

Business Continuity Plan

House of Charity Food Shelf

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1 First Note

1.1 Second Note

The purpose of this document is to explain the Business Continuity Plan and benefits to the client to ensure the most rapid RTO "return to operation." The House of Charity Food Shelf is a non-profit organization that has specialized in meeting the dietary needs of the homeless people of Minneapolis for more than 60 years. The House of Charity Food Shelf is a large-scale free lunch program open 365 days a year. The address is 714 Park Ave, Minneapolis, MN 55404. The free public meals at the food center have served 123,828 meals by 2,855 volunteers.

124 individuals received treatment from House of Charity's Day by Day program. 16% of these individuals completed Phase 1 of our program and 11% completed the whole 3 Phase program that includes aftercare. The community meals at the food center are supported entirely by a combination of volunteers, donations, and donated or subsidized food. In expense terms, 100 percent of all of House of Charity's revenue is from donations, and municipal grants for food and other supplies.

1.2 Overview of Company the House of Charity Food Shelf

The House of Charity Food Shelf is a vital community resource dedicated to alleviating hunger and providing nutritional support to individuals and families in need. Located in Minneapolis, the food shelf operates as a lifeline for the underprivileged, homeless, and food-insecure populations by offering free access to essential food items.

1.2.1 Staff members

- a) CEO Kyle Hanson
- b) Vice President Vice President Grant Snyder
- c) Manager Jimmy Heaslip, Supply chain
- d) Facility Security Manager, Manager Geof Mayer
- e) Assistant Security Manager Shedric Jenkins
- f) Security Richard Johnson
- g) Cook LaZeric Young
- h) Cook Latoya Smith
- i) Cook Terrance Johnson
- j) Cook Tom Harris

1.2.1 Mission Vision Statement

Statement,

To provide food and support to our neighbors in need. To end food insecurity in the Minneapolis Area.

Diversity and Inclusion Statement, The Minneapolis Area Food Shelf embraces differences and commonalities across race, gender, ethnicity, sexual orientation, mental and physical ability, religion, age, and social economic class. We welcome and celebrate the unique contributions Volunteers, Staff and Board members bring to the food shelf. We offer them opportunities and inspiration to support our mission and work, and encourage all to share their unique perspectives, ideas, and life experiences.

1.2.2 Description of Core Operations

To mitigate the disruptions that result in the We promote an accepting and welcoming environment for our neighbors in need. Serve our neighbors in a compassionate and respectful manner. Provide our neighbors with the opportunity to make their own healthy food choices. We also recognize our success is reliant upon active and broad-based community support. Often leveraging the financial generosity of our community to responsibly produce the greatest positive impact for our neighbors in need. All volunteers are the backbone of our operation. In addition, recognize the importance of providing fun and rewarding opportunities in which the community can give back in a meaningful way.

1.2.3 Key Suppliers and Partners

The key suppliers for The House of Charity Food Shelf are but not limited to ordinary donations from the public sector. There is also a corporate sector contribution through Harvest Land Foods, Cub Food, Walmart, and Target.

1.2.4 Primary Customers

The primary customer for The House of Charity Food Shelf are the Minneapolis citizens that are in need of good nutrition through the meals program and free private nutritional needs counselling.

2 Risk Assessment

2.1 Overview or Methods

The Risk Assessment for the Business Continuity Plan (BCP) for The House of Charity Food Shelf is a critical process that will identifies potential threats and evaluates their impact on the operations of the organization. The objective is to prepare for and mitigate risks to ensure the continued delivery of essential services, especially during emergencies or disruptions. For The House of Charity Food Shelf, the risk assessment addresses both physical and operational vulnerabilities that could prevent the food shelf from fulfilling its mission of serving those in need.

2.2 Risk Identification

The risk identification for The House of Charity Food Shelf risk assessment lays the groundwork for all subsequent business continuity planning. It allows for The House of Charity Food Shelf to understand the threats they face and use the strategies for recovery provided to ensure operational continuity during and after a disruption.

2.3 Risk Analysis

During recent assessments, various critical safety and operational areas were reviewed with the client to improve response readiness and risk mitigation. For details, please view Exhibit D. In the fire safety discussion, the client confirmed that no fire drills had occurred in the past six months. As a precaution, I recommended quarterly fire drill tests to ensure staff readiness and safe evacuation procedures. This suggestion was accepted, with Facility/Security Manager Geof Mayer assigned responsibility. Additionally, we reviewed storage safety, where the client indicated storage areas lacked sprinkler protection. To address this, I recommended a comprehensive update to the fire suppression system, which was accepted, with an estimated two-week RTO for implementing the upgrades if disrupted.

Further discussions addressed risks posed by flooding and hazardous materials. The client noted a potential threat to vital equipment from overhead pipes, and I suggested obtaining full insurance coverage for critical assets, which was agreed upon with a three-week RTO for full recovery post-incident. Concerning hazards, it was confirmed that explosive materials were stored on-site; to mitigate this, I advised storing all flammable materials in metal cabinets, which the client accepted with a one-week RTO. Lastly, I recommended implementing Comcast's Edge package to enhance network security, addressing a lack of an anti-virus regime, with a one-day RTO for recovery.

2.4 Risk Summary

2.4.1 Table Summary of the risks qualified for BC (low prob, high impact)

RISK REGISTER TEMPLATE

RISK ID NO.	CATEGORY	RISK DESCRIPTION	IMPACT DESCRIPTION	IMPACT LEVEL	PROBABILITY LEVEL	Y RISK POTENTIAL	X MITIGATION VALUE	RISK SCORE	MITIGATION STRATEGY
	Choose from drop-down menu.	Give a brief summary of the risk.	What will happen if the risk is not mitigated or eliminated?	Rate 1 (LOW) to 5 (HIGH)	Rate 1 (LOW) to 5 (HIGH)	(IMPACT X PROB) Address highest first.	(MIT2)	(PROB X IMPACT) / (MIT2)	What can be done to lower or eliminate the impact or probability?
1	Fire	The building fire alarm is not connected direct to the local fire services.	Fire damage that would close the food shelf for months perhaps. Loss of People, Access, Function, Data.	5	1	5	1	5.00	Connect building to municipality emergency services.
7	Security	There are no bars on the windows of the building.	Food Shelf could be robbed. Loss of People, Supply, Data.	5	1	5	1	5.00	Secure windows with steel bars.
17	Hazards	There are explosive materials stored on site.	Could combust and permanently close the structure. Loss of People, Access, Function, Data.	5	1	5	1	5.00	Place all flammable materials in a metal cabinet.
21	Utilities	There are no UPS's or backup generators in place.	Loss of power can cause loss of Access, Function, Data.	5	1	5	1	5.00	Install UPS's with backup generators.
25	Communication	There is no anti virus regime or system backups maintained.	Viruses can cause loss of Access Function, Data, and Supply.	5	1	5	1	5.00	View purposed Exhibit F. Perform regular virus scans, system updates, backups and restores of data.



3 Business Impact Analysis

3.1 Background what it means

The Business Impact Analysis (BIA) for the House of Charity Food Shelf aims to assess how disruptions, such as natural disasters, supply chain issues, or staff shortages, might impact its ability to serve the community. The primary goal of the BIA is to identify the critical functions of the food shelf, evaluate the consequences of potential disruptions, and establish strategies to ensure the continuity of food distribution to those in need.

3.2 Business Impact Analysis

Please view EXHIBIT A below after the section reading. The Business Impact Analysis (BIA) is a critical process within Business Continuity Planning (BCP) that helps organizations understand the potential impact of disruptions on their operations. The primary goal of a BIA is to identify and evaluate the effects of unexpected events, such as natural disasters, cyberattacks, or operational failures, on key business functions and processes. By assessing these impacts, the BIA helps organizations prioritize their recovery efforts, allocate resources, and develop strategies to ensure the continuity of critical operations.

