

Crisis Management Plan

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Fides Treasury Services
(SGUT) Zurich

Plan Owner Primary:
Lutz, Andreas (W144405)

Change Manager Primary:
Winistörf, Roger (W481712)
Change Manager Alternate:
Gysi, Philipp (W290991)

BCP Coordinator: Winistörf, Roger W481712

MEDIA INFORMATION

All media inquiries must be directed to the **Media Hotline**: +41 844 33 88 44

INITIAL RESPONSE REMINDER

In case of evacuation please follow the instructions of the evacuation team and proceed to the assembly point.
IMPORTANT INFORMATION: As long as you don't put yourself at risk: Take notebook, smartcard and badge with you when you leave the building.

EMERGENCY TELEPHONE NUMBER

Report an Emergency:
Security Services: +41 44 332 19 99
Police (0) 117 **Fire** (0) 118 **Medical Unit** (0) 144

Receive further information in the event of a disaster:
Crisis Information Number (CIN): +41 800 888 211
Business Continuity Hotline: +41 79 779 14 33

In case of a crisis you might be contacted via the following numbers of the alarming tool: +41 44 334 58 47 / +41 79 807 16 69

SCOPE & ASSUMPTIONS

Overall coordination of an organization's response to a crisis in an effective, timely manner with the goal of avoiding or minimizing damage to the organization's profitability, reputation or ability to operate. In a crisis, CMT takes over managerial responsibility from the line management (GP-00268).

CRISIS MANAGEMENT STRUCTURE

Name	Office	Mobile	Home
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Name	Office	Mobile	Home
BCM Region Crisis Managers - Switzerland			
Wagner, Robert	+41 44 332 01 40	+41 79 7955638	
Halter, Ralph (A)	+41 44 334 25 21	+41 79 6233451	+41 44 9100764
Richner, Christoph (A)	+41 44 332 86 38	+41 79 5007828	+41 31 7621986

Office Crisis Managers - Zurich			
(A)			

CMT INSTRUCTIONS

All Groups

General information

Crisis management plan:

- providing expertise to the CMT and/or the head during a crisis situation of Fides Treasury Services (see Skype dial-in below) to call the CCRO crisis.
- assessment Team: **Skype Call Conference Call**

CAT (Crises Assessment Team) objectives:

Respective Department Crises Managers mobile numbers of the CAT can be found in section Crisis Management Team Members. The Crises Management defines the starting time of the Skype conference call and informs the respective Crisis Managers by phone or SMS.

If the dial-in to the Skype call is technically not possible, a mobile conference call may also be set up.

The following line is available for an incident:

Skype for business calls, dial-in: +41 44 298 65 98

ID: 88016

The leader needs to be logged in at [Skype for Business](#):

Procedure in case of crisis:

- scope and effects: What works, what does not work?
- prioritization of activities
- decisions: Emergency measures and instructions
- allocation of resources
- coordination
- conflicts of interest
- communication to employees, other CAT members and interfaces (int./ext.
- provision of resources
- information of the next higher CAT within the CMT

Standard Meeting - standard agenda with information from the discussion leader

- welcome
- who is present at the conference call?
- reason for the conference call / what happened?
- current situation
- themes to be solved / challenges
- decisions
- task distribution: Who does what by when?
- do we need more specialists in CMT
- next meeting or conference call
- end of the conference call

CRISIS MANAGEMENT TEAM MEMBERS

Name	Office	Mobile	Home
FTS Crisis Managers			
Lutz, Andreas	+41 44 298 65 73	+41 76 324 73 44	

Name	Office	Mobile	Home
Müller, Roman (A)	+41 44 298 65 18	+41 79 6551915	
Recovery Team Leader			
Müller, Roman	+41 44 298 65 18	+41 79 6551915	
Gysi, Philipp (A)	+41 44 298 65 24	+41 76 5754414	+41 43 8443075
Business Continuity Planning (BCP)			
Winistörf, Roger	+41 44 298 65 06	+41 78 8801879	
Gysi, Philipp (A)	+41 44 298 65 24	+41 76 5754414	+41 43 8443075
Incident Management Team (IMT)			
Dos Santos, Edar		+41 792386049	
Da Cunha, Andrea Alessio (A)		+41 791098920	+41 448885204
Business Recovery Team (BRT)			
Gysi, Philipp	+41 44 298 65 24	+41 76 5754414	+41 43 8443075
Rüfenacht, Beat (A)	+41 44 298 65 64	+41 79 6638681	
IT Recovery Team (IRT)			
Kaiser, Bernhard	+41 44 298 65 36	+41 78 7504199	
Hausammann, Niki (A)	+41 44 298 65 58	+41 788604200	
McCabe, Paul (A)	+41 44 298 65 67	+41 79 4597817	
Mühlebach, Samuel (A)	+41 44 298 65 14		+41 78 8896700
Rinck, Joachim (A)		+41 762364499	+41 55 5343553
BCM Contacts			
Studer, Joannis	+41 44 334 87 13	+41 79 4411950	+41 56 4701030

Key: (A) – Alternate