

Station Change Proposal - Change Notice

St Pancras International Station:

Changes to occupied areas to facilitate move of Eurostar Ticket Office and the creation of new retail space

Change Sponsor: HS1 Limited
Date of Proposal: 3rd June 2013

Consultees:

1. Sophie Chapman, Eurostar International Ltd - cc Ed Mansfield
2. Steve Leyland & Graham Maymon, East Midlands Trains - cc Jason Donnelly
3. Shona Nettleingham, London South Eastern Railways Ltd - cc Claire Kingswood

For Information

1. Lucy McAuliffe, Station Manager, Network Rail (High Speed)
2. Ray Agozzino, HS1 Projects & Outside Parties Manager (HS1 Limited)
3. Andrew Robinson, Eurostar Project Manager

Proposal for Change – Overview

Eurostar have requested the relocation of the existing Eurostar International Ticket Office from its current location in the St Pancras International Arcade to the International Departures area (between the Arcade and St Pancras Road). The proposal would free up the existing facility for retail use and at the same time it is proposed to create further new retail opportunities adjacent to the current Joules (Unit 2) outlet in part of the archway leading towards Midland Road (Taxi Rank entrance). To facilitate these works a number of 'back office' moves are being proposed.

The proposal is planned to be undertaken in a number of phases which would involve East Midland Trains, British Transport Police and Eurostar's existing back office facilities.

The proposal does not impact on LSER's operations in any way.

The aim of this proposal is to facilitate:

1. The movement of the Eurostar facilities to a location that better meets international passengers needs and ensures the provision of a coordinated service within the International Departures area (see attached Plans A & B below)
2. Provides EIL and EMT back-office staff with suitable accommodation to facilitate the proposed Ticket Office move.
3. Opening up more opportunities for retail space to provide passengers and customers with an enhanced station environment.

Representations

This Proposal for Change is submitted in accordance with Part 3 of the HS1 Station Access Conditions 2012.

Station Users at St Pancras International Station have received early informal consultation on the proposal as part of a Station Meeting on 3rd June 2013 and the purpose of issuing this Proposal for Change notice is to provide the formal confirmation of the Proposal and seek early sign off to the changes that are to be undertaken.

Consultation Timeline

This consultation is issued in accordance with Clause 8.6 of the HS1 Station Access Conditions December 2012.

Responses

Please submit any consultation responses and /or return the signed approval form below to me, Naina Mistry at HS1 Limited, One Euston Square, 40 Melton Street, London, NW1 2FD. We look forward to your early consideration of this Change Proposal by return. Please do not hesitate to contact me on 020 7014 2725 or 07525 371580 or at naina.mistry@highspeed1.co.uk.

Change Notice – User Approval

I, (print name of person signing) hereby confirm that
(print full company name) approves the Development Change - Change Proposal in respect of the St Pancras International - Changes to occupied areas to facilitate move of Eurostar Ticket Office and creation of new retail space

Signed..... **Date**

(duly authorised signatory) on behalf of:

.....

Proposal for Change Notice:

Change Proposal in respect of the St Pancras International - Changes to occupied areas to facilitate move of Eurostar Ticket Office and the creation of new retail space

Contents:

1. **Background**
 2. **The Change Proposal**
 3. **Scheme Benefits**
 4. **Temporary Arrangements**
 5. **Environmental Policy**
 6. **Drawings/Plans**
 7. **Funding Arrangements**
 8. **Proposed Implementation and Dates**
 9. **Access for All**
 10. **Amendments to Station Access Conditions Annexes**
 11. **Necessary Approvals**
 12. **User Acceptance & Sign-off**
-

1 Background

St Pancras International is an important public space and is the gateway station to Europe for International Passengers via the High Speed Network. HS1's vision is to be recognised as the world's leading high speed railway business and a key strand to this is that it runs "stations that enhance passenger journeys and visitor experience". In seeking this, HS1 continually reviews and implements enhancements to the journey experience by ensuring that the unique opportunities at each of our stations are sympathetically developed and managed.

