BERTSCHI

Business Continuity Plan

for

BU Solutions

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Business Continuity Plan Level 2 – BU Solutions	
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Name	Position	Role	Date	Signature
Mr. Adrian Zuber	Deputy Head of SHEQ & Training	Document Creator	10.01.2023	
Mr. Marc Houtermans	Head of BU Solutions	Approver	10.01.2023	
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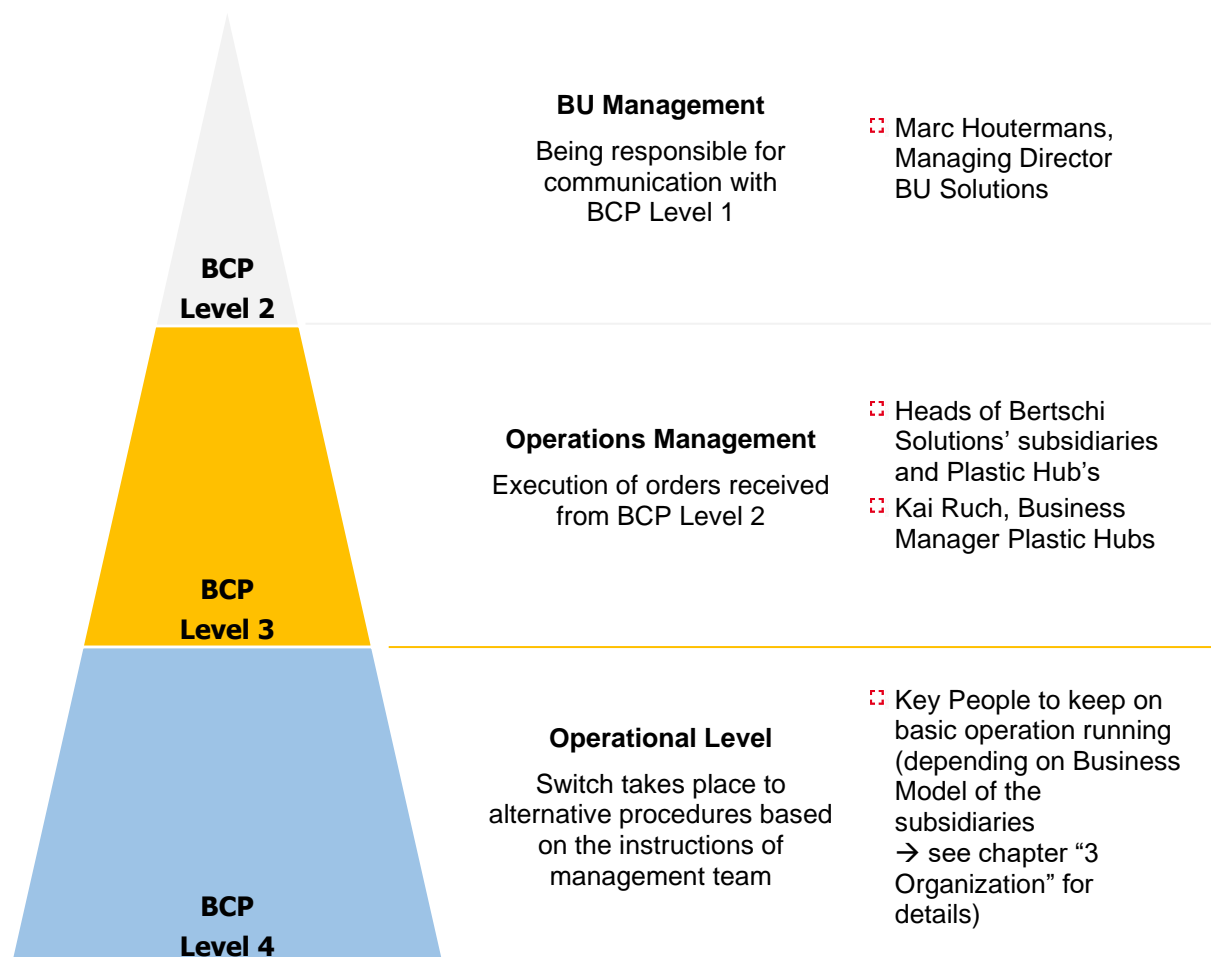**BERTSCHI**

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1 Scenarios

No.	Scenario
1	Network drives (Word, Excel files), company laptops and everything except the hubs Enterprise Operating System (EOS) not working.
2	Hub's Enterprise Operating System (EOS) is not working.
3	Complete shutdown of all systems and servers.

2 Roles & Functions

BCP Level 2

BU Management

Being responsible for communication with BCP Level 1

- Marc Houtermans, Managing Director BU Solutions

BCP Level 3

Operations Management

Execution of orders received from BCP Level 2

- Heads of Bertschi Solutions' subsidiaries and Plastic Hub's
- Kai Ruch, Business Manager Plastic Hubs

BCP Level 4

Operational Level

Switch takes place to alternative procedures based on the instructions of management team

- Key People to keep on basic operation running (depending on Business Model of the subsidiaries → see chapter "3 Organization" for details)
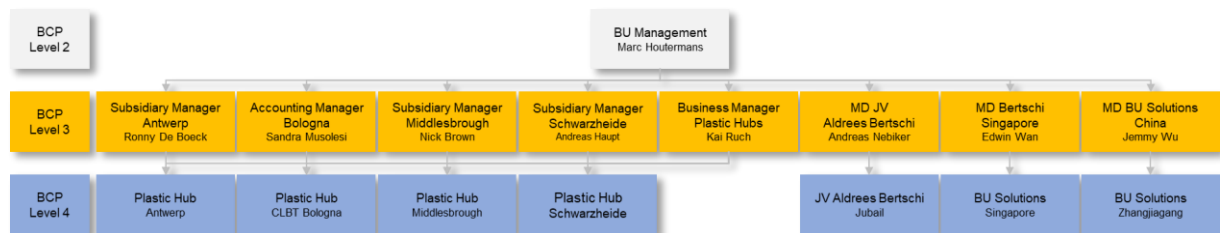
3 Organization

Name	Function	Phone
BCP Level 2 – BU Management		
Marc Houtermans Thomas Schnider	Managing Director BU Solutions Manager Project Department	+31 6515 54363 +41 76 557 55 05
BCP Level 3 – Head Hub / Subsidiary and Deputies		
Plastic Hubs Europe		
Kai Ruch Marc Houtermans	Business Manager Plastic Hubs MD BU Solutions	+41 76 557 54 16 +31 6515 54363
Ronny De Boeck Bas van der Schans	Subsidiary Manager Operations Manager Plastic Hub	+32 (0)47 570 54 97 +32 (0)47 222 00 01
Sandra Musolesi Michele Poggi	Accounting Manager Operations Manager Plastic Hub	+39 342 390 4226 +39 333 454 4936
Nick Brown Nick Searby	Subsidiary Manager Operations Manager Plastic Hub	+44 7831 538925 +44 7733 228768
Andreas Haupt Andreas Kindler	Subsidiary Manager Operations Manager Plastic Hub	+49 151 161 575 00 +49 151 161 574 15
Other Subsidiaries		
Andreas Nebiker Amr Ahmed	MD JV Aldrees Bertschi Accountant	+966 56 344 40 27 +966 55 792 22 73
Edwin Wan Allen Chue	MD Bertschi Singapore Manager Business Development	+65 966 780 81 +65 902 379 35
Jemmy Wu Yuntao Zhao	MD BU Solutions China GM BZJG	+86 135 0189 8170 +86 186 1170 2066
BCP Level 4 – Operational Level		
Plastic Hub Antwerp		
Bas van der Schans Daniel Hamacher Sara Bastiaenssen	Operations Manager Plastic Hub Project Manager Customer Service Manager	+32 (0)472 22 00 01 +32 (0)472 22 00 02 +32 (0)479 68 92 95
Plastic Hub CLBT, Bologna		
Michele Poggi Manuel Aru Erika Attard Marco Giannotti Mirko Tossani	Operations Manager Plastic Hub Transport Manager Customer Service Manager Customs Office Manager Warehouse Manager	+39 333 454 4936 +39 340 3373342 +39 345 8020650 +39 339 3524391 +39 340 0025567
Plastic Hub Middlesbrough		
Nick Searby Paul Smithyman Matthew Wade	Operations Manager Plastic Hub Transport Manager WH Load Planner	+44 7733 228768 +44 7788 976937 +44 7912 213237
Plastic Hub Schwarzheide		
Andreas Kindler Wendelin Leipnitz Nico Michael Mario Laske	Operations Manager Plastic Hub Customer Service Manager Customs/Data Protection Officer Transport Manager	+49 151 1615 7415 +49 151 1615 7417 +49 151 1615 7373 +49 151 1615 7442

