

London 2012

Stewarding Update

1st March 2012

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City Operations Manager

Olympic Park



Agenda

Steward requirements

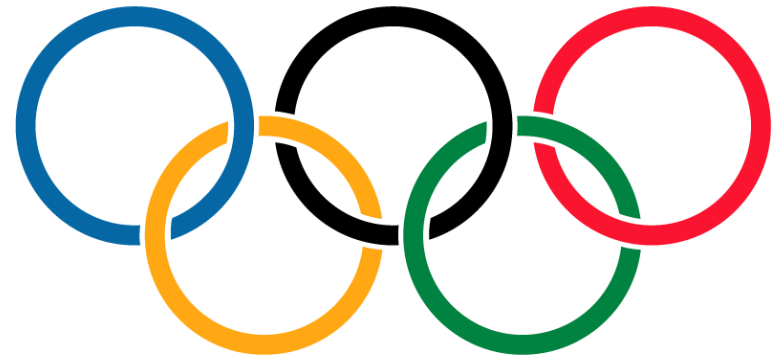
Internal Venue – Event Services

External To Venue – City Operations - Last Mile

Internal to Venue

Event Services have procured & contractors to supply stewards to London Venues

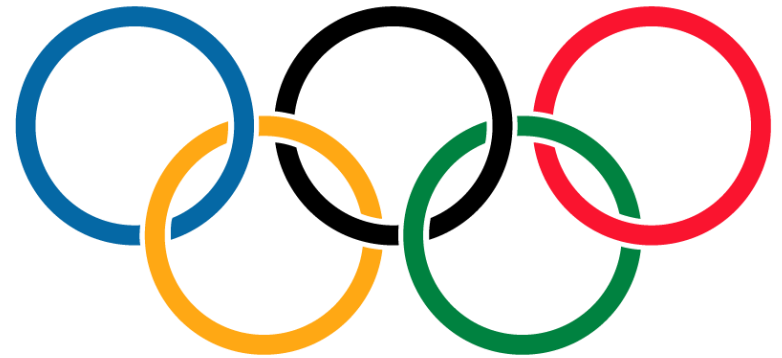
- Wise
- Knights and Son
- APS Security Ltd
- Sword Event Guard
- Event & Exhibition partnership
- Securitas
- G4S



External to Venues

City operations are currently recruiting 1000 paid safety management personnel to work on the last mile for 5 complex venues in London

1000 Wayfinding volunteers will also be managed by the City Operations Last Mile, their core role will be to give information to spectators who are en route to the venue



LOCOG City Operations

LOCOG City Operations vision:

A seamless operation in London and each co-host city

- Map out-of-venue operations by venue and by cluster (overview)
- Connect critical LOCOG operations with local operations (key links)
- Coordinate Last Mile planning and delivery (spectator routes between transport and venue)
- Support local authority (and local partner) operational planning



