

London 2012 Games
Planning information for businesses



Preparing
YOUR **business**
for the Games

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The Games in numbers



636

competition sessions at the Olympic Games across 26 sports



Olympic Games:

10,500

athletes and 8.8 million tickets

More than

30

Live Sites across the whole of the UK. The Live Sites in London at Hyde Park, Victoria Park, Trafalgar Square and Potters Field next to City Hall are expected to be very popular



37

competition venues across the UK, 27 of which are in London, including five at ExCeL and two at The Royal Artillery Barracks

Olympic Games:

21,000

accredited press and photographers and approximately

10,000

non-accredited media around London. Paralympic Games:

6,000

accredited press and photographers



Paralympic Games:

4,200

athletes and two million tickets

Up to

70,000

Games Makers in London 2012 venues across the country, and 8,000 London Ambassadors to welcome visitors at key locations around the capital

1. Opportunities and challenges

Olympic Games

27 July – 12 August 2012

Paralympic Games

29 August – 9 September 2012

The London 2012 Olympic and Paralympic Games will be the largest sports events in the world and offer a once-in-a-lifetime chance to showcase the UK at its best.

It is also a great opportunity for businesses of all sizes and sectors. You may already be planning how your business can take full advantage.

However, like any large event, the Games will bring with them certain challenges. If your business is located near to a Games venue or a travel hotspot, you need to start planning as soon as possible to reduce any adverse impact that the Games could have on your business.

This booklet provides some advice and guidance on things you can do before, during and after Games time (see box, below), so that you can keep your business running during 2012 and make the most of the opportunities next summer.

This guide has been coordinated by the Cabinet Office, with contributions from all the organisations involved with delivering the Games. It will be reviewed regularly during the next year, so please visit www.london2012.com/business to get the latest advice.



When is Games time?

Games time runs from the start of the Olympic Torch Relay on 19 May 2012 to 9 September 2012, when the Paralympic Games end. While the impact on businesses will be greatest during the Olympic Games and Paralympic Games themselves, there may also be some effect to your business at other times during this period.

2. Business continuity planning for 2012



Your business faces and manages challenges every day. Frustrating events like late-running transport, supplier delays, computer crashes, accidents and fraud can cause nuisance or other forms of disruption. But what if something similar affects your business during Games time? The impact of such an event could prevent you from conducting business and affect your brand, image and reputation.

- What if you don't have enough staff?
- What if your technology fails?
- What if transport is disrupted?
- What if your supply chain is affected?
- What if access to your workplace is restricted?

You will be better prepared to respond to these challenges if you have given these factors some early consideration and have business continuity plans in place.

Some businesses already have comprehensive business continuity plans and where this is the case you should ensure that you review your plans to factor in the differences you may experience during next summer, and that any contingency measures take into account the additional pressures of the Games.

Find out more

General advice on Crisis Management and Business Continuity Management is available from the Business Continuity Institute: www.thebci.org

The National Risk Register: www.cabinetoffice.gov.uk/resource-library/national-risk-register

Business Link: www.businesslink.gov.uk

London Prepared: www.londonprepared.gov.uk

Managing Threats in a Dangerous World – The 2011 Business Continuity Management Survey: www.managers.org.uk/bcm2011

National Counter Terrorism Security Office Trilogy of Business Continuity Advice: <http://www.nactso.gov.uk/ManageRisk.aspx>

Advice for businesses

Business continuity planning for the Games should follow existing good practice and you should:

- Consider which aspects of your business activities are critical and assess how the Games may disrupt them.
- Determine a strategy for dealing with this disruption so that your business can continue to deliver key services and products. This should take into account resources such as people, premises, technology, supplies and stakeholders.
- Write business continuity plans to implement this strategy.
- Test and exercise plans and review these in the run-up to Games time.
- Embed business continuity so that its importance is understood at all levels within the organisation.

