



DEMOLITION ENVIRONMENTAL MANAGEMENT & LOGISTICS PLAN
(INCLUDING AQDMP)

39 Queen Street
Tottenham
London
N17 8HZ

Issue 3

Ref: CGMS F590		October 2022
Issue: 3		1

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Amendments or reviews

Issue	Date	Revision Details
0	26/01/2026	Initial draft
1	04/02/2026	Amendments from TCS comments
2	29/04/2026	Additional information from UXO Survey
3	26/05/2026	Following Haringey LA comments

This plan will be reviewed every 3 months or sooner subject to factors affecting its suitability. The review table above shall detail the nature of the document review

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1. Introduction

1.1. Planning Consent

This document has been prepared by Colemans to fulfil the requirements of the following conditions relating to Application reference HGY/2024/1203 specifically:

- Demolition works shall not commence within the development until a Demolition Environmental Management Plan (DEMP) has been submitted to and approved in writing by the local planning authority.
- The DEMP shall provide details of how demolition/construction works are to be undertaken respectively and shall include:
- A construction method statement which identifies the stages and details how works will be undertaken (this will be provided separately to this DEMP)
- Details of working hours, which unless otherwise agreed with the Local Planning Authority shall be limited to 08.00 to 18.00 Monday to Friday and 08.00 to 13.00 on Saturdays;
- Details of plant and machinery to be used during demolition/construction works;
- Details of an Unexploded Ordnance Survey;
- Details of the waste management strategy;
- Details of community engagement arrangements;
- Details of any acoustic hoarding;
- A temporary drainage strategy and performance specification to control surface water runoff and Pollution Prevention Plan (in accordance with Environment Agency guidance);
- Details of external lighting; and,
- Details of any other standard environmental management and control measures to be implemented

The AQDMP will be in accordance with the Greater London Authority SPG Dust and Emissions Control (2014) and shall include:

- Mitigation measures to manage and minimise demolition/construction dust emissions during works.
- Details confirming the Plot has been registered at <http://nrmm.london>.
- Evidence of Non-Road Mobile Machinery (NRMM) and plant registration shall be available on site in the event of Local Authority Inspection.
- An inventory of NRMM currently on site (machinery should be regularly serviced, and service logs kept on site, which includes proof of emission limits for equipment for inspection).
- A Dust Risk Assessment for the works; and Lorry Parking, in joint arrangement where appropriate."

1.2. About this DEMP

The aim of this Demolition Environmental Management Plan (DEMP) is to set out the responsibilities and requirements with regard to legal and regulatory compliance and the implementation of Environmental Management Systems and mitigation measures. This DEMP details procedures and plans for the avoidance, minimisation and mitigation of potential environmental impacts as a result of the demolition phase of works in accordance with the mitigation hierarchy. These plans constitute a framework of measures, targets and monitoring strategies for the environmental management of the project's demolition phase. All of these plans and procedures exist within a dynamic system of management which will be reviewed and edited throughout the progression of the project.

Please refer to the following supporting documentation and plans designed to supplement this DEMP.

- Traffic/Logistics Management Plan
- Demolition Phase H&S Plan (developed in due course)

2. Project Details

2.1. Overview

This Demolition Environmental Management Plan has been prepared by Colemans to comply with all relevant conditions and agreed Client specifications in respect of the demolition of the former Bookers Wholesale Store, (denoted on the image below). Bookers Wholesale comprises of 1no. warehouse unit (Unit 39) with a service yard and car parking spaces. The site is approximately 3.06 hectares in area.



Image 2.1a - Aerial View Bookers Wholesale

The general scope of the project includes the following elements:

- Drainage and dilapidation survey
- Establishment of site welfare, traffic routes, parking bays, muster point, fire points, spill kits and Noise, dust and vibration monitoring stations
- Securing the site and boundary with 2.4-metre-high timber hoarding, Heras fencing, demolition warning signs and security posts.
- Termination and protection (where retained) of existing services and utilities
- Structural investigation (as required to facilitate demolition methodology)
- Asbestos survey and removal of any asbestos containing materials from the structure
- Soft strip of all internal furnishings and fittings
- Traditional mechanical demolition of Bookers Wholesale
- Removal of slabs and foundations
- Processing and loading away of arisings
- Levelling of the site and backfilling of excavations/voids with recycled aggregates
- Post demolition drainage survey
- Removal of all generated waste

- Demobilisation

2.2. Local environment & Sensitivities

Site Address	Grid Reference	What 3 Words reference
39 Queen Street Tottenham London N17 8HZ	TQ 33246 91649	Caller.oils.offers

The site at 39 Queen Street is located in Tottenham, North London, and is approximately 8 miles northeast of Central London, residing in the borough of Haringey.

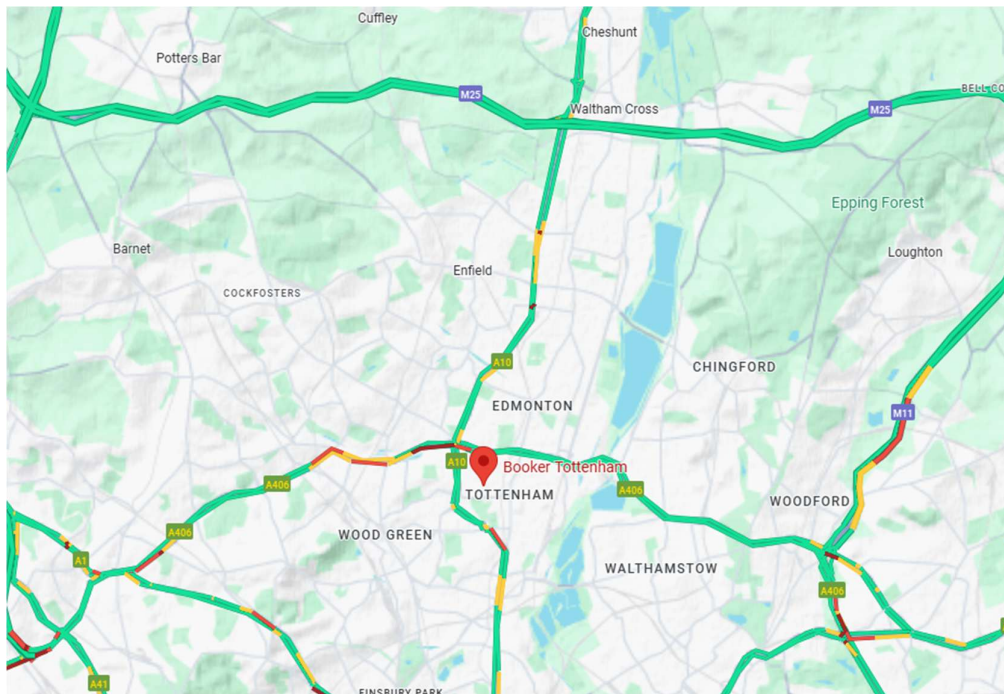


Image 2.2a - site location Google Maps

The site is situated within a mixed residential and industrial setting. The surrounding land uses are as follows:

- **North:** Bull Lane Playing Fields, comprising established natural grass sports pitches currently used for football and cricket.
- **East:** The Selby Centre (a local community facility) and Tottenham Driving Test Centre, beyond this are the forest school and associated sports grounds of The Devonshire Hill Primary School.
- **West:** A small industrial estate consisting of four units, beyond this lies Queen Street (subject to a 20 mph speed limit) with adjacent residential properties.