Name	Function	Phone
BCP Level 4 – Operational Level		
JV Aldrees Bertschi		
Aisha Al-Dossary	Administrator	(+966) 530 647 010
Andreas Nebiker	i.P. Head Operation	(+966) 563 444 027
Arnold Abundia	Deputy Head Operation	(+966) 581 662 448
Anas Abbasi	Team Leader Cleaning Station	(+966) 596 596 260
Team ECY	ECYT (Night Shift)	(+966) 543 792 038
BU Solutions Singapore		
Tin Hui Ching	Customer Service Manager A	+65 8298 3791
Nur Syafiqah	Customer Service Manager B	+65 9146 0261
Jeffery Cher	Drumming & WH Ops Manager	+65 9295 5141
A Shanmuganathan	Fleet & Yard Ops Manager	+65 8031 0591
Sebastian Bai	Assistant Project Manager	+65 9632 6419
Allen Chue	Manager Business Development	+65 9023 7935
BU Solutions Zhangjiagang		
ZHAO Yuntao	GM BZJG	(+86) 186 117 020 66
ZENG Yanmei	Deputy GM	(+86) 158 503 089 07
Angus ZHU	Operations Director	(+86) 189 156 858 58
WANG Cheng	CS Supervisor	(+86) 159 509 795 90

4 Responsibilities

BCP Level 2					BU Management Marc Houtermans			
BCP Level 3	Subsidiary Manager Antwerp Ronny De Boeck	Accounting Manager Bologna Sandra Musolesi	Subsidiary Manager Middlesbrough Nick Brown	Subsidiary Manager Schwarzheide Andreas Haupt	Business Manager Plastic Hubs Kai Ruch	MD JV Aldrees Bertschi Andreas Nebiker	MD Bertschi Singapore Edwin Wan	MD BU Solutions China Jemmy Wu
BCP Level 4	Plastic Hub Antwerp	Plastic Hub CLBT Bologna	Plastic Hub Middlesbrough	Plastic Hub Schwarzheide		JV Aldrees Bertschi Jubail	BU Solutions Singapore	BU Solutions Zhangjiagang

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5 Priority Tasks

5.1 Preparation Tasks within BU Solutions

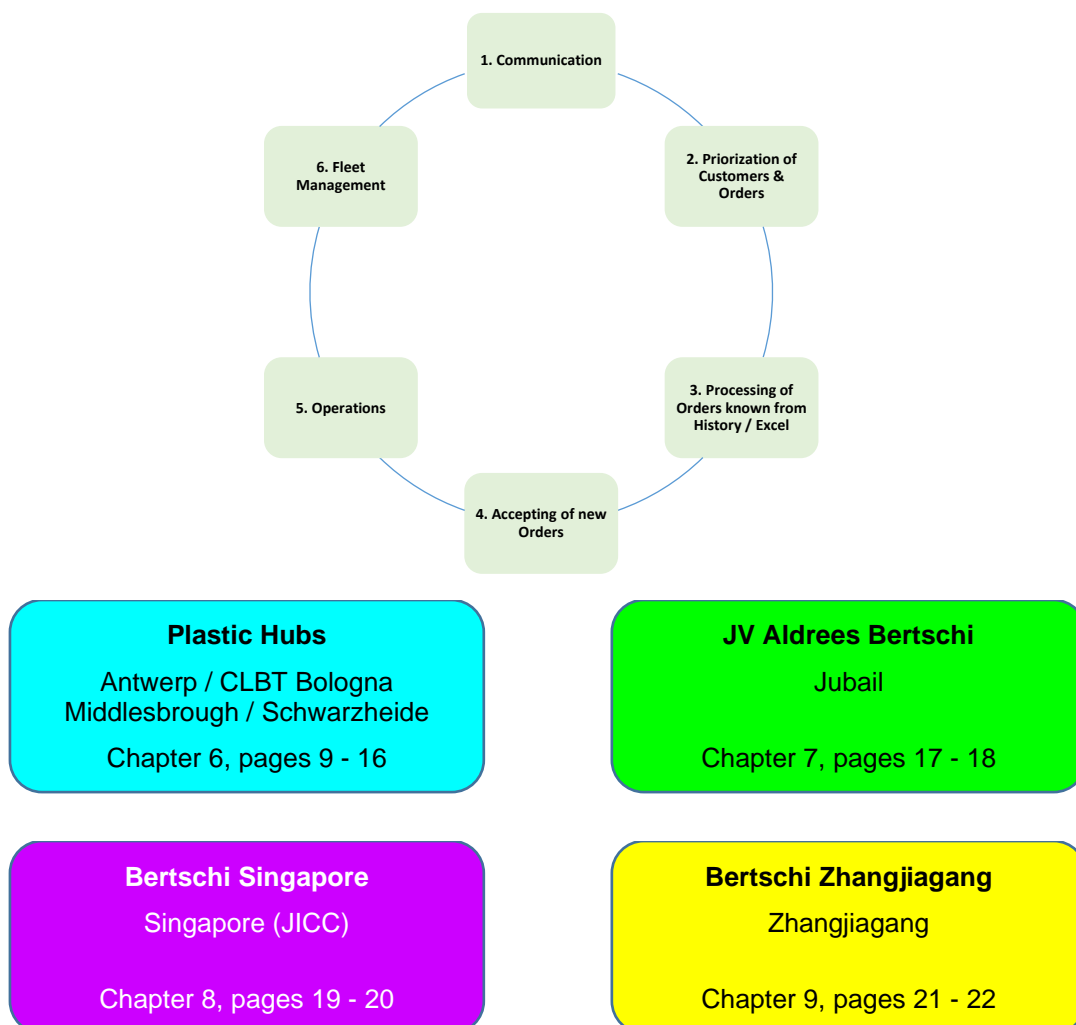As a continuous process BU Solutions prepares a BCP. Following tasks need to be performed:

5.1.1 General Tasks for Level 3 and Level 4 Roles

● Ensure for their function relevant documents are prepared daily and sent by email to Cyber Risk Emergency Address
● Setup communication group with direct reports and relevant internal stakeholders (WhatsApp / WeChat)
● Control once per half year that direct reports have their BCP tasks done
● Discuss BCP processes with the leadership team once per half year.

