



# BUSINESS CONTINUITY MANAGEMENT

Our plan C in emergency and crisis situations

Safety is not an absolute entity. Although risk management can minimise danger, it cannot eliminate it 100%. We arm ourselves against threatening events with clever Business Continuity Management (BCM). This systematic process helps us overcome emergencies and crisis situations, and guarantee the continuity of our business activities. The stability of our economic activity during immense breakdowns and failures ensures long-term success for everyone – including you.

Threats to companies  
Call for more security  
Planzer BCM

## Dedicated to continuity

The increasing complexity of our societies and economic systems has seen a drastic rise in the threats to businesses in recent years. The devastating consequences of natural disasters, pandemics, terror attacks and financial crises have shown how vulnerable we have actually become. The call for more security and transparency in cases of emergency is becoming increasingly louder. The legal formalities and internal industry standards are growing in number, and stakeholders require businesses to be systematically prepared for emergencies and able to react appropriately. The Planzer BCM was created in light of this.

## Risk management: Preventing damage

Risk management and BCM are considered to be complementary disciplines. The line between them is often very fine and blurred. Risk management focuses on events which lead to damages. The aim is to identify potential damages and prevent them as far as possible. Sabotage is an example of this: As part of our risk management system, we protect ourselves against staff-instigated sabotages by exclusively evaluating sound, traceable CVs, obtaining references for every new employment, asking for criminal record excerpts for critical jobs in terms of sabotage potential, and immediately laying off conspicuous staff in critical areas.

# CALL FOR SECURITY AND TRANSPARENCY



Handling an incident  
Regular risk and quality work

## BCM: Doing the right thing in an emergency

Unlike risk management, BCM addresses the issue of what happens after damage has been caused. It thus controls how an incident is handled – not how it is prevented. These involve threatening events which often affect more than just one market player, or sometimes even an entire economic region, and cause major disruptions. Damage is covered by the regular risk and quality work insofar as it can be contained within normal operations.

## A threat to existence

For us, events are a threat to existence if our resources (manpower, infrastructures, technology etc.) are affected in such a way that we cannot replace them within a minimal downtime period or rebuild these within a reasonable time frame. In short, if they cause serious damage to us and our customers, and threaten our survival.

**BCM CONTROLS HOW  
INCIDENTS ARE  
HANDLED**



Unexpected event  
Operability in an emergency  
Systematic planning process

## Plan C

The Planzer BCM provides a clearly structured action plan in the event a devastating incident occurs unexpectedly and despite extensive preventive measures. This Plan C helps us maintain our operability in an emergency – to the advantage of our customers, business partners and staff. In this way, we can also guarantee our readiness for delivery, storage abilities, human resources and know-how when some areas of our business activities are severely affected or even destroyed by external factors.

Our BCM focuses on the aftermath, but mainly takes place beforehand. It is a systematic, repeated planning process which we use to minimise the contingency risk of our critical business activities such as transport services, warehouse logistics, equipment and spare parts logistics etc., as well as our business functions such as vehicles, warehousing infrastructures, IT, human resources, in emergency and crisis situations.

# SECURITY GUARANTEED BY A CLEARLY STRUCTURED ACTION PLAN



Reliable structure stability  
Preparing systematically for  
an emergency

## Stability to your advantage

Reliable structure stability thanks to BCM offers you, as the customer, key advantages:

- Our services such as readiness to deliver, warehousing abilities, resource allocation etc. are guaranteed.
- Tolerable downtime is shortened as far as possible.
- The continuity of our cooperation is ensured with mutually manageable restrictions.
- Consequential or collateral damage can be minimised.

It has been proven that businesses which prepare systematically for emergencies recover quicker from them, display a higher market value, and benefit from increased trust and value-enhancing customer loyalty in the long-term.

## Mirrored resources

Protected severalfold

The basic principle of our BCM is based on resource parallelism. We have structured our economic activities in such a way that our resources are protected and mirrored several times over.

**Parallel traffic networks:** We transport 40% by road and 60% by rail. In the event of a specific or large-scale breakdown, one transport network can take over most of the other's functions.

**Decentralised locations:** We are represented at over 50 locations right across Switzerland. This means the risk of a local or regional malfunction is broadly distributed. If our warehousing or distribution facilities at one location are unexpectedly disrupted, we can immediately divert to several other partner locations.

**Alternative structures:** Our warehouses are equipped for both fully automatic and manual usage. If the technical or electronic infrastructure breaks down, we can still continue to operate our warehouses.

