Schweizerische Eidgenossenschaft
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EETS approval contract – Annex 4

Cooperation and escalation arrangements

Contents

Cooperation and escalation arrangements

1 Purpose of the document

This document sets out the cooperation and escalation procedure between the FOCBS and the EETS provider in accordance with section 9 of the approval contract.

2 Cooperation

2.1 Communication at specialist level

Contacts at the FOCBS:

Area	Contact names	Contact details (E-mail / telephone)
Client relations	Harald Oberholzer	harald.oberholzer@bazg.admin.ch +41 58 463 75 24 +41 79 389 44 28
Legal matters	Harald Oberholzer	harald.oberholzer@bazg.admin.ch +41 58 463 75 24 +41 79 389 44 28
Finance (payment transactions)	Financial accounting	finanzen-lsva@bazg.admin.ch
Technical matters (exchange of data)	DevOpsCamiuns	camiuns@bazg.admin.ch
Operations (assessment)	HVC abroad	lsvaausland@bazg.admin.ch

Contacts at the EETS provider:

Area	Contact names	Contact details (E-mail / telephone)
Client relations	First name & last name	E-mail Telephone
Legal matters	First name & last name	E-mail Telephone
Finance (payment transactions)	First name & last name	E-mail Telephone
Technical matters (exchange of data)	First name & last name	E-mail Telephone
Operations (assessment)	First name & last name	E-mail Telephone

2.2 Exchange of information in the EETS liaison body

The following topics are examples of those discussed in the EETS liaison body:

- Performance measurement results
- Improvement measures
- Further developments
- Changes

FOCBS members:

Area	People (First name / last name)	Contact details (E-mail / telephone)

Cooperation and escalation arrangements

Client relations	Harald Oberholzer	harald.oberholzer@bazg.admin.ch +41 58 463 75 24 +41 79 389 44 28
Legal matters	Harald Oberholzer	harald.oberholzer@bazg.admin.ch +41 58 463 75 24 +41 79 389 44 28
Finance	Angelo Torello	angelo.torello@bazg.admin.ch +41 58 462 67 69
Technical matters	Jürg Schüpbach	juerg.schuepbach@bazg.admin.ch +41 58 466 89 60 +41 79 368 89 92
Operations	Stephan Schibler	stephan.schibler@bazg.admin.ch +41 58 463 07 83
Further development	Bruno Hofstetter	bruno.hofstetter@bazg.admin.ch +41 58 465 09 94 +41 79 251 90 18

EETS provider members:

Area	People (First name / last name)	Contact details (E-mail / telephone)
XXXXXXX	First name & last name	E-mail Telephone
XXXXXXX	First name & last name	E-mail Telephone
XXXXXXX	First name & last name	E-mail Telephone
XXXXXXX	First name & last name	E-mail Telephone

3   Escalation procedure

If the specialist level contacts are unable to resolve differences and conflicts in connection with contract performance by mutual agreement, the persons responsible for client relations consult those involved at escalation level L1. If those involved at escalation level L1 cannot reach an agreement, they contact those involved at escalation level L2.

3.1   FOCBS escalation levels

Escalation level	Level/function	Those involved
L1	Division	Stefan Schmidt
L2	Management	Marco Benz

3.2   EETS provider escalation levels

Escalation level	Level/function	Those involved
L1	Division	First name & last name
L2	Management	First name & last name

4   Invoicing

In accordance with section 8.2 of the approval contract, invoicing is to be sent to the following delivery addresses:

- in written: Firmenname, Strasse, Stadt, Land
- electronically: E-Mail

5   Termination

In accordance with section 22.5 of the approval contract, notice of termination is to be sent to the following address:

First name & last name, company name, street, city, country