



ENGLAND HANDBALL ASSOCIATION LTD

EHA BUSINESS CONTINUITY POLICY

Why is this Policy important?

Business continuity policy and disaster recovery planning are important for the following reasons:

- A disaster can strike any organisation, large or small. Among potential sources of disaster are: flood, fire, a security incident, external industrial action, or a utilities failure.
- A lesson from the business world is that around half of all businesses which experience a disaster, and which have no effective plans for recovery, fail within the following 12 months.
- The EHA, as a membership organisation and as the National Governing Body for Handball in England, has obligations to the sport and to its other stakeholders to provide information and services without disruption.

What are the EHA's key obligations under this Policy?

The EHA undertakes to:

- Adopt and maintain a Business Continuity Policy which is fit for purpose;
- Adopt and maintain an up-to-date Disaster Recovery Plan;
- Collaborate with relevant service providers and contractors in developing and managing the EHA Disaster Recovery Plan;
- Conduct scenario planning in order to design tests for key aspects of the Disaster Recovery Plan, including 'time to recovery' estimates;
- Test key aspects of the EHA Disaster Recovery Plan every year; and
- Ensure that the Business Continuity Policy & Disaster Recovery Plan is subject to regular periodic review by the EHA Board.

Revision 6 01/09/2017

What are the key business areas and processes to be covered in the Disaster Recovery Plan?

The Disaster Recovery Plan covers how the EHA will aim to operate its key processes and business activities if any of the following became unavailable as a result of unforeseen circumstances:

- Premises (company head office and/or any home-working arrangements)
- Communications (website, facebook, twitter telephones, email and/or internet)
- People (key staff, directors and/or other key contractors)
- IT Systems (electronic data, computer back-up, out-sourced and/or off-site services)
- Databases (operating information, financial records, membership records, out-sourced and/or off-site services)

What are the main risk possibilities to be covered in the Disaster Recovery Plan?

In setting out the Disaster Recovery Plan, the EHA will aim to mitigate risks of disaster from the following sources:

- Fire/ flooding/explosion
- Burglary/security incidents
- Computer/telephone failure
- Utilities failure
- Key equipment failure
- Non-availability of key staff or contractors (e.g. through illness; travel disruption)
- Product/service defects
- Supply chain/out-sourcing failure
- Health & Safety liabilities
- Legal/regulatory action
- Gas Leak – Heathcoats catering – top floor of the stadium

What action do I need to take under this Policy?

- Please read this document; and confirm that you have read it by sending a confirmatory e-mail to the EHA CEO.
- Please be ready to participate in any exercise to test key aspects of the EHA Disaster Recovery Plan.

EHA DISASTER RECOVERY PLAN

The EHA Disaster Recovery Plan contains the following sections:

- **Contact & Distribution Lists**
 - Persons who retain copies of the EHA Disaster Recovery Plan
 - Emergency contacts & numbers
 - Location of back-up information and/or equipment
 - Information cascade
- **Action Plans**
 - Action Plan for Risk Control
 - Action Plan for Emergency Events
 - Action Plan for maintaining Key Business Functions
- **Initial Disaster Recovery Log**
- **Appendices**
 - Business Continuity Policies & Disaster Recovery Plans of Key Service Providers
 - Warrington Wolves Foundation
 - Service Provider for Payroll & Management Accounting

CONTACT AND DISTRIBUTION LISTS - SEPT 2018

- **Persons who retain copies of the EHA Disaster Recovery Plan**

Copy Number	Name	Position	Contact Number	E-mail Address
1	Tracy Watkinson	Chair	07816989633	tracy.watkinson@credit-suisse.com
2	David Meli	CEO	07908203232	david.meli@englandhndball.com
3	Cindy Ashworth	Office and Finance Manager	07545819587	office@englandhandball.com
4	Stacey Andrews	National Partnerships Manager	07794498122	stacey.andrews@englandhandball.com
5	Bobby White	National Performance Manager	07596 365536	bobby.white@englandhandball.com
6	Chris Pearce	Marketing & Communications Manager	07908203345	chris.pearce@englandhandball.com
7	Warrington Wolves	Building Security/Stadium Manager	07930958383	n/a

- **Emergency contacts and numbers**

Organisation	Number	E-mail Address	Contact Name (if applicable)
POLICE	999 local police station 0845 4586379		
FIRE BRIGADE	999		
AMBULANCE	999		
INSURANCE PROVIDER	Perkins Slade 0121 698 8000	info@perkins-slade.com	
PHONE LINES	01925 248880		Warrington Wolves Foundation
ICT	01925 248880		Warrington Wolves Foundation
ELECTRICITY	01925 248880		Warrington Wolves Foundation
WATER	01925 248880		Warrington Wolves Foundation
GAS	01925 248880		Warrington Wolves Foundation
FLOOD	01925 248880		Warrington Wolves Foundation
MEDICAL SERVICES	01925 246 482 0 for reception	office@englandhandball.com – Cindy	Cindy Ashworth (EHA First Aider)
COMPUTER BACK-UP - ITG			
WEBSITE SERVICE PROVIDER	07538378106	Jonathan@warp-design.co.uk GiantPeach	John Goodwin
BANK – LLOYDS	07596365536		Chris Colwell