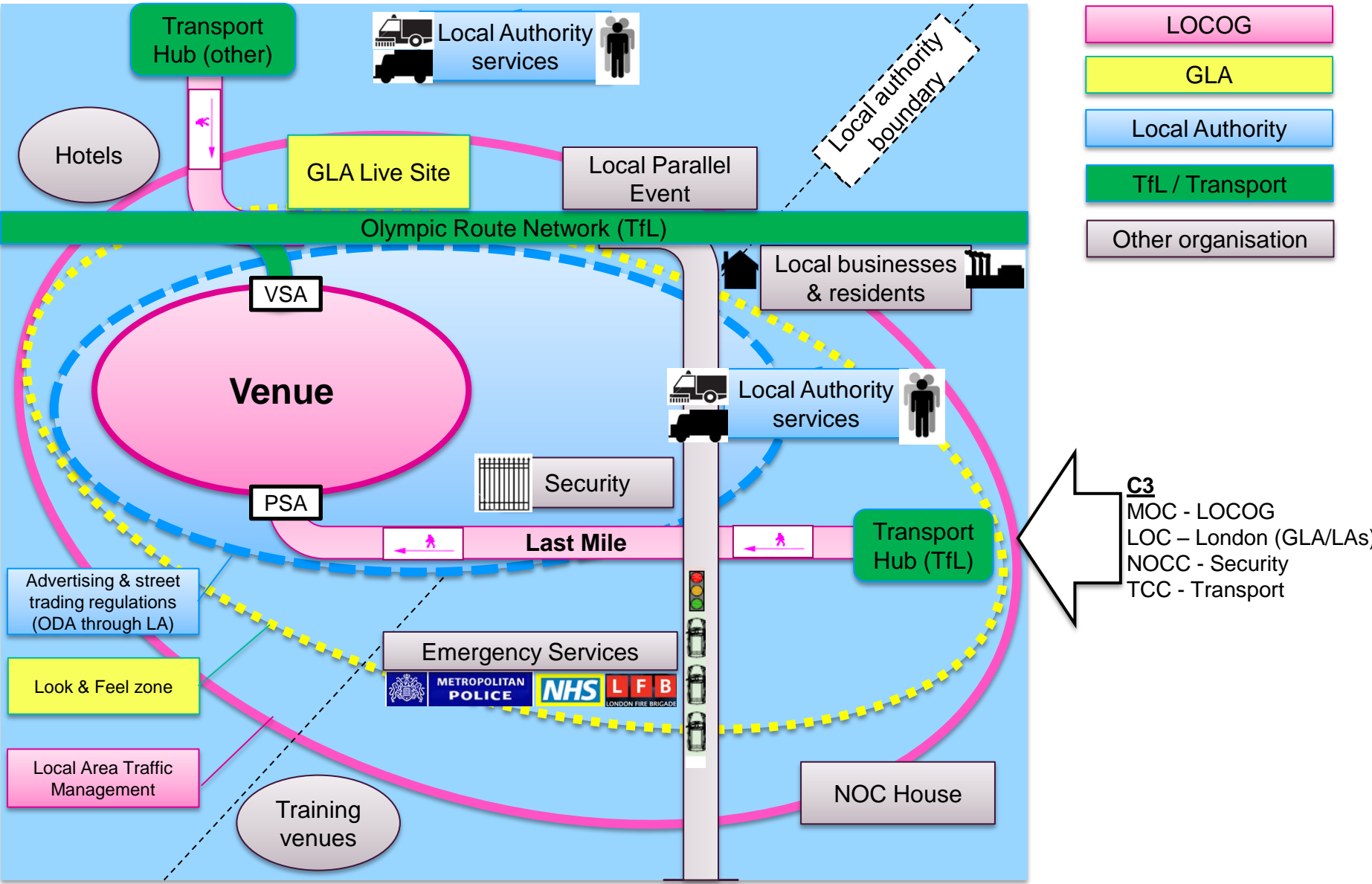
What is the Last Mile?

Definition and Responsibilities Framework

'Last Mile' is the walking route that delivers ticketed spectators to all London 2012 competition venues from designated transport hubs and back again.

- The principle of Last Mile is to **reduce the risk** of a crowd safety incident happening.
- City Operations will be overseeing this Last Mile Operation at most venues.
- To achieve this we need approximately 2000 stewards – a mix of volunteers and paid staff.
- These will be the first and last staff that Games visitors will see and it is essential that their welfare is accounted for.
- We want to ensure that staff and visitors have a safe, enjoyable and memorable experience.

Coordination of Games time operations



Generic London venue – principle similar for out of London venues though no TfL or GLA and LA C3 coordinated by GOE

Benefits of working with City Operations

- LOCOG employed
- Relevant Training provided for all job roles, which is paid
- Uniform and meals provided during games
- Competitive salaries
- Flexibility for shift patterns for football personnel
- Ability to keep cohorts of stewards from the same club at the same venue to work in existing teams
- Options available for certain roles to filled through secondment arrangement with your club

Test Events

A number of events have taken place in Olympic venues

The latest to take place

World Cycling

World Diving

British Swimming – 3rd March 2012



City Operations Venues

- Olympic park
- Excel centre
- Greenwich Park
- North Greenwich Arena
- Wembley Stadium
- Wembley Arena
- Wimbledon



Questions

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