

# OPERATIONS UPDATE



International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

## ***TAIPEI: EARTHQUAKE***

22.1.2003

*The Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organisation and its millions of volunteers are active in 178 countries. For more information: [www.ifrc.org](http://www.ifrc.org)*

*Appeal No. 25/99*

*Launched on 24 September 1999 for 3.3 million for 4 months for 100.000 Beneficiaries  
Budget increased to CHF 55.4 million and the rehabilitation programme will be extended to July 2005*

*Disaster Relief Emergency Fund (DREF) Allocated: 200,000 (already reimbursed)*

*Beneficiaries: 100.000*

*Operations Update No. 9 ;*

*Period covered: June - December 2002 ;*

*Last Update: Report no 8 issued June 10th 2002);*

*Next Update 10 expected July 2003*

### **IN BRIEF**

*Appeal coverage: 100%*

*Related Appeals: East Asia regional programmes 01.69/03*

*Outstanding needs: None*

*Summary: The 1999 earthquake caused widespread misery and the massive subsequent relief and reconstruction effort has made a huge difference to the lives of many of those affected.*

*Donor support for the Federation's appeal have been magnificent and as a result, impact at the community level has been significant.*

### **Operational Developments w**

The "921 earthquake" is now history. This is the official attitude in Taiwan. A museum has been inaugurated this autumn in the earthquake area. Life in Taiwan in general has returned to normal. The infrastructure has been restored. The temporary housing units constructed by the Rehabilitation programme are now only half occupied and had to be abandoned completely according to government decision latest end of September 2002.

But the government was not able to find alternative houses for the remaining inhabitants so they still live in these temporary villages, that now has turned in to a kind of ghost villages. However, unemployment rate in the areas hit by the earthquake has remained higher than Taiwan average, partly because of the structural problems which Taiwan is facing but also because of the disaster. It has been assumed by Taiwan Education specialists that the decrease in education opportunity in compulsory education was caused by the fact that some households could not afford to pay the education fees. There has been a general economic downturn in Taiwan and in particular the plight of low income aboriginal people has been more deteriorated.

Based on discussions among the Taiwan Red Cross Organization (TRCO), relevant Taiwanese authorities, and the Federation, it was proposed to use a major part ( Apr. CHF 9 million) of the funds earmarked for the activities for the 1999 Taiwan Earthquake, for cash disbursement programme for aboriginal people, who are deemed most vulnerable even now.

**Coordination w**

The TRCO has continued to work closely with the relevant local authorities on the implementation of the rehabilitation projects in Taiwan and to make regular visits to the earthquake affected areas where the programme was implemented.

The Federation programme manager ( Danish Red Cross consultant to Taiwan) has liaised closely with the TRCO, Regional Finance Unit (RFU)-KL, PricewaterhouseCoopers (PWC), and the Secretariat in Geneva on programme issues.

**Red Cross and Red Crescent Society w**

**A: The rehabilitation programme**

The rehabilitation phase, in which the TRCO and the Federation have been involved, has been divided into three main areas:

1. Support to communities where houses were destroyed during the earthquake
2. Support to local authority health and education projects;
3. Strengthening the capacity of the TRCO in disaster preparedness and response.

The original Federation’s financial commitment was USD 29.2 million (approximately CHF49 million). During the process of programme implementation, this was reduced to USD23.5 million (approximately CHF39.5 million) mainly due to the cancellation of Federation commitments for 4 school reconstruction as was explained in our previous Ops Update. The projects were:

<b>Name of the Project</b>	<b>Status</b>
<b><i>Community support</i></b>	
• Construction of temporary housing units (1.341 units)	Completed/ February 2000
• Provision of basic household items(5.205 units)	Completed/February 2000
• Financial support to families ( 2.341 families)	Completed/May 2000
• Community Welfare activities ( 81 communities)	Completed/ December 2001 80 out 81 has submitted their final reporting. Among them 5 was yet to be validated To be finished by the end of year
• Psychological support and social welfare	Completed/September 2002
<b><i>Health and Education projects</i></b>	
• Construction/renovation of schools (6 units)	Completed/November 2002. From the Fung Shan school still some bills has not been submitted. To be fully completed end of 2002
• Construction/renovation of health facilities ( 3 units)	1 under construction, will be finished December 2002 2 in the bidding process. Will be finished in March 2003
<b><i>Disaster preparedness</i></b>	
• TRCO disaster preparedness project( 4 DP centers)	Completed/ June 2002

