

FIH Operating Procedure

Procedure Name:	Delay, Postponement and Cancellation	No: FIH_3	Approved
Personnel		Involved in decision making	Impacted
	Event Director	✓	
	Technical Delegate (TD)	✓	
	Broadcast	✓	
	Sport Operations Manager	✓	
	Host LOC	✓	
	Media		✓
	Athletes		✓
	Technical Officials		✓
	Spectators		✓
Procedure Application	Competition: <input checked="" type="checkbox"/>	Training: <input type="checkbox"/>	

POLICY STATEMENT:

This policy describes action to be taken in the event of a potential or actual disruption to scheduled match or session once the event has commenced.

POLICY RATIONALE:

- To define the circumstances under which the match schedule will be altered during an event.
- To define the terms “delay”, “postponement” and “cancellation” with regard to this policy.
- To identify the decision making structure responsible for implementing this policy and its related procedure.

POLICY DESCRIPTION:

- All matches should start and end as defined by the match schedule, to ensure operational plans are effective, and in particular Broadcast schedules are unaffected.
- Under certain circumstances, outside of the control of FIH and the LOC changes to the match schedule will be required.
- If a delay occurs once a match is underway, priority is given to completing the match. If the delay impacts another match operational plans must be enacted to minimise this impact.
- As a principle, matches will not be moved ahead of their schedule start time, but there may be occasions where this is deemed appropriate if there is a risk of postponement or cancellation. In this case rescheduling to an earlier time may be considered.
- Rescheduling must take into account the fairness to all athletes, including training as well as the needs of the event.
- The step by step procedure should be followed in each situation.

POLICY IMPLEMENTATION:

DEFINITIONS

- “Delay” - a match has not started at its scheduled start time, or is interrupted after the scheduled start. The match is restarted and completed within the scheduled session or an extended session. This may impact a following session.
- “Postponement” – a match which was underway cannot be completed within the scheduled session timings (or in an extended session) and will be rescheduled to a later session. Equally this also applies to either a whole match, session or day of event which cannot be started and is rescheduled for later in the event. The procedures for a postponement will also be applied when it is proposed to move a match(s) forward in the schedule to an earlier session or to change a match to an earlier start time.
- “Cancellation” (or abandonment in the case of terminology used in host contracts) – a match/session which either does not take place in full or commences but cannot be rescheduled prior to the scheduled closing ceremony of the event.

Circumstances whereby a delay, postponement or cancellation might be implemented can be summarised in four groupings:

- Sport Related – When the technical components do not meet FIH requirements, and consequently do not provide a platform for fair and equitable event, e.g. the timing system fails.
- Venue Related – When an essential component of the Competition Venue, outside of the FOP, cannot operate to appropriate levels, e.g. technical official transport has failed
- Weather / Safety conditions – When an existing or anticipated concern jeopardises the fair and safe conduct of the event, e.g. thunder and lightning or high winds affecting a temporary structure.
- External Factors – When information from external sources may jeopardise the safe running of the event e.g. security concerns

Decision Making Responsibility

- Where there is a requirement to delay a match / session, a decision will be taken on venue by the Technical Delegate following consultation between FIH Event Director, FIH Sport Operations Manager, LOC Event Manager and FIH Broadcast Manager. To the extent that time permits, they should advise the FIH Media / Communications Manager and FIH CEO that the question of delay is under consideration. The Event Director shall in the case of non-agreement have the deciding vote.
In the event of a postponement, the recommendation will be made on venue and will include the calling of the crisis communication cell to discuss the recommendation of this issue.
- The decision to cancel a match or session will be taken by the crisis communications cell including the following representation:

FIH CEO

FIH Event Director / on-site Director

Technical Delegate

FIH Sport Operations Manager

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LOC Event Manager
FIH Broadcast Manager
FIH Media / Communications Manager

OPERATING PROCEDURE RATIONAL:

A delay, postponement or cancellation of a match or session may happen in the immediate lead up to, or during an event for a variety of reasons. It is important in the instance of delay, postponement or cancellation that decisions are made informatively and outcomes are communicated using the crisis communication process where appropriate so that all impacted parties can act accordingly.

Step by Step procedures

Once an issue arises that may lead to a delay, postponement or cancellation of a session this will be reported to the FIH Event Director and Technical Delegate.

In summary the actions to follow for **delay** are:

1. Where there is a requirement to take a decision to delay a competition, it will be taken by FIH Event Director, TD, FIH Sport Operations Manager, LOC Event Manager and FIH Broadcast Manger.
 2. For delays that can be managed within an existing session, the TD, in conjunction with the FIH Event Director and FIH Broadcast manager, takes the decision and communicates to wider FIH team, teams and LOC Event Manager.
 3. For delays that will extend an existing session, the group of five named in point 1 shall correspond and conclude a decision.
 4. Where a change in actual match scheduling is required reference should be made to the procedure for Match Scheduling.
 5. Once the decision is taken the FIH Event Director, TD and LOC Event Manager with assistance from the FIH Media/Communications Manager will ensure that the event team, teams and LOC are informed.
 6. Public announcements will be made providing details of the revised session and giving details of how tickets may be exchanged or refunded (if appropriate).
- Note 1: In the case of non-agreement the FIH Event Director shall have the deciding vote.

