

Plan

Employees working out of the office will need either Wi-Fi access or mobile broadband. With smartphones now overtaking laptops and PCs as the primary device of choice, you should also consider supplying Wi-Fi-enabled phones. Consider the services and applications your employees will need to access remotely, such as customer relationship management and wider sales force management applications.

Provide access to data through web browsers and mobile devices, allowing staff to keep up-to-date with orders, appointments and product information.

Measure and review

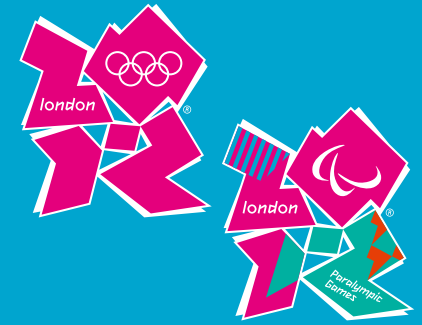
Regularly review your home-working procedures to identify areas where the process needs improvement, and allocate resources accordingly.

For further information see <http://business.bt.com/london-2012/business-stay-agile>.

Next steps

Visit GetAheadoftheGames.com to find out more about preparing for the Games and the support available to your business.

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Keep on running

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MAYOR OF LONDON



Flexible working during the Games

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Transport for London



Know

Plan

The London 2012 Olympic and Paralympic Games will impact the public transport and road networks in certain areas at certain times. This is likely to affect staff, deliveries and customers.

What is happening and when?

The London 2012 Olympic Games will take place from 27 July – 12 August, followed by the Paralympic Games from 29 August – 9 September. For businesses, these events are both a huge opportunity – and a major challenge.

Affected areas

Games events will take place across London and the UK, not just in east London. Venues around the capital include Hyde Park, Horse Guards Parade, Lord's Cricket Ground, Earls Court, Wembley Stadium and Greenwich Park. Venues across the UK include Weymouth and Portland and Eton Dorney. In addition, road events such as the Marathons and the Road Cycle Races will affect the surrounding areas.

Public transport and roads will be busier than usual and you need to adapt to ensure your business is well-placed to take advantage of opportunities next summer.

Prepare now to reduce the impacts of the Games on your business.

- **Reduce** non essential trips to minimise disruption to your staff, visitors and suppliers.
- **Retime** essential journeys to avoid busy periods.
- **Reroute** essential journeys to avoid busy areas.
- **Revise mode.** Use a different type of transport.

Flexible working during the London 2012 Games is a great way of minimising the impact of the Games on your business. Consider these flexible working options:

- Altered working hours can help staff, customers, visitors and suppliers avoid congestion at the busiest times on transport networks.
- Change core hours of operation, while ensuring customer needs are met.
- Allow staff to work compressed weeks, for example, work five 'normal' days compressed into four longer days.
- Stagger your staff start and finish times to provide flexibility, while ensuring the organisation has full coverage.
- Working remotely. Encourage staff, where they can, to work from home or an alternative location.

To ensure you are prepared for the Games, you need to start implementing your plans now.

BT research showed 30 per cent of Vancouver businesses contacted after the Vancouver 2010 Winter Olympics said they should have done more to improve the flexible working platforms available to their staff and to prepare people to use them.

Be flexible about being flexible

Consider your business requirements. Most businesses have a number of employees who could work more flexibly, such as back-of-house staff.

Getting a positive response

Speak to employees about the likely impacts of the Games and the reasons you are implementing flexible working.

Review policies

Review internal policies and provide guidance for managers so that you can manage requests to work more flexibly.

Plan the technology up front

Technology plays a key part of implementing flexible working, ensuring that employees can access the same services from any location.

Start by defining the core services your staff need. Phone and access to the internet are usually essential. Make sure desk phones can be forwarded to mobiles so location is irrelevant to the caller.