

### **Some Provisional Olympics 2012 BC Planning Considerations**

Dust down your 'lessons identified' reports from 1908 and 1948 and forget the kerfuffle over the logo... In a little over two years, the Olympics returns to London (Weymouth, Cardiff, Manchester, Newcastle, Glasgow and more). The Games period is 27 July to 12 August 2012.

Staging an event of such magnitude and international importance inevitably results in significant disruption due to the construction of venues and infrastructure, preparatory events and training camps, the Games fortnight (and the subsequent para-Olympic fortnight), the immediate aftermath and the longer term re-development of venues and infrastructure. In short, disruption is not limited to venue locations and their immediate environs, or just for the two week games period.

If you are either a BC Manager in London or a BC Manager in a location close to another Olympic venue, it may be useful for your sub-conscious to start slowly working over the relevant potential impacts which we have outlined for you below. These are generic considerations and this is not an exhaustive list. This is a 'with notice' event which will cause some disruption to Business As Usual. Plan today. Be ready for the future:

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Ser	Consideration	Mitigation
<b>People</b>		
1	<p>Will you have enough staff to maintain your critical activities and to manage the response to a disruption during the Games period?</p> <p>Have you also factored in:</p> <ul style="list-style-type: none"> <li>• Routine staff absenteeism.</li> <li>• Peak summer holiday period absenteeism.</li> <li>• That staff may apply to become an 'Olympic volunteer' (estimates of the number of Olympic volunteers required vary from 70,000-250,000).</li> <li>• That a number of staff will want to go to, or want to watch, the Olympics on television, possibly without taking planned holiday leave.</li> </ul> <p>Given all of the above, consider authoring and implementing a specific HR policy to manage staff absenteeism during the Games period. Such a policy should be authorised as far in advance as possible and should be implemented by Dept/Team Managers who best understand minimum staff requirements to fulfil critical activities. The BC Manager or higher should ensure leave de-confliction among Incident / Crisis Management Team members.</p>	<p>Establish and monitor the numbers/roles of staff and management required to maintain both critical work activities and an incident response and recovery capability. Refer to BIA's and Plans. Manage the below considerations to ensure that this minimum level is not compromised...</p> <p>Understand what this is. Understand what this is. Check HR position / policy. Monitor number and roles of staff applying to become 'Olympic volunteers'. Track progress through application process and understand absence periods. Consider providing additional TV screens or an 'Olympics viewing room' at work to discourage staff taking impromptu days off.</p>
2	<p>Can you maintain a normal office work routine despite travel delays and disruption? Local transport infrastructures will be operating at capacity (also consider the impact of security operations, special athlete/VIP transit corridors, traffic diversions and congestion etc).</p>	<p>Change core office hours or introduce flex-hours for the Games period Encourage remote working from home (where possible and previously tested).</p>

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<b>Premises</b>		
3	Will there be any constraints on vehicular or pedestrian access to organisational sites? Not just for the obvious disruption if in close proximity to a venue, but the wider locality too. Understand travel and temporary traffic measures. Understand the impact of local security operations.	Make alternate access arrangements as necessary and communicate these to staff and stakeholders, including third party providers and suppliers in advance. Refer to our regular updates and monitor official sources nearer the time.
4	What is the impact on the external spaces you use?  Consider the external or shared spaces which your organisation routinely uses to hold meetings, training, regular and extraordinary events. Hotels (meeting space and accommodation), temporary office space and other spaces will be at a premium and may not be available.	Temporarily increase in-house meeting space Understand what other space may be available to use locally both within the organisation, through trusted partners and commercial options too. Avoid planning meetings for the Games period where attendees have to travel into London (including those from abroad). Increase the use of tele / video conferencing facilities during the Games period.
5	Will the Olympics impact your alternate work site?  If your alternate work space solution includes syndicated work space provision through a third party provider, understand what the standby and invocation processes are and what they mean. Also, the secondary, tertiary and other alternate work site locations that may be offered.	What contingencies are they putting in place for the Games period? Check your alternate work space provider Terms and Conditions / SLA. Clarify the existing available syndicated capacity at your preference site. Understand where the other potential work space sites are located.
6	What building systems and services would fail during a power cut?	Check which systems and services are supported by UPS and generator power and for how long.

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<b>IT &amp; Communications</b>		
7	Consider your remote working arrangements. Which staff are set-up to work remotely? Do staff understand what they must do to work remotely (log-on process etc)? Are staff able to use all necessary systems and access all necessary data securely? Can critical activities and an incident response capability be supported remotely?	Understand which staff are set-up to work remotely and whether that they have the necessary systems and data access to undertake their critical activities (refer to BIA). Undertake systems tests. Undertake user tests. Encourage staff to work remotely on occasion if not routine practice.
8	What will the effect be on your tele / video-conferencing arrangements and capability?  If not routinely used, do staff understand how to set-up calls both from in office and remotely?	Understand what the current capacity is and, where possible, the anticipated increase in demand. If necessary, put arrangements in place to increase the capability. Understand what the staff awareness is of operating conferencing systems. Provide a guide (within BC plan or stand alone aide memoire) or training as necessary.
9	How reliant is your organisation on mobile phone communications? Be aware that mobile telephone networks will be experiencing very high demand during the Games period.	If reliant on mobile phone communications, consider alternate means or different ways of working for the Games period to ensure communications and the passage of information.
10	What IT and Communications systems and services will fail during a power cut?	Check which systems and services are supported by UPS and generator power and for how long (including VOIP and SKYPE).
11	Who is responsible for collating and communicating (internally) Olympic Games information and changes to working practice for the organisation?	Nominate an Olympic Games central point of contact responsible for collating information, raising planning issues with management and communicating information to staff. Ultimately, the single point of contact to act as an information hub.

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<b>Third Party Providers / Suppliers</b>		
12	Which third party providers / suppliers provide critical services or products to your organisation (refer to BIA)?	Check what contingency planning is being undertaken and what measures are being considered to augment business continuity plans to maintain service and supply provision.
13	Are any of your key third party providers / suppliers directly supporting the Games?	If so, understand whether there will be any potential impact or difference to service / supply provision. Where necessary, seek reassurance that they are able to maintain agreed service levels as your Service Level Agreement details.
14	Will any of your key third party providers / suppliers be directly impacted by the Games (due to location, traffic etc)?	If so, understand the potential impact and work together on solutions (different ways of working).

**Regular updates will follow from the Needhams 1834 team...**

London 2012 official website:

[www.london2012.com](http://www.london2012.com)

All UK venues:

<http://www.london2012.com/games/venues/index.php>

London Organising Committee of the Olympic and Paralympic Games (LOCOG) (responsible for preparing and staging the 2012 Olympics:

<http://www.london2012.com/about-us/the-people-delivering-the-games/the-london-organising-committee/index.php>

Olympic Development Authority (public body responsible for building Games venues and infrastructure:

<http://www.london-2012.co.uk/ODA/>