- **South:** Residential properties with private gardens directly adjoining the southern boundary, together with an additional building associated with the Selby Centre.

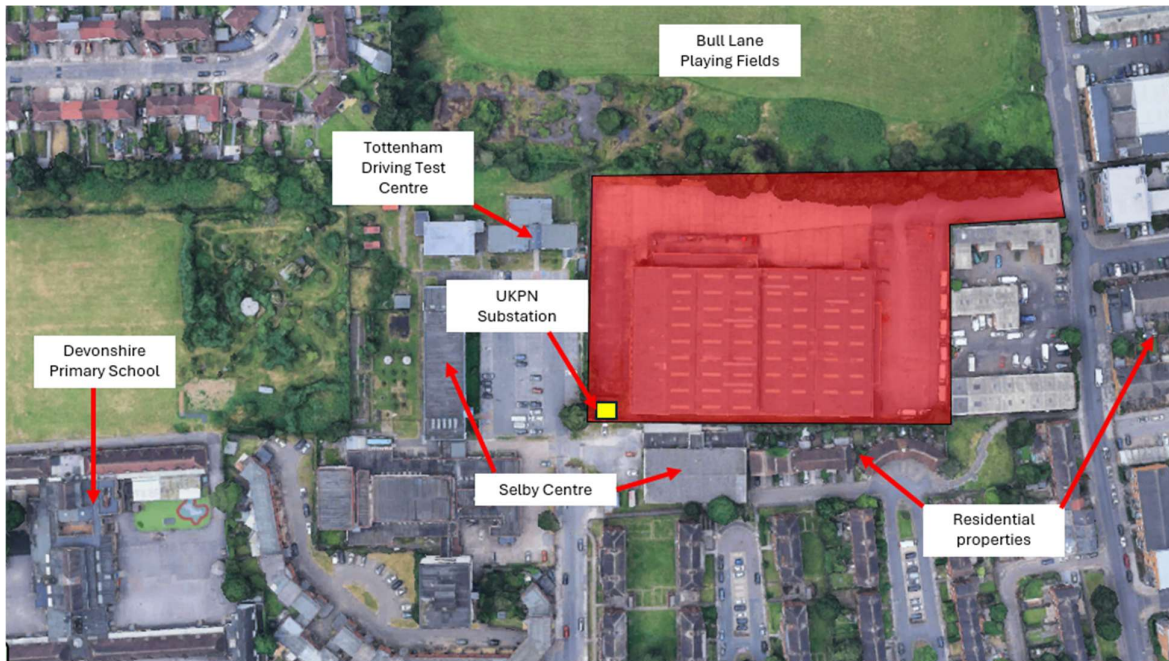


Image2.2b - site location and receptors

The site is roughly rectangular and comprises of one warehouse between one and two storeys tall. Tarmac car parks are located east and west of the warehouses. A concrete loading bay is located north of the warehouses. Limited area of soft landscaping is present at the north and west boundary of the site. A line of trees runs directly north of the site. A UKPN substation is located in the south-west corner of the site. The site gently slopes down from the west to the east.

3. Arrangements

3.1. Timescale and Working hours

Construction/demolition stage	Indicative Start	Indicative End	Duration in weeks/days (working days)
Drainage/Delap survey	05/05/26	07/05/26	2no. Days
Site mobilization & hoarding	27/04/26	01/05/26	5no. Days
Asbestos removal	28/04/26	09/06/26	20no. Days
Soft strip	28/04/26	16/06/26	20no. Days
Traditional demolition with excavator	17/06/26	14/07/26	20no. Days
Slabs and foundations removal	02/07/26	31/07/26	20no. Days
Processing of arisings	02/07/26	31/07/26	20no. Days
Demobilisation	03/08/26	07/08/26	5no. Days

Site-working hours shall be:

- Monday to Friday 08:00 to 18:00
- Saturday: 09:00 – 13:00 (at this stage Saturday working is not proposed, however, where work is required on a Saturday, this will be planned in advance, with residents and stakeholders given 2 weeks' notice period.)
- Sunday and bank holidays – no work permitted

Note: through Monday - Friday, we would propose to utilise the hour between 07:00 - 08:00 for non-noisy activities i.e., completion of daily paperwork, team briefings and site boundary and non-noisy equipment checks to minimise delays.

Construction/demolition vehicles should avoid high peak hours. 08:00-09:00 and 17:00-18:00.

Due to schools residing close to the site, no heavy goods vehicles or delivery vans will be permitted to access the site during the hours between 08:30 - 09:15 and 14:30 - 15:15 during term time.

3.2. Key Contacts

Role	Company	Name	Contact
Client	Verity Trustees Ltd		c/o CBRE IM, Third Floor, One New Change, London, EC4M 9AF
Principal Designer	PFB Construction Management Services Ltd.	Kathi Hill	T: 020 7329 1221 E: kathi.hill@pfbconsult.co.uk
Contract Admin/Project Manager	Trident Building Consultants	Ashlee Rushmer-Wells (Senior Project Manager) Teodor-Constantin Sofia (Senior Project Manager)	T: 077568 67858 E: ashlee.rushmer-wells@tridentbc.com T: E: teodor-constantin.sofia@tridentbc.com
Quantity Surveyor	Accertum Limited	Bernard Lawlor	T: 07595 551572 E: bernard.lawlor@accertum.co.uk
Principal Contractor	Colemans - Shady Lane, Great Barr, Birmingham. B44 9ER	Gareth Rowe (Ops Director) Bryan Bradshaw (HSEQ Director) Connor Share (Project Manager) Peter Allen (Site Manager)	T: 0121 325 2424 E: gareth.rowe@colemanspecialistcutting.co.uk T: 07815 054536 E: bryan.bradshaw@coleman-group.co.uk T: 0121 325 2424 E: connor.share@coleman-group.co.uk M: 07738 846332 E: peter.allen@coleman-group.co.uk
Project public relations line - Colemans	Colemans	Residents 08.00-17.30 hot line Resident's email	T: 0121 325 2424 E: 39QueenStreet@coleman-group.co.uk
Noise, dust and vibration monitoring	Campbells	General Support	T: 01371 871030 E: hotline@campbell-associates.co.uk E: support@campbell-associates.co.uk
Security	WCCTV	General	T: 0800 470 4630
Electric	UKPN	Emergency	T: 0800 31 63 105
Gas	SGN	Emergency	T: 0800 111 999
Water & Sewerage	Thames Water	General	T: 0800 980 8800
Regulator	Environment Agency	Enquiries Emergency	T: 03708 506 506 T: 0800 80 70 60

Local Authority	Borough of Haringey	General	E: TBC
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3.3. Project objectives

Environmental objectives have been agreed for this project and will be displayed on the site noticeboard. As part of the induction process all persons connected with the works are asked to sign the objectives as a demonstration of commitment to maintaining environmental excellence. The following objectives have been agreed (note the objectives listed incorporate wider HSEQ objectives)

- Zero road traffic accidents associated with the project
- Zero validated complaints from local receptors as regards statutory nuisances
- Zero cases of damage to local infrastructure or heritage items
- Zero disturbance to protected species
- 98% non-hazardous waste landfill diversion rate
- Use of HVO fuel to reduce associated fuel emissions by up to 90%
- Use of solar and hydrogen powered welfare and CCTV systems
- 100% use of FSC accredited timber only for timber based materials used
- Project to sign up to Considerate Contractor scheme and achieve minimum category rating of 'very good' on all audits
- Achieve a BREEAM rating of 'Outstanding'.