As the UK hub for Eurostar's operations providing a seamless and coordinated passenger experience at St Pancras International from check-in, through departure to actual travel is crucial to that experience. Moving the Ticket Office retail facilities from its Arcade location into the International Departure areas (between the Arcade and Pancras Road) will help bring the departure experience into a single location helping Eurostar to provide an enhanced professionally managed service.

By freeing up the current space occupied by Eurostar's ticket office HS1 will be able to offer the space as prime retail development to further enhance customers station experience.

St Pancras continues to enjoy a high level of satisfaction from its customers. Autumn 2012 National Passenger Survey (NPS) scores showed passengers have an overall 95% satisfaction rating with regards to the station facilities, retaining its status as the Best Station in the UK. HS1 is however keen to continually enhance the service provision within the station; this includes the development of a 'Customer Promise', by looking at the basics of customer service and facilities by maximising possible opportunities to develop the passenger experience. One aspect of this involves looking at how people flow through the station and how they use the station to add value to their journey. This includes the appropriateness and use of station facilities. During the construction of the Arcade toilets the temporary facilities identified a further opportunity to provide passengers waiting at the taxi rank with a retail offering once the temporary facilities were removed. It is therefore also proposed to construct retail space in the void between the Arcade and Midland Road (taxi rank entrance).

To facilitate these moves and maximise the use of available space the proposed works will involve the movement and refurbishment of some back-office space which is intended to provide TOC staff with a better working environment

2 The Change Proposal

This proposal is to relocate the existing Eurostar International Ticket Office from its current location in the St Pancras International Arcade to the International Departures area (between the Arcade and St Pancras Road). The proposal would therefore free up the existing facility for retail use and at the same time it is proposed to create further new retail opportunities adjacent to the current Joules outlet (Unit 2) in part of the archway leading towards Midland Road (Taxi Rank entrance). To facilitate these works a number of 'back office' moves are being proposed.

The proposal is planned to be undertaken in a number of phases which would involve East Midland Trains, British Transport Police and Eurostar's existing back office facilities.

The proposal does not impact on LSER's operations in any way.

The aim of this proposal is to facilitate:

- The movement of the Eurostar facilities to a location that better meets international passengers needs and ensures the provision of a coordinated service within the International Departures area (see attached Plans A & B below)
- Provides EIL and EMT back-office staff with suitable accommodation to facilitate the proposed Ticket Office move.
- Opening up more opportunities for retail space to provide passengers and customers with an enhanced station environment.

The works will not impact on the ability of staff or passengers to pass to/from trains or public highways and will have no direct operational impact on trains operated from the station. Whilst the changes required at the station will not impact on the operation of the station they will require some adjustments to working arrangements for NR(HS), EIL, EMT and BTP in the follow areas during the phased works:

Phase	Impacted	Action
1	NR(HS) & EMT	EMT back office works to facilitate move of BTP
2	BTP	Moved to new facility within back-office space
3	EIL	Fit out of current BTP offices for EIL staff and move EIL staff to this location.
4	EIL	Reduction of current EIL Ticket Office space to facilitate construction of new retail outlets
5	EIL	Construction of new EIL Ticket Office space
6	EIL	Relocation to new Ticket Office and back office space.
7	-	Construction of new retail units in taxi rank queuing area.
8	-	Completion of fit out for new retail outlets

The above phasing is outlined on the attached Plans A (current) and B (proposed).

The Change proposal will see the following changes to the space allocation as follows:

Existing space	Existing Allocation	Existing Occupier	Proposed Allocation	Proposed Occupier
EIL Ticket Office	EIL Lease	EIL	Retail	Retail
EIL Back Office	EIL Lease	EIL	EIL Lease	EIL
BTP back office	Common TOC	BTP	EIL Lease	EIL
EMT back office space	EMT bespoke	EMT	EMT Lease/ Common TOC	EMT/BTP
Archway to Midland Road	Common Zone	N/A	Part Retail/ Part Common	Retail/ Common Zone

During any construction phases station signage will be provided in public areas outlining the proposed amendments to ensure passengers are fully aware of the works and the proposed benefits that they will bring. No disruption to the provision of passenger

facilities is envisaged as a result of these works.

