



Winter update of works at Willesden Euroterminal site

November 2023 | www.hs2.org.uk

High Speed Two (HS2) is the new high speed railway for Britain.

The Willesden Euroterminal site will be closed from **11pm on 22 December 2023 to 8am on 2 January 2024**. During this period there will be no construction or rail activities taking place, but the site will maintain a security presence and there may be some maintenance activities taking place.

Onboarding and Welcome Centre

In August, we informed you about the construction and planned opening of our staff onboarding and welcome centre at Willesden Euroterminal. These works included various construction activities such as deliveries, installation of additional welfare units, utility connections, excavations and lifting operations.

What to expect

The Onboarding and Welcome Centre will be fully operational from 13 November. All our staff inductions will now take place at the Welcome Centre, so you may notice more people in the area. Through daily briefings and new wayfinding signage in the area we are encouraging visitors to the new facility to enter the site via Channel Gate Road only. Our onboarding team have communicated this instruction to all relevant supply chain to reduce disruption to the community.

Rail activities

The Willesden Euroterminal will also continue to operate its rail logistics programme over a 24/7 shift pattern. These works consist of receiving and removing excavated material, delivering tunnel segments, and maintenance works.

The location of these works is shown on the following page.

If you have a question about HS2 or our works, please contact our HS2 Helpdesk team on 08081 434 434 or email hs2enquiries@hs2.org.uk

Duration of works

Ongoing – further update from 31 January 2024

8am to 6pm, Monday to Friday and 8am to 1pm Saturdays

Rail logistic activities are 24/7

What to expect

There will be more people in the area

Increased levels of noise during train movements throughout the day and night

Operatives on site during day and night shifts

What we will do

Continue to monitor our working methods to ensure works are carried out safely and using best practical methods

Where possible, put mitigations in place to reduce disruption to the community

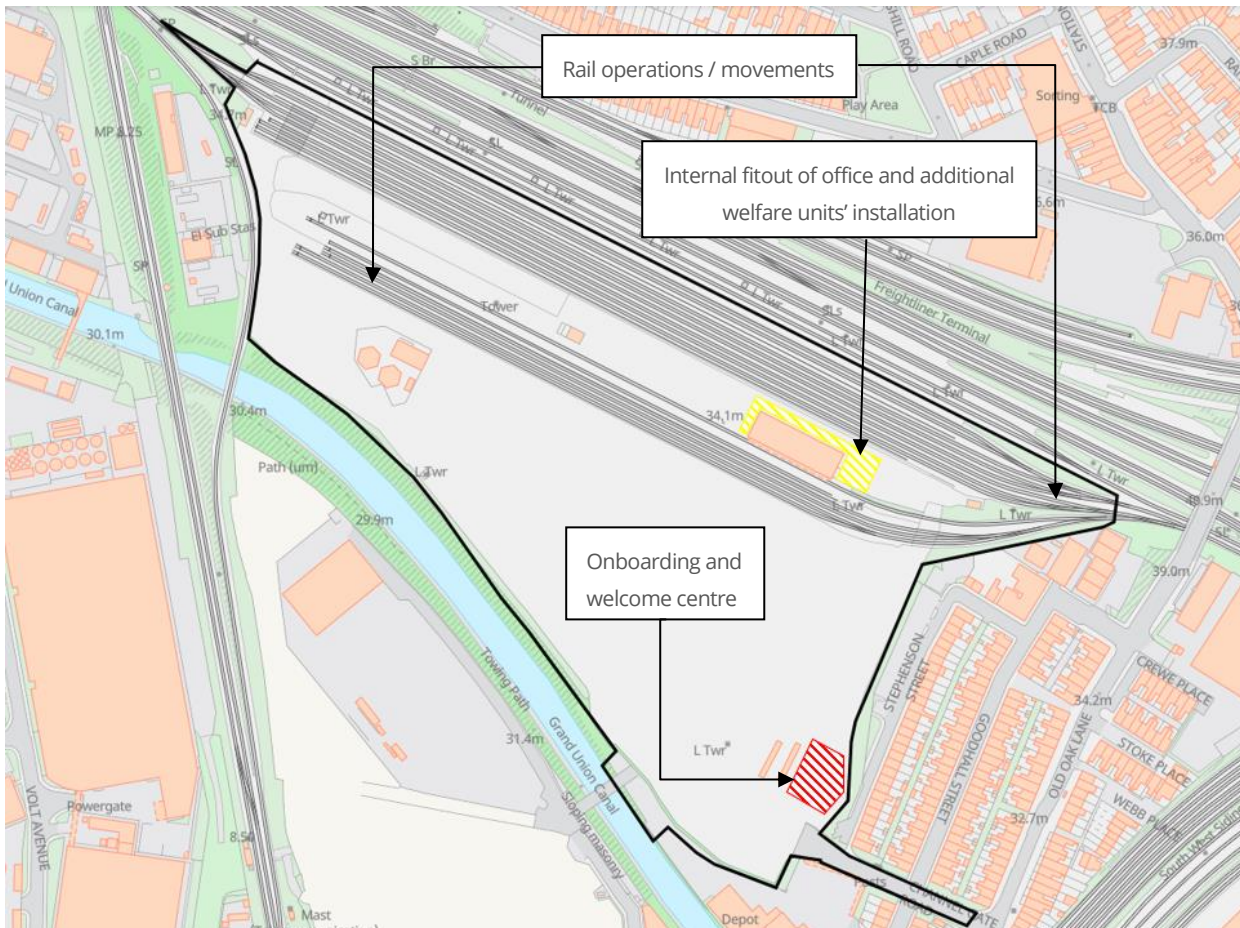
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Notification