Colemans CGMS (Coleman Group Management System) is registered to ISO 9001:2015 Quality Management; ISO 14001:2015 Environmental Management; ISO 45001:2018 Health & Safety Management and PAS 99:2012 Integrated Management System. As such, this project shall adhere to the principles and assurances of these standards and Colemans CGMS, policies, procedures and strategy.

The project will be registered with the Considerate Contractor Scheme.

Important: objectives and targets are to be reviewed at least monthly in preparation for monthly progress / look ahead meetings and monthly client progress meetings with details on the agenda and report then recorded in the minutes.

3.4. Stakeholder consultation and engagement

The following mechanisms are proposed as regards consultation with stakeholders.

We will undertake a letter drop to local residents and businesses in advance of mobilisation (setting up site) providing information on expected programme durations and the typical activities taking place and how these activities will be controlled.

Regular monthly updates will be available via a QR code attached to the site hoarding (see image 3.4a)



Image 3.4a – Community update poster

Throughout the project, a series of engagement meetings at a local venue will be scheduled where we will update stakeholders on the project.

Throughout the project, we will offer a series of controlled open tours of the site to local interested parties.

A dedicated residents hotline manned by our public relations team will be introduced as a means to report any issues directly with us.

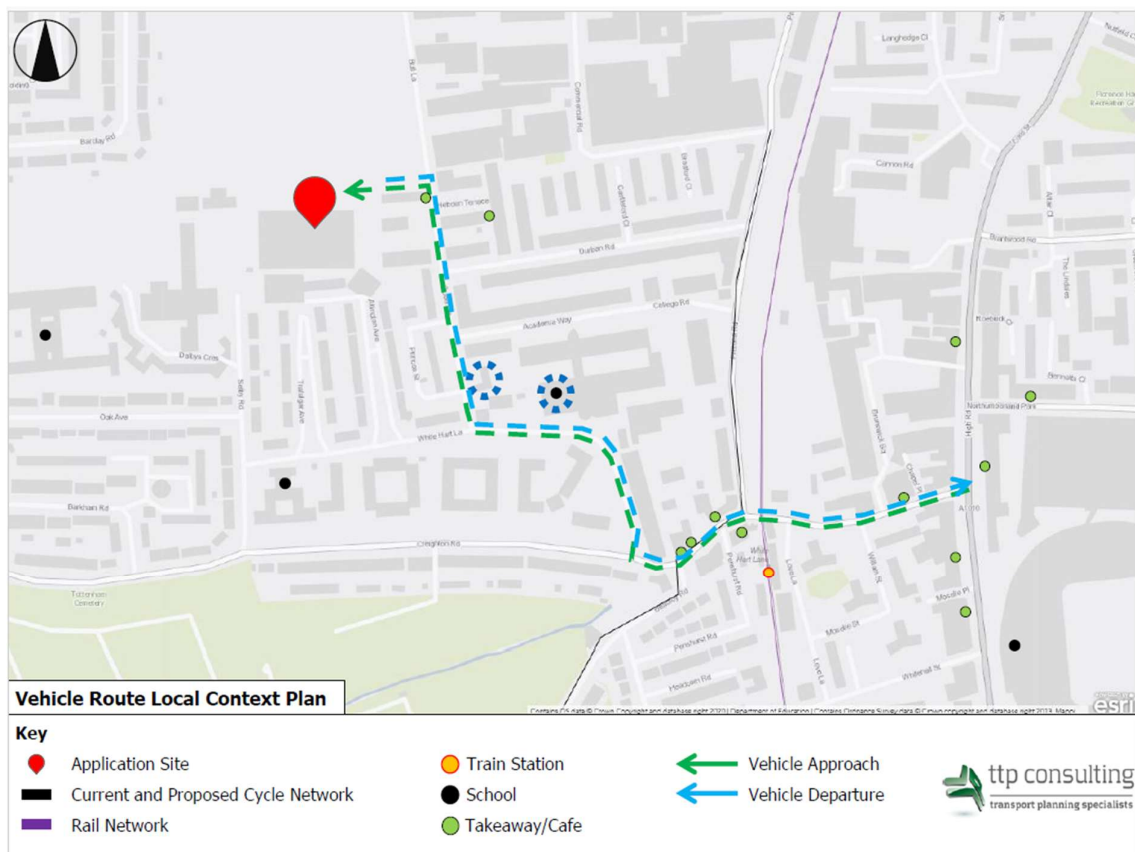
Refer to section 3.21 for complaints procedure

3.5. Site access and traffic management

For site access and traffic management measures, please refer to separate Traffic Management Logistics Plan (TMLP). The TMLP plays a critical role in mitigating the impacts of traffic introduced to the local community as a direct result of this project.

All construction vehicles will arrive travelling from A1010 High Road, via White Hart Lane then north onto Queen Street before turning left into the site. Exiting vehicles will turn right onto Queen Street before returning to the A1010 High Road via White Hart Lane. Vehicle and pedestrian access gates are to be installed to provide access to the site.

Vehicles accessing and egressing the site from Queen Street will be able to do so in forward gear only.