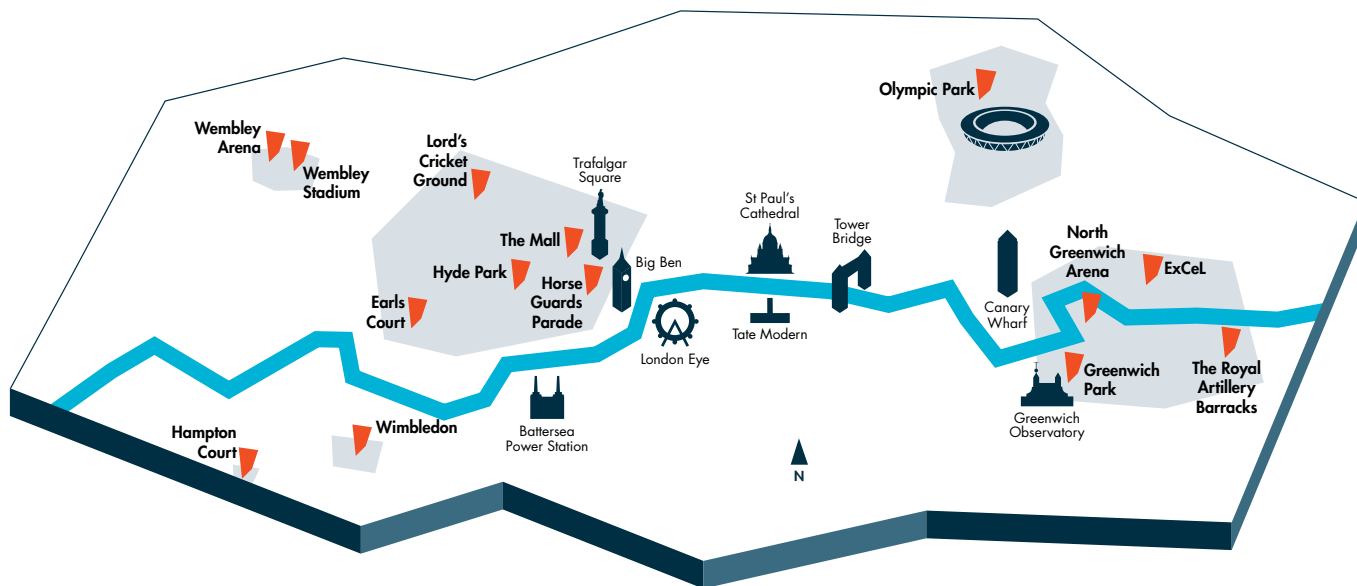
3. What's happening in my area during 2012?

Games competition events

The biggest impact of the Games will be felt in and around competition venues and across central London, where Games competitions, Live Sites and planned parallel events will affect the surrounding areas. There are 37 competition venues across the country, of which 27 are in London. This means that most businesses operating in and around London will be affected by the Games to some extent.

Significant Games activity is also taking place in Weymouth and Portland, Dorset; Eton Dorney, Buckinghamshire; Broxbourne, Hertfordshire; and Hadleigh Farm, Essex. The Football competition is taking place at stadia in Cardiff, Coventry, Glasgow, Manchester and Newcastle, as well as London.

London venues



Visitors and other events in London in 2012

Many other events are due to take place in London in 2012, alongside the Games. These will be a combination of annual events that regularly attract thousands of visitors, and some events inspired by the Games. All of them will present opportunities as well as challenges to businesses across the capital.

They include:

- Her Majesty The Queen's Diamond Jubilee: 2-5 June
- World Pride: 23 June - 8 July
- Wimbledon Tennis Championship: 25 June - 8 July
- Notting Hill Carnival
- Plus a wider range of events including Live Sites, street parties and cultural events during the Games

Events around the UK in 2012

There will be a wide range of Games-related activity occurring across the UK during 2012 and you may have Olympic Torch Relay events, Pre-Games Training Camps, Live Sites or other cultural events taking place near you. These events may disrupt your business, so you should ensure you are prepared to manage any impacts that these could have.

UK venues



500,000

visitors welcomed to London on an average day in the peak season (including day trippers)

Torch Relays

The Olympic Flame arrives in the UK on 18 May 2012. The Olympic Torch Relay will start from Land's End the day after. Over 70 days, the Olympic Flame will journey through every nation and region of the UK (see map of dates and locations on the London 2012 website). Evening celebrations will take place in 66 of the towns and cities through which the Relay passes. More details of the route will be announced later in 2011 – for the latest information visit www.london2012.com/olympic-torch-relay.