ALARM	01925 248880		Warrington Wolves Foundation
OFFICE PREMISES	01925 248880		Warrington Wolves Foundation

- **Location of back-up information and/or equipment**

Item	Location	Contact	Number	E-mail Address
BACK UP COMPUTER & DATA	Google Apps – cloud based service	Ark	01757249909	
SPARE PC	Master log of Google Apps, instructions, username and passwords attached	David Meli/Cindy Ashworth	David – 07908203232 Cindy - 07545819587	david.meli@englandhandball.com office@englandhandball.com
CRITICAL PAPER FILES	Metal filing cabinet marked accordingly Keyholders David Meli and Cindy Ashworth	Cindy Ashworth	01925246482/07545819587	office@englandhandball.com
CONTRACTS	HR file - metal filing cabinet marked accordingly Keyholders David Meli and Cindy Ashworth	Cindy Ashworth	01925246482/07545819587	office@englandhandball.com
MEMORANDUM & ARTICLES	Metal filing cabinet marked accordingly Keyholders David Meli and Cindy Ashworth	Cindy Ashworth	01925246482/07545819587	office@englandhandball.com
BOARD MINUTE BOOK	Metal filing cabinet marked accordingly Keyholders David Meli and Cindy Ashworth	Cindy Ashworth	01925246482/07545819587	office@englandhandball.com
OFFICE CONSUMABLES	Metal filing cabinet marked accordingly	Cindy Ashworth	01925246482/07545819587	office@englandhandball.com

- **Information Cascade**

In the event of a disaster or emergency occurring at, or being notified to, the EHA Head Office, the Office Manager (or in his/her absence the most senior member of staff present) will:

1. Start the Initial Disaster Recovery Log
2. Liaise with emergency services
3. Identify any damage
4. Identify function disruption
5. Inform the CEO (or in his/her absence the Chair) and follow the course of action agreed with him/her
6. Communicate relevant information to other key staff (using the EHA Disaster Recovery information cascade schedule)
7. Provide public information to maintain the EHA's reputation of business

- **EHA Disaster Recovery – Information Cascade Schedule**

Person	Position	Contact Number	E-mail Address	To be contacted by:
David Meli	CEO	07908203232	david.meli@englandhandball.com	Office Manager
Tracy Watkinson	Chair	07816989633	tracy.watkinson@credit-suisse.com	CEO
Clare Henderson	Non-Executive Director	07785376202	clare.henderson@englandhandball.com	CEO
Chris Smith	Non-Executive Director	07956630478	cjs_712@btinternet.com	CEO
Sue Whitehead	Non-Executive Director	07966 473845	sue.whitehead@englandhandball.com	CEO
Chad Elhertsen	Non-Executive Director	07973 192307	chadelhertsen@hotmail.com	CEO
Marc Fayemi	Non-Executive Director	07760664278	marc.fayemi@englandhandball.com	CEO

Person	Position	Contact Number	E-mail Address	To be contacted by:
Stacey Andrews	National Partnerships Manager	07794498122	stacey.andrews@englandhandball.com	CEO
Chris Pearce	Marketing and Communications Manager	07908203345	chris.pearce@englandhandball.com	CEO
Bobby White	National Performance Manager	07596365536	bobby.white@englandhandball.com	CEO
Miriam Beales	National Coaching and Workforce Manager	07875 698259	miriam.beales@englandhandball.com	CEO
John Pearce	National Competitions & Events Manager	07900244859	<u>john.pearce@englandhandball.com</u>	CEO

Ricardo Vasconcelos	Regional Partnerships Manager (Midlands)	07983 518549	<u>ricardo.vasconcelos@englandhandball.com</u>	National Partnerships Manager
Andy Clark	Regional Partnerships Manager (NW & Y)	07507663642	andy.clark@englandhandball.com	National Partnerships Manager
Luke Hornsley	Regional Partnerships Manager (SE)	07908203351	luke.hornsley@englandhandball.com	National Partnerships Manager
Jenny Hannis	Regional Partnerships Manager (SW)	07530 917145	jenny.hannis@englandhandball.com	National Partnerships Manager
Liz Brown	Coaching and Workforce	01925 246482	coachingadmin@englandhandball.com	Office Manager

