

Act

Each business is different and will require an individual approach. However there are a number of steps you can follow:

1 Understand how you may be affected

Understand where your business is located in relation to temporary road changes such as the Olympic Route Network and Paralympic Route Network (ORN and PRN). Review the maps of the ORN and PRN within London and outside of London to determine how deliveries and collections to your business might be affected.

2 Undertake a delivery survey

Start keeping a diary of all deliveries and collections at your company (one week should be sufficient). This will help you to get an idea of the typical deliveries to your business on a weekly basis and help you to plan and manage your Games-time delivery strategy.

3 Create an action plan

Start preparing now by downloading our template action plan at GetAheadoftheGames.com. You can access online tools and resources to guide you through the process.

4 Communicate with your suppliers

Speak to your suppliers and employees to ensure they understand how the Games will impact their deliveries and how you plan to operate during the period.

5 Get up-to-date, detailed information

Email freight@tfl.gov.uk to register for regular email bulletins with advice on deliveries.

Olympic Delivery Authority
23rd floor, One Churchill Place
Canary Wharf, London E14 5LN
Switchboard +44 (0)20 3 2012 000
Fax +44 (0)20 3 2012 001



freight@tfl.gov.uk
tfl.gov.uk/2012freight
GetAheadoftheGames.com
This document is correct
as of February 2012

The construction of the venues and infrastructure of the London 2012 Games is funded by the National Lottery through the Olympic Lottery Distributor, the Department for Culture, Media and Sport, the Mayor of London and the London Development Agency. © 2012 Olympic Delivery Authority. This document and the official Emblems of the London 2012 Games are © London Organising Committee of the Olympic Games and Paralympic Games Limited 2007–2011. All rights reserved.

Printed by an environmentally aware ISO
14001-certified printer on 75% recycled paper

Keep on running

Managing deliveries during the Games



MAYOR OF LONDON



MAYOR OF LONDON

Transport for London



Know

Plan

The London 2012 Olympic and Paralympic Games will impact the public transport and road networks in certain areas at certain times. This is likely to affect staff, deliveries and customers.

What is happening and when?

The London 2012 Olympic Games will take place from 27 July – 12 August, followed by the Paralympic Games from 29 August – 9 September. For businesses, these events are a huge opportunity – and a major challenge.

Affected areas

Games events will take place across the capital and the UK, not just in east London. Venues around the capital include Hyde Park, Horse Guards Parade, Lord's Cricket Ground, Earls Court, Wembley Stadium and Greenwich Park. Affected areas across the UK include Weymouth and Portland and Eton Dorney. Road events such as the Marathon will impact the surrounding area.

Roads will be busier than usual at different times and on different days. You will need to adapt to ensure your business is well-placed to take advantage of opportunities this summer. Work with your suppliers and your customers to ensure you can make and receive deliveries.

Prepare now to reduce the impact of the Games on your business.

Temporary road changes during the Games could affect:

- how and where your suppliers access your delivery and collection points;
- how long it takes their vehicles to get to your locations; and
- the journey reliability of deliveries to your business.

The 4Rs

You may be able to avoid disruption by implementing the 4Rs:

- **Reduce** the number of vehicles delivering to your business during the Games:
 - Pre-order non-perishable goods and stockpile them, and postpone non-urgent deliveries until after the Games.
 - If storage is an issue, identify space for temporary stockrooms.
 - Work with neighbouring businesses to use the same suppliers for common goods or activities, such as waste removal.
 - Ensure that any equipment needing regular maintenance is serviced before the Games period.
 - Encourage your staff to have their personal deliveries sent to home addresses rather than your business.
- **Retime**. Work with your suppliers to change your delivery/collection time during the Games period. Avoid peak times, restrictions, or days that are likely to be particularly busy.
 - Where possible, make use of out-of-hours deliveries to your business.

- **Reroute**. Your suppliers might be able to avoid disruption by using a different route to reach you. Ensure they are aware of any changes to the road network in your area and work together to identify:
 - different delivery points that may be easier for suppliers to reach; and
 - alternative loading/unloading locations if the usual points are unavailable.
- **Revise mode**. It may be possible to modify either the mode of transport needed for deliveries or collections, or the type of delivery itself.

Next steps

Find out more about preparing for the Games and the support available to your business.

Consider the impacts of staff travel during Games. Prepare now to minimise the impact on staff.

Further information

Further freight-specific advice including case study examples of businesses who have started preparing for the Games can be found at tfl.gov.uk/2012freight. Visit regularly to keep up-to-date with the latest information.

Information about the effect of the Games on your business in general is also available. Visit GetAheadoftheGames.com.