

Business Continuity Plan

For business continuity planning purposes, AOC could confront a variety of circumstances, ranging from negligible impact (limited to no business disruption or property damage) to marginal impact, including a hindrance that may affect business operations without shutting the Organization down (such as a snowstorm causing a temporary closure of our offices or an internal system failure such as the disabling of our IT systems) to critical impact, resulting in temporary disruptions of business or major damage to the facility rendering AOC's offices unusable permanently or for an extended period of time, but not affecting Alexandria generally; to a catastrophic event rendering Alexandria severely impaired, AOC's offices permanently unusable, and involving significant loss of staff, including management. This is an event of large proportions which means limited or no outside resources available for prolonged periods of time. Describing this range of emergencies as **negligible**, **marginal**, **critical**, and **catastrophic** is useful for planning purposes.

This Business Continuity Plan is for use once life and safety are secure in response to a disaster. It identifies key resources and needs to ensure that business may continue, perhaps in a limited capacity or how the Organization will fully recover should the disaster be catastrophic.

Planning for Marginal and Critical Emergencies

AOC believes that these documents and the emergency arrangements described put AOC in a strong position for recovery from emergencies with marginal and even critical impact. The Executive Director is responsible for managing emergencies of this nature, and has been given clear authority to do so, and is looked to by staff for leadership in such situations. Staff have been provided with this document and have contact information for the Board of Directors who can assist the organization in restoring operations.

Planning for a Catastrophic Emergency

A catastrophic emergency affecting all of Alexandria could lead to the loss of much of the organization's staff and management. It is therefore advisable to lay out procedures that should be followed to completely reconstitute AOC at a future time, whether virtually or in some other physical location. It is impossible to map a complete recovery plan in advance under unknowable circumstances, but the following issues and advised steps are critical ones.

- **Governance**
 - In the instance that the Executive Director or other senior staff are unable to respond to a catastrophic emergency, the President, Vice President/President-Elect, or another member of the EXCOM will immediately step in to help keep the Association operating.
- **Human Resources**
 - Staff are paid twice a month; pay periods are 1st-15th and 16th-30th/31st. Payroll is processed through PayChex and Timesheets are kept in TSheets. Accounting support can assist with both.

APPENDIX 1: Board of Directors Contact List
APPENDIX 2: Staff Emergency Contact List and Staff Phone Tree

- **Financial Assets**
 - In the instance of emergencies that have an impact on finances, the Finance Committee should immediately assess the condition of the financial assets and make necessary adjustments.
- **External Auditors**
 - If needed, reach out to the auditor for necessary guidance in reestablishing the Organization.
- **Insurers**
 - To address insurance claims, call Betty Lusby, AIM
- **Programs**
 - Department heads will continue to keep existing programs running and if needed, will pivot to quickly adapt to new programs based on the level of emergency as needed.

ABOUT THE ORGANIZATION

AOC
1001 N. Fairfax Street, Unit 300, Alexandria, VA 22314
703-549-1600

Primary Contact:

Shelley Frost, Executive Director
Mobile: 703-855-5630
Husband (Rob) mobile: 703-447-1630
email: frost@crow.org

Emergency Contact: DIAL 911 in an emergency

Alexandria Non-Emergency Police: 703-746-4444

Alexandria Non-Emergency Fire: 703-746-4444

Federal Tax Employer Identification Numbers (EIN)

AOC 501(c)6 – Association of Old Crows	EIN: 52-0952593
AOC 501(c)3 – AOC Educational Foundation	EIN: 54-1337848
AOC 501(c)6 group filing for Chapters	EIN: 54-1511460
AOC 501(c)3 group filing for Chapter Foundations	EIN: 54-1520328

CRITICAL ASSETS

The Organization's assets are people (Staff and BOD), financial assets, intellectual property, and office space. If these items are taken away, it would drastically affect or harm the Organization or cause a major disruption to operations.

PEOPLE

- APPENDIX 1: Board of Directors Contact List
- APPENDIX 2: Staff Emergency Contact List and Staff Phone Tree

BUILDING

- 1001 N. Fairfax Street, Suite 300, Alexandria, VA 22314

COMPUTER EQUIPMENT

- Computers, monitors, phone headsets, software, copier/scanner, conference room audio visual equipment. The Executive Director maintains this list with the assistance of TSI and Consultance LLC.

INVENTORY/PRODUCT

- Director of Member Services and Accounting Support keep a monthly inventory of AOC store products including books, clothing, coins, etc.