3.3 Key Components of a Business Impact Analysis

3.3.1 Identification of Critical Business Functions

The BIA focuses on identifying the most important functions and processes that are essential for the organization's survival. These functions might include customer service, IT operations, supply chain management, or sales.

Each business function is evaluated to determine its importance and the consequences of its disruption.

3.3.2 Assessment of Potential Impacts

The BIA evaluates how disruptions to critical business functions would affect the organization. This includes assessing the financial impact, operational impact, legal or regulatory impact, reputational damage, and safety concerns.

The analysis estimates how long the organization can tolerate a disruption (e.g., minutes, hours, or days) before experiencing significant losses or damage.

3.3.3 Recovery Time Objectives (RTO)

The Recovery Time Objective defines the maximum acceptable amount of time that a business process or function can be down before causing unacceptable consequences. This helps in setting priorities for which functions should be restored first after a disruption.

3.3.4 Recovery Point Objectives (RPO)

The Recovery Point Objective identifies the maximum amount of data that can be lost in the event of a disruption. For example, if a system goes down, the RPO helps determine how frequently data should be backed up to minimize data loss.

3.3.5 Dependencies

A BIA examines interdependencies between various business functions. For instance, if a critical IT system fails, it might impact several departments or processes that rely on it. Understanding these dependencies helps in planning the recovery sequence.

3.3.6 Prioritization of Functions

Once the BIA identifies the critical business functions and their impacts, it ranks them in order of priority. Functions that are vital for business survival and have a high impact if disrupted are given top priority in recovery planning.

3.3.7 Mitigation Strategies

Based on the findings, the BIA suggests mitigation strategies that can help minimize the impact of disruptions. These strategies may include backups, redundancies, alternative suppliers, or relocation plans.

3.3.8 Purpose of a Business Impact Analysis

Informed Decision-Making, A BIA provides leaders with clear data on which processes and functions are most critical, allowing them to make informed decisions about resource allocation and recovery planning.

Minimizing Financial Loss, By identifying potential impacts and recovery timelines, a BIA helps minimize the financial losses associated with downtime and disruptions.

Supporting Business Continuity and Disaster Recovery Plans, A BIA is the foundation for developing effective Business Continuity Plans (BCP) and Disaster Recovery Plans (DRP). It helps identify which processes need immediate attention after an incident.

Improving Resilience, Organizations that understand their vulnerabilities through a BIA are better equipped to handle disruptions, making them more resilient in the face of unexpected challenges.

In Summary of, a Business Impact Analysis (BIA) is an essential tool that enables organizations to evaluate the potential consequences of disruptions to their operations, prioritize critical processes, and create strategies to minimize downtime and ensure swift recovery.

3.4 Impact Summary

Category, Fire (2.3.1 - 2.3.5)

The client has several fire-related vulnerabilities that need to be addressed, from a lack of connectivity to emergency services to staff not being trained to use fire extinguishers. Each of these deficiencies increases the risk of significant damage and delays in response during a fire emergency.

Key Recommendations,

Connect fire alarms to local fire services for faster emergency response.

Train staff on fire extinguisher usage to ensure swift action can be taken in the event of a small fire.

Store flammable materials in steel cabinets to reduce fire hazards and ensure the safety of storage areas.

Schedule regular fire drills to ensure staff are prepared in case of evacuation.

RTO (Recovery Time Objective), Ranges from 1 to 3 weeks, depending on the severity of the incident, for tasks such as cleaning up after fire damage or starting operations at an alternate location.

Category, Storage (2.3.10 - 2.3.12)

Summary of,

The storage section includes concerns over perishable goods, the lack of fire suppression systems, and regular backups of computer programs and data.

Key Recommendations,

Continue regular data backups to avoid data loss.

Store perishables in walk-in coolers and ensure that items with a limited shelf life are properly managed.

Install fire suppression systems in all storage areas to protect against fire hazards.

RTO Estimated at 1 to 3 weeks, depending on the impact on storage areas and data management systems.

Category, Flooding (2.3.13 - 2.3.14)

Summary of,

Flooding poses a serious risk to critical equipment and inventory, especially given the proximity of a river and potential water leakage from nearby pipes.

Key Recommendations,

Full insurance coverage for stock replacement due to potential flood damage.

Implement protective measures against water damage, particularly for equipment stored near pipes or areas vulnerable to flooding.

RTO

Estimated at 1 to 3 weeks, depending on the severity of the flooding and the recovery time required for the affected equipment and goods.

Category, Hazards (2.3.15 - 2.3.18)

Summary of, Hazards such as vehicle impacts, RAM raiding, and the storage of explosive materials present significant safety risks.

Key Recommendations,

Install guard posts around exposed portions of the building to mitigate the risk of vehicle impacts.

Store all explosive and flammable materials in designated metal cabinets to prevent accidents.

RTO Estimated at 1 to 4 weeks, depending on the extent of the damage from a hazard-related event.

Category, Communication (2.3.22 - 2.3.25)

Summary of,

Effective communication is critical for placing food orders, network security, and virus protection. The business has several vulnerabilities, including the lack of network audits, a secondary ISP, and antivirus software.

Key Recommendations,

Set up a secondary ISP for backup communication and internet services.

Perform regular network audits to ensure security.

Install antivirus software to protect the business's communication and data systems.

RTO Estimated at 1 day to 3 days for communications recovery, with minimal business interruption expected.

Dependencies and Integration of Plans

Each of the plans interacts with others as part of an overall business continuity strategy. For instance,

Fire and Security Plans,

A fire may compromise security measures, making the integration of emergency response and security systems critical. Fire drills, for example, should include both fire and security personnel.

Storage and Flooding Plans, Storing perishable goods and protecting them from flood damage are intertwined. Without proper flood protection, storage areas could be severely impacted, affecting food supply.

Utilities and Communication Plans,

Loss of power can disrupt communication systems, making it essential to integrate backup power systems with communication protocols for swift recovery.

This outline provides the structure for a comprehensive approach to handling risks and ensuring business continuity for the client, focusing on fire hazards, security, and essential operational recovery.

4 Response Strategies

4.1 Recovery Strategies

To view results of Recovery Strategies please view Exhibit C at end of document.

RISK DESCRIPTION	IMPACT DESCRIPTION	RECOVERY STRATEGY
1 The building fire alarm is not connected direct to the local fire services.	Fire damage that would close the food shelf for months perhaps.	Connect building to municipality emergency services.
12 These areas are not protected by a sprinkler system.	Inventory could be destroyed or made unusable	Update Fire\Suppression systems globally.
14 There is a threat to vital equipment from overhead pipes bursting.	Shelter sensitive equipment.	Insure to full replacement.
17 There are explosive materials stored on site.	Could combust and permanently close the structure.	Place all flammable materials in a metal cabinet.
21 There are no UPS's or backup generators in place.	Lose of power can destroy stock via spoilage.	Install UPS's with backup generators.
25 There is no anti virus regime maintained.	Viruses can destroy data.	Install and configure the Comcast Edge package with the Comcast Business Internet Services.

5 Crisis Management Plan

5.1 Purpose

The Crisis Management Plan (CMP) for the House of Charity Food Shelf will coordinate the organization's response to significant disruptive events such as natural disasters, cyber-attacks, security breaches, or reputational crises. The primary objective is to mitigate the impact of such events, ensure the safety of all personnel and assets, and provide a clear framework for decision-making throughout the crisis.

