

Tuffnells

Parcels Express

Tuffnells Olympic Service Guide London 2012

Helping you to prepare for the London Olympic
and Paralympic Games 2012

People who care.....



Helping you prepare

Tuffnells have a Team of people dedicated to the Olympics, to ensure that we are ready to respond to any challenges created by the London 2012 Olympic and Paralympic Games. The team now feel in a position to share the details of our action plan with you.

The following Olympic and Paralympic statistics will give you some idea regarding the scale of issues the transport industry will face due to congestion during the games:

- ❖ 24 Olympic venues across London
- ❖ 800,000 spectators on peak day
- ❖ 10,500 athletes
- ❖ 9,000,000 tickets sold
- ❖ 21,000 press in attendance
- ❖ 3,000,000 additional transport trips on the busiest day



Tuffnells will continue to offer ALL services throughout The Games Period but some delays may be experienced.





Full list of Reasons for Disruption

Olympics and Paralympics 2012: Reasons for disruption

The following list will help you to understand the full extent of the disruption to collections and deliveries:

- ✓ There will undoubtedly be **congestion in and around all 24 London venues**
- ✓ The **Olympic Route Network** is **109 miles** in length and incorporates the **main thoroughfare** through London
- ✓ The road events themselves, such as the Marathon, of which there are 10, will include a number of **road closures** from the day before and day of the event
- ✓ There are a number of **parallel events** such as the Diamond Jubilee and the Concerts at Buckingham Palace, at which there is likely to be 60,000 spectators
- ✓ **Increased security** at all venues will incorporate a number of **road restrictions**
- ✓ The **movement of athletes** to and from all venues
- ✓ **Park & Ride** traffic
- ✓ There is **no parking** for spectators at the venues
- ✓ Parking restrictions will be in place around the venues affecting **290,000 homes**
- ✓ During the games **200,000 members of the Olympic family** (athletes, coaches, officials and technicians) will require transport to and from the venues daily.
- ✓ There will be suspensions of numerous **parking and waiting bays**
- ✓ Creation of **Games Lanes**, which will be reserved for VIP traffic
- ✓ Numerous **right hand turns** will be taken out of the traffic system

Our Action Plan?



**"We are experts in
our field
at providing top
quality
logistics."**

To help ensure that deliveries and collections are successful throughout the Olympic period we have a detailed action plan.

	Increase the number of delivery and collection routes operating from our London depot's by over 23%.
	Double Man vehicles where required.
	Starting deliveries earlier before the Olympic Route Network (ORN) opens.
	Night Time delivery service available along Olympic Route Network (ORN) between Midnight and 6am subject to requirement.
	Dedicated Olympic Liaison at all main London Depots.
	Allowing flexibility of collecting from or delivering to our London depots.
	Issue of a DAILY news bulletin throughout The Games period.
	Dedicated e-mail address for communication regarding the Olympics.

Olympic Congestion Supplement



Tuffnells have invested a significant amount of money to ensure that service levels are maintained to the best of our abilities in and around the impacted areas. We cannot absorb these costs and will be introducing a supplement for deliveries into the Olympic congestion zone, postcodes detailed below.

London 2012 Games – Supplement Table

<i>Area</i>	<i>Postcode</i>
E	1, 2, 3, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 20
EC	1, 2, 3, 4
HA	9
NW	1, 8, 10
N	1, 15, 16, 17
SE	1, 3, 7, 10, 18
WC	1, 2
W	1, 2, 3, 7, 8, 9, 11, 12
SW	1, 3, 5, 7, 8, 11
SL	4
UB	7 (Heathrow)
TW	6 (Heathrow)
IG	1, 11

The supplement will be levied on all collections between 23rd July and 7th September

Lockdown venues



"Our drivers deliver a standard of excellence that is high in quality, consistent in performance and dedicated to offering our customers complete satisfaction every time"

Please note that Tuffnells along with other carriers will be unable to access certain 'lockdown venues', since they will be closed to all general traffic.

What is the Final Mile / lockdown venues?

The 'Final Mile' is a secure area around Games venues (lockdown venues) in which, due to increased security enforcement (X-Ray security checks), only freight operators contracted and accredited by a Games Family Organisation will be permitted to deliver. This also includes the Athletes' village. If you have a contract to supply goods within the lockdown zone, you will have been issued a vendors certification document. There are currently 59 venues which will be locked down both in London and at other Olympic venues; they include everything from the main Olympic stadium to hotels used by officials

Access for deliveries into these Final Mile / Lockdown venues has been exclusively granted to the official logistics supplier UPS, who provided sponsorship for the event. All parcels delivered by UPS into these sites will be subject to the UPS delivery charge and an additional security surcharge.

All deliveries requiring this service will be charged at the full UPS Final Mile tariff rates including any surcharges, in addition to the Tuffnells delivery charge.

The UPS Terms and conditions limit their liability to a maximum of £60 per consignment. As such Tuffnells are varying their conditions of carriage in relation to these deliveries, once UPS have taken receipt of the goods Tuffnells liability will reduce to a maximum of £60 per consignment.

To start planning your Final Mile deliveries please refer to the UPS Final mile website www.ups.com/london2012 and the UPS Service and Tariff guide.

Please take special note of the requirements for packaging and parcel dimensions / weight.

Please see the next page for a complete list of the lockdown venues and Final Mile UPS charges.

