The League of Southeastern Credit Unions (LSCU) Disaster Action Plan for Credit Unions
April 29, 2020

Audiences:
- Credit unions affected by a crisis in Alabama, Florida, and Georgia
- Members of credit unions
- LSCU and LSCU Service Group Boards of Directors and employees
- Other Leagues, credit unions, and credit union organizations across the country
- Media
- State and Federal Regulators and Lawmakers

Objectives:
- Assist credit unions affected by any disaster appropriately.
- Provide timely, accurate information to the above audiences.
- Assist members of credit unions in obtaining information regarding their credit union.
- Smooth coordination of many activities during difficult times.
- Generate a positive image among the above audiences for the LSCU and its member credit unions.
- Demonstrate the League's commitment to Alabama, Florida, and Georgia credit unions.
- Rumor control.

The Emergency Response Team (ERT) consists of the team leaders, league chairman, disaster coordinator, status coordinators, assistance coordinator, media coordinator, communications coordinator, technical coordinators, and other league and service group staff as appropriate.

Team Leaders – Patrick La Pine, Jared Ross, Steve Willis, and Jennifer Martin
- Oversees activities of the ERT.
- Coordinates Board approval for emergency items/expenditures.

Disaster Coordinators – Bill Berg and Jordan Burroughs
- Updates disaster plan annually.
- Facilitates an LSCU team meeting to remind staff of responsibilities when disaster strikes.
- Distributes plan to Alabama and Florida credit unions annually and requests updates of emergency contact numbers and alternate back-up staff with key disaster recovery responsibilities.
- Provides day-to-day operational direction in cooperation with the team leaders.
- Works in liaison with assistance coordinators to ensure the plan operates smoothly and as expected.
- Coordinates staff meetings.
- Obtains up-to-date information on progress of hurricanes, tornados and coordinates warnings to affected areas of Alabama, Florida, and Georgia.
- Conducts a survey at the end of disaster to assess effectiveness of assistance provided by LSCU, then incorporates suggestions (if applicable/feasible) from feedback into the plan.
- Develops and maintains a file on assistance programs established by credit unions for their members.
- Maintains constant communication with Regulators, CUNA Mutual, Catalyst Corporate FCU, Corporate America

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CU, Corporate One FCU, Shared Services, CUNA, and status coordinators to avoid unnecessary duplication of phone calls to affected credit unions.

- Post storm season facilitates meetings in affected areas to discern what changes need to be made to the Disaster Recovery Action Plan to better serve members and staff in the future.

Assistance Coordinators – Judy Scott, Alisha Stair, Juli Lewis and Arno Quon

- Determines the specific facility and contact person that can receive donated supplies and act as our local distribution center(s).
- Accepts phone calls from other credit unions, leagues, entities etc. offering assistance and documents pertinent information, i.e. if caller offers to send personnel, the type of software that credit union uses so personnel can be matched with an affected credit union using same software. If they offer materials, they will be informed of the local facility that will receive it.
- Accepts and encourages cash donations for the Foundation that will ultimately be distributed to various credit unions and/or employees and volunteers of affected credit unions.
- Coordinates offers of assistance with credit unions that require assistance by matching needs established by the Status Coordinators.
- Oversees the distribution of donations to employees, volunteers, and members of credit unions.
- Social media will be reviewed to obtain information about the status of credit unions by appropriate staff.

Communications and Media Coordinators – Ryan O'Connor, Kristi Arrington, Ann Howard, Cara Clark, and Cailin O'Brien

- Acts as the designated spokesperson for the League during an emergency.
- Takes all media calls. This includes reporters from various trade publications; state, local and national newspapers and television; editors from other state leagues; and CUNA public relations and communications staff.
- Coordinates production of all press releases, public service announcements, advertising, and media advisories.
- Updates appropriate information on hurricane section of LSCU's website.
- Decides who the "acting spokesperson" will be and will coordinate the interview should someone other than the spokesperson be needed to comment on an issue.
- Acts as "historian" by documenting League activities and media coverage during and following a crisis.
- Writes and disseminates staff and credit union memos.
- Informs media of LSCU's hurricane web page and how to retrieve information from it.
- Develops a secure section on LSCU website where credit unions can post disaster recovery plans.

Status Coordinators – Bill Berg and Jordan Burroughs assisted by Cooperative Initiatives Team

- Contact Protocol – It is most effective for our credit unions that only one LSCU/Leverage representative make contact with a credit union.
- Obtains and informs credit unions of CUNA Mutual contact personnel and phone numbers for claim purposes.
- Develops and maintains a detailed list of personnel and equipment needs required by affected credit unions, i.e. Type of software used by affected credit unions, and names, if possible, of former employees who currently work at other credit unions that might be able to assist in operations. This information will forwarded to assistance coordinator to be incorporated into ongoing documentation.