The CMP outlines protocols for rapid and effective communication with all stakeholders, including staff, volunteers, donors, and the community. Key roles and responsibilities are assigned to a designated Crisis Management Team, led by the CEO or Facility Security Manager. This team is responsible for overseeing the crisis response, ensuring prompt action, and coordinating with external agencies as needed. Clear escalation

steps are included in the plan, detailing how to handle crises that increase in severity, with contingency plans for different scenarios. Regular training and simulations are conducted to ensure readiness for various types of crises.

5.2 Crisis Management Team Roster

Name	Position	CM ROLE
Kyle Hanson	CEO	Facilitator
Geof Mayer	Facility Security Manager	CM Operations Manager

5.2.1 Local/federal officials

- a) Law enforcement (612) 673-5701
- b) Fire (612) 673-2890
- c) Regulators (612) 673-3000

5.3 Crisis Management Team Responsibilities

The Crisis Communications Team are, Assistant Security Manager, Shedric Jenkins, Security Specialist, Richard Johnson. Immediate Response from all Responsible Managers on the scene of a crisis are to evaluate scene and report directly to Crisis Communications Team. The Crisis Communications Team will refer to CEO/Facilitator for instruction. Media Calls and or initial communication must be directed to the Crisis Communication Team for review prior to Response Team release for accuracy. If anybody asks, say you are an authorized company spokesman. You may give them your name, but you should not reveal your normal job, or crisis information even when pressed. Log each call carefully with name, organization, type of inquiry, time, and contact number if given. Do not give the names or details of any casualties.

- a) Craft and share a corporate statement.
- b) Manage media inquiries.
- c) Draft and circulate press releases.
- d) Provide background information as needed.
- e) Anticipate and prepare responses for questions from all stakeholders.
- f) Convey core messages, developed with input from advisors.
- g) Prepare and support the spokesperson in delivering key messages.
- h) Align outgoing communication with the emergency response team.

5.4 Task List

The responsibilities within the crisis communications team are to develop and deliver a corporate statement. Handle journalists' inquiries. Prepare and distribute press releases.

Issue background information. Anticipate questions from, and prepare answers for, all potential stakeholders. Deliver key messages, drafted under guidance from advisers.

Media Calls and or initial communication must be directed to the Crisis Communication Team for review prior to Response Team release for accuracy. If anybody asks, say you are an authorized company spokesman. You may give them your name, but you should not reveal your normal job, or crisis information even when pressed.

Log each call carefully with name, organization, type of inquiry, time, and contact number if given. Do not give the names or details of any casualties. Do not refer to the cause or reasons for the incident. It is sufficient to say that inquiries are being conducted, and it is not required to name who is carrying out those investigations.

5.5 Communications Policies

- a) Centralized source for all outgoing messages and replies
- b) Collaboration with media when mutually beneficial
- c) Timely release of information to the public
- d) Swift responses to all inquiries
- e) Leveraging media to convey essential corporate messages
- f) Refrain from speculation and forecasting.

6 EMERGENCY EVACUATION

6.1 Purpose

The purpose of this document is to instruct staff to safely evacuate premises when a disaster declaration has been declared. Ensure the safe, efficient evacuation of people from the eating area in the event of an emergency.

6.2 Emergency Evacuation Procedures

Emergency Evacuation Procedures for House of Charity Food Shelf

Upon detection of an emergency, activate the alarm system to notify all occupants.

Staff should use a clear, loud voice or a loudspeaker to instruct all individuals to calmly proceed to the designated exit. Guide People to the Exit. Pre-designated staff members guide individuals to the front door in an orderly, single-file line.

Staff leaders positioned at the front and back of the group ensure no one is left behind and that movement towards the exit is steady and calm. Any individual requiring assistance should be aided by designated support staff, ensuring they safely evacuate without delay. Staff positioned along the route will monitor crowd flow, redirecting as necessary to prevent bottlenecks and maintain calm. Guide evacuees to a safe assembly point at least 150 feet away from the building, where they remain until further instructions. Designated staff members perform a headcount to ensure everyone has evacuated. Staff should report any missing persons immediately to emergency services upon arrival. Instruct all individuals to stay at the assembly point Crisis Management Team personnel provide an all-clear signal.

Staff will keep evacuees informed about the situation, ensuring they remain calm and cooperative. In the case of inclement weather, the backup assembly point is located in the adjacent shelter area, where all evacuees will be escorted until it is safe to re-enter the building.

7 EMERGENCY RESPONSE

7.1 Purpose

Once an emergency or crisis has been detected a report is immediately filed with the Crisis Management Team and then the CEO/Facilitator for declaration.

- a) CEO Kyle Hanson to offer guidance on the decision to declare and respond to operational disruptions.
- b) Designate the emergency response team GREEN HIGHLIGHT in chart 7.1.1.
- c) Outline key responsibilities and tasks for the emergency response team.

7.1.1 Emergency Response Team Roster

Name	Title	Email	Phone
Kyle Hanson	CEO	hansonk@hocfs.org	7631234563
Grant Snyder	Vice President	snyderg@hocfs.org	4046527896

7.1.2 Company Chain of Command

Name	Title	Email	Phone
Kyle Hanson	CEO	hansonk@hocfs.org	7631234563
Grant Snyder	Vice President	snyderg@hocfs.org	4046527896
Jimmy Heaslip	Supply chain Manager	heaslip@hocfs.org	3274569871
Geof Mayer	Facility Security Manager	mayerg@hocfs.org	6123518974
Shedric Jenkins	Assistant Security Manager	jenkinss@hocfs.org	6127892698
Richard Johnson	Security	johnsonr@hocfs.org	9523876498
LaZeric Young	Cook	youngl@hocfs.org	4032659487
Latoya Smith	Cook	smithl@hocfs.org	6082613467
Terrance Johnson	Cook	johnsont@hocfs.org	7071548592
Tom Harris	Cook	harrist@hocfs.org	2822919497

7.1.3 Declaration Procedure

- a) Upon suspicion or detection of a disaster, it should be reported to the Emergency Team Director, who will assess the information and select one of the following actions.
- b) Declare a disaster and activate the Business Continuity Plan.
- c) Place the Emergency Response Team on standby, pending further instructions.
- d) Confirm receipt of information and maintain regular operations.

7.2 Emergency Response Team Responsibilities

- a) Determine whether to declare a disaster.
- b) Decide on initiating the Business or Functional Recovery Plan.
- c) Adjust the plan and response to suit current conditions.
- d) Prioritize restoration of critical Business Unit functions to minimize impact.
- e) Launch, oversee, and coordinate recovery operations.
- f) Provide ongoing recovery updates to Senior Management.
- g) Gather and confirm information for the Crisis Management Team, which will control media release.
- h) Maintain consistent communication with the crisis management team, local authorities, and operations management about response strategy and status.
- i) Collaborate directly with and support the emergency evacuation team.
- j) Make tactical decisions to control the situation and reduce damage.

7.3 Task List

- a) Perform ongoing assessments of the current situation, develop response actions, and iterate as needed.
- b) Provide regular status updates to the crisis management team.
- c) Coordinate with business units, functional managers, and on-site staff regarding the evolving situation.
- d) Maintain active communication with emergency services and local authorities if necessary.

8 BUSINESS RECOVERY

8.1 Business Recovery Plan for The House of Charity Food Shelf

8.1.1 Introduction

This Business Recovery Plan outlines procedures for recovering from potential disruptions to The House of Charity Food Shelf. It addresses risks including the **loss of people, access, supplies, communication, function, and data** in the context of fire, security, storage, flooding, hazards, utilities, and communication failures. The goal is to ensure timely recovery of operations to continue serving the community effectively.

This Business Recovery Plan ensures that The House of Charity Food Shelf is prepared to mitigate and recover from potential losses. By addressing critical risks such as fire, security breaches, flooding, and communication failures, the organization can swiftly recover and continue its mission of providing food and support to the community.

