GAMESGMS · MOCK DRILL 1 OF 8

Bus breakdown near kickoff

Bus #12 breaks down 12 km from the stadium with India on board. Kickoff is in 40 minutes. Transport proposes a spare bus; the event director must clear the plan.

RECOMMENDED PATH Spare bus dispatched — kickoff held 15 minutes

Phones for this drill

Transport heads 1
- Vikram Shah — Transport staff ACR8002

Transport staff 2
- Ramesh Kumar — Transport staff ACR0016
- Vikram Shah — Transport staff ACR8002

Team managers 3
- Ana Costa — Team manager ACR0009
- Neha Kapoor — Team manager ACR0004
- Olga Ivanova — Team manager ACR0013

Event directors 1
- Kavita Desai — Event director ACR8001

Players 6
- Anastasia Smirnova — Athlete ACR0011
- Arjun Mehta — Athlete ACR0001
- Carlos Silva — Athlete ACR0006
- Ivan Petrov — Athlete ACR0010
- Mariana Souza — Athlete ACR0007
- Priyanka Rao — Athlete ACR0002

Coaches 3
- Dmitri Volkov — Coach ACR0012
- Roberto Almeida — Coach ACR0008
- Suresh Sharma — Coach ACR0003

Referees 0

No phone in this group yet.

Volunteers 6
- Aditya Rao — Volunteer ACR6004
- Farhan Ali — Volunteer ACR6006
- Kavya Iyer — Volunteer ACR6005
- Meera Nair — Volunteer ACR6001
- Rohan Gupta — Volunteer ACR6002
- Sana Khan — Volunteer ACR6003

Follow these steps

1 **Notification** · Alert transport and directors
URGENT: Bus #12 has broken down near Ring Road near AIIMS. 18 athletes on board. Kickoff in 40 minutes. ETA for help unknown.
GOES TO Transport heads (Vikram) Transport staff (Ramesh, Vikram) Team managers (Ana, Neha, Olga) Event directors (Kavita)

2 **Must confirm** · Driver confirms everyone is safe on the roadside
ANSWERS Transport staff (Ramesh, Vikram)
IF LATE Transport heads (Vikram)

3 **Must confirm** · Transport head gives spare-bus ETA
ANSWERS Transport heads (Vikram)
IF LATE Event directors (Kavita)

4 **Notification** · Ask the event director to clear the plan
Decision needed: Send the spare bus (ETA 25 min) and hold kickoff, or postpone the match? Please answer by 10 minutes.
GOES TO Event directors (Kavita)

5 **Decision** · Spare bus, postpone, or walkover?
Send spare bus · press | Postpone match | Award walkover
ANSWERS Event directors (Kavita)
IF LATE Team managers (Ana, Neha, Olga)

6 **Notification** · Dispatch spare bus and tell the team
Match update: the event director has decided Send spare bus. Spare bus is on the way. Stay together; do not leave the roadside.
GOES TO Transport staff (Ramesh, Vikram) Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Team managers (Ana, Neha, Olga)

7 **Decision** · Hold kickoff while the spare bus runs?
Hold kickoff 15 minutes · press | Keep original kickoff
ANSWERS Event directors (Kavita)
IF LATE Team managers (Ana, Neha, Olga)

8 **Notification** · Tell officials and opponents kickoff is held
Match update: the event director has decided Hold kickoff 15 minutes. Kickoff held 15 minutes for a transport incident. Warm-up continues.
GOES TO Referees (no phone) Coaches (Dmitri, Roberto, Suresh) Team managers (Ana, Neha, Olga) Volunteers (Aditya, Farhan, Kavya, Meera, Rohan, Sana)

9 **Wait** · Squad transferred to the spare bus
IF LATE Transport heads (Vikram)

10 **Wait** · Spare bus arrived at the venue
IF LATE Event directors (Kavita)

11 **Milestone** · Revised kickoff window
Marker only.

