



world **skills**
London 2011

Showcasing skills
that shape our world

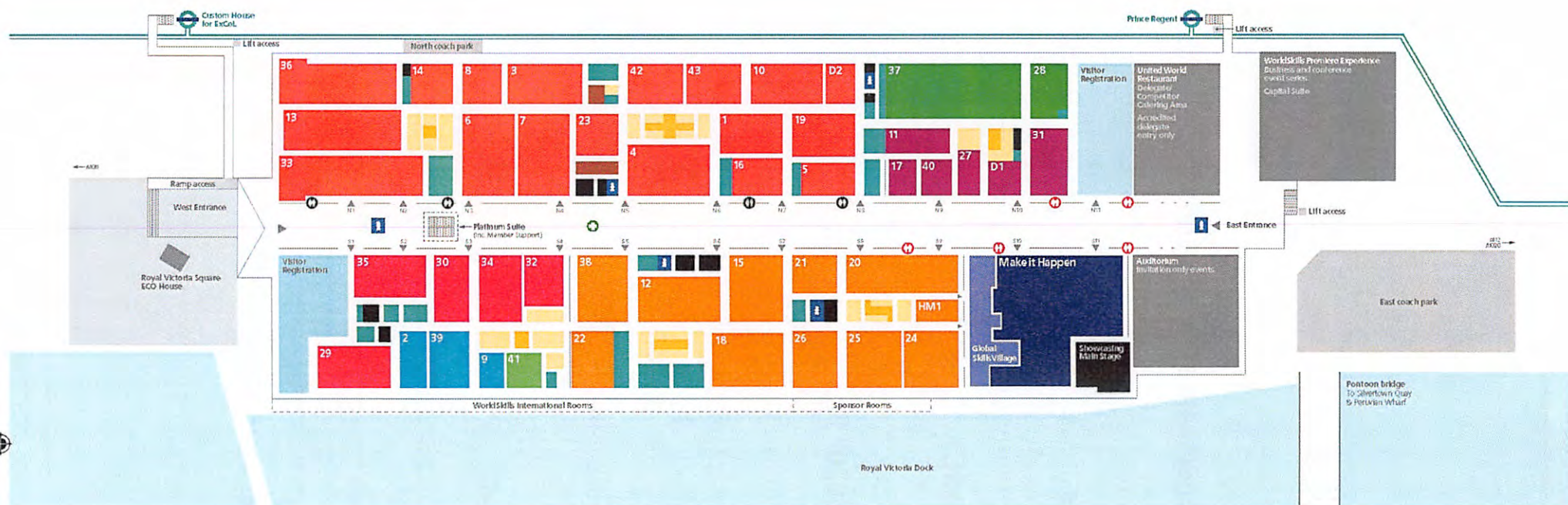
WorldSkills London 2011

Event Handbook for Staff

Contents

1. Chief Executive's Introduction.....	5
2. General Health & Safety arrangements at ExCeL London	6
3. Key contacts	8
4. A to Z of key delivery suppliers	12
5. Event Management.....	14
6. Operational Support Centre (OSC)	16
7. Venues – ExCeL London	18
8. Other venues used during WSL2011	24
9. Delegates – who does what?	26
10. Accreditation	28
11. Communications	30
12. Hotel Information	32
13. WSL2011 Staff Catering	35
14. Personal Conduct, TOIL and HR.....	40
15. Domestics	42
16. Media.....	45
17. Working with Volunteers	48
18. Procurement process at ExCeL London	51
19. Reference documents.....	55

Visitor map



Skill Finder

Skills can be identified by their colour and number

**Agriculture, Horticulture
& Animal Care**

- 28** Floristry
37 Landscape Gardening

Arts, Media & Publishing

- 11 Offset Printing
17 Web Design
27 Jewellery
31 Fashion Technology
40 Graphic Design Technology
D1 Visual Merchandising

**Construction, Planning
& the Built Environment**

- 12 Wall & Floor Tiling
- 15 Plumbing & Heating
- 18 Electrical Installations
- 20 Bricklaying
- 21 Plastering & Dry Wall Systems
- 22 Painting & Decorating
- 24 Cabinetmaking
- 25 Joinery
- 26 Carpentry
- 38 Refrigeration & Air Conditioning
- HMI Stonemasonry

Engineering & Manufacturing Technologies

- 1 Polymechanics/Automation
- 3 Manufacturing Team Challenge
- 4 Mechatronics
- 5 Mechanical Eng. Design-CAD
- 6 CNC Turning
- 7 CNC Milling
- 8 Mould Making
- 10 Welding
- 13 Autobody Repair
- 14 Aircraft Maintenance
- 16 Electronics
- 19 Industrial Control
- 23 Mobile Robotics
- 33 Automobile Technology
- 36 Car Painting
- 42 Construction Metal Work
- 43 Sheet Metal Technology
- D2 Creative Modelling

Health, Public Services & Care
41 Caring

Information & Communications Technology

- 2 Information Network Cabling
- 9 IT Software Solutions for Business
- 39 IT Network Systems Administration

Retail & Commercial Enterprise

- 29 Ladies'/Men's Hairdressing
30 Beauty Therapy
32 Confectioner/Pastry Cook
34 Cooking
35 Restaurant Service

Have a Go and Careers Advice

Make it Happen
Including Global Skills Village

Platinum Suite
Accredited Access Only

- Accreditation Centre (Level 1)
- Media Centre (Level 3, Room 3)
- Member Support (Level 1)
- Volunteers Crew Room (Room 4)

Presentation skills

Registration areas

Showcasing

Sponsored exhibition spaces

Key

-  Toilets
-  Toilets + Disabled toilets
-  DLR Station
-  First aid point
-  Event information point

1. Chief Executive's Introduction

We're ready to go!

Finally, after all the months, and in some cases years, of hard work we have reached the event that has been the focus of our lives for so long.

As we realise what I know will be an awesomely successful WorldSkills London 2011, one that will change many lives for the better, I wanted to go on record in stating how proud I am of you all, my team. I have been privileged in leading a group of amazingly talented, committed, resilient and creative people who have already achieved great things.

In the last few days before WorldSkills London 2011 commences I want you to remember a few key thoughts.

Whatever your specialism, whichever directorate you work in, wherever you have come from, remember to our visitors you ARE WorldSkills London 2011. Whatever has happened up to now, the quality of the experience for our visitors will largely be determined by how you respond to them over the next few days. You could be changing a young person's life for the better! So don't miss an opportunity to help any visitor who looks as though they need assistance or a colleague who could do with a helping hand. I know I can rely on you.

One other thing. This is our Cup Final. Make it the best ever WorldSkills but don't let it go by in a blur. Work hard, but enjoy it whenever you can!

Best wishes, good luck and thank you all.

A handwritten signature in black ink, appearing to read 'Aidan Jones', with a large, stylized loop at the end.

Aidan Jones
Chief Executive
WorldSkills London 2011

2. General Health & Safety arrangements at ExCeL London

This guidance note is aimed at WorldSkills London 2011 staff, Contractors, Sponsors, HAG providers, Showcasing providers & Exhibitors.

Fire

On discovering a fire, call 4444 from an internal telephone or 020 7069 4444 from a mobile. This is the ExCeL London security suite and will require details of the fire, location and any injuries.

- Stop all work and switch off any machinery that you are operating
- Calmly make your way to the nearest emergency exit
- Follow instruction from the in-house Security Team

In the event of a fire report elsewhere you will hear the following instructions broadcast over the public address system:

ATTENTION PLEASE. ATTENTION PLEASE. HERE IS AN IMPORTANT ANNOUNCEMENT. IT IS NECESSARY TO ASK EVERYONE TO LEAVE THE BUILDING.

PLEASE MAKE YOUR WAY CALMLY TO THE NEAREST EXIT. EVERYONE WILL BE RE-ADMITTED AS SOON AS POSSIBLE".

Make your way to one of the 2 assembly points; located at the East and West ends of ExCeL London. The Western assembly point is located in the Royal Victoria Square. The Eastern assembly point is located in the East Car Park.

First aid

In the event of an injury requiring medical attention or a medical emergency call 4444 from an internal telephone or 020 7069 4444 from a mobile. This is the ExCeL London security suite and will require full details of the situation. If necessary, ExCeL London security will contact the emergency services to request an ambulance.

There is a fully equipped medical centre (N4), located on level 0 of the Boulevard. Direct dial +44 (0) 20 7069 5556.

Accident reporting

Although ExCeL London will keep a record of any incidents requiring medical treatment, it is your employer's/organisation's responsibility to ensure, where necessary, incidents are reported the HSE under the Reporting of Incidents, Disease & Dangerous occurrence Regulations 1995 (RIDDOR).

Portable Appliance Testing

All electric equipment must comply with the Provision and Use of Work Equipment Regulations (PUWER) 1998 standards. This requires that all portable electrical equipment including Power Tools, Transformers and 4 way Extension leads (4 Way Power boards) etc are to be tested to ensure it is electrically safe. It is your organisation's responsibility to ensure that any electrical equipment/tools bought on-site are electrically safe and meet the requirements of this, and where applicable other, legislation. It is expected that electrical items will display a pass sticker for the PAT test, where this test is necessary.

Personal Protective Equipment (PPE)

If you are providing a technician onsite, for example to install equipment into a skill area or building your own stand, it is your responsibility to ensure that you have PPE for use onsite. This is a requirement of 'The Personal Protective Equipment at Work Regulations 1992'. It is your responsibility to wear the PPE when required. Generally PPE is required to be worn in the exhibitions halls and not required in the boulevard. WSL2011 staff can pick up high visibility vests from N7 lower (Fiona and Daniel's office).

Table 1: The following table details which PPE is required & when:

Countdown day	Date	Skill competition areas	Have A Go & Sponsor Exhibition areas	Make It Happen area
C-9 & C-8	26 th & 27 th Sept	Safety footwear, high vis vest & sensible workwear. Hard hats are required when lifting in or working at height, along with other necessary PPE for these tasks.	Safety footwear, high vis vest & sensible workwear. Hard hats are required when lifting in or working at height, along with other necessary PPE for these tasks.	No access
C-7 to C-5	28 th to 30 th Sept	Safety footwear, high visibility vests & sensible work wear	Safety footwear, high visibility vests & sensible work wear.	No access
C-4 & C-3	1 st & 2 nd Oct	High visibility vests & Sensible work wear	Safety footwear, high vis vest & sensible workwear.	No access
C-2 & C-1	3 rd & 4 th Oct	Sensible work wear	Safety footwear, high vis vest & sensible workwear.	No PPE required unless identified by your risk assessment.
C1 to C4	5 th to 8 th Oct	Any person within the active zone of the competition skill area will require the appropriate PPE.	Any person undertaking an activity that your risk assessment identifies the need for PPE, must wear the PPE.	No PPE required
C+1 & C+2	9 th & 10 th Oct	Safety footwear, high visibility vests & sensible work wear	Safety footwear, high vis vest & sensible workwear.	No PPE required unless identified by your risk assessment.

Hot Work Permits

A Hot Work Permit is required for all welding, cutting and grinding being carried out at ExCeL London. No hot works are permitted to be carried out without a Hot Work permit. ExCeL London Fire Officer or Security Officer will be issuing Permits. Prior to arriving on-site and carrying out work, please telephone +44 (0)20 7069 4500 from a mobile to speak to the ExCeL London Helpdesk and arrange for a Hot Works permit. Once on-site, telephone 4500 from an internal telephone to speak to the ExCeL London Helpdesk to arrange for a Hot Work permits.

Health & Safety Team

If you have any queries please contact your floor manager in the first instance. There will be a H&S team onsite at all times if you have any H&S related queries. This team will also be overseeing all work to ensure we maintain a high standard of safety throughout this event.

3. Key contacts

Table 2: List of WSL2011 staff, WSL2011 Board Members and WSI contacts

Note: To call a member of staff externally on the desk phone, dial 020 7069 followed by the four digit extension.

Name	Title	Mobile Number	Desk Phone Extension	Venue allocation
WSL2011 Chief Executive / Project Office				
Aidan Jones	Chief Executive	07889 089311	6202	SG23
Philippa Langton	London Director	07580 182448	6829	SG23
Patrick McAllister	Project Manager	07719 111217	6202	SG23
Victoria Pickard	Project Officer	07719 111243	6202	SG23
Jacqui Lee	Project Officer (will be supporting venue preparations & Showcasing during build, event & de-rig)	07719 111241	6202	SG23
Sarah Reilly	EA to the Chief Executive	07719 111245	6110	Platinum Suite L1

WSL2011 Administration and Finance				
Jonathan Hurford-Potter	Administration and Finance Director	07590 849334	6261	NG17
Keith Ward	Interim Acting Finance Director	07775 802277	6261	NG17
Patrick Murphy	Interim Acting Finance Director	07789 766124	6261	NG17
Gary Davis	Asset Disposal	07908 215751	6266	NG17
Mardi Freeme	Finance Manager	07545 430277	6262	NG17
Robert O'Neill	Procurement Manager	07719 111226	6267	NG17
Delia Churnin	Procurement Manager	07545 207413	6272	NG17
Christina Adeleke	Procurement Officer	07719 111228	6268	NG17
Amir Shahzad	Procurement Officer	07919 287615	6271	NG17
Richard Carter	Procurement Officer	07974 185147	6267	NG17
Iliriana Ahmeti	Finance Officer	07719 111236	6262	NG17
Tony Beeching	Finance Officer	07719 111238	6265	NG17
Tomas Sutas	Finance Officer	07719 111248	6265	NG17
Juliette Santos	Procurement Officer	077191 11233	6272	NG17
Meera Patel	Finance Assistant	07719 111242	6271	NG17
Rishi Beltah	Finance Officer	07719 111239	6264	NG17
Reina Allen	Finance Officer	07719 111237	6263	NG17
Hollie Steer	Procurement Assistant	07719 111246	6269	NG17
Shazia Butt	Procurement Assistant	07719 111240	6268	NG17

WSL2011 Operations				
Ross Maloney	Operations Director	07538 075158	6813	N7 Upper
Kirsty Thomson	Head of Delegate and Customer Services	07860 400119	6803	N2 Upper
Edwina Bannister	Head of Event Operations	07590 776725	6811	N6 Upper

