

2010 Business Reference Guide



QUICK REFERENCE

MESSAGE FROM THE MAYOR	1
VANCOUVER GREEN CAPITAL	2
ARE YOU AND YOUR BUSINESS READY?	3
FACTS AND FIGURES	4
GETTING AROUND: WHAT TO EXPECT	5
• Venue Road Closures	6
• Olympic Lanes	8
• Parking	10
• Paralympic Winter Games	11
DOING BUSINESS DURING THE GAMES	12
BE PART OF THE CELEBRATION	14
WELCOMING THE WORLD IN 2010	18
BUSINESS READINESS CHECKLIST	19
FOR MORE INFORMATION	20

Bienvenue!

Bienvenue à la Ville hôte des Jeux olympiques et paralympiques d'hiver de 2010 à Vancouver!

La Ville de Vancouver a préparé un Guide de Référence des Affaires 2010 afin de fournir aux entreprises locales, des renseignements pratiques sur les coordonnés de base des évènements prévus. Ce guide s'adresse aux employeurs et aux employés qui sont invités à s'impliquer afin de créer des opportunités offrant des retombées économiques et touristiques durant les Jeux d'hiver 2010.

Les résidents et les entreprises francophones peuvent obtenir plus de renseignements au site Web de la Ville hôte à vancouver.ca.



MESSAGE FROM THE MAYOR

With the world spotlight shining on Vancouver for the 2010 Winter Games, we have an unprecedented opportunity to boost our local economy, highlight our businesses, and showcase the economic advantages that come with making Vancouver home.

Our city is known for its natural beauty and being among the most livable cities in the world. And we have so much more to offer:

- we are striving to be the world's greenest city by 2020, creating jobs and improving livability
- our thriving multicultural communities represent connections and business opportunities around the world
- creativity and innovation play a defining role in Vancouver's identity, from our exceptional artists to our potent creative industries.

We're making Vancouver the Green Capital with our economic plan to be a global hub to locate and invest in green business. Our city is a powerhouse of innovators, entrepreneurs, and growing companies who ensure that people, planet, and profit are all part of the bottom line. Whether it's in clean tech and energy, digital entertainment, or green development, Vancouver is proving that going green is good for business.

The 2010 Winter Games will be an unforgettable experience where sport, culture and celebration weave together to astonish and inspire us all.

Enjoy your city at Games time, and make the most of this once-in-a-lifetime opportunity to showcase the best that the Vancouver business community has to offer.

A handwritten signature in black ink that reads "Gregor Robertson". The signature is written in a cursive, flowing style.

Gregor Robertson
Mayor of Vancouver



VANCOUVER

GREEN CAPITAL

.....

The eyes of the world will be on Vancouver in February and March 2010. Our role as Host City is an extraordinary opportunity for Vancouver to show the world that we're green. What do we mean by green? We mean business.

Vancouver Green Capital is the City of Vancouver's new business brand for economic development. It's part of a strategic effort for the City to leverage the economic development potential of the 2010 Winter Games to promote green business development and clean technologies right here in Vancouver.

Learn more about Vancouver Green Capital and the Metro Vancouver Commerce 2010 Investment Program at vancouver.ca.

THE 2010 WINTER GAMES ARE HERE. ARE YOU AND YOUR BUSINESS READY?

The Vancouver 2010 Olympic and Paralympic Winter Games are a once-in-a-lifetime event in our city. As Host City, we have an extraordinary opportunity to welcome the world and share all that Vancouver has to offer. In a few short weeks, we'll be welcoming more than 5,000 athletes and officials, 10,000 members of the media, and between 60,000 and 135,000 spectators daily. For local businesses, this means having unique access to a global stage to promote their products and services – both today and for years to come.

This *2010 Business Reference Guide* is a primer for what employers and employees can expect during Games time, and how local businesses can make the most of the 2010 Winter Games.

If you haven't yet started preparing your business for the Games, don't wait another minute! Preparation is key to avoiding challenges during this period, and this guide will give you critical information that you need. If you have already prepared your plans, now is the time to put them into place so you and your staff can make the most of the Games and all they offer.

For more detailed current information on preparing your business for the Games, make sure to bookmark the Host City website at **vancouver.ca**.

