



January 2012

JAMES KNIGHT OF MAYFAIR OLYMPIC ACTION PLAN

Dear Customer,

As you will no doubt be aware, London is playing host to the Olympics this year (2012). As part of this, there will be major disruption to the roads in and around London throughout the duration of both the Olympic Games and the Paralympics. The implementation of the ORN (Olympic Route Network) and PRN (Paralympic Route Network) will seriously impact on our ability to deliver produce to our customer base. This is due to the number of key road closures, in addition to the severe congestion anticipated as a result of those closures.

Having reviewed the timings of the planned alterations to the road networks over this period, James Knight of Mayfair plan to significantly change their working pattern throughout the disruption, and have therefore developed the "**James Knight of Mayfair Olympic Action Plan**" (JKMOAP). This will allow us to continue delivering on a daily basis to all our clients.

The Olympic Action Plan

As one of our loyal & valued customers, we would ask that you help us to overcome the logistical difficulties of delivering to you by adhering to a new service schedule. All customers will be required to place their orders by 16:00 on day one for delivery between 00:00 and 06:00 on day two. We realise that this is a significant change for many of you, but firmly believe that this is the only way that we can provide a efficient delivery service during this period.

When Will it Happen?

The ORN & PRN are due to be implemented on the 16th of July 2012, and will be live until the 9th of September 2012. We aim to implement the JKMOAP from the 2nd of July 2012 until the 9th of September 2012. The reason that we plan to implement earlier than the "live" date is in order to offer James Knight of Mayfair & their customers, the opportunity of an extra 2 week window in which to overcome any potential operational difficulties that may arise as a result of the new cut off time & delivery window. During this 2 week period, we will be able to offer assistance to correct any issues prior to it becoming absolutely imperative that the new timings are adhered to.

Outside of the M25?

If you are a customer outside the M25 and think you should be unaffected by Olympic road closures, please call the office & speak to a member of staff who will be able to clarify.

How Will you be able to Accommodate the Olympic Action Plan?

We understand that you may have issues with the availability of a member of personnel, or a safe storage place at your premises, during the hours of 00:00 and 06:00. We can assure you that all our delivery drivers have passed positive security checks by Scotland Yard in order to access Royal Palaces, so if you wish to furnish us with keys in order to deliver to your premises, you can feel completely safe in doing so.

We also understand that you may find it difficult to adhere to an earlier cut off time. We have worked with many customers over the years who have managed to do this, and are happy to provide you with details of your ordering patterns to assist you in meeting the earlier deadline.

To assist businesses, Transport for London has run a series of trials to show how night-time delivery activity can be carried out, whilst minimising disturbance to local residents. The results of these trials have shown that using a code of practice can help businesses to overcome restrictions that prevent them from being able to deliver at night during the Games. Seven trials have been run by TfL in partnership with local boroughs, the Freight Transport Association and the Noise Abatement Society. The trials covered a range of different locations, types of business and delivery restrictions. We are happy to provide you with these case studies which included businesses such as The Dorchester Hotel, Fortnum & Mason, Marks & Spencer, and the Swan Public House in Southwark. They can also be found at www.tfl.gov.uk/2012outofhoursdeliveries. We are also able to furnish you with "Transport for London's code of practice for quieter out-of-hours deliveries" at your request.

Rest assured that we are here to help you in the run up to the Olympic Games, and will assist you in any way we can. The office sales operation will continue to function at the normal times during the Games, offering specials, taking orders, and dealing with general queries. If you do have any specific questions relating to this Action Plan, please call the office on 020 7587 3070 where the sales team have been fully briefed to deal with your queries. Alternatively, please email admin@jkmayfair.co.uk with the word "Olympics" in the subject line for a quick email response.

Clarification of the James Knight of Mayfair Olympic Action Plan

For the sake of clarity, please see key points below:

- **Period of change will be from Monday the 2nd of July 2012 to Sunday the 9th of September 2012.**
- **Customers to place orders by 16:00 (4pm) on day one for delivery between 00:00 (Midnight) and 06:00 (6am) on day two during this period**
- **No second deliveries at all during this period.**
- **The office will be open during the daytime as usual during this period.**

We look forward to hearing from you with any questions or queries.

**Paschal Tiernan
Managing Director
James Knight of Mayfair Ltd**