5.1.2 Specific Tasks

● The purchase of basic Hardware / Software completely independent from Bertschi IT-environment (e.g. 1 PC with MS-Office and Internet-Access) is not foreseen, since it is difficult to keep e.g. software updated. However, the leadership team must discuss how equipment can be organized in case of a cyber-attack (e.g. private infrastructure, purchase in nearby store, etc.)
● See list of documents for each hub / subsidiary in "5.2 Tasks in case of BCP event: Overview"

5.2 Tasks in case of BCP event: Overview

Plastic Hubs

Antwerp / CLBT Bologna Middlesbrough / Schwarzheide

Chapter 6, pages 9 - 16

JV Aldrees Bertschi

Jubail

Chapter 7, pages 17 - 18

Bertschi Singapore

Singapore (JICC)

Chapter 8, pages 19 - 20

Bertschi Zhangjiagang

Zhangjiagang

Chapter 9, pages 21 - 22

6   Plastic Hubs Europe

6.1   Plastic Hub Antwerp, Belgium

6.1.1   Communication

Internal Communication:

The BCP will be activated by the CEO of Bertschi Group ("BCP Level 1"), then "BCP Level 2 MD BU Solutions" informs "BCP Level 3" and ensures distribution of below information:

Document	Sender	Receiver	Tool
Cyberrisk Emergency Address (see remark App. 10.3)	MD BU Solutions (BCP 2)	Subsidiary Manager (BCP 3) Business Manager Plastic Hubs (BCP 3)	Email, if not possible WhatsApp or phone
Newsletters for external communication	MD BU Solutions (BCP 2)	Subsidiary Manager (BCP 3) Business Manager Plastic Hubs (BCP 3)	Email, if not possible WhatsApp or phone

Based on instructions from Level 2 & 3, the key documents to keep up basic operation are retrieved and distributed by the Managing Director as per Appendix 6.1.4. "Sender" distributes below documents internally to "Receiver".

Document	Sender	Receiver	Tool
List with contacts Customers & Suppliers, Depots, Subcontractors	Subsidiary Manager (BCP 3)	Business Manager Plastic Hubs (BCP 3) Operations Manager Plastic Hub (BCP 4) CS Manager (BCP 4)	Email, if not possible WhatsApp or phone
Backup documents (chapter 6.1.4)	Subsidiary Manager (BCP 3)	Ops Manager Plastic Hub (BCP 4) CS Manager (BCP 4) Project Mgr (BCP 4)	Email, if not possible papers

External Communication:

External communication is purely in English for Plastic Hub Antwerp. Along the instructions from Level 2 to Level 3 to Level 4, Level 4 informs Customers and Suppliers:

Document	Sender	Receiver	Tool
Newsletter 1-x (App 10.1),	Customer Service Mgr (BCP 4)	Commercial & operational contacts of Customers, Suppliers, Depots and Subcontractors	Email, if not possible WhatsApp or phone

6.1.2   Prioritization of customers and orders

Operations Mgr. Plastic Hub is responsible to work with "Business Manager Plastic Hubs" (Level 3) to prioritize customers and orders if needed.

6.1.3   Acceptance of new orders

For the acceptance of new orders, the Customer Service Mgr is responsible. It needs to be ensured that there is a complete overview on all (→ Inbound, Outbound / BOL / Transport orders, etc.) new (→ orders not included in the backup files) orders, independent on how they are transferred (Email, Fax, EDI, …). Prioritization of customer orders is done as per 6.1.2 above.

6.1.4   Backup-Files prepared by Level 3 and Level 4 functions

Storage Location:
Emails with attachments are stored on google-cloud managed by IT-Bertschi. Data can only be accessed in the case of an IT-breakdown through browser.

Access:
Access details will be provided by IT-HQ to the Subsidiary Manager as well as the Deputy.
(→ Chapter 3; Organization, BCP Level 3).

Control Mechanism:
IT-HQ will set-up automated forwarding of emails to hub.antwerp@bertschigroup.com
to the "checker" named in below table. This person needs to control whether periodical updates are really sent and can install automated filing in sub-folder to clear the Inbox.

However, the person needs to check this subfolder on a regular basis and must ensure that a deputy is checking during absences. Further, a 4-eye-principle needs to be ensured for this control, means "sender" and "checker" of below emails must not be the same person.

Document	Periodical updates sent by	Checker
Arrival Schedule File Name: "Arrival Schedule 2023.xls"	Customer Service Mgr manually sends daily an email with the file to hub.antwerp@bertschigroup.com	Operations Mgr Plastic Hub
List of Inbound Orders (ex DELSY) File name: "Inbounds.xls"	Customer Service Mgr manually sends daily an email with file to hub.antwerp@bertschigroup.com	Operations Mgr Plastic Hub
List of Outbound Orders (ex DELSY) File name: "Outbounds.xls"	Customer Service Mgr manually sends daily an email with file to hub.antwerp@bertschigroup.com	Operations Mgr Plastic Hub
Stock List AZT (ex DELSY) File name: "Stock AZT.xls"	Customer Service Mgr manually sends daily an email with file to hub.antwerp@bertschigroup.com	Operations Mgr Plastic Hub
Stock List TCL Wouters File name: "Stock TCL.xls"	Customer Service Mgr manually sends daily an email with file to hub.antwerp@bertschigroup.com, file is upon request always available at third party	Operations Mgr Plastic Hub
Stock List Verkooijen File name: "Stock Verkooijen.xls"	Customer Service Mgr manually sends daily an email with file to hub.antwerp@bertschigroup.com, file is upon request always available at third party	Operations Mgr Plastic Hub
Stock List Manuport File name: "Stock Manuport.xls"	Customer Service Mgr manually sends daily an email with file to hub.antwerp@bertschigroup.com, file is upon request always available at third party	Operations Mgr Plastic Hub
List with contacts Top 20 Customers & Suppliers, Depots, Subcontractors, JV Partner File name: "AZT-Contacts.xls"	Operations Mgr Plastic Hub manually sends every Friday an email with file to hub.antwerp@bertschigroup.com	Customer Service Mgr

Further Backup Information:

Document	Source	Provider
Manual collection of documentation such as order(s) and stock list(s) in case only phone is operational and available	In case of a long-term system shut down we can consider collection of physical paper (outbound orders) at our core client(s) and external warehouses (stock lists, packed product).	(Deputy) Operations Manager (BCP 3) or CS Mgr (BCP 4). In the case of such a situation Operations Manager will decide who will drive to carry out this task (based upon availability / priority)

6.2   Plastic Hub CLBT, Bologna, Italy

6.2.1   Communication

Internal Communication:

The BCP will be activated by the CEO of Bertschi Group ("BCP Level 1"), then "BCP Level 2 MD BU Solutions" informs "BCP Level 3" and ensures distribution of below information:

Document	Sender	Receiver	Tool
Cyberrisk Emergency Address (see remark App. 10.3)	MD BU Solutions (BCP 2)	Accounting Manager (BCP 3) Business Manager Plastic Hubs (BCP 3)	Email, if not possible WhatsApp or phone
Newsletters for external communication	MD BU Solutions (BCP 2)	Accounting Manager (BCP 3) Business Manager Plastic Hubs (BCP 3)	Email, if not possible WhatsApp or phone

Based on instructions from Level 2 & 3, the key documents to keep up basic operation are retrieved and distributed by the Accounting Mgr as per Appendix 6.2.4. "Sender" distributes below documents internally to "Receiver".

Document	Sender	Receiver	Tool
List with contacts Top 20 Customers & Suppliers, Depots, Subcontractors, JV Partner	Accounting Manager (BCP 3)	Business Mgr Plastic Hubs (BCP 3) Operations Manager Plastic Hub (BCP 4) CS Mgr (BCP 4) Transport Mgr (BCP 4) WH Mgr (BCP 4)	Email, if not possible paper, WhatsApp or phone
Backup documents (chapter 6.2.5)	Accounting Manager (BCP 3)	Operations Manager Plastic Hub (BCP 4) CS Mgr (BCP 4) Transport Mgr (BCP 4) Customs Off Mgr (BCP 4) WH Mgr (BCP 4)	Email, if not possible papers

External Communication:

External Communication is both in Italian and English for Plastic Hub Bologna. Draft newsletters are prepared as per Appendix 10.1. Along the instructions from Level 2 to Level 3 to Level 4, Level 4 informs Customers and Suppliers:

Document	Sender	Receiver	Tool
Newsletter 1-x (App 10.1)	Customer Service Mgr (BCP 4)	Commercial & Operational contacts Top 20 Customers & Suppliers, Depots, Subcontractors	Email, if not possible WhatsApp or phone
Newsletter 1-x (App 10.1)	Transport Manager (BCP 4)	Partner Transport Company	Email, if not possible WhatsApp or phone

6.2.2   Prioritization of customers and orders

"Operations Manager Plastic Hub" is responsible to work with "Business Manager Plastic Hubs" (Level 3) to prioritize customers and orders if needed.