3.5a Image - Site Layout and General Details

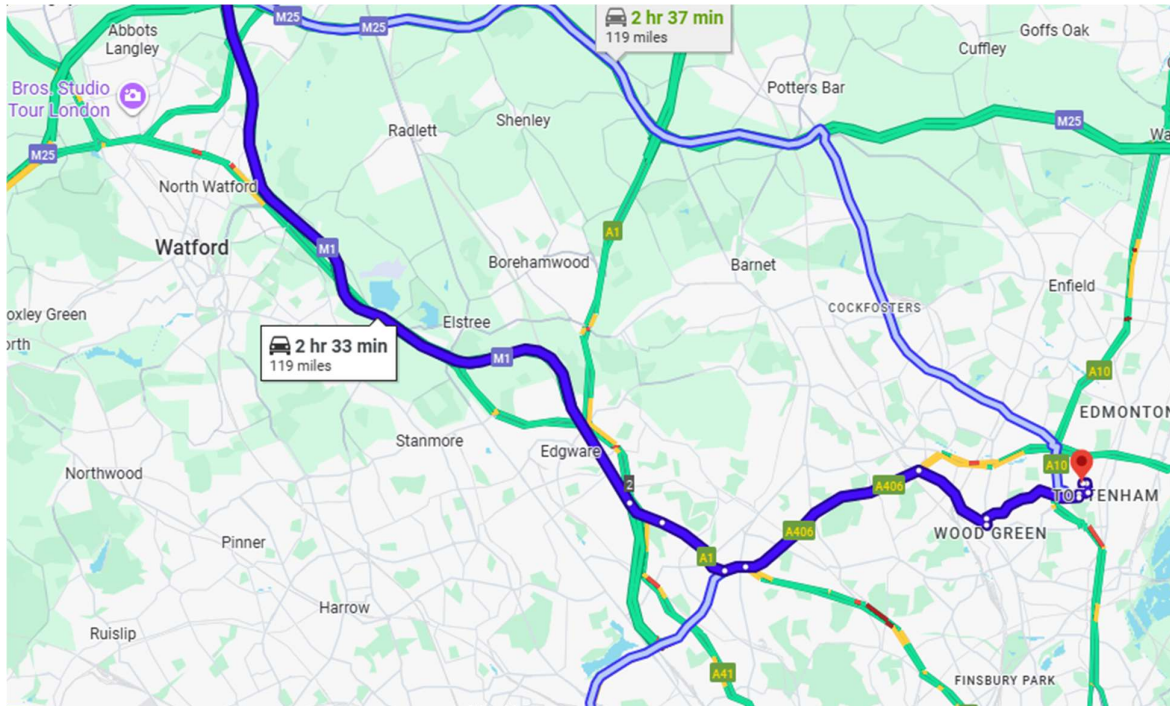


Image 3.5b - Route from M1 to site

During working hours, a Traffic Marshall in high visibility vest and 2-way radio shall be available to facilitate site access and coordinate vehicles movements in and out of the site to safeguard both workers and members of the public. Vehicles entering and exiting site from Queen Street, will be Marshalled until clear of the site and surrounding footpaths in the interests of public safety.

It is foreseeable that during school pick up and drop off times there may be an increase in traffic and footfall associated with student movements in the area around the site. Therefore, no heavy goods vehicles or delivery vans will be permitted to access [or leave](#) the site during the hours between 08:30 – 09:15 and 14:30 – 15:15 (note - we will engage directly with [The Devonshire Hill Primary School & Haringey Sixth Form College](#) prior to mobilisation to confirm peak times and extent of impact on local routes).

[These key times will be passed over to all contractors to ensure all vehicles arrive at the allotted time, ensuring understand that no entry to late vehicles will be allowed.](#)

Owing to the proximity of Tottenham Hotspur Football Club (White Hart Lane), increased traffic levels are expected on weekday match days and [other major events to be held within the stadium](#). Measures will be implemented to manage this, including scheduling demolition traffic movements outside of anticipated peak periods.

[Short time fixture changes will be checked for by the Site Manager, and adjustments made to site traffic as required.](#)

Speed restrictions

All drivers are to note the residential nature of the area, the presence of schools and the 20mph speed limits which must be adhered to. There are also parked vehicles along the route.

Driving and parking on site

Parking spaces on site will be restricted to encourage vehicle sharing and the use of public transport. Persons are not to park in off site spaces or block external routes, only park in the allocated on site spaces and obey all traffic signs and symbols, or instructions from Security or Marshals. Observe the 10mph speed limit and wear your seatbelt. Reverse Park where practical to allow a clear forward path when getting back into your vehicle and leaving site. Give way to pedestrians on crossing points, but always acknowledge you have seen them.

Radios are to be turned down and horns not blasted for communication. Drivers are responsible for ensuring the vehicle they bring to site is in a road worthy condition.

Public Transport

Travel by sustainable means should always be first choice, although parking for justified operational vehicles is available. There is sufficient space for cycle parking on site, lockers and changing facilities within the drying room within the welfare set up. These are provided to support and encourage cycling to the site.

Public transport accessibility is good, the closest bus stop is 'Trafalgar Avenue' located on White Hart Lane approximately 480m (6-minutes walk) to the south of the site. The stop offers access to bus route 318 which provides regular access to Stamford Hill and the W3 which provides a service connecting Northumberland Park to Finsbury Park Station.

The closest train station is White Hart Lane which is located circa 800m (10-minute walk) southeast of the site. It is served by London Overground trains that operate between London Liverpool Street, Cheshunt and Enfield Town; trains operate on a 15min frequency to and from Liverpool Street, with half hourly services to Enfield Town and Cheshunt.

Silver Street Overground station is also located relatively nearby, approximately 1.4km (18-minute walk or 3-6 minutes cycle) to the northeast.

Typical expected movements

The expected transport movements throughout the project phases are detailed below:

Construction/demolition stage	Indicative Start	Indicative End	≤3.5t	3.5t – 7.5t	≥ 7.5t
Drainage/Delap survey	05/05/26	07/05/26	4		
Site establishment & hoarding	27/04/26	01/05/26	10	1	2
Asbestos removal	28/04/26	09/06/26	20		2
Soft strip	28/04/26	16/06/26	10		10
Traditional demolition with excavator	17/06/26	14/07/26	40		15
Slabs and foundations	02/07/26	31/07/26	10		15
Processing of arisings	02/07/26	31/07/26	50		80
Demobilisation	03/08/26	07/08/26	22	2	4

Daily expected frequency:

Construction/demolition stage	Indicative Start	Indicative End	Daily frequency ≤3.5t	Daily frequency 3.5t – 7.5t	Daily frequency ≥ 7.5t
Drainage/Delap survey	05/05/26	07/05/26	1		
Site establishment & hoarding	27/04/26	01/05/26	2	1	0
Asbestos removal	28/04/26	09/06/26	2		0
Soft strip	28/04/26	16/06/26	2		1
Traditional demolition with excavator	17/06/26	14/07/26	7		1
Slabs and foundations	02/07/26	31/07/26	2		1
Processing of arisings	02/07/26	31/07/26	5		4
Demobilisation	03/08/26	07/08/26	5	1	1

Throughout the works, the number of vehicle movements on a daily basis will vary. We would not expect the average number of vehicle movements to not exceed 10 per day, including company vehicles.

Typical plant utilisation

The expected plant and machinery numbers utilised throughout the project are detailed below:

Construction/demolition stage	Excavator	Generator	Crusher	Crane	Other
Drainage/Delap survey					
Site establishment & hoarding		1			1
Asbestos removal		1			1
Soft strip	1	1			

Traditional demolition with excavator	2	1			
Slabs and foundations	2	1			
Processing of arisings	2	1	1		
Demobilisation					1

Loading, unloading & deliveries

The project will adhere to the CLOCS (Construction Logistics and Community Safety) standard. All delivery companies are to be accredited to FORS (minimum of FORS Silver).

The traffic management/logistics plan will be communicated to hauliers in advance of site attendance. For large vehicle movements, the route will be assessed by the transport company to ensure it is suitable for large movements.

Deliveries will be off loaded into the storage compound adjoining the welfare area. Heavy machinery will be offloaded on site under the control of the Site Manager and a Banksman and not on the public roads, bus routes or cycle paths. When collecting items, drivers are responsible for ensuring the load is secure before leaving site

Refuelling

A dedicated refuelling area will be defined on a hard-standing area to aid the control and refuelling from a central point. The double skinned bowser will be locked when not in use with the hose replaced into the integral spill containment between use. Oil spill kits and AFFF foam extinguishers will be in the area.