THE FACTS

When

Olympic Winter Games – February 12 to 28, 2010

Paralympic Winter Games – March 12 to 21, 2010

Where

Some of the most exciting Games events will be happening right here in Vancouver. Learn more about all the 2010 Winter Games venues located in the City of Vancouver and their use during Games time at vancouver2010.com.

The following are being used as competition and non-competition venues in Vancouver during the 2010 Winter Games:

- Vancouver Olympic Centre/Vancouver Paralympic Centre
- Pacific Coliseum
- Vancouver Olympic Village/ Vancouver Paralympic Village
- BC Place
- Canada Hockey Place
- Main Media Centre
- UBC Thunderbird Arena
- Britannia Training Venue
- Killarney Training Venue
- Trout Lake Training Venue

Tickets

The Robson Square 2010 Ticket Outlet is now open Monday to Saturday, 10 am to 6 pm. Between February 1 and 28, 2010 it will be open seven days a week, 8 am to 9 pm.

All 2010 Olympic Winter Games venue box offices will open on the first day of competition at each venue. Available tickets can also be purchased through vancouver2010.com or by calling the Vancouver 2010 Ticketing Call Centre at 1.800.TICKETS (1.800.842.5387).

GETTING AROUND: WHAT TO EXPECT

Businesses, residents and visitors can expect rush-hour conditions and parking restrictions in downtown Vancouver 24 hours a day during Games time. We encourage everyone travelling downtown during the Games, especially commuters, to walk, cycle, take public transit or carpool rather than drive alone. This will not only ease traffic pressures at Games time, but will be faster and easier for everyone to get around the city.



Reducing Your Vehicle Trips

To make it easier for everyone to get around at Games time, we need to reduce overall vehicle traffic by at least 30 per cent. For that reason, start thinking now about different ways to get to work or downtown.

If you usually drive to work downtown, consider riding your bike, taking transit, or ridesharing/carpooling with a friend or co-worker. If you live on the south side of False Creek, try hopping on a ferry to cross the water. You'll be surprised how easy it is to get around without your car. It's also great for your health, and the health of our community and the environment.

Although it's not an option for everyone, working from home or changing your work hours during the Games is a great alternative to consider to avoid and reduce traffic congestion in the city. Talk to your employees, if it is an option for your business.

For more information about getting around during the Games, visit travelsmart2010.ca.



For detailed, up-to-date, interactive maps of the Host City Transportation Plan, visit vancouver.ca.

Venue Road Closures

The Vancouver 2010 Integrated Security Unit (V2010 ISU) is responsible for securing the 2010 Olympic and Paralympic Winter Games. It has mandated a number of security-based road closures during the 2010 Winter Games to ensure the safety of athletes, officials, and the general public.

The City has worked with the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC) and V2010 ISU to minimize the duration and impact of these closures on residents and businesses.

Those who live or work in these areas will continue to have access to their homes and/or workplaces. If you are affected by these security closures or have any questions, please visit the Vancouver 2010 Integrated Security Unit website at V2010ISU.com, or contact the Public Affairs group by phone at 604.247.8600.

For questions regarding 2010 Winter Games operations in venue areas, visit the Vancouver 2010 website at vancouver2010.com; contact the Operations Engagement Team by phone at 604.403.2309; or e-mail info@vancouver2010.com.

2010 Venue Area Road Closure Dates

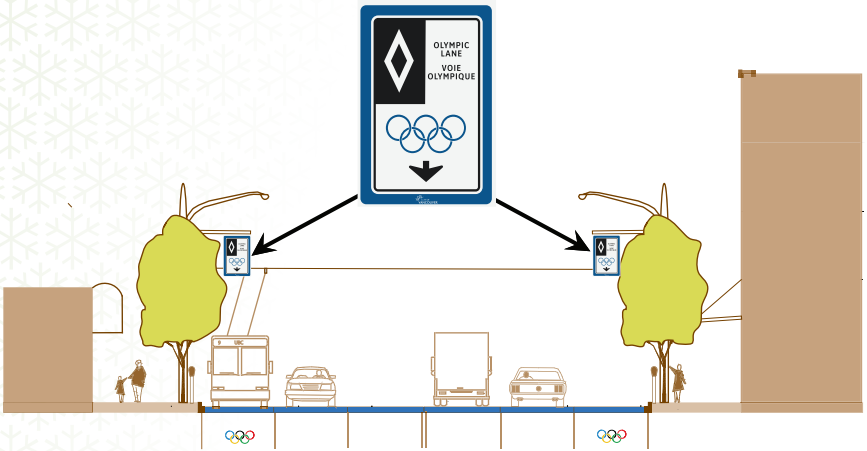
Dates are inclusive, and closures will apply to all non-local traffic. Pedestrians and those who live or work in these areas will continue to have access to their homes and businesses.

