

Securing London 2012

Team G4S Guide for BtG Students

Congratulations on your deployment at the London 2012 Olympic and Paralympic Games as a member of Team G4S!

To help you along your London 2012 journey this guide is an essential source of information and will help you prepare for your deployment during Games time.

Before setting off

Before setting off on your journey to your allocated venue you need to ensure you do the following:

1. Have your travel and any accommodation arrangements in place.
2. Know exactly where you are going and what time you need to arrive.
3. Complete the mandatory LOCOG Health and Safety Induction as follows:
<https://www.besafe2012.co.uk>.

This must be completed before your first shift. If you have not completed the induction you will not be permitted onsite until this is confirmed complete by the Access Pass office. Please ensure you register via the above link as a matter of urgency if you have not already done so.

4. If you are being provided with accommodation you need to bring your personal belongings with you, including:
 - Sensible sturdy black closed toe shoes
 - Clothing for the duration of your stay
 - Any personal items –toiletries, phone charger, money, any medication that you are currently taking
 - Your London 2012 Games time uniform if you have already collected this from the Uniform Distribution Centre
 - Your LOCOG accreditation pass if this has been issued to you
 - Your G4S staff ID card, from training, showing your name and barcode (if this has been issued to you)
 - Emergency contact details

Please note any valuables you bring with you **MUST** be kept to a minimum.

5. If you are travelling to your venue on a daily basis you will need to bring the following with you:
 - Sensible sturdy black closed toe shoes
 - Money
 - Your oyster card
 - Your London 2012 uniform
 - Your LOCOG accreditation pass if this has been issued to you
 - Your G4S staff ID card (if this has been issued to you)
 - Emergency contact details
 - Any medication that you are currently taking

Collecting your London 2012 Uniform

To pick up your uniform you will need to go to your nearest Uniform Distribution Centre. An email will be sent to you confirming the time and location of where you need to go.

It is imperative that you bring the following documents with you when you collect your uniform:

- A copy of your **invitation** (which has been sent to you via email)
- Your **staff ID card** from your training, showing your name and barcode
- **Photo ID** e.g. passport, driver's licence
- Your **LOCOG accreditation**

For those of you who need to pick up your uniform in London the address is:

**G4S Recruitment, Training and Uniform Centre, Pitchford Street, Newham
London E15 4RZ**

Collecting your LOCOG Accreditation in London

If you are collecting your Accreditation pass in London you will need to go to the LOCOG Uniform Distribution and Accreditation Centre (UDAC), located at:

101 Stephenson Street, West Ham, London E16 4SA

An email will be sent to you confirming the date and time you will need to collect your pass.

It is imperative that you bring the following documents with you to your collection appointment:

- ID documentation
For **UK Citizens** – UK passport, driving licence (counterpart and plastic card) and birth certificate
For **EU Citizens** – EU passport and EU identity card
For **Foreign Citizens** - passport
- A copy of your invitation clearly showing your allocated collection date and time
- Your **G4S staff ID card** from training, showing your name and barcode

Collecting your LOCOG Accreditation in one of the Regions

If you are collecting your Accreditation pass in one of the regions you will be sent an email confirming the location, date and time you will need to collect your pass.

It is imperative that you bring the following documents with you to your collection appointment:

- ID documentation
For **UK Citizens** – UK passport, driving licence (counterpart and plastic card) and birth certificate
For **EU Citizens** – EU passport and EU identity card
For **Foreign Citizens** - passport
- A copy of your **invitation** clearly showing your allocated collection date and time

- Your **G4S staff ID card** from training, showing your name and barcode

Traveling to Work in London

If you are travelling to and from work in London you will be issued with an oyster card when you collect your London 2012 Accreditation pass.

The oyster card is only valid for use from 9 July.

Shuttle buses will be provided for those of you being accommodated by G4S. These buses will take you to and from your respective venue depending on your shift.

Traveling to Work in the Regions

If you are working in one of the regional Olympic venues you will need to make your own travel arrangements. Please retain receipts and enquire about any expenses you have incurred with the Workforce Operations Team at the venue.

Reimbursement of Expenses Process

Expenses can be claimed back using the expense claim form. The forms can be obtained from the Workforce Operations teams at each venue.

When completing the forms you will need to include all the relevant information requested:

- If a Payroll number is known, please complete the relevant area on the form, if not please include your bank account details as well as a contact number.
- Where possible, please compile expenses, instead of completing multiple expense claims for separate expenses.
- Attach all receipts to the expense form. If receipts are unavailable then a statement is required from the Authorising Manager confirming that the expenses are business related and actual as opposed to round sum values. This can be written on the back of the claims form or printed and attached as a separate document.
- Please give your completed expense forms to the Workforce Operations Team at your venue or alternatively post the claims form along with the original receipts to BtG team, 26th Floor, 40 Bank Street, London E14 5DA.

Arriving at work

When you arrive at work for your shift at your venue you must check in at the workforce check in desk which is located at the entrance to the venue.

You will need to arrive at least 15 minutes before your shift is due to start unless you are instructed otherwise.

Please note you cannot bring personal bags with you to work. All your personal items must fit within the bum bag provided to you with your uniform.

Working away from home

If you are being accommodated by G4S you will be issued with pack which will include useful information about the accommodation, including:

- notice boards,
- useful numbers,
- local attractions,
- nearest banks,
- places of worship,
- shopping,
- safety outside of the residence; and
- thefts.

Please look at the notice board on a daily basis for important information on transport, meal times and laundry.

Useful Information

Games Time Handbook

You will be issued with a Games time handbook. The handbook contains essential sources of information and should be kept with you whilst you are on duty as it will assist you in providing a friendly, helpful and professional service.

The Call Centre - 020 3535 2012

The G4S Call Centre team is here to support you with any queries you may have. They can help with:

- Scheduling
- Training
- Uniforms
- Payroll
- HR
- Transport

The call centre is open 24 hours a day 7 days a week

Keeping in Touch

It is very important that you keep us up to date with your contact details - if anything changes please let us know on btgdeployment@uk.g4s.com.