



Crisis Response Plan

Facilitating action and communication
during and after a crisis.



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Crisis Defined, Training Policies



Crisis Defined

A crisis is identified in this plan as any unanticipated situation that:

- Affects the safety or job functions of employees;
- Threatens or disrupts the normal daily business operations of Georgia Credit Union Affiliates; and
- Requires immediate response.

Employee Training Policies and Information

Each employee will be provided an abbreviated copy of the Crisis Response Plan. Employees are responsible for understanding the procedures for recovery in their particular areas of operation.

A review of the plan will be conducted with all employees upon employment. **Periodic training and testing of the plan will take place three times per calendar year** at the discretion of the Crisis Management Team (CMT).

Statement of Confidentiality

This plan is strictly confidential. All questions from the media or others regarding this plan or any crisis should be directed to the Director of Communications.



Crisis Management Team

The following persons have been appointed to the Crisis Management Team based on their knowledge of League policies and operations and on their authority to act in time of crisis.

- Kristi Arrington, Vice President, Information Development
- Brandee Bickle, Director of Human Resources
- Dawn Colegrove, Vice President, Business Development
- Barry Huang, Vice President, Information Technology
- Ralph Jones, Executive Vice President — CMT Leader
- Jerry Keenan, Senior Vice President, Payments
- Samantha Langham, Administrative Assistant
- Liz Lewis, Vice President, Service Center Operations
- Kay Lytle, Executive Assistant
- Anita Paul, Director of Communications

Evacuation Procedures



When an emergency alarm sounds, or if told to evacuate the building, all employees are required to get out immediately—regardless of the situation. The absence of visible signs of danger does not mean that danger does not exist. There may not be time to tell everyone the nature of the emergency. **Employees who ignore the alert and elect to stay in the office place themselves, emergency rescue first responders and others in danger.**

- Take keys and cell phone; exit the floor at the nearest exit.
- Turn off desk or office light to indicate to the CMT that you have exited your area.
- Close office door (do NOT lock).
- Use stairwells ONLY. DO NOT use elevators.
- Exit the building in a calm manner.
- Proceed to designated area.

Designated Area: All staff will meet in the parking lot at the southeast corner near Premiere Parkway and Sugarloaf Parkway. Staff should not leave that area until instructed to do so. A head count will be taken to ensure all employees are out of the building.

Evacuation Procedures



During an evacuation, the Crisis Management Team members present at the time of the crisis will coordinate the following:

- Evaluate risk to staff and property
- Execute evacuation order
- Secure the building
- Account for all employees
- Notify appropriate emergency officials
- Issue instructions to staff
- Implement Crisis Management Plan or resume normal operations

Zone Captains

Zone Captains will check all areas to ensure that all employees have left the building. The following persons have been appointed Zone Captains for the designated areas.

- Barry Huang: Zone 1 (IT, break room, board room)
- Anita Paul, Samantha Langham: Zone 2 (admin. area, reception, C-SPAN room, advocacy board room)
- Kay Lytle, Ralph Jones: Zone 3 (executive team)
- Brandee Bickle, Dawn Colegrove: Zone 4 (HR area, credit cards, compliance, mail/copier room)
- Liz Lewis, Kristi Arrington: Zone 5 (accounting, GBD, rest rooms)

Crisis Response Procedures



Bomb Threat

1. Immediately locate the nearest supervisor and inform them of the threat.
2. Advise the nearest CMT member to announce, via the office phone system, that it is necessary to evacuate the building immediately.
3. Follow evacuation procedures.

Fire

1. Alert a coworker about the fire and, if it is small, try to put out or limit the fire using a fire extinguisher.
2. Have the coworker call 911, activate the nearest fire alarm and then return to assist you.
3. Advise the nearest CMT member to announce, via the office phone system, that it is necessary to evacuate the building immediately.
4. Follow evacuation procedures.
5. If smoke is accumulating, stay as low as possible as you evacuate.

Flood/Water Damage

1. If time permits, move critical documents and equipment out of danger.
2. Follow evacuation procedures.
3. If trapped by floodwaters, move to the highest visible point and await rescue.