As indicated above, all projects except the health facilities have been completed. The Federations programme manager made a monitoring visit to 3 of the schools that had recently been finished and the one health clinic under construction during September. In particular 2 of the schools presented themselves very well. Rather small primary schools but with a very interesting and inspiring architecture. Talks with head masters, teachers and pupils left the impression of a high degree of satisfaction. PWC also made a monitoring visit to this school in October 2002.

### **Health and care w**

What remains to be done in this programme was the renovation or reconstruction of three health care stations. The selection was done based on the amount of damage sustained, geographical location, accessibility and their situation in the most densely populated areas of Ren Ai district.

**Objective 1** To renovate or reconstruct three health care stations in Ren Ai district and to provide basic medical equipment for the three clinics. In addition, the Ren Ai central hospital will be provided with one medical car and one mobile dental car.;

Construction work on the three health care stations in Chin Ai, Huchu and Jinyin tsuns ( settlements) was due to start in December 2000 and should have been completed by June 2001, but has been delayed. This was partly because the administrative procedure to change the land utilisation has been protracted. All issues about the use of aboriginal land has been settled. The Huchu clinic is constructed on the original site, Jinyin and Chin Ai clinics will be constructed on new sites. The Huchu clinic was finished in December 2002. The design and blueprint for Jinyin and Chin Ai has been completed and the bidding process has started. The 2 clinics are expected to be finished in the end of March 2003.

Both the PWC, the Federation programme manager and TRCO has done monitoring visits to the Huchu clinic, and confirmed that the construction was 55% finished. Good materials. A combination of concrete, wood and glass. Nice design It is very nicely located, and will be a major asset for the community once it is completed. The clinic will also be provided with a dental unit.

### **B. The Cash disbursement programme for low income Aboriginal People**

The Federation's commitment in this programme is NT\$ 200,000,000 ( Approximately. CHF9 million).

#### **The objective :**

To give general cash support of NTD 50,000 per family to lessen the financial burden of household spending to 4,000 aboriginal low income families.

The beneficiaries are :

- either single parents with school children and/or family members with disability,
- families with school children and/or children with disability and
- elderly or senior citizens without any income or assets.

In co-operation with the Aboriginal Bureau, the list of 3,992 beneficiaries was provided to the TRCO in the end of October. After checking the eligibility of each beneficiary by the TRCO, 500 names had to be excluded from the list. The Aboriginal Bureau was asked to come up with alternate 500 new names as beneficiaries. First distribution started in the end of November and is expected to be finished end of March 2003.

Through a very well organized distribution process which took place in the end of November, 3,440 postal cheques were actually handed over by the programme manager or the SG of TRCO to the beneficiaries. After careful checking of ID, the postal cheque was handed over to the beneficiaries. They signed a receipt and further received information material that clearly indicated the intended use of the money and the purpose of this programme done by the TRCO. The distribution was very smooth and handled with great respect and dignity for the beneficiaries. Both the Federation Programme manager, and the PWC made monitoring during the distribution.

### **C. The Disaster Preparedness and Organisational Development Programme.**

The MoU for the first Phase of this programme was signed in June 2002. The 2nd phase budget has been discussed, and will be agreed between the TRCO and the Federation soon. The Federation's total commitment for the programme running from June 2002 until June 2005 is NTD 141.614,050 ( Approximately CHF 6.5 million). The Federation placed one programme manager to assist the TRCO with the implementation of the programme.

#### **The goals of the programme are**

- To provide the TRCO with staff and volunteers trained in DP and DP management on all levels.
- To improve the overall capacity of TRCO using Federation standards in all departments, by infusing manpower and material in the project period
- To repair and upgrade existing training facilities
- To equip the remaining 11 branches with relief supplies, equipment, transportation and communication material.

The delegate has in particular been active in providing the necessary basic manuals and guidebooks in the training. The manual for Disaster Preparedness covering authority and legal basis, policies, Standard Operating procedures, general guidelines and role delineation's has been produced. At present it is in the proof reading phase. To be printed beginning of spring 2003. Collecting material and writing parts for a Guidebook has been initiated.

