



**Club Doncaster
Foundation**

Business Continuity Plan

Created or modified – August 2019

Date of next review – August 2027

Introduction

Club Doncaster Foundation (CDF) is a registered charity that uses the power of sport and to engage, and improve the lives of, local people. CDF aims to support the borough's greater goals by inspiring local people through a range of activities and projects within 3 areas of work, community outreach, education and inclusion.

The charity was established in 2007 and whilst CDF is an independent organisation as a company limited by guarantee and a registered charity our governance structure is provided by a board of trustees with minimum independents and quorums for meetings.

This Business Continuity Plan will form a source for consultation with trustees, staff and stakeholders.

Purpose

The CDF Business Continuity Plan aims to plan for the actions required during or immediately following an emergency or incident that threatens to disrupt normal business activities.

An emergency is an actual or impending situation that may cause injury, loss of life, destruction of property, or cause the interference, loss or disruption of an organisation's normal business operations to such an extent it poses a threat.

An incident is any event that may be, or may lead to, a business interruption, disruption, loss and/or crisis.

The plan will help to ensure the continuation of CDF services by minimising the impact of any damage to staff, premises, equipment or records.

The plan will ensure a prepared approach to an emergency/incident, facilitating an organised and co-ordinated response so that CDF can:

- Respond to a disruptive incident (incident management)
- Maintain delivery of critical activities/services during an incident (business continuity)
- Return to 'business as usual' (resumption and recovery)

Incident Management

The purpose of the incident management phase of response is to:

- Protect the safety of staff, visitors and the wider community
- Protect vital assets e.g. equipment, data, reputation etc
- Ensure necessary communication takes place
- Support the Business Continuity and Recovery and Resumption phase

**ACTIONS TO PROTECT THE SAFETY AND WELFARE OF STAFF,
VISITORS AND THE PUBLIC**

The following actions will be taken to protect the immediate safety of staff, visitors and the public:

	ACTION	FUTHER INFO/DETAILS
1.	Evacuate the building if necessary	Use normal evacuation procedures for the building
2.	Ensure all staff report to the Assembly Point.	The Assembly point for CDF is outside East Stand, by the statue.
3.	Call emergency services (as appropriate)	TEL: 999 Stadium Operations team/SMT to carry out.
4.	Check that all staff, contractors and any visitors have been evacuated from the building and are present using course registers and signing in-out sheets. Consider safety of all staff, contractors and visitors as a priority	Fire Marshalls complete this action
5.	Ensure log of incident is started and maintained throughout the incident phase	Incident log accessed through G Drive.
6.	Record names and details of any staff, contractors or visitors who may have been injured or distressed in the incident.	Stadium Ops responsible.
7.	Forward details of any fatalities or injuries in the incident to HR (depending on scale of incident) and agree action that will be taken.	CEO to liaise with club HR.
8.	Assess impact of the incident to agree response / next steps	CEO in line with Critical incident plan.
9.	Log details of all items lost by staff, visitors etc as a result of the incident	Stadium ops responsibility.
10.	Consider whether the involvement of other teams, services or organisations are required to support the management of the incident	Depending on the incident the following may be approached to assist with incident management: • Personnel • HR • H&S • Legal • Funders • DRFC Football Club/Dons/Belles • EFL Trust • Football Association • PFA • DMBC • Police • Faros

ACTIONS TO SUPPORT BUSINESS CONTINUITY

□	ACTION	FUTHER INFO/DETAILS
1.	Recover vital assets/equipment to enable delivery of critical activities	The essential equipment/resources/information that need to be recovered where possible are: • Computers • Server • Filing Cabinets • Sports Equipment
2.	Assess the key priorities for the remainder of the working day and take relevant action	Things to consider: • Safety of staff and service users • Buildings and facilities • Access to drinking water • Inform relevant funders or participants of any disruption or cancelation
3.	Inform staff what is required of them	Communication through CEO in liaison with SMT and Stadium Team
4.	Publicise the interim arrangements for delivery of critical activities	Ensure all stakeholders are kept informed of contingency arrangements as appropriate • Website • Email • Matchday Programme • Text • Telephone • Leaflets • Social Media

ACTIONS TO SUPPORT RECOVERY AND RESUMPTION

	ACTION	FUTHER INFO/DETAILS
1.	Take any salvage/asset recovery actions that are appropriate	Remove any equipment, furniture, records etc that are at risk of damage.
2.	Continue to log all expenditure incurred as a result of the incident	Use a financial expenditure log to record costs incurred as a result of responding to the incident
3.	Seek specific advice/ inform Insurance Company	

Business Continuity

The purpose of the business continuity phase of response is to ensure that priority functions are resumed as quickly as possible and/or continue to be delivered during the disruption.

