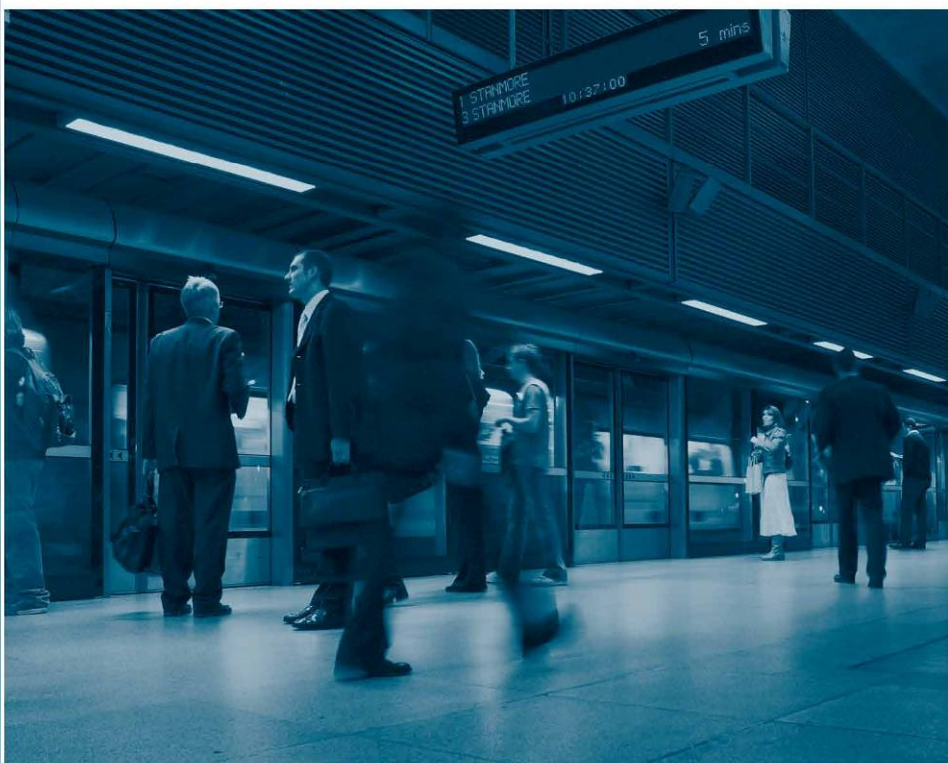




17 CHARTERHOUSE STREET, LONDON

SERVICING MANAGEMENT PLAN

Client: Anglo American and De Beers



i-Transport

SERVICING AND MANAGEMENT PLAN

17 CHARTERHOUSE STREET, LONDON

Client: Anglo American and De Beers

i-Transport LLP
4 Lombard Street
London
EC3V 9HD
Tel: 020 7190 2820
Fax: 020 7190 2821
www.i-transport.co.uk

i-Transport Ref: NM/MD/ITL13105-003B R

Date: 23 March 2018

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QUALITY MANAGEMENT

Report No.	Comments	Date	Author	Authorised
ITL13105-003B	Issue	23/03/18	MD	NM

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Servicing Management Plan.docx

CONTENTS

SECTION 1	INTRODUCTION.....	1
SECTION 2	AIMS AND BENEFITS.....	4
SECTION 3	POLICY CONTEXT.....	5
SECTION 4	SITE ASSESSMENT	6
SECTION 5	MANAGEMENT	11
SECTION 6	MEASURES.....	14
SECTION 7	MONITORING AND REVIEW.....	16

DRAWINGS

ITL13105-SK-004 REV A

ITL13105-SK-008

ITL13105-SK-012

FIGURE

FIGURE 6.1 LOCAL CLICK AND COLLECT LOCATIONS

SECTION 1 INTRODUCTION

1.1 Overview

- 1.1.1 Anglo American and De Beers has appointed i-Transport LLP to provide ongoing highways and transport advice with regard to the re-development of 17 Charterhouse Street, EC1N 6RA.
- 1.1.2 A planning application for the redevelopment of the site, including new vehicular access and vehicle lift to a secure loading and transfer area, was submitted to the London Borough of Camden (LBC) in August 2017 (planning reference: 2017/4586/P). The planning application was granted permission subject to the signing of a s106 obligation (resolution to grant). Full planning consent was granted in January 2018 following the signing of the s106.
- 1.1.3 This report has been produced to discharge one of the obligations relating to a Servicing Management Plan (SMP) for the site.

1.2 Development

- 1.2.1 The site was occupied by Anglo American and De Beers until March 2017, providing the world headquarters of the De Beers diamond firm. The building was vacated in March 2017 when all staff were relocated to Westminster.
- 1.2.2 The development is for the refurbishment and extension of 17 Charterhouse Street to provide an increase in office floor area and new secure vehicular entrance off Charterhouse Street. The development will accommodate up to 800 staff. The development will bring the site up to modern standards, for re-use as a headquarters by Anglo American and De Beers.