6.2.3   Acceptance of new orders

For the acceptance of new orders, the Customer Service Manager is responsible. It needs to be ensured that there is a complete overview on all (→ Inbound, Outbound / BOL / Transport orders, etc.) new (→ orders not included in the backup files) orders, independent on how they are transferred (Email, Fax, EDI, …). Prioritization of customer orders is done as per 6.2.2 above.

6.2.4   Backup-Files prepared by Level 3 and Level 4 functions

Storage Location:
Emails with attachments are stored on google-cloud managed by IT-Bertschi. Data can only be accessed in the case of an IT-breakdown through browser.

Access:
Access details will be provided by IT-HQ to the Accounting Manager as well as the Deputy (→ Chapter 3; Organization, BCP Level 3).

Control Mechanism:
IT-HQ will set-up automated forwarding of emails to hub.bologna@bertschigroup.com to the person named in below table. This person needs to control whether daily updates are really sent and can install automated filing in sub-folder to clear the Inbox.

However, the person needs to check this subfolder on a regular basis and must ensure that a deputy is checking during absences. Further, a 4-eye-principle needs to be ensured for this control, means "sender" and "checker" of below emails must not be the same person.

Document	Periodical updates sent by	Checker
List of Inbound Orders (Previsioni di ingresso Hub from Delsy). File Name: "hubingressi_YYYY_MM_DD.xls"	Customer Service Manager manually sends daily email with file to hub.bologna@bertschigroup.com	Operations Mgr Plastic Hub
List of Outbound Orders (Previsioni di uscita Hub from Delsy). File Name: "hubuscite_YYYY_MM_DD.xls"	Customer Service Manager manually sends daily email with file to hub.bologna@bertschigroup.com	Operations Mgr Plastic Hub
List of Inbound Orders (Previsioni di ingresso Terminal from Delsy). File Name: "terminalingressi_YYYY_MM_DD.xls"	Customer Service Manager manually sends daily email with file to hub.bologna@bertschigroup.com	Operations Mgr Plastic Hub
List of Outbound Orders (Previsioni di uscita Terminal from Delsy). File Name: "terminaluscite_YYYY_MM_DD.xls"	Customer Service Manager manually sends daily email with file to hub.bologna@bertschigroup.com	Operations Mgr Plastic Hub
List of Transports to plan (Viaggi da pianificare from Delsy). File Name: "shipmentstoplan_YYYY_MM_DD.xls"	Transport Manager manually sends daily email with file to hub.bologna@bertschigroup.com	Operations Mgr Plastic Hub
List of planned Transports (Viaggi pianificati from Delsy). File Name: "shipmentsplanned_YYYY_MM_DD.xls"	Transport Manager manually sends daily email with file to hub.bologna@bertschigroup.com	Operations Mgr Plastic Hub
List of Transports done (Viaggi eseguiti form Delsy). File Name: "shipmentsdone_YYYY_MM_DD.xls"	Transport Manager manually sends daily email with file to hub.bologna@bertschigroup.com	Operations Mgr Plastic Hub
HUB Stock list detail (HUB Giacenze Dettagli from Delsy). File Name: "hubstockdetail_YYYY_MM_DD.xls"	Customer Service Manager manually sends daily email with file to hub.bologna@bertschigroup.com	Operations Mgr Plastic Hub
TERMINAL Stock list detail (TERMINAL Giacenze Dettagli da Delsy). File Name: "terminalstockdetail_YYYY_MM_DD.xls"	Warehouse Manager manually sends daily email with file to hub.bologna@bertschigroup.com	Operations Mgr Plastic Hub
List with contacts Top 20 Customers & Suppliers, Depots, Subcontractors, JV Partner. File Name: "customerlist_YYYY_MM_DD.xls"	Customer Service Manager manually sends every Monday email with file to hub.bologna@bertschigroup.com	Operations Mgr Plastic Hub

6.3 Plastic Hub Middlesbrough, UK

6.3.1 Communication

Internal Communication:

The BCP will be activated by the CEO of Bertschi Group ("BCP Level 1"), then "BCP Level 2 MD BU Solutions" informs "BCP Level 3" and ensures distribution of below information:

Document	Sender	Receiver	Tool
Cyber Risk Emergency Address (see remark App. 10.3)	MD BU Solutions (BCP 2)	Subsidiary Mgr (BCP 3) Business Manager Plastic Hubs (BCP 3)	Email, if not possible WhatsApp or phone
Newsletters for external communication	MD BU Solutions (BCP 2)	Subsidiary Mgr (BCP 3) Business Manager Plastic Hubs (BCP 3)	Email, if not possible WhatsApp or phone

Based on instructions from Level 2 & 3, the key documents to keep up basic operation are retrieved and distributed by the Managing Director as per Appendix 6.3.4. "Sender" distributes below documents internally to "Receiver".

Document	Sender	Receiver	Tool
List with contacts Top 20 Customers & Suppliers, Depots, Subcontractors, Partner transport companies	Subsidiary Mgr (BCP 3)	Business Mgr Plastic Hubs (BCP 3) Transport Manager (BCP 4) Operations Manager Plastic Hub (BCP 4)	Email, if not possible papers
Backup documents (chapter 6.3.4)	Subsidiary Mgr (BCP 3)	Transport Manager (BCP 4) Operations Manager Plastic Hub (BCP 4)	Email, if not possible papers

External Communication:

Both internal and external communication is purely in English. Along the instructions from Level 2 to Level 3 to Level 4, Level 4 informs Customers and Suppliers:

Document	Sender	Receiver	Tool
Newsletter 1-x (App 10.1)	Ops Manager Plastic Hub Transport Manager (Address list defines who is going to inform who)	Commercial & operational contacts Top 20 Customers & Suppliers, Depots, Subcontractors, Partner transport companies	Email, if not possible WhatsApp or phone

6.3.2 Prioritization of customers and orders

Operations Manager Plastic Hub is responsible to work with "Business Manager Plastic Hubs" to prioritize customers and orders if needed.

6.3.3 Acceptance of new orders

For the acceptance of new orders, the Operations Manager Plastic Hub is responsible. It needs to be ensured that there is a complete overview on all (→ Inbound, Outbound / BOL / Transport orders, etc.) new (→ orders not included in the backup files) orders, independent on how they are transferred (Email, Fax, EDI, …). Prioritization of customer orders is done as per 6.3.2 above.

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6.3.4   Backup-Files prepared by Level 3 and Level 4 functions

Storage Location:
Emails with attachments are stored on google-cloud managed by IT-Bertschi. Data can only be accessed in the case of an IT-breakdown through browser.

Access:
Access details will be provided by IT-HQ to the Subsidiary Manager as well as the Deputy.
(→ Chapter 3; Organization, BCP Level 3).

Control Mechanism:
IT-HQ will set-up automated forwarding of emails to hub.middlesbrough@bertschigroup.com to the person named in below table. This person needs to control whether daily updates are really sent and can install automated filing in sub-folder to clear the Inbox.

However, the person needs to check this subfolder on a regular basis and must ensure that a deputy is checking during absences. Further, a 4-eye-principle needs to be ensured for this control, means "sender" and "checker" of below emails must not be the same person.

