

Welcome Break

Dear Anthony,

Thank you very much for your note and interest in how we are preparing for a high influx of visitors this summer. Throughout this crisis our priority has been the health and safety of our team members and customers, and that remains the case.

We have been coordinating closely with the rest of the industry as well as Highways England and the Department for Transport to prepare for high volumes of visitors this summer.

We endeavour to provide real time information to customers to help them best plan their journeys. Our primary tool is Google Maps and we recommend customers search our sites as this tells them how busy our sites are in real time. It also tells them how long people typically spend at our sites and when the best time to visit them is. This function will also be available on our new website which will be launching later this summer. We will also be using our digital tools including our website and social media channels to alert customers of extreme busy periods within our sites.

We do expect there will be times when the roads will get extremely busy and there will be an influx of people at our sites. We have prepared extensively for this and have put comprehensive measures in place to accommodate higher volumes, maintain social distancing and ensure the steady flow of people around our sites. We have a range of options we can deploy across sites:

- Each unit within our sites has a dedicated team member to manage the queues and encourage social distancing measures
- All sites have face masks available to give to customers
- Our Site Operations Managers and Duty Managers have been trained to guide people safely through our amenity buildings
- We have invested in additional outside seating for our customers to rest and refuel
- Deployment of car park marshals
- Deployment of entrance door marshals.

I hope the measures above reassure you that as a responsible operator we have planned heavily for this summer, and we will do all we can to ensure the safety of our team members and customers.

With your view across the transport sector, I would welcome your learnings from other modes, and should you have any further questions please do not hesitate to contact me and I would be more than happy to speak with you.

Best,

John Diviney