Other answers

Notification · Announce the match is postponed
Match update: the event director has decided Postpone match. The match is postponed after a transport breakdown. Wait for the new time in the app.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Referees (no phone) Team managers (Ana, Neha, Olga) Volunteers (Aditya, Farhan, Kavya, Meera, Rohan, Sana)
After plan → Postpone match

Notification · Announce walkover
Match update: the event director has decided Award walkover. A walkover has been awarded. Do not travel to the ground.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Referees (no phone) Team managers (Ana, Neha, Olga)
After plan → Award walkover

GAMESGMS · MOCK DRILL 2 OF 8

Warm-up injury, kickoff imminent

A starter goes down in warm-up 18 minutes before kickoff. Medical must decide play / substitute / hospital, and the event director clears any kickoff hold.

RECOMMENDED PATH Substitute — kickoff on time

Phones for this drill

Medical team 4

Dr. Anjali Verma	Doctor ACR7001
Imran Sheikh	Paramedic ACR7004
Neha Joshi	Physiotherapist ACR7003
Suresh Pillai	Nurse ACR7002

Team managers 3

Ana Costa	Team manager ACR0009
Neha Kapoor	Team manager ACR0004
Olga Ivanova	Team manager ACR0013

Coaches 3

Dmitri Volkov	Coach ACR0012
Roberto Almeida	Coach ACR0008
Suresh Sharma	Coach ACR0003

Event directors 1

Kavita Desai	Event director ACR8001

Transport staff 2

Ramesh Kumar	Transport staff ACR0016
Vikram Shah	Transport staff ACR8002

Referees 0

No phone in this group yet.

Follow these steps

1 **Notification** · Alert medical and team bench
Medical alert: Player #9 is injured at the warm-up pitch. Doctor needed now. Tap to confirm you are on the way.
GOES TO Medical team (Anjali, Imran, Neha, Suresh) Team managers (Ana, Neha, Olga) Coaches (Dmitri, Roberto, Suresh)

2 **Must confirm** · Doctor confirms they are moving
ANSWERS Medical team (Anjali, Imran, Neha, Suresh)
IF LATE Event directors (Kavita)

3 **Wait** · On-field assessment complete
IF LATE Event directors (Kavita)

4 **Decision** · Can the player continue?
Continue playing | Substitute · press | Send to hospital
ANSWERS Medical team (Anjali, Imran, Neha, Suresh)
IF LATE Event directors (Kavita)

5 **Notification** · Tell coach to prepare the substitute
Update on Player #9: medical decision is Substitute. Plan the substitute; kickoff is close.
GOES TO Coaches (Dmitri, Roberto, Suresh) Team managers (Ana, Neha, Olga)

6 **Decision** · Hold kickoff for the medical decision?
Hold kickoff 10 minutes | Keep original kickoff · press
ANSWERS Event directors (Kavita)
IF LATE Team managers (Ana, Neha, Olga)

7 **Notification** · Confirm kickoff stays on time
Match update: the event director has decided Keep original kickoff. Kickoff remains as scheduled. Lineups must be ready.
GOES TO Referees (no phone) Coaches (Dmitri, Roberto, Suresh) Team managers (Ana, Neha, Olga)

8 **Milestone** · Kickoff
Marker only.

Other answers

Notification · Arrange hospital transfer
Update on Player #9: medical decision is Send to hospital. Ambulance / transfer to hospital. Update the desk when moving.
GOES TO Medical team (Anjali, Imran, Neha, Suresh) Transport staff (Ramesh, Vikram) Team managers (Ana, Neha, Olga)
After continue_play → Send to hospital

Notification · Tell referees and both teams kickoff is held
Match update: the event director has decided Hold kickoff 10 minutes. Kickoff held 10 minutes for a medical assessment.
GOES TO Referees (no phone) Coaches (Dmitri, Roberto, Suresh) Team managers (Ana, Neha, Olga)
After hold → Hold kickoff 10 minutes

GAMESGMS · MOCK DRILL 3 OF 8

Team not at the venue

Opponents and referees are ready; Brazil have not reported. Find them, postpone, or award a walkover — only the event director can decide.