Chidi Okolo	Head of Education	07540 124541	6810	N5 Lower
Julia Bowditch	Head of Volunteering	07540 124536	6806	N3 Lower
Jeremy Lankshear	Ceremonies and Special Events Manager	07920 025342	6810	N5 Lower
Lynsey Jackson	Delegate and Customer Services Manager	07540 124540	6805	N3 Upper
Edwin Saayeng	Delegate and Customer Services Manager	07540 124542	6805	N3 Upper
Andrew Henderson	Catering Manager	07765 882523	6107	Capital Hall, Organisers Office
Carmine Posillipo	Transport Manager	07904 337492	6804	N2 Lower
Jenni Lovegrove	Conferences & Events Manager	07590 849335	6811	Capital Suite, Organisers Office
Fran Hubbard	Have a Go Manager	07904 337245	6828	S9 Lower
Rachel Malic	Showcasing Manager	07507 548905	6827	S9 Upper
Hamish Moir	Event Co-ordinator	07719 111224	6804	N2 Lower
Monique Horan	Event Operations Co-ordinator	07904 337325	6811	N6 Upper
Mark Pritchard	Volunteer Co-ordinator	07411 508662	6806	N3 Lower
Monica Gomes	Volunteer Co-ordinator	07411 421680	6806	N3 Lower
Anna Boyd	Special Events Co-ordinator	07719 111232	6810	N5 Lower
Simone Toole	Administrator	07719 111227	6805	N3 Upper
Sabrina DeRizzo-Wills	Intern Delegate & Customer Services Assistant	07719 111229	6805	N3 Upper
Alex Thomas	Inter Catering Assistant	07719 111225	6107	Capital Hall, Organisers Office
Mel Pierce	Conference and Events Coordinator	07719 111244	6811	Capital Suite, Organisers Office
Monica Patel	Office Manager	07719 111214	6810	N5 Lower

WSL2011 Technical Directorate

Peter Davies	Technical Director	07590 682962	6813	N7 Upper
Mark Smallman	Senior Technical Manager	07545 645216	6812	N6 Lower
Daniel Ward	Health and Safety Manager	07507 548896	6814	N7 Lower
Fiona Russell	Health and Safety Manager	07719 111254	6814	N7 Lower
Jason Harris	Information and Technology Manager	07507 548906	6815	N8 Upper
Rami Mahmi	IT Manager	07507 548785	6815	N8 Upper
Ian Crawford	IT Manager	07719 111235	6815	N8 Upper
Carl Trevors	Technical Manager (Exhibition/Showcasing)	07983 490941	6827	S9 Upper
Kerry Glyn-Bristow	Technical Manager (HAG/IAG)	07595 206880	6828	S9 Lower
Dave Gorton	Technical Manager (Showcasing)	07719 111231	6827	S9 Upper
Andy Murfitt	Technical Manager North Hall (Workshop Supervisors)	07507 548895	6812	N6 Lower

Ian Coldwell	Technical Manager South Hall (Workshop Supervisors)	07719 111249	6812	N6 Lower
Natalia Wrobel	Supply Chain Coordinator	07719 111230	6812	N6 Lower
Louise Stone	Event Assistant	07719 111247	6813	N7 Upper
Natalie Wing	Melville Account Director	07767 444711	6822 OR 6823	S5 Upper & Lower
Sam Kempshall	North Hall Floor Manager	07891 530465	6812	N6 Lower
Will Nunan	North Hall Floor Manager	07749 545674	6812	N6 Lower
Mike McCarthy	North Hall Floor Manager	07804 893269	6812	N6 Lower
Ian Francis	South Hall Floor Manager	07931 164204	6812	N6 Lower
Jon Sullivan	South Hall Floor Manager	07855 422259	6812	N6 Lower
Kevin Stewart	South Hall Floor Manager	07864 080753	6812	N6 Lower
	North & South Hall WSS	-	-	Main Halls

WSL2011 Sponsorship				
Frances Hughes	Sponsorship Director	07713 505825	6209 OR 6210	SG33
Malcolm Perryman	Senior Sponsorship Manager	07872 502784	6209 OR 6210	SG33
Alexandra Chapman	Senior Sponsorship Manager	07540 124539	6209 OR 6210	SG33
Deborah King	Senior Sponsorship Manager	07540 124537	6209 OR 6210	SG33
Andy Knight	Senior Sponsorship Manager	07710 313395	6209 OR 6210	SG33
Anthony Jai	Sponsorship Manager	07904 338836	6209 OR 6210	SG33
Gerard Nolan	Senior Sponsorship Manager	07904 338032	6209 OR 6210	SG33
Adam Galloway	Sponsorship Account Manager	07540 124543	6209 OR 6210	SG33
Maude Lesure	Sponsorship Account Manager	07872 502783	6209 OR 6210	SG23
Monique Toohey	Sponsorship Account Executive	07719 111215	6209 OR 6210	SG33
Jo-Anne Kennedy	Sponsorship Accounts Coordinator	07719 111216	6209 OR 6210	SG33

WSL2011 Marketing and Partnerships				
Michael Osbaldeston	Partnership Director	07590 849338	6808	N4 Lower
Sereen El-Jamal	Senior Partnership Manager	07595 607602	6808	N4 Lower
Nicky Brunker	Marketing Director	07786 197341	6131	Platinum Suite - Zinc
James Renwick	Head of Marketing and Communications	07872 502785	6153	SG3
Valerie McBurney	Head of Corporate Communications	07545 430278	6132	Platinum Suite - Zinc
Iain Harper	Digital Marketing Manager	07904 337245	6155	SG 4

Antonia Lee	Event Marketing Manager	07719 111219	6807	N4 Upper
Kate Dew	Communications Manager	07507 548893	6133	Platinum Suite - Zinc
Sally Eley	Communications Manager	07719 111251	6204	SG23
Theresa Hingston	Press Officer	07719 111221	6134	Platinum Suite - Zinc
Nicole Herlihy	Press Officer	07719 111220	6135	Platinum Suite - Zinc
Hemini Bharadia	Marketing Officer	07719 111218	6807	N4 Upper
Alix Haynes	Marketing Assistant	-	6807	N4 Upper
Peter Waugh	Marketing Assistant	07719 111252	6135	Platinum Suite - Zinc

WSL2011 Board

Chris Humphries	Chairman	07738 096616	6204	SG23
David Cragg	Deputy Chairman	07976 322708	6203	SG23
Simon Bartley	Non Executive Board Member	07802 226947	6205	SG24
Simon Brown	Non Executive Board Member	07808 917521	6205	SG24
Nadine Dereza	Non Executive Board Member	07850 898872	6205	SG24
Pablo Lloyd	Non Executive Board Member	07788 184208	6205	SG24
Tony McGuirk	Non Executive Board Member	07961 755294	6205	SG24
William Priest	Non Executive Board Member	07771 834837	6205	SG24
Simon Waugh	Non Executive Board Member	07748 760693	6205	SG24
Peter Woodhouse	Non Executive Board Member	07771 618538	6205	SG24
Dan Wright	Non Executive Board Member	07765 220605	6205	SG24

WSI Secretariat

David Hoey	Chief Executive	07719 111592	6157	SG14
Jane Stokie	Technical Director	07719 111633	6116	SG11&12
Michelle Bussey	Communications & Marketing Director	07719 111597	6152	SG3
John Cox	Information Systems Manager	07719 111614	6159	SG14
Ellen Coppens	Administration Coordinator	07719 111591	6112	Platinum Suite L1
Kath Pilcher	Logistics Manager & Assistant to CEO	07719 111615	6158	SG14
Joni Aaltonen	Information Systems Developer	07719 111612	6165	SG6
Adam Walsh	CIS Developer	07719 111630	6164	SG6
Michelle Turpin	WorldSkills Premiere Experience Manager	07719 111634	-	SG3

4. A to Z of key delivery suppliers

Table 3: The table below provides you with a list of our key suppliers including an outline of the service that they will provide, along with the lead contact within WSL2011.

Note: Any instruction or direction with suppliers that are outside of the agreed parameters should come from the WSL2011 lead contact only and NOT from any other member of staff. WSL2011 and WSI Board members and members of the WSI Secretariat are NOT authorised to enter into contractual commitments with any WSL2011 supplier.

Supplier	Service	WSL2011 Lead Contact
Acorn	Print and delivery of 2D material including limited edition merchandising items	Antonia Lee
Action Images (part of Reuters) as	Official Photographer for the event, appointed to capture and manage the dissemination of photographs from the entire event, including the Opening & Closing Ceremonies	Valerie McBurney
Addison Lee Coaches	Providing delegate coach travel for arrivals, excursions and departures	Carmine Posillipo
AoC Create	Planning and onsite event management of WorldSkills Premiere Experience conference and events programme	Jenni Lovegrove
Aztec Event Services Ltd	Providing audio visual services to exhibitors and Make it Happen providers	Mark Smallman
Band & Brown	PR and communications (incl. crisis media management), support and assistance in the management of the international media centre and media accreditation process	Valerie McBurney
Blitz	Providing audio visual services to WorldSkills Premiere Experience conference and events programme, Showcasing activities and Skill Areas	Mark Smallman
BT Television Services	Official Broadcaster for the event	James Renwick (or Valerie McBurney)
CEVA Logistics	Event logistics, including warehousing, onsite logistics and national and international haulage. Providing onsite Mechanical Handling Equipment (MHE)	Natalia Wrobel
Cisco	IT network infrastructure and delivery of Virtual Classrooms	Jason Harris
Erskine Designs	Supporting WorldSkills London with the development of marketing and communications on social media platforms, particularly Facebook	Iain Harper
ExCeL London	Providing the venue for the WSL2011 Event	Edwina Bannister
Freshminds	Surveying visitors and employers onsite in order to measure and evaluate the impact of WSL2011	Patrick McAllister
Gainsborough Events Management Ltd	Providing all event security	Edwina Bannister
GFM	Providing fully functional contact centre (Operational Support Centre), dealing and logging all queries during the	Lynsey Jackson

	event	
Grass Roots Live	Design and delivery of the Opening and Closing Ceremonies at The O2	Jeremy Lankshear
Guardian (The)	Official Media Partner of WSL2011 providing PR coverage and possible production of show guide/newspaper	Kate Dew
IOS	Print and delivery of 2D material	Antonia Lee
Leiths / Compass Group	Contracted catering supplier for ExCeL London	Andrew Henderson
Logicalis	System integrator for IT, including network, data centre and IT helpdesk	Jason Harris
Melville	Provision of: Electrical services, stand-fitting, furnishing, floor coverings, graphics, design and build, specialist lighting, floor planning and venue services (water, waste, gas etc.)	Mark Smallman
Mark Boulton Design Limited	MBD are a web development agency specialising in user interface design and information architecture who are supporting us with the re-development of our website.	Iain Harper
Payne's Security	Providing event accreditation and management of accreditation centre	Edwin Saayeng
Penny Banks	Support to the build of Capital Hall area	Andrew Henderson
PC Correct	PC Correct will continue to provide IT Support to WSL2011 Staff whilst onsite at ExCeL London	Monica Patel
Prospects Service Ltd	Visitor Recruitment activity, exhibition sales for the Make it Happen space, management of Make it Happen exhibitors onsite	Visitor Recruitment – Antonia Lee Make it Happen – Carl Trevors
Purpose	Design work for all of the 3D and 2D event material	James Renwick
Response Marketing Ltd	Providing print, production & delivery of WSL2011 Staff, WSS, WSSA & Volunteer uniforms, Media bibs/uniform, Delegate & Volunteer bags, water bottles & pens	Volunteer – Julia Bowditch Delegate – Kirsty Thomson Staff/WSS – Hemini Bharadia
Skills Active	Development training for 250 volunteers and provision of onsite support	Julia Bowditch
SO Group	Managing the visitor registration online and onsite	Edwin Saayeng
The O2	Venue for the Opening and Closing Ceremonies, The Big Farewell and the Volunteer Party	Jeremy Lankshear
Travel Places	Contracted to manage delegate packages including accommodation, transport and excursions	Kirsty Thomson
Travis Perkins	Supplier for a lot of smaller items on the IL, including hand tools – will have a presence onsite for last-minute procurement	Delia Churnin

5. Event Management

When WorldSkills London 2011 is 'operating normally' each of the WSL2011 and WorldSkills International Directors will lead their areas of work and operate day to day management processes in the usual way. In order to co-ordinate the work of the various directorates, the Chief Executive of WSL2011 and the CEO of WorldSkills International will convene a meeting of all WSL2011 and WorldSkills International Directors each morning between 07:00 – 08:00hrs from Wednesday 28th September until Wednesday 12th October inclusive. Following this meeting, a communiqué containing key information will be prepared and email to the full WSL2011 and WorldSkills International staff teams. In addition, Directors will convene meetings of their directorates as a whole, or as individual teams, in order to cascade information and instructions to the wider team.