Document	Periodical updates sent by	Checker
List of Inbound Orders from Delsy File Name: "YYMMDD-Inbound Orders-Delsy.xls"	Ops Mgr Plastic Hub manually sends daily email with file to hub.middlesbrough@bertschigroup.com	WH Load Planner
List of Outbound Orders Hub from Delsy. File Name: "YYMMDD-Outbound Orders-Delsy.xls"	Ops Mgr Plastic Hub manually sends daily email with file to hub.middlesbrough@bertschigroup.com	WH Load Planner
List of Inbound Orders Terminal from Delsy. File Name: "YYMMDD-Inbound Orders Terminal Delsy.xls"	Ops Mgr Plastic Hub manually sends daily email with file to hub.middlesbrough@bertschigroup.com	WH Load Planner
List of Outbound Orders Terminal from Delsy. File Name: "YYMMDD-Outbound Orders Terminal Delsy.xls"	Ops Mgr Plastic Hub manually sends daily email with file to hub.middlesbrough@bertschigroup.com	WH Load Planner
List of Transports to plan from Delsy File Name: "YYMMDD-Transport Plan Delsy.xls"	Ops Mgr Plastic Hub manually sends daily email with file to hub.middlesbrough@bertschigroup.com	WH Load Planner
List of planned Transports from Delsy File Name: "YYMMDD-Planned Transports Delsy.xls"	Ops Mgr Plastic Hub manually sends daily email with file to hub.middlesbrough@bertschigroup.com	WH Load Planner
List of Transports done from Delsy File Name: "YYMMDD-Transports done Delsx.xls"	Ops Mgr Plastic Hub manually sends daily email with file to hub.middlesbrough@bertschigroup.com	WH Load Planner
HUB Stock list detail from Delsy File Name: "YYMMDD-Stock List Delsy.xls"	Ops Mgr Plastic Hub manually sends daily email with file to hub.middlesbrough@bertschigroup.com	WH Load Planner
Contacts Top 20 Customers, Suppliers, Depots, Subcontractors, Partner transport companies File Name: "YYMMDD-Contact List.xls"	Ops Mgr Plastic Hub manually sends every Friday email with file to hub.middlesbrough@bertschigroup.com	WH Load Planner

6.4 Plastic Hub Schwarzheide, Germany

6.4.1 Communication

Internal Communication:

The BCP will be activated by the CEO of Bertschi Group ("BCP Level 1"), then "BCP Level 2 MD BU Solutions" informs "BCP Level 3" and ensures distribution of below information:

Document	Sender	Receiver	Tool
Cyberrisk Emergency Address (see remark App. 10.3)	MD BU Solutions (BCP 2)	Subsidiary Manager (BCP 3) Business Manager Plastic Hubs (BCP 3)	Email, if not possible WhatsApp or phone
Newsletters for external communication	MD BU Solutions (BCP 2)	Subsidiary Manager (BCP 3) Business Manager Plastic Hubs (BCP 3)	Email, if not possible WhatsApp or phone

Based on instructions from Level 2 & 3, the key documents to keep up basic operation are retrieved and distributed by the Managing Director as per Appendix 6.4.4. "Sender" distributes below documents internally to "Receiver".

Document	Sender	Receiver	Tool
List with contacts Top 20 Customers & Suppliers, Depots, Subcontractors	Subsidiary Manager (BCP 3)	Business Mgr Plastic Hubs (BCP 3) CS Mgr (BDP 4) Transport Mgr (BCP 4) Operations Manager Plastic Hub (BCP 4) Customs/Data Prot. Officer (BCP 4)	Email, if not possible WhatsApp or phone
Backup documents (chapter 6.4.1.5)	Subsidiary Manager (BCP 3)	CS Mgr (BCP 4) Transport Mgr (BCP 4) Operations Manager Plastic Hub (BCP 4) Customs/Data Prot. Officer (BCP 4)	Email, if not possible WhatsApp or phone

External Communication:

External communication is both in German and English for the BCP of Plastic Hub Schwarzheide. Draft newsletters are prepared as per Appendix 10.1. Along the instructions from Level 2 to Level 3 to Level 4, Level 4 informs Customers and Suppliers:

Document	Sender	Receiver	Tool
Newsletter 1-x (App 10.1)	Customer Service Mgr (BCP 4)	Commercial contacts Top 20 Customers	Email, if not possible WhatsApp or phone
Newsletter 1-x (App 10.1)	Operations Manager Plastic Hub (BCP 4)	Suppliers, Depots, Subcontractors	Email, if not possible WhatsApp or phone
Newsletter 1-x (App 10.1)	Transport Manager (BCP 4)	Partner Transport Companies, Subcontractors	Email, if not possible WhatsApp or phone
Newsletter 1-x (App 10.1)	Customs/Data Prot. Officer (BCP 4)	Customs Contacts	Email, if not possible WhatsApp or phone

6.4.2 Prioritization of customers and orders

"Customer Service Mgr" is responsible to work with "Business Manager Plastic Hubs" (Level 3) to prioritize customers and orders if needed.

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6.4.3   Acceptance of new orders

For the acceptance of new orders, the Customer Service Manager is responsible. It needs to be ensured that there is a complete overview on all (→ Inbound, Outbound / BOL / Transport orders, etc.) new (→ orders not included in the backup files) orders, independent on how they are transferred (Email, Fax, EDI, …). Prioritization of customer orders is done as per 6.4.2 above.

6.4.4   Backup-Files prepared by Level 3 and Level 4 functions

Storage Location:
Emails with attachments are stored on google-cloud managed by IT-Bertschi. Data can only be accessed in the case of an IT-breakdown through browser.

Access:
Access details will be provided by IT-HQ to the Subsidiary Manager as well as the Deputy (→ Chapter 3; Organization, BCP Level 3).

Control Mechanism:
IT-HQ will set-up automated forwarding of emails to hub.schwarzheide@bertschigroup.com to the person named in below table. This person needs to control whether daily updates are really sent and can install automated filing in sub-folder to clear the Inbox.

However, the person needs to check this subfolder on a regular basis and must ensure that a deputy is checking during absences. Further, a 4-eye-principle needs to be ensured for this control, means "sender" and "checker" of below emails must not be the same person.

Document	Periodical updates sent by	Checker
List of Inbound Orders (Inbound Orders SWH PSI) File Name: "YYMMDD-Inbound.xls"	CS Manager manually sends daily email with file to hub.schwarzheide@bertschigroup.com	Operations Mgr Plastic Hub
Outbound Orders (Outbound Orders SWH PSI) File Name: "YYMMDD-Outbound.xls"	CS Manager manually sends daily email with file to hub.schwarzheide@bertschigroup.com	Operations Mgr Plastic Hub
List of Stored Goods in warehouse SWH from WMS File Name: "YYMMDD-StoredGoods-WH.xls"	CS Manager manually sends daily email with file to hub.schwarzheide@bertschigroup.com	Operations Mgr Plastic Hub
List of Stored Bulk Goods SWHD+LAST from G11 (BulkStorageSwh) File Name: "YYMMDD-BulkStorageSWH.xls"	CS Manager manually sends daily email with file to hub.schwarzheide@bertschigroup.com	Operations Mgr Plastic Hub
List with contacts Top 20 Customers & Suppliers, Depots, Subcontractors File Name: "YYMMDD-Contact List.xls"	CS Manager sends every Friday email with file to hub.schwarzheide@bertschigroup.com	Operations Mgr Plastic Hub

7 JV Aldrees Bertschi, Jubail

7.1 Communication

Internal Communication:

The BCP will be activated by the CEO of Bertschi Group ("BCP Level 1"), then "BCP Level 2 MD BU Solutions" informs "BCP Level 3" and ensures distribution of below information:

Document	Sender	Receiver	Tool
Cyberrisk Emergency Address (see remark App. 10.3)	MD BU Solutions (BCP 2)	MD Aldrees Bertschi (BCP3)	Email, if not possible WhatsApp or phone
Newsletters for external communication	MD BU Solutions (BCP 2)	MD Aldrees Bertschi (BCP3)	Email, if not possible WhatsApp or phone

Based on instructions from Level 2 & 3, the key documents to keep up basic operation are retrieved and distributed by the MD as per 7.4. "Sender" distributes below documents internally to "Receiver".