The Business Impact Analysis (Appendix 1) for CDF sets out details of priority functions and the resources required to deliver them both in 'business as usual' and in crisis situations.

BUSINESS CONTINUITY ACTIONS

The following general actions should be completed:

	ACTION	FUTHER INFO/DETAILS
1.	Identify any other staff required to be involved in the BC response	Depending on the incident, the Business Continuity Team may need additional/specific input in order to drive the recovery of critical activities
2.	Evaluate the impact of the incident	Use an incident impact assessment form to understand the impact of the incident on 'business as usual' working activities.
3.	Plan how priority functions will be maintained.	Consider: ▪ Immediate priorities ▪ Communication strategies ▪ Deployment of resources ▪ Finance ▪ Monitoring the situation ▪ Reporting
4.	Log all decisions and actions, including what you decide not to do and include rationale	Use a decision and action log to do this
5.	Log all financial expenditure incurred	Use a financial expenditure log to do this
6.	Allocate specific roles as necessary	Roles allocated will depend on the incident and availability of staff
7.	Secure resources to enable priority functions to continue/be recovered	Consider requirements such as the staffing, premises, equipment. <i>Refer to BIA for more detailed information on resource needs.</i>
8.	Deliver appropriate communication actions as required	Ensure methods of communication and key messages are developed as appropriate to the needs of your key stakeholders e.g. customers, suppliers, staff, Executive Boards, Shareholders etc.

The following specific actions should be considered for each function in relation to each the following scenarios:

Loss of access to building (fire, flood, structural)

Initial Action:

- Identify central base if required.
- Ensure all staff can communicate. Land lines / regular meetings.

The immediate future:

- Advise relevant services that contact should be via central mobile number

- Organise for any necessary equipment to be collected from base.
- Longer Term action:

Loss of staff (strike, illness, fatality, unable to get to work due to fuel crisis)

Initial Action:

- Identify affected staff and numbers remaining.
- Establish expected length of absence and impact.

The immediate future:

- Prioritise work according to number of available staff.

Longer Term action:

- Identify what worked well and what aspects of the plan need revising for future reference.
- Plan regular training to ensure the plan works if utilised again in future.
- Debrief staff and resume normal working practice.

Loss of communications (phones, computers, software, client information)

Initial Action:

- Identify how long problem will last.

The immediate future:

- Ensure staff record relevant information in paper form so that this can be input electronically upon the issue being resolved.

Longer Term action:

- Ensure time is given for data input once systems are back up and running.
- If prolonged loss may need manual data collection system implementing.

Loss of Power (power cut, power failure)

Initial Action:

- Identify how long problem will last.

The immediate future:

- Attempt to access an alternative base

Longer Term action:

- Maintain actions taken for immediate future.

Recovery and Resumption Phase

PURPOSE OF THE RECOVERY AND RESUMPTION PHASE

The purpose of the recovery and resumption phase is to resume normal working practises. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

RECOVERY AND RESUMPTION ACTIONS

	ACTION	FUTHER INFO/DETAILS
1.	Agree and plan the actions required to enable recovery and resumption of normal working practises	Agreed actions will be detailed in an action plan and set against timescales with responsibility for completion clearly indicated.
2.	Continue to log all expenditure incurred as a result of the incident	Use a financial expenditure log to do this
3.	Respond to any long terms support needs of staff	Depending on the nature of the incident, the organisation may need to consider the use of Counselling Services e.g. appropriate External Agencies
4.	Carry out a 'debrief' of the incident and complete an Incident Report to document opportunities for improvement and any lessons identified	Use an Incident Report Form to do this. This should be reviewed to ensure key actions resulting from the incident are implemented within designated timescales
5.	Review this Business Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this Plan.
6.	Publicise that there is now 'business as usual'	• Website • Email • Matchday Programme • Text • Telephone • Leaflets • Social Media

Appendix 1 – Business Impact Analysis

Ref No.	Function	Impact due to lack of provision	Priority Level (see below table)
1			
2			
3			
4			
5			
6			

Priority Level	Pre-Determined Recovery Period
Priority 1	Restored within 24 hours
Priority 2	Restored within 24 – 48 hours
Priority 3	Restored within 1 – 2 weeks
Priority 4	To be restored upon completion of all other priorities

[illegible]