RECOMMENDED PATH Postpone 60 minutes — team located at hotel

Phones for this drill

Team managers 3	
Ana Costa	Team manager ACR0009
Neha Kapoor	Team manager ACR0004
Olga Ivanova	Team manager ACR0013
Transport heads 1	
Vikram Shah	Transport staff ACR8002
Event directors 1	
Kavita Desai	Event director ACR8001
Volunteer leads 1	
Meera Nair	Volunteer ACR6001
Hotel desk 1	
Anita Bose	Vendor staff ACR8003
Players 6	
Anastasia Smirnova	Athlete ACR0011
Arjun Mehta	Athlete ACR0001
Carlos Silva	Athlete ACR0006
Ivan Petrov	Athlete ACR0010
Mariana Souza	Athlete ACR0007
Priyanka Rao	Athlete ACR0002
Coaches 3	
Dmitri Volkov	Coach ACR0012
Roberto Almeida	Coach ACR0008
Suresh Sharma	Coach ACR0003
Referees 0	
No phone in this group yet.	
Volunteers 6	
Aditya Rao	Volunteer ACR6004
Farhan Ali	Volunteer ACR6006
Kavya Iyer	Volunteer ACR6005
Meera Nair	Volunteer ACR6001
Rohan Gupta	Volunteer ACR6002
Sana Khan	Volunteer ACR6003
Transport staff 2	
Ramesh Kumar	Transport staff ACR0016
Vikram Shah	Transport staff ACR8002

Follow these steps

1 **Notification** · Raise the missing-team alert
Brazil are not at National Stadium for Men's football semi-final (10:00). Opponents and officials are ready. Senior decision needed by 10:20.
GOES TO Team managers (Ana, Neha, Olga) Transport heads (Vikram) Event directors (Kavita) Volunteer leads (Meera)

2 **Must confirm** · Hotel desk confirms whether the team is still there
ANSWERS Hotel desk (Anita)
IF LATE Event directors (Kavita)

3 **Must confirm** · Transport checks bus and GPS
ANSWERS Transport heads (Vikram)
IF LATE Event directors (Kavita)

4 **Notification** · Ask the event director to decide
Decision needed: Brazil are still missing. Postpone 60 minutes, award a walkover, or keep waiting? Please answer by 10:20.
GOES TO Event directors (Kavita)

5 **Decision** · Postpone, walkover, or keep waiting?
Postpone 60 minutes · press | Award walkover | Keep waiting 15 minutes
ANSWERS Event directors (Kavita)
IF LATE Team managers (Ana, Neha, Olga)

6 **Notification** · Announce 60-minute postpone
Match update: the event director has decided Postpone 60 minutes. Match postponed 60 minutes. Brazil must report to the venue. Transport stand by.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Referees (no phone) Team managers (Ana, Neha, Olga) Volunteers (Aditya, Farhan, Kavya, Meera, Rohan, Sana) Transport staff (Ramesh, Vikram)

7 **Wait** · Team located and moving to the venue
IF LATE Event directors (Kavita)

8 **Milestone** · Revised kickoff
Marker only.

Other answers

Notification · Announce walkover
Match update: the event director has decided Award walkover. Walkover awarded. Officials may stand down.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Referees (no phone) Team managers (Ana, Neha, Olga)
After fate → Award walkover

Notification · Tell officials we are still waiting
Match update: the event director has decided Keep waiting 15 minutes. Keep the field ready. Review in 15 minutes.
GOES TO Referees (no phone) Coaches (Dmitri, Roberto, Suresh) Volunteer leads (Meera)
After fate → Keep waiting 15 minutes

GAMESGMS · MOCK DRILL 4 OF 8

Power cut during a final

Lights and broadcast die mid-final. Venue ops give a generator ETA; the event director chooses resume, delay the medal ceremony, or suspend.

