

2010 FIFA World Cup™

MRL Newsletter



Edition #11 - 26 May 2010

IBC LOCKDOWN: TUESDAY 1 JUNE - 05:00 - 09:00

The IBC security lockdown will take place on **Tuesday 1 June from 05:00 to 09:00**. During this period members of the South African Police Services and the Bomb Disposal Unit will conduct an inspection of the IBC.

MRLs are kindly requested to observe the following rules regarding lockdown:

- Only one representative from each organisation is permitted to be present during the lockdown. No other staff are allowed to be on site.
- This representative must be the key holder to enable access to all locked doors in broadcaster areas; this includes desk drawers and cupboards.
- If there is no MRL representative then the main door to the facility can be locked but all inside lockables must be open. In such cases, a member of the HBS Construction Helpdesk will open the premises for inspection.
- The MRL representative will not be allowed to stay in the premises whilst the inspection takes place.
- Rubbish and waste should be emptied from the premises before lockdown to facilitate the sweep.
- All MRL personal belongings (including laptops) should be removed before lockdown.
- Additionally, all laptops - personal and professional - need a security sticker, obtainable from the IBC main entrance (*please refer to MRL Newsletter #10*).

IBC ACCEPTANCE TESTS - MONDAY 31 MAY

MRLs are reminded that acceptance tests of HVAC and electrical installations will take place within the IBC on 31 May.

There will be short interruptions to domestic power and to air conditioning. Technical power will be continuous. More details will be provided in *MRL Newsletter #12*.

TRAVEL SOLUTIONS AVAILABLE AT THE IBC

MRLs needing to make travel plans to visit another venue outside of Johannesburg can find assistance on site at the IBC Travel Agency.

The facility can arrange car hire for local destinations, such as Tshwane/Pretoria or Rustenburg, or internal flights to destinations further afield, such as Cape Town or Durban. "We can also arrange accommodation at other venue locations," explained manager Suna Mulondo. "If flights are heavily booked we can arrange alternative methods of travel to transfer people around the country."

The IBC Travel Agency also offers flight, car hire and accommodation booking for leisure trips throughout the host country and the African continent. The branch's opening hours are 09:00 – 18:00.



LOST AND FOUND SERVICE AT THE IBC

Any personal items found around the IBC should be handed in to the Venue Operations Centre (VOC), located to the right of the main entrance to Hall 6. The VOC is also the place to go to report any personal item that has gone missing.

FIRST MRL BRIEFING ON MONDAY 31 MAY

The first MRL Briefing for the 2010 FIFA World Cup™ will take place on Monday 31 May at 11:30. The Briefing will be held at the FIFA HD Cinema / Briefing Room within Hall 6 of the IBC. The Briefing is an ideal opportunity for FIFA, the LOC, HBS and the broadcasters to discuss key issues, provide feedback on points of concern and learn about upcoming events. For MRLs who can't attend the Briefing, a recap will be provided in that day's MRL Newsletter. The second Briefing will take place on Thursday 3 June.

DOING IT BY THE BOOK



The HBS Booking team - ready to respond

One of the most important interfaces between MRLs and the host broadcaster is the HBS Booking Office – where broadcasters come to request or enquire about their booked unilateral services and facilities.

In charge of keeping this efficient team running smoothly is Head of Booking Sylvie Aubrit. With three years in her current position, and 27 years of total career experience, she is more than capable of handling the many challenges that arise at a large event such as the 2010 FIFA World Cup™. However, she has a strong team working with her to ensure everything runs smoothly.

With a total of approx. 40 staff in the department it is naturally a broad mix of backgrounds and cultures. The combined members of the team represent 15 different nationalities and speak over 25 languages between them, a very important skill to have when liaising with broadcasters from across the globe.

The Booking Office is split into two sections: Front Office and Back Office. The Front Office, managed by Monica Letellier-Leloup, is the unique entry point for MRLs via the Booking counter at the IBC and also deals with approving the appropriate invoices. The Back Office, managed by Marco Astolfi, deals with the processing of these requests, checking feasibility and discrepancies.

With so many MRLs and so many requests it is inevitable that complications arise, and therein lies the true test for the Booking team – keeping everyone happy. "Finding an answer for every request is our biggest challenge. Some requests end up going through arbitration but one way or another we try to accommodate everyone," explained Sylvie.

The HBS Booking Office at the IBC can be reached at the following telephone and fax numbers:

Telephone: +27 (0) 10 240 2422
or +27 (0) 10 240 2423
Fax: +27 (0) 10 240 2420
Email: booking@hbs.tv