The London 2012 Paralympic Torch Relay will take place on 24–29 August 2012. Four separate flames will be lit in London, Belfast, Edinburgh and Cardiff before they are united to create the Paralympic Flame at Stoke Mandeville. A 24-hour Torch Relay will then see this Flame taken to the Olympic Stadium. For the latest information visit www.london2012.com/paralympic-torch-relay.

Find out more

To determine the days and locations of possible disruption, view the sports schedules for the Olympic Games and Paralympic Games at:

www.london2012.com/olympic-schedule

www.london2012.com/paralympic-schedule

Businesses should be aware that spectators are likely to start arriving at venues up to two hours before the event starts and that following the event the first half an hour is likely to be the busiest time.

Visit www.london2012.com for details of official London 2012 Games-related events, including Live Sites and Cultural Olympiad events.

Use existing sources such as local listings for updates on events planned for 2012. Visit www.londonandpartners.com

4. Possible impacts on your business

The Games have the potential to impact on your business in a range of ways and it is important you start planning now to ensure that you are fully prepared to manage the impacts, and make the most of the opportunities afforded by the Games.

Below are some areas of your business that may be affected by the Games, along with some tips on how to plan ahead and sources for further information.

i. Staffing

'Your workforce may be reduced during the Games.'

Depending on your proximity to a Games venue, it is highly likely staff journeys may take longer next summer. Given the large number of additional passengers expected on the London transport network, as well as around other Games venues such as Eton Dorney and Weymouth and Portland, you may need to discuss with your staff ways in which they can plan their travel to work or if there are different ways for them to work during the Games.

In addition, staff may wish to take time off during the Games because they are volunteering at the Games or taking annual leave to watch the Games.



Advice for businesses

Review your staffing position for the summer of 2012 to take into account:

- annual leave requests
- higher levels of absence
- staff needing to change their normal hours of work due to unprecedented pressure on transport services
- possible loss in productivity during popular or high-profile Games events
- time off for people who are volunteering for the Games

Where temporary changes are to be made to existing HR policies during 2012 you should ensure that staff and other affected individuals have been briefed and trained on this and that they understand their roles and responsibilities.

Staff should be encouraged to consider reducing any non-essential travel, especially in peak hours. If travel is essential, they should be encouraged to travel at different times, or by using different modes or routes (see 'Travel disruption' page 12).



ii. Internet and homeworking

'Internet services may be slower at peak times during the Games.'

Businesses are being encouraged to arrange for staff to work more flexibly during Games time and this may require them to work from different locations, such as from other offices or home, or at different times than usual.

In developing your business continuity plan for the Games you will need to ensure that any increase in homeworking is supported by appropriate IT, and that internal systems and Internet Service Providers (ISPs) have been engaged in the planning process so that the demands on the system can be understood and managed.

It is possible that internet services may be slower during the Games or in very severe cases there may be drop outs due to an increased number of people accessing the internet.

In addition, ISPs may introduce data caps during peak times to try and spread the loading and give a more equal service to their entire customer base. However, this has not yet been confirmed by these ISPs and we hope to have more information nearer to Games time.

Advice for businesses

- Contact your ISP to discuss your contractual agreement with them and the service they will be able to offer during the Games, including any measures they may introduce to manage peak demand.
- Ask your ISP about network upgrades to increase the bandwidth in certain locations.
- Consider alternative means of communication (for example, video-streaming may greatly reduce your internal network's capacity).
- If you are planning on encouraging homeworking during the Games then you should seek advice from your ISP on the measures that you and any staff working from home can take to ensure they get the best possible service.

Find out more

For general advice on homeworking see the Business Link website:
<http://www.businesslink.gov.uk/bdotg/action/layer?topicId=1074446319>

Or visit Direct Gov:

http://www.direct.gov.uk/en/Employment/Employees/Flexibleworking/DG_10027910

iii. Telecoms

'Mobile networks may be slowed down at peak times during the Games.'