Document	Sender	Receiver	Tool
List with contacts Top 20 Customers & Suppliers, Depots, Subcontractors, JV Partner	MD Aldrees Bertschi (BCP 3)	Administrator Deputy Head Operation Team Leader Cleaning Station Head ECYT (Night Shift)	Email, if not possible WhatsApp
Contact list booking addresses and logins	Team Leader Solvay	Customer Service Solvay Dispo Aldrees	WhatsApp
Job Order Summary Inbound / Outbound / Internal	Head ECY Sadara	Sadara Supply Chain	Email, if not possible WhatsApp
Cleaning Jobs overview	Team Leader Cleaning Station	Customers (e.g. Bertschi Global Dubai)	Email, if not possible WhatsApp
Tank Certificates	Team Leader Cleaning Station	Customers (e.g. Bertschi Global Dubai)	Email, if not possible WhatsApp
Offer Letter (no form)	MD Aldrees Bertschi	Customers	Email, if not possible WhatsApp

External Communication:

Both internal and external communication is purely in English for the BCP JV Aldrees Bertschi.
Along the instructions from Level 2 to Level 3 to Level 4, Level 4 informs Customers and Suppliers:

Document	Sender	Receiver	Tool
Newsletter 1-x (App 10.1),	Managing Director	Commercial & Operational contacts Top 20 Customers & Suppliers, Depots, Subcontractors JV Partner	Email, if not possible WhatsApp or phone

7.2 Prioritization of customers and orders

Level 3 MD BU JV Aldrees Bertschi is responsible to prioritize customers and orders if needed.

7.3   Acceptance of new orders

For the acceptance of new orders, the Team Leaders are responsible. It needs to be ensured that there is a complete overview on all (→ Inbound, Outbound / BOL / Transport orders, etc.) new (→ orders not included in the backup files) orders, independent on how they are transferred (Email, Fax, EDI, …). Prioritization of customer orders is done as per 7.2 above.

7.4   Backup-Files prepared by Level 3 and Level 4 functions

Storage Location:
Emails with attachments are stored on google-cloud managed by IT-Bertschi. Data can only be accessed in the case of an IT-breakdown through browser.

Access:
Access details will be provided by IT-HQ to the Managing Director as well as the Deputy (→ Chapter 3; Organization, BCP Level 3).

Control Mechanism:
IT-HQ will set-up automated forwarding of emails to hub.jubail@bertschigroup.com to the person named in below table. This person needs to control whether daily updates are really sent and can install automated filing in sub-folder to clear the Inbox.

However, the person needs to check this subfolder on a regular basis and must ensure that a deputy is checking during absences. Further, a 4-eye-principle needs to be ensured for this control, means "sender" and "checker" of below emails must not be the same person.

Document	Periodical updates sent by	Checker
List with contacts Top 20 Customers & Suppliers, Depots, Subcontractors, JV Partner File Name: "YYMMDD-A-B Customer Contact List.xls"	MD manually sends every Thursday email with file to hub.jubail@bertschigroup.com	Accountant
Contact list booking addresses and logins. File Name: "YYMMDD-A-B Booking.xls"	MD manually sends daily email with file to hub.jubail@bertschigroup.com	Accountant
Job Order Summary Inbound / Outbound / Internal. File Name: "YYMMDD-A-B Inventories Empty Container.xls"	TL Cleaning Station, TL ECY, TL DHL, TL Solvay manually send daily email with files to hub.jubail@bertschigroup.com	Managing Director
Cleaning Jobs overview. File Name: "YYMMDD-A-B Cleaning.xls"	TL Cleaning Station manually sends daily email with file to hub.jubail@bertschigroup.com	Managing Director
Tank Certificates. File Name: "YYMMDD-A-B COS.xls"	TL Cleaning Station manually sends daily email with file to hub.jubail@bertschigroup.com	Managing Director

8 Bertschi Singapore Pte Ltd, Singapore (BSG; JICC)

8.1 Communication

Internal Communication:

The BCP will be activated by the CEO of Bertschi Group ("BCP Level 1"), then "BCP Level 2 MD BU Solutions" informs "BCP Level 3" and ensures distribution of below information:

Document	Sender	Receiver	Tool
Cyberrisk Emergency Address (see remark App. 10.3)	MD BU Solutions (BCP 2)	MD BSG (BCP 3)	Email, if not possible WhatsApp or phone
Newsletters for external communication	MD BU Solutions (BCP 2)	MD BSG (BCP 3)	Email, if not possible WhatsApp or phone

Based on instructions from Level 2 & 3, the key documents to keep up basic operation are retrieved and distributed by the MD as per 8.4. "Sender" distributes below documents internally to "Receiver".

Document	Sender	Receiver	Tool
List with contacts Top 20 Customers & Suppliers, Depots, Subcontractors File Name: "JICC Master List of Contact.xls"	Managing Director (BCP 3)	Manager BD CS Managers A & B Drum. & WH Ops Mgr Fleet & Yard Ops Mgr	Email, if not possible WhatsApp
File Name: "JICC Bookings Contact List.xls"	Managing Director (BCP 3)	CS Managers A & B	Email, if not possible WhatsApp
File Names: 1. "Job Order Summary.xls" 2. "Warehouse Inventory.xls" 3. "Yard Inventory.xls"	Managing Director (BCP 3)	CS Managers A & B Drum. & WH Ops Mgr Fleet & Yard Ops Mgr	Email, if not possible WhatsApp
File Name: "Internal BCP updates.xls"	Managing Director (BCP 3)	Drum. & WH Ops Mgr	Email, if not possible WhatsApp

External Communication:

External communication is in English for the BCP of BSG. Along the instructions from Level 2 to Level 3 to Level 4, Level 4 informs Customers and Suppliers:

Document	Sender	Receiver	Tool
Newsletter 1-x (App 10.1)	Manager, Business Development	Commercial contacts Top 20 Customers	Email, if not possible WhatsApp or phone
Newsletter 1-x (App 10.1)	Customer Service Manager A&B	Operations contacts Top 20 Customers	Email, if not possible WhatsApp or phone
Newsletter 1-x (App 10.1)	Drumming & Warehousing Operations Manager	Suppliers, Subcontractors	Email, if not possible WhatsApp or phone
Newsletter 1-x (App 10.1)	Fleet & Yard Operations Manager	Subcontractors	Email, if not possible WhatsApp or phone

8.2 Prioritization of customers and orders

Level 4 Customer Service Managers A & B are responsible to work with MD BSG to prioritize customers and orders if needed.

8.3   Acceptance of new orders

For the acceptance of new orders, the Customer Service Managers A & B are responsible. It needs to be ensured that there is a complete overview on all (→ Inbound, Outbound / BOL / Transport orders, etc.) new (→ orders not included in the backup files) orders, independent on how they are transferred (Email, Fax, EDI, …). Prioritization of customer orders is done as per 8.2 above.

8.4   Backup-Files prepared by Level 3 and Level 4 functions

Storage Location:
Emails with attachments are stored on google-cloud managed by IT-Bertschi. Data can only be accessed in the case of an IT-breakdown through browser.

Access:
Access details will be provided by IT-HQ to the Managing Director as well as the Deputy (→ Chapter 3; Organization, BCP Level 3).

Control Mechanism:
IT-HQ will set-up automated forwarding of emails to hub.singapore@bertschigroup.com to the person named in below table. This person needs to control whether daily updates are really sent and can install automated filing in sub-folder to clear the Inbox.

However, the person needs to check this subfolder on a regular basis and must ensure that a deputy is checking during absences. Further, a 4-eye-principle needs to be ensured for this control, means "sender" and "checker" of below emails must not be the same person.