3 Scheme Benefits

- Provide a logical single location for departing international passengers to purchase tickets, deal with queries, secure information and be provided with enhanced customer service.
- Reduce potential confusion for passengers who are currently directed away from the Departures Area to purchase tickets: where the facility is more logically located.
- Increase retail opportunities for customers: not all of which are travellers.
- Utilising currently underutilised space by the Midland Road taxi rank entrance without removing the station's accessible walkway to and from the Arcade.
- Reduced QX payments for operators with increased Retail being added to Non-QX demise.

4 Temporary Arrangements

The phasing arrangements have been planned so as to minimise disruption to affected occupiers.

A system and scope of works has been developed in conjunction with EIL and EMT to minimise any disruption that will happen during the construction and refurbishment works. The scope of the facilitation works for the EMT back-office are the subject of a side letter dated 3 June 2013.

Contractors will be procured in accordance with HS1's Safety Policy Statement, which can be provided on request.

5 Environmental Policy

There are no impacts or changes required to HS1's Environmental Policy as a result of the works.

6 Drawings/Plans

Attached Plans A (current) and Plan B (proposed) outline the nature of the proposed work.

7 Funding Arrangements

EIL and HS1 Limited have entered into a separate commercial arrangement to facilitate the Ticket Office move works including the back-office moves to facilitate them. There are therefore no other associated costs to be incurred by the Users as a result of the proposed works.

7.1 Insurance Policies

There are no changes required to the insurance arrangements of the station as a result of this change.

7.2 Repairs and Maintenance

There will be no change to the on-going repairs and maintenance activities at the station, barring the reduction in Qx charges resulting from the reduction of Common Zone space which will move to Retail.

7.3 Long Term Charge & Qualifying Expenditure

The improved facilities will not result in changes to the Long Term Charge.

Lower QX Best Estimates will be seen by the Station Users, as a result of the change in use of the different areas. These are summarised below:-

Impact On Effected Areas

	Existing Space m ²	Proposed Space m ²	Change m ²	Estimated Qx Financial Impact
EIL Ticket Office/Back Office	1156	802	-354	£65,100
EMT Back Office	64	26	-38	£38,600
LSER – No space affected	0	0	0	£33,200
Retail	92	825	+733	+£136,900
Common - BTP/Archway/Contractor	781	440	-341	N/A
	<u>2093</u>	<u>2093</u>	<u>0</u>	

Amounts shown are based on 2013/14 best estimates and are therefore subject to actual running cost experience year by year.

8 Proposed Implementation and Dates

HS1 would propose to start implementation of the change by 6 June 2013. The complete works are expected to be completed by 20 December 2013. A works schedule highlighting key transition dates is set out below.

8.1 Works Schedule

Description	Start	Finish
EMT back of house works	6 June 2013	3 July 2013
Relocate BTP	4 July 2013	10 July 2013
Fit out of the current BTP office	11 July 2013	14 August 2013
Reduction of current EIL Ticket Office space to facilitate construction of new retail outlets	19 August 2013	27 September 2013
Construction of new EIL Ticket Office space.	9 September 2013	29 November 2013
EIL relocation to new Ticket Office and back office space.	2 December 2013	6 December 2013
Construction of new retail units in taxi rank queuing area.	9 September 2013	20 December 2013
Completion of fit out for new retail outlets	6 December 2013	20 December 2013

9 Access for All

All works will be undertaken where reasonably practicable in accordance with the "Accessible Train Station Design for Disabled People: A Code of Practice" and the Disability Discrimination Act 1995. The works will also comply with the provisions of the Equality Act 2010. An Access consultant will be appointed to carry out an assessment of

the design/works.

The resultant public and back-office facilities will have no reduction in accessibility.

