



## STRATEGY

### **Executive Summary**

Sport Resolutions' updated strategy responds to developments and growth both at the organisation and in the sports sector. We are proud to be an integral part of sport in the UK and internationally. Our goal is for our independent dispute resolution services to be adopted by more sports. We are committed to sustainable growth. We greatly value our clients and partners as we work together to ensure the integrity of the sector. Performance against Sport Resolutions' six strategic objectives will be monitored through challenging key performance indicators.

### **Purpose**

To protect, uphold and develop integrity and trust in all aspects of sport at all levels.

### **Mission**

To provide independent, efficient, cost-effective, and trusted dispute resolution services that are accessible to all involved in sport. Our flexible approach and innovative services will be delivered by a diverse and expert global panel, supported by an experienced executive team. Integrity and accountability will be at the heart of everything we do.

### **Values**

- *Independent* – run and applied independently and impartially
- *Excellence* – adopting best practices in sport and law and due process
- *Trustworthy* – fair, transparent and promoting integrity
- *Approachable* – user-friendly and informative
- *Reinvesting* - contributing our time, expertise and experience back into sport

## **Strategic Objectives (SOs)**

### **SO1**

#### **ENABLING TRUST IN THE SPORT SECTOR**

*Strapline: 'Championing fair dispute resolution which builds credibility in the sector'*

Sport Resolutions is committed to playing a leading role in establishing and maintaining consistent standards which protect the participants, ensures fair competition, and improves credibility and trust. By upholding and maintaining the highest ethical and procedural standards, Sport Resolutions is a reliable partner in all aspects of dispute resolution service delivery.

### **SO2**

#### **INDEPENDENT, EFFICIENT, FLEXIBLE AND COST-EFFECTIVE**

*Strapline: 'Tailored services and independent procedures'*

Sport Resolutions addresses the varied needs of sport by offering a range of dispute resolution services, all of which are independently applied. Our reputation, experience and not-for-profit status empowers us to set the highest standards for the sector, resolve matters efficiently, and keep costs to a minimum.

### **SO3**

#### **WORLD-CLASS EXPERTISE, WORLDWIDE ACCESSIBILITY**

*Strapline: 'Specialists in our field, anticipating and meeting the needs of a modern world'*

Our goal is to provide best in class dispute resolution services that adapts to the changing requirements of sport worldwide. We understand that the sector does not stand still, and neither will we. We will offer sports everywhere, who value independence and integrity, unrivalled access to best practice and leading individuals to decide their disputes.

### **SO4**

#### **INSPIRING, INNOVATING AND LEADING**

*Strapline: 'We share our hands-on experience'*

As a world-leader in the field, we will raise awareness of sport integrity issues. We will keep abreast of current trends and will provide innovative procedural solutions. We will provide a platform for shared learning and debate, utilising the knowledge of our partners and panel to help shape the improving landscape, and motivate and upskill the sector.

## **S05**

### **A GLOBAL PANEL WITH DIVERSE SKILLS**

*Strapline: 'A prestigious panel representative of the world of sport'*

Sport Resolutions will appoint panel members with the skills, knowledge and characteristics to independently apply relevant rules and regulations to sports disputes. This world leading and diverse panel will be representative of global sport and will be regularly reviewed.

## **S06**

### **A TALENTED TEAM COMMITTED TO OUR GOALS**

*Strapline: 'Delivering the world's most highly respected dispute resolution service in sport'*

Sport Resolutions will have experienced, inclusive, high-performance individuals on its executive team and board of directors. The team will have the talents to administer cases for a wide range of worldwide clients and will continually develop to meet the ever-changing needs of global sport.