2010 VENUE AREA ROAD CLOSURE DATES*

VENUE AREAS		OLYMPIC WINTER GAMES	PARALYMPIC WINTER GAMES
VANCOUVER OLYMPIC AND PARALYMPIC VILLAGE			
1st Ave	Quebec to Wylie	Nov 1, 2009 to Mar 31, 2010	
Columbia St	between 1st and 2nd	Jan 15 to Mar 24	
Cook St	1st to lane south of 1st	Jan 15 to Mar 24	
Crowe St	between 1st and lane south of 1st	Jan 15 to Mar 24	
Manitoba St	between 1st and 2nd	Jan 15 to Mar 24	
Ontario St	between 1st and 2nd	Jan 15 to Mar 24	
Quebec St	Terminal to 2nd	Jan 15 to Mar 24	
BC PLACE AND CANADA HOCKEY PLACE			
Pacific Blvd	Quebec to Nelson	Jan 29 to Mar 2	TBD
Expo Blvd	Nelson to Quebec	Jan 29 to Mar 2	TBD
Georgia Viaduct		Feb 5 to Mar 2	TBD
Dunsmuir Viaduct		Feb 5 to Mar 2	TBD
Quebec St	Pacific/Expo to Terminal	Jan 29 to Mar 2 (southbound only)	TBD
Abbott St	Expo to Pacific	Jan 1 to Mar 14	
Carrall St	Keefer to Pacific	Jan 29 to Mar 2	TBD
Griffiths Way	Expo to Pacific	Jan 29 to Mar 2	TBD
Terry Fox Way	Expo to Pacific	Jan 29 to Mar 26	
MAIN MEDIA CENTRE			
Burrard St	Canada Place to Cordova	Jan 27 to Mar 1	N/A
Canada Place	Howe to Thurlow	Jan 27 to Mar 1	N/A
Howe St	Canada Place to Cordova	Jan 27 to Mar 1	N/A
Thurlow St	Canada Place to Cordova	Jan 27 to Mar 1	N/A
Waterfront Rd	Main to Cordova Ramp	Jan 27 to Mar 1	N/A
VANCOUVER OLYMPIC CENTRE/VANCOUVER PARALYMPIC CENTRE			
Midlothian Ave	Ontario to Yukon	Feb 1 to Mar 2	TBD
Dinmont Ave	Midlothian to Peveril	Feb 1 to Mar 2	Mar 12 to Mar 23
Ontario St	E 29th to E 33rd	Feb 1 to Mar 2	TBD
Peveril Ave	Ontario to Dinmont	Feb 1 to Mar 2	TBD
PACIFIC COLISEUM			
Renfrew St	McGill to Dundas including east sidewalk	Jan 24 to Mar 1	N/A
Renfrew St	Dundas to Hastings	Feb 1 to Mar 1	N/A
Lillooet St	Hastings to Pender	Feb 13 to Feb 27 (2 - 11 pm)	N/A
Pender St	Renfrew to Cassiar	Feb 13 to Feb 27 (2 - 11 pm)	N/A
Windermere St	Hastings to Pender	Feb 13 to Feb 27 (2 - 11 pm)	N/A

*Dates subject to change.

For more detailed information visit the Host City website at vancouver.ca.



Olympic Lanes

Olympic Lanes will be in place to ensure that athletes and officials can arrive at venues on schedule. These lanes will be reserved for use by VANOC-accredited vehicles, transit buses and emergency vehicles. In general, they will involve a single designated lane in either direction in the curb or right-hand lane. All remaining lanes stay open to other traffic. Other vehicles will be able to enter Olympic Lanes to turn and for access to and from properties. Designated Olympic Lanes will be in place from February 4 to March 1, 2010 for 24 hours a day, seven days a week at the following locations:

- Burrard Street: Burrard Bridge to Pender Street
- Seymour Street: Granville Bridge to Hastings Street
- Howe Street: Hastings Street to Granville Bridge
- Pender Street: Cambie Street to Howe Street
- Cambie Street: Cambie Bridge to 59th Avenue
- Broadway: Arbutus Street to Commercial Drive
- Georgia Street: Richards Street to the Stanley Park Causeway
- Hastings Street: Seymour Street to Boundary Road



Pedestrian Corridors

Pedestrian activity in Downtown Vancouver will increase significantly during the 2010 Winter Games. To meet this demand and encourage walking downtown, designated pedestrian corridors will be in place. These will feature special street lighting, banners, vendors, and more. For the corridors, the following roads that connect venues and celebration sites will be closed to vehicles from 12 noon to 12 midnight, between February 12 and 28, 2010:

- Granville Street: Smithe Street to Cordova Street
- Robson Street: Bute Street to Beatty Street
- Hamilton/Mainland corridor: David Lam Park (LiveCity Yaletown) to Georgia Street (LiveCity Downtown)
- Beatty Street: Smithe Street to Dunsmuir Street

Pedestrian corridors will only be in place during the Olympic Winter Games and not the Paralympic Winter Games. Cross streets will be open to traffic; bicycles and pedicabs are permitted on pedestrian corridors.

Parking

For venue and security reasons, there will be no parking at Games venues. During the 2010 Olympic Winter Games (February 12 to 28, 2010), VANOC vehicles and motor coaches will operate 24 hours a day, and public transit will operate for longer hours than normal. To accommodate these vehicles, there will be 24-hour, on-street parking and stopping restrictions on many streets in Vancouver between February 4 and March 1, 2010.

Streets designated **no stopping** (marked as solid orange lines on the Host City Olympic Transportation Plan map on page 6) means that no on-street parking or loading and passenger drop-off zones will be available between February 4 and March 1, 2010, 24 hours a day.

Streets with **parking restrictions** (marked as dotted orange lines on the Host City Olympic Transportation Plan map) will have no on-street parking available between February 4 and March 1, 2010, 24 hours a day. However, regular loading and passenger zones will be available.

These rush hour-like restrictions mean that drivers will need to find alternate loading and off-street parking in the parking lots, parkades or on side streets that are not affected by these temporary parking restrictions.

The City has developed parking plans to meet the needs of residents and commercial businesses in neighbourhoods surrounding Games venues, and will be ticketing and towing vehicles that do not comply with the regulations.

For detailed, up-to-date, interactive Host City transportation maps, visit the Host City website at vancouver.ca.

Temporary 2010 Truck Routes

To account for the temporary Games-time road closures, the City has established three temporary truck routes to facilitate goods and large-vehicle movement during the 2010 Winter Games. These routes will be in effect from February 1 to March 21, 2010:

- Hastings Street: Main Street to Burrard Street
- Nelson Street: Burrard Street to Cambie Bridge
- Smithe Street: Cambie Bridge to Burrard Street

Paralympic Winter Games

No Olympic lanes or pedestrian corridors are required for the Paralympic Winter Games. There will be limited road closures and limited 24-hour parking and stopping restrictions. Temporary parking and stopping restrictions on the following streets will continue to be in effect up to March 21, 2010 in support of the Paralympic Winter Games*:

- Hastings Street: Main to Burrard Street
- Smithe Street: Expo Boulevard to Howe Street
- Nelson Street: Thurlow to Beatty Street
- King Edward Avenue: Oak to Sophia Street
- Cambie Street: King Edward to 37th Avenue
- 2nd/6th Avenue: Hemlock to Main Street
- Main Street: 2nd Avenue to Terminal

** Dates and locations subject to change.*

The Olympic Line: Vancouver's 2010 Streetcar

The City of Vancouver, in partnership with Bombardier, will showcase a modern streetcar service during 60 days of celebration. This free transit service will run between Granville Island and 2nd Avenue / Cambie Street (Canada Line Olympic Village Station) between January 21 and March 21, 2010. The Granville Island Public Market and local businesses will be open during this period, although there will be some temporary changes to parking and deliveries on the island. For more information visit granvilleisland.com.



DOING BUSINESS DURING THE GAMES

Although we know it won't quite be business as usual during the Games, we hope by planning in advance and knowing what's happening, you'll be able to make this period as smooth and successful as possible for your business.

