

## Frequently Asked Questions

1. What venue will I be assigned?

**This is part of role and venue allocation process. As a successful security officer you will be assigned to specific function, e.g. x-ray, patrol guard, etc. You may already be aware of your specific role, therefore you will be scheduled in accordance with this and mapped against a venue. With almost 24,000 staff to roster we must map people and skills against venue needs.**

2. How do I get to know the layout of the venue in which I am working?

**There is a pre Games process known in Organising Committee language as 'venue-isation'. In common events language this means venue familiarisation but for the Games includes a programme of on-site training and induction jointly held on average over a two day period with venue management and other stakeholders.**

3. The size of the team I am working with?

**The workforce teams are arranged in accordance with what is known as the 'Demand' profile, which sets out exactly how many and of what type of officers are required. This profile is now set for each venue therefore when you are allocated that venue and attend your first on site briefing, you will get to know others in your team.**

4. What shift pattern I will be working or when it will commence or end?

**This is established when you are scheduled but will involve a pattern of days and/or nights. At this point the process is still partially manual but will move to an automated process from the 1<sup>st</sup> July. You will be able to view your schedule via the online G4S Employee Self Service (ESS) system by logging on using your payroll number.**

**Please note that there have been technical difficulties with the auto scheduling system. This is now being rectified and schedules sent out in controlled phases.**

5. I have not received any uniform for the post I am to take up?

**You will be scheduled to pick up your uniform (and accreditation) and will be fitted in accordance with your height and build.**

6. Is there enough time to know my respective venues with in short time period before the Games actually start?

**There are two aspects that answer this question; the first is we have thousands of staff already deployed across a significant part of the Games theatre of operations therefore there is a considerable amount of experience already in situ with more being added each day. The second point is that this breadth of pre Games deployed experience will provide newly assigned staff the support to integrate with their venue.**

7. What funds will I need if I am staying in G4S provided accommodation?

**Meals will be provided and transport between venue and accommodation (either coach travel or Oyster Card) also. However in the same way as you would wherever you live, you must ensure that you have access to funds to cover the duration of your employment. Where you are entitled to other travel costs, these will be reimbursed but you must not travel on the basis of expecting immediate payment as valid expenses are paid into your bank account.**