

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

Direct any questions or comments to: Bob Gallman, 1-800-442-5762 Ext 6439, email: bgallman@tcu.coop, Lorri Gaither, 1-800-442-5762 Ext 6423, email: lgaither@tcu.coop, Sue Epperson, 1-800-442-5762, Ext 6483, email: sepperson@tcu.coop

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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 _____

Texas Credit Union League

Phone: 1-800-442-5762
 Web Site: www.tcul.coop
 Disaster Preparation:
www.tcul.coop/Disaster_Preparation.html

NCUA

Phone: 1-800-827-6282
 Web Site: www.ncua.gov
 NCUA Hurricane Recovery Website
www.ncua.gov/Hurricane/index.htm

CUNA

Phone: 1-800-356-9655
 Web Site: www.cuna.coop
 CUNA News Now website
www.cuna.org/newsnow
 Relief Effort & Support for Credit Unions (R.E.S.C.U.)
 Web Site: www.cuna.org/initiatives/rescu/

TCUD

Phone: 1-512-837-9236
 Web Site: www.tcad.state.tx.us
 Hurricane website:
www.tcad.state.tx.us/pubs/hurricane.html

Southwest Corporate CU

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

Town North Bank

Phone: 1-877-866-2265
 Web Site: www.tnnb.com

CUNA Mutual Insurance

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

Texas Credit Union Foundation

Phone: 1-800-442-5762 ext 6447
 Web Site: www.tcuaf.coop

National CU Foundation

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

TxDOT Expressway

Web Site: (Local Information and News)
www.texasonline.com/emergency/eng/index.html

Law Enforcement

Web Site: (For Texas Police Depts)
www.policeemployment.com/city/tx

Media: Newspapers, TV, Radio

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

Red Cross

Phone: 1-800-435-7669
 Web Site: www.redcross.org

Salvation Army

Phone: 1-800-725-9279
 Web Site: www.salvationarmy.org

FEMA

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

U.S. SMALL BUSINESS ADMINISTRATION (SBA)
 1-800-659-2955
www.sba.gov/services/disasterassistance/index.html