**Olympic readiness**

**O2 Statement**

We are aware of the huge amount of public interest surrounding the 2012 Olympic Games. Like many large organizations, we have been preparing and refining our business continuity plans to ensure that our network and the products and services we offer to our customers continue to work as expected. These plans document the policies, practices and local procedures that may need to be invoked in order to maintain normal business during Games time. The plans are subject to regular review and modification as we continue to closely monitor any potential impacts on the service we provide.

These Olympic Games plans supplement the wider remit of our Major Incident Management Plan. Like our Major Incident Management plan, they are owned at the highest level in the business.

Unlike many major incidents, the 2012 Games are well established in terms of timings, scale and locations. As such we are working closely with the organizing bodies to ensure the scale of impact to us and our customers is understood, and planned for. This includes network infrastructure around event ‘hot spots’, changes in demand patterns from our customers, and the products and services we support.

**Reactive Q&A**

**Q1 How will you ensure there is sufficient network coverage across London?**

A. We have been working with LOCOG, the GLA, Ofcom and the other UK mobile operators to ensure the optimum coverage is available across the key hot spots. This covers Olympic venues across the UK, and key travel points such as airports, train stations and roads.

**Q2 We understand your network suffered a serious outage caused by theft. What measures are in place to ensure this isn’t repeated?**

1. In response to the theft at one of our sites, our business continuity plans have been reviewed and some additional security measures have been put in place.

**Q3 What changes specifically have you made?**

A. We can’t share details of these changes for security reasons but we have ensured that any potential impact from any similar reoccurance will be minimised

**Q4 Will you be providing temporary cell sites at key areas?**

A. In some instances we will be using temporary network solutions to provide additional capacity however, in line with the London 2012 aims of creating a sustainable legacy we are committed to providing excellent coverage that our customers will continue to benefit from after the Olympic Games

**Q5 Sports stadia don’t tend to have great coverage. Will the Olympic park have reduced service?**

A. We have extensive experience in providing stadia coverage and while the physical structure of large arenas have traditionally posed challenges O2 are leading the field in a new approach to radio design to change this. Having successfully implemented our design at Twickenham rugby stadium, we are using this innovative approach to ensure capacity across the Olympic stadia venues too.

**Q6. Outside of your core network, how are you ensuring that all other areas of the business function normally during the Games?**

A: Like all UK business’ the 2012 Olympic Games creates challenges and opportunities for us to manage. As part of an internal programme of work we are assessing impacts to each area of our business, making any changes to processes and people so that London 2012 can be enjoyed by our customers and staff without disruption

**Q6 You employ over 10k people in the UK. How would the level of service you give to customers be affected if you had large absences of staff due to the Games?**

A. We have a great track record of providing employee satisfaction and see the 2012 Games as an opportunity to let our people enjoy many of the events whilst at work. As such the risk of absenteeism is low but we have plans in place to deal with staff absence that could occur in games time. These plans cater for varying levels of absence and appropriate actions are ready to be deployed depending on the impact and circumstances.

**Q7 What if you had to close one or more of your main Customer Service Centres?**

A. We have several Operational sites and carry out Business Impact Assessments on all of our Operational Centres. We have appropriate plans to deal with the common scenarios that may result in the temporary closure of any of these sites.

**Q8 You have offices, network sites and retail outlets close to several Olympic venues. How will you ensure your staff can get to work?**

A. Like many other UK based business’ we are assessing each of our sites and putting in place any changes required to ensure normal trading practices are maintained throughout the Games. These range from changing shift patterns through to adopting flexible working technology as appropriate.

Q9 You say it is going to be a busy time for O2 during the 2012 Olympics on the Network. What are you doing to manage this.

A. We are going to be enhancing our Service Management and Network Monitoring teams with additional people for across the business for the period of the games. They will be part of the wider team who will help monitor, control and report any issues during the event.

Q10. What is this Olympic Family Service we are providing.

A: BT (sponsors of communication for the 2012 Games) are providing the Olympic Family not O2