Through cross-training, backup systems, and pre-established partnerships, this plan will minimize downtime and ensure continuity of operations.

8.1.2 Critical Milestone Goals

	Description	Target Time (from CM0)
CM0	Disaster detected	0 hours
CM1	Disaster declared	<.25 hours
CM2	Convene Emergency Response Team	<.25 hours
CM3a	Facilities Recovery Team Meeting	<.5 hours
CM3b	Support Services Recovery Team Meeting	<.5 hours
CM3c	Production Recovery Team Meeting	<.6 hours
CM4	Essential Function and Service Restored	<12 hours
CM5	Support Function and Service Restored	<1 Days
CM6	Progress Update	<.5 Days

8.2 Risk Categories and Recovery Procedures.

8.2.1

Potential Losses, People, access, supplies, communication, function, data.

Loss of People,

Action is to Cross-train staff on fire safety and emergency roles. Establish relationships with temporary staffing agencies for backup personnel in emergencies.

Responsible Party Facility/Security Manager, Geof Mayer.

Recovery Time Objective (RTO) 1 week for re-establishing staff capacity.

Loss of Access,

Arrange for an alternative distribution site, possibly a sister location or local community center, and activate mobile food distribution units if necessary.

Responsible Party Facility/Security Manager, Geof Mayer

RTO 2 weeks to restore access.

Loss of Supplies,

Action is to Implement fireproof storage for critical supplies. Establish agreements with emergency suppliers for rapid restocking.

Responsible Party Supply Chain Manager, Jimmy Heaslip

RTO 1 week for resupply.

Loss of Communication,

Action is to Ensure backup communication systems, including mobile phones and a secondary ISP, are in place. Use social media to communicate updates to the public.

Responsible Party Vice President, Grant Snyder

RTO 2 days to restore communication.

Loss of Function,

Action is to Relocate operations to a temporary facility if the primary site is damaged. Use mobile units to ensure continuity of food distribution.

Responsible Party Facility/Security Manager, Geof Mayer

RTO 2 weeks to restore core functions.

Loss of Data,

Action is to Maintain daily cloud backups and ensure critical data is recoverable remotely.

Responsible Party Vice President, Grant Snyder

RTO 1 day to recover data.

Security

Potential Losses,

People, supplies, access, function, data

Recovery Procedures,

Loss of People,

Action is to Contract temporary security personnel in case of loss or unavailability of guards. Equip facility staff with basic security training.

Responsible Party Assistant Security Manager, Shedric Jenkins

RTO 1 week for security staff re-establishment.

Loss of Supplies,

Action is to Implement stricter security measures (e.g., additional locks, bars on windows) to prevent theft or unauthorized access.

Responsible Party Facility/Security Manager, Geof Mayer

RTO Immediate response.

Loss of Access,

Action is to Maintain off-site backup keys and access codes. Prepare for manual access if electronic systems fail.

Responsible Party Assistant Security Manager, Shedric Jenkins

RTO Immediate.

Loss of Function,

Action is to Deploy backup security personnel and set up temporary physical security measures.

Responsible Party Assistant Security Manager, Shedric Jenkins

RTO 1 day to restore full security function.

Loss of Data,

Action is to Perform real-time backups for security systems and maintain manual log systems as a backup.

Responsible Party Vice President, Grant Snyder

RTO 1 day for data recovery.

Storage

Potential Losses,

Supplies, access, function

Recovery Procedures,

Loss of Supplies,

Action is to Diversify storage locations to reduce the risk of total supply loss. Implement climate-controlled storage units to protect perishables.

Responsible Party Supply Chain Manager, Jimmy Heaslip

RTO 1 week for supply recovery.

Loss of Access,

Action is to Arrange alternative storage solutions off-site in case primary storage areas are compromised.

Responsible Party Facility/Security Manager, Geof Mayer

RTO 2 weeks to re-establish full storage capacity.

Loss of Function,

Action is to Set up portable storage units or utilize available space at partner organizations for temporary storage.

Responsible Party Facility/Security Manager, Geof Mayer

RTO 1 week to restore temporary storage function.

8.2.2 Flooding

Potential Losses,

Supplies, access, function

Recovery Procedures,

Loss of Supplies,

Action is to Store supplies in flood-proof areas and establish emergency stock agreements with suppliers to replace damaged goods.

Responsible Party Facility/Security Manager, Geof Mayer

8.2.3 Recovery Time Objectives (RTO) Summary

Category	RTO
Fire	1 day to 2 weeks
Security	Immediate to 1 week
Storage	1 week to 2 weeks
Flooding	1 week to 2 weeks
Hazards	Immediate to 2 weeks
Utilities	2 days
Communication	1 day to 3 days

9 FUNCTIONAL RECOVERY

9.1 Functional Recovery Plan for The House of Charity Food Shelf

9.1.1 Introduction

This plan outlines the functional recovery strategy for The House of Charity Food Shelf across several key risk categories, fire, security, storage, flooding, hazards, utilities, and communication. The plan addresses the potential loss of people, access, supplies, communication, function, and data, providing actions and recovery timelines for each.

The House of Charity Food Shelf's functional recovery plan ensures that operations can be quickly restored after major disruptions. By addressing potential risks in categories such as fire, security, storage, flooding, hazards, utilities, and communication, the organization will be prepared to maintain essential services during and after emergencies. The detailed recovery steps and timelines will guide the team in minimizing downtime and ensuring continuity of service to the community.

9.1.2 Recovery Time Objectives (RTO) Summary

Category	RTO
Fire	1 day to 2 weeks
Security	Immediate to 1 week
Storage	1 week to 2 weeks
Flooding	1 week to 2 weeks
Hazards	Immediate to 2 week
Utilities	2 days
Communications	1 day to 3 days

10 DISASTER RECOVERY

10.1 Purpose

The purpose of this document is that a Disaster Recovery (DR) plan for the House of Charity Food Shelf serves as a vital blueprint to ensure the continuity of operations in the face of unforeseen disruptions, such as natural disasters, power outages, or cyber incidents. The primary purpose of this plan is to safeguard essential resources, such as food supplies, donor information, and operational systems, while enabling a swift and organized recovery process. By outlining protocols for data backup, communication strategies, and resource allocation, the DR plan ensures that the food shelf can continue to support vulnerable community members without prolonged interruption. Additionally, the plan identifies key personnel, recovery timelines, and contingency measures that prioritize the safety of staff, volunteers, and patrons.

Beyond immediate recovery, the DR plan establishes a proactive approach to resilience by addressing potential risks and implementing measures to mitigate their impact. This includes regular testing of backup systems, training for staff and volunteers, and fostering collaboration with local emergency services. With a robust DR plan in place, the House of Charity Food Shelf can fulfill its mission of serving the community even under challenging circumstances, providing stability and hope to those who rely on its services..

10.2 Disaster Recovery Team Roster

Name	Title	Email	Phone
Kyle Hanson	CEO	hansonk@hocfs.org	7631234563
Grant Snyder	Vice President	snyderg@hocfs.org	4046527896

10.2.1 Company

Company

Name	Title	Email	Phone
Kyle Hanson	CEO	hansonk@hocfs.org	7631234563
Grant Snyder	Vice President	snyderg@hocfs.org	4046527896
Jimmy Heaslip	Supply chain Manager	heasliph@hocfs.org	3274569871
Geof Mayer	Facility Security Manager	mayerg@hocfs.org	6123518974
Shedric Jenkins	Assistant Security Manager	jenkinss@hocfs.org	6127892698
Richard Johnson	Security	johnsonr@hocfs.org	9523876498
LaZeric Young	Cook	youngl@hocfs.org	4032659487
Latoya Smith	Cook	smithl@hocfs.org	6082613467
Terrance Johnson	Cook	johnsont@hocfs.org	7071548592
Tom Harris	Cook	harrist@hocfs.org	2822919497

10.2.2 External Service Providers and Partners

Internet Services Providers (ISP) are Comcast Communications and US Internet.

