PRIME HOLDING

Business Continuity Plan
Crisis Management Plan and Disaster Recovery Plan

June 2015

Business Continuity Plan

TABLE OF CONTENTS

Business Continuity Plan

1. INTRODUCTION:

This plan seeks to provide clear guidelines in the event of any crisis, which may threaten the safety of Prime' staff, the security of its assets, the continuity of its operations and the reputation of the company. In order to respond rapidly and effectively to such a situation, personnel responsible to execute this plan must be familiar with their roles and this plan.

This plan contains a framework for the Management and places control in the hands of small teams of key personnel reporting to the PH CEO for initiating rapid, coordinated and effective action.

2. PLAN OBJECTIVES:

- To reduce disruptions to normal operations and ensure organizational stability.

- To protect Prime's assets and to minimize potential financial loss or exposure.

- To ensure the health, safety and welfare of staff and customers.

- To maintain effective communication with staff, customers, media, Government and other regulatory bodies.

- To reduce regulatory and legal risk.

- To restore the business to its normal operations as quickly as possible.

BUSINESS CONTINUITY AND RECOVERY PLAN:

In order to protect Prime's customers and shareholders interest, it is important that each operating unit in the company must be able to meets its obligation.

The business continuity plan of each unit should provide the ability to carry out function critical to the survival of the company should an event occur which interrupts the normal course of operations.

The operational units should examine the consequences of an incident that may interrupt their ability to provide their services to the customers, including inter departmental dependencies of critical operations and support to determine the impact of the loss of services.

The individual plan must have a definite strategies and guidelines for the resumption of the initial business activities within specific time period. The respective Department head must approve these plans and a copy forwarded to Risk Management.

In order to ensure consistency of Business Resumption procedures across all business groups, a simple checklist has been designed. It is the responsibility of the Business Unit Head to ensure that he/she can answer every question in the list in the affirmative, thus certifying readiness for implementing the procedures. All critical pre-requisites are covered. Please find annexed the certificate required to confirm their preparedness to meet with any crisis situation.

Business Continuity and Crisis Management Certificate

Date:

To: Risk Management & Compliance

I, _____, hereby confirm that Prime.........Company is ready to perform under current crisis and the business continuity plan has been physically tested at Heliopolis Branch off sites.

I also confirm the following:

1. Key staff has been identified and adequate briefings have been done on their roles and responsibilities.

2. In the absence of key staff, back-up staff plans for 2nd and 3rd lines are in place.

3. Required spaces at Heliopolis Branch have been reserved and any system access has been tested to meet requirements. Any other essential equipment has been moved to the back-up site.

4. Key files/ documents have been scanned/ copied to enable the staff to work from the remote sites.

5. Inventories of keys/ combinations/ passwords have been made.

6. Forms/ stationary and all other miscellaneous requirements have been arranged at the remote sites.

7. All tasks assigned at the various crisis management meetings have been completed.

Signature of Managing Director

Name of Managing Director

Business Continuity Plan

PROFILE OF KEY PERSONNEL

Prime Company: _____

Staff Name: _____ Reporting to: _____

Residence number :   Mobile number: Pager number:

Residential Address:

Brief Job Description:

Holder of key: Duplicate key held by:

Holder of Password/combination:

Remarks:

Managing Director

Business Continuity Plan

CRISIS MANAGEMENT TEAM (CMT):

 # 3. CMT is a core Management Team set up to ensure that Emergencies and

Incident recovery process are handled in a coordinated and efficient manner.

The composition of the CMT will include at minimum the following core team:

1	PH CEO	**Chief of CMT**
2	PH CFO	**Deputy Chief**
3	PH CACO	**Controller**
4	PH Head of IT	**Coordinator**
5	PH Head of HC	**Permanent Member**
6	PS Managing Director	**Permanent Member**
7	PC Managing Director	**Permanent Member**
8	PI Managing Director	**Permanent Member**

Co-opted Members:

Chief of CMT will add other members to Core team depending on the nature of the crisis.

1	PS Head of Sales and Heliopolis branch Manager	**Co-opted Member**
2	PI Head of Investment	**Co-opted Member**
3	PC, GM	**Co-opted Member**
4	PS Customer Services & Settlement managers	**Co-opted Member**
5	PH Custody & PS Bookkeeping Manager	**Co-opted Member**

Business Continuity Plan

4. Roles and Responsibilities of the Crisis Management Team (CMT):

CEO/ CFO – Chief/ deputy Chief of CMT

- To call for a meeting between all members or only permanent members of the CMT as and when the crisis situation arises.