10 Amendments to the Station Access Conditions Annexes

The current and proposed changes are outlined in the attached Plans A & B. Once the scheme is approved a formal amendment will be made to the existing plans attached to the St Pancras International Station Annexes to the HS1 Station Access Conditions Annexes – Appendix 2 to Annex 1 – the Plan. Drawing numbers will be amended as follows:

Drawing Title (Unchanged)	Old Drawing Number	New Drawing Number
ST PANCRAS INTERNATIONAL PLAN 1 GROUND FLOOR	014-DCG-1D000-01040-AD	TBC once Station Change is approved and a new detailed drawing incorporating the attached changes is procured and which will be posted on the HS1 website.

11 Necessary Approvals

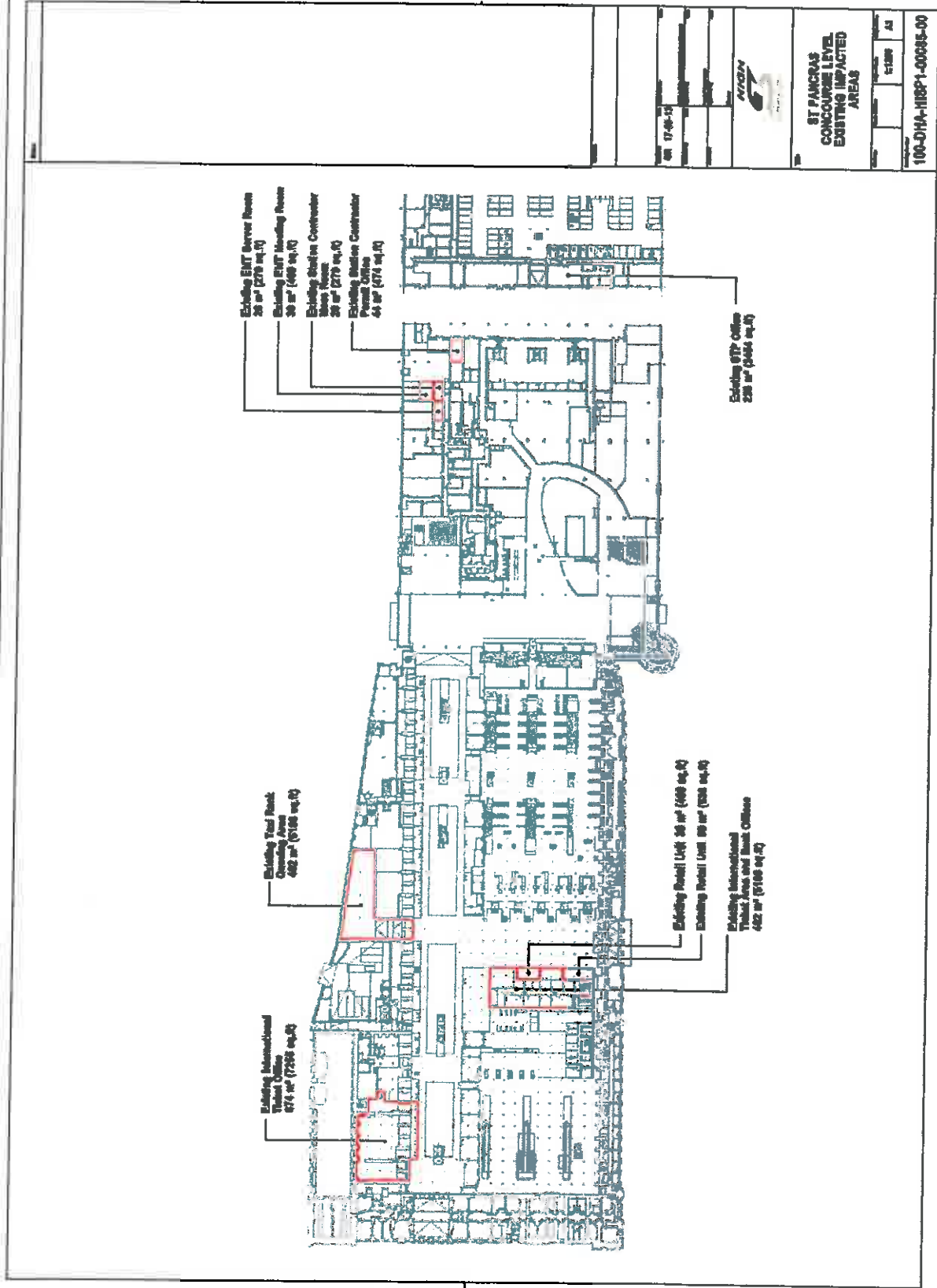
- a) The Station Lease footprint is not being changed and no Lease changes are required from the DfT. However, the EIL and EMT leases will require amendment to reflect changes to their respective areas of occupation at the station.
- b) The proposed changes do not impact on the “Minimum Operational Standards”, pursuant to Clause 4.9 (Alterations) of the HS1 Lease (30 September 2010); and
- c) There is no formal requirement for the DfT to approve the Proposal for Change within the Concession Agreement as there is no approval role for the Department in this area.
- d) HS1 will secure all necessary approvals from English Heritage.