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- Obtains credentials to allow access to restricted, closed areas with the assistance of State Regulators.
- Makes inquiries to credit unions to answer questions received from their members.
- Contacts/attempts to contact each affected credit union daily for operational updates and provides this information to the communications coordinator. This contact routine continues until the credit union is operational and no longer requires assistance.

Technical Coordinators – Phillip Patrick and Shane Williamson

- Provides technical coordination involved in the event of a disaster.

During and Immediately Following a Crisis:

Emergency Response Team will meet following disaster to determine needs, priorities, etc. They will then begin performing stated duties in accordance with the crisis plan. The emergency team will meet as necessary until crisis has passed.

Responsibility: Team Leaders

The following tasks will be performed to the extent necessary as determined by the Team Leaders:

An appointed disaster team may be sent to the affected area immediately. This team should include representatives from CUNA Mutual, NCUA, Office of Financial Regulation, Alabama Regulators, and the League. All phone numbers for the above people are listed in this plan. Coordination of efforts will allow the team to be more effective in providing assistance and to make it easier passing through police checkpoints.
Responsibility: Team Leaders

Hold regular meetings with staff. If there is prior warning, a pre-meeting with staff will be scheduled to review everyone's duties. At the beginning of a crisis period, meetings will be scheduled each morning to update staff on the status of affected credit unions and crisis activities. As the crisis continues, meetings will be scheduled as needed.
Responsibility: Disaster Coordinators

Develop daily status and activity updates. Immediately following the staff meeting, a status and activity update will be prepared. Appropriate information will be communicated to credit unions, leagues, credit union media, and any other interested media.
Responsibility: Status Coordinators and Communications Coordinator

Develop and disseminate public service announcements (PSA's) and press releases as needed. These announcements will be made as soon as a hotline number has been assigned. Samples are in crisis directory.
Responsibility: Media Coordinator

Ask for volunteers to go spend up to a week in an affected area rendering physical assistance to credit unions and key personnel. This team would be self-sufficient providing its own tents (or renting a motor home), cooking stoves, lighting, coolers, food, water, and ice. Chain saws, gloves, loppers, tree saws and items needed to provide temporary repairs such as rolls of plastic sheeting, tar paper, plywood, nails, hammers, saws and a portable generator would be included. This group could "camp out" at a credit union or in the backyard of a local staff member. This assistance team or a replacement team could also be used to facilitate the movement of relief supplies from local distribution center to needed

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areas. A borrowed or rented Winnebago would facilitate this process.
Responsibility: Assistance Coordinator

Portable Branches:

Alabama CU – Mobile branch with ATM and MSR station and Teller Window

Army Aviation Center FCU –

Campus USA CU – Campus Cruiser (RV mobile branch) with two ATMs, small lobby, cell phones, and generator.

Pen Air FCU – Angel Express with outside accessible ATM, inside teller station, with a generator, and satellite or cellular communications links

Redstone FCU – RV Unit and independent ATM for secured location

Southeastern CU Foundation – (38' RV) with inside and outside teller stations, two offices, generator, and ground, satellite, or cellular communications links

Suncoast CU – Mobile Branch Unit with small lobby and ATM access

Tampa Bay FCU – Money Bus with cellular communications, two work stations, outside ATM access with generator

VyStar CU – 2 ATMs in a van with satellite communications and generator; 4 portable generators sufficient to power an entire branch

Satellite Phones

The League has five satellite phones that can be shipped overnight (prior to landfall) to key credit union contacts in determined areas that may be affected by a hurricane.

Relief Fund

A special emergency account has been established by the Southeastern Credit Union Foundation for use as a relief fund. In cases of a widespread disaster, the Southeastern Credit Union Foundation will request that the National Credit Union Foundation activate CU-AID so that donations can be accepted from a nationwide audience. These relief funds will be used wherever it is most appropriate, depending on the crisis situation (i.e. employees of credit unions, volunteers, board members, League employees, etc). The decision for the best use of funds will be determined by the Trustees as funds are available.

Financial contributions are the most needed resource in a disaster. LSCU will request monetary donations from credit unions and credit union organizations across the U.S.

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After confirming specific needs for a disaster, LSCU will request assistance to specifically target this need.

On widespread disasters when the State's office of Emergency management establishes a toll-free Donations Coordination Hotline, LSCU will coordinate with their donations.

Transportation of donated items and excellent labeling of these items are critical.

Adopt a Credit Union

If a credit union or several are severely affected, LSCU will distinguish if they wish to be adopted by other credit unions. It is very common for an education or military credit union to want to help a brother or sister education or military credit union that has been affected by a disaster. This process will be communicated to all credit unions as soon as possible following a disaster to seek help for any damaged credit unions. Responses will be returned to the League. The assistance coordinator will handle the dissemination and the matching of responses.

LSCU's Emergency Response Team

w=work c = cell h = home Business Email/Personal Email

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