All necessary forms for logistics according to Federation standards has been translated and new ones created fitting in to the Taiwan context. All forms are collected on a CD distributed to the branches. All staffmembers has during the workshops received instructions in the use of the forms and different reporting requirements. Templates produced.

All professional staff have been through elements in Disaster management, SWOT analysis, Management in general, Disaster Incident Critical debriefing, etc. during 3 week-long workshops. The delegate put his huge input into these material for the workshops. All materials are now in translated into Chinese on CD-ROM and distributed to the participants.

The delegate has further given extensive assistance regarding topics on governance and management, both when it comes to knowledge and skills.( mandate of the board, reporting, project planning, recording, evaluation) . With the assistance of the delegate, job descriptions have been created for all staff at HQ.

Upon the request of the SG, Communication/Team Building Programme has been started on a monthly bases under the guidance of the delegate. The organisational development initiatives have so far in general only been targeting HQ staff.

#### ***Objective 1.: To repair and upgrade existing training facilities and provide training equipment to HQ, chapters and branches.***

- **Activity 1.1 and 1.2** The training facilities on Hsing-Shen S.Road is under renovation. There has been a delay because the engineer informed us that the original renovation plan was not feasible according to their Construction Law. A new plan was drafted and renovation will be finished by the end of January 2003 and then the new equipment will be installed. The costs for renovation has been smaller than was originally planned because of the changes. The money has instead been used to increase the training equipment with 2 PC's.

**Objective 2: To renovate and provide the remaining 11 DP centres with adequate standardised relief supplies, relief equipment, transportation and communication equipment.**

- Activity 2.1 and 2.2

Branch/DP center	Place found	Authority Plan Approval	Drawing	Construction	Finished	Remarks
1.Penghu county	+	+	+	+	+	
2.Taitung county	+	+	+	+	+	
3.Yunlin county	+	+	+	+	+	
4.Maoli county	+	+	+	+	+	
5.Chiai county	+	+	+	+	+	
6.Kinmen county	+	+	+	+	+	
7.Taoyan county	+	+	+	+	+	
8.Taichung county	+	+	+	+	+	
9.Hsinchu county	+	+	+	+	+	
10.Lienchiang county						Will be completed 15 Feb. 2003
11.Pintung county	+	+	+	+	+	

All DP centers have been established in co-operation with the authorities in places free of charge. Within the approved budget, it has been possible to establish more DP centers in connection to branches. The TRCO will discuss this possibility with the Federation in due course. All equipment have been ordered. Distribution will be started in mid December and will be finished end of December.

**Basic relief equipment and material for the DP centers**

DP material.	Distributed to Number of DP centers.	Quantity
Cotton quilts	11	800
Blankets	11	800
Jackets	11	800
Sleeping bags	11	800
Tents	11	50
<b>Transportation Equipment:</b>		
3,5 tons box-type vehicle for transport of response equipment	8	1
Van for field officers	3	1

Disaster Relief Equipment	Quantity
Triple-purpose hydraulic scissors	5
Hydraulic jack	5
Disk cutter	5
Rescue ax	2 X 5
Back board	20
First Aid kit	20
Rubber rescue boat ( incl. engine)	20
Buoy	100
Bag for rescue ropes	100
Rescue floating board	15
Warm-keeping clothes ( incl. Shoe bag and soft helmet)	300

Safety rope for rescue	20
Inside-car escape kit	11
Pump	16
<b>Communication equipment</b>	
Powerful UPS	1 x 11
Satellite phone for emergency relief and communication	1 x 5
Radio cell	1 x 11
Twin-frequency radio walkie-talkie	110
<b>Personal equipment for relief volunteer</b>	
Powerful flashlight	150
4-meter rope	150
Gloves	150
Face cover and helmet	150
Basic tool kit	150
<b>Emergency lighting equipment ( incl. 2000 watt generator.</b>	1 x 11

**Objective 3:** *To assist TRCO to provide with a Disaster Preparedness (DP) training, thereby integrating DP as a key development component in all activities of TRCO.*

- **Activity 3.1**

During October, November and December, 3 one-week long Disaster Management training seminars have been held in Taipei for professional staff from HQ, Chapters and Branches. A total of 106 participants attended. The objective of the workshop was to present major elements of the Disaster Cycle, and establish a common knowledge of disaster preparedness and response and the importance of a uniform approach as well as to make them familiar with all the forms and different types of reports needed in a Disaster response. Other topics in the workshop was SWOT analysis, Volunteerism, Management in general and Critical Incident Stress debriefing. One important objective for the workshop was to create a team spirit among professional staff in the TRCO.