Westfield Shopping Centre deliveries.

The management of Westfield Shopping Centre, Stratford E20, have appointed DHL supply chain to security check and deliver into the Westfield Shopping Centre at Stratford.

Tuffnells in common with other transport operators will deliver to the DHL security operation. We have a dedicated daily book in slot of 10.15 with DHL. The DHL Standard Operating Procedure states they will then deliver to the end retailer within 4 – 6 hours of this book in slot.

Please be aware the POD that you see will be that of the DHL person taking receipt of the goods from Tuffnells.

We can then request a POD from DHL for your Customers POD 24 hours after the delivery has taken place.

There is no additional charge to you for this service other than the Olympic Congestion Supplement, but be aware, DHL will be charging a delivery fee direct to your customer within the Westfield Shopping Centre.

e-mail: Olympics@tuffnells.co.uk

London 2012 Games: Final Mile/Lockdown Venues

Alphabetical Order by Venue

Venue Name	Area	Postcode	Start of Lock Down	End of Lock Down
Aquatics Centre	London	E20 2AQ	01/07/2012	09/09/2012
Basketball Arena	London	E20 3BB	01/07/2012	09/09/2012
BMX Track	London	E20 2ST	01/07/2012	09/09/2012
Brands Hatch	kent	DA3 8NG	02/09/2012	08/09/2012
City of Coventry Stadium	Coventry	CV6 6GE	19/07/2012	09/08/2012
Earls Court	london	SW5 9TA	20/07/2012	12/08/2012
Eton Dorney	slough	SL4 6QP	10/07/2012	02/09/2012
Eton Manor	London	E20 3ET	01/07/2012	09/09/2012
ExCel - North Arena 1	London	E16 1XL	11/07/2012	08/09/2012
ExCel - North Arena 2	London	E16 1XL	11/07/2012	08/09/2012
ExCel - South Arena 1	London	E16 1XL	11/07/2012	08/09/2012
ExCel - South Arena 2	London	E16 1XL	11/07/2012	08/09/2012
ExCel - South Arena 3	London	E16 1XL	11/07/2012	08/09/2012
Greenwich Park	London	SE10 8QY	18/07/2012	04/09/2012
Hadleigh Farm	Essex	SS7 2AP	03/08/2012	12/08/2012
Hampden Park	Glasgow	G42 9BA	18/07/2012	03/08/2012
Hampton Court Palace	Surrey	KT8 9AU	30/07/2012	09/09/2012
Handball Arena	London	E20 3HB	01/07/2012	09/09/2012
Hockey Centre	London	E20 3HY	01/07/2012	09/09/2012
Horse Guards Parade	London	SW1A 2BJ	24/07/2012	12/08/2012
Hyde Park	London	W2 2UH	30/07/2012	12/08/2012
International Broadcast Centre	London	E20 3BS	01/07/2012	09/09/2012
Lee Valley W/Water Centre	Essex	EN9 1AB	08/07/2012	02/08/2012
Lord's Cricket Ground	London	NW8 8QN	21/07/2012	03/08/2012
Main Press Centre	London	E20 2ST	02/07/2012	09/09/2012
Millennium Stadium	Cardiff	CF10 1NS	18/07/2012	10/08/2012
North Greenwich Arena	London	SE10 0DX	24/07/2012	08/09/2012
Old Trafford	Manchester	M16 0RA	22/07/2012	07/08/2012
Olympic Family Hotel - Hilton Park Lane	London	W1K 1BE	21/07/2012	12/08/2012
Olympic Hospitality Centre	London	E20 2ST	01/07/2012	09/09/2012
Olympic Park - Common Domain 2	London	E20 2ST	01/07/2012	09/09/2012
Olympic Park - Common Domain 4	London	E20 2ST	01/07/2012	09/09/2012
Olympic Park - Common Domain 5	London	E20 2ST	01/07/2012	09/09/2012
Olympic Park - Common Domain 6	London	E20 2ST	01/07/2012	09/09/2012
Olympic Stadium	London	E20 2ST	01/07/2012	09/09/2012
Olympic Village	London	E20 2ST	04/06/2012	13/09/2012
Park Operations Centre	London	E20 2ST	01/07/2012	09/09/2012
Rowing and Canoe Sprint Village	Surrey	TW20 0EX	02/07/2012	09/09/2012
Royal Artillery Barracks	London	SE18 4BH	12/07/2012	05/09/2012
Sailing Village	Dorset	DT5 1SA	06/07/2012	09/09/2012
St James' Park	Newcastle-upon-Tyne	NE1 4ST	20/07/2012	04/08/2012
The Mall - Athletics	London	SW1Y 5HX	24/07/2012	09/09/2012
The Mall (Box Hill) Road Race	London	SW1Y 5HX	24/07/2012	09/09/2012
Velodrome	London	E20 3EL	01/07/2012	09/09/2012
Water Polo Centre	London	E20 2AQ	01/07/2012	09/09/2012
Wembley Arena	Middlesex	HA9 0AA	21/07/2012	12/08/2012
Wembley Stadium	Middlesex	HA9 0WS	22/07/2012	12/08/2012
Weymouth & Portland	Dorset	DT5 1SA	13/07/2012	06/09/2012
Wimbledon	London	SW19 5AE	21/07/2012	05/08/2012