Reversing

Where reversing cannot be designed out or is unavoidable due to site conditions at the time, reversing of large or heavy vehicles is only permitted under the control of a trained Traffic Marshal or Banksman positioned in a place of safety.

Construction/demolition stage	Reversing movements per phase
Drainage/Delap survey	0
Site establishment & hoarding	4
Asbestos removal	6
Soft strip	6
Traditional demolition with excavator	6
Slabs and foundations	0
Processing of arisings	0
Demobilisation	1

Working areas

Demolition areas and controlled exclusion zones will have a defined internal fence line. This fence line will be used to control access to moving machinery, where it is deemed this is a safer approach to relying on a Banksman. The gates will be secured to prevent people encroaching on moving plant

2-way radios are to be used to contact working parties and plant operators. It is essential that operational plant is turned off and isolated with the attachment grounded before approaching and that the machine is only reactivated once all persons are safely clear of the area and this is confirmed. Always ensure the operator has seen you and knows you are in or out of the exclusion zone using the radio and 'thumbs up'.

Maintenance of internal roads

The Site Manager shall ensure on a day-to-day basis that visual checks are carried out to ensure [external roads, footways](#), internal roads remain in a fit and safe condition. A road sweeper/wheel wash will be available on request to help clean internal and external roads and vehicles leaving site. A supply of rock salt will be retained on site and spread around routes to help maintain safe passage during winter months.

It is envisaged that artificial lighting units will be necessary during the works due to the natural light and existing street lighting afforded during the programme period. In the eventuality of poor weather where visibility along internal routes maybe reduced to ensure the routes remain adequately lit, minimal temporary lighting may be introduced purely on the grounds of safety and will be angled and screened to retain light within in the site to avoid impacting residents at night. Lighting will not be run at night apart from that needed to aid security.

Network operator assets

Network operator assets located near or under traffic routes will be assessed to facilitate the safe passage of heavy goods vehicles and plant. Dedicated crossing points will be installed to safeguard underground and overhead services or no go zones established to keep heavy plant away from the area

3.6. Asbestos

All asbestos containing materials identified in the refurbishment and demolition asbestos surveys (which will be completed prior to demolition) will be firstly verified on site and then removed prior to the soft strip and demolition phases that could otherwise disturb them. The location of ACM's will be discussed with workers and visitors during the induction process.

Asbestos is only to be removed by trained and competent operatives in a controlled manner working to an agreed plan of work. For reassurance, indicative air monitoring will be undertaken during the works. Higher risk materials constituting>NNLW or LW will be

removed by a licensed contractor following the notification period to the HSE. All air monitoring, clearance certificates and consignment notes will be retained on site.

All ACMs will be marked up with paint using the company colour scheme (i.e. red letter 'A') to identify them in the workplace. The asbestos survey will be referred to for this purpose. The Site Supervisor will check and confirm all asbestos materials in the contractor's scope have been removed.

Should any unexpected ACMs be discovered, works are to cease, the area barriered off and the Site Supervisor and project team informed. It is important that if you have been inadvertently exposed to asbestos and could be contaminated, you do not spread contamination to other areas, therefore local individual decontamination will be required before leaving the area. This can be undertaken through the asbestos contractor (if on site) or by using one of the dedicated emergency decontamination boxes. Sampling and assessment will then be organised and if confirmed as asbestos, a methodology and safe systems of work will then be developed for removal.

All soft strip and demolition operatives are to hold asbestos awareness training.

The asbestos survey will be retained within the site starter pack for the project but the survey is to be checked for adequacy/caveats. Before anyone is set to work in any area, all workers must be aware of the location of potential ACM's,

3.7. Excavation, UXO and Archaeology

This project involves identification of and disconnection of underground site services, and removal of slabs, foundations and pile caps. Therefore, these works will involve ground disturbance for which the following procedures will apply:

- Ground investigation surveys are to be consulted before excavating the ground.
- A UXO engineer is to be in attendance, where required in areas highlighted as moderate/high risk in the UXO survey during excavation and piling works. All workers will be subject to a UXO briefing prior to works.
- Confirming services/utilities are not present or if present are disconnected and can be removed or safely protected. Services plans, and records are legible, up to date and have been consulted.
- The area of works and scope of works are captured in applicable RAMS.
- A permit to excavate has been issued and communicated with a clear scope and reference to applicable hazards.
- CAT scanning of area has been undertaken by a competent person and areas scanned marked on drawings (repeating a scan every 300mm excavated);
- Hand dug trial holes are formed to verify the precise location of services, using insulated tools, digging at the side of the service rather than digging directly over the top of it. No mechanical excavating or power tools within 500mm of the

service. Safe hand digging/vacuum excavation practices employed where mechanical excavation may jeopardise utilities.

- Where deep footings are encountered that potentially compromise neighbouring buildings or structures, works must cease and project and client management informed for development of appropriate strategy before continuing.
- Excavations are supported from collapse through appropriate shoring support systems or grading and stepping back the sides based upon depth and ground conditions, removing spoil from the edges, imposing loading restrictions and monitoring for water ingress. Safe access in and out of the trench must be provided and no lone working will be permitted. The trench must be fenced off to prevent falls into it. Utilities in the trench must be left supported and never stood on. When not in use or where the trench is no longer required, where practical it is to be covered over and fenced off or filled in. Warning signs must always be used to demarcate excavations. Note – if you smell gas, or encounter contaminated ground leave the area and report to your supervisor.

Searches on online mapping via Zetica, appear to highlight the site resides in a moderate to high risk UXO (unexploded ordnance) area. Note – UXO survey by competent UXO consultant to be undertaken prior to commencement of excavation/piling works. Workers should remain vigilant and report any unusual sub surface obstructions (Refer to image 3.7a).