WSL2011 and WorldSkills International Directors

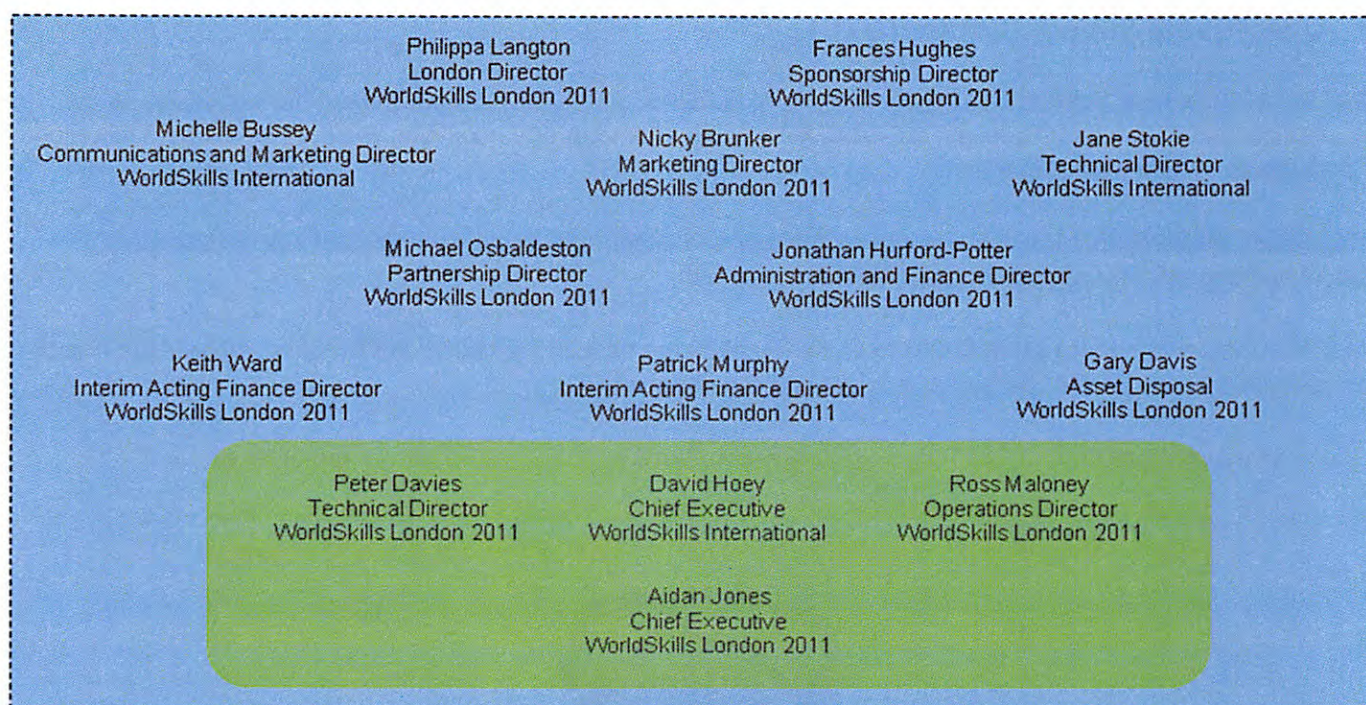


Event Management Team

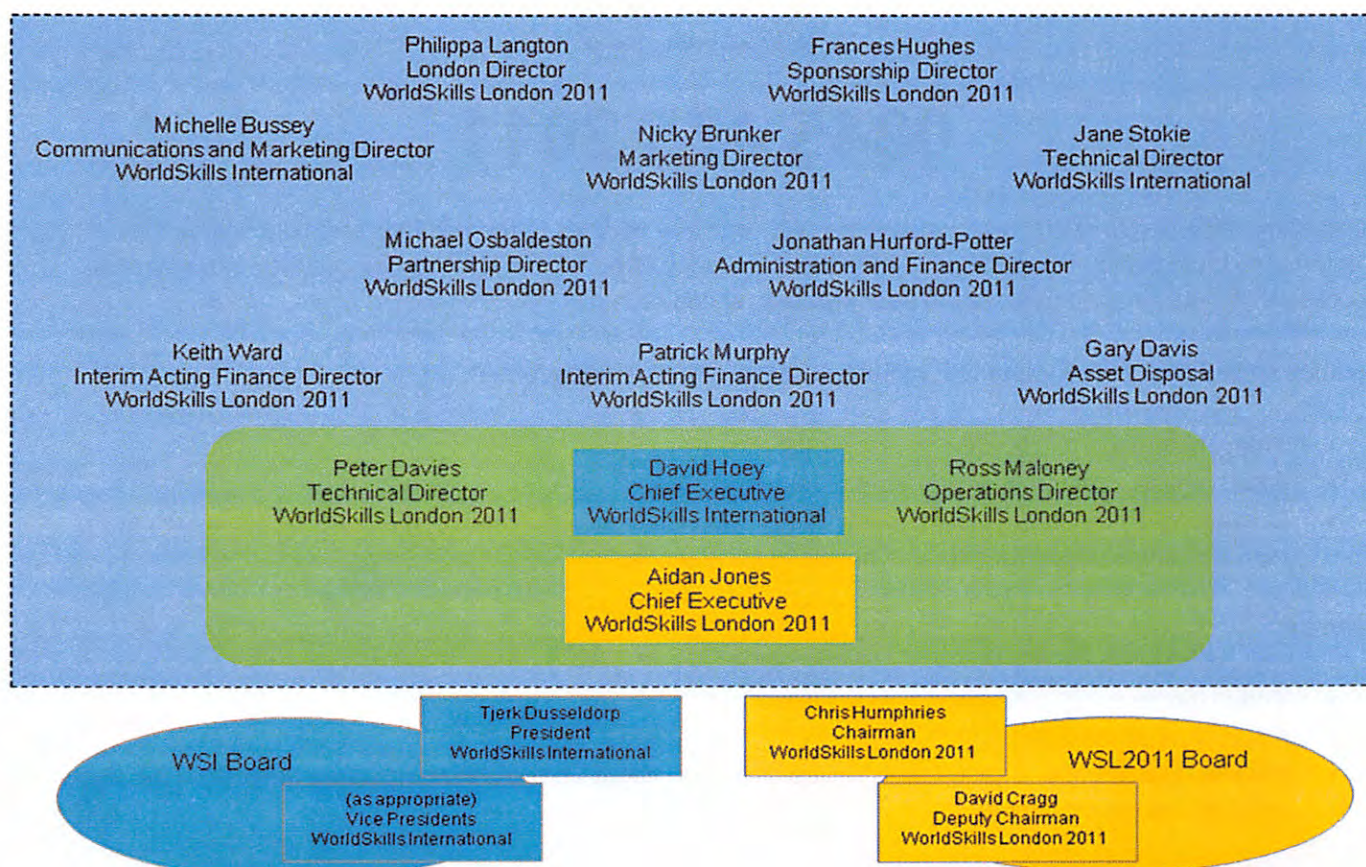
The Event Management Team consists of the Chief Executive of WSL2011, the CEO of WorldSkills International, the WSL2011 Operations Director and the WSL2011 Technical Director (see the green box on the following diagram). All incidents that are outside what is considered the normal operation of WSL2011, must be notified to the Event Management Team at the earliest opportunity and the best way to do this is via the OSC. This is particularly important in cases of any incidents that are deemed to be an emergency or crisis.

The Event Management Team will mobilise other Directors, members of the WSL2011 and WorldSkills International staff teams, external agencies and others as appropriate to deal with the particular incident and in accordance with established incident management processes. If necessary, they will also be able to call in a dedicated Incident Director who will oversee the processes necessary to manage a particular incident.

The Event Management Team will operate 24 hours a day, with at least one person on duty and available at any particular time. The person on duty at any particular moment will be contactable via the OSC and, if for any reason the scheduled person is not available, a second member of the Event Management Team will provide back up.



If a situation arises where the Chairman or Board of WSL2011 and / or the President or WorldSkills International Board need to be consulted, the Chief Executive of WSL2011 and the CEO of WorldSkills International will ensure that this happens.



Further details of how the incident management procedures will operate will be provided in a separate document in due course.

6. Operational Support Centre (OSC)

The OSC (Operational Support Centre) is the main WorldSkills London 2011 contact centre for enquiries. As the principal contact centre for all queries, the OSC will be able to answer any questions you may have about the event or arrangements that have been made.

All enquiries will be filtered through one central number and either dealt with by the OSC or where necessary disseminated to the relevant person/department to deal with.

The OSC number is **+44 (0) 845 475 2011** can be found on the back of your accreditation pass. All calls are free of charge from O2 mobiles but charged at local rate from other phones.

Any questions?

Any problems?

Any time of day



Then call our dedicated team on

0845 475 2011

All staff are reminded to continue to provide the OSC with any updates to the briefings and core scripts they created. Any changes to arrangements during the event need to be fed back to the OSC so they can make the necessary changes in their system and deal with any related calls.

Updates should be emailed to the OSC where possible in the following format:

- **Title:** Update to OSC Briefing
- **Area:** <insert directorate and/or area of responsibility>
- **Details:** <provide details including any notes specifically for OSC staff. Please ensure you attach any relevant reference documents and details of escalation>

Example:

- **Title:** Update to OSC Briefing
- **Area:** Operations – Member Support
- **Details:** The Member Support desk will be closed earlier at 7pm this evening as we need to fix the carpet in the accreditation centre.

Note to OSC staff: Calls may increase during this period (19:00 – 20:00hrs) as Members require support. If there are queries that require the assistance of the Delegate and Customer Service team specifically, please ask them to call Lynsey Jackson on 07540 124 540.

Table 4: The table below is an outline of the three phases of the event which WSL2011 staff commonly refer to – Phase 1: Build, Phase 2: The Event and Phase 3: De-Rig. The table below provides an explanation of when these phases take place and an outline of some activities that will take place during these phases:

Terminology	Date	Event
C-10	Sunday 25 Sept	Build Day 1 – South Gallery & North Gallery tenancy starts
C-09	Mon 26 Sept	Build Day 2 – Hall & Organisers Office tenancy starts 08:00hrs
C-08	Tue 27 Sept	Build Day 3 – Platinum Suite tenancy
C-07	Wed 28 Sept	Build Day 4 – Capital Hall Tenancy
C-06	Thurs 29 Sept	Build Day 5
C-05	Fri 30 Sept	Build Day 6 Excursions & Delegate Reception at CHW
C-04	Sat 1 Oct	Build day 7 North Hall 22 to 23 tenancy
C-03	Sun 2 Oct	Build day 8 South Hall 20 to 23 tenancy Excursions & Competitor Reception at QEII
C-02	Mon 3 Oct	Build day 9 Auditorium tenancy Competitor Familiarisation day
C-01	Tue 4 Oct	Build day 10 Capital Suite tenancy Opening Ceremony begins 19:30hrs
C1	Wed 5 Oct	Competition Day 1
C2	Thurs 6 Oct	Competition Day 2 WorldSkills Premiere Experience begins.
C3	Fri 7 Oct	Competition day 3
C4	Sat 8 Oct	Competition day 4 Sponsor Lounge clear 20.00 Capital Suite clear 20.00 Auditorium clear 20.00
C+1	Sun 9 Oct	De-Rig Day 1 Closing Ceremony starts 19:30hrs Capital Hall clear 21.00 Platinum Suite clear 20.00
C+2	Mon 10 Oct	De-Rig Day 2 South Hall 20-23 clear 20.00 North Hall 21-23 Clear 20.00 Organisers Officer N12-N15 clear 20.00
C+3	Tue 11 Oct	De-Rig Day 3 South Hall 16-19 clear 23.00 Organisers Office S16-S18 clear 20.00
C+4	Wed 12 Oct	De-Rig 4 – Venue Tenancy Ends 20:00hrs

7. Venues – ExCeL London

WorldSkills London 2011 will take place at ExCeL London, a world-class venue and home to over 200 events a year ranging from trade and consumer exhibitions to congress, conferences and corporate events. The WSL2011 tenancy begins on Monday 26 September at 08.00hrs and ends on Wednesday 12 October at 20:00hrs

WSL2011 Office move

It is planned that we will begin to 'dismantle' our PC equipment at 36 Queen Street from around lunchtime on Tuesday 27th September and this equipment will be moved to ExCeL London during the evening, with most of it hopefully set up and working by around lunchtime on Wednesday 28th September.

At the end of the event, it is planned to dismantle our PC equipment at ExCeL London during the day on Tuesday 11th October and set this up again at 36 Queen Street on Wednesday 12th October.

Note: IT services will be down from 08:00hrs on Tuesday 11th October. During both moves of the PC equipment, you will still be able to access email via the web interface and mobile devices. You will not however be able to access the shared drives.

WSL2011 Offices at ExCeL London

All staff will be operating out of allocated rooms within the venue. Staff can access the venue from 07.00hrs and must be out by 20.00hrs on each day of tenancy. Swipe cards for the offices will be issued by Edwina Bannister and Monique Horan onsite. Their office is in N6 upper.

Showers at ExCeL London

There are no showers at ExCeL London. Should you need a shower in the day time you will have to go back to your hotel room which is in very close proximity to the venue

Travel to the ExCeL London

WSL2011 has a number of complementary parking spaces at ExCeL London for staff. These are in the orange and purple car parks underneath the venue (see <http://www.excel-london.co.uk/visitors/travel/parking> for the location and directions). If you have been allocated a parking space, please make sure that you use it and the ticket must be displayed on the windscreen of the vehicle at all times. Any vehicles which do not have a ticket displayed in the windscreen will be issued with a fixed penalty fine. The car park is patrolled regularly and the venue has no influence in the removal of these fines, so please remember your ticket and don't forget that WSL2011 will not reimburse you for any fines that you incur. If you intend to travel by car every day and have more than one car tickets are transferable. You must not however, give these tickets to a family member or friend.

Travel to The O2

For the Opening and Closing Ceremonies at The O2, staff will have to travel to and from ExCeL London by public transport and you will of course be able to claim back these costs through the normal expenses claim process.

Allocation of rooms at ExCeL London

Table 5: The table below is a list of all the rooms that have been allocated to WSL2011 at ExCeL London and who will occupy them.

South Gallery Rooms

Room	Allocated to	Personnel
Premier Room 1	WSI Hearing Committee	WSI
Premier Room 2	WSI Board Room	WSI
SG Room 3	WSI MarComms & Event Support Office	WSI – including James Renwick
SG Room 4	Official Photography Room	WSI – including Iain Harper
SG Room 5	BT Official Broadcaster / Edit Suite	WSI
SG Room 6	Competition Information Systems Office	WSI
SG Room 7	WSI Member Support Office	WSI
SG Room 8	WSI Training / Meeting Room	WSI
SG Room 9	WSI Meeting Room 1	WSI
SG Room 10	Chair & Vice Chair of Technical Committee Office	WSI
SG Room 11 & 12	Competition Support Office	WSI
SG Room 13	Delegates and Industry Partners Room	WSI
SG Room 14	WSI CEO	WSI
SG Room 15	WSI President and President Elect Office	WSI
SG Room 16	WS Foundation Board of Trustees and MoVE Project Office	WSI
SG Room 17	Chair & Vice Chair of SC, VP Special Affairs, WS Foundation & Board of Directors Elect	WSI
SG Room 18	STORE	WSI
SG Room 19	Team Leaders Room	WSI
SG Room 20	WSI Meeting Room 3	WSI
SG Room 21	Member Work Area	WSI
SG Room 22	WSI Meeting Room 2	WSI
SG Room 23	Aidan Jones, Chris Humphries, David Cragg, Jill Goddard, Victoria Pickard, Jacqui Lee, Patrick McAllister, Sally Eley, Philippa Langton	WSL2011
SG Room 24	WSL Board	WSL2011
SG Room 25 & 26	Meeting Room 4	WSI
SG Room 27	Leipzig 2013	Leipzig Representatives
SG Room 28	City & Guilds	Premier Sponsor
SG Room 29	Event Sponsor Room /WSI Meeting Room (FESTO)	FESTO Representatives
SG Room 30	Samsung	Sponsor
SG Room 31 & 32	WSL2011 Event Sponsor Hospitality	Sponsors, WSL Sponsorship
SG Room 33	WSL 2011 Sponsorship	WSL Sponsorship

North Gallery Rooms

Room	Allocated to	Personnel
North Gallery 4	WSL2011 Meeting Room	WSL2011 (Boardroom Style – 30)
North Gallery 5	Crisis Management Office	WSL2011
North Gallery 6	WSL2011 Training Room	WSL2011
North Gallery 7	Leith's	Leith's
North Gallery 8 & 9	NAS Reception and Catering	NAS
North Gallery 10 & 11	NAS Plenary	NAS
North Gallery 12	Green Room / Office	NAS
North Gallery 13	WSL2011 Training Room 2	WSL2011 (Theatre Style – 80)
North Gallery 14	Volunteer Briefing	Volunteers
North Gallery 15	Volunteer Briefing	Volunteers
North Gallery 16	IT Help Desk	Logicalis, Northamber, F1, Jigsaw
North Gallery 17	Finance and Procurement	Jonathan Hurford-Potter, Keith Ward, Pat Murphy, Gary Davis, Mardi Freeme, Iliriana Ahmeti, Juliette Santos, Amir Shahzad, Richard Carter, Delia Churnin, Rob O'Neill, Tony Beeching, Tomas Sutas, Meera Patel, Reina Allen, Rishi Beltah, Shazia Butt, Hollie Steer, Christina Adeleke
North Gallery 18	WSL2011 Cash Office	WSL2011 Restricted access
North Gallery 19	UK Skills	UK Skills