Section 106

- 1.2.3 The S106 included an obligation to produce a SMP. The requirement is set out below:

“Servicing Management Plan: A plan setting out a package of measures to be adopted by the Owner and approved by the Council from time to time for the management of the deliveries and servicing to the Development securing the minimisation of conflicts between service vehicle and car and pedestrian movements and the minimisation of damage to amenity from such servicing and deliveries which shall include inter alia the following:-

- a) a requirement for delivery vehicles to unload from a specific suitability located area;
- b) details of the person/s responsible for directing and receiving deliveries to the Property;
- c) measures to avoid a number of delivery vehicles arriving at the same time;
- d) likely frequency and duration of servicing movements and measures to be taken to avoid any conflicts;
- e) likely nature of goods to be delivered;
- f) the likely size of the delivery vehicles entering the Property;
- g) measures taken to ensure pedestrian management and public safety during servicing including a statement setting out how highway safety will be maintained during servicing movements;
- h) measures taken to address servicing movements on and around the Property with a view inter alia to combing and/or reducing servicing and minimise the demand for the same;
- i) provision of swept path drawings to ascertain manoeuvring when entering and exiting the property in accordance with the drawings submitted and agreed with the Council;
- j) details of arrangements for refuse storage and servicing; and
- k) identifying means of ensuring the provision of information to the Council and provision of a mechanism for review and update as required from time to time." *(Paragraph 2.46 s106)*

1.2.4 This SMP has been prepared to discharge the s106 obligation. This document should be read in conjunction with the following documents that supported the planning submission:

- Transport Statement (TS) (produced by i-Transport LLP report reference: ITL13105-001D dated 11 August 2017);
- Travel Plan (TP) (produced by i-Transport LLP report reference: ITL13105-002E dated 13 December 2017); and
- Construction and Management Plan (CMP) (produced by Burke Hunter Adams dated August 2017).

1.3 Structure

1.3.1 The remainder of this report is structured as follows:

- Section 2 – Aims and Benefits;
- Section 3 – Policy Context;
- Section 4 – Site Assessment;
- Section 5 – Management;
- Section 6 – Measures; and
- Section 7 – Monitoring and Review

SECTION 2 AIMS AND BENEFITS

2.1 Aims

- 2.1.1 The principal aim of this SMP is to ensure effective and efficient management of deliveries and servicing trips to the site, thereby reducing emissions, congestion and improving road safety issues.

2.2 Benefits

- 2.2.1 The implementation of the SMP is expected to accrue the following benefits:
- Demonstrate that goods and services can be delivered, and that waste can be removed, in a safe, efficient and environmentally friendly way;
 - Identify deliveries that could be reduced, re-timed or consolidated;
 - Help cut congestion on the local highway network and lessen environment impacts;
 - Reduce the operating costs of building occupiers and freight companies; and
 - Reduce the impact of freight activity on local residents and businesses.

SECTION 3 POLICY CONTEXT

3.1 The London Plan

- 3.1.1 The London Plan (March 2016) contains Policy 6.14 - Freight which states that that the Mayor will work with, and support improvements to freight distribution (including servicing and deliveries). It further states that it will support development proposals that:

“...promote the uptake of the Fleet Operators Recognition Scheme, construction logistics plans, delivery and servicing plans and more innovative freight solutions, reflecting the positive experience of the Olympics and seeking opportunities to minimise congestion impacts and improve safety. These should be secured in line with the London Freight Plan and should be co-ordinated with travel plans and the development of approaches to consolidate freight...”

- 3.1.2 Supporting text at paragraph 6.49 goes on to recognise:

“The majority of movements will continue to be by road. This should be recognised and planned for, but the use of construction logistics plans and delivery and servicing plans may help ease congestion and/or encourage modal shift.”

3.2 Delivery and Servicing Plans: Making Freight Work for You

- 3.2.1 The Transport for London (TfL) ‘Delivery and Servicing Plans: Making Freight Work for You’ document sets out advice and support for organisations of all sizes to produce a delivery and servicing management plans to help better manage deliveries and reduce the negative impacts of delivery-related activities.

3.3 Camden Planning Guidance, Chapter 7 Transport, July 2015

DP20 – Movement of Goods and Materials

- 3.3.1 Policy DP20 of Camden’s Planning Guidance, 2015, states that the Council will seek to minimise the movement of goods and materials by road, to encourage more sustainable modes of freight movements and to minimise the impact of the movement of goods and materials on local traffic congestion and the environment. This includes the Council’s promotion of Delivery and Servicing Management Plans for developments that are likely to generate a significant need for the movement of goods and materials.

SECTION 4 SITE ASSESSMENT

4.1 Site Location

4.1.1 The site is located at 17 Charterhouse Street within LBC. The site is located within the Central Activities Zone (CAZ), identifying it as part of the central hub of the city and a key location for business premises which policies seek to retain and enhance. The site is located within the Hatton Garden conservation area, with Hatton Garden some 120m to the west of the site.

4.1.2 The site is surrounded by commercial properties on all sides, with Charterhouse Street forming the southern frontage and Saffron Hill the eastern boundary.

4.2 Access Arrangements

4.2.1 The site has three vehicular access points; one from Charterhouse Street and two from Saffron Hill. The three accesses are detailed below.