10.3 Disaster Recovery Team Responsibilities

Disaster Recovery Team Responsibilities

Kyle Hanson, CEO

As the CEO of the House of Charity Food Shelf, Kyle Hanson holds the ultimate responsibility for overseeing the disaster recovery efforts as acting facilitator and ensuring the organization's operations are restored efficiently and effectively. Provide overall leadership and direction for disaster recovery operations. Approve recovery priorities and allocate resources as needed. Determine the level of disaster impact and declare the appropriate response. Collaborate with the Vice President and other key team members to initiate the Disaster Recovery Plan. Serve as the primary spokesperson for external stakeholders, including donors, community leaders, and the media, ensuring clear and accurate messaging.

Facilitate collaboration with external partners, such as local government and emergency services, to secure support and resources.

Grant Snyder, Vice President

As the Vice President, Grant Snyder plays a pivotal role in operationalizing the Disaster Recovery Plan and supporting the CEO in decision-making and implementation.

Coordinate recovery operations across teams to ensure alignment with the organization's strategic goals. Oversee the execution of detailed recovery tasks, including resource distribution and volunteer mobilization.

Assess the availability of essential supplies, equipment, and personnel during recovery efforts. Implement solutions to address logistical challenges, ensuring minimal

disruption to services. Serve as the point of contact for internal communication, keeping staff and volunteers informed of recovery progress and safety protocols.

Monitor the effectiveness of recovery efforts and propose adjustments to the strategy as needed. Document lessons learned during the recovery process to improve future preparedness. Together, Kyle Hanson and Grant Snyder provide the leadership and coordination needed to ensure that the House of Charity Food Shelf can recover quickly from disruptions while continuing to serve its community.

10.4 Core Responsibilities of the Disaster Recovery Team

Evaluate the extent of the disaster's impact on business operations, facilities, and resources, and document findings. Determine when to initiate the DRP based on the severity of the event and ensure that all team members are informed and mobilized. Prioritize the safety and well-being of employees, volunteers, and customers by coordinating evacuations, medical assistance, and safety communications.

Oversee the restoration of critical systems, facilities, and processes to ensure the business resumes operations as quickly as possible.

Maintain clear and consistent communication with employees, customers, partners, vendors, and stakeholders throughout the recovery process. Allocate necessary resources, such as equipment, personnel, and finances, to support recovery efforts efficiently. Work with emergency services, local authorities, utility providers, and third-party vendors to facilitate recovery operations and secure additional support if needed. Track the status of recovery efforts, ensure adherence to the DRP timeline, and document all actions and decisions taken for post-incident analysis. Address immediate challenges, such as supply chain disruptions, IT outages, and infrastructure damage, to minimize operational downtime. Conduct a post-incident review to identify lessons learned and update the DRP to improve preparedness for future events. These responsibilities ensure the Disaster Recovery Team can effectively manage disruptions and restore normal operations while safeguarding stakeholders and assets.

10.5 Status of Clients Disaster Recovery Plan

In Progress, SEE EXHIBIT E

Storage including network attached storage devices and data storage devices.

Local to IBM clone, 2T Samsung. Currently NAS1 and NAS2 are CLOUD – ITaaS Managed.

Voice and data communications hardware, including local area network (LAN) switches, power over ethernet switches, and managed/unmanaged switches

Hardware and software requirements, including servers, tape drives/tape library, application software, operating systems, applications, and security software

SEE EXHIBIT F, Norton / Defender w Cisco 9166 Switch + Firewall

Infrastructure requirements such as power sources and controllers; heating, ventilation and air conditioning (HVAC); cabling; and access security

(NEC), NFPA 70. Certified through Excel Energy

10.6 Back Up and Restoration of Data.

Create a Backup of all of the data explicit to the business. All original source information. Store those records securely in NAS1, Exhibit B, until they are replaced with Dynamic Records, Stable Records or Primary Records at regularly scheduled intervals.

11 EXERCISE MANAGEMENT PLAN

11.1 Purpose

Exercise preparation methodology is a systematic approach used to design, plan, execute, and evaluate exercises aimed at testing and improving an organization's preparedness for various scenarios. These exercises simulate potential challenges or emergencies to assess and enhance the effectiveness of response strategies, communication protocols, and operational continuity.

DELIVERY TEAM, RESPONSE TEAM, FACILITATOR.

Name	Title
Kyle Hanson	Facilitator
Grant Snyder	Response Team
Geof Mayer	Response Team
Jimmy Heaslip	Delivery Team
Shedric Jenkins	Delivery Team

Provide a general procedural guideline of a generic exercise management plan that would be appropriate for the client to consider.

11.2 Exercise Management Development Methodology

Provide an overview of the exercise management development (growth) methodology. This section should be approximately 1-2 pages and should address the following.

11.2.1 Five Stage Growth Path

Stage One: Desktop Exercise.

This stage is the place where all of the team members and staff that will be involved at any level including observers will be provided with the exercise guidelines. Once they have given feedback on what they have just learned you may ad-hoc the necessary points of interest.

Stage Two: Walkthrough.

The walk through is a process with all of the players contributing in a discussion about the exercise. Offering challenges to ideas to create an ideal exercise result. By

engaging the material as a group and discussing it the team will know exactly what they are attempting to accomplish.

Stage Three: Active Testing.

This stage focusses on exploring the exercise in sections rather than the whole in order to have a clear understanding of the exercise. The information gained from this examination will aid in the individual success process which is required to accomplish the set goals.

Stage Four: Command Post Exercise.

The Command Post Exercise is a managed stage exercise that will focus on communication skills globally. This stage of the exercise is where the different teams will participate in a realistic scenario. The realistic scenario will help the teams to refine their techniques to suit the individual roles in the exercise. It is a suggestion to run the exercise yearly to ensure continuity.

Stage Five: Full Exercise

This is the end; you have finally arrived at go day. Be certain that the teams and managers are confident in success before starting the planned exercise. The teams will now demonstrate their competency levels.

11.2.2 Exercise Scripting

11.3 Exercise Management Teams Roster

11.3.1 Facilitator

Facilitator Role in Exercise Preparation and Execution

The Facilitator plays a critical role in the planning, execution, and evaluation phases of an organizational exercise. Acting as the central guide, the facilitator ensures that all participants remain focused on the exercise objectives while creating a realistic and controlled environment for learning and assessment.

The facilitator's role is essential for ensuring that the exercise achieves its objectives, fosters meaningful learning experiences, and supports organizational preparedness and resilience.

11.3.2 Delivery Team

The Delivery Team is responsible for executing the exercise as planned, ensuring that the designed scenarios are implemented effectively, and maintaining a controlled and realistic environment for participants. The team collaborates closely with the facilitator and other supporting staff to bring the exercise to life and collect meaningful data for evaluation.

The Delivery Team plays a pivotal role in turning an exercise plan into a dynamic and meaningful event, ensuring that all elements come together to test and improve organizational preparedness.

11.3.3 Response Team

Response Team

The Response Team is a pivotal element of any disaster recovery and business continuity strategy. This team is mobilized immediately when an incident occurs and is responsible for implementing the initial response measures to contain the situation, safeguard resources, and begin the process of restoring normal operations. The team operates under a well-defined framework, ensuring a coordinated approach to minimize the impact of the disruption on personnel, operations, and stakeholders.

The Response Team ensures the organization reacts promptly and effectively to disruptions, setting the stage for recovery efforts and helping to protect the organization's reputation, assets, and operations. Their efficiency and preparedness are fundamental to minimizing the long-term impact of any crisis.