Organisers Offices – North

Room	Allocated to	Personnel
N1 Upper	Radio Control Centre	WSL2011 & Airwave
N1 Lower	Radio Distribution Centre	WSL2011 & Airwave
N2 Upper	WSL2011 – Delegate & Customer Services	Kirsty Thomson, Jean Celebi, Mark Nevill, Catharine Hanharan
N2 Lower	WSL2011 – Transport	Carmine Posillipo, Hamish Moir (VOG)
N3 Upper	WSL2011 – Delegate & Customer Services	Edwin Saayeng, Lynsey Jackson, Simone Toole, Sabrina Derizzio-Willis
N3 Lower	WSL2011 – Volunteer Management	Julia Bowditch, Mark Pritchard, Monica Gomes
N4 Upper	WSL2011 – Marketing	Antonia Lee, Hemini Bharadia, Alix Hayes
N4 Lower	WSL2011 – Marketing & Partnerships	Michael Osbaldeston, Sereen El-Jamal
N5 Upper	WSL2011 Staff Room	WSL2011
N5 Lower	WSL2011 – Operations	Jeremy Lankshear, Chidi Okolo, Anna Boyd, Monica Patel
N6 Upper	WSL2011 – Operations	Edwina Bannister, Monique Horan, Jenni Lovegrove
N6 Lower	WSL2011 – Technical	Mark Smallman, Andy Murfitt, Natalia Wrobel, Ian Caldwell
N7 Upper	WSL2011 – Operations and Technical	Peter Davies, Ross Maloney, Louise Stone
N7 Lower	WSL2011 – Health & Safety (Technical)	Fiona Russell, Daniel Ward
N8 Upper	WSL2011 – IT Help Desk (Technical)	Jason Harris, Ian Crawford, Rami Mahmi
N8 Lower	Edexcel	Edexcel Office

N9 Upper	So Group Office	So Group
N9 Lower	Fresh Minds	Benefits Realisation Evaluation Team
N10 Upper	WSL2011 Storage	WSL2011
N10 Lower	WSL2011 Printing Room	WSL2011

Organisers Offices – South

Room	Allocated to	Personnel
S1 Upper	WSL2011 Organisers Office	WSL2011
S1 Lower	Volunteer Radio Control Centre	Volunteers
S2 Upper	CEVA	CEVA
S2 Lower	CEVA	CEVA
S3 Upper	So Group Server Room	So Group
S3 Lower	Showcase Edit Suite	Showcase Orgs
S4 Upper	Host Broadcaster – BT	BT
S4 Lower	Host Broadcaster – BT	BT
S5 Upper	Melville Office	Melville
S5 Lower	Melville Office	Melville
S6 Upper	Gainsborough Security Office	Security
S6 Lower	Gainsborough Security Interview Room	Security
S7 Upper	Gainsborough Security Break Room	Security
S7 Lower	Gainsborough Security Uniforms	Security
S8 Upper	Gainsborough Security Break Room	Security
S8 Lower	Gainsborough Security Control	Security (VOG)
S9 Upper	Showcasing Office	Rachel Malic, Carl Trevors, Dave Gorton
S9 Lower	HAG Office	Fran Hubbard, Kerry Glyn-Bristow
S10 Upper	IAG Office	Ben Blackledge, Anne Wilding
S10 Lower	IAG Office	Skills Funding Agency, NAS, IAG, JCP, C&G

Phase Two (North and South)

Room	Allocated to	Personnel
S11	Crisis Room	WSL2011
S12	1 to 1 Meeting Room	WSL2011
S13	WSL2011 Meeting Room	WSL2011
S14	Female Prayer Room	
S15	Female Prayer Room	
S16	Male Prayer Room	
S17	Male Prayer Room	
S18	WSI Informal Meeting Room	WSI
N11	Volunteer Control Centre	Volunteers
N12	Volunteer Control Centre	Volunteers
N13	Volunteer Uniform Storage	Julia Bowditch
N14	Volunteer Uniform Storage	Julia Bowditch
N15	Volunteer Uniform Storage	Julia Bowditch
N16	Volunteer Handbook Storage	Julia Bowditch

N17	Volunteer Handbook Storage	Julia Bowditch
N18	Volunteer Handbook Storage	Julia Bowditch
Capital Hall Organisers Office	Catering	Andrew Henderson, Alexander Thomas
Capital Suite Organisers Office	WSPE	Jenni Lovegrove, Mel Peirce

Platinum Suite

Room	Allocated to	Personnel
Level 1		
	Accreditation Centre and Member Support	WSL2011/WSI
Level 2		
	Delegate Lounge	Accredited Delegates
Platinum 5	WSI Meeting Room 5	WSI
Platinum 6	WSI Meeting Room 6	WSI
Platinum 7	WSI Meeting Room 7	WSI
Level 3		
Room 1 & 2	WSI GA Meeting Room (GA Room)	WSI
Room 3	Media Centre	Accredited Media
Room 4	Volunteer Crew Room	Volunteers
Titanium Room	Press Conference Room	Media
Event Management Office	ExCeL London Room	ExCeL London
Office	ISDN / Radio Room	Media/Marketing
Zinc	WSL2011 Marketing Office	Nicky Brunker, Valerie McBurney, Kate Dew, Theresa Hingston, Nicole Herlithy, Peter Waugh

Event Halls

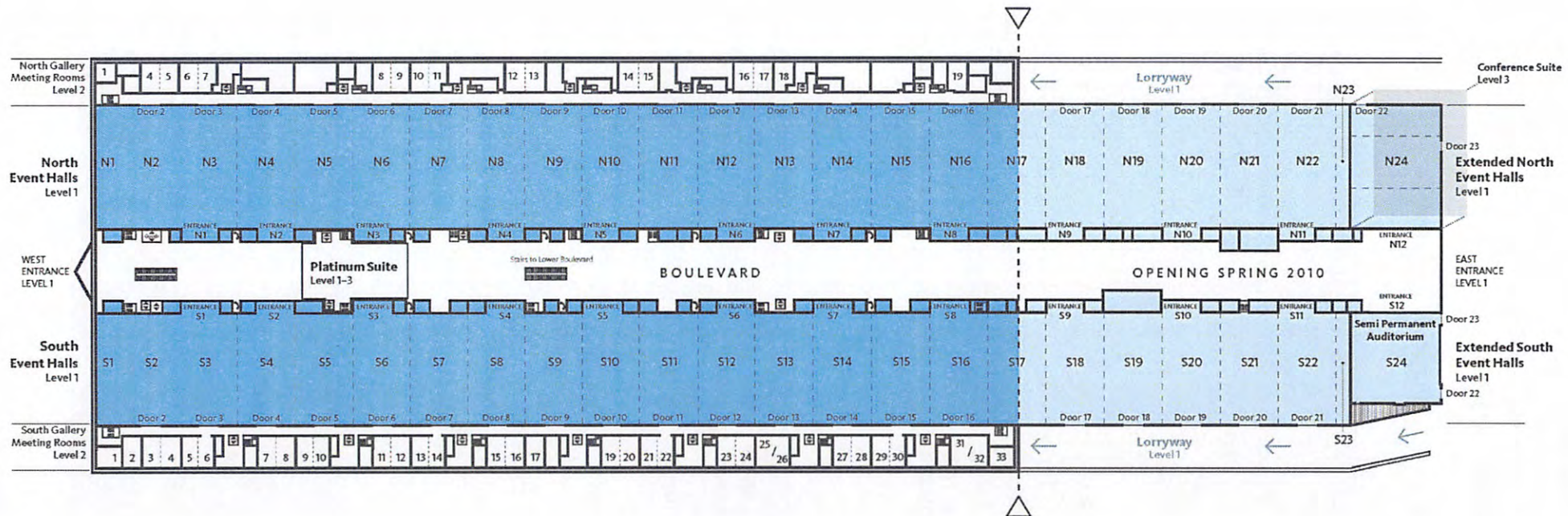
Current Space

- 65,000m² column free space (divided into North and South Event Halls)
- Partitioned floor space with moveable walls
- 2,000m² hall modules
- 10m high ceilings
- Easy visitor access from 7,500m² central boulevard
- Capacity at any one time for 42,750 visitors
- 7.2m wide drive-in doorways
- 3 lane lorry way for build-up/breakdown access
- Floor weight loading = 18kN/m²
- Marshalling area for 1,200 vehicles
- Permanent cabling – including IT, electric, water, waste (served by underfloor service ducts)
- Maximum loading from the roof beams of between 6,000kg and 14,000kg per truss

Opening Spring 2010

- Additional 23,590m² gross column free space on Level 1
- 4,510m² dropped hall space in the North East Hall
- 4,613m² dropped hall space in the South East Hall
- Partitioned floor space with moveable walls (on Level 1 and North East Hall (N24))
- 2,000m² hall modules
- 10m high ceiling on Level 1 and in the North East Hall (N24)
- 15m high ceiling in South East Hall (S24)
- Capacity at any one time for 26,000
- 7.2m wide drive-in doorways
- 3 lane lorry way for build-up/breakdown access
- Floor weight loading = 18kN/m²
- Permanent cabling – including IT, electric, water, waste (served by underfloor service ducts)
- Maximum loading from the roof beams of between 6,000kg and 14,000kg per truss

Locator Map



8. Other venues used during WSL2011

Table 6: The table below is a list of all the venues that WSL2011 will use throughout the competitions, including access required for each.

Venue	Purpose	Date	Time	Are WSL2011 staff expected to attend?	How to gain access:
ExCeL London	Venue to host WorldSkills Competition and wrap around activities.	Monday 26 September until Wednesday 12 October 2011	Build Day 1 (C-09): Venue tenancy begins Monday 26 September 2011, 08:00hrs De-Rig Day 4 (C+4): Venue tenancy ends Wednesday 12 October, 20:00hrs	Compulsory as per days agreed with your Line Manager and / or Director	Accreditation pass required
Central Hall Westminster	Welcome Reception 1	Friday 30 September 2011 (C-05)	18.00hrs - 20.00hrs	This is for Accredited Delegates only and only staff who will be working at this event will be required to attend.	Accreditation pass required
Queen Elizabeth II Conference Centre, Westminster	Welcome Reception 2	Sunday 2 October 2011 (C-03)	18.00hrs – 20.00hrs	This is for Accredited Delegates only and only staff who will be working at this event will be required to attend.	Accreditation pass required
The O2	Opening Ceremony	Opening Ceremony Tuesday 4 October (C-01)	18.15hrs: Access for C & TL. 18.30: Doors. 19.30hrs: Ceremony begins. 21.00hrs: Ceremony ends.	Every member of staff has a ticket for each Ceremony.*	Official ticket required
The O2	Closing Ceremony	Closing Ceremony Sunday 9 October 2011 (C+1)	18.5hrs: Arrival of C & TL 18.30: Doors 19.30hrs: Ceremony begins 21.30hrs: Ceremony ends	Every member of staff has a ticket for each Ceremony.*	Official ticket required

Indigo2, within O2	Volunteer Thank You	Sunday 9 October 2011 (C+1)	19.00hrs – 01.00hrs	No, however please also ensure you come along to say thank you to the volunteers you have been working with.	Accreditation pass required
Proud2, within The O2	The Big Farewell	Sunday 9 October 2011 (C+1)	21.30hrs – 02.00hrs	All WSL2011 staff are welcome to attend but it is not compulsory. Please note there is no additional space for family or friends. <u>Exceptions cannot be made.</u>	Accreditation pass required

Whilst we hope that you will be able to watch at least one of the ceremonies, please note that during both events members of the team will be required to work either at ExCeL London or support the delivery of the ceremonies. This may mean you that you are unable to attend the ceremonies in the same way as others.

9. Delegates – who does what?

Table 7: The table below is a list of delegate type, abbreviations used and a brief description of their role.

Role	Abbreviation	Description
Chief Expert	CE	An Expert who has been elected by other Experts in that skill to provide leadership and guidance for the running of the competition. The Chief Expert is a member of the Skill Management Team (SMT).
Competitor	C	A person from a WorldSkills International Member country/region selected to compete in a skill competition.
Deputy Chief Expert	DCE	An Expert who is responsible for supporting the Chief Expert in the preparation and execution of a skill competition (there is one CE per skill). The Deputy Chief Expert shall be a member of the Skill Management Team (SMT)
Expert	E	An Expert in a elected by the other Experts in that skill and is responsible for supporting the Chief Expert in the preparation and execution of a skill competition. The Deputy Chief Expert (DCE) is a member of the Skill Management Team.
Expert with Special Responsibilities	ESR	An Expert assigned special duties by the Chief Expert such as ensuring fairness and transparency; performing Health & Safety training and Competitors Check List; marking Team Leaders; promotion of their Skill through the media; sustainability and any other areas as decided by the SMT such as Interface to public, competition area (tidiness and attractiveness), and security.
Interpreter	I	Translation/Interpretation support for the Member country/region.
Jury President	JP	The Jury President is a Technical Delegate appointed by the Chair on behalf of the Technical Committee to be a member of the Skill Management Team for one or more skills during the WorldSkills Competition.
Jury President Team Leader	JPTL	A Jury President Team Leader is often a more experienced Jury President and has the responsibility for leading a Jury President Team (which is made up of more than one Skill Management Team).
Jury President Assistant	JPA	A Technical Delegate working under the supervision of an experienced Jury President (JP) to learn the role of JP.
Observer	O	There are four types of Observer: Official Observer, Observer, Technical Observer and Future Host Observer.
Official Delegate	OD	Each WorldSkills International Member is entitled to have one Official Delegate to the WorldSkills International General Assembly. The Official Delegates also make up the Strategy Committee.
Official Observer	OB	An Official Observers is an important person from the Member's country/region and has access to WorldSkills International meetings and special Host Member/Competition Organiser events. Each Member is entitled to appoint two Official Observers at its own expense.
Skill Management Team	SMT	A team comprising the Jury President, Chief Expert and Deputy Chief Expert responsible for the proper management of the competition.
Technical Committee	TC	The Technical Committee consists of the Technical

		Delegates. Chaired by the Vice President for Technical Affairs meeting at their invitation, it deals with all technical and organisational matters relating to the WorldSkills Competition. The Technical Committee reports to the Board of Directors and the General Assembly through its Chair.
Technical Delegate	TD	A team comprising the Jury President, Chief Expert and Deputy Chief Expert responsible for the proper management of the competition.
Technical Delegate Assistant	TDA	Members may appoint a Technical Delegate Assistant to support the Technical Delegate due to the workload of the Technical Delegate acting as Jury President.
Team Leader	TL	A person selected by their Member organisation to serve as a liaison with their Competitors during the WorldSkills Competition. The role of the Team Leader is to support Competitors before, during and after the Competition, ensuring the experience of taking part remains positive.
Workshop Supervisor	WSS	A suitably qualified person provided by the Host Member/Competition Organiser to establish and manage the workshop, and assist Experts in their duties. The Workshop Supervisor is responsible for workshop installations, preparation of materials, security, health and safety, general tidiness and neatness, and generally supports the Experts in their work.
Workshop Supervisor Assistant	WSSA	Support to the Workshop Supervisor in establishing and managing the workshop, and assisting Experts in their duties.

10. Accreditation

All staff will receive an accreditation pass as part of their staff pack and this will be given to you before you go to ExCeL London. This is a pass that will allow you access to specific parts of the venue according to the symbols on the front of the pass (see table below). The accreditation pass will be attached to a lanyard, and the staff catering voucher can be attached to this (see section 13 for further information on catering).