Deliveries

Local businesses in Downtown Vancouver will be able to make and receive deliveries 24 hours a day, seven days a week between February 1 and 28, 2010, but we strongly encourage flexibility in timing your deliveries. To avoid congestion and traffic, try to plan all deliveries between **12 midnight and 6 am**. If this isn't possible, the next preferred delivery window is before **12 noon**.

Commercial garbage removal

Hours for commercial garbage removal during the Games period have been amended to allow pick-up to occur earlier than normal, while minimizing noise levels for city residents.

- Garbage removal in the downtown core:

Monday to Friday	5 am – 12 midnight
Weekends	8 am – 12 midnight

- Garbage removal outside the downtown core:

Monday to Friday	6 am – 8 pm
------------------	-------------

Additional litter collection will occur in key areas throughout the city during the Games, and residential garbage collection will continue as normal.

Street Use

Private street-use activities, including **construction, film production and utility work**, may still take place during the Games period. However, given the level of activity occurring on city streets, these uses will be carefully managed by the City of Vancouver between January 1 and March 31, 2010 in Downtown Vancouver, areas around Games venues, and on key arterial streets. If you need to use Vancouver streets for business during this period, apply for a permit as soon as possible by calling **604.871.6730** or e-mailing **2010requests@vancouver.ca**.

By-laws

Given the unique and large-scale nature of the Games, the City has made a variety of temporary changes to local by-laws to help create a welcoming environment for participants and spectators, and a supportive one for local businesses and residents. The temporary by-law changes will be in effect and in place for the minimum time required for the Winter Games period. The table below summarizes the applicable dates for each by-law.

BY-LAW	ACTIVITY	APPLICABLE DATES
<i>City Land Regulation</i>	Rules and security provisions related to LiveCity sites	Feb 11 to Feb 28 and Mar 12 to Mar 21
<i>Graffiti By-law</i>	Ability to remove graffiti with limited notice	Feb 1 to Mar 21
<i>Noise Control By-law</i>	Extension of commercial garbage collection hours	Feb 12 to Feb 28
	24-hour delivery in Downtown	Feb 1 to Feb 28
	Extension of definition of "daytime" for noise purposes	Feb 11 to Feb 28
<i>Licence By-law</i>	Relaxation of liquor service hours and City's support for temporary liquor licence hours	Feb 8 to Feb 28
<i>Street and Traffic By-law</i>	Restrictions on distribution and display of advertising material	Feb 11 to Feb 28
	Restrictions on street performing	Feb 11 to Feb 28
	Olympic Lanes	Feb 4 to Mar 1
	Pedestrian Corridors	Feb 12 to Feb 28
	Temporary Truck Routes	Feb 1 to Mar 21
	Automatic changeable messaging	Feb 11 to Feb 28 and Mar 12 to Mar 21
<i>Ticket Offences By-law</i>	Increase in by-laws that can be enforced through tickets	Feb 6 to Mar 21
<i>Vehicles for Hire By-law</i>	Pedicab route restrictions	Feb 4 to Mar 1
	Rickshaws permitted in pedestrian corridor	Feb 12 to Feb 28

For more detailed information visit the Services section (City By-laws) of the Host City website at vancouver.ca.

City Services

From February 12 to 28, 2010, there will be some changes for client services at Vancouver City Hall offices (453 West 12th Avenue) and the East Wing (2675 Yukon Street).

For more information and updates visit the Services section of the Host City website at vancouver.ca.



BE PART OF THE CELEBRATION

The Vancouver 2010 Olympic and Paralympic Winter Games experience goes beyond the athletic competitions at the sport venues. It will be a time of celebration all around Vancouver with people from around the world gathering here to enjoy the Games and everything our city has to offer. Local businesses have a prime opportunity to shine in February and March 2010.

LiveCity – Experience the Excitement!

Join us for LiveCity Vancouver and experience the excitement of the Olympic and Paralympic Winter Games right in the heart of the city – all for free! The City of Vancouver, with support from the Government of Canada, will host LiveCity Vancouver – two exciting and distinct outdoor celebration sites: **LiveCity Yaletown** and **LiveCity Downtown**.