Additional capacity and coverage for mobile phone networks is being put in around Games venues. This will overlay the existing coverage provision and existing customers can expect a 'normal' service during Games-time.

However, at times of peak demand it is unavoidable that mobile networks may be slowed down by higher volumes of traffic. Voice, email and low-data traffic are unlikely to be affected, but it may be difficult to download larger content such as files or images.

Advice for businesses

- You should contact your mobile service provider to discuss any concerns you have about the service you can expect during the Games.

300

firms across London which account for more than 420,000 employees have already signed up for sessions to advise their businesses about travel during the London 2012 Games

iv. Travel disruption

'You and your employees' journeys may be affected by the Games.'

Millions of additional trips are expected on public transport and the road network in London and the UK during the summer of 2012. This could potentially disrupt your employees' journeys, business travel, deliveries/collections, and the operations of suppliers, other contractors and freight.

To keep your business running, you should aim to reduce the need to travel, and make essential journeys at less busy times, or by using different modes or routes.

To help businesses minimise travel disruption during Games time, London 2012 has launched a campaign – 'Keep on running'. It has produced a website (www.london2012.com/traveladviceforbusiness) and a free toolkit with detailed advice and support. The resources tell you:

- where and when the Games are taking place;
- how the Games will impact your business or organisation;
- arrangements you can make to ensure your business runs smoothly during the Games; and
- how to create a Travel Action Plan for the Games.

Depending on the size of your business (see box, page 13), London 2012 is also offering businesses 'Keep on running' advisors or workshops to assist with their Games-time travel plans.

Advice for businesses

- Download the 'Keep on running' resources, including sample travel-to-work surveys and maps with more detail on the transport networks affected in your area from www.london2012.com/traveladviceforbusiness
- Keep up to date with the latest information on the 'Keep on running' website, by signing up to receive our e-newsletter at www.london2012.com/traveladviceforbusiness
- Email: keeponrunning@london2012.com to sign up to attend a free workshop or receive assistance from a travel advisor (see box, page 13)
- Create a Travel Action Plan using the 'Keep on running' resources

Travel workshops

More than 200 employees in one location

If your business is in an affected area and you have more than 200 staff located at one site, you may be eligible for free assistance from a dedicated 2012 travel advisor.

Under 200 employees

More than 50 free workshops will be available for firms with fewer than 200 employees based in areas set to be most impacted by the Games. These sessions will help small and medium enterprises prepare for travel disruption that may affect their business. Topics to be covered include how they will be impacted, how to get started on a travel action plan, what they need to plan for to keep their business running, how to manage staff travel and managing deliveries to and from their business during the Games.

Multi-site support (over 200 staff based in several locations)

Bespoke support is available for multi-site companies employing more than 200 people, such as retail outlets, restaurant chains and financial institutions. Each session will help businesses manage the impact of the Games on staff and business operations and optimise deliveries, servicing and freight during Games time.

Sign up

Businesses of all sizes can sign up to attend the free London 2012 workshops by emailing keeponrunning@london2012.com and indicating which level of support is required.

Find out more

Support is available for businesses of all sizes to help you prepare for the Games.

Visit www.london2012.com/traveladviceforbusiness to:

- Register for regular e-newsletters
- View maps of affected areas
- Download documents to help planning
- View hints and tips on how to create an Action Plan

Visit the Transport for London (TfL) website for real-time travel information and TfL's journey planner: <http://www.tfl.gov.uk/2012>



v. Road disruption due to the Olympic Route Network and Paralympic Route Network (ORN and PRN)

'Roads across London and around other Games venues are expected to be extremely busy during the Games.'

The Olympic Route Network and Paralympic Route Network (ORN and PRN) are networks of roads linking all the competition and key non-competition venues for the Olympic and Paralympic Games. They will be essential parts of running the London 2012 Games. It is a tried-and-tested approach that has been used to transport key people in previous Games in Sydney, Athens, Beijing and Vancouver.

The ORN and PRN are part of London's successful bid to host the 2012 Games and are a requirement in the Host City Contract with the International Olympic Committee.