12 User Acceptance & Sign -off

This Proposal is submitted in accordance with HS1 SACs 2012. HS1 notes that following informal consultation with parties on site (and with all TOCs on 3rd June 2013) tacit in-principle approval has already been received from all Users to progress with a shortened consultation period and therefore, if this Proposal for Change is acceptable, please sign, date and return a copy of the approval form as soon as possible to Naina Mistry at HS1 Ltd (address provided above).



Plan A
(Existing)

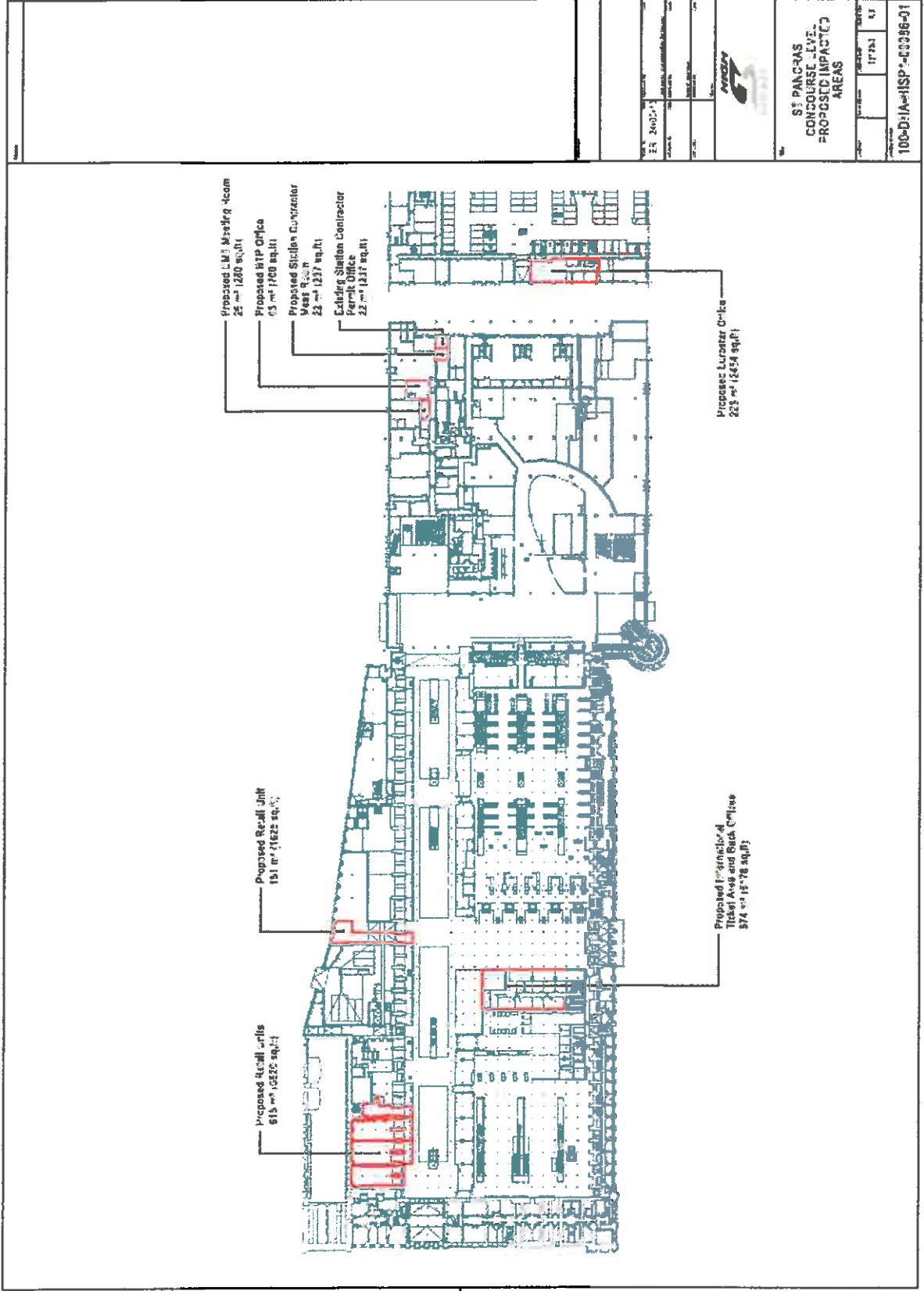


100-DHA-118P1-00005-00

ST PAUCRAS
CONCOURSE LEVEL
EXISTING IMPACTED
AREAS



Plan B
(Proposed)



PROJECT NO.	24002-1
DATE	10/20/05
SCALE	AS SHOWN
DESIGNER	ARCADIS



ST PANCRAS
CONCOURSE L.V.I.
PROPOSED IMPACTED
AREAS

DATE	17/03/07
BY	4/3
CHECKED	
APPROVED	

100-D:\A-HSP-C0006-01

Representations

This Proposal for Change is submitted in accordance with Part 3 of the HS1 Station Access Conditions 2012.

Station Users at St Pancras International Station have received early informal consultation on the proposal as part of a Station Meeting on 3rd June 2013 and the purpose of issuing this Proposal for Change notice is to provide the formal confirmation of the Proposal and seek early sign off to the changes that are to be undertaken.

Consultation Timeline

This consultation is issued in accordance with Clause 8.6 of the HS1 Station Access Conditions December 2012.


