

29 September 2015

As an important client of Shorty's Liquor, we want to ensure that you are aware of upcoming changes to the Sydney CBD, and what these changes mean for our services.

As you may be aware, the NSW Government has embarked on construction of new transport infrastructure within the CBD. This project will present challenges for all couriers and delivery services within the city. To counter these challenges, Shorty's Liquor has been liaising with Transport NSW and the CBD Coordination Office, ensuring we are entirely prepared to continue our high standards of service. Our most important task, however, is collaborating with our clients to find effective solutions to any possible disruptions. Through collaboration with your business and the NSW Government, interruptions to our services will be minimal.

Starting October 5, construction and road works will have significant impacts on the traffic and accessibility around the CBD for couriers and service drivers. The closure of George Street, the main arterial road through the CBD, will mean bus stops will be moved to other bus corridors including Elizabeth, Castlereagh, Park, Druitt, Clarence and York streets. In turn, this will mean the closure of loading zones and the elimination of on-street parking. The NSW Government predicts that through the period of construction, there will be a 17% increase in congestion for motorized vehicles within the CBD. This congestion, coupled with the closure of loading zones has led Transport for NSW to predict that 20% of commercial drivers will be unable to use a loading zone during peak times (10am-2pm) for deliveries in the CBD.

To ensure that our deliveries remain as on-time and reliable as ever, Shortys will be increasing our fleet of delivery drivers and vans from five to seven, as well as being on the road from 6am. We have also partnered up with our courier Mail Call's push bike fleet for all those small gift deliveries. These steps have ensured that in spite of the substantial disruptions to the Sydney CBD roads, there is minimal change to our delivery service; the most significant being that we will now offer three-hour cold delivery windows rather than two-hour delivery windows.

We have worked hard and made changes to maintain our high level of service, however there are a few things your business can do in order to help us deliver your orders as efficiently as we can.

- - **Out of Peak Hour Deliveries:** Early deliveries will help our drivers remain consistently on time and avoid the spike in congestion on CBD roads. Shortys drivers will be on the roads from 6am, and can deliver to your business as early as is required.
- - **Access to Loading Docks:** The increase in traffic and decrease in loading zones means that access to loading docks is important for our drivers. If your business has access to a loading dock or off-street parking that we can access, please inform us. This will make sure we do not have to wait to drop-off your delivery.
- - **Consolidate Orders:** Wherever possible, combining your orders to consolidate the number of vehicle trips into the CBD is of huge assistance to us.
- - **Delivery Window increasing from 2 hours to 3 Hours:** Please factor in the 3 hour window for your cold and timed deliveries and order additional ice and tubs as required to keep your drinks chilled.
- - **Large gifting orders:** Please start planning your bulk Christmas orders as soon as possible to ensure your clients receive their personalised gift with card before they go on Christmas leave.

Our most important task in minimising disruption to our services is collaborating with your business. We have worked hard to be prepared for these substantial changes to the CBD, and with your assistance, we can continue to provide the same high levels of service as always. If you have any concerns, questions, or ideas, Shortys would love to hear from you.

Best Regards,  
The Team at Shorty's  
1300 746 789  
Orders@shortysliquor.com.au