Document	Periodical updates sent by	Checker
"JICC Master List of Contact.xls"	CS Manager A manually sends every 2nd Friday email with file to hub.singapore@bertschigroup.com	Assistant Project Mgr
"JICC Bookings Contact List.xls"	CS Manager A manually sends every 2nd Friday email with file to hub.singapore@bertschigroup.com	Assistant Project Mgr
1. "Job Order Summary.xls" 2. "Warehouse Inventory.xls" 3. "Yard Inventory.xls"	CS Manager A manually sends daily email with files to hub.singapore@bertschigroup.com	Assistant Project Mgr
"Internal BCP Updates.xls"	Drumming & Warehouse Operations Manager carries out a one time upload through IT@bertschi.com. The IT-helpdesk will ensure that these templates are permanently filed in the respective folder of the subsidiary.	No regular check. IT needs to confirm that templates have been correctly uploaded.

9 Bertschi Zhangjiagang, Zhangjiagang, China

9.1 Communication

Internal Communication:

The BCP will be activated by the CEO of Bertschi Group ("BCP Level 1"), then "BCP Level 2 MD BU Solutions" informs "BCP Level 3" and ensures distribution of below information:

Document	Sender	Receiver	Tool
Cyberrisk Emergency Address (see remark App. 10.3)	MD BU Solutions (BCP 2)	MD BU Solutions China (BCP3)	Email, if not possible WeChat or phone
Newsletters for external communication	MD BU Solutions (BCP 2)	MD BU Solutions China (BCP3)	Email, if not possible WeChat or phone

Based on instructions from Level 2 & 3, the key documents to keep up basic operation are retrieved and distributed by the MD BU Solutions China as per 9.4 "Sender" distributes below documents internally to "Receiver".

Document	Sender	Receiver	Tool
Notice to start the BCP process	MD BU Solutions China (BCP3)	GM ZJG Deputy GM ZJG Operation Director Facility Manager SHEQ Director CS Supervisor	Email, if not possible WeChat or phone
List with commercial contacts Top 20 Customers	MD BU Solutions China (BCP3)	1st: Mgr BD (tbd) 2nd: MD BU Solutions China (BCP3)	Email, if not possible WeChat or phone
List with Top 20-Operation contacts	MD BU Solutions China (BCP3)	1st: CS Supervisor 2nd: Operation Director	Email, if not possible WeChat or phone
List with contacts Top 20 Subcontractors and suppliers	MD BU Solutions China (BCP3)	1st: Deputy GM ZJG 2nd: Facility Manager	Email, if not possible WeChat or phone
List with contacts Top 20 Local Authority	MD BU Solutions China (BCP3)	1st: GM ZJG	Email, if not possible WeChat or phone
Contact list booking addresses and logins	MD BU Solutions China (BCP3)	1st: CS Supervisor 2nd: Operation Director	Email, if not possible WeChat or phone
Job Order Summary Inbound / Outbound / Storage / Drumming / Heating / VAS / TMS	MD BU Solutions China (BCP3)	1st: CS Supervisor 2nd: Operation Director	Email, if not possible WeChat or phone
Inventory List	MD BU Solutions China (BCP3)	1st: CS Supervisor 2nd: Operation Director	Email, if not possible WeChat or phone

External Communication:

External communication is Chinese and English for the BCP of BZJG. Draft newsletters are prepared as per Appendix 10.1. Along the instructions from Level 2 to Level 3 to Level 4, Level 4 informs Customers and Suppliers:

Document	Sender	Receiver	Tool
Newsletter 1-x (App 10.1)	MD BU Solutions China (BCP3)	Top 20-Commercial contacts (Customers)	Email, if not possible WeChat or phone
Newsletter 1-x (App 10.1)	CS Supervisor (BCP 4)	Top 20-Operation contacts	Email, if not possible WeChat or phone
Newsletter 1-x (App 10.1)	GM BZJG (BCP 4)	Top 20 Local Authority	Email, if not possible WeChat or phone
Newsletter 1-x (App 10.1)	Deputy GM (BCP 4)	Top 20 Subcontractors and suppliers	Email, if not possible WeChat or phone

9.2 Prioritization of customers and orders

CS Supervisor is responsible to get approval by MD BU Solutions China to prioritize customer orders if needed.

9.3 Acceptance of new orders

For the acceptance of new orders, the Customer Service Supervisor is responsible. It needs to be ensured that there is a complete overview on all (→ Inbound, Outbound / BOL / Transport orders, etc.) new (→ orders not included in the backup files) orders, independent on how they are transferred (Email, Fax, EDI, …). Prioritization of customer orders is done as per 9.2 above.

9.4 Backup-Files prepared by Level 3 and Level 4 functions

Storage Location:
Emails with attachments are stored on google-cloud managed by IT-Bertschi. Data can only be accessed in the case of an IT-breakdown through browser.

Access:
Access details will be provided by IT-HQ to the Managing Director BU Solutions China as well as the Deputy (→ Chapter 3; Organization, BCP Level 3).

Control Mechanism:
IT-HQ will set-up automated forwarding of emails to hub.zhangjiagang@bertschigroup.com to the person named in below table. This person needs to control whether daily updates are really sent and can install automated filing in sub-folder to clear the Inbox.

However, the person needs to check this subfolder on a regular basis and must ensure that a deputy is checking during absences. Further, a 4-eye-principle needs to be ensured for this control, means "sender" and "checker" of below emails must not be the same person.

Document	Periodical updates sent by	Checker
List with contacts Top 20 Customers & Suppliers, Subcontractors, Local Authority File Name: "BCP Top 20 Contact List.xls"	Operations Director manually sends email every Friday with file to hub.zhangjiagang@bertschigroup.com	GM BZJG
Contact list booking addresses and logins File Name: "BCP Operation Information.xls"	CS Supervisor manually sends email every Friday with file to hub.zhangjiagang@bertschigroup.com	Operation Director
Job Order Summary Inbound / Outbound / Storage / Drumming / Heating / VAS / TMS File Name: "BCP Operation Information.xls"	CS Supervisor manually sends daily email with files to hub.zhangjiagang@bertschigroup.com	Operation Director
Inventory List File Name: "BCP Operation Information.xls"	CS Supervisor manually sends daily email with file to hub.zhangjiagang@bertschigroup.com	Operation Director

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10　Appendix

10.1　Appendix 1: Newsletters for external communication

In case of an activation of this BCP, various newsletters for customers would be provided in English by HQ and will have a similar content as shown below.

All subsidiaries communicating beside English in a local language, must send (one-time!) an adapted bilingual version based on appendix 10.1.1 – 10.1.3 to IT@bertschi.com. The IT-helpdesk will ensure that this draft-newsletters are permanently filed in the respective folder of the subsidiary.

10.1.1　Information Letter "IT Incident":

February 24th, 2022

CUSTOMER INFORMATION

Information IT incident

Dear Customer

We would like to inform you that Bertschi is currently affected by an IT incident. The exact impact is still unknown, but our specialists are working at high pressure to solve the problem.

We will provide you with further information today at 10.00 am.

Thank you very much for your support and cooperation.

Best regards
BERTSCHI AG

www.bertschi.com　●　Hutmattstrasse 22, CH-5724 Dürrenäsch　●　+41 62 555 69 86　　**BERTSCHI**

10.1.2 Information Letter "Cyber-Attack"

CUSTOMER INFORMATION

Bertschi affected by Cyber Attack

Dear Customer

We would like to inform you that Bertschi has been the target of a cyber attack. Currently, the extent of the damage and the effects on our operations are being analyzed.

Further information with an action plan on how to communicate with Bertschi in the current situation will follow **today at 11.00 am**.

Thank you very much for your support and cooperation.

Best regards
BERTSCHI AG

www.bertschi.com • Hutmattstrasse 22, CH-5724 Dürrenäsch • +41 62 555 69 86   BERTSCHI

10.1.3 Information Letter "Action Plan Communication"

⟦⟧ CUSTOMER INFORMATION

Cyber Attack – Action Plan Communication

Dear Customer

As we informed you, Bertschi became the target of a cyber attack. We are working with all available means to analyze and remedy the effects caused.