RECOMMENDED PATH Resume after generator — ceremony delayed 20 minutes

Phones for this drill

Event directors 1
- Kavita Desai — Event director ACR8001

Volunteer leads 1
- Meera Nair — Volunteer ACR6001

Team managers 3
- Ana Costa — Team manager ACR0009
- Neha Kapoor — Team manager ACR0004
- Olga Ivanova — Team manager ACR0013

Medical team 4
- Dr. Anjali Verma — Doctor ACR7001
- Imran Sheikh — Paramedic ACR7004
- Neha Joshi — Physiotherapist ACR7003
- Suresh Pillai — Nurse ACR7002

Players 6
- Anastasia Smirnova — Athlete ACR0011
- Arjun Mehta — Athlete ACR0001
- Carlos Silva — Athlete ACR0006
- Ivan Petrov — Athlete ACR0010
- Mariana Souza — Athlete ACR0007
- Priyanka Rao — Athlete ACR0002

Coaches 3
- Dmitri Volkov — Coach ACR0012
- Roberto Almeida — Coach ACR0008
- Suresh Sharma — Coach ACR0003

Referees 0

No phone in this group yet.

Volunteers 6
- Aditya Rao — Volunteer ACR6004
- Farhan Ali — Volunteer ACR6006
- Kavya Iyer — Volunteer ACR6005
- Meera Nair — Volunteer ACR6001
- Rohan Gupta — Volunteer ACR6002
- Sana Khan — Volunteer ACR6003

Follow these steps

1 **Notification** · Alert directors and venue team
Power is out at National Stadium during the gold medal final. Backup generator status: starting, ETA 8 minutes. Crowd and broadcast are waiting.
GOES TO Event directors (Kavita) Volunteer leads (Meera) Team managers (Ana, Neha, Olga) Medical team (Anjali, Imran, Neha, Suresh)

2 **Must confirm** · Volunteer lead confirms crowd is calm and lit by phone/exit lights
ANSWERS Volunteer leads (Meera)
IF LATE Event directors (Kavita)

3 **Must confirm** · Venue confirms generator is online
ANSWERS Event directors (Kavita)
IF LATE Event directors (Kavita)

4 **Decision** · Resume, suspend, or abandon the final?
Resume when generator is up · press | Suspend and reschedule | Abandon and share gold
ANSWERS Event directors (Kavita)
IF LATE Team managers (Ana, Neha, Olga)

5 **Notification** · Tell teams and referees play will resume
Match update: the event director has decided Resume when generator is up. Power is back. Players return to the field for restart.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Referees (no phone) Team managers (Ana, Neha, Olga) Volunteers (Aditya, Farhan, Kavya, Meera, Rohan, Sana)

6 **Decision** · Medal ceremony timing?
Delay ceremony 20 minutes · press | Cancel ceremony today
ANSWERS Event directors (Kavita)
IF LATE Team managers (Ana, Neha, Olga)

7 **Notification** · Tell medallists and volunteers about the delay
Match update: the event director has decided Delay ceremony 20 minutes. Medal ceremony delayed 20 minutes. Stay near the podium area.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Volunteer leads (Meera)

8 **Milestone** · Play resumes
Marker only.

Other answers

Notification · Announce suspension
Match update: the event director has decided Suspend and reschedule. Final suspended for power failure. New time will follow in the app.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Referees (no phone) Team managers (Ana, Neha, Olga) Volunteers (Aditya, Farhan, Kavya, Meera, Rohan, Sana)
After power_plan → Suspend and reschedule

GAMESGMS · MOCK DRILL 5 OF 8

Flight diversion

Brazil's inbound flight diverts to Jaipur. Hotel rooms, buses and tomorrow's first match all shift. Transport and hotel must replan; the event director clears the match impact.

RECOMMENDED PATH Coach overnight — open match postponed to evening

Phones for this drill

Transport heads 1
- Vikram Shah — Transport staff ACR8002

Transport staff 2
- Ramesh Kumar — Transport staff ACR0016
- Vikram Shah — Transport staff ACR8002

Hotel desk 1
- Anita Bose — Vendor staff ACR8003

Team managers 3
- Ana Costa — Team manager ACR0009
- Neha Kapoor — Team manager ACR0004
- Olga Ivanova — Team manager ACR0013

Event directors 1
- Kavita Desai — Event director ACR8001

Players 6
- Anastasia Smirnova — Athlete ACR0011
- Arjun Mehta — Athlete ACR0001
- Carlos Silva — Athlete ACR0006
- Ivan Petrov — Athlete ACR0010
- Mariana Souza — Athlete ACR0007
- Priyanka Rao — Athlete ACR0002

Coaches 3
- Dmitri Volkov — Coach ACR0012
- Roberto Almeida — Coach ACR0008
- Suresh Sharma — Coach ACR0003

Referees 0
- No phone in this group yet.