The ORN and PRN are made up of a number of roads that link all competition and other key venues to provide reliable journey times for the Games Family, comprising athletes, officials and media. Most of the ORN and PRN are in London, where the majority of the sporting venues are located. However, they also extend to other parts of the UK.

The ORN, PRN and associated traffic-management measures to improve traffic flow will be proportionate, temporary and will only operate when and where they are needed. These changes might include different signal timings, Games Lanes (see next page), side-road closures or the suspension of parking, loading and waiting bays.

The Core and Venue-specific ORN will be on just 109 miles, around one per cent of London's roads. The vast majority of the ORN will be open to everyday traffic, including taxis.

Every effort has been made to keep the number of roads required for the ORN and PRN and the dates of their operation to an absolute minimum.

TfL is seeking to ensure that no part of the ORN within London will be in operation until the school holidays start. A small part of the ORN may operate from mid-July when the Olympic Village opens and athletes begin to arrive. However, we expect the full ORN will begin operation just a couple of days before the beginning of the Games themselves. Shortly after the end of the Paralympic Games, all roads will revert to their normal operation.

Some routes will operate for a shorter duration, only lasting for the period the venue is being used for competition. Routes to venues outside of London will operate as and when they are needed.

24%

of temporary Games Lanes will be created by replacing or sharing existing bus lanes and will therefore have minimal impact on regular traffic

1%

of London's roads will form part of the Olympic Road Network (ORN) and just one third of the ORN includes temporary Games Lanes

v. Road disruption due to the Olympic Route Network and Paralympic Route Network (ORN and PRN) continued

Temporary Games Lanes

Temporary Games Lanes will be a measure mainly used on the busiest sections of the network. Around a third of the ORN (30 miles) will have dedicated 'Games Lanes'. They will only be for official Games vehicles – largely transporting athletes – and blue-light emergency vehicles on call. The temporary lanes will only be used for fixed and specific periods of time (typically 6am to midnight), where and when they are needed to meet journey times specified in the Host City Contract, and if there is sufficient space.

Alternative ORN

An Alternative ORN (AORN) and PRN (APRN) has been designated for use on days when there are Olympic Road events – such as the Cycling Road Races or the Marathons – on the ORN or PRN in central London. Minimal traffic-management measures are anticipated to be required on the AORN and APRN.

Consultation

The exact route of the ORN and PRN and the measures along them will be finalised by the end of the year, following an extensive programme of consultation. This is being undertaken within London by TfL and outside London by the Olympic Delivery Authority (ODA) in partnership with the Highways Agency and local authorities.

Once finalised, information about all the changes will be published on the TfL website and locally (for roads within London) and on the London 2012 website and locally (for roads outside London).

Roadworks

To further facilitate a smooth run-up to the Games, from the end of March 2012 there will be a complete ban on all non-emergency roadworks on the ORN and PRN. During the Games, this will be extended to cover all 'A' and 'B' roads in London, resulting in significant benefits to Londoners before and during the Games.

v. Road disruption due to the Olympic Route Network and Paralympic Route Network (ORN and PRN) continued

Central London roads

The Central London Zone, based around Hyde Park, Green Park and St James's Park, will host Games venues and road events. These will attract many thousands of spectators and means there will be significantly more pedestrians in the area. In addition, the ORN and PRN will run through the area to transport athletes, officials, media and other members of the Games Family to and from competitions.

To ensure the extra pedestrians are safely managed and that the Games Family gets to events on time – with the minimum of disruption for those who live and work in the capital – some temporary changes will need to be made to local roads in the Central London Zone.

A small number of the events, such as the Cycle Road Races and the Marathons, will take place on roads that are part of central London's ORN and PRN. On those days, the AORN and APRN (see page 14) will be used to keep London moving. This will involve a small number of additional road closures. All but one of the road events, the men's Triathlon on 7 August 2012, will take place at weekends.

Advice for businesses

- Read more about the ORN and PRN within London, and the Central London zone road changes, at www.tfl.gov.uk/orn. For more information on the ORN/PRN outside London, see www.london2012.com/orn
- Consider how the ORN and PRN might affect your supplies and deliveries (see 'Freight and deliveries', page 17).