The accreditation pass should be worn at all times to allow access to the Competition venue. Staff will be given all access to the ExCeL London venue, however there may be some areas where permission may need to be granted by the person or team responsible for running specific areas. The accreditation pass **does not allow** entry into the Opening or Closing Ceremony. All staff will need their Opening Ceremony and Closing Ceremony tickets to gain entry to both. Your accreditation does however allow you **access to the Farewell Event on the 9th October** so it is important you keep this with you for this event.

IMPORTANT NOTE REGARDING ACCESS TO WORKSHOP AREAS

Where staff have been allocated access to workshop areas it must be understood that this does not allow uninvited access to the workshop at any time. The process for requesting to enter a workshop is: upon arrival at the workshop boundary, sensitively attract the attention of the Workshop Supervisor or the Chief Expert, explain to them that you wish to request access to the workshop and what access is required for. The Chief Expert (and only the Chief Expert) will grant (or refuse) access (note that if the Workshop Supervisor is approached in the first instance, it is only on the Chief Expert's authority on which the workshop may be accessed). It is important to understand that access may not always be granted and this should not be disputed on the Competition floor, simply ask when it would be convenient to return or refer the request to Peter Davies.

The Delegate and Customer Services team will operate an accreditation centre onsite at the Competition venue – this can be found in the Platinum Suite in ExCeL London. Should you have any questions regarding accreditation this is the best place to have your query answered. The accreditation centre will be open on the Wednesday 28th September to the Saturday 8th October 08.00 – 20.00hrs to support delegates and deal with any queries regarding new or additional passes. There will be an onsite facility to create new passes with photos but please note this will only be provided for those who require it not for those who just wish to change their photo.

Important: Please note there is a £20 replacement fee for any replacement pass to be issued. Unless your reason for losing your pass is a valid one you may be requested to pay for this. This is the policy for all WorldSkills delegates so please ensure that you look after this; it is defined as your passport onsite at the event.

Table 8: The table below is a list of all of the symbols used for accreditation.

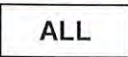
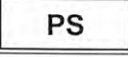
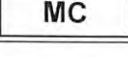
SYMBOL	ACCESS TYPE	SYMBOL	ACCESS TYPE
	All workshops		Lunch/Dinner
	Specific Workshops		Happy hour Access
	Platinum Suite		London Experience
	South Gallery Rooms		Welcome Reception
	North Gallery Rooms		One School One Country
	Media Centre		The Big Farewell
			Transport

Table 9: The table below is a list of the accreditation colours being used against delegate type which will be displayed on all accreditation passes.

Colour	Delegate Type
	Competitor & Team Leader
	Chief Expert, Deputy Chief Expert, Expert & Interpreters
	WSS and WSSA
	Honorary Member, Technical Delegate, Technical Delegate Assistant, Official Delegate, Substitute Delegate Assistant, Substitute Delegate Assistant, Official Observer
	Observer WSC2013, Technical Observer WSC2013, WorldSkills Europe 2012 Observer
	Observer
	Official Host Media, Professional Media, Member Media (O), Student Media
	WSI Board, WSI Secretariat
	WSL2011 Staff, WSL2011 Event Partners, Event Suppliers, Workshop Setup
	Volunteers
	Government, Event Sponsors, WSL2011 Board

11. Communications

Radios

Some WSL2011 staff will be issued with radios for internal communication. All staff who have been issued with a radio will be fully briefed and trained on the use of the radios and issued with a user manual prior to going onsite. As a reminder, each nominated Team Leader is responsible for collecting the handsets from the Radio Distribution Centre, which is operational from Monday 26th September, and return them all together, including chargers and accessories by 12.00hrs on Wednesday 12th October. The Radio Distribution Centre located in N1 Lower. Should you experience any technical problems with your radios onsite please go to the Radio Distribution Centre. If you lose your radio handset, please speak to your Team Leader or Monique Horan who will decide if a replacement handset is needed.

Desk Phones

All of the rooms that are being occupied by staff and delegates operating at the Competition site will have desk phones inside them. All phones will be pre-programmed and already set up for use (please see section 3 for WSL2011 and WSI desk phone extension numbers). Each of the rooms will have a *CISCO Quick Reference Guide* located in them for staff to use as a guide on how to use the phones. If you have any problems with your desk phones at ExCeL London please contact the OSC.

Desk phones at 36 Queen Street should be diverted to your mobile (where desk phones are shared, you will need to agree between yourselves who is going to accept the diverted calls).

Mobile Telephones

All staff will be issued with a new Samsung mobile phone. Staff who already have use of a work mobile will keep the same number but will be issued with a new Samsung handsets. Staff who do not currently have a work mobile phone will be issued with a Samsung handset and number prior to going onsite. The Samsung mobile telephone includes a pre-paid package of £50 credit which can be used to call the OSC and any non-O2 mobiles; landline and International numbers charged at published O2 tariffs (see 'http://shop.o2.co.uk/tariffs/Pay_and_Go#' then click on 'O2 Unlimited'). Calls and texts to other O2 mobiles are free of charge – you will therefore be able to call other WSL2011 new work mobiles without charge. In most cases, it is envisaged that the £50 credited to the handsets will be sufficient to meet the needs of staff during the event. However if a top-up voucher is required, you will be able to obtain one from the WSL 2011 Member Support Area in the Platinum Suite. Please note; a limit of £20 additional credit is applied to each member of staff before additional authorisation is required.

Staff allocated a mobile telephone for work use are required to follow the guidelines set out in the employee handbook as follows:

- Telephone calls of a personal nature should be kept to a minimum.
- Employees' personal mobile telephones must not interfere with normal working. Employees should normally restrict personal mobile telephone calls and text messages to their rest breaks.
- On an occasional basis you agree to be contacted outside working hours by the Company and/or clients and customers to assist with operational matters.
- You may be provided with a mobile telephone in order to assist with the proper performance of your duties. The mobile telephone remains the property of the WorldSkills London 2011 – it may be withdrawn from use at any time and it must be returned to WorldSkills London 2011 at a specified time. The mobile telephone is your responsibility and if it is lost you will be responsible for the replacement cost.
- You are permitted to make and receive personal telephone calls on any mobile telephone issued to you but this must be kept to a reasonable level. If the Company considers that there has been improper use of the

mobile telephone, you may be required to meet the cost of any calls that are not business related and such costs may be deducted from your remuneration.

Use of Mobile Phones in vehicles

- It is unlawful to use a hand held mobile telephone when driving. Time spent waiting at traffic lights or in a traffic jam is still considered to be driving.
- ALL employees who drive vehicles whilst carrying out their work will be required to comply with this law. If you do not comply, you will be subjected to disciplinary proceedings. Repeated breach of this policy will result in dismissal.
- You must not use your Company mobile phone whilst driving even with a hands free kit. If you receive or make a mobile telephone call whilst driving you should stop the car in a safe place, turn off the engine and then make or receive the call once satisfied that it is safe to do so.
- All employees must adhere to the Company's Mobile Phone Whilst Driving Policy.

Address Book/Contacts

Where possible the address book for the Samsung mobile telephones will be pre-programmed to include all WorldSkills London 2011 staff contacts numbers. To alleviate any issues with updating contact numbers, the OSC will be responsible for keeping a central contact database which will automatically update all of the allocated handsets should a contact number be amended. Staff with existing work mobile telephones will be sent a PST.file to manually update their contacts. Any changes to mobile numbers whilst on site therefore need to be called into the OSC on 0845 475 2011 at the earliest opportunity.

Problems with my mobile phone

If you experience problems with your mobile phone, please contact the OSC who will be able to sign post you to one of the onsite mobile telephone help points.

Emails

All staff will be able to access their work emails either from their laptops, desktops or mobile phones in the usual way. All phones will be configured to enable you to view official work emails. It is very important that you maintain a credit balance on your mobile phone in order to receive and send official work emails.

Onsite IT support

Should you require IT support whilst onsite at ExCeL London, you should call PC Correct in the usual way we operate out of 36 Queen Street. The number for PC Correct is **0207 372 4106**.

WSI meeting rooms

WorldSkills International have allocated meeting rooms on site at ExCeL London which will be available for Members and WorldSkills London 2011 staff to use. If you require a meeting room on site at ExCeL London during the event please contact Ellen Coppens on 07719 111591 or at ellen.coppens@worldskills.org. Alternatively you can visit Ellen in the Platinum Suite, Level 1.

Signers

We are working in Partnership with "SignHere, part of the Centre for Deaf Education" who will provide signers on the 4 days of Competition for visitors who require it. Those requiring signing assistance should notify the Delegate and Customer Service team at customerservice@worldskillslondon2011.com with the details of their visit (day/time). When the visitors arrive on site they should then report to the WorldSkills London Member Support Area in the Platinum Suite to meet their signer who will accompany them round the Competition.

12. Hotel Information

As the full "WSL2011 office operation" will be based at ExCeL London from Wednesday 28th September until Tuesday 11th October, we will provide hotel accommodation for staff for the dates previously advised. We have provided hotel accommodation in recognition of the fact that most people will be working substantially longer hours than normal. The majority of staff will be staying in the Crowne Plaza Hotel, London Docklands. Please see <http://www.crowneplazadocklands.co.uk/> for more information. The address is The Crowne Plaza, Royal Victoria Dock, Western Gateway, London, E16 1AL, United Kingdom – telephone: +44 (0)207 055 2000.

As a reminder, we are due to 'hand back' all of the venues at ExCeL London by 8pm on Wednesday 12th October, but we have reserved hotel rooms for staff on that night because we anticipate that people will be tired from all of the work required to meet the end of tenancy deadline.

Check in procedure

Check in is available from 14:00hrs on the day of arrival. Should staff arrive in advance of this then a room will be available for the storage of luggage. Staff may be asked to provide bank card details. This should be optional and would apply only to those staff wishing to set up an account in order to charge additional purchases to their room. This may include but not limited to additional food and beverages, internet, newspapers, etc. which are chargeable extras and will not be paid for by WorldSkills London 2011. It should be noted that the majority of chargeable extras can be paid in cash should a delegate not wish to set up an account. It should also be noted that an account can normally be set up at a later time.

Check out procedures

Checking out must be before 12:00hrs on the day of departure.

Ironing

Ironing boards and irons are available in each room.

Internet

WiFi access is only available in public areas. Wired internet is available in the hotel rooms. Access to the internet is charged at £35 for seven days, £14.99 for 24hrs and £4.99 for one hour. WSL2011 will not reimburse the costs of this unless staff have had to make use of this for work related reasons. Please speak to your line manager if you feel it is absolutely necessary to have internet access in your room.

Security storage

A small safe deposit box is located in each room. To use this, please follow instructions located on the box.

Shopping

A small supermarket is available within five minutes' walk where a range of basic essentials are available for purchase.

Leisure

The hotel has a pool, which opens 6am – 10pm and also gym, jacuzzi, sauna, steam room. These are all free to use for staff staying at the Crowne Plaza and for use during your leisure time. For more information please visit <http://www.crowneplazadocklands.co.uk/leisure/>

Laundry

If staff wish to make use of the hotel laundry service, please note that this will not be reimbursed but WSL2011. Please see section 15 for further information for onsite laundry service at ExCeL London.

Telephones

All rooms have telephones in them however we ask for staff to refrain from using them unless deemed necessary. WSL2011 will not reimburse the cost of calls unless the call was work related and you have not been provided with a work mobile phone. Any claim must be submitted with an itemised bill as proof that it was work related.

Double Occupancy at Crowne Plaza

If you wish to have additional guests stay in your room, you must notify the hotel in advance or at the very latest on the day that they are staying. This will operate on an honesty basis, so please be honest, hotel staff have many years experience of spotting when a single occupancy room suddenly changes to double so to avoid the embarrassment, please be honest! You will also be pleased to know that the rate has reduced from £20 per night to just £10 per night. All charges for additional guests are payable by you individually, the hotel will expect payment (along with any other incidentals charged to your room) when you check-out, none of these additional charges will be added to the WSL 2011 bill.

Other hotel costs

As outlined in the *Travel, Subsistence and Other Expenses Guideline*, personal items such as bar bills, newspapers, haircuts, toiletries, room service and mini-bar costs are not reimbursable. It your responsibility to ensure these items are paid for on check-out.

Table 10: The below table provides a list of hotels that members of the WorldSkills 'family' will occupy during WorldSkills London 2011

No.	Name of Hotel	Address	Which Delegates are staying where?
1	Britannia International	South Quay, Canary Wharf, London, E14 9SJ	1) Technical Delegates 2) Experts 3) Interpreter 4) Official Delegates
2	Crowne Plaza London ExCeL	ExCeL West, Western Gateway, Royal Victoria Dock, London, E16 1AL	1) WorldSkills London 2011 2) Observers 3) WorldSkills International
3	Custom House Hotel	272 - 283 Victoria Dock Road, London, E16 3BY	1) Competitors 2) Team Leaders
4	Grange City Hotel	8-14 Cooper's Row, Tower Hill, London, EC3N 2BQ	1) Technical Delegates 2) Experts 3) Interpreters 4) Official Delegates
5	Grange Tower Bridge	45 Prescott Street, Tower Hill, London, E1 8GP	1) Experts 2) Observers

6	Guoman Tower Hotel	St Katharine's Way, Tower Hill, London, E1W 1LD	1) Technical Delegates 2) Experts 3) Interpreters 4) Official Delegates
7	Hilton Canary Wharf	Marsh Wall, South Quay, Canary Wharf, London, E14 9SH	1) Technical Delegates 2) Experts 3) Interpreters 4) Official Delegates
8	Holiday Inn Docklands	ExCeL London, 1 Silvertown Way, London, E16 1EA	1) WorldSkills Leipzig
9	Ibis London ExCeL	ExCeL West, 9 Western Gateway, Royal Victoria Dock, London, E16 1AB	1) Competitors 2) Team Leaders
10	Marriott West India Quay	22 Hertsmere Rd, Canary Wharf, E14 4ED	1) Sponsors/Global Industry Partners
11	Mint Tower of London	7 Pepys Street, Tower Hill, London, E1W 1LD	1) Observer
12	Novotel London ExCeL	ExCeL West, Western Gateway, Royal Victoria Dock, London, E16 1AA.	1) Technical Delegates 2) Experts 3) Interpreters 4) Official Delegates
13	Novotel London Greenwich	173-185 Greenwich High Road, Greenwich, London, SE10 8JA	1) Technical Delegates 2) Experts 3) Interpreters 4) Official Delegates
14	Park Plaza County Hall	1 Addington Street, Westminster, London, SE1 7RY	1) Technical Delegates 2) Experts 3) Interpreters 4) Official Delegates
15	Park Plaza Westminster	200 Westminster Bridge Road, Westminster, London, SE1 7UT	1) Technical Delegates 2) Experts 3) Interpreters 4) Official Delegates
16	Premier Inn London County Hall	Belvedere Road, Westminster, London, SE1 7PB	1) Observers
17	Premier Inn London Docklands	ExCeL East, Royal Victoria Dock, London, E16 1SL	1) Competitors 2) Team Leaders
18	Premier Inn London Tower Hill	24 Prescott Street, Tower Hill, London, E1 8BB	1) Observers
19	Ramada Hotel & Suite Excel	ExCeL East, 2 Festoon Way, Royal Victoria Dock, London, E16 1RH	1) Observers 2) Workshop Supervisors 3) Workshop Supervisor Assistants
20	Travelodge London City Airport	Hartmann Road, Silvertown, London, E16 1EA	1) Competitors 2) Team Leaders