Volunteers 6
- Aditya Rao — Volunteer ACR6004
- Farhan Ali — Volunteer ACR6006
- Kavya Iyer — Volunteer ACR6005
- Meera Nair — Volunteer ACR6001
- Rohan Gupta — Volunteer ACR6002
- Sana Khan — Volunteer ACR6003

Follow these steps

1 **Notification** · Alert transport, hotel and directors
Flight EK510 diverted to Jaipur (JAI). Brazil will not reach Grand Palace as planned. New ETA uncertain. Transport and rooms must be reworked.
GOES TO Transport heads (Vikram) Transport staff (Ramesh, Vikram) Hotel desk (Anita) Team managers (Ana, Neha, Olga) Event directors (Kavita)

2 **Must confirm** · Team manager confirms everyone is accounted for at the diversion airport
ANSWERS Team managers (Ana, Neha, Olga)
IF LATE Event directors (Kavita)

3 **Decision** · How does the team reach Delhi?
Coach to Delhi overnight · press | Hold in Jaipur hotel tonight | Wait for next flight
ANSWERS Transport heads (Vikram) Event directors (Kavita)
IF LATE Team managers (Ana, Neha, Olga)

4 **Notification** · Arrange overnight coach and tell hotel of late arrival
Match update: the event director has decided Coach to Delhi overnight. Coach departing Jaipur. Grand Palace: expect late check-in around 05:00.
GOES TO Transport staff (Ramesh, Vikram) Hotel desk (Anita) Team managers (Ana, Neha, Olga)

5 **Decision** · What about tomorrow's open match?
Keep morning kickoff | Move open match to evening · press | Postpone to next day
ANSWERS Event directors (Kavita)
IF LATE Team managers (Ana, Neha, Olga)

6 **Notification** · Announce evening kickoff
Match update: the event director has decided Move open match to evening. Open match moved to the evening so the diverted team can recover.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Referees (no phone) Team managers (Ana, Neha, Olga) Volunteers (Aditya, Farhan, Kavya, Meera, Rohan, Sana) Transport staff (Ramesh, Vikram)

7 **Wait** · Transport confirms the chosen move is under way
IF LATE Event directors (Kavita)

8 **Milestone** · Team under a confirmed overnight plan
Marker only.

Other answers

Notification · Book Jaipur rooms and pause Delhi hotel
Match update: the event director has decided Hold in Jaipur hotel tonight. Hold Delhi rooms. Book Jaipur overnight; revisit morning transport.
GOES TO Hotel desk (Anita) Team managers (Ana, Neha, Olga) Transport staff (Ramesh, Vikram)
After travel → Hold in Jaipur hotel tonight

Notification · Announce next-day postpone
Match update: the event director has decided Postpone to next day. Open match postponed to the next day after a flight diversion.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Referees (no phone) Team managers (Ana, Neha, Olga) Volunteers (Aditya, Farhan, Kavya, Meera, Rohan, Sana)
After match_impact → Postpone to next day

GAMESGMS · MOCK DRILL 6 OF 8

Severe Heat - red flag mid-match

Temperature crosses the red threshold. Play stops; medical and the event director must clear any restart — or abandon for the day.

RECOMMENDED PATH Cooling break then restart cleared

Phones for this drill

Referees 0
No phone in this group yet.