Find out more

For information and detailed maps of the proposed traffic orders in boroughs across London, visit www.tfl.gov.uk/orn

For more information and maps of the ORN and PRN outside of London, visit: www.london2012.com/orn



vi. Freight and deliveries

'Disruptions to the road network during Games time will affect deliveries across London and around other Games venues.'

In certain locations and at certain times, the disruption on some local roads will affect businesses receiving and supplying goods and services, as well as other movements, such as waste collections. It will also affect organisations that transport freight.

The ORN and PRN will cause restrictions on loading and delivery activity. Access into and out of central London will be difficult, particularly from late morning until midnight if operating in an area directly affected by the ORN and PRN and measures such as restricted right-hand turns. Traffic displaced when the ORN and PRN is in operation may also make other parts of the road network more congested – not necessarily just around the venues themselves.

As a result, deliveries, collections and servicing activity will need to change. This includes any activity from a lorry through to a white van, courier bike or even the daily post. It also includes any waste collections.

Existing local controls on deliveries must be considered. These may include kerbside restrictions, planning conditions, noise abatement and voluntary restrictions put in place by individual stores.

Support for business

TfL and London 2012 are working with businesses and operators across London and the UK, to encourage them to start planning now and to consider options such as stockpiling goods, reducing the volume of deliveries to their premises, or arranging for deliveries at different times, when these are not possible during the day (for example, overnight deliveries).

TfL is also developing a range of solutions from which businesses and their suppliers can identify the most appropriate for their specific needs. These solutions will be available later in the year on the TfL website:

www.tfl.gov.uk/2012

In addition, TfL is working to provide guidance for operators and boroughs to facilitate quieter out-of-hours deliveries.

vi. Freight and deliveries continued

Advice for businesses

To prepare for this, you may wish to:

- Think about your overall deliveries and servicing needs during Games time – as well as those of your suppliers – and plan accordingly.
- Understand your current delivery, collection and servicing activity, including restrictions on the timing of that activity (for example, planning conditions, loading restrictions, noise).
- Understand how the Games will affect your business; specifically at the place vehicles stop to make a delivery, and, if known, the route they take to get to and from their premises.
- Talk to your suppliers to ensure they are aware of the changes and are planning how to deliver at Games time.
- Consider what changes you can make to your business to ensure only essential deliveries need to take place during the Games.
- Start planning based on information available now, bearing in mind your plans will need to be flexible to accommodate more detailed information when available.
- Prepare a Delivery and Servicing Plan (DSP), which provides a framework for you to manage freight movements to and from individual premises. For further information and to download a guide on creating a DSP, visit london2012.com/traveladviceforbusiness

Advice for freight operators

You will need to consider:

- **Legality of operations**
Consider Games-time impacts on the legality of your vehicle operations: operator licensing, vehicle servicing schedules, the Working Time Directive and drivers' hours legislation.
- **Vehicle routing**
Consider whether vehicle routing may need to change. While the ORN and PRN will be open to all traffic, crossing and using the ORN and PRN should be avoided wherever possible. TfL is working with London boroughs regarding their approach to enforcement during Games time.
- **Restrictions at delivery points**
Investigate the detailed restrictions in place at your delivery sites. While these will not be finalised until the autumn, the broad outline is available through the ORN and PRN engagement work.
- **Planning now**
Start planning based on information available now – plans will need to be flexible enough to accommodate more detailed information when this becomes available.

Find out more

For guidance on deliveries and collections during the 2012 Games:
london2012.com/traveladviceforbusiness



vii. Energy and water supplies

'Energy and water utility providers expect to provide a normal operational service, in line with regulatory frameworks, during the Games.'

Water and sewerage undertakers have a statutory obligation to provide water and sewerage services at all times and the Games do not affect this.

Electricity and gas companies have worked hard over the past two years to assess the implications of the Games on their services and have put in place measures to ensure they continue to meet guaranteed supply standards for their customers during the Games.

Utility companies will be allowed to respond to and repair emergency faults during the Games, but non-essential works (principally in London), such as planned maintenance and new connections, will be limited by security, travel and roadworks restrictions.