Charterhouse Street

4.2.2 The development provides a secure vehicular access from Charterhouse Street, at the site's western boundary. The access provides to the basement level via a vehicle lift. The lift will be gated and will be monitored through the day by security staff. This access will solely be for the delivery of high value goods to the site and occasional senior members of staff (for access to the car parking spaces).

4.2.3 The basement provides access to the secure loading and transfer area, whereby the high value goods are transferred, sorted and stored. A vehicular turning pad is located close to the vehicle lift to allow vehicles to enter and exit the site in forward gear (i.e. no vehicle will be required to reverse on the highway).

4.2.4 The access will provide a vehicle crossover at Charterhouse Street to provide a level route across the site frontage for pedestrians. The access is located some 35m west of the previous vehicular access to the site. A review of the latest five years Personal Injury Accident (PIA) data (as set out in the TS supporting the application) from TfL reveals there have been no recorded incidents outside of the site's previous access relating to secure delivery vehicles conflicting with pedestrians or cyclists.

Saffron Hill

- 4.2.5 The other two vehicular accesses to the site are located on Saffron Hill. One is located some 60m south of the junction with Greville Street, providing a gated access into the site at the point where Saffron Hill becomes private to the south. The other access is at the southern end of Saffron Hill within the private section, beyond the demountable bollards.
- 4.2.6 The northern gated access is used by the refuse collection vehicles. The refuse storage area is located at this access. It can also be used as a secondary back-up access, should the lift on Charterhouse Street break down and secure deliveries not be possible from that point of access.
- 4.2.7 The other day to day servicing vehicles (such as postal deliveries, stationery and office supplies, etc.) are delivered at the access to the southern end of Saffron Hill. This provides access to a reception area whereby deliveries can be accepted.
- 4.2.8 Both of the accesses from Saffron Hill will be manned at all times by an employee on-site. The refuse storage area is accessed via secure gates which will be opened by employees only. Refuse vehicles will be able to reverse into the site from Saffron Hill, enabling exit onto Saffron Hill in forward gear.

4.3 **Swept Path Analysis**

Charterhouse Street

- 4.3.1 The swept path analysis of a security vehicle of a type to be expected at the site, accessing the vehicle lift from Charterhouse Street is illustrated on Drawing No. ITL13105-SK-004 Rev A.

Saffron Hill

- 4.3.2 The swept path analysis of a refuse vehicle accessing the servicing area off Saffron Hill is provided in Drawing No. ITL13105-SK-008. The drawing demonstrates a refuse vehicle is able to exit the Saffron Hill servicing area in forward gear.
- 4.3.3 For vehicles that do not need to enter the site, such as postal deliveries etc, these will be able to load/unload from the southern end of Saffron Hill in the area of the street that is privately owned and maintained. The swept path analysis of a 7.5t box van serving the southern end of Saffron Hill is provided in Drawing No. ITL13105-SK-012.

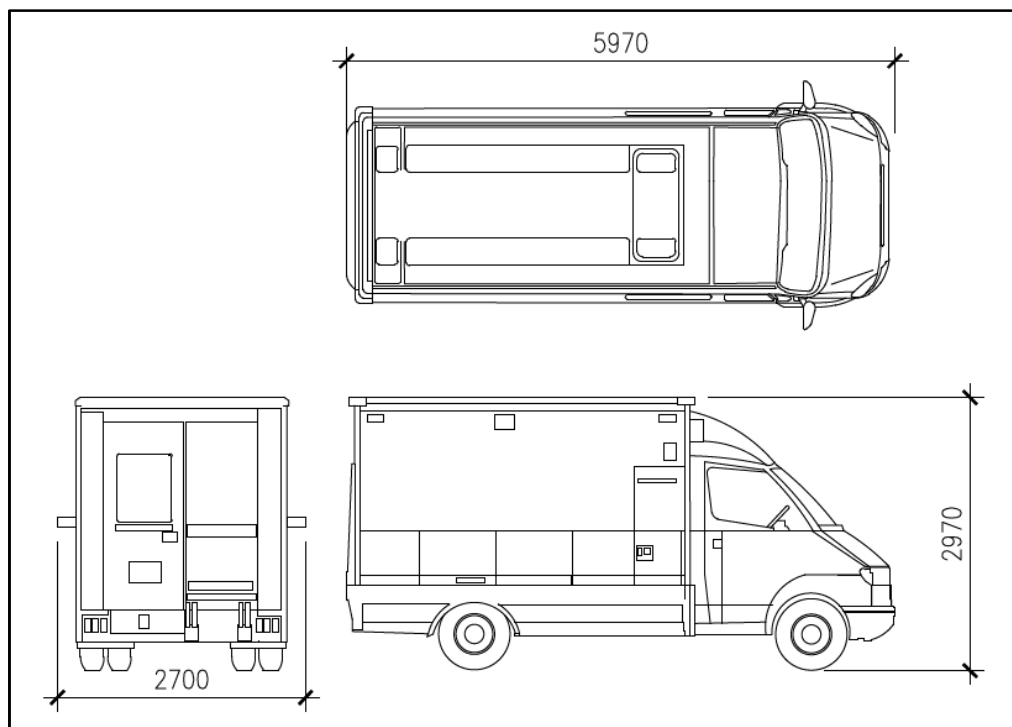
4.4 Vehicular Trip Attraction

- 4.4.1 The anticipated multi-modal trip attraction of the site is set out in greater detail in the TS. A summary is provided below with regard to the expected vehicle trips to the site.

