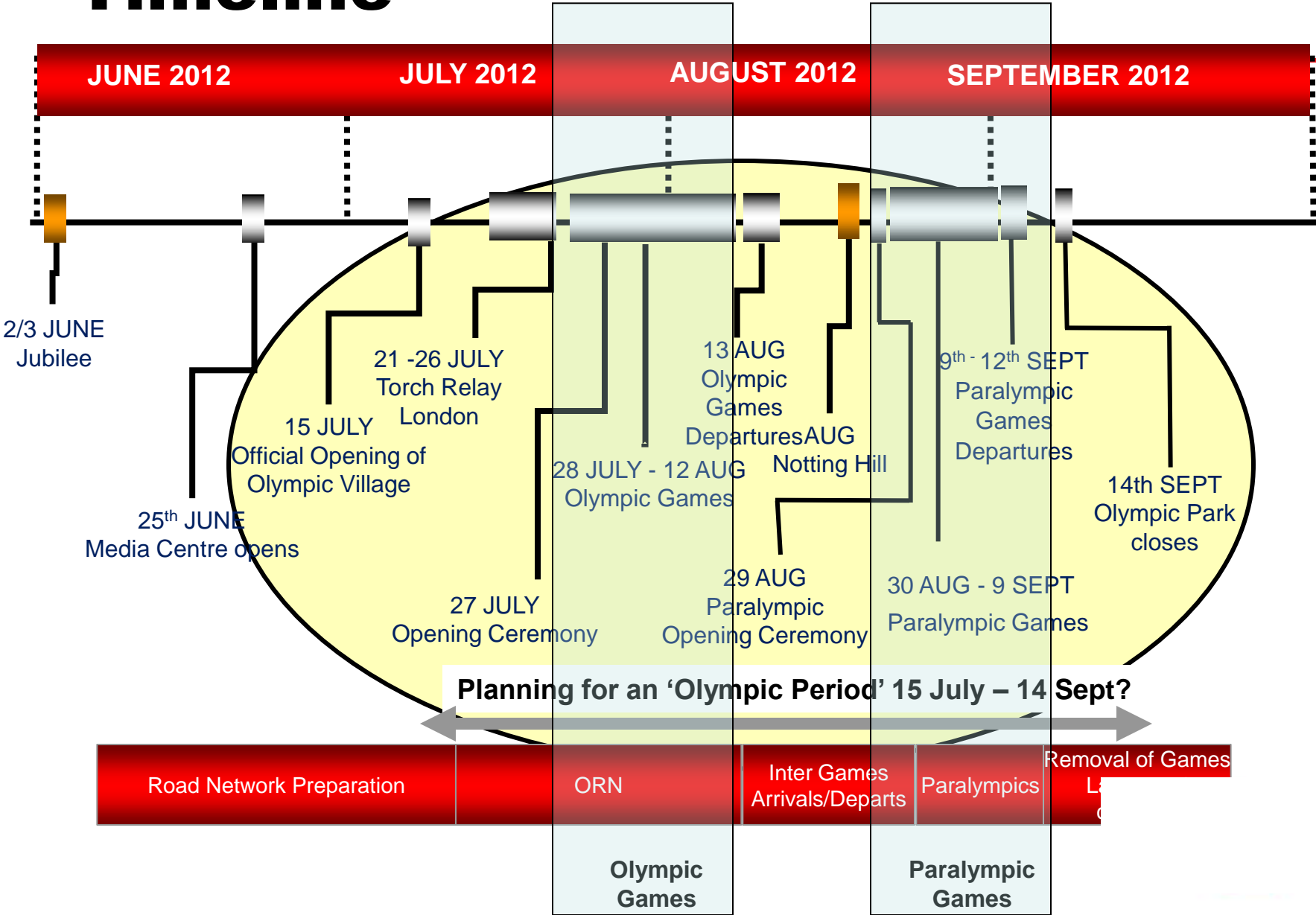

Olympic Planning Progress

Chris Rowe – Olympics Director, G4S



Timeline



Industry Forums

Olympic Planning - Workshop Content Schedule

Dec
2011

- Percentage uplift - all hotspots areas in more detail
- ORN by day of event - impacts analysis
- Central London Zone clarity
- Weymouth clarity

Jan
2012

- Cash centres operating hrs
- note:coin supply + FC volumes
- Bulk cash & reconciliation process

Feb
2012

- ATMe & keeping the hardware running (incl engineer resource, consumables, spare parts etc)
- Shared sites protocols
- Detailed planning around ORN OOH & other restricti

G4S planning started April 2011
Stakeholder Forums started in
September 2011

Content Schedule (cont'd)

Mar
2012

- Risk Specific planning - Comms pre/during games
- ATP protocols

Apr
2012

- Disaster Recovery plans / Business Continuity - aligning all plans
- Joint forum - aligning retail & FI

May
2012

- Transitioning process - into - throughout - after games

Jun
2012

- Alignment of retail/govt/FI planning
- Agreement on final plans - last minute changes
- Games time comms - process etc

G4S is facilitating & encouraging cross party knowledge share for our industry to be ready for July 2012



