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Swiss Confederation

Federal Department of Finance FDF

**Federal Office for Customs and Border Security FOCBS**  
Foundations Directorate

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## **EETS approval contract – Annex 4**

Cooperation and escalation arrangements

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## Cooperation and escalation arrangements

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## 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	David Hess  Harald Oberholzer	<a href="mailto:david.hess@bazg.admin.ch">david.hess@bazg.admin.ch</a> +41 58 465 09 30 +41 79 150 08 09 <a href="mailto:harald.oberholzer@bazg.admin.ch">harald.oberholzer@bazg.admin.ch</a> +41 58 463 75 24 +41 79 389 44 28
Legal matters	David Hess  Harald Oberholzer	<a href="mailto:david.hess@bazg.admin.ch">david.hess@bazg.admin.ch</a> +41 58 465 09 30 +41 79 150 08 09 <a href="mailto:harald.oberholzer@bazg.admin.ch">harald.oberholzer@bazg.admin.ch</a> +41 58 463 75 24 +41 79 389 44 28
Finance (payment transactions)	Financial accounting	<a href="mailto:finanzen-lsva@bazg.admin.ch">finanzen-lsva@bazg.admin.ch</a>
Technical matters (exchange of data)	DevOpsCamiuns	<a href="mailto:camiuns@bazg.admin.ch">camiuns@bazg.admin.ch</a>
Operations (assessment)	HVC abroad	<a href="mailto:lsvaausland@bazg.admin.ch">lsvaausland@bazg.admin.ch</a>

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

## Cooperation and escalation arrangements

- Changes

FOCBS members:

Area	People (First name / last name)	Contact details (E-mail / telephone)
Client relations	David Hess  Harald Oberholzer	<a href="mailto:david.hess@bazg.admin.ch">david.hess@bazg.admin.ch</a> +41 58 465 09 30 +41 79 150 08 09 <a href="mailto:harald.oberholzer@bazg.admin.ch">harald.oberholzer@bazg.admin.ch</a> +41 58 463 75 24 +41 79 389 44 28
Legal matters	David Hess  Harald Oberholzer	<a href="mailto:david.hess@bazg.admin.ch">david.hess@bazg.admin.ch</a> +41 58 465 09 30 +41 79 150 08 09 <a href="mailto:harald.oberholzer@bazg.admin.ch">harald.oberholzer@bazg.admin.ch</a> +41 58 463 75 24 +41 79 389 44 28
Finance	Angelo Torello	<a href="mailto:angelo.torello@bazg.admin.ch">angelo.torello@bazg.admin.ch</a> +41 58 462 67 69
Technical matters	Jürg Schüpbach	<a href="mailto:juerg.schuepbach@bazg.admin.ch">juerg.schuepbach@bazg.admin.ch</a> +41 58 466 89 60 +41 79 368 89 92
Operations	Patrick Troicher  David Hess	<a href="mailto:patrick.troicher@bazg.admin.ch">patrick.troicher@bazg.admin.ch</a> +41 58 463 12 77 <a href="mailto:david.hess@bazg.admin.ch">david.hess@bazg.admin.ch</a> +41 58 465 09 30 +41 79 150 08 09
Further development	Bruno Hofstetter	<a href="mailto:bruno.hofstetter@bazg.admin.ch">bruno.hofstetter@bazg.admin.ch</a> +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.

## Cooperation and escalation arrangements

### 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	<a href="#">First name &amp; last name</a>
L2	Management	<a href="#">First name &amp; last name</a>

## 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](#)