

2300. Disaster/Pandemic Recovery Policy

TABLE OF CONTENTS

Policy Statement 1
Pandemic 2
Notification of Catastrophic Acts 3

Policy Statement

The purpose of this policy is to provide for ongoing operations in the event of a catastrophe, such as destruction or damage of credit union facilities or systems caused by severe weather, fire, intentional acts, or forces of nature. It is the policy of Resource One Credit Union to ensure appropriate steps in an environment of disaster, equipment/power failure or civil unrest to:

- Minimize disruptions of services to the institution and its members;
- Minimize financial loss;
- Provide for a timely resumption of operations in case of a disaster; and
- Reduce or limit exposure to potential liability claims filed against the institution, and its directors, officers and other personnel.

Resource One Credit Union will develop and maintain a disaster recovery program as well as disaster recovery team with the following responsibilities:

- Perform periodic risk assessments by considering possible threats and the losses associated with each threat.
- Evaluate the critical needs of each area within the credit union and establish the priorities for recovery.
- Determine how the Resource One Credit Union would recover facilities, currency, hardware, software, and files in the minimum amount of time.
- Negotiate and obtain written backup or reciprocal agreements with other financial institutions and suppliers.
- Develop a written plan in which responsibilities are assigned to selected personnel within the credit union and each person's exact duties during a recovery are documented.
- Establish procedures and timeframes for testing the contingency plans.

The disaster recovery team of Resource One Credit Union will consist of (but is not limited to) the following employees: President/CEO, the CFO, and other members of the Executive Management Team.

Pandemic

Upon notification that a pandemic is occurring, Resource One will monitor reports from all appropriate state and federal health and safety resources as well as any local and statewide warnings, following their recommendations as much as possible. The disaster recovery team will meet on a regular basis to monitor any state and local warnings and recommendations and determine the actions of the organization, keeping in mind a strategy that achieves:

- **Stability** – implement State and Federal recommendations to ensure the survival and livelihood of personnel;
- **Appearance** -- remaining a visible and integral part of the community's infrastructure; and
- **Cash flow** -- using Resource One's operations and resources to:
 - Store, transport and disburse cash;
 - Negotiate payable instruments; and
 - Accept deposits

Resource One will maintain preparations for employee safety and business continuity including consideration of identified risks in order to:

- Establish an ethic of infection control in the workplace that is reinforced during the annual influenza season, to include, if possible, options for working offsite while ill, systems to reduce infection transmission, and worker education.
- Establish contingency systems to maintain delivery of essential goods and services during times of significant and sustained worker absenteeism.
- Where possible, establish mechanisms to allow workers to provide services from home if public health officials advise against non-essential travel outside the home.
- Establish partnerships with other credit union (as needed) to provide mutual support and maintenance of essential services during a pandemic.

Notification of Catastrophic Acts

Resource One Credit Union will notify the Texas Credit Union Commissioner as soon as possible following a catastrophic act that occurs at one of the credit union's offices. In addition, pursuant to NCUA Rules and Regulations, Part 748.1(b), the NCUA Regional Director will be notified within five (5) days of the event; a record of the event will be filed at the main office to include:

- Information sufficient to indicate the office where the catastrophic event occurred;
- Amount of loss, if any;
- Any operational or mechanical deficiency(ies) that might have contributed to the catastrophic act;
- What has been done or planned to correct the deficiency(ies) (if applicable).

A catastrophic act is any natural disaster resulting in destruction of or damage to Resource One Credit Union.