- To take any decision which is in the best interest of the organization

- To authorize purchase or repair of any item for running of the business.

- To communicate with the press and Board of Directors.

The CCRO will support the Chief / Deputy Chief of the CMT as follows:

CACO

- To activate the Emergency Control Center.

- Convene meetings as required by the CMT Chief and prepare agendas and minutes.

- To assist the Chief by coordinating and reporting on task assignment and progress of the teams.

- To assist the team leader as required.

Five working groups have been established to assist the Chief of CMT and to ensure that responsibilities are clearly defined and communicated at each level of functions.

Working Groups

Group 1 – Business Group consisting of MD's PS, PI, PC, Heliopolis Branch Manager and Head of HC.

Group 2 – Regulatory, Financial Reporting and Public Relations consisting of Financial Controllers PH, PS, PI, GM Planning, Auditor and Compliance Officers PS and PI

Group 3 – Support Group providing operational and back office support, consisting of PS, PI Operation and settlement mangers.

Group 4 - Administration Group dealing with administrative issues, facilities, security, emergency evacuation and procurement consisting of PR, Admin and HC Managers.

Group 5 – Technology Group dealing with information technology support, disaster recovery, connectivity and backup consisting of IT regional Manager and PH, PS, PI Financial Controllers

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Business Continuity Plan

5. PLAN ACTIVATION AND RESPONSE

Crisis Management Plan can be activated due to the following reasons:

THREATS:

Natural: Storm, earthquake, lighting and flood.

Technical: System & application failure, viruses and communication failure.

External: A war, missile attack, civil unrest, bomb threat, and armed robbery.

Internal: Fire, loss of back up power (UPS/Generator), water leakage and air-condition system failure.

Notification:
Chief/ Deputy Chief of CMT (CEO/ CFO) will alert the core CMT members regarding the nature of crisis and call for an emergency meeting.

GENERAL CONSIDERATIONS

Issues to be considered before activating the crisis management plan

- Has the implications of the Crisis been fully established.

- Can the Crisis be managed by the effected area.

- Could the Crisis affect Prime's reputation or Operations.

- Will the Crisis continue and is the outcome uncertain.

- Have the respective government authorities been consulted and is their advice consistent with the initiation of the plan.

The Chief of CMT/ Deputy Chief (CEO/ CFO) has the full authority to activate the Crisis Management Team partially or fully based on the nature of the crisis.

 # 6. IMMEDIATE ACTIONS BY THE CRISIS MANAGEMENT TEAM:

- Call an initial meeting.

- Obtain all relevant information

- Decide initial actions & objectives to contain the situation.

- Activate Emergency Control Center if required.

- Review security arrangement and notify government authorities.

- Consider whether additional staff should be deployed to the affected area to provide assistance.

- Inform staff of the crisis, if appropriate and warn not to talk to media, customer or any third person.

- Nominate a spokes person, if necessary and prepare an initial press release.

7. STAFF CALL-OUT PLAN:

In the event of a crisis situation, the staff call-out plan is immediately activated.

ACTION	Person responsible
Ensure that emergency control center and staff call-out plan is activated	Chief CMT Deputy Chief of CMT Controller and coordinators
Ensure that the working team is adequately manned for 24 hrs during crisis situation	Head of CMT Groups 1,2,3 & 5
Ensure CISCO system is manned 24 hrs and all emergency calls are directed to emergency control center	Head of CMT Group 4

8. EMERGENCY CONTROL CENTER:

ACTION	Person responsible
Prepare primary and secondary Emergency Control Center capable of accommodating CMT Members. The location must be in a discreet area where movements will not be monitored by non-participating staff.	Chief of CMT Group 4
Ensure that Emergency Control Center is equipped with furniture, TV/Radio, Hotlines, Cell phone, Fax machine, white/black board, markers, pen, pencil, notebook, clock and photo copier	Chief of CMT Group 4
Ensure sufficient supply of food and drinking water for the duration of the crisis.	Chief of CMT Group 4

9. ACTION BY WORKING GROUPS:

Each working group will exercise their responsibilities and take action as follows:

WORKING GROUP 1

Group 1 – Business Group

- **MD's PS, PI, PC**

- **Heliopolis Branch Manager**

- **Head of Research**

PS,PI,PC MD's, Heliopolis Branch Manager and Head of Research

- To coordinates with Heliopolis branch.
- To ensure sufficient back office staff
- To maintain up-to date key staff's profile
- Authorize to close the branch.
- To coordinate with other group
- To update Chief of CMT

Human Resources

- Evaluate staff requirement & ensure sufficient staff are available.
- Ensure staff attendance record is given to the respective MD.
- Maintain up to date staff records
- Update team leader on a regular basis

WORKING GROUP 2

Group 2 – Regulatory, Financial Reporting and Public Relations Group:

- **Financial Controller PH, PS,PI.**

- **GM, Planning**

- **Compliance Officers PS and PI**

- **Auditor**

Regulatory, Financial Reporting & Public Relations	Legal Affairs
CEO	**Compliance Officers/ Auditor**
- To liaise with CMA and Egyptian Stock Exchange. - To deal with media & any press release. - Update team leader on a regular basis. - To update the Chairman	- To deputize in the absence of Team Leader. - To coordinate with other group. - Ensure all vital documents are kept in a fire proof safe under dual control. - To assist in insurance claim

Financial Control
GM Planning and PH, PS, PI, Financial Controller - To ensure sufficient back office staff - To maintain up-to date key staff's profile - Ensure all vital documents are kept in a fire proof safe - To ensure Management, EFSA and Egyptian Stock Exchange reports are issued in a timely manner. - To authorized payments to supplier in accordance with CMT Chief approval.

WORKING GROUP 3

Group 3 – Support Group

- **PS, PI operation and settlement managers**

- **PS SWIFT Manager**

- **PS Accounts Bank Manager**

Operations
- To ensure sufficient back office staff - To maintain up-to date key staff's profile. - To ensure smooth running of computer & back office operations - To ensure back up site for swift operations. - To ensure set up of emergency control center. - To ensure reconciliation of key accounts on a daily basis. - To contact the key persons in the banks we deal with - To coordinate with other Business Group. - To update Chief of CMT

Group 4 – Administration Group:

- ## Head of HC

- ## Head of Administration

Administration
Head of Administration
- To ensure sufficient back office and security staff - To maintain up-to date key staff's profile and Warden list. - Ensure Emergency Control Center (Primary & secondary) is properly equipped - To obtain approval from Chief of CMT for any purchases or repair. - To ensure safety and security of the building and staff. - To provide adequate training to Wardens. - To analyze damages for Insurance claim. - To ensure regular maintenance and testing of fire fighting equipment, UPS and generator. Arrange transportation of staff, equipment, supplies and other necessary items. - Arrange fuel for the generators. - Arrange necessary food & water supply for the respective staff. - Assist in assessing damage in order to claim from the Insurance Company in a timely manner. - Arrange back up processing center for essential staff - To update Chief of CMT on a regular basis. - Evaluate staff requirement & ensure sufficient staff are available. - Maintain up to date list of all contractors/suppliers with their telephone numbers. - Arrange necessary repair or replacement. - Coordinate approval of purchases with Financial Control. - Evaluate staff requirement & ensure sufficient staff are available. - To coordinate with the Government Agencies and Hospital. - Brief CMT on the nature and degree of threat to the premises & staff. - Implement evacuation or other emergency procedures. - Obtain an up to date Head count details from HC. - Instruct security guards to remain at high alert and increase surveillances - Instruct security guards to check Handbags, briefcase and packages carried by customers into the company's premises - Update team leader on a regular basis - Maintain Keys of the company's premises and the Branch

WORKING GROUP 5

Group 5: Technology Support Group

- **Technology Management**

Information Technology

Head of IT

- To ensure sufficient back office staff
- To maintain up-to-date key staff's profile.
- To ensure smooth running of computer operations.
- To ensure back up site for computer operations.
- To coordinate with other Business Group.
- To update Chief of CMT
- Evaluate staff requirement & ensure sufficient staff are available.
- Backup all critical data on a daily basis and maintain in offsite secured location including Heliopolis Branch.
- Maintain backup copies of all critical software application in offsite secured location.
- Initiate emergency production schedule for critical application system.
- Establish data entry & collection functions.
- Update team leader on a regular basis.
- Determine extent of damage to hardware & software.
- Advice procurement team of specific system's hardware & software purchases.