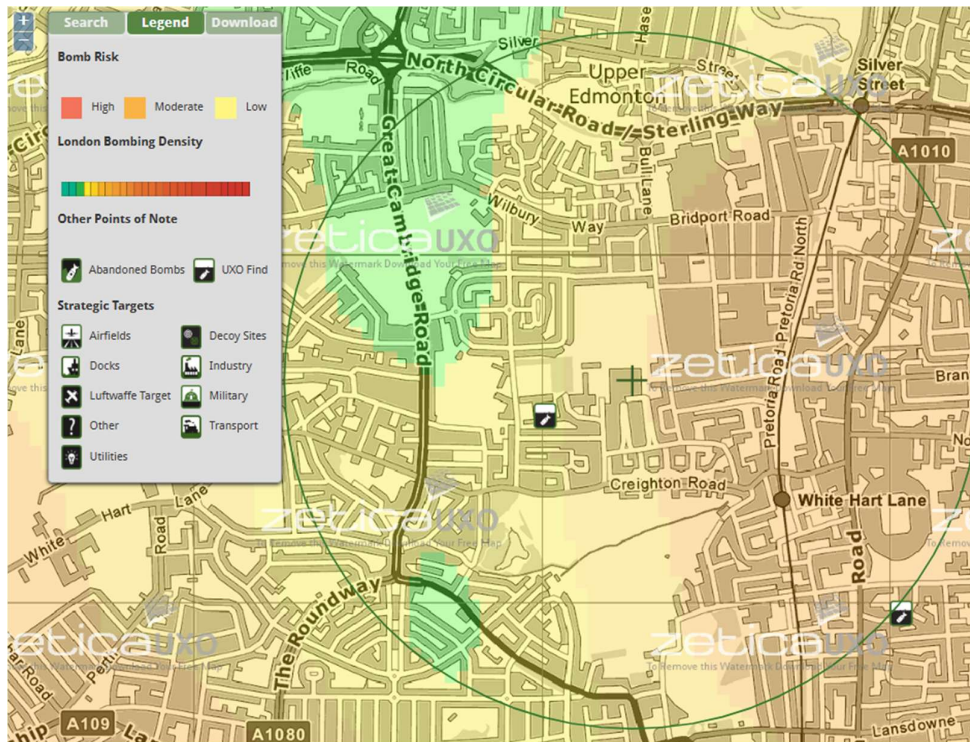


Image 3.7a – Zetica online UXO risk map

A detailed UXO survey has been completed by 1st line defence (OPN23041a Detailed UXO Risk Assessment Unit 39 Queen Street (2026)), 1st Line Defence has assessed that there is an overall Low Risk from German and anti-aircraft unexploded ordnance at the site of proposed works. There is an assessed Negligible Risk from Allied unexploded ordnance.

In accordance with the surveys recommended risk mitigation measures a UXO risk management plan will be created and site specific UXO awareness briefings will be conducted.

Excavation works are to be in line with

- L153 'Managing health and safety in construction: Construction (Design and Management) Regulations 2015. Guidance on Regulations'
- HSE publication HSG247 'avoiding danger from underground services.

The following CGMS forms apply to this section.

Document name	CGMS ref	Purpose
Permit to excavate	CGMS F521	To control excavation work

3.8. Pollution Prevention

All fuel will be stored in accordance with the Environment Agency's 'Pollution prevention for businesses 2016'. Colemans shall instil best practice:

- All tanks and bowzers must be in good condition (unlikely to leak or burst)
- Must be situated more than 10m from a watercourse.
- Within secondary containment.
- Located such that vehicle impact is minimised to the tank and ancillary equipment.
- Has secondary containment of at least 110% of maximum storage capacity (single tank)
- For two or more tanks in a single containment system, containment must be at least 110% of the largest tanks maximum capacity or 25% of the total maximum capacity of all tanks (whichever is the largest)
- Secondary containment must be impermeable to water and oil.
- Secondary containment system must be intact and without any openings, valves or drains.
- Where draw-off pipes/feed lines and fill pipes pass through secondary containment, they must be adequately sealed.
- All valves, sight gauges, vent pipes and taps must be within the secondary containment.

- All taps and valves fixed to the tank, through which oil can be discharged to the open must be fitted with locks and locked shut when not in use.
- A drip tray must be provided of large enough capacity to capture any spills associated with refuelling activities i.e., hose capacity.
- All storage facilities will have an associated spill kit and protocol for use, stocked with sufficient and appropriate absorbent materials for use in case of a spill.

The following protocol will be adopted for all refuelling activities.

- Refuelling and all tank filling to be carried out in designated refuelling areas.
- The use of remote filling point using suitable protected bowzers are only to be used where use of dedicated protected areas is impractical due to the nature of machinery in use.
- All emergency spill kits containing suitable absorbent materials to be kept readily available.
- All bowzers to carry an emergency spill kit where mobile refuelling is necessary.
- Bowzers must be equipped with an automatic cut-out mechanism.
- Valves and taps must not be left open unattended and must be locked when not in use.
- A dedicated refuelling area will be defined on a hard-standing area to aid the control of refuelling from a central point.

All Colemans and their contractors shall be trained in the use of spill kits and the process of dealing with spillages that may occur. Colemans will instil general site rules to ensure that spillages do not occur. The general site principal rules shall include the following:

- Ensure there is spill prevention in place, plant nappies, isolated plant/small tools.
- Safe housekeeping, returning of all tools/refuelling/COSHH equipment to designated lock ups.
- Regular checks for faults and reporting of damage (Daily plant check sheets, Maintenance).
- Safe handling of chemicals and good practice for refuelling technique (use funnel provide for jerry can).

The process flow of any spillage on site shall follow the following guidelines.

- Assess and Stop
- Contain and Notify
- Clean up.
- Report

No materials are to be disposed of down site drainage. Bunds will be monitored for overfilling. All spills must be reported but refer to P344 Emergency Spill Procedure document for practical guidance on how to handle a spill. Spill containment provisions

are located in the following locations and will be checked regularly and recorded on CGMS F345 :

- Site welfare.
- COSHH compound.
- Manoeuvred around areas by the teams subject to work activity undertaken.

COSHH assessments are required for all hazardous substances encountered on this project. Substances (this includes chemicals, fuel, oils etc.) are to be stored in dedicated 'COSHH' storage/bunded areas (capable of withholding 110% capacity of the largest container) and have lids and labels fitted.

G3 filter medium will be used to prevent site debris entering retained public drainage systems.

There must be no hot works or smoking near container stores. Refuelling and plant maintenance is to be done in dedicated areas away from drains.

The project ground investigation survey (CGL - Ground investigations) has been undertaken, and chemical analysis of Made Ground soil samples indicates that contaminant concentrations are below the human health generic assessment criteria for commercial end use. However, asbestos was identified at concentrations of less than 0.001% at 0.30 m below ground level. The overall risk to construction workers is assessed as moderate, and appropriate site practices are therefore required, including the implementation of good hygiene measures, dust suppression, and the use of suitable personal protective equipment (PPE).

Removal works that cause ground disturbance will be developed in conjunction with JIWG Decision Support Tool for the Categorisation of Work Activities Involving Asbestos in Soil or Construction & Demolition Materials in accordance with CAR 2012.

A hazardous materials survey will be undertaken during the mobilisation phase of the works to identify any hazardous substances present and to inform the development of appropriate remediation measures for any hazardous waste residues identified.

Should any localized contamination be identified during ground excavations, works will be suspended, and sampling will be carried out to inform the development of an appropriate remediation strategy.

3.9. Lead/fume

Steel potential consisting of lead paintwork or lead flashing will be handled mechanically in set processing areas. Any loose paint flakes will be collected for disposal.

Dedicated hot cutting zones will be established away from any sensitive boundaries to avoid excessive fume causing nuisance. Where this is unavoidable, filtration and extraction will be implemented.

3.10. Guano and carcasses

A small amount of guano/bird droppings may be evident in unoccupied structures. The materials are to be wetted and collected under controlled conditions to avoid any spores becoming airborne during demolition.

3.11. Dust

In line with IAQM 'Guidance on the Assessment of Dust from Demolition and Construction' and 'Guidance on Air Quality Monitoring in the Vicinity of Demolition and Construction Sites', and the London Borough of Southwark Technical Guide to Construction and Demolition, real-time dust monitoring units will be installed around the site prior to phases of works likely to generate dusts.

Proposed locations for monitoring stations are as per the image 3.11a below (note this does not account for phasing of works at this stage). Works likely to generate noise/vibration in line with:

- IAQM - Assessment of dust from demolition and construction 2024 V2.2
- IAQM - Air Quality Monitoring in the Vicinity of Demolition and Construction Sites 2018
- Planning constraints applicable to the project.