13. WSL2011 Staff Catering

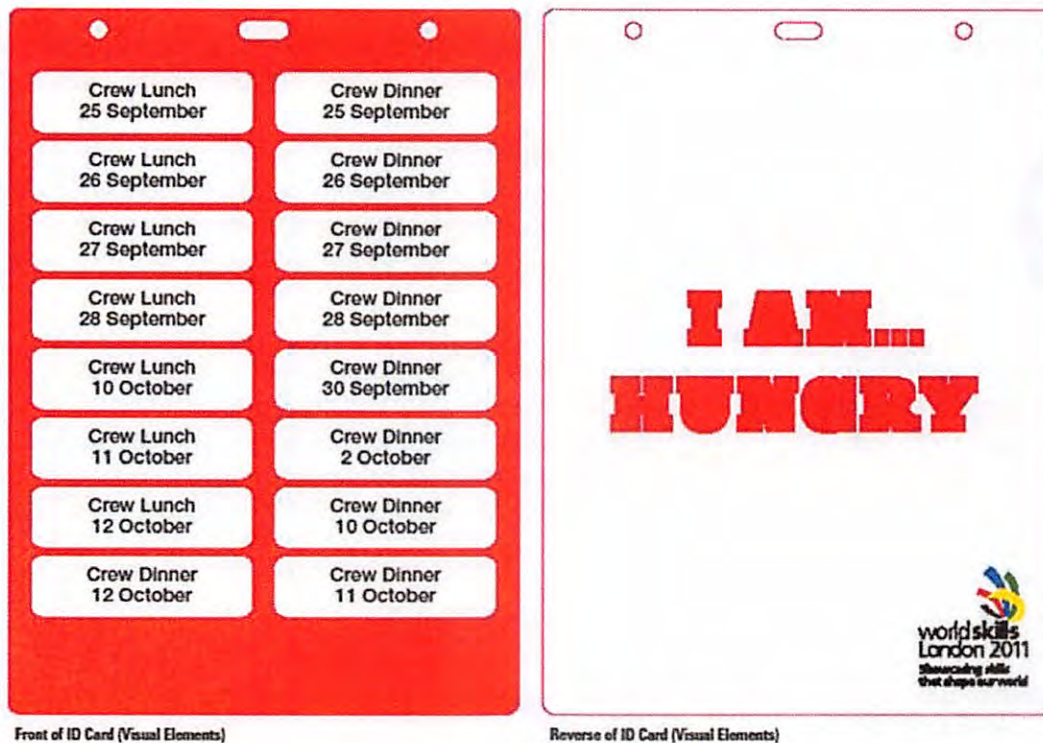
All staff will be provided with breakfast, lunch, dinner and refreshments for the duration of their stay.

Breakfast – every day:

For staff staying at the Crowne Plaza Hotel, breakfast will be available from 6am each morning of your stay. The breakfast room is located on the ground floor adjacent to the reception. Staff will be requested to provide their room number. Please ensure you allow yourself enough time to refuel each morning before coming onsite! WSL2011 will not reimburse the costs of room service should you wish to get breakfast in your room.

Information on Lunch, Dinners & Refreshments

Staff will receive their accreditation pass with their catering voucher on **Friday 23rd September** at the office in 36 Queen Street. The catering voucher is to enable you to obtain food prior to, and after, the United World Restaurant (UWR, the main catering Hall) 'going live.' The vouchers will be attached to your accreditation pass. The voucher can only be used on the dates and location shown. See below for further details.



Front of ID Card (Visual Elements)

Reverse of ID Card (Visual Elements)

Catering arrangements on 26th, 27th & 28th September (prior to the United World Restaurant opening)

For crew meals on the 26th, 27th & 28th September, prior to the United World Restaurant (the main catering hall) 'going live' lunch, dinner and refreshments are obtained from specific places. In order to obtain food and refreshments during these times staff will need to bring with them their catering voucher card. The voucher can only be used on the dates shown and in the location shown.

Lunch – North Hall 22

Lunch will be available from 12:00 – 14:00 in North Hall 22. Lunch will be a hot meal with a choice of vegetarian available. Once you have received your lunch the catering staff will punch your voucher on the corresponding date on the voucher.

Refreshments – North Hall 22 & WSL2011 Staff Room, N5 Upper

All day refreshments of water, tea and coffee will be available from North Hall 22 as well as in organiser office N5 upper. Please note, you may be asked to produce your staff catering voucher this is the red pass attached to your accreditation (see above).

Dinner – The Fox

Dinner will be served in the Fox ExCeL between 19.00hrs – 21.00hrs. The Fox is located at the west side of ExCeL London and situated on the walk way to the Custom House DLR.

We have the downstairs area of the Fox reserved for us. Please note you will have to bring both your **accreditation** and your **staff catering voucher**. The accreditation pass allows entry and your staff catering voucher entitles you to one free drink from the bar (Soft drinks, bottled beer, draught beer, house wine, excluding Red Bull / bottled cider). Once you have received your drink please give the bar staff your voucher who will punch the corresponding date on the voucher.

Catering arrangements from 29th September to 9th October, during the United World Restaurant (UWR) operating times

The United World Restaurant will be in operation from 29th September until the 9th October and will be serving both lunch and dinner for accredited delegates, which includes all WSL2011 Staff. The UWR is not open to the public.



- Lunch is available between 11:30 - 13:45.
- Dinner is available between 17:30 – 19:30 (from 16:00 on ceremony days).
- Refreshments are available from WSL2011 Office (Staff Room) located in N5 Upper, between 08.30hrs – 19.30hrs. Water will also be available in each IAG point on the show floor.

To gain access to the UWR you will need your accreditation pass only. You do not need your catering voucher. On the front you will see a green knife and fork, this is the symbol to allow you access to both lunch and dinner. There is no restriction when you can take your lunch but please check with your line manager first. Please ensure you take no more than 45 minutes for your lunch in the restaurant to allow other delegates chance to eat. Please also be aware that if you are working in west side of the building it could take you up to 10 minutes walk to reach the restaurant.

Lunch Menus will be changed daily to ensure variety and will consist of:

- A selection of pre made sandwiches and wraps
- Jacket potatoes and fillings
- A minimum of two hot dishes (meat and fish)
- A vegetarian option
- Fresh soup & bread
- Selection on vegetables

Dinner menu will be changed daily to ensure variety and will consist of:

- A minimum of two hot dishes (meat and fish)
- A vegetarian option
- Selection on vegetables
- A selection of salads
- Dessert

A selection of cold drinks will be available at both lunch and dinner sittings

Catering arrangements after the UWR closes, 10th, 11th & 12th October.

The UWR closes down on the 9th October and all catering arrangements will revert back to the same process and location as the build period. WSL2011 staff can obtain lunch, dinner and refreshments from South Hall 1, and The Fox. Again, in order to obtain food and refreshments during these times staff will need to use their catering voucher card (see above). This card will be attached to your accreditation pass. The voucher can only be used on the dates shown and in the location shown.

Trattoria on the Boulevard

Trattoria is an outlet on the Boulevard at ExCeL London and located between North Hall 18 and North Hall 20. On Sunday 25th September all staff working onsite will be able to access tea, coffee and fresh water. Please note you may be asked to produce your staff catering voucher, this is the red pass attached to your accreditation (See above).



Special Dietary Requirements

United World Restaurants – we will endeavour where possible to give consideration to dietary, cultural and religious requirements. If you have indicated that you have a dietary requirement prior to the event then this will be taken into consideration. Should your requirements require the caterers to plate a meal for you then this can be collected from the appropriate food station clearly marked. If this applies to you, you will be contacted directly by the Catering Manager before the event. If you have any concerns regarding special diets please speak to Andrew Henderson, WSL2011 Catering Manager.

Site Rules

All staff must adhere to the following rules that are specific to ExCeL London:

- Staff, Crew, Sponsor, Have a Go providers, etc. are not permitted to bring food/drink onsite which is bought from a UK supermarket. Please note that no supermarket deliveries will be permitted at any time.
- Please be aware that throughout the venue there will be several catering points in operation for accredited delegate only. Please refrain from using these as they have been pre-allocated and not for WSL2011 staff use.

The Big Farwell – Proud₂ 9th October 2011

Following the Closing Ceremony, the Big Farwell will be held in Proud₂ night club which is located on the Entertainment Avenue at the O₂. Food will be served throughout the venue from 21:30 until 23:00. There are 6 food zones positioned around the venue offering a taste of the world. Please remember all staff must bring their accreditation pass to The Big Farewell – without this, entry will not be permitted.

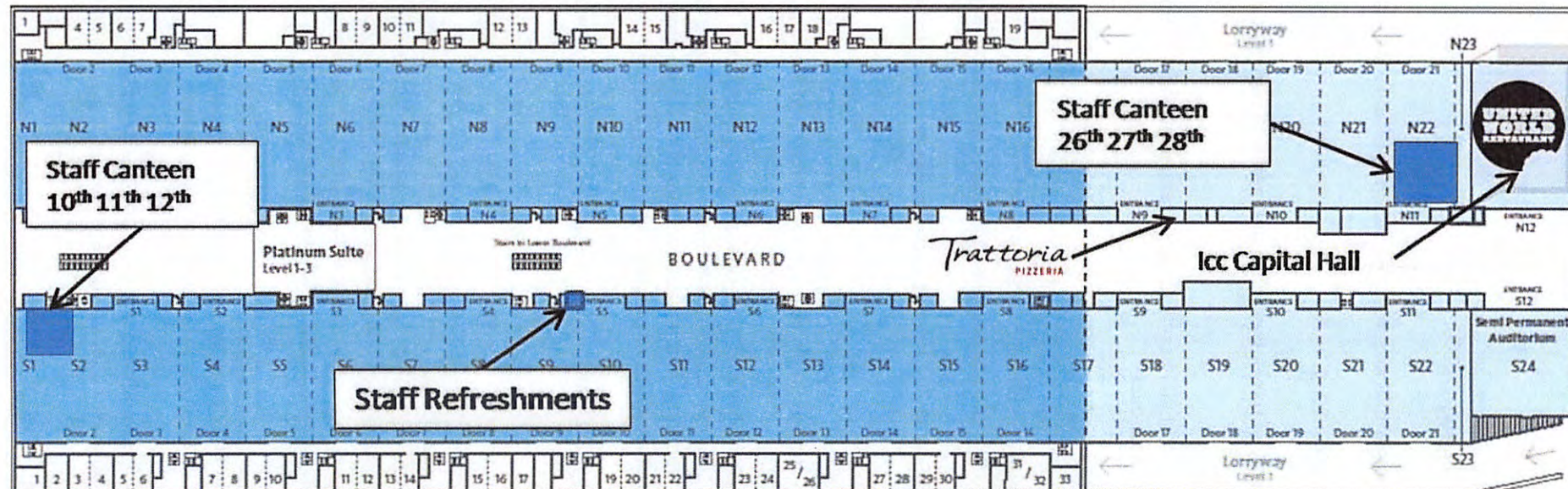
WorldSkills London 2011 Staff Catering Schedule

						Sunday 25
						TRATTORIA ON THE BOULEVARD 12:00 - 18:00
						TRATTORIA ON THE BOULEVARD 12:00 - 14:00
						THE FOX ExCeL 19:30 – 21:00
Monday 26	Tuesday 27	Wednesday 28	Thursday 29	Friday 30	Saturday 1	Sunday 2
SOUTH HALL 1 & NORTH HALL 22 08:00 - 19:30	SOUTH HALL 1 & NORTH HALL 22 08:00 - 19:30	SOUTH HALL 1 & NORTH HALL 22 08:00 - 19:30	WSL STAFF OFFICE N5 UPPER 08:00 - 19:30	WSL STAFF OFFICE N5 UPPER 08:00 - 19:30	WSL STAFF OFFICE N5 UPPER 08:00 - 19:30	WSL STAFF OFFICE N5 UPPER 08:00 - 19:30
SOUTH HALL 1 & NORTH HALL 22 12:00 - 14:00	SOUTH HALL 1 & NORTH HALL 22 12:00 - 14:00	SOUTH HALL 1 & NORTH HALL 22 12:00 - 14:00	UNITED WORLD RESTAURANT 11:30 – 14:00	UNITED WORLD RESTAURANT 11:30 – 14:00	UNITED WORLD RESTAURANT 11:30 – 14:00	UNITED WORLD RESTAURANT 11:30 – 14:00
THE FOX ExCeL 19:30 – 21:00	THE FOX ExCeL 19:30 – 21:00	THE FOX ExCeL 19:30 – 21:00	UNITED WORLD RESTAURANT 17:30 – 19:30	THE FOX ExCeL 19:30 – 21:00	UNITED WORLD RESTAURANT 17:30 – 19:30	THE FOX ExCeL 19:30 – 21:00
Monday 3	Tuesday 4	Wednesday 5	Thursday 6	Friday 7	Saturday 8	Sunday 9
WSL STAFF OFFICE N5 UPPER 08:00 - 19:30	WSL STAFF OFFICE N5 UPPER 08:00 - 19:30	WSL STAFF OFFICE N5 UPPER 08:00 - 19:30	WSL STAFF OFFICE N5 UPPER 08:00 - 19:30	WSL STAFF OFFICE N5 UPPER 08:00 - 19:30	WSL STAFF OFFICE N5 UPPER 08:00 - 19:30	WSL STAFF OFFICE N5 UPPER 08:00 - 19:30
UNITED WORLD RESTAURANT 11:30 – 14:00	UNITED WORLD RESTAURANT 11:30 – 14:00	UNITED WORLD RESTAURANT 11:30 – 14:00	UNITED WORLD RESTAURANT 11:30 – 14:00	UNITED WORLD RESTAURANT 11:30 – 14:00	UNITED WORLD RESTAURANT 11:30 – 14:00	UNITED WORLD RESTAURANT 11:30 – 14:00
UNITED WORLD RESTAURANT 17:30 – 19:30	UNITED WORLD RESTAURANT 16:00 – 17:30	UNITED WORLD RESTAURANT 17:30 – 19:30	UNITED WORLD RESTAURANT 17:30 – 19:30	UNITED WORLD RESTAURANT 17:30 – 19:30	UNITED WORLD RESTAURANT 17:30 – 19:30	UNITED WORLD RESTAURANT 16:00 – 17:30
Monday 10	Tuesday 11	Wednesday 12				
SOUTH HALL 1 & NORTH HALL 22 08:30 TILL 19:30	SOUTH HALL 1 & NORTH HALL 22 08:30 TILL 19:30	SOUTH HALL 1 & NORTH HALL 22 08:30 TILL 19:30				
SOUTH HALL 1 & NORTH HALL 22 12:00 TILL 14:00	SOUTH HALL 1 & NORTH HALL 22 12:00 TILL 14:00	SOUTH HALL 1 & NORTH HALL 22 12:00 TILL 14:00				
THE FOX ExCeL 19:30 – 21:00	THE FOX ExCeL 19:30 – 21:00	THE FOX ExCeL 19:30 – 21:00				

Key

Refreshments
Lunch
Dinner

ExCeL London Catering Location Map



EXCeL
LONDON
An ADNEC Group Company




worldskills
London 2011
Showcasing skills
that shape our world

14. Personal Conduct, TOIL and HR

Personal Conduct

Whilst working for WSL2011, your overriding responsibilities are:

- To observe all safety rules and to act in a manner that ensures your own health and safety and the health and safety of others; and
- To act wholeheartedly in the best interests of WSL2011.