Action plan for addressing effectively some of the business interruption scenario are mentioned below. However these scenarios are not comprehensive as many other activities will be common in any other emergency situation, therefore this planning process have been prepared based on **" worst case scenarios".**

10.   CRISIS ACTION CHECKLIST:

a) War or military coup accompanied by widespread violence.

b) Terrorism, civil unrest and demonstration.

c) Threat against people.

d) Threat against property.

e) Other Crisis.

War or military coup accompanied by widespread violence

Business Continuity Plan

a) War or military coup accompanied by widespread violence.

Does the situation arise that indicates a war is imminent, following course of action to be taken.

ACTION	PERSON RESPONSIBLE
Call Crisis Management Team meeting	**Chief of CMT**
Activate Emergency Control Center – Primary	**Coordinator**
Monitor situation closely through media & validate information through Government Agencies	**MEMBERS – CMT**
Issue instructions for full activation of premises security	**Head of Group 4 & Head of Security**
Ensure that Critical computer data, software and back-up files are stored in a secured location on a daily basis	**Head of Group 3 & 5**
Ensure sufficient stock of currency notes (USD/GBP) to meet the local demand	**Head of Group 1**
Ensure sufficient back office staff to meet the demand for any additional work pressure	**Head of Group 1,2 & 3**
Establishment of back up site for Computer/SWIFT/Telex Communication.	**Head of Group 3**
Ensure that the back-up copies of Test Keys are kept in a secure location.	**Head of Group 3**

Business Continuity Plan

War or military coup accompanied by widespread violence....contd

ACTION	Person responsible
Instruction for staff evacuation from building.	**Chief of CMT, Head of Admin.**
Staff attendance sheet should be given to each Division Head and a call out to be performed to ensure that all staff are out of the building	**Head of HC**
Ensure sufficient stock of First Aid items	**Head of Administration**
A profile of key personnel staff **(ANNEX B)** should be updated on a regular basis and accordingly necessary arrangements should be made to contact those staff.	**Team leaders & Sub-Functional teams**
Ensure that all vital documents are kept in a fire proof safe and lock under dual control	**MD's, Financial Controllers and Operation heads**
Instruct staff to remain at home or safe location	**Chief & Deputy Chief of CMT**
Consideration to minimize business exposure or activities	**Chief & Deputy Chief of CMT**
Consideration to close operations and run business from Heliopolis until it is safe to continue	**Chairman Deputy chairman Chief of CMT**

Terrorism, civil unrest and demonstration

b) Terrorism, civil unrest and demonstration:

ACTION	Person responsible
Remind all staff to be extra alert and report all suspicious or unusual incidents that they observe not only at work but also when they are at home or traveling.	CMT & working group team members
Put company' security on high alert	Head of Admin.
Maintain up to date Staff call-out tree & staff profile	Crisis management group leaders & Working group team members
Issue press release if Company's operations have to be ceased	Chief & Deputy Chief of CMT
Where possible and advisable, security guards to limit access to staff and customers	Head of Admin.
Send staff home or advise them to remain at home until further notice	Chief & Deputy Chief of CMT
Ensure sufficient stock of First Aid items	Head of Administration
Ensure that all vital documents are kept in a fire proof safe and lock under dual control	MD's, Financial Controllers and Operations heads

Threats Against Staff

c)   Threats Against Staff:

ACTION	Person responsible
Remind all staff to be extra alert and report all suspicious or unusual incidents that they observe not only at work but also when they are at home or traveling.	**CMT & working group team members**
Maintain an updated contact list of emergency services	**Head of Group 4**
Ensure that the fire extinguishers are regularly serviced & deployed with in easy access on each floor	**Head of Group 4 & Head of Security**
Ensure that instructions for dealing with fires & bomb threats, including building evacuation procedures, are up to date, properly disseminated, understood and tested	**Head of Group 4 & Head of Admin**
Instruct security guards to check handbags, briefcase, and packages carried by the customers into the company's premises	**Head of Group 4**
In case of fire or bomb threat, instruct staff for evacuation from building.	**Chief , Deputy Chief of CMT & Head of Admin**
Ensure that all vital documents are kept in a fire proof safe and lock under dual control	**MD's, Financial Controllers and Operations Heads**
A staff attendance sheet should be given to each MD and a call out to be performed to ensure all staff are out of the building	**Head of HC, & Head of Admin**
After ensuring Building is safe enough to resume the Operations, instruct staff to continue their work	**Head of Group 4**