Image 3.11a – NDV monitoring locations (star=NDV)

PM10 monitors should be installed according to the European Directive 2008/50/EC: - The flow around the inlet sampling probe shall be unrestricted (free in an arc of at least 270 degrees). There should be no obstructions affecting the airflow in the vicinity of the sampler, normally some metres away from cabins, trees and other obstacles but at least 0.5m from the nearest building. Inlet sampling point shall be between 1.5m (the breathing zone) and 4m above the ground. The inlet probe should not be positioned in the immediate vicinity of sources to avoid the direct intake of emissions unmixed with ambient air.

The mCERTs calibrated dust monitoring equipment will run continuously during the demolition phase and commence at least 2 weeks prior to demolition works commencing. The results of the monitoring will be available for review in real time via the monitoring systems cloud-based portal (Insite). The Project Manager, Site Manager and HSEQ Manager will have access to the portal to review monitoring data. These persons will also receive text and email exceedance alerts generated when a red or amber trigger level is exceeded.

All red and amber alerts will be automatically logged and recorded on the monitoring systems real time database for reference.

Suggested dust level alert setup for real-time monitoring is as follows:

Air Quality Trigger levels		
	1 hr mean	24 hr mean

PM10	Red - 190 ug/m3 Amber - 150 ug/m3	50 ug/m3
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Actions in relation to exceedance of a stated threshold/trigger level is as follows.

Amber (lower threshold)	Red (upper threshold)
1. Amber alert received. 2. Works may continue whilst issue is investigated. 3. Site Manager to review works to ensure the required stipulated measures have been implemented. If not, required measures must be implemented. 4. If additional measures may help to alleviate the issue, discuss with Project and HSEQ Manager and introduce as necessary. 5. Activity may proceed as long as stipulated controls are being adhered to and upper threshold is not exceeded. 6. Record exceedance (and reason) in the site environmental monitoring logbook. This log and weekly reports from the cloud-based monitoring system will be made available to the local authority as required. 7. Continue to monitor and review. Note – if exceedances are generated by non-Coleman site activity, works will be permitted to continue and note made on the environmental monitoring log for reference.	1. Red alert received. 2. Relevant site activity to cease immediately. 3. Site Manager to review activity generating excessive levels. 4. Site Manager to ensure the required stipulated measures have been implemented. If not, required measures must be implemented. 5. If additional measures may help to alleviate the issue, discuss with Project and HSEQ Manager and introduce as necessary. 6. Activity must not recommence unless levels can be reduced below the upper threshold. 7. Record exceedance (and reason) in the site environmental monitoring logbook. This log and weekly reports from the cloud-based monitoring system will be made available to the local authority as required. 8. Continue to monitor and review. Repeat cessation and review if further exceedances are experienced. Note – if exceedances are generated by non-Coleman site activity, works will be permitted to continue and note made on the environmental monitoring log for reference.

General dust and air quality control measures shall include:

- Dust levels are to be visual monitored on a daily basis (in addition to monitoring equipment) and works ceased and reviewed if stipulated controls are not mitigating the build-up and release/transmission of dusts.
- The site boundary will be screened with 2.4m timber hoarding. Additionally, scaffolding will be fully encapsulated and localised works will be screened with Heras type fence panels and debris netting.
- **Daily on-site and off-site inspections by the site manager will be undertaken to monitor dust soiling effects, with cleaning to be provided if necessary. Inspection**

frequency will increase when activities with a high potential to produce dust are being carried out.

- Mobile dust suppression units and excavator mounted suppression (fine atomised spray) will be utilised to control dust at source.
- Haulage roads and vehicles will be maintained as per the requirements outlined within the Construction Traffic Management Plan. A maintained traffic route will be retained to prevent vehicle wheels spreading dirt/dust off site. Routes will be positioned to avoid unnecessary disruption to local receptors at the boundary, from the site boundary. Routes will be cleaned regularly to prevent dusts being raised and blown off site. This will include a road sweeper to help maintain the site access route.
- There will be no open stockpiling of aggregates/spoil on site with no intended use or disposal, Short term stockpiling may be permitted only where waiting to be recovered or used and dusts kept under control from damping down or sheeting. Loads leaving site will be sheeted before leaving.
- There will be no burning of waste on site or fires (the only exception will be controlled hot cutting/burning activity with oxy-propane where cold cutting is not practical. Such works will be undertaken in controlled areas only).
- Engine idling [will not be permitted to be in line with S6.0 Mitigation Measures of the Air Quality Dust Management Plan \(AQDMP\).](#)
- [All loads will be covered and securely fastened to ensure no dust/debris spillage occurs on site or on the highway/footway abutting the site.](#)
- Controlled drop zones will be implemented within the internal areas structures to help contain dusts. If external, the zone will be enclosed i.e. a chute.
- Materials will not be routinely dropped from height unless part of the controlled demolition sequence within controlled areas.
- Processing areas will be located away from nearby receptors, or if not practical screened and mitigation measures implemented to control dusts/fumes.
- Bucket and pulveriser attachments are preferred to breakers. Breakers will only be used where there is no practical alternative. In the event of their use, regular breaks in activity would be proposed beyond short duration and limited intermittent use.
- Generators will not be positioned within 20m of the site boundary with exhaust positioned away from receptors.
- HVO and hybrid or solar equipment will be utilised to minimise diesel and petrol emissions.
- The site will comply to NRMM requirements for Greater London although outside of scope. As of January 2025, all NRMM on all sites within Greater London will be required to meet Stage IV as a minimum. The requirement for generators will continue to be Stage V.
- The company name and contact number, in addition to the project hotline will be affixed to the boundary in the event of dust issues.

- Should noncompliance be established in relation to shortcomings associated with the proposed controls, this will be investigated and a non-conformance raised to improve arrangements and drive continual improvement. This may be in addition to frequent environmental inspections or hazard observations raised.

3.12. Noise & vibration

Calibrated real-time noise and vibration monitoring units will be installed around the site prior to phases of works likely to generate noise/vibration in line with (see image 3.11a):

- Planning consent decision draft conditions
- London Borough of Southwark Technical Guide to Construction and Demolition
- BS 5228-1:2009+A1:2014 'Code of practice for noise and vibration control on construction and open sites - noise';
- BS 5228-2:2009+A1:2014 'Code of practice for noise and vibration control on construction and open sites - vibration'.

Ambient background noise, dust and vibration levels will be ascertained using calibrated equipment installed by our environmental monitoring consultants by taking measurements at the boundary during the day and night two weeks prior to demolition. These measurements will be used to understand typical existing levels and how these contrast to levels generated throughout the works

The stipulated and suggested noise and vibration monitoring levels are:

Noise Levels	
Device Enviroguard NDV	
Suggested amber alert	Suggested red alert
L _{Aeq} 1h Monday - Friday = 75 dB(A)	L _{Aeq} 1h Monday - Friday = 80 dB(A) L _{Aeq} 10h Monday - Friday = 75 dB(A)
Vibration Levels (site)	
Device: Enviroguard NDV	
Suggested amber alert	Suggested red alert
3 mm/s PPV	5 mm/s PPV 3 mm/s PPV

Where plant and/or equipment is used continuously and cannot meet the noise limits even with Best Practicable Means employed, then the developer must employ a staggered approach to works, i.e. 2 hours on, 2 hours off. For example, 'on' hours; 08:00 – 10:00, 12:00 – 14:00, 16:00 – 18:00, Saturday 11:00 – 13:00 only, unless otherwise agreed in writing with the Environmental Protection Team.