Responses

Please submit any consultation responses and /or return the signed approval form below to me, Naina Mistry at HS1 Limited, One Euston Square, 40 Melton Street, London, NW1 2FD. We look forward to your early consideration of this Change Proposal by return. Please do not hesitate to contact me on 020 7014 2725 or 07525 371580 or at naina.mistry@highspeed1.co.uk.

Change Notice – User Approval

I, (print name of person signing) GRAHAM MAYMON hereby confirm that

(print full company name) EAST MIDLANDS TRAINS CO approves the Development Change - Change Proposal in respect of the St Pancras International - Changes to occupied areas to facilitate move of Eurostar Ticket Office and creation of new retail space

Signed  Date 7 JUNE 2013

(duly authorised signatory) on behalf of:

EMT / SSWT

Representations

This Proposal for Change is submitted in accordance with Part 3 of the HS1 Station Access Conditions 2012.

Station Users at St Pancras International Station have received early informal consultation on the proposal as part of a Station Meeting on 3rd June 2013 and the purpose of issuing this Proposal for Change notice is to provide the formal confirmation of the Proposal and seek early sign off to the changes that are to be undertaken.

Consultation Timeline

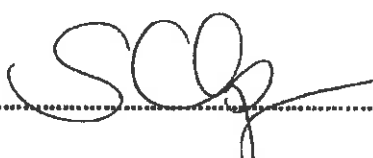
This consultation is issued in accordance with Clause 8.6 of the HS1 Station Access Conditions December 2012.

