**1300: Roles and Responsibilities**

**Model Content Revised Date: 5/15/2024**

As outlined in the Business Continuity Plan Policy, below are the following Roles and Responsibilities at the Credit Union:

1. **BOARD OF DIRECTORS**. The Board of Directors bears the fiduciary responsibility to protect the assets of the Credit Union. This responsibility includes the need to understand Business Continuity risks and adopt policies and plans to address them. The Board will weigh the costs of Business Continuity Program activity versus the benefits and authorize the actions and resources necessary to provide prudent protection. The Board of Directors will (1) approve the credit union’s written Business Continuity Program Policy; and (2) oversee the development, implementation, and maintenance of the Business Continuity program, including assigning specific responsibility for its implementation. The Board will ensure program activities align with business strategies and risk appetite, and assess the effectiveness of these activities through Management reporting, auditing, and reviewing of relevant program documentation.
2. **MANAGEMENT TEAM**. The management team of the Credit Union is empowered to develop and implement the Business Continuity Program under the direction of the Board. The management team will do the following:  
   1. Oversee the development and implementation of the Business Continuity program;
   2. Draft procedures to ensure compliance with the program;
   3. Monitor, evaluate and suggest adjustments to the program;
   4. Ensure that staff is trained on these issues;
   5. Ensure that the program is regularly tested and remains relevant to the scope and complexity of the Credit Union’s operations;
   6. Brief the Board of Directors of the Credit Union at least annually on the status of the program;
   7. Monitor national and international news sources in order to be aware of potential threats, including resources devoted to national health care issues;
   8. Identify key points of contact for emergency services and critical vendors; and Assess the potential implications for the Credit Union if a disaster event occurs.
   9. Oversee the various departments within [[CUname]] and lead the response and recovery efforts of their respective groups. In addition, they provide technical expertise and support to the CEO for the areas over which they are responsible.
3. **ON-SCENE PERSONNEL.**Often an incident occurs when personnel are already present on the scene. As such, every [[CUname]] employee is expected to have a basic understanding of the initial actions to follow in an emergency and every employee is provided with a copy of the Emergency Wallet Card that provides basic emergency response procedures, key contact information, and resources where they can obtain further information and/or assistance.  
     
   {Insert Image - Emergency Wallet Card SAMPLE - Front and BACK}  
      
   Most incidents typically fall into one of three categories: **Life Safety**, **Break/Fix**, or **Cyber**. Each of these incident types has unique steps that should be followed.  
   1. **Life Safety**: In a Life Safety situation, the safety of staff and visitors is the primary focus of on-scene personnel. As such, they should evacuate the facility or seek shelter-in-place (if the danger is outside) as appropriate, alert Public Safety Officials (by dialing 911 once they are safely outside or sheltered), and then contact any member of the Administration Team to notify them of the situation. The contacted member of the Management Team would then be responsible for notifying the Incident Manager (provided they have not already been notified).
   2. **Break/Fix**: In a Break/Fix situation, the on-scene personnel should contact the appropriate vendor responsible for the equipment or area where the incident is located. The notified vendor would then be responsible for determining the impact/duration of the incident and escalating to the Management Team as needed.
   3. **Cyber**: In a Cyber incident, the focus is on identifying the nature and scope of the incident, notifying the appropriate regulatory and law enforcement authorities, taking appropriate steps to control the incident and prevent further access, and (when warranted) notifying impacted  members.
4. **DECISION MAKING AUTHORITY.** The Management Team serves as the decision-making authority for [[CUname]]. This group includes the Credit Union's Chief Executive Officer, [[CEOname]], who has disaster declaration authority for the organization, and the [[SecondLevelAuthority]], who can assume the decision-making role if the CEO is not available or becomes incapacitated.  
      
   Business Continuity Order of Succession:  
   1. CEO
   2. Role
   3. Role
   4. Role

**INCIDENT MANAGEMENT TEAM.**   
The Incident Management Team manages developing events and incidents, assessing the implications, and driving the response effort for the credit union. This team includes the Decision-Making Authority, the designated Incident Manager, and Management Team Members, and typically includes technical, HR and facilities resources, along with the individual or team responsible for internal and external communications for the credit union.

The [[CUname]] Incident Management Team members are *(List the titles and roles of the members of the Incident Management Team)*.