All written material, power-point presentations and all forms of report and survey templates are now available on a CD-ROM that each participant has received. The participants will not at the present stage be able to train staff and volunteers in Chapters and branches. A follow up workshop is planned for the spring.

- **Activity 3.5**

Two of the 4 seminars in Search and Rescue have been carried out during the autumn. Each seminar with a duration of 8 weekends. Trainers in the seminars were professionals from the Fire Department. A total of 71 volunteers has now been trained in this speciality. All participants went through an examination carried out by the Fire Department covering both their knowledge and their practical skills. The Fire Department has expressed their satisfaction with the level the volunteers have achieved.

All lectures have been recorded and is now available on a set of CD-ROMs. All participants have received a set for their maintenance of their knowledge and practical skills.

Through discussions with the top management in the Fire department, the TRCO has received a promise that the Fire Department in their daily work will try from time to time to include the search and rescue volunteers from the TRCO, so that they can get more experience from real actions.

- **Activity 3.7**

One week-long workshop for Senior First Aid instructors in training techniques has been carried out for 30 participants, to enable them to teach first aid, water safety and home nursing in the communities. In the end of the workshop, the participants had to pass an extensive examination.

- **Activity 3.8**

It has been decided to cancel the “ Questionnaire and Survey” regarding the population’s general knowledge about disaster preparedness and the TRCO’s role during disasters.

- **Activity 3.10 “ Video production”**

One video has been produced for the Youth Department.

Production of 5 Videos for broadcasting at TV stations has been postponed, because we could not obtain a kind of promise from the commercial TV stations that they would use the material free of charge.

**Objective 4: *Training manuals/handbooks for DP/OD and other dissemination materials in Chinese language will be created and distributed.***

- **Activity 4.1 and 4.2 “Production of a Disaster Preparedness and Response Handbook specific for Taiwan”. and “ DP/DR training manuals.”**

Extensive work for collecting and editing material for the handbook and the manual has been done. It is a very time consuming work but should be done as the first priority simultaneously as holding several To ensure its quality and sustainability, more time will be needed.

- **Activity 4.3 “ Upgrading of TRCO Training manuals for First aid, water safety and home nursing.”**

A total of 5,000 copies for water safety and 20,000 copies for First Aid has been printed and distributed.

- **Activity 4.5 ”Translation of The Youth Handbook “**

It has been translated and edited. What remains is only the layout for the cover. The TRCO will try to make a uniform layout of its guidebooks and manuals. The edition will be 3,000 copies. Soon we will explore the possibilities to make the Youth Handbook as a CD-ROM.

- **Activity 4.6 “ Publication of bimonthly Red Cross Magazine”**

Two Bimonthly Red Cross Magazines have been produced during the autumn. The layout of the magazine has been changed and the number of its page has been increased to now 4 pages.

- **Activity 4.7 “ Placing of RC posters at advertising spots**

At MRT stations, in Airports and in Post Offices Red Cross posters has been placed. Some of the posters has been electronic.

- **Activity 4.8 “ Regular meetings with the media”**

The communication department has had regular meetings with the media in particular when the new Cash Disbursement programme and the Disaster Preparedness and Organisational programme was launched. Also around the celebration of the 3rd. Year anniversary for the “921 Earthquake” in Nantou. The feedback from the media has been good, including articles brought in the two English newspapers China Post and Taiwan News.