11.4 Exercise Management Plan

11.4.1 Exercise Delivery

Purpose: Executes the designed exercise scenario, simulating real-world disruptions. Facilitate the exercise by presenting the scenario and guiding participants through tasks and decision-making processes. Engage teams in responding to evolving situations, such as simulated incidents or challenges. Utilize tools like injects (additional simulated disruptions) to test adaptability. Key Focus: Realism and engagement, ensuring participants gain practical experience and insights.

11.4.2 Safety

To Ensure the safety and well-being of participants during the exercise. Establish clear safety protocols, especially for physical or live-action components of the exercise. Designate safety officers to monitor the environment and mitigate any risks. Communicate guidelines for stopping or pausing the exercise in case of an actual emergency or safety concern. The outcome is to control and secure the environment where participants can focus on learning and testing the plan.

11.4.3 Tracking and Reporting

Monitors exercise performance and documents findings for review and improvement. Track participant actions and decision-making against predefined objectives and key performance indicators (KPIs). Record observations, including successes, gaps, and areas for improvement. Use tracking tools, such as logs or digital platforms, to capture detailed information. Reporting: Compile a comprehensive after-action report (AAR) summarizing the exercise, key findings, and recommendations for improvement.

11.4.4 Exercise Kick-off

Initiate the exercise process, establishes objectives, and sets the foundation for successful execution. Hold a kick-off meeting to align all participants on the scope, objectives, and schedule of the exercise. Distribute relevant materials, such as the exercise scenario, roles, and responsibilities. Assign teams and clarify expectations, emphasizing the importance of collaboration and learning. Hopefully outcome will be a success and all of the participants understand their roles, the exercise goals, and the expected outcomes.

12 Audit Program for the House of Charity Food Shelf

12.1 Purpose

The primary goal of designing an audit program for the House of Charity Food Shelf is to ensure operational efficiency, compliance with regulations, proper resource allocation, and overall accountability in fulfilling its mission. A section-by-section audit approach ensures that all functional areas of the organization are systematically reviewed and improved.

12.2 Designing an Audit Program for the House of Charity Food Shelf

12.2.1 Audit Program Design

12.2.2 Purpose of the Audit

Assess operational efficiency, compliance, and effectiveness.

Identify risks and areas for improvement.

Ensure accountability in the use of funds, donations, and resources.

Validate adherence to organizational policies and external regulations.

12.3 Recommended Section-by-Section Audit Areas

12.3.1 Governance and Leadership

Focus: Evaluate the organization's leadership structure, strategic planning, and policy compliance.

Do bylaws and governance documents exist and align with legal standards?

Are roles and responsibilities clearly defined for board members?

Does the leadership regularly review performance metrics and strategies?

12.3.2 Financial Management and Compliance

Focus: Ensure the financial health and transparency of the organization.

Checklist:

Are there documented financial policies and procedures?

Are funds allocated according to the mission and donor requirements?

Are financial statements and budgets reviewed regularly?

Is there evidence of compliance with tax laws and reporting requirements?

12.4 Resource Management (Donations and Inventory)

12.4.1 Assess the handling storage and distribution of food and other resources.

Checklist:

Are inventory management systems in place and accurate?

Are food items stored per health and safety standards?

Are donation records and donor acknowledgments up-to-date?

Are expired items properly disposed of?

12.5 Operations and Service Delivery

12.5.1 Review how services are delivered to beneficiaries.

Checklist:

Are there documented procedures for service delivery?

Are beneficiaries receiving services efficiently and fairly?

Is there feedback from beneficiaries on service quality?

Are operational disruptions managed effectively (e.g., during emergencies)?

12.6 Staff and Volunteer Management

12.6.1 Evaluate recruitment training and retention of staff and volunteers.

Checklist:

Are background checks conducted for staff and volunteers?

Is there evidence of training programs for food safety and organizational policies?

Are volunteer hours and activities properly tracked?

Is there a process for addressing staff or volunteer concerns?

12.7 Health and Safety Compliance

12.7.1 Ensure compliance with health and safety standards in food handling.

Checklist:

Are health inspections regularly conducted and documented?

Are first aid kits, fire extinguishers, and emergency plans available?

Is the workspace OSHA-compliant?

Are staff and volunteers trained in emergency response protocols?

12.8 Risk Management and Contingency Planning

12.8.1 Assess the organization's preparedness for risks like natural disasters or operational disruptions.

Checklist:

Is there a documented Business Continuity Plan?

Are risk assessments conducted and updated regularly?

Are insurance policies adequate and current?

Are crisis communication protocols in place?

12.9 Methodology for Conducting the Audit

12.9.1 Preparation

Step 1: Define audit scope and objectives in collaboration with leadership.

Step 2: Develop tailored audit checklists for each section.

Step 3: Assemble an audit team with expertise in nonprofit operations, finance, and compliance.

12.9.2 Execution

Step 1: Conduct interviews with staff, volunteers, and leadership for insights.

Step 2: Review documents, records, and procedures based on the checklists.

Step 3: Observe day-to-day operations and assess adherence to procedures.

12.9.3 Evaluation and Reporting

Step 1: Analyze findings for each audit section.

Step 2: Summarize strengths, weaknesses, and opportunities for improvement.

Step 3: Develop a comprehensive report with actionable recommendations for each audit area.

12.10 Why the Section-by-Section Audit Approach is Recommended

12.10.1 Systematic Review

The section-by-section methodology ensures no critical area is overlooked, providing a comprehensive evaluation of the organization.

Targeted Insights: By focusing on distinct areas like finance, operations, and risk management, the audit can uncover specific issues and tailor recommendations accordingly.

Improved Accountability: Auditing each section promotes transparency, fostering trust among stakeholders, including donors and beneficiaries.

Operational Efficiency: Identifying inefficiencies or gaps in resource management and service delivery can lead to cost savings and better outcomes for beneficiaries.

Compliance Assurance: Ensures adherence to health, safety, and financial regulations, protecting the organization from legal or reputational risks.

By conducting a section-by-section audit, the House of Charity Food Shelf can ensure its operations are not only effective and compliant but also continuously improving, fulfilling its mission to serve the community better.

EXHIBIT A BIA

The questions in the chart below were discussed with the client via phone calls, on the date listed.

BIA QUESTION	COVERED
ORGANIZATION	9/27/2024
What is the organizational structure for your business unit/function/dept.? (Organization chart showing management structure, employee names, etc.) View diagram below Page 10	
Establish main functions and processes of the department (Number & Description)Volumes (per day/month)Critical processes/priorities Diagram overview View diagram below Page 10	
Where is the department located? Floor and building. 1ST Floor	
Which other business units do you rely on in order to perform your business unit processes/activities? (internally & externally) support/3 rd Parties. Supply Chain	
Which other business units rely on you in order to perform their functions/processes/activities? (internally & externally) support/3 rd Parties NONE	
Do certain members of your staff possess a unique skill set? NO	
INFORMATION	9/27/2024
What critical applications do you rely on? Internet Browser's Edge or Chrome	
What critical information do you require to perform business unit processes/activities? Financial donations. Where is this information stored? They have a NAS system Is the information secure? Is the information backed – up? YES Who has access to the information? CEO and Manager	

BIA QUESTION	COVERED
SYSTEMS (IT/TELECOMS)	9/27/2024
What level of network and external access do you require? (WAN, Internet) Internet	
What Telecommunication systems (PABX etc) does your business unit rely on? COMCAST	
FINANCIAL	9/27/2024
What is the £ Revenue generation by your business unit? None profit Can this be broken down by process/activity? yes	

SUPPLIERS	9/27/2024
Who are your key suppliers? Second Harvest, Cosco, Cub, Walmart. What services does your business unit require from them? Food deliveries. How critical are the products/services supplied? 100% reliant.. How long could your business unit tolerate non-supply before it impacted the ability to perform processes/activities? 1week. If the service was not available, are alternate suppliers available? YES. Are there any contractual obligations that must be adhered to for the delivery/performance of this service? NO.	
SCENARIOS & IMPACTS	9/27/2024
What would you do if there were a disaster tomorrow? (e.g. Fire) Follow the recovery procedures outlined in this BCP.	

