

**Sir Mark Worthington OBE**  
**HS2 Independent Construction Commissioner**

Sent by email: [complaints@hs2-cc.org.uk](mailto:complaints@hs2-cc.org.uk)

31 January 2025

Dear Sir Mark,

Thank you for your recent report as the HS2 Independent Construction Commissioner covering July to September 2024.

We have continued to make progress on the delivery of the project. We have recently published our HS2 Construction Update – January 2025, which covers many of the milestones reached in the previous months.

To date, the project is supporting 31,000 jobs, we have started or finished 66% of the 175 bridges required and completed 70% of the tunnelling required on Phase One.

Since your last report, I am pleased to inform you that Mark Wild has joined us as our new Chief Executive Officer. As you reference, we have recently undertaken a reorganisation within HS2 Ltd. Working with our supply chain partners, we are confident in our ability to continue delivering the high level of service expected by our stakeholders and communities.

Our commitment to placing local communities at the heart of everything we do remains unwavering. We understand the importance of keeping people informed, and we ensure timely updates on our activities, including through close partnerships with all our contractors along the entire route. We continue to deliver well on responding to complaints and enquiries raised by the public, with 100% of urgent construction queries and complaints responded to within two days.

We continue to work closely with Government and the Department for Transport, as they continue to make announcements on the future of the project. We were particularly encouraged to see the announcement to proceed with tunnelling from Old Oak to Euston. Throughout this period, we will continue to provide regular updates to residents and communities.

In addition to the Euston area, your report also highlights those communities along the Phase 2a route. We acknowledge that where there is uncertainty this has a direct impact on communities. During this period, we continue to respond to, as well as address concerns on topics including environmental mitigation.

We are acutely aware of the ongoing impact of construction works, especially as we are now at the peak of construction related activity. During this time, we will continue to do everything we can to minimise the duration and impact of disruptions.

As I prepare to leave the organisation in the coming weeks, this will be my final response to your report. I would like to extend my heartfelt thanks for your support and ongoing dedication to your role. I am pleased to announce that Alan Morris will be taking over as my successor, and he looks forward to receiving your next report in due course.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'JRoe'.

**Jackie Roe**  
**Civils Delivery Director**  
**High Speed Two (HS2) Ltd**