In summary the actions to follow for **postponement** are:

1. If a match / session cannot be started or restarted (or all scheduled matches completed) within the same session or an extended session, the FIH Event Director, TD, Sport Operations Manager, LOC Event Manager and FIH Broadcast Manager should make a recommendation to the crisis communication cell for the sport session to be **"Postponed"**
2. The Crisis communication cell process for an issue should be enacted.
3. If for any reason the FIH CEO cannot form part of the crisis cell they should be informed of the situation as soon as it is possible to do so.
4. Once the crisis communication cell has taken place and the decision to postpone confirmed, the process for communicating all relevant parties should follow the crisis communication process for communication of an issue.

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5. It should be ensured that all venue and emergency services are aware and able to play their part in ensuring the safety of all client groups during a postponement.
6. FIH Broadcast Manager should inform the Host Broadcaster and other relevant broadcasters.

In summary the actions to follow for **cancellation** in addition to those above are:

1. FIH CEO to inform the FIH President
2. Event Director to inform FIH Legal Manager
3. FIH Press conference to be arranged if the cancellation relates to multiple matches, sessions or event.

RESCHEDULING MANAGEMENT GUIDANCE:

SCENARIOS AND POTENTIAL MANAGEMENT

Scenario	Timing threshold	Potential management	Restrictions
<p>1.a Delay reported in first match of any session. Can be managed within the same session on the same pitch without affecting the scheduled warm up and start time of the second match.</p>	<ul style="list-style-type: none"> • Up to a maximum of 15 minutes delay. 	<ul style="list-style-type: none"> • Reduce changeover times. • Reduce pitch watering times subject to pitch conditions. • Reduce post-match protocols as appropriate. 	<ul style="list-style-type: none"> • The following match should start on time wherever possible. • In extreme hot/windy weather there may be a requirement for an extended watering cycle.
<p>1.b Delay reported in first match of any session. Can be managed within the same session on the same pitch but affects the scheduled warm up and start time of the second match.</p>		<ul style="list-style-type: none"> • Play this match to a completion on Pitch 1 to maintain same environment / delivery. • Re-schedule the second match of the session to a second pitch if available on the same day or the first available contingency time slot. 	<ul style="list-style-type: none"> • There may be an extensive waiting time for athletes between delay(s) and re-starting the match. • No video referral, TV or spectators may be available for second pitch re-scheduled matches.

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<p>1.c Delay reported in any match of the session which is not the final match and can be managed within the same session on the same day and the same pitch.</p>		<ul style="list-style-type: none"> • Use of time between sessions. 	<ul style="list-style-type: none"> • For sessions 1 and 2, must allow time to clear the venue from the delayed session. The re-fill where appropriate can be carried out during the warm up time as a worst case scenario. This restriction is not applicable for delays in a 3rd session.
<p>2. Matches during the preliminary rounds cannot be completed in the existing venue on the day(s) scheduled.</p> <p>Postponement.</p>	<ul style="list-style-type: none"> • Loss of entire day. 	<ul style="list-style-type: none"> • Crisis Communications cell informed and recommendation made on way to proceed. • Use of a second pitch if provided. • Use of a rest day if provided. • Times for re-scheduled matches would take cognisance of the following days schedule to retain the 20 hours rest period wherever possible. 	<ul style="list-style-type: none"> • No second pitch • The 20 hours rest period guideline could necessitate a change in the match order on the following day from the original schedule but this would be avoided where ever possible. • No video referral, TV or spectators may be available for second pitch re-scheduled matches.

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<p>3.a Competition within classification rounds cannot be completed in existing venue on scheduled days.</p> <p>Postponement</p>	<ul style="list-style-type: none"> • Loss of up to 2 classification matches 	<ul style="list-style-type: none"> • Crisis Communications cell informed and recommendation made on way to proceed. • Matches could be played on a second pitch • Semi Finals and Finals would be prioritised. • Other classification matches may be played on a second pitch 	<ul style="list-style-type: none"> • There may be no second pitch • No video referral, TV or spectators may be available on a second pitch.
<p>3.b Competition within classification rounds cannot be completed in existing venue on scheduled days.</p> <p>Postponement</p>	<ul style="list-style-type: none"> • Loss of entire day of classification matches 	<ul style="list-style-type: none"> • Crisis Communications cell informed and recommendation made on way to proceed. • Run competition over one extra day. • Use of rest day if available • Could take decision not to play some classification matches. • Final would be prioritised 	<ul style="list-style-type: none"> • A further day of competition may not be possible.

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<p>4. Competition cannot be completed in existing venue on scheduled days.</p> <p>Cancellation</p>	<ul style="list-style-type: none"> • Loss of entire event pre-event period, or entire remaining event once underway. 	<ul style="list-style-type: none"> • Crisis Communication cell called. • CEO communicated decision to FIH President • Determination of legal position in respect of the event cancellation • Determination of award of appropriate placements and ranking points. 	
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Procedure Approval

Name	Position	Signature	Date
David Luckes	Sport & Development Director	<i>D Luckes</i>	12/10/2015
Sarah Massey	Events & Marketing Director	<i>S Massey</i>	14/10/2015

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Author	Position	Version	Date Last Modified
Hilary Atkinson		V1	14/6/2015
Hilary Atkinson		V2	10/9/2015 & 25/9/2015
Hilary Atkinson		V3	12/10/2015
Martyn Gallivan		V4	30/07/2018