



Dear all,

I am writing following both the Covid-19 advice from the Government.

I am keen that you understand the direction that Highways England is undertaking so that you are able to support both us and the country during this challenging time. We are working to the following guiding principles:

- Safely maintain our critical services at all times and minimise impact on staff, customers and our supply chain.
- Monitor the developing situation so that we have a clear understanding of how the situation is developing and anticipate likely requirements / actions to mitigate its effects.
- Use our crisis management arrangements for coordination and communication measures to manage the cross-company response as safely as possible.
- Follow government and PHE advice on how to mitigate the effects of the outbreak and be prepared to implement new advice.

We are operating in a business as usual way but we will continue to watch the situation very closely. I ask you to do the same and to keep us fully informed of any business challenges that you believe could occur, or are experiencing, so that we can ensure a coordinated Highways England and supply chain response. Should you need to do this, please use the following e-mail address:

[Corona.Information@highwaysengland.co.uk](mailto:Corona.Information@highwaysengland.co.uk). Please also continue to work with your normal points of contact within Highways England on a daily basis.

I appreciate your efforts to date in planning and preparing for the coming weeks and I am very keen that we increase the levels of cooperation and integration so that we can fully respond to future challenges. Please also pay particular attention to your Tier 2 and 3 suppliers that are also supporting the Strategic Road Network as they are equally important to providing the required support to the country.

I have copied the full text of the internal e-mail which was sent to all employees late last night so that you fully understand the internal guidance that we have provided.

Thank you for your support and I look forward to working with your organisation as things develop.

Malcolm.

**Malcolm Dare**  
**Executive Director, Commercial & Procurement**  
**Highways England**