Crisis Response Procedures



Hazardous Materials Spill

Authorities will notify the general public about any official evacuation emergency. If you discover a toxic spill, notify the local police department immediately. Follow instructions given by the proper authorities.

If you are instructed to stay inside:

1. Do NOT evacuate the office. Stay indoors.
2. Keep doors closed.

If you are instructed to evacuate:

1. Follow the evacuation procedures.
2. Cover your nose and mouth with a cloth or mask.
3. Once instructed to do so by the CMT, drive safely from the area, keeping all car windows and vents closed.

Natural Gas Leak/Explosion

1. Notify your immediate supervisor or a member of the CMT.
2. **Avoid any activity that conducts electricity or may create a spark.**
3. Follow the evacuation procedures.
4. Once instructed to do so by the CMT, drive safely from the area, keeping all car windows and vents closed.



Severe Weather (Tornado, Thunderstorms, High Winds)

When a tornado warning has been issued in the area:

1. Clear off desks and workstations.
2. Secure items wherever possible by moving them to contained areas.
3. Close all window blinds minimizing the danger from flying glass.

When a tornado strike is imminent:

1. Management will authorize the shutdown of the League.
2. Take shelter in the restrooms in the building.

After the tornado has passed:

1. Provide first aid to all injured people.
2. Account for all staff members and summon emergency personnel as needed.
3. Follow evacuation procedures if necessary.

Long Term Utility Outages

The CMT will inform all employees of the outage. Remain at your workstation until instructed otherwise.



Pandemic

For purposes of this plan, a pandemic is defined as a widespread outbreak of a disease, which occurs when a virus capable of causing serious illness emerges and quickly is transmitted from person to person.

Pandemic Threat:

As a guideline for this plan, a pandemic threat occurs when 25 percent of employees are reported and confirmed sick at home or hospitalized with similar symptoms within a 48-hour period. Once a pandemic threat is determined, social distancing procedures will be enacted:

- Face-to-face meetings will be replaced with emails and conference calls;
- Employees with enclosed offices will be required to work with doors closed;
- Employees working in open workspaces will be shifted, when possible, to allow ample space between individuals to minimize person-to-person contact.

Pandemic Outbreak:

As a guideline for this plan, a pandemic outbreak occurs when 50 percent of employees are reported sick at home or hospitalized with similar symptoms within a 72-hour period. Once a pandemic outbreak is determined, the CMT will authorize the shutdown of the office and employees will be notified of next steps.

Crisis Response Procedures



Suspicious/Threatening Person

1. Immediately locate the nearest supervisor or CMT member and inform them of the suspicious person.
2. The CMT member will announce via the office phone system that it is necessary to evacuate the building immediately.
3. Follow evacuation procedures.
4. The CMT will contact local authorities and report the incident.
5. Complete a Suspicious Person Report.

Terrorist Attack

Although terrorist attacks are not common, the events of September 11, 2001 have given cause for alert in this important area of crisis management.

Terrorist Threat:

1. Follow evacuation procedures if necessary.

Terrorist Attack:

1. Provide first aid to all injured people.
2. Follow evacuation procedures.

Medical Treatment



1. In case of medical emergency, there is a first aid kit located in the break room. If further or more immediate assistance is needed, emergency personnel may be called as deemed necessary by the injured person or any other staff member.
2. Injuries to staff or visitors should be documented on a Report of Accident on Premises form.

Employee Workplace Preparedness Checklist



Employees are encouraged to take the following steps to personally prepare themselves should a crisis affect either the workplace or their individual ability to travel to work.

These steps are in addition to the steps the company will take to ensure workplace readiness in the event of a crisis or disaster.

- Keep a bottle of water and a few nonperishable snack items in your desk.
- Make sure your emergency contact information is up to date and on file with your department head and the human resources department.
- Keep a list of personal emergency numbers in your possession.
- If you own a cell phone keep it charged and make sure family and friends have the phone number.
- Make note of important office phone numbers or extensions you may need.
- Keep your vehicle gas tank at least half full at all times and carry bottled water and snacks.
- Keep your vehicle stocked with other items such as a blanket, a jacket, first aid kit, flashlight, comfortable shoes, etc.