Secure Vehicles – Charterhouse Street

- 4.4.2 The site is anticipated to attract between 10-12 secure vehicles per day. These vehicles will transport high value items to the site to be stored or transferred. Due to the nature of the business, and goods to be transported, all vehicles will be highly managed, with the occupier in control of exactly what vehicle will be accessing the site and at what time.
- 4.4.3 The average duration of secure vehicles on-site is approximately 15-30 minutes. Vehicles will be held in the secure loading area, off street, within the basement area.
- 4.4.4 The largest vehicle anticipated to access the secure lift to the basement is equivalent to a 5t Mercedes Sprinter van. The majority of vehicles are likely to be smaller. The dimensions of the 5t Mercedes Sprinter Van are provided in Image 4.1.

Image 4.1: Vehicle Dimensions – 5t Mercedes Sprinter Van



Staff Vehicle Trips – Charterhouse Street

- 4.4.5 The site will provide eight car parking spaces for staff. These spaces are reserved for senior members of staff with allocated access only. The spaces are used infrequently, and similar to the secure vehicles detailed above, spaces will be managed by the occupier.

Servicing / Deliveries/ Refuse Collection – Saffron Hill

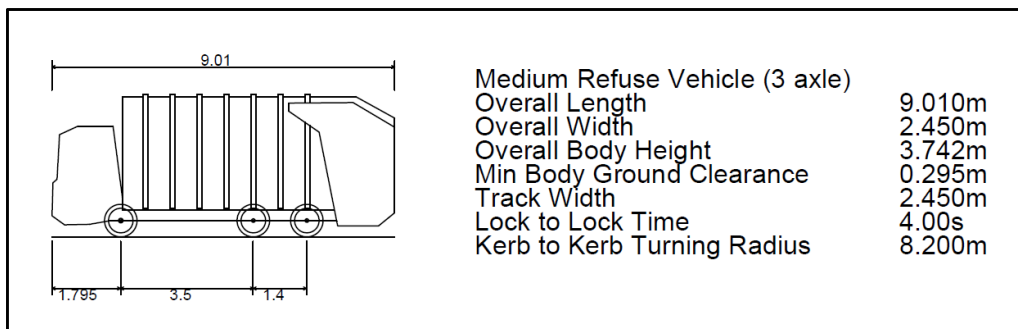
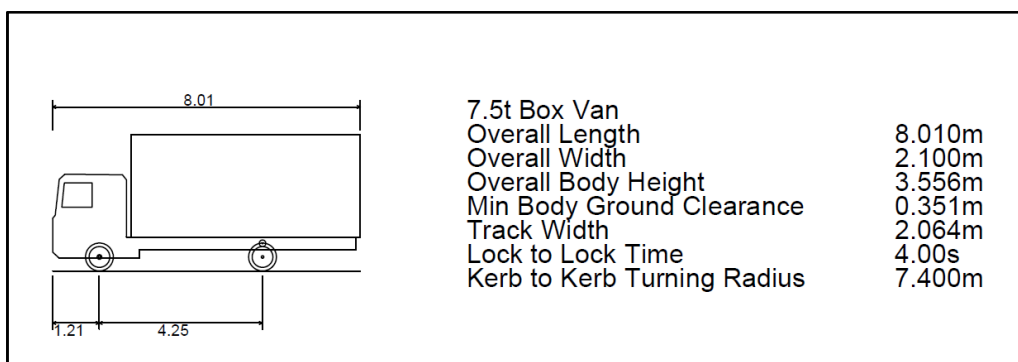
- 4.4.6 The development will attract a number of servicing and delivery trips associated with the office. A summary of the likely vehicles, including their vehicle type, is provided in Table 4.1.

Table 4.1: Summary of Servicing and Delivery Vehicles to the Site via Saffron Hill

Vehicle Type	Frequency	Time of Visit	Vehicle Classification
Postal delivery	Daily	8am to 5pm	Light
Courier deliveries/ collection	Daily	8am to 8pm	Light/ medium
Refuse collection	Daily (up to two vehicles)	6am to 5pm	Heavy
Food/ drink deliveries	Daily	8am to 5pm	Light/ medium
Stationery/ toiletries/ equipment deliveries	Weekly	8am to 5pm	Light/ medium
Engineers (i.e. telecommunications, central heating, etc.)	Weekly	6am to 8pm	Light
Building/ facilities maintenance (i.e. window cleaning, etc.)	Weekly	6am to 8pm	Light
Bulky goods (i.e. furniture)	< once every month on average	6am to 8pm	Heavy

Source: Consultant's Estimates

- 4.4.7 The largest vehicles anticipated to access the site via Saffron Hill are the refuse vehicle and vehicles similar to a 7.5t box van. The dimensions of the refuse vehicle and 7.5t box van are provided in Images 4.2 and 4.3 respectively.