Industry Forums

Industry Leading (Freight):

- ➔ **Financial Institutions / Industry**
- ➔ **Large Retailers**
- ➔ **Small & Medium Enterprises**
- ➔ **Key Suppliers**



Aims

- Industry collaboration for readiness
- Share current understanding & plans
- Information gather, share, plan, deliver
- Facilitating a successful Olympic Games
- Industry reputation



Headline Planning

- Postcode data by event
- ORN will be Out of Hours?
 - Loading bays
 - Alternative locations
- Site surveys
 - R.A.G
 - Days?
- Olympic Period 15 July – 14 Sept
- Relaxation of time windows?
- Potential Productivity drop of 20%
- 90% planned, 10% ad-hoc
- Standard ATP protocol
 - Plan B, C
- Planning deadline 30 April 2012



G4S Planning Progress



Internal & External Focus

- Freight Working Group – a voice
- Industry preparedness questionnaire & direction
- Customer / Stakeholder workshops
 - Breakout groups
 - Facilitating & promoting cross party collaboration
- Capacity Planning Document
 - Fleet, People, Services – dynamic live document
 - 20% min capacity uplift LSE branches
 - 35% min Nine Elms
- Staff workshops
- Close working with LOCOG & TfL
- Internal Project Teams – 25 staff



Vision

Deliver high customer satisfaction & exceptional service through engaged employees in the build up and during the 2012 London Olympics leaving a lasting legacy on which to build future business