Roads designated as being part of the ORN and PRN may be subject to excavation restrictions, so this may affect when new connections can be installed. Those seeking a new electricity or gas connection during spring and summer 2012 may experience some delay and are advised to contact their local distribution network operator if in any doubt over how this may affect them.

Advice for businesses

- Discuss with your local electricity or gas distribution network operator or water and sewerage undertaker any requirements you have (such as new connections) that may be disrupted by the Games.

viii. Safety and security

'Businesses can reduce safety and security risks by minimising their own vulnerabilities.'

The UK continually hosts major sporting events, state visits and world summits, often at the same time, and consequently the police and emergency services have substantial experience and expertise in the hosting and securing of major events. The Government is committed to delivering a safe and secure Games in keeping with the Olympic culture and spirit. This means the Games will be a celebration of sporting achievement and culture, not a security event.

In developing the approach to security the Government and police have sought to ensure that the necessary protective measures are effective in mitigating security risks but are also proportionate to the threat and mindful of the impact on the public and on day-to-day operations. This principle forms a key part of the Government's existing approach to security and will continue to do so during the Games.

A key element of the Government's strategy is to identify threats to the Games accurately and at an early stage. This enables Government to take appropriate action to ensure that those threats are disrupted before they can have an impact on safety and security, and intelligence is central to this effort.

While planning for the Games is proceeding on the assumption that the national threat level will be **severe**, there is a clear focus on ensuring that the Games will go ahead in almost any circumstances.

viii. Safety and security continued

Advice for businesses

The principal way in which businesses can help to reduce safety and security risks is by focusing on minimising their own vulnerabilities. This can be addressed by:

- Ensuring you have robust business continuity and resilience plans and IT security measures in place.
- Planning ahead to ensure you have adequate security personnel in place, and taking appropriate measures to draw up mitigation and contingency plans, as well as encouraging retention of security staff.
- Using the Vulnerability Self Assessment Tool (VSAT) offered by the National Counter Terrorism Security Office (NaCTSO). This is an anonymous and powerful tool that will identify any vulnerabilities to terrorist attack. It produces guidance on addressing the specific vulnerabilities identified.
- Checking the expert advice on protective security available on the website of the Centre for the Protection of National Infrastructure (CPNI).
- Where applicable, conducting strict pre-employment screening checks for security personnel both on and off London 2012 sites and those covering VIP/close protection (for example, CEOs and celebrities). This will reduce security threats by ensuring that those employed meet the required standards, possess the right to work in the UK and hold a valid Security Industry Authority (SIA) licence.
- Being aware that businesses employing private security staff will need to provide adequate training in advance of Games time, for example in identifying and dealing with suspected 'hostile reconnaissance' (an information-gathering activity associated with terrorism).
- Checking your local police website for both general advice such as crime prevention advice and local information (for example, local road closures).

viii. Safety and security continued

Find out more

To view the London 2012 Olympic and Paralympic Safety and Security Strategy, please visit:

www.homeoffice.gov.uk/publications/counter-terrorism/olympics

The Olympic Safety and Security Strategic Risk Assessment or OSSSRA (which underpins this strategy) identifies the types of risks relevant to the Games and describes the link between the likelihood and possible impact of risks. It also outlines the resulting objectives of safety and security activities. To view this please visit:

www.homeoffice.gov.uk/publications/counter-terrorism/olympics

For information on the UK threat levels please visit:

www.homeoffice.gov.uk/counter-terrorism/current-threat-level

To find out more information on protective security from the Centre for Protection of National Infrastructure (CPNI), please visit:

www.cpni.gov.uk

To register with the National Counter Terrorism Security Office (NaCTSO) and for a free vulnerability self-assessment and continuity plan, or to download specific security guidance documents, please visit: www.nactso.gov.uk

For more information on policing, and safety and security in your local area within London, please visit: www.met.police.uk/local

For more information on policing and safety and security in your local area throughout England and Wales, please visit:

www.police.uk

For information on policing and safety and security in Scotland or Northern Ireland, please visit:

www.scottish.police.uk or www.psni.police.uk



ix. Insurance

'Keeping your insurers advised will help prevent issues with claims.'