	Administrator			
Angela Deakin	Memberships & Transfers Administrator	01925 246482	angela.deakin@englandhandball.com	Office Manager
Vikki Gleave	Performance Administrator	01925 246482	performance@englandhandball.com	Office Manager

ACTION PLAN for RISK CONTROL

- The following actions are to be undertaken on a regular periodic and/or day-to-day basis in order to minimise the risks of an emergency or disaster:

Event	Detail	Instructions/Tasks	Responsibility	Actions Taken	Completed
Protection of computer hardware	Anti-virus programmes. Surge protection. Spare PC and laptop available off site.	renew packages as appropriate. Provide appropriate electrical surge equipment and ensure annual electrical check. All staff to back up PC,s individually	Office Manager/staff		
Protection of software	Anti virus programmes loaded onto all computers.	Renew packages.	Office Manager/staff		
Records back-up	Letters/e-mails, incoming post	Back up all data via external hard drive and Back up all data via internet back up service. All incoming paper mail to be securely locked in steel cabinets	Office Manager/staff		
Payroll back up	Records encrypted on PC, copy on laptop and paper copy in secure	Electronic copies backed up via external hard drive and internet back up service.	PM&M		

	metal filing cabinet.				
Confidentiality of data.	Members coaches volunteers details etc encrypted.	Encrypted to secure database. Backed up via external hard drive and internet back up service.	Office Manager/staff		
Emergency evacuation of head office premises	NOP and EOP procedures of Warrington Wolves Foundation Haliwell Stadium.	All staff and volunteers who provide services within the office to be inducted in relation to procedures	Warrington Wolves Foundation		

ACTION PLAN for EMERGENCY EVENTS

- The following actions are to be taken in the event of one or more of the identified emergencies or disasters occurring:

Event	Detail	Instructions/Tasks	Responsibility	Actions Taken	Completed
Burglary	Loss of any equipment	Ring police Insurer. Identify /purchase essential items such as computers, see EHA property spreadsheet – located on google drive, admin	CEO/Office Manager		
Fire	Loss of equipment /building	Ring fire brigade. Ring Insurance provider.	CEO/Office Manager		
Accident to person	Person needing emergency hospital treatment.	Administer immediate emergency first phone emergency services. Accident Report to be completed. Inform RIDDOR if applicable – see attached notes, complete accident report forms – see attached notes	Office Manager – EHA first aider		
Loss of Key Worker	Through illness	Office Manager to inform CEO & arrange cover	Office Manager/staff		

Loss of utilities	Electricity, Gas, Water, Telephone,	Ring utility affected. Use isolation valves where appropriate.	CEO/Office Manager		
Loss of Key Worker	Resignation	Inform CEO/Office Manager & arrange cover	CEO/Office Manager		
Maternity leave	6-12 months	Work with partner to ensure service planned cover is in place to cover.	CEO/Office Manager		
Paternity leave	1 or 2 weeks paid ordinary paternity leave, up to 26 paid additional paternity leave-but only of mother /co adopter returns to work see – www.gov.uk	Work with partner to ensure service planned cover is in place to cover.	CEO/Office Manager		
Death	Key Worker	Provide bereavement support to next of kin. Organise any benefits that may be owed, arrange cover	CEO/Office Manager		

ACTION PLAN for MAINTAINING KEY BUSINESS FUNCTIONS

The following actions are to be taken, as necessary, to follow-up on the immediate management of the emergency or disaster and in order to maintain business continuity:

Business Function	Detail	Instructions/Tasks	Responsibility	Actions Taken (estimated time to complete)	Completed
EHA office phone line	Maintain contact point for public, members and	Contact EHA website provider and place emergency contact number on	Chris Pearce		

	stakeholders	website, facebook and twitter with brief explanation of why			
EHA head office functions	Key activities managed by EHA head office	Work from home until head office is back in operation or until alternative premises are arranged	CEO		
Test every 6 months	Fire drill/emergency evacuation	Vacate premises via the nearest fire escape, meet in the designated fire assembly point. Register to be taken using signing in sheets. A record will be kept and stored appropriately	Office Manager		
Test once a year	Flooding of office premises	Work from home until head office is back in operation or until alternative premises are arranged	CEO		
EHA Disaster Recovery Plan Contact Details	Maintain up-to-date details, especially for staff in the information cascade.	Update contact details as and when staff and/or directors leave and/or join EHA. Check details of all external contacts at least once per year.	Office Manager		

Note regarding learners on funded programmes

Should the company go into administration or liquidation all learners on funded programmes will be transferred to the main funding provider.

If the current arrangements with any main funding provers is cancelled for whatever reason, the company will ensure that the learners are not adversely affected and can still continue on their programmes, through another funding provider or by transferring them to another provider.

INITIAL DISASTER RECOVERY LOG

Date	Time	Event Information	Decisions / Instructions Agreed	Actions Taken	Responsible