Image 4.2: Vehicle Dimensions – Medium Refuse Vehicle

Image 4.3: Vehicle Dimensions – 7.5t Box Van


4.4.8 The duration of vehicles delivering to the site will vary dependent on the type of delivery. The majority of deliveries will have a short turn-around (i.e. post, courier, equipment deliveries, etc.) whilst the engineer/ building maintenance visits may last considerably longer. For the maintenance visits, vehicles will be given access to park on-site within the servicing area from Saffron Street. However, it is noted that these visits are less frequent.

SECTION 5 MANAGEMENT

5.1 **Contact Details**

- 5.1.1 The contact details of the site manager, responsible for the directing and receiving of deliveries to the site on a day to day basis, is Gregory Gardiner (email: gregory.gardiner@angloamerican.com)

5.2 **Access**

Charterhouse Street

- 5.2.1 The access of Charterhouse Street will be for the sole use of secure vehicles and authorised senior personnel only. Due to the high security nature of the business, vehicles using this entrance are pre-arranged and highly managed. As such, vehicle arrival and departures will be organised so that not more than one vehicle is on-site at the same time.
- 5.2.2 Vehicles will arrive at booked time slots to the Charterhouse Street access. They will approach the gate to the site where they will be vetted by the security systems via Automatic Number Plate Recognition (ANPR). Only once they have passed the tests will the gates be opened and the vehicle granted access. This process is unlikely to take longer than 10 seconds.
- 5.2.3 During the vehicle's security system checks, vehicles will crossover the footway slowly to ensure access is granted. Sufficient pedestrian visibility is available along Charterhouse Street to ensure both pedestrians and vehicles are able to see one another. The site's previous access, some 35m east of the new vehicle lift, operated in the same manor, with no recorded PIAs in the latest five years at the access.
- 5.2.4 A swept path analysis of a secure vehicle accessing the vehicle lift, whilst a bus is accessing the bus stop on Charterhouse Street is illustrated on drawing ITL13105-SK-004 Rev A. The swept path analysis demonstrates a bus is able to exit the bus stop, whilst a van is waiting to enter the vehicle lift, without crossing the centre line, and is therefore does not impede vehicle flow along Charterhouse Street.

- 5.2.5 These procedures are the same as that occurred for the previous occupation of the building to March 2017 which also had a secure vehicle access to Charterhouse Street (albeit slightly further to the east). The review of the PIA data in the TS demonstrated that use of the access under those conditions did not result in any recorded incidents.

Saffron Hill

- 5.2.6 The access on Saffron Hill will be controlled by an on-site employee throughout the day. Vehicular access into the site, via the secure gates, will be allowed where necessary (i.e. refuse collection and maintenance vehicles). The on-site employee will be able to aid vehicles reversing into the site, and pedestrians travelling along Saffron Hill.
- 5.2.7 Refuse collection will occur at approximately the same time, on the same day, each week. As such, other deliveries to Saffron Hill will be scheduled to avoid this time, where possible.
- 5.2.8 A review of the PIA data demonstrates no accidents have been recorded in the latest five years along Saffron Hill.

5.3 **Routing Strategy**

Charterhouse Street

- 5.3.1 Charterhouse Street provides a route linking the A40 Holborn towards the A1 Aldersgate Street, via the A201 Farringdon Street and Smithfield Market. The junction of the A40 with Charterhouse Street also provides access to Hatton Garden and the A4, via New Fetter Lane. The A40 is a key route through Central London which routes from the City through the West End and towards the M40 and M25, for connections to the wider strategic network. To the east of the site, the junction of the A201 Farringdon Street/ Road with Charterhouse Street provides accesses south across Blackfriars Bridge and north towards King's Cross.

Saffron Hill

- 5.3.2 Saffron Hill takes access from Greville Street to the north. A number of one-way workings operate around this junction, with vehicles accessing the site via Greville Street (West) only. Vehicles are able to exit by continuing on Saffron Hill (North) to exit or along Greville Street (east).

- 5.3.3 As a result of the planned Cycles Superhighway 6 (CS6) highway alterations in the local area, all departing vehicles will need to continue on Saffron Hill (North) to exit.

SECTION 6 MEASURES

6.1 Overview

- 6.1.1 This section sets out the measures to be implemented as part of the SMP to achieve the overall aim of the SMP. The overall aim of the SMP is to ensure efficient management of deliveries to the site.

6.2 Infrastructure Measures

- 6.2.1 The following infrastructure design will help increase efficiency of deliveries to the site:

- Controlled, highly managed use of the Charterhouse Street access for allocated members of staff and secure vehicles only;
- The on-site secure transfer area from Charterhouse Street will ensure deliveries can be made off-street and therefore not conflict with other highway users. In addition, the area will only be able to accommodate one vehicle at a time. Therefore, deliveries will be managed to ensure vehicles do not arrive at the same time and are given enough time to complete their deliveries and exit the site before the next incoming vehicle;
- The vehicle turntable in the basement allows vehicles to enter and exit Charterhouse Street in forward gear; and
- Refuse vehicles and maintenance vehicles are able to enter the servicing area off Saffron Hill, if required, and therefore not conflict with other highway users.