The attack also affects our communication systems, which is why we cannot be reached through the usual channels. Therefore, we have compiled below action plan with relevant contacts. Until further notice, please use this contact information to get in touch with us.

LIQUIDS

Department	Contact	Email	Phone
FIC	Timo Helfenstein	test.test@cyberattack.com	+41 62 111 11 11

DRY BULK

Department	Contact	Email	Phone
SIC	Yannick Notter	test.test@cyberattack.com	+41 62 222 22 22

...

We will inform you about further developments in a timely manner.

Thank you very much for your support and cooperation.

Best regards
BERTSCHI AG

www.bertschi.com   •   Hutmattstrasse 22, CH-5724 Dürrenäsch   •   +41 62 555 69 86   ⟦⟧ BERTSCHI

10.2 Appendix 2: SAAS-Contacts (Software as a Service)

Plastic Hubs Europe

In Use	Software	Contact Person	Contact Details
Plastic Hub Antwerp (AZT)	Delsy	Stefano Marani	Phone: +39 051 604 72 11 Mobile: +39 335 641 11 15 Email: stefano.marani@ssi-schaefer.com
Plastic Hub Bologna (CLBT)	INCAS Delsy CLBT (WMS Plastic Hub)	Stefano Marani	Phone: +39 051 604 72 11 Mobile: +39 335 641 11 15 Email: stefano.marani@ssi-schaefer.com
	INCAS Eaystor (WMS Handling VNA)	Stefano Marani	Phone: +39 051 604 72 11 Mobile: +39 335 641 11 15 Email: stefano.marani@ssi-schaefer.com
	ForspedG.NET (Management of Customs document)	Mr. Paolo Tinti	Phone: +39 049 875 24 31 Email:paolo.tinti@wisetechglobal.com
Plastic Hub Middlesbrough	Delsy	Stefano Marani	Phone: +39 051 604 72 11 Mobile: +39 335 641 11 15 Email: stefano.marani@ssi-schaefer.com
	Datafreight (WMS) currently still in use	Steve Mackenzie	Phone: +44 16 424 525 38 Mobile: +44 75 963 701 89 Email: steve.mackenzie@2019@outlook.com
	Destin 8 web-based port system	No name-Helpline	Phone: +44 13 946 002 05 Email: help@destin8.co.uk
	Descartes - web based customs system	Martin Foster	Phone: +44 7803 247460 Email: mfoster@descartes.com
Plastic Hub Schwarzheide	Dakosy GE	Support	Phone: +49 403 786 09 90 Email: servicedesk@dakosy.de
	PSI WMS	Tobias Krticzka	Phone: +49 602 136 67 58 Email: t.krticzka@psilogistics.com

JV Aldrees Bertschi, Jubail

Software	Contact Person	Contact Details
-	-	-

Bertschi Singapore Pte Ltd, Jurong Island, Singapore

Software	Contact Person	Contact Details
Gurusoft (EOS)	Gurusoft Pte Ltd Baskaran, Systems Consultant Aiswarya, Customer Support	Email: baskaran@gurusoft.com.sg Work: +65 6270 8083 Mob: +65 9380 7520 aiswarya@gurusoft.com.sg Work: +65 6270 8083 Mob: +65 8783 9386
Jungheinrich (WMS)	Jungheinrich Soon Wei Hong IT Support Engineer	Email: Weihong.Soon@jungheinrich.com.sg Email: support@jungheinrich.at Work: +65 6558 7600

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Bertschi Zhangjiagang, Zhangjiagang, China

Software	Contact Person	Contact Details
Tatium Cargoweb (ERP / WMS)	Lin Jing	Phone: +86 13701920286 Email: ing@tatiumsoft.com
Yonyou Finance (Finance System)	Xie Shi Lei	Phone: +86 15102195881 Email: xieshilei@aliyun.com
5 in 1 Safety System (SHEQ)	Wu Shi Chao	Phone: +86 13776257520 Email: wushichao12@163.com

10.3 Appendix 3: Cyber risk Emergency Addresses

Mail	Team	Function	Emergency Mailbox
md.busolutions@bertschigroup.com	BU Mgt		
hub.antwerp@bertschigroup.com	Plastic Hub Antwerp		
hub.bologna@bertschigroup.com	Plastic Hub Bologna		
hub.middlesbrough@bertschigroup.com	Plastic Hub Middlesbrough		
hub.schwarzheide@bertschigroup.com	Plastic Hub Schwarzheide		
hub.jubail@bertschigroup.com	JV Aldrees Bertschi Jubail		
hub.singapore@bertschigroup.com	Bertschi Singapore (JICC)		
hub.zhangjiagang@bertschigroup.com	Bertschi Zhangjiagang		

Summary Emergency Communication BU Solutions (Level 2 & 3)

Email	WhatsApp Group	
md.busolutions@bertschigroup.com	Name:	● "Bertschi BCP Level 3 Solutions"
	Members:	● MD BU Solutions ● Deputy MD BU Solutions ● Business Mgr Plastic Hubs ● Subsidiary Mgr Antwerp ● Accounting Mgr Bologna ● Subsidiary Mgr Middlesbrough ● Subsidiary Mgr Schwarzheide ● MD JV Aldrees Bertschi ● MD BSG ● Special: MD BZJG → separately through WeChat
	Administrator:	● MD BU Solutions ● Deputy MD BU Solutions

Plastic Hubs Europe → Level 3 & 4

Antwerp

Email	WhatsApp Group	
hub.antwerp@bertschigroup.com	Name:	● "BCP Hub Antwerp"
	Members:	● Subsidiary Mgr ● Operations Mgr Plastic Hub ● CS Mgr ● Project Mgr
	Administrator:	● Operations Mgr Plastic Hub ● CS Mgr

CLBT Bologna

Email	WhatsApp Group	
hub.bologna@bertschigroup.com	Name:	• "BCP Hub Bologna"
	Members:	• Accounting Mgr • Operations Mgr Plastic Hub • Transport Mgr • Customer Service Mgr • Customs Office Mgr • Warehouse Mgr
	Administrator:	• Accounting Mgr • Operations Mgr Plastic Hub

Middlesbrough

Email	WhatsApp Group	
hub.middlesbrough@bertschigroup.com	Name:	• "BCP Hub Middlesbrough"
	Members:	• Subsidiary Manager • Operations Manager Plastic Hub • Transport Manager • WH Load Planner • Administration Mgr (to keep in the loop)
	Administrator:	• Subsidiary Manager • Operations Manager Plastic Hub

Schwarzheide

Email	WhatsApp Group	
hub.schwarzheide@bertschigroup.com	Name:	• "BCP Hub Schwarzheide"
	Members:	• Subsidiary Manager • Operations Manager Plastic Hub • Technical Mgr • CS Mgr • Customs/Data Protection Officer • Transport Mgr
	Administrator:	• Customs / Data Protection Officer • Operations Manager Plastic Hub

JV Aldrees Bertschi, Jubail → Level 3 & 4

Email	WhatsApp Group	
hub.jubail@bertschigroup.com	Name:	• "BCP Hub Jubail"
	Members:	• MD • Accountant • Administrator • TL Cleaning • TL ECY • TL DHL • TL Solvay
	Administrator:	• MD • Accountant

Bertschi Singapore Pte Ltd, Jurong Island, Singapore → Level 3 & 4

Email	WhatsApp Group	
hub.singapore@bertschigroup.com	Name:	• "BCP Hub Singapore"
	Members:	• MD • Mgr BD • CS Mgr A • CS Mgr B • Drum. & WH Ops Mgr • Fleet & CY Ops Mgr • Ass. Project Mgr
	Administrator:	• MD • Mgr BD

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Email	WhatsApp Group	
hub.zhangjiagang@bertschigroup.com	Name:	● "BCP Hub Zhangjiagang"
	Members:	● MD BU Solutions China ● GM BZJG ● Deputy GM ● Operations Director ● CS Supervisor
	Administrator:	● MD BU Solutions China & GM BZJG