Have you suffered any downtime or unavailability in the past? (Building, IT) NO	
What are the main risks that face your department? Defunding	
Can you utilize manual processes/workarounds? (for IT, other processes) Yes	
What alternative methods of working do you have? (work from home) NONE	
Which of these Intangible Impacts would you suffer? Loss of customers as a result of dissatisfaction? NA Missed opportunity? NA Loss of market share? NA Loss of stakeholder or investor confidence? NA Loss of employee moral leading to higher staff turnover? NA	
BIA QUESTION	
Which of these Tangible Impacts would you suffer? Financial revenue – would the loss grow exponentially? NA Fines or penalties – if the service was not delivered in line with regulatory requirements? NA Backlog processing cost (temporary staff, overtime etc)? NA Cancelled contracts? NA	
What would be the recovery objectives of your business unit? Retain new financial support through new donations.	
RECOVERY REQUIREMENTS	9/27/2024
What is the required recovery time of the department? 3 days Or Processes?	

What is the minimum number of staff you would require following an incident? 4	
Would you be able to nominate an alternate? NO	
What is the minimum level of IT, personnel, facilities, manual records that you would require following an incident? 1	
What manual records/information/documentation would you require? Financial Backers and Supply Chain.	

EXHIBIT B Organizational Flow

B Diagram & Explanation

1. CEO communicates current project data to Manager
2. Manager disseminates instruction to Assistant Manager and Security Manager
- 3a. Assistant Manager instructs cook staff on menu choices
- 3b. CEO instructs Manager to instruct Security Manager who instructs Security Staff
4. Assistant Manager orders food and supplies from Supply Chain
5. Supply Chain delivers merchandise
6. Cook staff prepare food for clients
7. Clients enter to feed and exit

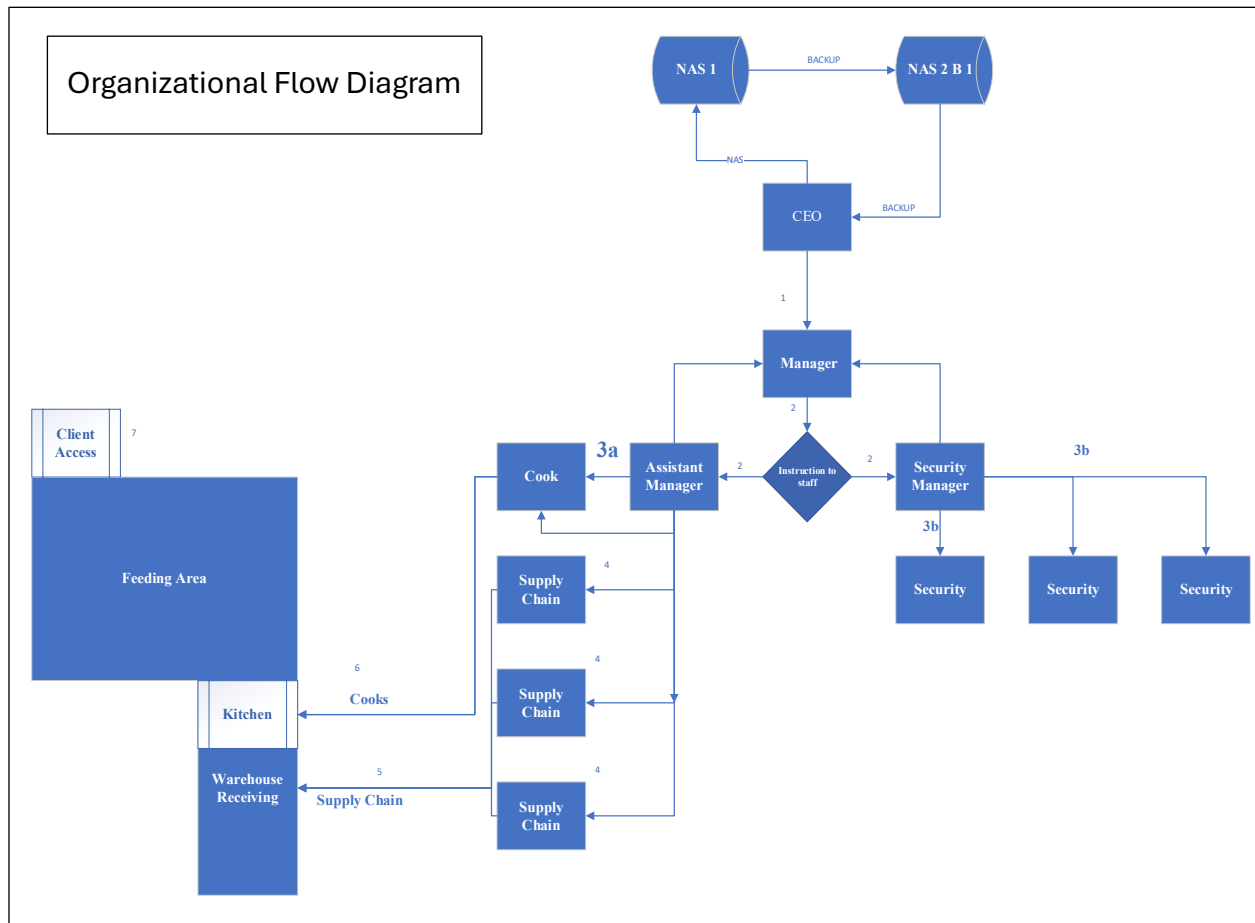


EXHIBIT C Anderson Chart and Graph

Anderson Chart

RISK REGISTER TEMPLATE

RISK ID NO.	CATEGORY	RISK DESCRIPTION	IMPACT DESCRIPTION	IMPACT LEVEL	PROBABILITY LEVEL	Y RISK POTENTIAL (IMPACT x PROB.)	X MITIGATION VALUE (MIT2)	RISK SCORE (PROB x IMPACT) / (MIT2)
	Choose from drop-down menu.	Give a brief summary of the risk.	What will happen if the risk is not mitigated or eliminated?	Rate 1(LOW) to 5 (HIGH)	Rate 1(LOW) to 5 (HIGH)	(IMPACT x PROB.) Address highest first	(MIT2)	(PROB x IMPACT) / (MIT2)
1	Fire	The building fire alarm is not connected direct to the local fire services.	Fire damage that would close the food shelf for months perhaps Loss of People, Access, Function, Data.	5	1	5	1	5.00
7	Security	There are no bars on the windows of the building.	Food Shelf could be robbed Loss of People, Supply, Data.	5	1	5	1	5.00
17	Hazards	There are explosive materials stored on site.	Could combust and permanently close the structure Loss of People, Access, Function, Data	5	1	5	1	5.00
21	Utilities	There are no UPS's or backup generators in place.	Loss of power can cause loss of Access, Function, Data.	5	1	5	1	5.00
25	Communication	There is no anti virus regime or system backups maintained.	Viruses can cause loss of Access Function, Data, and Supply.	5	1	5	1	5.00

MITIGATION STRATEGY

What can be done to lower or eliminate the impact or probability?

Connect building to municipality emergency services.

Secure windows with steel bars.