Medical team 4
- Dr. Anjali Verma — Doctor ACR7001
- Imran Sheikh — Paramedic ACR7004
- Neha Joshi — Physiotherapist ACR7003
- Suresh Pillai — Nurse ACR7002

Coaches 3
- Dmitri Volkov — Coach ACR0012
- Roberto Almeida — Coach ACR0008
- Suresh Sharma — Coach ACR0003

Team managers 3
- Ana Costa — Team manager ACR0009
- Neha Kapoor — Team manager ACR0004
- Olga Ivanova — Team manager ACR0013

Event directors 1
- Kavita Desai — Event director ACR8001

Volunteer leads 1
- Meera Nair — Volunteer ACR6001

Players 6
- Anastasia Smirnova — Athlete ACR0011
- Arjun Mehta — Athlete ACR0001
- Carlos Silva — Athlete ACR0006
- Ivan Petrov — Athlete ACR0010
- Mariana Souza — Athlete ACR0007
- Priyanka Rao — Athlete ACR0002

Volunteers 6
- Aditya Rao — Volunteer ACR6004
- Farhan Ali — Volunteer ACR6006
- Kavya Iyer — Volunteer ACR6005
- Meera Nair — Volunteer ACR6001
- Rohan Gupta — Volunteer ACR6002
- Sana Khan — Volunteer ACR6003

Follow these steps

1 **Notification** · Stop play — heat red flag
Heat red flag at National Stadium. Play is suspended. Athletes to shade and water. Medical team on standby. Restart only when cleared.
GOES TO Referees (no phone) Medical team (Anjali, Imran, Neha, Suresh) Coaches (Dmitri, Roberto, Suresh) Team managers (Ana, Neha, Olga) Event directors (Kavita) Volunteer leads (Meera)

2 **Must confirm** · Volunteers open shade and water stations
ANSWERS Volunteer leads (Meera)
IF LATE Event directors (Kavita)

3 **Must confirm** · Medical confirms no heat casualties so far
ANSWERS Medical team (Anjali, Imran, Neha, Suresh)
IF LATE Event directors (Kavita)

4 **Decision** · Restart, extend break, or abandon for today?
Cooling break, then restart · press | Extend stoppage 30 minutes | Abandon for today
ANSWERS Event directors (Kavita) Medical team (Anjali, Imran, Neha, Suresh)
IF LATE Team managers (Ana, Neha, Olga)

5 **Notification** · Tell teams play will restart after cooling
Match update: the event director has decided Cooling break, then restart. Mandatory cooling break. Return to the field when medical and the referee call you.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Referees (no phone) Team managers (Ana, Neha, Olga)

6 **Must confirm** · Medical and referee clear the restart
ANSWERS Medical team (Anjali, Imran, Neha, Suresh)
IF LATE Event directors (Kavita)

7 **Milestone** · Play restarts
Marker only.

Other answers

Notification · Extend the stoppage
Match update: the event director has decided Extend stoppage 30 minutes. Heat stoppage extended 30 minutes. Stay in shade.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Referees (no phone) Volunteers (Aditya, Farhan, Kavya, Meera, Rohan, Sana)
After heat_plan → Extend stoppage 30 minutes

Notification · Abandon the session for today
Match update: the event director has decided Abandon for today. Session abandoned for heat. Reschedule will follow.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Referees (no phone) Team managers (Ana, Neha, Olga) Volunteers (Aditya, Farhan, Kavya, Meera, Rohan, Sana)
After heat_plan → Abandon for today

GAMESGMS · MOCK DRILL 7 OF 8

Food issue at the dining hall

Possible food contamination mid-lunch. Stop service, alert medical, quarantine the batch — reopen only with senior and medical clearance.