During the Games, it may be necessary to work in a different way: your usual working hours may change; the products and services you offer may be amended; your staff may be working at alternative premises; stock may build up at your premises because of delivery difficulties.

You must inform your business insurers about such changes to ensure that your policies continue to provide you with the expected protection. You may need to increase or amend sums insured, add locations where your property is kept or advise of changes to police responses during the Games.

Advice for businesses

- Contact insurers and advise them of all changes you are making during the Games.
- Review the business interruption sum insured to ensure it is adequate.
- Check your intruder alarms will not be affected by any changes such as restrictions to police response times or links to the central stations. If there are changes you must inform your property insurers.
- Share your business continuity plans with your business interruption insurers. This will help speed up agreement to mitigation costs after an incident that causes an interruption.
- If you are planning on encouraging homeworking during the Games then you should consider:
 - the health and safety of your employees in their homes.
 - is any company equipment taken home. If so does it need to be insured?
 - information security, especially security of third-party details.

Find out more

General advice on insurance:
http://www.abi.org.uk/Information/Business/Insurance_Advice_for_Businesses.aspx

x. Other factors to consider:

Accommodation

During the Games there will be an increased demand for overnight accommodation. London already has around 90,000 bedrooms and by 2012 it is expected there will be 100,000 rooms.

London is used to handling large numbers of visitors regularly and accommodation in the capital is 80 per cent occupied every month.

Local authority services

Some local authorities may temporarily change how they deliver services (for example, waste collection) during Games time depending on the nature and scale of activity in their locality.

Brand promotion during the Games

Enforceable restrictions on any unofficial association with London 2012 already exist and will continue to apply until the end of the Games. At Games time, specific restrictions on street trading and advertising will apply in areas close to the Games venues.

Companies that are not official sponsors of the London 2012 Games are not permitted to have any association with the Games, nor use particular Games marks or terminology. There are ways for business to celebrate the Games, which do not contravene the brand guidelines.

Advice for businesses

- If your business is likely to have a requirement for additional accommodation during the Games, such as for staff with transport difficulties, this requirement should be identified as soon as possible as demand will be high.
- Local authorities will communicate any changes to services in due course. In the meantime you can check your local authority's website for updates.

Find out more

For further information on booking accommodation in London during the Games, visit: <http://www.visitlondon.com/accommodation-during-the-games/>

For advice on brand restrictions and to ensure that your business is compliant with these rules, please visit: www.london2012.com/about-us/our-brand/using-the-brand.php

For more information on the street trading and advertising regulations, visit www.culture.gov.uk/consultations/7759.aspx

London 2012 timeline

August 2011

May 2012

June 2012

16 August 2011 – July 2012

Sport test events at venues for event licensing and certification

18 May 2012

Olympic Torch arrives in UK

19 May 2012

Olympic Torch Relay begins its 70-day journey around the UK

2–5 June 2012

Extended bank holiday weekend to celebrate Her Majesty The Queen's Diamond Jubilee

21 June – 9 September 2012

London 2012 Festival

27 June 2012

Small parts of the Olympic Route Network start to operate

July 2012

August 2012

September 2012

9 July 2012

London Media Centre opens (One Great George Street, Westminster)

16 July 2012

Olympic Village welcomes first athletes and officials

20 July 2012

8,000 London Ambassadors deployed, located at key points in the city

21–27 July 2012

Olympic Torch Relay visits every London borough

20 July – 19 August 2012

Ramadan

21 July – 9 September 2012:

London Outdoor Arts Festival

27 July 2012

Olympic Games Opening Ceremony

12 August 2012

Olympic Games Closing Ceremony

22 August 2012

Paralympic Village opens

25–27 August 2012

Notting Hill Carnival and bank holiday weekend

29 August 2012

Paralympic Games Opening Ceremony

9 September 2012

Paralympic Games Closing Ceremony

Business continuity action plan

Factors to consider	Assess	Plan	Promote	Review
Staffing				
Internet services				
Mobile networks				
Transport (including: staff travel; business travel; and supplies and deliveries)	Download a Travel Action Plan from www.london2012.com/traveladviceforbusiness			
Energy and water supplies				
Safety and security				
Insurance				
Other				

Thank you

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