Any conduct that either puts your own health and safety at risk or the health and safety of others at risk will normally be treated as gross misconduct.

Any conduct that is detrimental to the best interests of WSL2011 or its relations with customers/clients, suppliers or the general public will normally be treated as gross misconduct.

Your general duties include the following:

- To work hard, conscientiously, safely and loyally on behalf of WSL2011;
- Not to be involved in any work or activity which is in competition with WSL2011 or which might adversely affect WSL2011's best interests;
- To obey the reasonable and lawful instructions of WSL2011 and to be flexible in helping WSL2011 achieve its objectives;
- To produce work of the best possible quality;
- To respect and care for WSL2011's property;
- To strictly obey all Rules and Regulations relating to health and safety and report to your Line Manager any hazards to safe working arrangements;
- To comply with WSL2011's equal opportunities policy and to co-operate with it to ensure a working environment that is free from discrimination and prejudice and the fear of harassment or violence;
- Whilst working for WSL2011 to devote all of your time and attention to your duties. You must not engage in any other business, activity or employment (either inside or outside your normal working hours) that interferes with this duty; and
- To notify WSL2011 at the earliest opportunity about any change in your personal circumstances such as your name, address or telephone number.

Expected hours of work

The build, event and de-rig period is undoubtedly going to be exceptionally busy for the entire team. Each day we will be dealing with challenges, making progress and performing as an exceptional host country. The workload will be very varied and to some extent unpredictable. It is therefore asked that all staff treat this as a special circumstance, adopt a flexible approach to work and be prepared to work outside of your normal working hours (as set out in your contract). Likewise, no one is expected to work for the whole event period – see the section below for further details on 'rest and relaxation' and TOIL.

Your daily schedule of work must be agreed with your Line Manager and / or Director, but it will be at the very minimum your normal hours of work (08:30 – 17:30) and is likely to be frequently longer than this.

If there is a time when you feel you have not got enough work to do and can see other people around you working extremely hard, please do make every effort to be helpful and offer up your assistance. It is important that we all work as a single team whilst onsite.

If you expect a visit from family and friends and would like to spend a little time with them, you must agree any absence to do this with your Line Manager and / or Director in advance.

TOIL for the event period – 25th September to 12th October (*inclusive*)

During this event period, many staff will be required to work evenings and weekends. However, there is no expectation that anyone will have to work for the whole of the event period and it is expected that at least one day (either TOIL or holiday) will be taken for “rest and relaxation”. The event period will be a particularly busy time and Directors may require staff who have worked excessively long hours to take periods of enforced “rest and relaxation”.

Staff working during the event period will be granted a half day TOIL for every “full” (in general, 4 hours or more) weekday evening worked and a half day TOIL for every “full” weekend morning, afternoon or evening worked. Directors will ensure that a simple log of TOIL is kept for their staff and this should be regularly “signed off” by the Chief Executive.

Taking holiday / TOIL

It is expected that staff will ensure that all outstanding holidays and TOIL are taken **before their contract finishes**. Any requests to do otherwise, must be authorised by the Chief Executive well in advance of your contract end date.

Reporting requirements

With a few exceptions, most staff will continue to work within their Directorates and continue to report to their existing Line Managers. It is the responsibility of each Director to ensure all roles have been mapped out and appropriately resourced for their areas of responsibility. Whilst onsite, if you have any issues and/or feel you are asked to do something which you do not feel comfortable doing or is beyond your capabilities please speak with your Line Manager.

Attendance & timekeeping

You are expected to be available to work during the ‘event period’ – 25th September to the 12th October (*inclusive*) and we ask that you make every effort to attend each day. If you cannot attend you must comply with the following rules:

- If you are sick or injured and cannot attend during the event period then you must inform your Line Manager no later than 30mins before you are expected to arrive onsite;
- It is your responsibility to make sure that you are at onsite work and ready to start work at your scheduled starting time;
- If you expect to arrive late you should normally have advised your Line Manager in advance and if not you will be expected to explain the reason(s) on arrival; and
- If you need to leave before your early you must obtain the prior authority of your Line Manager.

15. Domestics

Variation from normal expenses

Travel

- If you're working your normal office hours at ExCeL London before being based on/staying overnight on site, travel to and from your home to ExCeL London will not be reimbursed;
- If you have to travel to or from ExCeL London from the office, or between ExCeL London and The O2, during the event, this will of course be reimbursed/should be claimed back as usual;
- Any other travel that you have to undertake as part of working during the event will of course be reimbursed/should be claimed back as usual;
- We will have access to loaned Honda Vehicles (see below) anything we need to do whilst on site. We should not need to use taxis whilst on site during the event. All requests to use a taxi must be authorised with your line manager prior to travelling, including the use of the Addison Lee company account. Any unauthorised use will be charged back to the individual.

Note: We do not provide transport for sponsors while on site (unless, for example, we were doing something in a pool car on behalf of a sponsor relative to a competition or workshop set-up they may need, etc). Use of taxis for sponsors is not permitted.

Subsistence

- All staff working and staying on site at ExCeL London will be provided with breakfast, lunch and dinner at the specific locations outlined in section 13;
- Any expenses incurred in your hotel room while you are staying on site and during time that you are not working (e.g. drinks after working hours) are your responsibility and WSL2011 will not reimburse you for such costs;
- Expenses occurred at the ExCeL London outlets will not be reimbursed;
- If staff wish to have breakfast, lunch or dinner in somewhere other than specified in section 13, this is your personal choice and WSL2011 will not reimburse you for such costs.

Hospitality/entertainment for Sponsors:

- At official events, such as the pre-Opening Ceremony reception, Sponsors being hosted in O2 Corporate Boxes, Sponsors' Dinner, etc., appropriate drinks and catering (as relevant) will be provided;
- For those Sponsors on site between 26th – 30th September as 'Technicians' to assist WSL2011 with the set up of skill competition areas, lunch and other refreshments will be provided free on site;
- For Sponsors on site between 1st – 8th October, tea, coffee, water and other simple refreshments will be provided free in the Sponsors' Lounge;
- If you need to have refreshments, you should ensure that any meetings or catch-ups you need to have with Sponsors during the day between 1st – 8th October are conducted in the Sponsors' Lounge. Expense claims for refreshments outside of the Sponsors' Lounge during the day will not be reimbursed;
- WSL2011 will not be hosting Sponsors for lunch or dinner outside of official events they are invited to/being hosted at and any expenses for such will not be reimbursed;
- Should you need to buy an important sponsor an occasional drink 'after hours' during the event, this must be reasonable and generally only for top tier sponsors. Excessive bar bills will not be reimbursed – if you are not sure about a particular situation, you must seek guidance from your Line Manager and / or Director beforehand.

Laundry

WSL2011 has arranged for a Laundry Service Provider to be on site at ExCeL London. This Laundry Provider is Limehouse Dry Cleaning & Laundry Co. Ltd. (www.limehousedrycleaning.co.uk). The Laundry Service Provider will be available to collect and deliver Laundry from 07:00 – 09:00, and 17:30 – 19:30. This service will operate from 3rd October to 8th October inclusive. The Laundry provider will be located at the ExCeL London West Entrance and will be identified by a branded vehicle.

Each WSL 2011 member of staff will be entitled to a service wash. This consists of a single bag of up to 10kg. WSL2011 staff must show their accreditation pass to the laundry service prior to handing over their washing. (Without this pass you will be charged £10). It should be noted that WSL2011 will be invoiced for this service, so staff should utilise it only if strictly necessary. WSL2011 will not reimburse for any laundry service that staff may use at the hotel.

Transport

As the majority of staff are staying in the Crowne Plaza, which is within walking distance of ExCeL London, there will be no problem getting to and from the venue. Those staff who are travelling in each morning are excepted to get to the site by their own choice of transport and at their own expense.

Loaned Honda Vehicles:

The Transport Office has a fleet of 23 loaned Honda Vehicles, 12 of which are available for WSL2011 staff to book out for use. The fleet of 23 vehicles are primarily being used to provide a flexible transport service for Delegates, however any member of WSL2011 staff who wishes to make use of the vehicles whilst onsite can do so by following the procedures below:

- **Prior** to going onsite all members of staff wishing to use the vehicles must ensure they have provided Adam Galloway, WSL2011 Sponsorship Account Manager with a full copy of their driver's license, both paper version and card electronically (if WSL2011 already holds a copy of these documents on file, you do not need to provide these again).
- All staff **can book their own vehicle** using the online booking system (similar to the booking system here at Queen Street). The website address is <https://wsl2011transport.bookmeetingroom.com>. To access the system staff should logon using their first initial and surname as both the username and password (e.g. username: cposillipo / password: cposillipo), staff should probably change the password when logging in for the first time. The vehicles are being used to provide a flexible transport service for Delegates so if all vehicles happen to be booked and the Transport Officer urgently needs a vehicle someone from the office will get in touch to discuss this with you. Please also remember if you have made a booking and no longer need to use the vehicle please make sure you cancel the booking through the online system.
- Vehicles must not be block booked – the Transport Office will monitor the use of vehicles and where appropriate will intervene to question the use of a vehicle if need be. Vehicles will NOT be assigned to individuals or teams.

Any question related to booking the vehicles can be directed to by Carmine Posillipo, Delegate Logistics Manager (Transport): Mobile +44 (0)7904 337492 / Email cposillipo@worldskillslondon2011.com / at the Transport Office, located in N2 Lower.

Once you have made you booking you will need to go to the Transport Office, located in N2 Upper, to collect the keys and read through & sign a *Vehicle Use Policy and Agreement* document. Please ensure you allow yourself enough time to go to the Transport Office to complete this before you wish to use the vehicle.

Uniform

WSL2011 staff will be allocated with branded black polo shirts for the duration of the days you are expected to work at the venue and one jacket per person. Staff uniforms will be issued on Friday 23rd September at 36 Queen Street along with your delegate bag, accreditation pass and car parking permit. Please ensure you collect your uniform from Hemini Bharadia prior to going on site.

You should wear your branded polo shirts / jacket when operating on the 'event floor' – i.e. helping with the build and smooth operation of the live event, from Showcasing right through to the working in the United World Restaurant. WSL2011 staff are asked to wear dark trousers, jeans or a skirt on the bottom half and sensible footwear (except where you have been advised to where the PPE footwear provided).

If your role is customer facing or requires you to attend more formal appointments, for example meetings with Sponsors, attending to Special Guests, you should wear business attire. If you are at all unclear please seek advice from your Line Manager and / or your Director.

When NOT to wear your uniform

It is preferable that staff do not wear their branded polo shirts / jackets for social occasions, or if going to pubs, bars or restaurants offsite.

Tips for your stay

It is important to remember that during build, event and de-rig period everyone will be working long hours and it is likely to be extremely busy. The tips below are designed to help you stay fit, healthy and hopefully have an enjoyable experience:

- It is important to stay hydrated. WSL2011 have provided everyone with a water bottle. Please bring these with you to ExCeL London and fill using the water coolers which are situated in the following locations:
 - a. 26th to 28th September – Hall 22, water fountain and hot water boilers;
 - b. 29th September to 9th October – WSL2011 Staff Room N5 Upper and within all of the 6 IAG zones;
 - c. 10th to 12th October – S1 & WSL2011 Staff Room, N5 Upper.
- WSL2011 have worked extremely hard to provide you with food and refreshments for each day you are expected to work onsite. It is important to try to eat three wholesome meals a day and avoid sugary snacks and drinks;
- Avoid drinking excessive amounts of alcohol during your non working hours. Whilst it is important for us all to enjoy ourselves and relax in the evenings we are not required to work, it is advisable to try to drink in moderation;
- Get a good amount of sleep. There will be a lot going on and you will be tempted to stay out late with old or new friends. Develop the self-discipline to go to bed early and get enough sleep. You will have a miserable day if you are extremely tired and worse, hung-over!
- Stay Positive! Positive people exude energy which draws people to them. Many times while at an event we may be dealing with issues and challenges, or even unhappy visitors. It is natural to want to complain when in the presence of your peers. If you need to vent, try to do so with a close colleague and not in front of the general public, delegates, volunteers, competitions etc and make sure your conversation cannot be overheard and misconstrued. There will be lots of Press around and we want to ensure we are providing an excellent service for everyone who comes to experience this event;
- Learn. Make this experience worthwhile. What you put into it you will only gain from it;
- It is advisable to keep a stock of paracetamol, deodorant, baby wipes, extra phone chargers etc in your rooms that you have been allocated onsite. You never know what you may need to help you get through each day;

16. Media

Media Centre

There will be over 500 media attending WorldSkills London 2011 – more than will attend almost any other event in London this year. With the world's media attention on London and WorldSkills, we have established an international media centre in the Platinum Suite to help them make the most of their time at WorldSkills London 2011 – and spread the word about the amazing event we are all part of.

The Media Centre will be situated in the Platinum Suite in ExCeL London and fully operational from 08:00 – 20:00 daily from 3-8 October (and from 08.00-16.00 on 9 October). Media briefings will be scheduled daily each day from 3 October to 9 October.

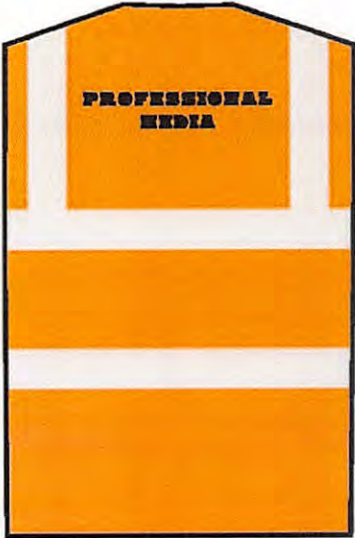
The Media Centre is will be staffed by WSL2011, WSI, & Band & Brown staff and Volunteers. To call through to the Media Centre dial extension 6660 (*prefix with 0207 069 for an external call*).

If a member of the public identifies themselves to you as a member of the media (this may be a journalist, reporter, blogger, press officer, photographer or film crew) the most important thing to remember is that **ANYTHING YOU SAY MAY BE REPORTED**.

