



BUSINESS CONTINUITY PLAN

1. PURPOSE

This plan has been designed to prepare Volleyball England to cope with the effects of an emergency. It is intended that this document will provide the basis for a relatively quick and straightforward return to 'business as usual' regardless of the cause.

It should not be used as a daily problem resolution document. Certain natural disasters are also likely to be beyond the scope of this plan.

Our Business Continuity Plan is based upon the fact that all staff have laptops/functional portable IT equipment and there are able to work from home remotely on a short-term basis.

2. AIMS OF THIS PLAN

To provide a flexible response so that Volleyball England can:

- a. Respond to a disruptive incident (incident management) under one of the following categories:
 - Premises Incident (a pandemic, flood, fire or other event that renders office out of action).
 - Infrastructure Incident (electricity, plumbing, broadband or other utility failure).
 - Staff Incident (family emergency or injury resulting in member of staff being unable to work suddenly).
- b. Maintain a delivery of critical activities and or services during an incident (business continuity).
- c. Return to 'business as usual' (resumption and recovery).
- d. Serves as a guide for those implementing our Business Continuity Plan.
- e. Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- f. References and points to the location of critical data.
- g. Provides procedures and resources needed to assist in recovery.

3. PRIMARY LEADS

If a disaster occurs, the CEO remains the lead contact for any crisis who will liaise with the Chair and Senior Management Team. In the event that the CEO is unavailable, the Deputy CEO will become the primary lead.

4. CEO RESPONSIBILITY

The CEO is responsible for the plan. Specific responsibilities include:

- Review the plan annually.
- Communicate the plan throughout the entire organisation, including to new members of staff as part of their induction.
- Provide hard copy of the plan to all staff. Staff must store a copy at home, electronically via a hand-held device or laptop computer.
- Retain a copy of the plan on either the official website or as part of the Volleyball England governance self-assessment.



- Share the plan with non-registered office-based staff, the Chair and all Board Members, Loughborough University, and others as appropriate.

5. STAFF RESPONSIBILITIES

- All members of staff employed by Volleyball England must keep their personal and work details up to date to ensure the calling list remains current.
- All team members should keep this plan for reference at home in case a disaster or incident happens outside of normal working hours. All team members should familiarise themselves with the content of this plan.

6. TYPE OF DISASTER SCENARIOS

6.1 Premises Incident

A premises incident may include a pandemic, flood, fire, terrorist attack or any other disaster that renders the office inaccessible.

Emergency Response Checklist (SportPark)

Action	Details	Responsible Person (s)
Evacuate the building	Relocation including work from home	CEO/DCEO
Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated.	CEO/DCEO
Verify if incident is real	If false alarm, resume business as usual	CEO/DCEO
Start log of actions taken		CEO/DCEO
Liase with Emergency Services	999	CEO/DCEO
Assess Impact	Identify and quantify any damage to Volleyball England, including injuries to staff and athletes, premises, equipment, data, records etc.	CEO/DCEO
Alert staff	Inform any staff due to arrive on site soon of the incident and tell them to await further instructions	CEO/DCEO & Strategic Managers
Assess Priorities	Assess the key priorities for remainder of working day and take relevant action. Consider sending staff home or to recovery site	CEO/DCEO
Critical Function Restoration	Convene those responsible for recovering identified critical functions and decide upon actions to be taken and in what timeframes	CEO/DCEO
Communicate information	Provide information to: <ul style="list-style-type: none"> • Staff • Athletes • The Chair • Suppliers & Customers • Insurance Company 	CEO/DCEO & Strategic Managers



	<ul style="list-style-type: none"> Loughborough University 	
Publicise the interim arrangements for delivery of critical activities	Ensure all stakeholders are kept informed of contingency arrangements as appropriate.	Digital & Comms Strategic Manager
Recover vital assets/equipment to enable delivery of critical activities	Supplies (processes to replace stock and key supplies required)	CEO/DCEO

6.2 Infrastructure incident

An infrastructure incident may include a cyber issue, loss of computer, data, security, internet access or power.