February 11 to 28, 2010	LiveCity Yaletown open daily 11 am – 11 pm
February 13 to 28, 2010	LiveCity Downtown open daily 11 – 12:30 am
March 12 to 14, 2010 March 18 to 21, 2010	LiveCity Downtown open 1 – 9 pm

LiveCity Yaletown – On the water’s edge at David Lam Park, LiveCity Yaletown will feature live local, national, and international entertainment on the main stage in the afternoon and into the night, culminating each evening with a dynamic closing show. There will be something on stage for everyone, with a wide range of talent from across Canada and around the world performing nightly. Don’t miss performances by: Alexisonfire, Allez Ouest, Blue Rodeo, Crystal Shawanda, Damian “Jr. Gong” Marley, Deadmau5, Jim Byrnes, Steve Dawson and The Sojourners, Johnny Reid, Jully Black, Malajube, the Sam Roberts Band, Wilco, Wintersleep and more.

LiveCity Yaletown is also the place to enjoy interactive sponsor pavilions, Vancouver House, as well as fun, weekday educational school programming and much more...all for free!

LiveCity Downtown – An urban gathering place in the heart of the city at Georgia and Cambie Street, LiveCity Downtown is all about the spirit of sport and competition. Catch exciting, live coverage of the Olympic and Paralympic Winter Games as they unfold on a giant screen. Enjoy the best in local food and drink and cheer Canada’s athletes on to gold. No tickets required!

For more information and updated entertainment line-ups, visit livecityvancouver.ca.

Pour plus information, visitez villevivantevancouver.ca.

Olympic and Paralympic Torch Relays

The Olympic Flame arrives in Vancouver on February 11, 2010, and kicks off the two-day Torch Relay in the city for its final journey before the Opening Ceremony. To mark its historic arrival, an Olympic Torch Relay Celebration will be held at LiveCity Yaletown on the evening of February 11, 2010. The Vancouver Park Board, Vancouver School Board and Business Improvement Associations (BIAs), will co-produce two local celebrations in selected neighbourhoods along the relay route: February 11, 2010 at Killarney Secondary School, and February 12, 2010 at Thunderbird Community Centre.

The City is inviting local businesses to celebrate the 2010 Winter Games with the community as the flame moves through various neighbourhoods. Planning for the Paralympic Relay continues, so check **vancouver2010.com** for updates.

For more on the 2010 Olympic and Paralympic Torch Relays and celebrations visit **vancouver2010.com**.

Paint the Town Red

Paint the Town Red is an invitation for all Canadians to join together to cheer our athletes on to victory in 2010. It's a celebration that will take place in communities across Canada and our city during the Winter Games period.

As a local business, consider participating in the following ways to give our home-team Olympic athletes the support they deserve in 2010:

- Fly the Canadian flag or place 'Go Canada' signage in your office or storefront.
- Ask staff to wear red.
- Bring your staff together to cheer on the Canadian team.

For more information the Canadian Olympic Committee's Paint the Town Red Program visit **paint-town-red.olympic.ca**.



2010 Olympic and Paralympic Brand Management Guidelines

The 2010 Olympic and Paralympic Brand Management Guidelines provide an overview of why and how VANOC is protecting the Olympic and Paralympic Brands. The guidelines also address questions from the business community and public on how to be part of the excitement and opportunities of the 2010 Winter Games without infringing on the Olympic/Paralympic Brands.

To learn more about brand use and avoiding improper marketing for your business during the 2010 Winter Games, visit **vancouver2010.com**.

WELCOMING THE WORLD IN 2010

Vancouver will be welcoming the world in 2010. Whether you or your business are directly involved in the Games or not, you will probably be meeting and greeting visitors from around the world. Help Vancouver put its best face forward by creating an open, friendly, helpful atmosphere. Help make the 2010 Winter Games a success.

