Checklist for 2010 Banking Readiness

RBC can assist you in preparing your 2010 readiness plan to help you run your business smoothly during the 2010 Winter Games. Refer to this checklist of banking readiness items you should consider now. Let one of our RBC Business Account Managers guide you through the options available as you prepare your 2010 readiness plan.

SIGNING AUTHORITIES

- ☐ Account for increased vacation time during the Games
- ☐ Determine whether sufficient signing authorities will be on hand
- ☐ Add temporary signing authorities as required

DEPOSIT SERVICES

- ☐ Review current bank deposit procedures
- ☐ Determine need to deposit at alternate location(s)
- ☐ If your business hours will change, review:
  - – RBC Client Card ATM options
  - – night deposit requirements
  - – armoured car services

MERCHANT SERVICES

- ☐ Upgrade terminals to chip technology
- ☐ Calculate additional terminal requirements
- ☐ Explore options for temporary wireless terminals
- ☐ Create contingency plan for peak periods or service disruption (manual imprinters)

CURRENCY REQUIREMENTS

- ☐ Anticipate increase in currency volume
- ☐ Assess need for additional coin and currency orders

2010 SPECIFIC INITIATIVES

Have you considered:

- ☐ 2010 Prepaid Visa Cards?
- ☐ 2010 Commemorative Coins?
- ☐ 2010 TransLink Passes?

vancouver 2010

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Checklist for Business Readiness

Only you and your staff can prepare your business for 2010. No one can do it for you. Here's a checklist of business continuity items you should consider now as you develop your 2010 readiness plan.

COMMERCIAL DELIVERIES

- ☐ Change delivery times with suppliers to take place from midnight to noon, and before 6 am if possible
- ☐ Scope out back lane delivery set up
- ☐ Order as many supplies in advance to minimize deliveries during the Games
- ☐ Consider scheduling your deliveries from common suppliers with a similar or neighbouring business in the vicinity

STAFF TRAINING

- ☐ Schedule time in the Fall to train staff on all things Olympic and Paralympic; the official Spectator Guide will be published in December 2009/January 2010
- ☐ Take advantage of Retail BC's Peak Record Setting Retail training
- ☐ Take advantage of Tourism BC's new 'World Host' customer service training

STAFFING

- ☐ Vacation policy for the Games
- ☐ Hiring replacement or casual staff
- ☐ Transportation plan for employees getting to and from downtown

COMMUNICATION

- ☐ Establish a process for communicating with your employees in case of an emergency or change in access to downtown
- ☐ Communicate to your clients and employees any changes you will be making during Games time (extended/ adjusted hours, special offers, etc)

MERCHANDISING

- ☐ Explore selling official 2010 souvenirs
- ☐ Develop a plan to keep current customers happy
- ☐ Develop a plan to decorate your storefront to celebrate the Games without infringing on the Olympic brand (See 'protecting the brand' at www.vancouver2010.com)
- ☐ Consider using the following themes to engage your staff and customers – national pride, welcoming the world, adopt a country's team, or celebrate sports history or hometown heroes

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BUSINESS IMPROVEMENT ASSOCIATION

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