Responses

Please submit any consultation responses and /or return the signed approval form below to me, Naina Mistry at HS1 Limited, One Euston Square, 40 Melton Street, London, NW1 2FD. We look forward to your early consideration of this Change Proposal by return. Please do not hesitate to contact me on 020 7014 2725 or 07525 371580 or at naina.mistry@highspeed1.co.uk.

Change Notice – User Approval

I, (print name of person signing) SOPHIE CHAPMAN hereby confirm that
(print full company name) EUROSTAR INTERNATIONAL LTD. approves the Development Change - Change Proposal in respect of the St Pancras International- Changes to occupied areas to facilitate move of Eurostar Ticket Office and creation of new retail space

Signed  Date 10/6/13
(duly authorised signatory) on behalf of:

EUROSTAR INTERNATIONAL LTD.

Station Change Proposal - Change Notice

St Pancras International Station:

Changes to occupied areas to facilitate move of Eurostar Ticket Office and the creation of new retail space

Change Sponsor: HS1 Limited
Date of Proposal: 3rd June 2013

Consultees:

1. Sophie Chapman, Eurostar International Ltd - cc Ed Mansfield
2. Steve Leyland & Graham Maymon, East Midlands Trains- cc Jason Donnelly
3. Shona Nettlingham, London South Eastern Railways Ltd - cc Claire Kingswood

For Information

1. Lucy McAuliffe, Station Manager, Network Rail (High Speed)
2. Ray Agozzino, HS1 Projects & Outside Parties Manager (HS1 Limited)
3. Andrew Robinson, Eurostar Project Manager

Proposal for Change – Overview

Eurostar have requested the relocation of the existing Eurostar International Ticket Office from its current location in the St Pancras International Arcade to the International Departures area (between the Arcade and St Pancras Road). The proposal would free up the existing facility for retail use and at the same time it is proposed to create further new retail opportunities adjacent to the current Joules (Unit 2) outlet in part of the archway leading towards Midland Road (Taxi Rank entrance). To facilitate these works a number of 'back office' moves are being proposed.

The proposal is planned to be undertaken in a number of phases which would involve East Midlands Trains, British Transport Police and Eurostar's existing back office facilities.

The proposal does not impact on LSER's operations in any way.

The aim of this proposal is to facilitate:

1. The movement of the Eurostar facilities to a location that better meets international passengers needs and ensures the provision of a coordinated service within the International Departures area (see attached Plans A & B below)
2. Provides EIL and EMT back-office staff with suitable accommodation to facilitate the proposed Ticket Office move.
3. Opening up more opportunities for retail space to provide passengers and customers with an enhanced station environment.

Representations

This Proposal for Change is submitted in accordance with Part 3 of the HS1 Station Access Conditions 2012.

Station Users at St Pancras International Station have received early informal consultation on the proposal as part of a Station Meeting on 3rd June 2013 and the purpose of issuing this Proposal for Change notice is to provide the formal confirmation of the Proposal and seek early sign off to the changes that are to be undertaken.

Consultation Timeline


This consultation is issued in accordance with Clause 8.6 of the HS1 Station Access Conditions December 2012.

Responses

Please submit any consultation responses and /or return the signed approval form below to me, Naina Mistry at HS1 Limited, One Euston Square, 40 Melton Street, London, NW1 2FD. We look forward to your early consideration of this Change Proposal by return. Please do not hesitate to contact me on 020 7014 2725 or 07525 371580 or at naina.mistry@highspeed1.co.uk.

Change Notice – User Approval

I, (print name of person signing) S. NETTLINGHAM hereby confirm that
(print full company name) Southeastern approves the Development
Change - Change Proposal in respect of the St Pancras International - Changes to occupied
areas to facilitate move of Eurostar Ticket Office and creation of new retail space

Signed  Date 18/6/13

(duly authorised signatory) on behalf of:

Southeastern