6.3 Soft Measures

- 6.3.1 A number of soft measures will be implemented by the occupier, which are set out below:

- All suppliers to be provided with a copy of the SMP and informed of the access arrangements and loading/ unloading requirements;
- Non-secure deliveries will be timed to avoid the network peak hours (i.e. 0700-1000 and 1600-1900), where possible;

- Suppliers will be requested to exclude all parking penalty charge notices (PCN) fines from their delivery costs;
- Staff will be provided with details of alternative delivery options and a map illustrating the location of local 'Click and Collect' options close to the site to reduce the number of personal deliveries. This information will be displayed on an employee information board, and is shown at Figure 6.1;
- The occupier will manage recyclable waste so that recyclable items can be sent back with the incoming deliveries, where possible; and
- Where possible, suppliers which use low emission vehicles and/ or modes will be preferred.

SECTION 7 MONITORING AND REVIEW

7.1 Travel Plan

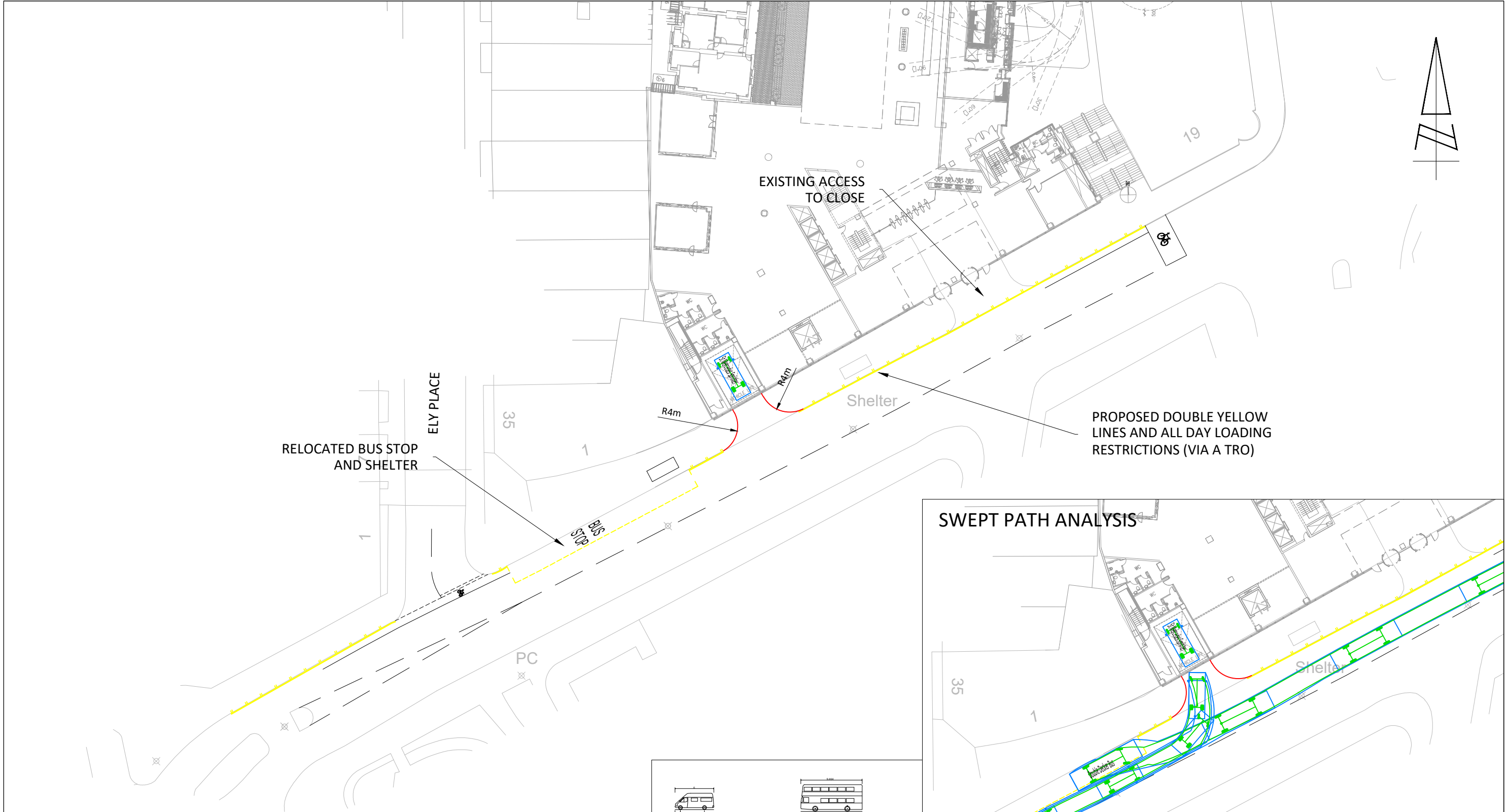
7.1.1 The site will be supported by a Travel Plan. The Travel Plan includes an overall target to reduce the number vehicles accessing the site, including vehicle trips associated with servicing and deliveries. The Travel Plan will be monitored by travel surveys, undertaken bi-annually for a period of five years (minimum). The surveys will include the number of vehicles accessing the site across the typical day, including the number of servicing and deliveries.

7.1.2 As part of the nature of the business, delivery and service vehicle movements will be reviewed and coordinated by the occupier's management team to ensure vehicles are accommodate on-site and will not conflict with one another.