OPERATIONS

- Payroll – PayChex - Executive Director, Accounting Support
- Mail – Contact US Postal Service and other delivery services to provide a forwarding address if needed.
- Accounts Payable – approved/signed check requests are sent to Consultance for payment.
- Accounts Receivable:
 - Checks are deposited via a remote deposit machine; foreign currency checks must be deposited physically at the bank
 - Wire Transfer payment reports are emailed to the Executive Director
 - ACH Payments are identified by the Executive Director upon daily review of the checking account

VALUABLE CONTENTS

- Security PPI locked in the file cabinet in Glorianne/Tony's office
- Personnel PPI locked in Shelley's office

BOOKS AND RECORDS

- Hard copies of all *JED* magazines are kept in the office

FURNITURE AND FIXTURES

- Office furniture and appliances purchased – ED and Consultance maintain list

OTHER

- Historical items including photos, newsletters, newspaper clippings, miscellaneous knick-knacks, and the Technology Hall of Fame plaque are kept in the storage room between the conference room and the office lobby.

KEY VENDORS AND BUSINESSES

The following is a list of organizations and businesses that are critical to maintaining operation:

Financial Assets:	Truist Checking account 1000216265586 Foundation account 0000202549798 Eric Anglin, eric.anglin@truist.com , 240-678-3945 Chantel Brooks, chantel.m.brooks@truist.com , 202-879-6451
	Schwab Two accounts 7130-2278 and 2479-1596 Brady Clar, brady.clar@schwab.com , 888-586-0006
Insurance Broker:	Association Insurance Management (AIM) Betty Lusby 301-812-2081 or 301-812-1200 bclusby@aimcommercial.com
IT Support:	TSI 703-596-0022 Help Desk, ticket@tsiva.com
Accounting Support:	Consultance LLC oldcrows@consultancellc.com Amy Olear, 301-246-3181 ext 209 Jane Barkan, 301-246-3181 ext. 213
Security System:	Datawatch Systems 301-280-4357 helpdesk@datawatchsystems.com or cardkey@datawatchsystems.com
Property Management:	Stoladi Property Manager Stephanie Gleichsner 703-548-1075, stephanie.gleichsner@stoladi.com
	Building Engineer onsite Iggly Arias 703-548-1075, iggly@stoladi.com Or Assistant Chief Engineer

Alonso Hernandez
703-548-1075, alonso.hernandez@stoladi.com

Electricity Provider: via Stoladi

Cleaning Company: Clean Method
Mary Scott, 571-529-0100, mary@cleanmethod.com

Internet Provider: Comcast
800-391-3000
Account: 8299 61024 276 7738

Legal Support: White and Williams
Laura Corvo
201-368-7226, corvol@whiteandwilliams.com

External Auditor: Snyder Cohn
Keith Jennings, CPA
301-652-6700, JenningsK@snydercohn.com

Payroll: PayChex
Account: 17107987
Jo Cuthbertson, 866-367-4517 x5258959, jcuthber@paychex.com

Timesheets: TSheets Intuit
Account: associationofoldcrows
Accounting Support can assist if needed

Registered Agent: Washington DC Registered Agent LLC
202-403-0599

COMMUNICATION

The President is the official media spokesperson in the event the emergency attracts media attention or requires more detailed organizational information. If the President isn't available, the President-Elect/Vice-President will be the spokesperson.

The Executive Director will provide information to key leadership regarding the organization's status and methods of communication. The Director of Communications and Marketing will provide information to the membership.

TECHNOLOGY HARDWARE INVENTORY

TSI has an inventory of laptops. The Executive Director, with the help of the Accounting Support team, keeps the inventory of all hardware and other assets.

TECHNOLOGY SOFTWARE SECURITY

- Office 365 applications including SharePoint are managed and backed up by Microsoft. <https://docs.microsoft.com/en-us/microsoft-365/enterprise/o365-data-locations?view=o365-worldwide>. TSI can assist with obtaining backup data.
- VoIP phones: TSI maintains one server, a 3CX host server, which is in Amazon Web Services (AWS). AWS replicates data across its datacenters to ensure minimal downtime in case of disaster events. <https://aws.amazon.com/compute/sla/>

TSI also does an image-level backup in the AWS environment and an application-level backup in their Google Cloud Platform on a daily basis.
- YourMembership (YM) is the AMS/CRM platform and houses all member data (Community Brands is the parent company). YM is hosted on Amazon Web Services (AWS). <https://www.yourmembership.com/company/technology/> Also, Community Brands maintains liability insurance, which includes a \$10M policy for Cyber Errors & Omissions.

ALTERNATE/TEMPORARY LOCATION

In the case where AOC's offices are unavailable, staff will work from home when possible.

STAFF NOTIFICATION

The staff is regularly updated on business operational status including whether they should report to work, what work conditions are like, alternate work sites and plans, plan triggers, etc. Staff will be notified by email or text by the Executive Director; Staff will respond by email or text.