10 Ways to Prepare Your Business for 2010 Winter Games Visitors

- 1. Customer service is critical.** Shelfspace (formerly Retail BC) is offering 2010-specific PEAK training for frontline staff and Tourism BC is offering Team 2010 WorldHost training programs.
- 2. Extend business hours of operation.** With so much going on in the city, neighbourhoods near venues and celebration sites will be busy from 12 noon to 12 midnight.
- 3. Make your business as accessible as possible.** Make plans to accommodate visitors who might be using mobility aides or pushing baby strollers during both the Olympic and Paralympic Winter Games.
- 4. Offer incentives to visitors to return to your business and Vancouver.** Leverage the Winter Games visitation into an ongoing business relationship.
- 5. Provide signage in multiple languages.** Information and point-of-purchase displays in other languages will help you welcome non-English speaking visitors. Along with French, expect to hear Asian and European languages spoken.
- 6. Let visitors know which of your staff members speak a second language.** For instance, add country flags to staff name tags.
- 7. Provide staff with information about Games events and the city.** Download the *Official Vancouver 2010 Spectator Guide* for your staff at **vancouver2010.com** for information on getting to Games events and exploring the city. Make sure all staff know the location of the closest Tourism Vancouver kiosk so they can direct visitors.
- 8. Create a fun and festive atmosphere.** Decorate your business to reflect the excitement of the Winter Games. Remember that the time spent at your business will be part of a visitor's overall Vancouver experience.
- 9. Post visitor information and maps in key spots.** Information on venues, transit, and other places of interest will help your customers while minimizing questions for your staff.
- 10. Keep a list of key phone numbers or websites to assist visitors.** They may include tourist information sources, embassies, airlines, and hotels.

Provided by Tourism Vancouver

More information is available at **tourismvancouver.com**



BUSINESS READINESS CHECKLIST

Below is a checklist of last-minute items your business should consider as you finalize and implement your 2010 business readiness plan.

Getting Around

- Educate yourself and your staff on temporary changes to the road network and make a Games-time travel plan. Finalize any temporary changes to office hours to avoid travelling on transit during peak hours during the Games (7 - 9 am, 2 - 7 pm), and make sure all employees review travelsmart2010.ca for 2010 travel information.
- Take transit, carpool, walk, or cycle where possible rather than driving your car alone, especially to and from Downtown Vancouver, and always allow for extra time.

Games-time Operations

- Order supplies and do maintenance in January 2010, before the Games begin.
- Schedule all planned deliveries for February between 12 midnight and 6 am, or 12 noon at the latest.
- Identify alternate loading zones along Olympic Lane and No Parking routes between February 4 and March 1, 2010.
- Create updated lists of key contact information and distribute to all staff members.
- Provide staff with updated emergency procedures and protocols.
- Provide staff with key Games information from official sources such as vancouver.ca and vancouver2010.com.
- Confirm Games-time staff schedules and contingency plans for illness or absenteeism.
- Ensure permits are obtained from the City of Vancouver for all sidewalk displays and signage.
- Implement product or service promotional and marketing plans for existing and new customers.
- Advise current customers and clients as to how your business will operate during the Games. Update websites, voicemails and e-mails to reflect this information.

Banking

- Ensure you have sufficient signing authorities in place for the Games period.
- Review current bank deposit procedures and determine if you need to deposit at alternate locations.
- If your business hours change, review your night deposit requirements and armoured car services.
- Complete upgrading of merchant service terminals to chip technology.
- Create contingency plans for peak periods or service disruptions.
- Assess your need for additional coin and currency orders and finalize a plan to deal with different currencies.

Provided by Downtown Vancouver Business Improvement Association and RBC
For more information, visit downtownvancouver.net
and rbccroyalbank.com/olympicbusiness



FOR MORE INFORMATION

Visit and bookmark these websites to learn more about what's happening during the Games so you and your staff can get ready.

City of Vancouver: vancouver.ca

Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC): vancouver2010.com

Vancouver 2010 Integrated Security Unit: V2010isu.ca

Travel Smart 2010: travelsmart2010.ca

TransLink (Transit Metro Vancouver): translink.ca

Government of Canada: canada2010.gc.ca

Province of BC: 2010wintergamessecretariat.com

Four Host First Nations: fourhostfirstnations.com

2010 Commerce Centre: 2010commercecentre.com

Shelfspace (formerly Retail BC): shelfspace.ca

Vancouver Economic Development Commission:
vancouvereconomic.com/mybusiness2010

Tourism Vancouver: tourismvancouver.com

Resort Municipality of Whistler: whistler.ca

City of Richmond: richmond.ca

City of Surrey: surrey.ca

District of West Vancouver: westvancouver.net



Special thanks to all the 2010 Winter Games partners and stakeholders for their input into this guide, and their efforts to help Vancouver's businesses get ready for the Games.

For more information visit the Host City
website at vancouver.ca or call **311**

City of Vancouver 09-128 © 2009

*Printed in Vancouver on 100% post-consumer
recycled stock*