

Dear Valued Customer,

The Commonwealth Games will commence on the Gold Coast shortly and will have a significant impact on deliveries in all areas of South East Queensland and in particular from Beenleigh to the Gold Coast. The M1 during business hours will have a significant increase in traffic volume in both directions with long delays expected. In addition, there will be multiple road closures on the Gold Coast, with the local Council advising to avoid all non-essential travel during the games (in particular they don't want trucks on the road during these periods, which certainly makes it extra tough when it comes to deliveries). Significant traffic changes and congestion will also impact on the week leading in to the games and the week proceeding.

As such, from Monday the 26th of March until Wednesday the 18th of April we cannot guarantee deliveries in and around the games and affected areas. As it is very much an unknown with regard to what the congestion will be like, we didn't want to go as far as saying there will be no deliveries to the Gold Coast during this period, rather all we can do is try our best and judge each request on a case by case basis.

If you plan to work in affected areas during the Games, we strongly recommend where possible "stocking up" as it may not be possible to access your site for a lengthy period. If you do require a delivery, please provide as much notice as possible and we will see what we can do. Clearly, we will not be able to guarantee a specific time or possibly even day depending on the location, however we will work with you to provide the best outcome we can.

With regard to Brisbane and the greater Brisbane area, whilst it will be business as usual for us there is expected to be a knock-on effect of traffic congestion pushing back along the M1 which will undoubtedly cause significant congestion in and around Brisbane as people make their way to and from Brisbane to the Games on the Gold Coast, so please allow extra time for deliveries in all areas of Greater Brisbane during this period.

I am sure if we all work together, we can get through "The Games." However, please don't underestimate the impact, I think it is going to be a real challenge, make sure you polish up your magic wand.

Kind regards
Simon

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Regional General Manager

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