

6 August 2021

Anthony Smith
Chief Executive
Transport Focus

Dear Anthony

Thank you very much for your note and interest in how we are preparing for a high level of visitors this summer. As the UK's largest motorway service area provider, **all Moto sites remain open 24/7 for toilets, showers and refreshments**. But to ensure that we can keep you safe when you're on the roads, look after our colleagues, and keep Britain moving, we are following government guidelines.

Food and drink is available 24 hours, but **you may find the availability of your favourite brands different to normal** due to impacts on staffing levels with our colleagues having to self isolate following test and trace.

Whilst it is no longer law to wear face masks our colleagues will all be wearing face coverings on sites, and protective screens will remain in place at till points to ensure the safety of both our customers and colleagues. We will also still retain Test and Trace posters for those customers that want to log their visit, you'll find the QR codes at till points at all Moto locations.

Social distancing and queue systems may be in place during periods to help manage the flow of people on location and encourage social distancing in busier areas.

Our internal and external seating areas are open with tables set a comfortable distance apart of 1m or more. Where this isn't possible, screens may be in place.

Increased hygiene measures will remain in place on our sites, with hand sanitizer stands in place at all locations, and dedicated cleaning teams working on table areas. We are encouraging the use of contactless/card payments across all brands.

We have introduced Order & Collect for a number of our brands so that you can have your order ready and waiting for you at your Moto location to minimise your time on site.

Door hosts & car parking hosts will be in place at selected sites.

We will be communicating with our customers on site with regards to (1) COVID measures (2) waiting time on site - we will be using a traffic light system so easy for both colleagues & customers to 'translate'. To support those that want to plan their journey we have links on our website to the relevant Google Business page to show the busyness of the site.

Yours sincerely

Nick Tatum
Chief Customer Officer