7.2 Review

7.2.1 The SMP will be reviewed alongside the Travel Plan to ensure the site is efficiently managing its servicing and delivery vehicle trips. The SMP will be updated to include any new measures implemented by the occupier to help achieve its overall aim and submitted to LBC.

DRAWINGS

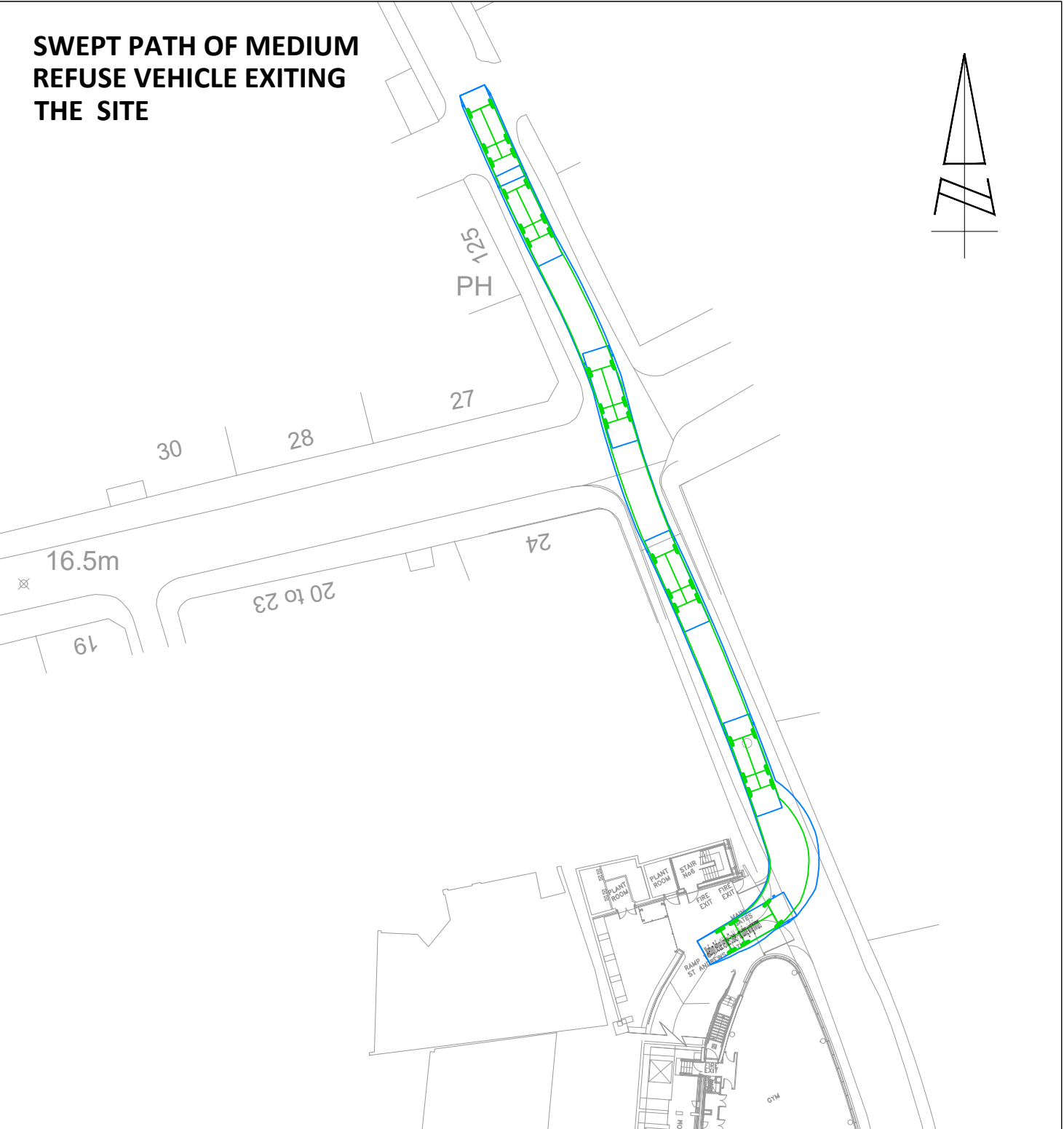
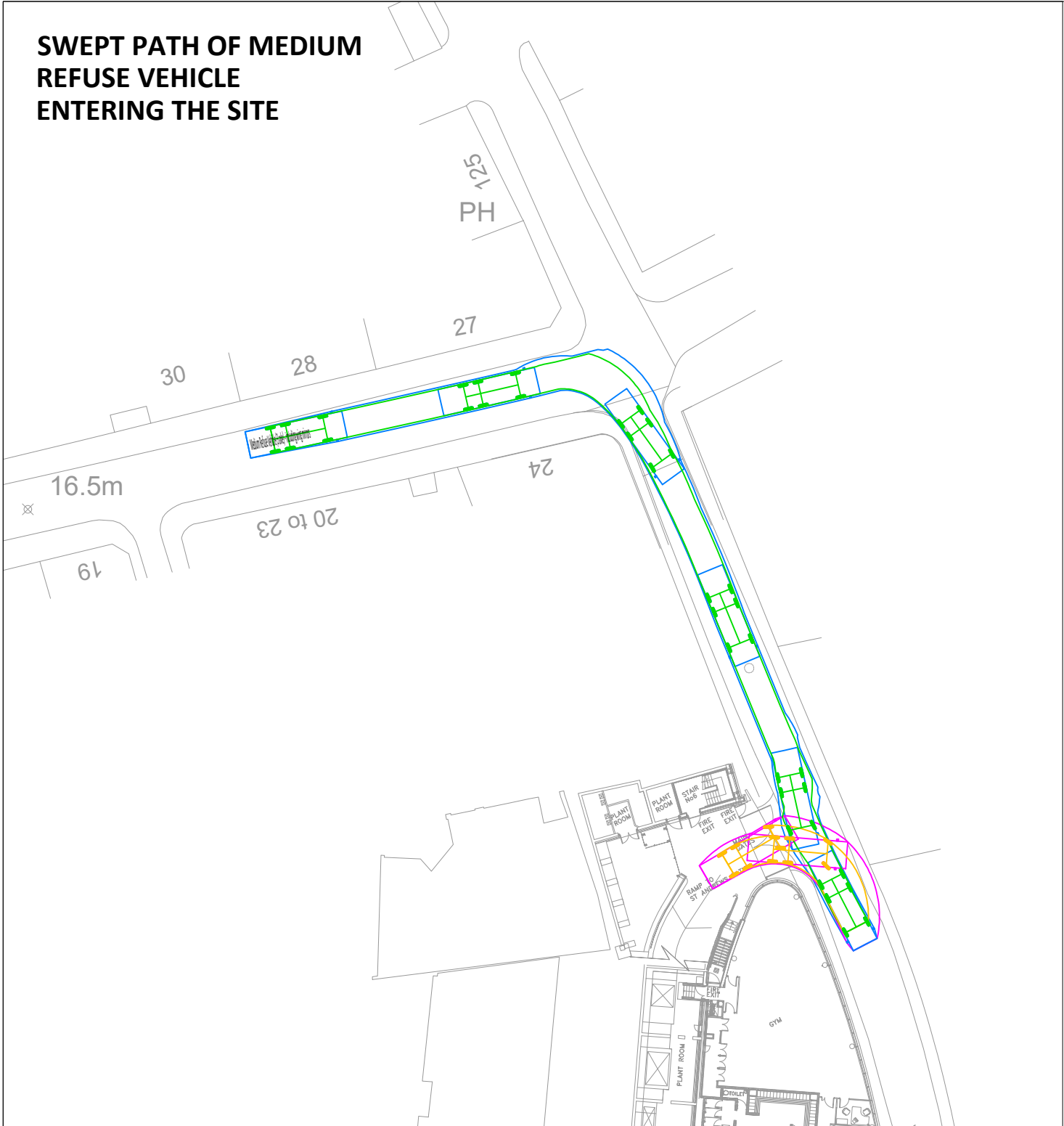


