Preptorum

LONDON–NEW YORK HANDOVER AND CALL TREE

EXAMPLE PACK: TORUMPREP INC
DOCUMENT 04
FICTIONAL · NOT A REAL COMPANY

TorumPrep Inc · Continuity pack document 04

> **FICTIONAL EXAMPLE CONTENT – TorumPrep Inc is not a real company.** Roles only, no names. All phone numbers are placeholders. A real firm replaces them with its own contact sheet.

1. FOLLOW THE SUN

TorumPrep runs one book across two offices. London leads from its morning until the handover; New York leads from the handover until its close. An open incident never "closes for the night": it is handed over, with an owner at every moment.

PERIOD (EXAMPLE)	LEAD OFFICE	NOTES
London morning to early afternoon UK time	London	New York not yet in
Overlap window (example): about 13:00–17:00 UK time (08:00–12:00 New York)	Both	Handover happens here; both Incident Leads on the bridge
London close to New York close	New York	London Incident Lead stays reachable by phone for 2 hours (example) after handover
After New York close	On-call	Overnight on-call Incident Lead; Asia trading through brokers only, if at all

The time difference is usually five hours, but changes for a short period each spring and autumn when the UK and US change their clocks on different dates. Check the overlap window on those weeks.

2. HANDOVER CHECKLIST

The outgoing Incident Lead reads this checklist out on the bridge. The incoming Incident Lead confirms each item.

- ☐ **Status:** incident type, start time, what is affected, current trading state.
- ☐ **Positions:** latest offline position view, its time, and largest exposures.
- ☐ **Voice trades:** number done, number confirmed, any unconfirmed or broken trades.
- ☐ **Limits:** degraded-mode limits in force; any approved exceptions.
- ☐ **Technology:** cause if known, failover state, current recovery estimate.
- ☐ **Communications:** what clients, counterparties and regulators have been told, and when the next update is due.
- ☐ **Open actions:** each with an owner and a due time.
- ☐ **Log:** paper log or scanned pages passed over, with the last entry signed by the outgoing lead.
- ☐ **Words of handover:** "You have the incident" / "I have the incident", said out loud and written in the log with the time.

3. WHO OWNS OPEN INCIDENTS

- The **Incident Lead in the lead office** owns every open incident, including ones started in the other office.
- Ownership moves only at the spoken handover in section 2. Until then, the outgoing lead still owns it.
- If the overlap window is missed (for example, New York cannot join), London keeps ownership and escalates to the next role in the call tree.
- Desk-level actions stay with the desk that started them, and are reported to the owning Incident Lead.

4. OUT-OF-BAND CHANNELS

Used when email, Teams or company sign-in cannot be trusted.

CHANNEL	USE	WHERE DETAILS ARE KEPT
Conference bridge with a provider outside our main platforms	Main incident bridge	Contact sheet on the drive and printed in the incident folder
SMS cascade from personal or company mobiles	First alert and fixed-time updates	Call tree below

CHANNEL	USE	WHERE DETAILS ARE KEPT
Recorded desk lines and recorded mobile service	Trading and broker calls	Broker contact sheet on the drive
Alternate email domain held outside Microsoft 365	Client and counterparty messages	Communications runbook
Satellite phone in each office (if held)	Last resort between offices	Incident cabinet

5. CALL TREE (ROLES ONLY)

The person who spots the problem calls **Level 1**. Each person calls the people beneath them, then reports back that the calls are done. If someone does not answer within 5 minutes (example), call their stand-in and move on.

LEVEL	ROLE	LONDON	NEW YORK
1	Duty Incident Lead	+44 20 XXXX XXXX	+1 212 XXX XXXX
2	Technology On-Call Lead	+44 20 XXXX XXXX	+1 212 XXX XXXX
2	Risk Duty Manager	+44 20 XXXX XXXX	+1 212 XXX XXXX
2	Operations Duty Manager	+44 20 XXXX XXXX	+1 212 XXX XXXX
3	Desk heads (FX, Rates, Credit)	+44 7XXX XXXXXX	+1 917 XXX XXXX
3	Compliance Duty Officer	+44 20 XXXX XXXX	+1 212 XXX XXXX
3	Communications Lead	+44 20 XXXX XXXX	+1 212 XXX XXXX
3	Cyber response lead	+44 20 XXXX XXXX	+1 212 XXX XXXX
4	Chief Executive delegate	+44 7XXX XXXXXX	+1 917 XXX XXXX
4	Cloud provider support (AWS, Microsoft)	Account contact sheet	Account contact sheet
4	Executing brokers and clearing contacts	Broker contact sheet	Broker contact sheet

First SMS alert (template): "TorumPrep INCIDENT: [type] since [time]. Trading: [state]. Join bridge [number], PIN [XXXX]. Do not use email/Teams for this incident. Next update [time]."

6. KEEPING THIS CURRENT

- Each role holder checks their own entries monthly (example).
- The document owner runs a test cascade each quarter (example) and records how long it took to reach Level 3.
- Update the drive copy the same day a contact changes. The drive holds only what our own staff put on it, so the document owner records the date of every update.

7. KEEPING THE DRIVES UNDER CONTROL

Procedures only. A real firm sets these out in its own policy.

- **Who holds a drive:** every trading desk head, the duty Incident Lead in each office, the risk and operations duty managers, the Compliance Duty Officer and the Technology On-Call Lead (example list). Each drive is numbered and signed for in a register.
- **Spare drives:** kept in a locked incident cabinet in each office (example), and checked against the register each quarter (example).
- **Updates:** risk staff copy position snapshots onto the drives on a set schedule, and the document owner refreshes the pack and contact sheets after every change, recording the date and drive number.
- **Returns:** drives are handed back when someone changes role or leaves, and the register is updated the same day.
- **If a drive is lost or stolen:** tell the document owner and the Compliance Duty Officer at once; record the drive number, when and where it was last seen; change any bridge PINs or codes held in the pack; issue a replacement; and review, under our own procedures, whether clients, counterparties or regulators need to be told, given that drives hold position snapshots.