www.hs2.org.uk

Location of works at the Willesden Euroterminal site



What we will do

To help minimise disruption, where possible we will use handheld tools and acoustic barriers around noisy works to dampen the sound. We will also use dust suppression during works with increased dust particles. We have also made adjustments to track sidings and infrastructure to help reduce noise.

We will continue to monitor our activities and implement best practice methods to ensure works are carried out safely and with the aim to minimise any disruption.

Speak to our local engagement team

We understand that construction can be frustrating for residents near our sites. Your local engagement team are happy to speak with you in person or virtually about any questions or concerns you have about our works in your local area.

Please contact the HS2 Helpdesk on 08081 434 434 or via email at HS2enquiries@hs2.org.uk, if you would like to arrange session to speak with us.

Contact our HS2 Helpdesk team on **08081 434 434**

What else is happening in your area?

www.hs2.org.uk

Contact our HS2 Helpdesk team

Our team is here to listen and respond to your enquiry, complaint or feedback to help us be a good neighbour.

You can contact our Helpdesk team all day, every day of the year on:

Freephone: **08081 434 434**

Minicom: **08081 456 472**

Email: hs2enquiries@hs2.org.uk

Keep up-to-date with your local community website

To find out more about what's happening in your area and receive regular email updates, you can sign up to our local community websites at: www.hs2inyourarea.co.uk.

About our Community and Business Funds

We are offering two funds that are available to local communities and businesses between the West Midlands and London, to help with the disruption caused by our construction work. These are the Community and Environment Fund (CEF) and the Business and Local Economy Fund (BLEF).

The CEF is designed to give communities the opportunity to share in the benefits of HS2. It is an allocated fund that communities are able to apply for, to help to support local projects that aim to improve their local area.

The BLEF is designed to support local economies that may be disrupted by the construction of HS2. BLEF grants are for local business support organisations and local authorities to help maintain business activity in local communities.

For more information about each of these funds, including how to apply, please visit: <https://www.groundwork.org.uk/hs2funds>



Keeping you informed

We are committed to keeping you informed about work on HS2. This includes ensuring you know what to expect and when to expect it, as well as how we can help you.

The Residents' Commissioner

The independent Residents' Commissioner oversees and monitors our commitments to you.

The commissioner's reports and our responses can be found at www.gov.uk/government/collections/hs2-ltd-residents-commissioner

The Residents' Commissioner makes sure we fulfil the commitments in the HS2 Community Engagement Strategy (<https://bit.ly/3oOA25j>).

The Residents' Commissioner can be contacted on: residentscommissioner@hs2.org.uk

Construction Commissioner

The independent Construction Commissioner regularly meets our Chief Executive Officer to raise any concerns or emerging trends across HS2.

The Construction Commissioner's role has been developed to monitor the way we manage and respond to construction complaints.

The commissioner mediates on disputes about construction, involving individuals and organisations, that we can't resolve. The commissioner advises members of the public about how to make a complaint about construction.

The Construction Commissioner can be contacted on: complaints@hs2-cc.org.uk

Property and compensation

You can find out about HS2 and properties along the route by visiting:

www.gov.uk/government/collections/hs2-property

Find out if you can claim compensation at:

www.gov.uk/claim-compensation-if-affected-by-hs2

Holding us to account


If you are unhappy for any reason you can make a complaint by contacting the HS2 Helpdesk. For more details on our complaints process, please visit:

www.hs2.org.uk/in-your-area/contact-us/how-to-complain/

Contact us

Contact our HS2 Helpdesk team all day, every day of the year on:

 Freephone **08081 434 434**

 Minicom **08081 456 472**

 Email **HS2enquiries@hs2.org.uk**

Write to:

FREEPOST

HS2 Community Engagement

Website **www.hs2.org.uk**

To keep up to date with what is happening in your local area, visit:
www.HS2inyourarea.co.uk

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<https://www.gov.uk/government/publications/high-speed-two-ltd-privacy-notice>

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