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St Mercedes Sprinter	Double Decker Bus
Overall Length 6.000m	Overall Length 9.664m
Overall Width 2.100m	Overall Width 2.500m
Overall Body Height 2.525m	Overall Body Height 4.120m
Min Body Ground Clearance 0.299m	Min Body Ground Clearance 0.300m
Track Width 1.765m	Track Width 2.300m
Lock-to-lock time 4.00s	Lock-to-lock time 6.50s
Curb to Curb Turning Radius 6.000m	Curb to Curb Turning Radius 8.972m

 4 Lombard Street, London, EC3V 9HD Tel: 020 7190 2820 Fax: 020 7190 2821 www.i-transport.co.uk							TITLE:		SCALE @ A3:	CHECKED:	APPROVED:		
							PROPOSED SECURE VEHICLE ACCESS ARRANGEMENTS		1:500	MD	NM		
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											ITL13105		A



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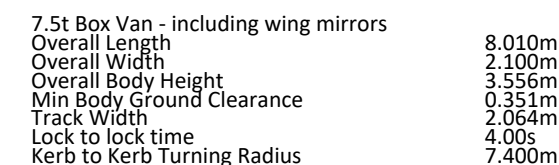
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Medium Refuse Vehicle (3 axle) - including wing mirrors

Overall Length	9.010m
Overall Width	2.450m
Overall Body Height	3.742m
Min Body Ground Clearance	0.295m
Track Width	2.450m
Lock-to-lock time	4.00s
Curb to Curb Turning Radius	8.200m

4 Lombard Street, London, EC3V 9HD Tel: 020 7190 2820 Fax: 020 7190 2821 www.i-transport.co.uk	REV	DATE	BY	DESCRIPTION	CHK	APD	TITLE:	SWEPT PATH ANALYSIS		SCALE @ A3:	CHECKED:	APPROVED:	
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FIGURE





E enquiries@i-transport.co.uk

W www.i-transport.co.uk

Grove House, Lutyens Close
Chineham Court, Basingstoke
Hampshire RG24 8AG

T 01256 338 640

F 01256 338 644

Centurion House
129 Deansgate
Manchester M3 3WR

T 0161 830 2172

F 0161 830 2173

4 Lombard Street
London
EC3V 9HD

T 020 7190 2820

F 020 7190 2821