Threats Against Property

Business Continuity Plan

d) Threats Against Property

ACTION	Person responsible
Remind all staff to be extra alert and report all suspicious or unusual incidents that they observe.	**CMT & working group team members**
Maintain an updated contact list for emergency services	**Head of Group 4**
Ensure that the fire extinguishers are regularly serviced & deployed with in easy access on each floor	**Head of Group 4**
Ensure that instructions for dealing with fires & bomb threat, including building evacuation procedures, are up to date, appropriately disseminated, understood and tested	**Head of Group 4**
Ensure that all vital documents are kept in a fire proof safe and lock under dual control	**MD's, Financial Controllers and Operations heads**
Post additional guards on company's premises and increase extra patrols	**Head of Group 4**
Ensure that the premises guards have telephone numbers of emergency services & the company's Management	**Head of Group 4**
Instruct security guards to check handbags, briefcase, and packages carried by the customers into the company's premises	**Head of Group 4**

e) Other Crisis:

Depending on the nature of crisis, Team Leader can call partial or full CMT meeting and assign any individual or more to look into that crisis and advice Team Leader & CMT coordinator accordingly.

11. Others Issues:

Communication:

Communication with the media, customers, Board of Directors & staff will be done through the Team Leader (CEO/ CFO) or any other member of the CMT as delegated by the Team Leader.

12.   BUILDING EVACUATION PLAN

In the event of a bomb or fire threat, please refer to Emergency Evacuation Plan detailed below in ANNEXTURE – E .

Business Continuity Plan

TABLE OF CONTENTS

Business Continuity Plan

1) INTRODUCTION:

In order to ensure, safety of the staff and customers, an Emergency Evacuation Plan has been developed in order to respond rapidly and effectively to such a situation to avoid human losses & mess. Wardens responsible to execute this plan must be familiar with their roles and responsibilities.

Business Continuity Plan

2)   OBJECTIVES:

- Provide a means of notifying employees, customers and local authorities of an emergency situation.

- Provide for a safe and orderly method of evacuation of employees and customers.

- Account for all employees who occupied Prime's premises at the time of evacuation, should one occur.

- Avoid panic/mess and stumped.

- Protect the company's assets and to minimize potential financial loss or exposure.

Business Continuity Plan

3) **Activation of Plan:**

A. **Fire/Bomb threat:**

1. In case of fire or some one receives a call that there is a Bomb in the building or Security staff notices an unattended bag or parcel, he or she will immediately notify the Risk Management (ext 660,661,662) and Head of Admin (ext 744)

2. Based upon the nature of the threat Head of Admin will advise Control Room to inform all wardens accordingly.

3. Risk Management will coordinate with the Head of CMT and members of Core Team to determine the extent of threats and ensure that the threat has been reported to the Emergency Center and the wardens are duly informed about the threat.

4. In case the Evacuation is eminent, Head of Security or his deputy will activate Evacuation Plan by announcing through the addressing system and activate manual Alarm system,

5. Floor Warden will guide the staff and customers to the respective emergency exit. **(Preference should be given to help and evacuate handicap and sick people).**

6. Wardens of each floor will lead the staff to the respective gathering center   stated in section 7.

7. It is the responsibility of each warden to ensure that all staff relating to their area are out of the building

8. In case a staff was unable vacate the building the respective warden should report to the Fire Brigade Team for their necessary action.

9. Administration to assess the damage in coordination with PH, PS Financial Account and submit the claim to the respective Insurance Company.

Business Continuity Plan

B. Missile attack / Earthquake:

1. Based upon the news or State Emergency Siren, Risk Management will coordinate with the Head of CMT and members of Core Team to determine the extent of threats. Head of Admin will advice all the wardens and accordingly announced through the addressing system and manual Alarm system will be activated for evacuation.

