

## Data management

The companies and associations represented in the database enter and manage the data for their own crisis managers. Each company names to the Food Federation Germany the person it has appointed to be responsible for such data management.

## Access authorisation

Generally, access to the crisis manager database is possible for all companies of the food sector and adjacent sectors. At the same time, access to the database is restricted as necessary in order to comply with data protection regulations. For this reason, and for matching the intent behind the database, such data is stored solely for the purpose of making necessary contacts in crisis situations. Database data are not provided to third.

## Database now open for authorities

As of May 2008, the database also contains contact data for supreme monitoring authorities of the countries, and selected staff of authorities have access to it.

## English Version of the database

An English version of the database facilitates search and data entry for foreign users. The number of foreign companies registered in the database is rising constantly.

## Fees

The registration fee is 300 euros (+ VAT).

**Access to the database is free of charge for members of the Food Federation Germany.**



**FOOD FEDERATION**  
Germany

# Crisis Manager Database

Knowledge

Security



For further information, and an application form, please visit the following Website: [www.lebensmittelverband.de/kmdb](http://www.lebensmittelverband.de/kmdb)

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## A central information network for the food sector

When companies are affected by crises, it is absolutely vital for their crisis managers to be available at all times. When their crisis managers are readily available, companies can respond to, manage and solve crises in the shortest possible time.

The Food Federation Germany crisis manager database facilitates fast communication in cases of crisis. It is open to all companies of the food sector and adjacent sectors.

The online database was built in 2005 by Food Federation Germany – leading association of the German food industry – and has been expanded ever since.

## Contents of the database

The database contains the contact data – in particular telephone numbers and e-mail addresses – of currently 2.000 crisis managers in 900 companies. All crisis managers whose data has been entered into the database have access to the database and can contact crisis managers of other companies or the responsible Federal State authorities.

Companies/operational sites can be selected using a simple full text search engine. It is also possible to search for companies producing products of a specific category in an affected post code area or Federal State.

A hit list with contact data for crisis managers can be printed out, stored and used to send e-mails to the respective crisis managers.

## Advantages of the crisis managers database

- Central information network for the food industry and neighbouring sectors in cases of crisis.  
In a single database you will find the contact data of
  - clients, suppliers, distributors
  - organisations
  - authorities.

- Telephone numbers, mobile phone numbers and hotline numbers are stored to make sure that you can contact crisis managers at any time.
- Distributors use the database as part of their crisis management.
- Contains contact data of the supreme authorities (Oberste Landesbehörden) of the Federal States – including crisis centres and situation rooms for calls outside of regular working hours.
- Supreme authorities of the Federal States (Oberste Landesbehörden) can contact crisis managers of companies in cases of crisis directly.
- Management of entries by the companies themselves ensures that the data is kept up-to-date.
- You can search for companies in a Federal State, in a post code area or in one of 35 product categories.
- E-mails may be sent to selected or all crisis managers directly from the database.
- Compiling personal „emergency lists“: data of companies with which business relations exist can be compiled and saved in a „personal list“. The personal list can be expanded or shortened at any time.
- No need to keep several address lists up-to-date for cases of crisis.
- International database: contains also contact data of companies from other countries in Europe.

## What kind of data is being stored?

- Address of the company
- Addresses of other operational sites
- Federal State

- Type of business: e.g. producer, manufacturer or distributors
- Product category: The products being produced or distributed by the company/operational site are divided into 35 categories, e.g. non-alcoholic beverages or desserts
- Contact data of crisis managers: telephone, mobile phone and fax numbers, hotline numbers, e-mail addresses (at least one telephone number is mandatory)
- Up to two crisis managers per operational site

The screenshot shows the website interface for the Crisis Manager Database. The top navigation bar includes 'Member Login', 'Crisis Manager', 'DE', and a search bar. Below the navigation, there are links for 'News', 'Food', 'Federation', 'Members', and 'Contact'. The main heading is 'Crisis Manager Database'. A sidebar on the left contains search filters: 'New search', 'Change search', 'New search for authorities', 'Searchresult', 'Personal list', 'Email to crisis managers', 'New search for service provider', 'Contact', 'Help', and 'Logout'. The main content area is titled 'Detail view' and shows search results for 'Musterfirma GmbH & Co.KG'. It lists '2 operational sites found' and provides contact details for 'Musterfirma GmbH' and 'Mathilda Musterfrau'. The contact details include telephone, mobile, hotline, and fax numbers, as well as an email address. A sidebar on the right contains 'Information for downloading PDF-Dokumente', 'Manual for Crisis Manager', 'Data Management Manual', and 'Empfehlung des BLL-Kuratoriums zu Art und Umfang der Datenweitergabe'.