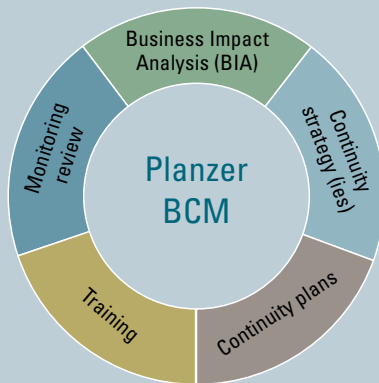
**Own brands in the satellite system:** Our subsidiary companies are run as financially autonomous profit centres. They have an independent market presence, and their own structures, resources and know-how supports. If one cornerstone fails, over 10 others with the same processes, structures and quality requirements can be relied on.

**Know-how split:** Our company's knowledge is distributed across our entire Switzerland-wide network. This means we don't have any areas with just one specialist, but can instead almost instantly rely on the latest knowledge and experience reserves in the event of short-staffing.

**INCREASED TRUST  
THANKS TO BCM**

Solid, fail-proof processes

Recurring planning phases



## Maximum flexibility

There are always incidents which go beyond any stretch of the imagination. That's why the Planzer BCM creates solid, fail-proof processes which are so flexible that they can adapt to the type of event, and to new and changed internal and external conditions. Our BCM stipulates five recurring planning phases of overriding importance:

### Business Impact Analysis (BIA)

- This process element includes a complete, customer-specific examination to identify contingency risks and processes critical to continuity.
- Structural factors, fireproofing, technical and electronic infrastructures, damage potential, compliance requirements, industry standards, distribution of know-how, creation of added value etc. are examined.
- With the help of a balance sheet showing losses, the possible events are classified and divided into different clusters: financial losses, losses of market shares, intangible losses etc.
- Using this balance sheet, the events are examined based on recoverability after a breakdown. The events are prioritised using a case rating (see scenarios seismograph).
- The BIA naturally also includes formulation of all decision-making bases for step II.

### Continuity strategy

- This process step determines the strategic, tactical and operative approaches for substituting/restoring destroyed business activities and functions.
- Our continuity strategies are always closely adapted to your own contingency strategies.

### Continuity plans

- Once the strategy has been determined, action plans are created at a tactical and operational/organisational level to control the substitution/development of alternatives.
- Our continuity plans cover organisational and technical solutions with variable process models and role models.
- This process phase also includes communication designs and contingency documentation.

### Training

- As is generally known, a strategy is only as good as its implementation. In this process step, our PQM organisation regularly trains our staff in how to act and how to effectively implement the contingency plans.
- All Planzer subsidiaries have managed their responsibilities.

**RIGHT BEHAVIOUR  
IS TAUGHT**

## Scenarios seismograph

Possible events are identified and classified on our seismographic events scale as part of our Risk and Business Impact Analysis. We rate factors such as the intensity and extent of a breakdown as key criteria for the potency category. Our scenarios seismograph is the basis for formulating appropriate continuity strategies and effective measures.

The Planzer BCM focuses on the seismographic midfield. Events in the upper third are residual risks which cannot be eliminated; the lower third is intercepted by the risk management and therefore absorbed into normal operations.

Intensity of event	Damage scenario	Continuity plan
1	Problem with railway line or road	Risk management measures, damages are absorbed into normal operations:
2	IT system malfunctions	
3	Individual persons are absent	<ul style="list-style-type: none"> <li>■ Circumnavigation or switching to other modes of transport</li> <li>■ IT backup system: redundant computing centre with real-time data mirroring</li> <li>■ Substitute management</li> </ul>
4	Problem with building (People not affected)	<b>BCM plus contingency measures:</b> <ul style="list-style-type: none"> <li>■ Move to another building</li> </ul>
5	Transport carrier breaks down	
6	Key persons or larger groups missing	<ul style="list-style-type: none"> <li>■ Switch to a different mode of transport</li> <li>■ Resort to supplier/customer know-how</li> </ul>
7	Problem with important building, including people	<b>BCM in addition to other contingency measures:</b>
8	All transport carriers on one route break down	<ul style="list-style-type: none"> <li>■ Resort to parallel structure</li> <li>■ Restriction of service scope</li> </ul>
9	Problems with large parts of the district/region	<ul style="list-style-type: none"> <li>■ Action in consultation with the deployment organisations</li> </ul>
10	National catastrophe	Residual risk

# A SYSTEMATIC APPROACH IS CRUCIAL

Our continuity work is performed in close consultation with you and your own contingency scenarios. For reasons of confidentiality, we refrain from disclosing customer-specific continuity strategies and plans. We are, however, more than willing to show you sample references at personal appointment, or develop needs-based contingency services for your requirements.

We look forward to hearing from you.

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**WE'RE THERE  
FOR YOU**