2. Wardens of each floor will guide the staff and customers to the respective emergency exit and to the secured shelter **(Preference should be given to help and evacuate handicap and sick people).**

3. **In case of earthquake the warden will lead the staff to the respective gathering center as stated in section 7.**

4. It is the responsibility of each warden to ensure that all staff relating to their area are out of the building

5. In case a staff was unable vacate the building the respective warden should report to the Head of Fire Brigade/Civil Defense Team for their necessary action.

6. Administration to assess the damage in coordination with PH, PS Financial Account and submit the claim to the respective Insurance Company.

Business Continuity Plan

4) **RESPONSIBILITIES OF WARDEN:**

In order to ensure maximum safety of the staff & customers, two wardens has been selected from each floor **(Appendix 1)**. These wardens will be provided with adequate training on fire fighting, first aid and emergency evacuation through Civil Defense Authority and Fire Brigade Department.

- Inform control room in case of fire.

- Shout the word " FIRE" "FIRE" loudly and repeatedly

- Extinguish small fire.

- Break the glass "FIRE ALARM" using metal object.

- Switch off the Electricity from the "Switch Board".

- Instruct staff and customers to take the emergency exit assign to that floor.

- Help and assist staff and customers who need assistance **(Handicap/Sick).**

- Maintain up to date list of sick staff on their floor.

Business Continuity Plan

5)   **EMERGENCY EXITS**

In the event of a bomb or fire threat, the staff should use the following stairs.

14 & 9TH Floors – Front Exit

8 &7TH Floors – Rear Exit

Business Continuity Plan

6) GENERAL GUIDELINES:

In case of any Fire Alarm or as instructed by your Warden, following guidelines shall be followed.

- Keep absolutely calm **"DO NOT PANIC"**

- Save your work in the PC (Diskettes).

- Switch off your computer.

- Keep all cash, vital documents & diskettes in fire resistant safe.

- **DO NOT USE LIFTS.**

- Take the emergency exit assigned to that floor taking right side of the stairway

- **In case of fire on the emergency exit assigned to your floor use the other exit.**

- Do not break windows.

- **In case if you catch fire " DO NOT PANIC" roll your self on the floor " Left & Right" and shout for help.**

- Help and assist staff and customers who need assistant **(Handicap/Sick).**

- Follow warden instructions accordingly.

Business Continuity Plan

7) GATHERING CENTERS:

Wardens of each floor will have to lead its staff.

FLOOR	GATHERING POINTS
9	Opposite to Peugeot's Showroom
8	Opposite to Cilantro
7	Opposite to Cilantro

8)   CALL OUT:

After the evacuation of all staff, respective Warden to call out as per attendance list for their area, which will be provided by HC in order to ensure that all staff are duly evacuated from the building.

Note: HC to have a printout of staff attendance on a daily basis by 9:00 AM and maintained accordingly. It will be the responsibility of HC to provide staff attendance sheet at the time of any Emergency Evacuation.

9)   EMERGENCY & IMPORTANT PHONE NUMBERS:

Business Continuity Plan

CONTROL ROOM - SECURITY	**208,**
RISK MANAGEMENT	**660,661,665**
HEAD OF HC	**740**
HEAD OF ADMINISTRATION	**744**
EMERGENCY	**33005795-33456740**

10) WARDEN TEAM:

Head of Admin will be the team leader and it is his responsibility to assign Warden for each floor & Branch and to maintain up to date list of those Warden with their respective phone number.

11) TRAINING:

Head of Admin should provide adequate training to all Wardens on a regular basis.

Business Continuity Plan

FLOOR	WARDEN	EXTN
9	SECURITY	239
8	SECURITY	232
7	SECURITY	211

Building' Security direct line 33456740

Important Telephone Numbers

Business Continuity Plan

CRISIS MANAGEMENT TEAM TELEPHONE NUMBERS:

