



Corporate One Federal Credit Union

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Corporate One Business Continuity and How It Affects You

A Word about Business Continuity

Corporate One has developed a family of plans to deal with conditions that would affect service to members – from a temporary interruption of a single service to a major catastrophic event affecting a wide area of services. This document explains our resilience philosophy, and is a guide to how we will maintain service under those plans. Please keep it for reference in the event of an emergency impacting Corporate One.

We have built our family of plans to provide “Resilience in Depth,” using flexibility in our cross-training, sharing of operational capability, and redundancy in IT systems and communications to provide an absolute minimum of disruption to the services we provide you in the event of a crisis.

Crisis Management

Corporate One has adopted the National Incident Command System (ICS) for managing crises. We activate an Incident Response Team when we know or suspect an event may impact our services to you. The principles of ICS are incorporated into our checklists and procedures to ensure all functional areas defined within ICS are covered. Our Incident Response Team, once ensuring control of the event, begins directing the activities needed to restore our services in the most expedient means possible. By using the ICS principles, we know we have a consistent, logical approach to handling any event, regardless of the cause.

Facilities

- ★ Corporate One Main Office, Orion Place, Columbus, Ohio
- ★ Corporate One Operations Center, Jacksonville, Florida
- ★ Corporate One Auxiliary Office, Tallahassee, Florida

IT Infrastructure

We have built our IT infrastructure to maximize the redundancy and resiliency. Part of the infrastructure is cloud-base, off-site from our facilities, with full redundancy and rapid fail-over. Other parts are housed in fully redundant data centers in Jacksonville and Tallahassee, also with rapid fail-over capability. We exercise those fail-over procedures annually.

Communications

If our contingency plan is activated, Corporate One will immediately notify all members via e-mail, fax or telephone. If you suspect our plan has been activated or if you cannot contact Corporate One through normal means, please check for such notifications.