- **Activity 4.9 “Dissemination in schools, universities ,government, major companies”**

The Youth department has set up 4 Youth Service Teams ( Kaosiung, Hsinchu, Yulin and Penghu) By the end of the year 2002, there will be 10 teams in total. Each team consists of 30 students above 18 years. The teams’ objectives are to provide trainers to first aid, to do dissemination and give support to the community. The teams are independent, they receive guidance from HQ, report to HQ and receive an annual financial support of NTD30,000 .(Approximately USD870) Apart from these teams and not as a Federation activity has been established 37 Junior Service teams ( a total of approximately 1,000 volunteers). The volunteers in this group would be the potential members of the Youth Service teams, thereby increasing the sustainability of these teams. It has been a problem to find lecturers to do dissemination. A training programme for them has also to be established.

- **Activity 4.11 “ Development of digitalised software for tracing service”**

The software for tracing service has been developed. Approximately 40,000 persons out of around 120,000 persons have now been registered into this system.

**Objective 5: *Up to 12 temporary staff at HQ level will be employed to assist in the implementation of this major DP programme and work for the overall organisational development of TRCO***

11 temporary staff members has been employed in HQ, and fitting in well.

**Objective 6: *To provide training for governance and management for the staff at HQ/Chapters and branches***

- **Activity 6.1 “ A meeting among senior management of TRCO HQ, Chapters and branches”**

Totally, 106 Presidents, Vice-Presidents and Board Members joined in this one-day long meeting, with the focus on TRCO's plans, NGO's role in Taiwan and the problems they are facing, and the mandate of the Boards. This meeting was the first meeting of this kind according to the SG of great importance. According to the questionnaire responded by the Board Members at the end of this meeting, they now know the different mandates that The ICRC and The Federation have. They understand the new Disaster Preparedness and organisation development programme and 2/3 of the participants have committed themselves to have regular meetings with the management of their branch, and record the meetings.

- **Activity 6.2 “ Training for HQ Directors and Chiefs”**

A seminar was carried out for HQ Directors and Chiefs on ideas and guidelines for communication. A consultancy firm gave a lecture. The Programme Manager follows up with monthly exercises.

**Objective 7 : *To set up Intra net system connecting all TRCO HQ/chapters and branches.***

The system has been procured and set up, and there has been training seminars for HQ, chapters and branches in internet usage. With the new system, internal communication in the TRCO has been much easier and faster.

**Red Cross and Red Crescent Movement -- Principles and Initiatives w**

During the period the Programme Manager has been very involved in dissemination of the movements history and principles. In general the knowledge and understanding of these issues has been limited even at high level and among employed TRCO staff members so all training sessions ( total of 8) have had this topic as a part of the curriculum, and branches (3) have been visited for dissemination lectures. Very often the issue of Volunteerism has also been targeted during these lectures. At a major Governance seminar, the Federations and the ICRC's different mandates were explained and the Federations Strategy 2010 was presented.

This area will require further initiatives during 2003. With the support of the Programme Manager, the guidelines have been issued by the TRCO SG for the use of the emblem.

**Federation Presence w**

The Federation has based a Programme Manager in Taiwan to assist the TRCO with finalising the post disaster programme and the cash disbursement programme, and to assist with the implementation of the new Disaster Preparedness and Organisational Development Programme.

The Federation has contracted PriceWaterhouseCoopers, Taipei to monitor and report on the rehabilitation and cash disbursement programmes finance and also finance for the Disaster Preparedness and organisational Programme. PWC works in close co-operation with the Programme Manager and the Federations regional Finance Unit in Kuala Lumpur.

**Outstanding needs w**

The operation is fully funded and there are no outstanding needs.

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*All International Federation Operations seek to adhere to the Code of Conduct and are committed to the Humanitarian Charter and Minimum Standards in Disaster Response (SPHERE Project) in delivering assistance to the most vulnerable.*

*For further information concerning Federation operations in this or other countries, please access the Federation website at <http://www.ifrc.org>.*