NAME	Position	RESIDENCE Number	CELL PHONE	Email Addresses
Mr. Shireen Alkady	Chairman	38387446	0122 2147946	Alkady@primegroup.org
Mr. Mohamed Maher	Deputy Chairman	38210047	012 22150294	Mmaher@primegroup.org
Mr. Hisham Hassan	CFO	5252753	0100 1005212	Hhassan@egy.primegroup.org
Mr. Raied Salama	CCRO	38551962	0128 3001833	Rsalama@egy.primegroup.org
Mrs. Hend Elkhamissi	Head of HC	38387446	0122 2112707	Helkhamissi@primegroup.org
Mr. Hassan Samir	PS MD	27366304	010 4500450	Meldemerdash@egy.primegroup.org
Mr. Bassem Sabry	PC GM Acting MD	22605418	01000120982	bsabry@egy.primegroup.org
Ms. Ghada Alkady	PI MD	27617609	012 2140282	Gak@egy.primegroup.org
Mrs. Elham Elshorbagy	Head of Admin	3878048	012 2102043	Eelshorbagy@egy.primegroup.org
Mr. Mohamed Ezzat	Head of PS Sales	44784282	01110006075	mezzat@egy.primegroup.org
Mr. Amr Zedan	PI investment manager	39740007	01005127177	azeidan@egy.primegroup.org
Mr. Ehab Sobhy	PS Financial Controller	35731625	012 4016787	Esobhy@egy.primegroup.org
Mr. Maged Galal	PS Customer Services Manager	22614195	010 5416655	Mgalal@egy.primegroup.org
Mr. Hosni Zaid	PI Operation Manager	29160440	012 3929484	Hmohamed@egy.primegroup.org
Mr. Joseph Mounir	PS Compliance Officer	22592939	01000773545	jmounir@egy.primegroup.org
Mr. Nasser Abdelghafar	PS bookkeeping manager	33411048	012 5308810	Nelsayed@egy.primegroup.org
Mr. Shawkat Raslan	Heliopolis branch manager	26929916	01223454728	sraslan@egy.promegroup.org
Mr. Wael Dawoud	PH Custody manager	3370909	011 7067475	Wdawood@egy.primegroup.org

Business Continuity Plan

OTHER IMPORTANT NUMBERS:

EMERGENCY	**33005795-33456740**
FIRE BRIGADE	**180**
AMBULANCE	**123 - 35615551**
CIVIL DEFENCE	**180 - 37610258 - 37610259**
MINISTRY OF INTERIOR	**122 - 33030579 - 33463940 - 33479216 - 33350102 - 37492121**

Business Continuity Plan

Group 1 – Business Group

Team Members Phone number:

NAME & DESIGNATION	PHONE NUMBERS		
	OFFICE	RESIDENCE	CELL
Hassan Samir- PS MD	688	27366304	010 4500450
Ms. Ghada Alkady- PI MD	710	27617609	012 2140282
Mr. Bassem Sabry- PC GM acting MD	690	22605418	01000120982
Mrs. Hend Elkhamissi- Head of HC	740	38387446	012 2112707
Mr. Shawkat Raslan- Heliopolis Branch Manager	110	26929916	01223454728

Group 2 – Regulatory, Financial reporting & Public Relations Group:

Team Members phone numbers:

NAME & DESIGNATION	PHONE NUMBERS		
	OFFICE	RESIDENCE	CELL
Mr. Hisham Hassan- CFO	760	25252753	010 1005212
Mr. Tarek Alkady- GM, Planning	777	22902240	012 3969111
Mr. Ehab Sobhy- PS, FC	655	35731625	012 4016787
Mr. Hosni Zaid- PI, Ops Manager	696	29160440	012 3929484
Mr. Joseph Mounir- PS, Compliance Officer.	663	22592939	01000773545

Business Continuity Plan

Group 3 – Support Group

Team Members phone numbers:

NAME & DESIGNATION	PHONE NUMBERS		
	OFFICE	RESIDENCE	CELL
Mr. Maged Galal- PS Customer Services	635	22614195	010 5416655
Mr. Hosni Zaid- PI Ops	696	29160440	012 3929484
Mr. Ayman Mahmoud- PS Accounts Bank officer	682	35864238	012 4447426

Group 4 – Administration Group

Team Members phone numbers:

NAME & DESIGNATION	PHONE NUMBERS		
	OFFICE	RESIDENCE	CELL
Mrs. Hend El of Elkhamissi- Head of HC	740	38387447	012 2112707
Mrs. Elham Elshorbagy- Head of Admin	744	33878048	012 2102043
Mr. Tamer Maher- Marketing Officer	792	38364623	016 3319105

Business Continuity Plan

Group 5 – Technology Support

Team Members phone numbers:

NAME & DESIGNATION	PHONE NUMBERS		
	OFFICE	RESIDENCE	CELL
Mr. Hisham Abdelhamid- IT Officer	733	27922809	0101938525