RECOMMENDED PATH Quarantine batch — reopen alternate menu

Phones for this drill

Medical team 4	
Dr. Anjali Verma	Doctor ACR7001
Imran Sheikh	Paramedic ACR7004
Neha Joshi	Physiotherapist ACR7003
Suresh Pillai	Nurse ACR7002
Team managers 3	
Ana Costa	Team manager ACR0009
Neha Kapoor	Team manager ACR0004
Olga Ivanova	Team manager ACR0013
Event directors 1	
Kavita Desai	Event director ACR8001
Hotel desk 1	
Anita Bose	Vendor staff ACR8003
Players 6	
Anastasia Smirnova	Athlete ACR0011
Arjun Mehta	Athlete ACR0001
Carlos Silva	Athlete ACR0006
Ivan Petrov	Athlete ACR0010
Mariana Souza	Athlete ACR0007
Priyanka Rao	Athlete ACR0002
Coaches 3	
Dmitri Volkov	Coach ACR0012
Roberto Almeida	Coach ACR0008
Suresh Sharma	Coach ACR0003
Volunteers 6	
Aditya Rao	Volunteer ACR6004
Farhan Ali	Volunteer ACR6006
Kavya Iyer	Volunteer ACR6005
Meera Nair	Volunteer ACR6001
Rohan Gupta	Volunteer ACR6002
Sana Khan	Volunteer ACR6003
Transport staff 2	
Ramesh Kumar	Transport staff ACR0016
Vikram Shah	Transport staff ACR8002

Follow these steps

1 **Notification** · Stop service and alert medical
STOP SERVICE: possible nut contamination in lunch at Grand Palace dining room. Medical team alerted. Do not serve until cleared.
GOES TO Medical team (Anjali, Imran, Neha, Suresh) Team managers (Ana, Neha, Olga) Event directors (Kavita) Hotel desk (Anita)

2 **Must confirm** · Hall confirms service is stopped and plates recalled
ANSWERS Hotel desk (Anita)
IF LATE Event directors (Kavita)

3 **Must confirm** · Medical team is at the hall
ANSWERS Medical team (Anjali, Imran, Neha, Suresh)
IF LATE Event directors (Kavita)

4 **Decision** · How do we feed people safely?
Quarantine batch, serve alternate menu · press
Close hall, packed meals from another kitchen
Full shutdown until lab result
ANSWERS Event directors (Kavita) Medical team (Anjali, Imran, Neha, Suresh)
IF LATE Team managers (Ana, Neha, Olga)

5 **Notification** · Announce alternate safe menu
Match update: the event director has decided Quarantine batch, serve alternate menu. The suspected batch is quarantined. An alternate menu is being served — ask staff if unsure.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Team managers (Ana, Neha, Olga) Volunteers (Aditya, Farhan, Kavya, Meera, Rohan, Sana)

6 **Wait** · Medical clears continued service under the chosen plan
IF LATE Event directors (Kavita)

7 **Milestone** · Dining plan stable
Marker only.

Other answers

Notification · Announce packed meals from another kitchen
Match update: the event director has decided Close hall, packed meals from another kitchen. This hall is closed. Packed meals are coming from the staff canteen.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Team managers (Ana, Neha, Olga) Transport staff (Ramesh, Vikram)
After food_plan → Close hall, packed meals from another kitchen

Notification · Announce full shutdown
Match update: the event director has decided Full shutdown until lab result. Dining hall closed until lab clearance. Medical is available for anyone who feels unwell.
GOES TO Players (Anastasia, Arjun, Carlos, Ivan, Mariana, Priyanka) Coaches (Dmitri, Roberto, Suresh) Team managers (Ana, Neha, Olga) Medical team (Anjali, Imran, Neha, Suresh)
After food_plan → Full shutdown until lab result

GAMESGMS · MOCK DRILL 8 OF 8

VIP suite not available

A VIP, Rajiv Menon (ACR0005), is 20 minutes from Grand Palace and needs a suite. Anita Bose at Grand Palace (ACR8003) is asked first — for this drill she answers Not available. Farida Qureshi at City Inn (ACR8004) is asked next and answers Suite available. Vikram Shah (ACR8002) confirms the divert. The driver Ramesh Kumar (ACR0016) and Rajiv each get a map pin for City Inn. The guest liaison is told the new hotel, and Grand Palace releases the hold. If City Inn is also full, the event director decides whether the car waits or returns to the airport lounge.

