

MDCU BUSINESS CONTINUITY PLAN FOR THE CORONA VIRUS 2020

MDCU recognises the outbreak as a serious situation which could significantly affect the wellbeing of its members, volunteers and employees and its ability to continue providing services. To minimise the impact, ensure continuity of services and protect the safety and wellbeing of anyone spending time in the credit union office the Board has developed the following Business Continuity Action Plan for the Corona Virus. The main principles of this plan are:

TO LISTEN: MDCU will follow Scottish Government and public health advice applied to the circumstances of the credit union. For example, during weekdays the office is less busy and it's easier to minimise social contact so the office will remain open on specific weekdays for as long as possible.

TO CLEAN: The best defence against Corona Virus is good hygiene, both general office cleanliness and personal hygiene. MDCU will display official advice on hand washing in the office, ensure a sufficient supply of the necessary products and carry out a deep clean of the office before opening.

TO CARE: People at higher risk of serious illness from the Corona Virus (over 70s, people with a pre-existing health condition and those who live with such a person) are advised not to come in to the MDCU office for their normal volunteering duties. MDCU will revise its rota to ensure that only non-vulnerable people come into the office and carry out front-line services on opening days.

TO ACT: As spread of the virus escalates MDCU will act on any government or official advice to close the office completely. A number of arrangements are being put in place to ensure the continuity of 'mission critical' activities if this situation arises, including:

- Encouraging more members to register for online access to MDCU services
- Encouraging more members who can't use online access to set up standing orders
- Putting in place a telephone payment service
- Increasing secure, remote working arrangements to allow volunteers and employees to work from home to carry out back-office functions

MDCU ACTION PLAN DETAILS:

Potential Risk	MDCU Response	Timing
Members required to self-isolate and unable to come MDCU office	Increase awareness of MDCU online access and support more members to register and make use of the service.	Immediate
	Encourage more members to set up standing orders to make payments.	Immediate
	Set up telephone payment facilities and services to enable MDCU members to conduct account transactions by phone.	By early April
	Limit opening hours to minimise social contact. For members who are unable to make use of remote payment services the office will open on specific days and services will be provided under strictly controlled hygiene conditions.	By early April
Members / volunteers passing on the virus to other members / volunteers	We urge all members and volunteers to read and observe the guidance contained in the displayed NHS Posters about preventing the spread of the virus.	Ongoing
	Ensure sufficient supply of hand gel for volunteers and encourage frequent use of these.	Ongoing
	Ensure sufficient supply of surgical gloves for volunteers who want to use them. Volunteers not using gloves must use the hand gel after every transaction.	Ongoing
	Conduct thorough cleaning of the office on a daily basis paying particular attention to surfaces, door handles and computer peripherals.	Ongoing

	<p>Limit opening hours to minimise social contact. Revised opening hours will be put in place to both reduce the likelihood of transmission and accommodate the reduction in volunteers as a result of self-isolation. Open hours from [date] will be:</p> <p>[List of day, hours and service]</p> <p>These opening hours will be reviewed on a weekly basis and may be altered in response to new government directives, including the possibility of increased opening hours if the spread of the virus abates and full closure if it accelerates.</p>	From early April
MDCU Office required to close by government guidelines if the virus escalates	<p>In the event that MDCU needs to close for a prolonged period of time members will be able to conduct transactions online or by telephone.</p> <p>A handful of members may be unable to use remote payments methods (e.g. those without a bank account). MDCU will identify these members and make alternative arrangements.</p>	
Economic Impact of the Corona Virus	<p>Many local businesses are being affected by the corona virus. As social isolation measures take effect, consumer demand is dramatically reduced and employees in contact with the virus are unable to go to work, resulting in a higher risk of recession and increase unemployment in our member cohort and the possibility of increased loan default. MDCU will take the following actions to minimise the economic impact of the virus on our key financial ratios:</p> <ul style="list-style-type: none"> • Ensure that all members who can continue to make their regular payments are able to do so (through online service etc) • Closely monitor payment patterns to detect increased loan default as a result of the virus impact • Encourage all members who may be facing difficulties in paying to contact us • Assess the possibility of allowing members who are subject to short term employment disruption as a result of the virus to be given a payment holiday 	
Disruption to back office functions	<p>All of the above measures may require additional back office processing (e.g. increase in online registrations etc). At the same time volunteers will have reduced opportunity to be in the office while the virus is still present. This will require that MDCU invest additional resources in its technology and software to significantly increase key volunteers' ability to work remotely, including processing transaction through its ABASUC server infrastructure. Three key actions follow from this:</p> <ul style="list-style-type: none"> • Identify # volunteers who will have permission to work remotely • Assess these volunteers' IT/cyber security set up • Commission technical support from our IT consultants to put the above in place 	