 Web Site: www.cornerstoneleague.coop
 Disaster Notification Phone 1-877-429-5839
 Email: DisasterNotification@cornerstoneleague.coop
 Twitter: #cusrecover, @Cornerstone_CUL

NCUA

Phone: (Region IV) 512-342-5600
 Web Site: www.ncua.gov
 NCUA Hurricane Recovery Website
www.ncua.gov/Resources/CUs/Pages/Hurricanes.aspx

Credit Union Department of Texas

Phone: 1-512-837-9236
 Web Site: www.tcud.state.tx.us

CUNA

Phone: 1-800-356-9655
 Web Site: www.cuna.org
 CUNA News Now website www.cuna.org/newsnow

Law Enforcement

(Local Texas agency contacts)
 Web Site: www.usacops.com/tx

U.S. Small Business Admin. (SBA)

1-800-659-2955
www.sba.gov/services/disasterassistance/index.html

CUNA Mutual Insurance

Phone: 1-800-637-2676, Claims Option 1
 Web Site: www.cunamutual.com

Catalyst Corporate FCU

Phone: 1-800-442-5763
 Web Site: www.catalystcorp.org

Cornerstone

Credit Union Foundation

Phone: 1-800-953-8283
 Web Site: www.cscuf.coop

National CU Foundation

Phone: 1-800-356-9655
 Web Site: www.ncuf.coop

FEMA

Phone: 1-800-621-3362
 Web Site: www.fema.gov

Red Cross

Phone: 1-866-438-4636
 Web Site: www.redcross.org

Salvation Army

Phone: 1-800-725-2769
www.uss.salvationarmy.org

Media: Newspapers, TV, Radio

Web Sites
www.newslink.org/txnews.html
www.newslink.org/txtele.html
www.newslink.org/txradi.html

TxDOT Expressway

(Local road conditions, maps, & evacuation routes)
 Web Site: www.txdot.gov/driver.html