

date

Recipient's Name

Recipient's Title
Recipient's Company
Recipient's address
City VIC 0000

Dear Recipient's Name

Commonwealth Games

We're very much looking forward to the excitement of the Commonwealth Games when they hit the Gold Coast from 4 to 15 April 2018.

Such a significant event will result in road closures, increased traffic and access difficulties across the Gold Coast in and around event areas. While some delays are likely, I want to assure you we have robust plans in place to minimise the disruption to our operations.

Challenges to our operation include an additional 7,000 vehicles per day on the same street as our StarTrack depot, as well as heavy bus traffic in the same area, street closures and security checkpoints right across the Gold Coast in event areas.

What we're doing

Our plans include amending our shift times, with staff generally starting work three hours earlier than usual. We're also revising line haul and pickup and delivery fleet schedules, with many drivers starting work at 4.00am so they'll be able to leave the depot before peak traffic.

From 4 to 15 April we'll bring forward pick up times by two hours, to between 1pm and 3pm, which will help us get your freight back to the local hub and onto a line haul truck or aircraft on time.

We'll call you well in advance to discuss your new pick up time for the Games period.

What you can do

There are also some things you can do to help your customers:

- Consider sending your freight up to two weeks before the Games start or after they close
- Check www.getsetforthegames.com for general advice for businesses and specific information on local impacts

Be aware that some streets will be completely closed. Business and residents have been notified of this already by the Games' 'Get Set Gold Coast' team.

If you have any operational questions for us, please don't hesitate to write to CommGames2018@startrack.com.au

Thank you in advance for your patience and cooperation.

Yours sincerely,

Kane George

Regional Manager Express, Southern Queensland

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