RECOMMENDED PATH Grand Palace full — City Inn suite — car diverted

Phones for this drill

Hotel desk 1
Anita Bose — Vendor staff ACR8003

Event directors 1
Kavita Desai — Event director ACR8001

Transport heads 1
Vikram Shah — Transport staff ACR8002

Transport staff 2
Ramesh Kumar — Transport staff ACR0016
Vikram Shah — Transport staff ACR8002

VIPs 1
Rajiv Menon — Dignitary ACR0005

Guest liaisons 1
Asha Nair — Official ACR0031

City Inn desk 1
Farida Qureshi — Vendor staff ACR8004

Follow these steps

1 **Notification** · Ask Grand Palace if a suite is free
VIP arrival: Rajiv Menon (Chef de Mission) needs a suite at Grand Palace by 20 minutes. The car is currently heading to Grand Palace. Please say if that suite is free.
GOES TO Hotel desk (Anita) Event directors (Kavita)

2 **Decision** · Does Grand Palace have a suite for the VIP?
Suite available | Not available · press
ANSWERS Hotel desk (Anita)
IF LATE Event directors (Kavita)

3 **Notification** · Ask City Inn if a suite is free
VIP arrival: Rajiv Menon (Chef de Mission) needs a suite at City Inn by 25 minutes. The car is currently heading to Grand Palace. Please say if that suite is free.
GOES TO City Inn desk (Farida) Event directors (Kavita)

4 **Decision** · Does City Inn have a suite for the VIP?
Suite available · press | Not available
ANSWERS City Inn desk (Farida)
IF LATE Event directors (Kavita)

5 **Notification** · Send City Inn map pin to the driver and the VIP
Divert the car for Rajiv Menon. Do not continue to Grand Palace. New hotel: City Inn (Karol Bagh). Driver and guest: open the map pin for the new hotel.
GOES TO Transport heads (Vikram) Transport staff (Ramesh, Vikram) VIPs (Rajiv)

6 **Notification** · Tell Grand Palace to release the suite hold
Release the VIP suite hold. Rajiv Menon is going to City Inn instead.
GOES TO Hotel desk (Anita)

7 **Notification** · Tell the guest liaison the new hotel
Meet Rajiv Menon at City Inn (Karol Bagh), not Grand Palace. Check-in is in about 25 minutes.
GOES TO Guest liaisons (Asha) Event directors (Kavita)

8 **Must confirm** · Transport confirms the car is diverted to City Inn
ANSWERS Transport heads (Vikram)
IF LATE Event directors (Kavita)

9 **Milestone** · VIP en route to City Inn
Marker only.

Other answers

Notification · Tell transport and the VIP to continue to Grand Palace
The suite at Grand Palace is free. Driver and guest: open the map pin and continue there.
GOES TO Transport heads (Vikram) Transport staff (Ramesh, Vikram) VIPs (Rajiv) Guest liaisons (Asha) Event directors (Kavita)
After palace → Suite available

Milestone · VIP checked in at Grand Palace
Marker only.
After palace → Suite available

Notification · Both hotels are full — ask the event director
Decision needed: Grand Palace and City Inn have no suite for Rajiv Menon. Should the car wait, or return him to the airport lounge? Please answer by 10 minutes.
GOES TO Event directors (Kavita) Transport heads (Vikram)
After city → Not available

Decision · Both hotels are full. What should the car do?
Wait while protocol finds a room | Return the guest to the airport lounge
ANSWERS Event directors (Kavita)
IF LATE Event directors (Kavita)
After city → Not available

Notification · Tell transport and the VIP to wait
Stay with Rajiv Menon. Protocol is finding another room. Do not return to Grand Palace.
GOES TO Transport heads (Vikram) Transport staff (Ramesh, Vikram) VIPs (Rajiv) Guest liaisons (Asha)
After nowhere → Wait while protocol finds a room

Notification · Send the airport map pin to the driver and the VIP
No suite in the city. Driver and guest: open the map pin and go to the airport lounge.
GOES TO Transport heads (Vikram) Transport staff (Ramesh, Vikram) VIPs (Rajiv) Guest liaisons (Asha) Event directors (Kavita)
After nowhere → Return the guest to the airport lounge