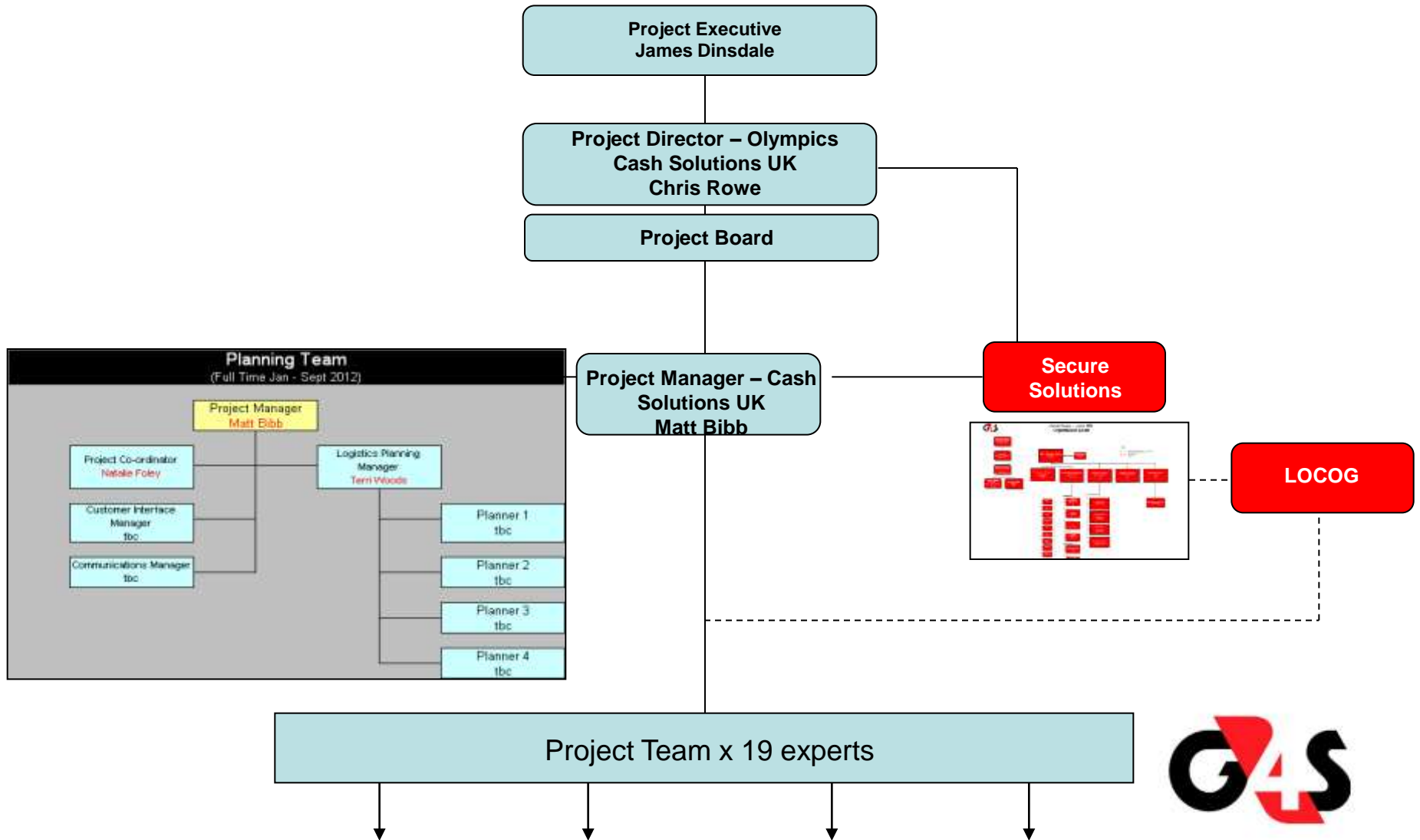
Operations

Communications

Sales & Marketing



2012 Olympics Project Team



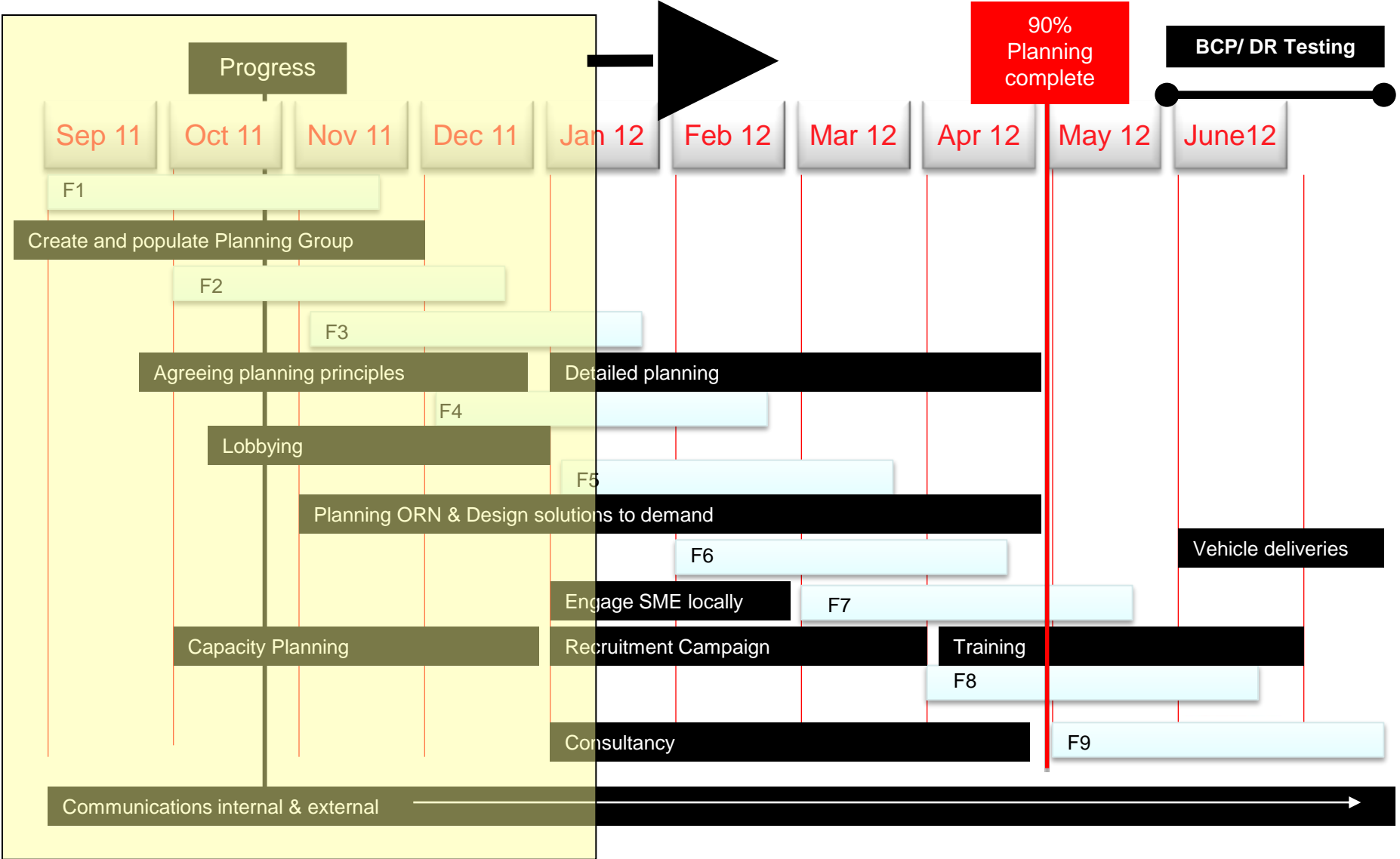
Progress Internal

- Project Board & Team
- Program – work streams complete end January '12
- Olympic Planning Team
 - Q1 – work with each FI & Major Retailer
 - Site specifics (RAG)
 - Committed to find a BAU 'day' solution wherever possible
 - Q2 – internal planning of routes & changes
 - Q3 – convert to Olympic 'Delivery Team'
- Administration & close liaison
- Planning Team scoping & direction
- Recruitment Strategy
- Fleet & Retail / Engineering Planning – scoping
- Cash Centre – processing planning
- Communications programme



Timeline

Building a Calendar of Communication & Planning



Summary

- Planning is progressing well
 - Greater level of ease
 - Greater sharing of knowledge & assumptions
 - Good engagement with stakeholders
- Information Improving
 - Gather
 - Share
 - Agreed assumptions
- Progressing the design of solutions
- Forums are proving effective
- Good planning & expert resource will deliver high level of success