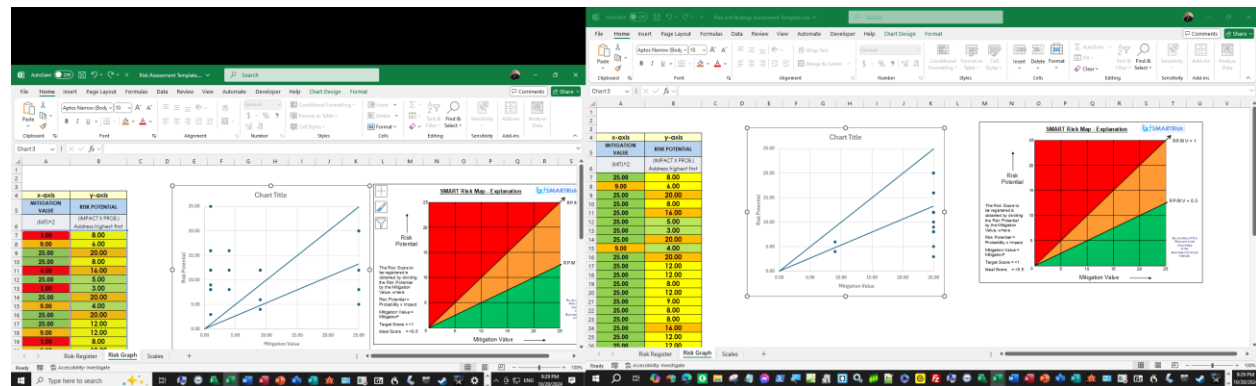
Place all flammable materials in a metal cabinet.

Install UPS's with backup generators.

View purposed Exhibit F. Perform regular virus scans, system updates, backups and restores of data.



12.11 Anderson Graph



F

EXHIBIT D Risk Analysis Overview

Process of Analysis

Cross reference the process of analysis section with the Final Organizational Summary Report in Exhibit E.

Meet client to discuss the Category, Fire, when asked, has there been a fire evacuation drill during the last six months? The client stated, there has been no fire drills in the past 6 months. I suggested they, Fire Crew fire drill testing quarterly. The client agreed with my suggestion.

Responsible Party, Facility / Security, Manager Geof Mayer

After incident response team determines disaster declaration because event has stopped production the RPO is estimated, and the Recovery Execution is started the RTO is determined to be 1 week to replace injured staff.

Meet client to discuss the Category, Storage, when asked, are such storage areas protected by sprinklers? The client stated these areas are not protected by a sprinkler system.

I suggested they, update Fire Suppression systems globally. The client agreed with my suggestion.

Responsible Party, Facility / Security, Manager Geof Mayer

After incident response team determines disaster declaration because event has stopped production the RPO is estimated, and the Recovery Execution is started the RTO is determined to be 2 weeks.

Meet client to discuss the Category, Flooding, when asked, Is there any threat to critical equipment, vital services or precious goods from water leakage or spillage? (i.e., water tanks or pipes above or close by that could affect the equipment) The client stated, there is a threat to vital equipment from overhead pipes bursting. I suggested they, insure to full replacement. The client agreed with my suggestion. The client agreed with my suggestion.

Responsible Party, Facility / Security, Manager Geof Mayer

After incident response team determines disaster declaration because event has stopped production the RPO is estimated, and the Recovery Execution is started the RTO is determined to be 3 weeks.

Meet client to discuss the Category, Hazards, when asked, is there any toxic or explosive material stored or used in the building? The client stated, there are explosive

materials stored on site. I suggested they, place all flammable materials in a metal cabinet. The client agreed with my suggestion.

Responsible Party, Facility / Security, Manager Geof Mayer

After incident response team determines disaster declaration because event has stopped production the RPO is estimated, and the Recovery Execution is started the RTO is determined to be 1 week.

Meet client to discuss the Category, Communication, when asked, is there a strict anti-virus regime maintained? The client stated, there is no anti virus regime maintained.

I suggested they, install and configure the Comcast Edge package with the Comcast Business Internet Services. The client agreed with my suggestion.

Responsible Party, Vice President Grant Snyder

After incident response team determines disaster declaration because event has stopped production the RPO is estimated, and the Recovery Execution is started the RTO is determined to be 1 day.

EXHIBIT E Final Organizational Summery Report

	<i>Need Summary Investigator</i>			
	<i>House of Charity Food Shelf Client</i>			
1	Meet Client	9/16/2024	9/16/2024	1d
2	Staff Discovery	9/20/2024	9/20/2024	1d
3	Risk Discovery	9/20/2024	9/20/2024	1d
4	Create Final Organization Summary Report	9/20/2024	9/21/2024	2d
5	Risk Assessment	9/25/2024	9/30/2024	6d
6	Business Impact Analysis	10/2/2024	10/5/2024	4d
7	Crisis Management Plan	10/23/2024	10/26/2024	4d
8	Emergency Resp. & Recovery Plan	10/30/2024	11/2/2024	4d
9	WIP Business Continuity Plan	11/13/2024	11/16/2024	4d
10	Review 1 WIP Bus Continuity Plan	11/20/2024	11/23/2024	4d
11	Final Business Continuity Plan	12/4/2024	12/9/2024	6d
12	Meet client to discuss #5 RA	9/25/2024	9/25/2024	1d
13	Meet client to discuss #6 BIA	10/2/2024	10/2/2024	1d
14	Meet client to discuss #7 HRP	10/16/2024	10/16/2024	1d
15	Meet client to discuss #8 CMP	10/23/2024	10/23/2024	1d
16	Meet client to discuss #9 ER&RP	10/30/2024	10/30/2024	1d
17	Meet client to discuss #10 WBCP	11/13/2024	11/13/2024	1d
18	Meet client to discuss #11 WIP	11/20/2024	11/20/2024	1d
19	Meet client to discuss #12 FBCEP	12/4/2024	12/4/2024	1d
20	Email client to verify correctness of # 7, 8	10/20/2024	10/20/2024	1d
21	Email client to verify correctness of # 9	11/1/2024	11/1/2024	1d
22	Email client to verify correctness of # 10	11/15/2024	11/15/2024	1d
23	Email client to verify correctness of # 11	11/22/2024	11/22/2024	1d
24	Email client to verify correctness of # 12	12/7/2024	12/7/2024	1d

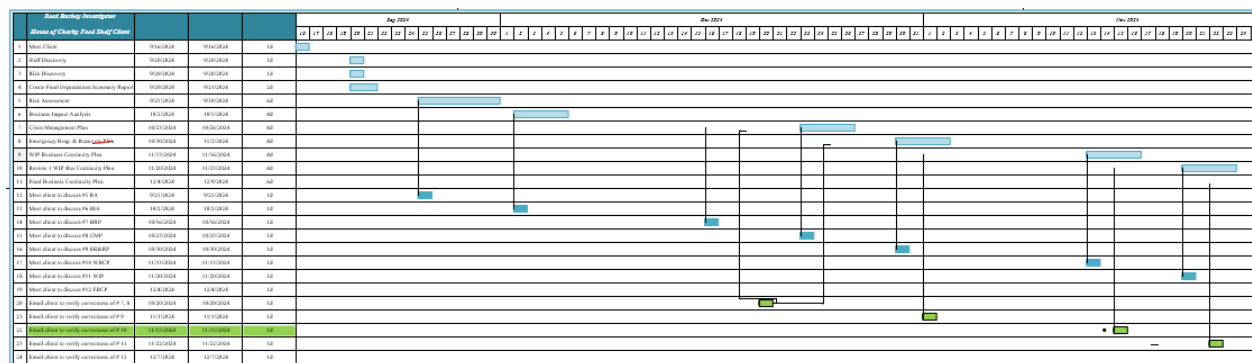


EXHIBIT F SD-WAN – ITaaS Purposed Mitigation