There is no such thing as an 'off the record' conversation with a journalist. The best advice therefore is to ask the media to report to the Media Centre, where a team of staff will be able to help them.

Identifying members of the media

- As outlined earlier, all accredited members of the media will have a grey labelled accreditation pass;
- All accredited members of the media are categorised and can be identify through the vests, armbands and wristbands displayed in the grid below.

Category	Identification item
Orange vest – Professional Media (for example, the BBC)	

Green vest – Official Media
(paid for, like BT and Action Images)



Green vest – Official Media student



Red Armband– Media Centre Staff



White Armband – Experts with Special Responsibilities Media



Wristband – Professional Media (for those who do not want to wear a waistcoat)	
---	--

If members of the media are not accredited they must first go to the accreditation desk on Level 1 of the Platinum Centre. Media without official WSL2011 accreditation should not be allowed into 'media only' areas – even on production of a union or employer press card.

Filming arrangements at WorldSkills London 2011

WorldSkills London 2011 has appointed BT Television Services as Official Broadcaster for the event. (BT has over 20 years of experience in producing and delivering programming and services for the UK and international markets with extensive experience of capturing major live events). The Official Broadcaster will be responsible for capturing the highlights of the Competition and the 'stories' which develop as the event progresses. Building on the 'video clips/vignettes' which were shot in Calgary, BT Television Services will capture similar 'snapshots' throughout the event and these will be actively promoted to WorldSkills' Members and supporters via You Tube on the WorldSkills International channel. The Official Broadcaster team will comprise seven professional crews (camera person and producer) to capture footage suitable for news broadcast and for WorldSkills TV 'video clips/vignettes'. A number of volunteer professional, semi-professional and student film crews will work alongside the Official Broadcaster to ensure as much of the event is captured as possible.

Photography at WorldSkills London 2011

WorldSkills London 2011 has appointed Action Images (part of Reuters) as Official Photographer for the event. A team of seven professional photographers from Action Images will be capturing the highlights of the event and each of the Competitors in action throughout the four days of the Competition. The Action Images team will work with WorldSkills International's Official Photographer and a team of student photographers, to ensure the best possible shots are captured, tagged and uploaded and made available to Members as quickly and efficiently as possible. The Official Photography team will be easily recognisable through high visibility branding carrying the words 'Official Media'. Student crews will also be easily identifiable.

Filming arrangements at the Opening and Closing Ceremonies at The O2 (4th and 9th October only)

BT Television Services will have a number of fixed cameras and roaming cameras to capture all aspects of the Ceremonies, including the action on stage and audience reactions. High Definition footage will be available shortly after each Ceremony via Aframe (accessible via the Official Media Website).

Photography at the Opening and Closing Ceremonies at The O2 (4th and 9th October only)

The Action Images team and WSI Official Photographer will be in place throughout the Ceremonies to capture hundreds of images from the Opening and Closing Ceremonies. Images can be viewed on Flickr and can be searched by country, Competitor and skill on the Official Media Website. We recognise that each Member country/region will be looking for photographs of their own team and we will endeavour to make the following images available to Member countries/regions.

17. Working with Volunteers

Volunteers Management Team

The Volunteer Management Team consists of Julia Bowditch, Mark Pritchard and Monica Gomes. They will be located in North Gallery Room 3 Lower and are onsite to help you with any queries and questions you may have regarding working with your allocated volunteers.

Volunteer Control Centre

The Volunteer Control Centre is located in North Gallery Rooms 11 and 12. Their function is to ensure the smooth operation of the volunteer programme on a day to day basis, dealing with any questions, reallocate Volunteers as and where needed. It is staffed primarily by volunteers.

Volunteer Crew Room

The Volunteer Crew Room is located in the Platinum Suite Room 4. This is where the Volunteer workforce will be located, where they can take a rest, get drinks and snacks, keep their belongings pick up additional uniform, travel cards, etc. You should not have a need to come to the Volunteer Crew Room, it is primarily for our Volunteers to use as a base.

How to communicate with members of the Volunteer Team:

- Via the dedicated volunteer radio communication channel;
- Via mobile phone to the relevant WSL2011 staff members;
- Incident tracker (see below for an example) form which are located in the Volunteer Crew Room and WSL2011 Staff Room, S1 Upper. Completed ones to be returned to NG3;
- Email to the relevant WSL2011 Staff members;
- If the issue is not urgent an email to volunteer@worldskillslondon2011.com
- Pop in to the NG3, NG11 and 12

How to help manage the time of Volunteers

It is important to remember that volunteers have given up their time to volunteer for us so please treat them with respect and as part of the WSL2011 team. Please try to give them varied and interesting tasks and provide them with as many opportunities as possible. If you require additional volunteers or wish to reallocate volunteers during 'down' time please ensure you communicate this to the Volunteer Control Centre.

Reporting any issues or praise for exceptional work

It is important the Volunteer Team hear about an issues or examples of exceptional work carried out by Volunteers. Please inform either the designated Volunteer Team Leader or any member of the Volunteer Management Team through any of the six methods of communication mentioned in number three above. Issues and examples of outstanding work will be monitored on a daily basis.

Prior to Volunteer assignments

- Volunteers will be recruited and trained by the Volunteer Team;
- Given a roster based on your requirements;
- Inducted and trained into the Volunteer Programme;
- They will be 'role ready';
- They will be 'uniformed' in their Crew 2011 branded clothing.

Crew 2011 training

Crew training, taking place for all volunteers at ExCeL London between 26th September and 4th October 2011, is an opportunity for our volunteers to meet each other and be introduced formally to your team. Volunteers will attend just one 2-3 hour training session during this period. Team Leaders and Team Hosts may be required to attend additional venue training. There is a volunteer handbook in place that all Volunteers will receive as part of their training and will cover almost every eventuality

Onsite the Volunteer Team will provide:

- Daily newsletter – will be provided for volunteers and will be distributed from the Volunteer Crew Room in the Platinum Suite Room 4. If you have any stories or Volunteers news please feed them through to the volunteer inbox volunteer@worldskillslondon2011.com;
- Competitions – if you have any nominations for 'volunteer of the day' or any stories please contact a member of the Volunteer Team;
- A new badge will be issued every day during the competition for our volunteers;
- Dinner Vouchers - the Volunteer Team will have a supply of dinner vouchers to reward any volunteers who have gone the extra mile but please be advised this is not an exhaustive supply; Please contact the volunteer team to request a voucher
- Uniform will be issued to all volunteers at their training sessions but additional supplies are available in the Volunteer Crew Room;
- Treats and snacks for the Volunteers;
- Travel (travel card zones 1-4) will be issued to all Volunteers. If a Volunteer loses their travel card please ask them to report to the Volunteer Crew Room;
- Signposting / Next Steps Advice for our Volunteers will be held in the Crew Room through the day on the 11th October;

After the Competitions:

The Volunteer Thank You Event is a way for us to say as a thank you to our Volunteers for the hard work and dedication they have given to the event. It takes place from 7pm until 11 pm on Sunday 9 October 2011 at IndigO2, the hidden gem within The O2, previously used for the Shockwaves NME Music Awards and X Factor Boot-Camp episodes. Volunteers invitation and access to the Crew Event will be their accreditation pass but please make sure you pop in to say thank you for your volunteers.

Thanks and we hope you enjoy working alongside the Volunteers and we look forward to receiving your feedback post event.

EXAMPLE

VOLUNTEER INCIDENT TRACKING FORM

Date of Incident		Today's date	
Name			
Venue			
Brief Description of Incident <i>(please use the back of this sheet if required)</i>			
Name of person reporting incident			
Location of incident			
Incident type			
Personal Injury		Security	
Management		Other e.g. harassment (please state below)	
Disciplinary			
Incident details: (list names of persons involved)			
If personal injury, was first aid administered?		Yes	No
By whom?			
Any follow-up required?			

Please include as much information as possible.

This form can be returned to the Volunteer Team in Room at ExCeL, London

18. Procurement process at ExCeL London

The information below outlines the processes for procurement when WorldSkills London 2011 is operational at ExCeL London (24th September – 12th October inclusive).

Aim

The aim is to provide an effective, efficient and speedy process for purchasing supplies during the event, while maintaining appropriate controls to allow management to monitor and manage spend against budget.

Key Features

With the exception of minor items of Workshop Supervisor (WSS) expenditure (up to £250 per day) that can be obtained on site, ALL purchases should be made via the WSL2011 onsite Procurement team. Where a member of the WSL2011 team identifies the need to purchase anything on site they should:

- Raise a requisition;
- Get the appropriate level of authorisation (see below);
- Pass the requisition to the on-site Procurement team; and
- Agree where and when the purchased item(s) will be delivered.

A member of the Procurement team will go and get the required item and deliver it to the agreed location. Vehicles will be available for Procurement to use to obtain off site items.

For those items required by WSS that are available on site, and that in aggregate add up to no more than £250 in one day, the WSS can raise the requisition and self authorise. They should take the requisition to the on-site store and obtain the required items themselves. For these items, the Procurement team will collect the requisitions on a daily basis and ensure that expenditure limits have not been exceeded.

All other purchases must go through the Procurement team.

Authority Limits

£0 to £250	WSS can prepare and "self authorise" a requisition. Payment on account. This is the daily limit and only applies to items that are available in the onsite stores.
Up to £1,000	Any Grade 3 Manager can authorise a requisition. Payment on account or with a credit card.
Up to £5,000	Any Director can authorise a requisition Payment on account or with a credit card.
Up to £25,000	The Chief Executive can authorise a requisition. Payment on account (or with a credit card in exceptional circumstances).
Over £25,000	Authorisation must be any two from the Chairman, Deputy Chairman and Chief Executive. Payment on account.

On Site Stores

We have negotiated on site stores with a number of our suppliers, as follows:

- Travis Perkins – General DIY
- Rymans – Stationery
- L'Oreal – Hair Products

Controls

The Finance/Procurement will teams ensure requisitions are entered onto the PO system daily, and where applicable, update the Infrastructure List.

This will enable Directors to approve any requisitions for their directorate, at the end of each day, giving them an accurate view of their budget during the event.

Financial controls will be maintained via the daily tracking of budgets. The Finance team will report each day to the Senior Management Team on spend by exception (i.e. when budget lines are close to their limit, unexpected costs, etc.).

Requisition form

This is a simple, pre-numbered 3-part form and will be made available to all directorates and WSSs. Following completion and approval (as above), the three parts should be distributed as follows:

- White – is passed to either on-site supplier direct (for on-site sourced items of under £150), and to Procurement for all other purchases
- Yellow – should be passed to Finance
- White – for retention by the requisitioner

Originator:

Tick as appropriate

Department	OR	Skills Enclosure	
Skill Enclosure	☐	1 Polymechanics/Automation	24 Cabinetmaking
		2 Information Network Cabling	25 Joinery
		3 Manufacturing Team Challenge	26 Carpentry
		4 Mechatronics	27 Jewellery
Chief Executive	☐	5 Mech.Engineering Design - CAD	28 Floristry
Admin. & Finance	☐	6 CNC Turning	29 Ladies'/Men's Hairdressing
		7 CNC Milling	30 Beauty Therapy
Technical	☐	8 Mould Making	31 Fashion Technology
		9 IT Software Solutions for Business	32 Confectioner/Pastry Cook
Sponsorship	☐	10 Welding	33 Automobile Technology
		11 Offset Printing	34 Cooking
Marketing (M & C)	☐	12 Wall and Floor Tiling	35 Restaurant Service
		13 Autobody Repair	36 Car Painting
Marketing (E I & D)	☐	14 Aircraft Maintenance	37 Landscape Gardening
		15 Plumbing and Heating	38 Refrigeration and Air Conditioning
Operations	☐	16 Electronics	39 IT Network Systems Administration
		17 Web Design	40 Graphic Design Technology
		18 Electrical Installations	41 Caring
		19 Industrial Control	42 Construction Metal Work
		20 Bricklaying	43 Sheet Metal Technology
		21 Plastering and Drywall Systems	D1 Visual Merchandising
		22 Painting and Decorating	D2 Creative Modelling
		23 Mobile Robotics	HM1 Stonemasonry

Complete Description of Items (Specification Model, Catalog No)	Qty	Unit price, £	Total Cost, £	GL Coding <i>Dept.budgets only</i>

WorldSkills London 2011 – Handbook for Staff

Procurement Process

If supplier is on site – option 1:

Buy from onsite retailers (e.g. stationery provider, machine tool provider, builders merchant):

Purchases under £250 (aggregated daily spend):

- WSS can get directly from on site supplier with a requisition.
- Procurement team to collect requisitions from suppliers throughout the day and enter on to PO system.
- For skill areas, Procurement team will update Infrastructure List to reflect additional/ amended requirement (for legacy purposes).
- At the end of the day, respective Director approves requisitions on online PO system and match against signed paper requisition.

Purchases over £250:

- Requisitions need to be raised, authorised and given to Procurement team to action.
- Procurement team to buy items and enter requisitions onto the PO system.
- For skill areas, Procurement team will update Infrastructure List to reflect additional/ amended requirement (for legacy purposes).
- At the end of the day, respective Director approves requisitions on online PO system and match against signed paper requisition.
- All suppliers will be informed that a transaction must be accompanied by a signed requisition form.

If supplier isn't on site – option 2:

Use local suppliers with whom we have credit/trade accounts set up:

- Requisitions need to be raised, authorised and given to Procurement team.
- Procurement team to arrange delivery/collection within agreed timescale (either by collecting items from supplier or arranging supplier to deliver, where possible).
- For skill areas, Procurement team will update Infrastructure List to reflect additional/amended requirement (for legacy purposes).
- At the end of the day, respective Director approves requisitions on online PO system and match against signed paper requisition.

If no credit/trade account, or on-site retailer – option 3:

"Procurement from scratch" (i.e. Credit card purchases)

- Requisitions need to be raised, authorised and given to Procurement team to action.
- Procurement team to buy and arrange delivery/ collection within agreed timescale (either by collecting items from supplier or arranging supplier to deliver, where possible).
- Credit card spend under £100 – signed requisition is sufficient.
- Credit card spend over £100 – Procurement team to raise requisition online.
- For skill areas, Procurement team will update Infrastructure List to reflect additional/amended requirement (for legacy purposes).
- At the end of the day, respective Director approves requisitions on online PO system and match against signed paper requisition.

19. Reference documents

Full sets of the documents list below can be found in Staff Event Handbook folders located in N1 to N7 Lower, N9 Upper, SG23, SG33, NG5, NG17, S1 Upper, S9 Lower, S10 Upper, Capital Hall Organisers Office, Platinum Suite Level 1 and Platinum Suite Zinc.

- Build Schedule and De-Rig Schedule
- Event Programme
- Travel, Subsistence and other Expenses
- List of Sponsors
- List of skill competitions by name and number, together with Workshop Supervisor details

You may also find it helpful to reference the Delegate Handbook and "Essential Crew Guide" publications as they provide significant amounts of background information.