Critical Function Checklist

Critical Function	Details	Timeframe	Responsible Person (s)
Internet	Remote Access to Email, Network and Files. Staff to use home internet connections where possible.	Restore function within 2hrs to avoid lasting damage	IT Manager
Phones	Remote Access to Teams using home internet connections where possible.	Restore function within 2hrs to avoid lasting damage	IT Manager
Mains power	Relocation including work from home.	Restore function within 2hrs to avoid lasting damage	CEO/DCEO
Membership Database	Insert back up processes from SportLomo	Restore function within 12hrs to avoid lasting damage	CEO
Website	Insert back up processes from Fluid	Restore function within 24hrs to avoid lasting damage	CEO
VolleyStore	Insert back up processes from Shopify	Restore function within 24hrs to avoid lasting damage	CEO
Data Storage	Cloud based – Remote Access using home internet connections where possible.	Restore function within 60 minutes to avoid lasting damage	CEO/DCEO

6.3 Staff Incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work. In such an event, an appropriate temporary structure will be created to ensure no service interruption in consultation with the Senior Management Team and the Chair.



In the event of the sudden departure of the CEO, the Chair will establish temporary arrangements with Senior Management.

Critical Activity	Details	Timeframe	Responsible Person (s)
Identify interchangeable staff	All members of staff should have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities. Consider skills, knowledge and alternative sources.	Within 1- working day	All VE Staff
Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the staff member and / or their family.	Within 2- working days	Line Manager
If absence is long term, or permanent, recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	Within 5- working days	Line Manager

6.4 Risk Analysis

Nature of Risk	Impact (1 Low; 10 High)	Contingency
IT Failure	6	Work from Home
Flooding	5	Work from Home Work from alternative office/ training facility
Pandemic	8	Work from Home
Fire	8	Work from Home Work from alternative office/ training facility
Terrorist Threat	6	Work from Home Work from alternative office/ training facility
Loss of Electricity	4	Work from Home Work from alternative office/ training facility
Loss of Heating	4	Work from Home Work from alternative office/ training facility
Adverse Weather	3	Work from Home
Sickness / illness	6	Assess Risk
Other Health & Safety	5	Assess Risk



7. PLAN, REVIEW & MAINTAINANCE

The Business Continuity Plan is intended to be a 'live' document and therefore should be reviewed and updated regularly. Some information will change frequently. It is important to review the following items on a regular basis:

- Name of team members
- Managers' responsibilities
- IT applications (new or significant changes to existing)
- Insurance provider and contact details
- Supplier contact details
- Customer contact details
- Staff contact details

Any test runs carried out will be in the form of a walk-through drill, mock disaster or component testing.



APPENDIX 1

Key Contact List

This section contains details that are essential for continuing the operation of Volleyball England.

Staff

Name	Job Title	Office Contact	Mobile Contact	Home Contact
Charlie Ford	CEO	07719565609	07719565609	07719565609
Guin Batten	Deputy CEO	07850314295	07850314295	07850314295
Adam Walker	Chair	N/A	Held by CEO/DECO	Held by CEO/DECO
Clare Francis	Vice Chair	N/A	Held by CEO/DECO	Held by CEO/DECO

Key Suppliers

Supplier	Provides	Telephone	Email
AirIT	IT Infrastructure	01217840077	jonathan.miller@airit.co.uk
SportLomo	Membership/Competitions portal	+353(0)949048045	Eoin.carney@sportlomo.com
Fluid	Website	01422312290	Oliver@fluidcm.co.uk
Loughborough University	Office/Premises	07895331913	m.wraight@lboro.ac.uk
Shopify	VolleyStore		Support@shopify.com

Local Emergency Services

Service	Location	Telephone
Fire Service	Emergencies	999
Ambulance	Emergencies	999
Police	Emergencies Non-emergency matters	999 101
Floodline	24 hour help line	0345 988 1188
NHS Direct	Medical assistance	111



APPENDIX 2

Insurance and Finance Companies

Service	Company	Policy/Account Number	Contact details
Insurance	Howdens	Held by CEO/DCEO	01216988059
Banking	RBS	Held by CEO/DCEO	03453008460

APPENDIX 3

Log Sheet

This form should be used to record decisions, actions and expenses incurred in the recovery process. This will provide information for the post-recovery debrief and help provide evidence of costs incurred for any claim under an insurance policy.

Date/Time	Decision / Action Taken	By Whom	Costs Incurred (£)