

Business Continuity Management Program

UBS is committed to taking reasonable steps to provide protection for essential activities should any event disrupt normal business operations.

Scope

UBS has established a Business Continuity Management (BCM) program to deliver this commitment, with the purpose of:

- Providing stable service to clients;
- Enabling continuity of critical functions during or immediately following a disruption.

The BCM program covers all UBS business entities and locations.

The BCM program is subject to review by regulatory authorities.

UBS's BCM program considers various levels and types of disruptions that might affect a building, business district, city or a wide-scale condition within a region or multiple regions.

Features of the BCM Program

- Defined global and regional governance bodies and executive ownership of BCM;
- Full-time BCM professionals responsible for creating, managing and monitoring the firm's preparedness;

- A Group Business Continuity and Crisis Management Policy;
- Defined crisis management organizations and escalation protocols;
- Established crisis communications strategies for all stakeholders;
- Identification of critical activities and the planned recovery time objectives;
- Thorough risk and impact assessments of locations and processes, including critical suppliers.
- A training and awareness program for all staff that relates to their BCM roles;
- Regular testing of all BCM systems and components, including staff recovery;
- Continued maintenance and review of arrangements to respond to changing client requirements, emerging risks and changes to the firm.

We use the following strategies to implement our recovery objectives:

- Dedicated technical recovery facilities;
- Internal and third party work area recovery facilities;
- Remote working capabilities;
- Local, regional and international recovery capabilities.

Further information

For further information relating to UBS's business continuity and crisis management arrangements, please talk to your relationship manager.