FedEx Operating Plan – Olympic Period
FedEx operates delivery and collection services in all major cities where the Games will take place.

If your business or address you ship to is based within the M25 or near a Games Venue we believe you may be impacted on as a direct result of the Games.

[link]

The Dedicated Olympic Route Network* and Paralympic Road Network*

With increased need for transport during the Games period the road network near Games Venues and across London in general will be under greater pressure than normal.

With the creation of a core Route Network, many key routes around London and other Games Venues will be closed.

FedEx operates flights from London Stansted. It is vital that we ensure that all shipments connect with our flights and this may impact delivery and collection times.

Extending from Park Lane to Stratford and using 2.6% of London’s roads the Route Network will enable the rapid transfer of 80,000 people who are critical to running a successful games.

The focus remains on keeping traffic moving and we will be developing options for customer collections and deliveries in known impacted areas.

london2012.com/making-it-happen/transport/transport-plan.php
The Games on the Big Screen – National Live Sites

- The National Live Sites could affect operations across the UK
- 22 big screens and event spaces across the UK working with the BBC and local authorities
- Operating in urban centers offering live info, video, news and community events creating a unique atmosphere
- Urban environments such as streets could be closed during the Games period
- Exact details of road closures are not yet available. Information will be submitted as and when it is acquired

london2012.com/making-it-happen/transport/transport-plan.php
The Transportation Network

More than half a million spectators could need transport on the busiest days of the competition along with the 3.5 million people using the tube daily

- Trains both Underground and National Rail
- 20,000 registered Taxis
- Dial a ride (for people with disabilities)
- Park-and-ride
- Buses
- Water transport
- Walking & cycling

FedEx operates a ‘hub and spoke’ system whereby shipments are collected by a Courier, connected into a central hub, processed and sent out for delivery through our 10 international and 65 domestic stations.

FedEx operates 350 vehicles in London on the road daily. Performing collections and deliveries across the city.

With increased need for transport during the Games period the road network will be under even more pressure. But we are still on target to continue to deliver up to our usual 30,000 shipments per day within the M25.
Traffic Management Measures

We will be doing everything we can to mitigate impact of the Games on our customers but we know that due to transport changes customer collections and deliveries will alter during this period.

This is due to:

• Introduction of dedicated Route Network
• Road and junction alterations
• Changes to traffic signal timings
• Restricted turns
• Suspension to some pedestrian crossings
• Diversions
• Parking and loading restrictions
• Artificial bottlenecks
• High level of parking enforcement

Our Project Team is engaging across the business to develop operational solutions to ensure we continue to maintain the strongest possible delivery and collection commitments throughout the Games period.
Security Restrictions

Various security restrictions will be imposed during the summer of 2012 when London will go into “Lockdown Mode”

- Increase in roadside stop and search activities
- Restrictions on the importation and movement of hazardous goods
- Security cordons around IOC Hotels and Games Venues
- Goods destined for the Games Venues are subject to security screening
- All Carriers making deliveries will be subject to Vendor Certification Program

Security to FedEx is paramount. FedEx will ensure throughout the “Lockdown Mode” period that we work with customers and authorities to remain compliant.
What is being done to ease congestion?

Vast sums of money are being poured into London’s transportation infrastructure to help ease the forecasted congestion

• $20 billion to be spent on London’s transportation system prior to 2012
• £125 Million to be spent on Stratford station the “Games Gateway” (trebling the stations capacity)
• New signalling system installed in the London underground in 2009
• Improved accessibility to the majority of the London underground and bus network,
• The short term creation of 30,000 park-and-ride spaces
• Further 2,200 Blue Badge parking spaces near the venues
• 10 Million to be spent on the creation and upgrade of walking and cycling paths
• 240Km of dedicated Route Network lanes to be used
• Prioritised traffic management within the Route Network (ORN)
• Creation of the javelin high speed rail from St. Pancras to the Park
• Free public transport for ticket holders throughout London (zones 1 – 9)
• Transport workforce will be well trained through the use of “test events”
What is FedEx doing?

Responding to the Games Challenge

• FedEx has a dedicated Project Team to engage with the appropriate authorities, to establish contingency plans and to comply with all relevant regulations.

• FedEx are looking at the challenge from a domestic and international shipping perspective. Complying with the restrictions as information becomes available from the Department of Transport and LOCOG the London Olympic Games Organisers.

• Our dedicated Project Team is formed from experts across the business who are all working together to provide our customers with a full logistics solution.

• You can be assured of FedEx doing all it can to keep ‘business as usual’ during this exciting time for both shipments entering the UK and those going overseas. We look forward to continuing to fulfill your logistic needs.

• FedEx acknowledges that the impacts of the Route Network and increased traffic may necessitate flexibility in our delivery and collection commitments.

• Over the next few months you can continue to find out details of the level of impact and the solutions that FedEx are putting in place to minimise disruption. This information can be found at fedex.com/gb/about/2012summeroperatingplan and you may like to add this to your favourites to keep you up to date.
Our Action Plan

Responding to the Games Challenge

So far our Action Plan includes:

- Increased operational capacity
- Increasing number of couriers and re-designing their routes to maintain existing service
- Introducing motorbikes to expedite urgent deliveries
- Providing drivers with ‘runners’ to make deliveries where parking restrictions in place
- Using foot couriers for small parcel deliveries in Central London
- Giving International Shipping Customers increased option to Hold At Locations
- Giving both Domestic and International Shipping Customers option to have shipments delivered to alternative addresses
- Liaising directly with delivery points to create delivery solutions
What you can do?

Working together in response to the challenge

• If you receive deliveries from overseas suppliers that may coincide with the lock down period it may be advisable to see if deliveries can be brought forward to reduce impact on your supply chain

• Share the link to our communications page at fedex.com/gb/about/2012summeroperatingplan with your suppliers to keep everyone informed of developments as we get closer to the Games

• Register your details on fedex.com/gb/about/2012workingtogether to receive regular emails from us about the Games
Mini FAQ

There seems to be a lack of information from all logistic companies. How are you going to keep customers such as me up to date?

Information on security and lock down is being continually shared via the Games Organisers (LOCOG) and we are making sure we comply with restrictions as information becomes available. FedEx will be using a variety of tools to keep customers such as you informed of developments including website updates, letters and information cards delivered by our Couriers.

My business is located within the M25 how big will the impact of the Games be on my business?

The impact of road closures, traffic volumes and security checks will not be fully understood until the Games go live. However we are aware of the postcodes that are likely to have greatest impact and are working with our planning teams to ensure we can deliver ‘business as usual’ as much as possible during this exciting period.

I understand that the time of deliveries may be impacted due to increased security and road closures but by how long will my deliveries be delayed?

We are working closely with customers to understand their logistic needs during this period so that we can include as much information as we can in our network planning. We know that there will be some impact but at this time we do not know the full extent. As this becomes clearer we will adapt our plans accordingly.
Further information can be obtained at the following websites:

Transport plans –
london2012.com/making-it-happen/transport/transport-plan.php

Olympic Route Network –
london2012.com/orn/home.php

General information about 2012 –
london2012.com/making-it-happen