Association of Old Crows

2024 BoD/BoG Roster

1001 N Fairfax Street, Ste 300
Alexandria, VA 22314
10 December 2023

	Term	Name	Telephone	Ext	Cell Phone	E-Mail
Executive Committee						
President	2025	Brian "Hinks" Hinkley			540-220-5179	Brian.Hinkley@amentum.com
President Elect	2026	Tony Lisuzzo			732-977-1627	alisuzzo@iwtllc.com
Secretary	2024	Dennis Monahan	540-653-8074		360-929-3954	monahan_dennis@bah.com
Treasurer	2024	Jim Utt	937-572-4576		937-572-4576	James.Utt@TeamDEC.com
International	2023	Erik Bamford			+47 404 37 689	erik-bamford@live.com
At Large Directors						
At Large	2024	Nino Amoroso	978-902-7783		978-902-7783	ninoamoroso@amorosoassociates.com
At Large	2024	Steve Oatman			334-380-1770	oatmans1970@gmail.com
At Large	2025	Haruko Kawahigashi	+81 70 4035 5689		+81 80 5178 2445	Kawahigashi.Haruko@ah.MitsubishiElectric.co.jp
At Large	2025	Ken Dworkin	410-913-4566		603-459-3151	kdworkin@g2ss.com
At Large	2026	Scott "Sherm" Oliver			301-366-6410	oliver_robert@bah.com
At Large	2026	Paul Vavra			603-566-2550	paul.m.vavra@gmail.com
Immediate Past President						
Past President	2024	Glenn "Powder" Carlson			757-561-6369	b52ewo@gmail.com
Regional Directors						
Mtn-West	2024	Wayne "Loaner" Shaw	210-379-8217		210-379-8217	b52b1ef111ea6bguy@yahoo.com
Mid-Atlantic	2024	Dennis Monahan	540-653-8074		360-929-3954	dennisjmonahan@gmail.com
Central	2024	Jim Utt	937-572-4576		937-572-4576	James.Utt@TeamDEC.com
North-West	2025	Mark Schallheim	541-479-3652		805-910-9410	schallheim@gmail.com
Int'l I	2025	Erik Bamford			+47 404 37 689	erik-bamford@live.com
Pacific	2025	Amanda Brockermeyer	850-384-8488			amanda.kammier@gmail.com
North-East	2026	Myles Murphy			908-268-6044	mylespatrickmurphy@gmail.com
Int'l II	2026	Jang Pyo Kim	+82 42 821 4953		+82 10 4076 7749	jpkim04@add.re.kr
Southern	2026	Brandon Coleman	478-926-0607		803-338-8545	brandon.coleman.3@us.af.mil
Appointed Directors						
Appointed	2024	Ken "Kilo" Parks			757-478-5456	kiloparks@gmail.com
Appointed	2024	Frank "Cowboy" Ball	210-488-2324			frank.ball@amentum.com
AOC Foundation Adjunct Governors						
Appointed	2024	VACANT				
Appointed	2024	Mick Riley			850-797-0065	mick@tesllcnet

PROPRIETARY INFORMATION

Information contained herein is the property of the AOC.
Further dissemination is prohibited without the written permission of the AOC.

Staff In Case of Emergency (ICE) List

as of Jan 2024

APPENDIX 2

Name	Cell number	ICE POC	ICE cell number
Bob Andrews	+447802763662	Ann Andrews	+447703274817
Christine Armstrong	202-262-2387	Carleigh Armstrong	202-774-0676
Meron Bekele	703-896-0949	Tadele Mekuria	703-600-9513
Michael Brock	903-704-7565	Laura Brock	913-547-0420
Sean Fitzgerald	703-608-0661	Cara Fitzgerald	703-362-7148
Shelley Frost	703-855-5630	Rob Frost	703-447-1630
Kathy Hartness	703-302-9969	Eddie Hartness	703-203-2572
Josie Iapalucci	301-938-6340	Rosie Iapalucci	301-938-0469
Raleigh Leavitt	757-968-8990	Jaxson Hawkins	804-572-3935
Joe Martiny	571-214-1908	Anne Eubank	703-677-6230
Ken Miller	571-431-9413	Jeanette Miller	717-448-3478
Heather Moeller	814-933-9992	Matt Thomas	717-940-1220
Glorianne O'Neilin	571-235-1365	Gary O'Neilin	571-251-6856
Cira Fear Price	916-532-9260	Adam Price	801-75-1016
Tony Ramos	703-585-6176	Janet Ramos	703-731-1952
Hollann Schwartz	240-888-3086	Blake Schwartz	240-793-0192
Matt Thompson	210-891-7264	Tammie Thompson	864-365-8940

PHONE TREE

	Kathy Hartness	Christine Armstrong
		Cira Fear Price
		Sean Fitzgerald
	Glorianne O'Neilin	Meron Bekele
Shelley Frost		Joe Martiny
	Ken Miller	Heather Moeller
		Matt Thompson
	Hollann Schwartz	Raleigh Leavitt
		Josie Iapalucci
	Michael Brock	
	Tony Ramos	Bob Andrews

STAFF RESPONSIBILITIES

in the instance the Executive Director is unable to respond to a catastrophic emergency, the ED recommends the following:

Glorianne O'Neilin	All Operations duties (including building, HR, financial and insurance)
Hollann Schwartz	All Communication duties
Ken Miller, Kathy Hartness, Michael Brock	All association program management (to ensure all existing programs continue running)
Tony Ramos	All IT, technology and computer duties