John Horekens  
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TAIPEI EARTHQUAKE					ANNEX 1	
REQUEST No. 25/99		PLEDGES RECEIVED			17.01.2003	
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
<b>CASH</b>						
REQUESTED IN APPEAL----->				57'473'100	01.01.1999	101.76%
AUSTRALIAN - RC		20'000	AUD	19'408	28.09.1999	
AUSTRALIAN - PRIVATE		100'000	AUD	105'020	16.12.1999	
AUSTRALIAN - PRIVATE/RC		101'015	AUD	100'853	22.09.00	
BELGIUM - RC		35'000	BEF	1'398	22.03.2000	
BRITISH - RC		2'460	GBP	6'150	12.11.1999	
BRITISH - RC		24'737	GBP	65'243	14.03.2000	
CANADA - RC		100'000	CAD	100'924	28.09.1999	
CANADA - GOVT		300'000	CAD	294'000	12.10.1999	
CANADA - PRIVATE				50	10.11.1999	
CYPRUS - RC				832	16/02/00	
DENMARK - RC				21'394	08.10.1999	
GERMANY - RC/GOVT		100'000	USD	155'550	19.11.1999	
GERMANY - PRIVATE		100'000	USD	156'750	10.12.1999	
ITALIAN - GOVT		200'000	USD	314'000	27.09.1999	
ICELAND - RC		200'000	ISK	4'155	05.10.1999	
JAPANESE - RC		30'000'000	JPY	420'900	26.09.1999	
JAPANESE - RC		10'000'000	USD	15'534'999	26.10.1999	REHABILITATION PHASE
JAPANESE - RC		5'400'000	USD	8'583'300	16.11.1999	
JAPANESE - RC		1'166'000'000	JPY	18'008'870	03.02.2000	Renovation of health facilities, assistance temporary housing villages, renovation, reconstruction of schools TRCO DP activities.
JAPANESE - RC		114'400'000	JPY	1'821'805	03.07.2000	
JAPANESE - RC		50'740'474		789'573	22.05.2000	
JAPANESE - RC		34'584'466	JPY	503'896	06.07.2001	MENTAL HEALTH REHABILITATION
KOREAN REP - RC				30'000	24.09.1999	DIRECT TO TRCO
KOREA, REPUBLIC - RC		54'776'488	KRW	83'534	13.06.00	DIRECT TO TRCO
MACAO - RC		83'430	USD	129'359	27.10.1999	
MACAO - RC		16'995	USD	27'906	17.03.2000	
MACAO - GOVT		1'000'000	USD	1'550'500	27.10.1999	
MONACO - RC		40'000	FRF	9'780	13.10.1999	
NETHERLANDS - RC/GOVT		250'000	NLG	182'646	30.09.1999	
NETHERLANDS PRIVATE		11'949	NLG	8'639	23.11.1999	
NEW ZEALAND - GOVT				116'430	15.11.1999	
NEW ZEALAND - RC		6'630	NZD	5'132	22.06.00	
OCHA - UN		33'980	USD	52'816	22.10.1999	
POLAND - RC		2'475	USD	4'064	20.03.2000	
PRIVATE				335	23.10.2001	
SINGAPORE - RC		50'000	SGD	47'040	28.09.1999	TENTS
SINGAPORE - RC				364'758	06.07.2001	
SPANISH - RC		12'020	EUR	19'219	30.09.1999	
SWITZERLAND - PRIVATE				15'000	08.11.1999	
THAILAND				73'828	14.10.1999	
AMERICAN - RC		100'000	USD	148'700	23.09.1999	
AMERICAN - RC		250'000	USD	371'750	28.09.1999	
AMERICAN - RC		500'000	USD	772'750	29.10.1999	
AMERICAN - RC		350'000	USD	551'250	04.11.1999	
AMERICAN - RC		1'500'000	USD	2'463'750	28.02.2000	
AMERICAN - RC		2'000'000	USD	3'285'000	28.02.2000	
AMERICAN - PRIVATE				6'398	07.03.2000	

AMERICAN - RC		260'000	USD	428'350	01.04.2000	
UNITED ARAB EMIRATES - RC		5'000	USD	7'594	19.10.1999	
WHO		50'000	USD	72'925	23.09.1999	
<b>SUB/TOTAL RECEIVED IN CASH</b>				57'838'523	CHF	100.64%
<b>KIND AND SERVICES (INCL. PERSONNEL)</b>						
<b>DONOR</b>	<b>CATEGORY</b>	<b>QUANTITY</b>	<b>UNIT</b>	<b>VALUE CHF</b>	<b>DATE</b>	<b>COMMENT</b>
JAPANESE - RC				644'600	02.10.1999	Sleeping bags, generators, flashlights
<b>SUB/TOTAL RECEIVED IN KIND/SERVICES</b>				644'600	CHF	1.12%