Actions in relation to exceedance of a stated threshold/trigger level is as follows.

Amber (lower threshold)	Red (upper threshold)
1. Amber alert received. 2. Works may continue whilst issue is investigated. 3. Site Manager to review works to ensure the required stipulated measures have been implemented. If not, required measures must be implemented. 4. If additional measures may help to alleviate the issue, discuss with Project and HSEQ Manager and introduce as necessary. 5. Activity may proceed as long as stipulated controls are being adhered to and upper threshold is not exceeded. 6. Record exceedance (and reason) in the site environmental monitoring logbook. This log and weekly reports from the cloud-based monitoring system will be made available to the local authority as required. 7. Continue to monitor and review.	1. Red alert received. 2. Relevant site activity to cease immediately. 3. Site Manager to review activity generating excessive levels. 4. Site Manager to ensure the required stipulated measures have been implemented. If not, required measures must be implemented. 5. If additional measures may help to alleviate the issue, discuss with Project and HSEQ Manager and introduce as necessary. 6. Activity must not recommence unless levels can be reduced below the upper threshold. 7. Record exceedance (and reason) in the site environmental monitoring logbook. This log and weekly reports from the cloud-based monitoring system will be made available to the local authority as required. 8. Continue to monitor and review. Repeat cessation and review if further exceedances are experienced.

General noise and vibration control measures shall include

- Only conducting works as per the times outlined within section 1.6
- All site personnel will be briefed during their induction and at daily pre start briefing on their responsibilities to minimise noise
- Installation of 2.4m timber hoarding at the site boundary
- Low noise and vibration models, enclosures that reduce transmission potential, All noise will be controlled at source wherever possible
- The reuse of waste arisings on site will be maximised to minimise vehicle movements
- No radio players will be permitted on site
- Processing areas will be located away from nearby receptors, or if not practical screened and mitigation measures implemented. Note – during noisy activities likely to otherwise cause complaints from local receptors if additional measures are not taken, acoustic screening will be erected at specific areas on site to form a noise barrier
- Bucket and pulveriser attachments are preferred to breakers. Breakers will only be used where there is no practical alternative. In the event of use, regular breaks in

activity would be proposed beyond short duration and limited intermittent use and transmission pathways interrupted with acoustic screens.

- Cutting of channels in shared foundations that may allow vibrations to travel beyond the site boundary
- Specific Risk Assessments & Method Statements (RAMS) will be prepared for all elements of the works which will review specific noisy works, the developed design and best mitigation
- Loading and unloading of vehicles, dismantling of equipment such as scaffolding or moving equipment or materials around the Site will be conducted in such a manner as to minimise noise generation
- Avoiding dropping of materials
- Only undertaking works within agreed working hours stated in this plan and under planning permission
- Fixed generators for example in the welfare area potentially required to run outside of agreed hours for security purposes, will be super silenced models and housed in an acoustic enclosure. Generators will be a minimum of 15 meters from the site boundary wherever practical. If it is practical to utilise a diesel/battery hybrid generator (practicality based upon power consumption to feed security requirements) this will be deployed
- Ensuring plant is regularly maintained with seats in good condition and complete with adjustment and suspension. Roads will be kept level and drivers discouraged from rocking machines to reduce vibration

3.13. Flooding and groundwater

Weather forecasts will be monitored daily and EA flood warnings can be checked at the following source <https://flood-warning-information.service.gov.uk>. The site resides in the following flood risk categories:

- Rivers and seas – Flood zone 1, has a low probability of flooding from rivers and sea.
- Surface water – The chance of surface flooding at this location could be more than 3.3% (1 in 30) each year.

The extent of surface water flooding may vary based upon effective drainage within the local area and extent of rainfall. The extent of flooding in their areas should be monitored daily during excessive weather events.

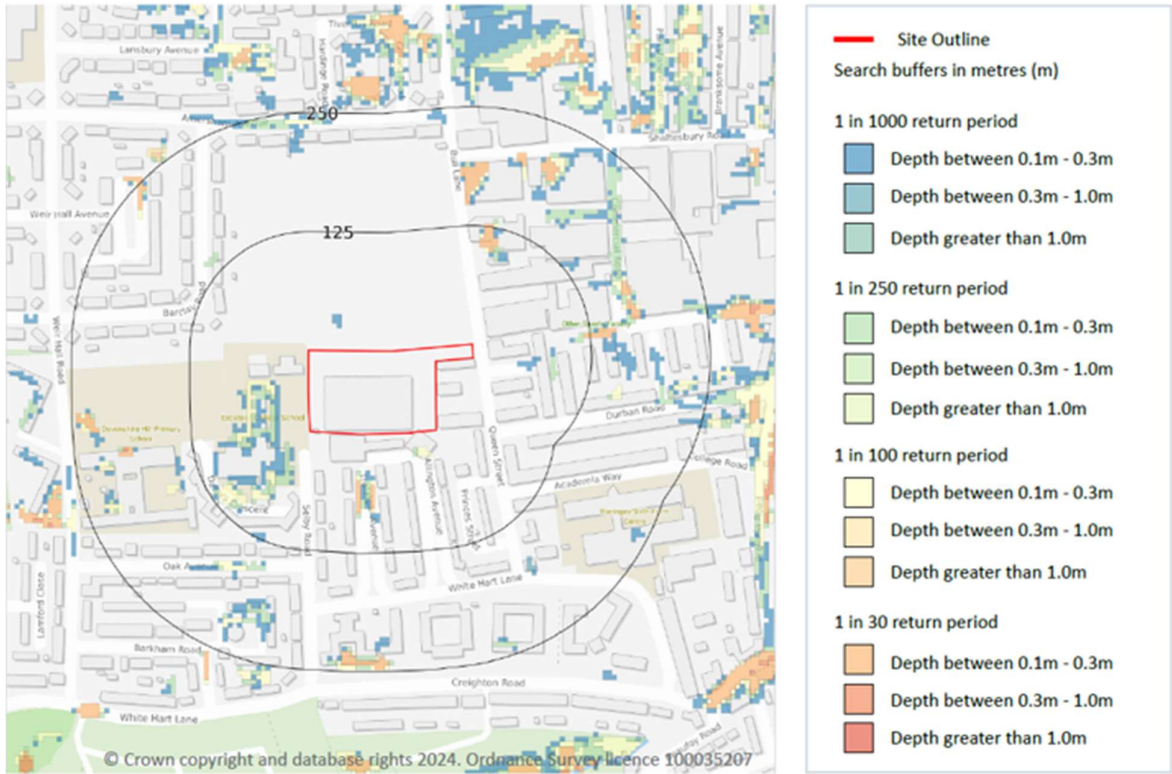
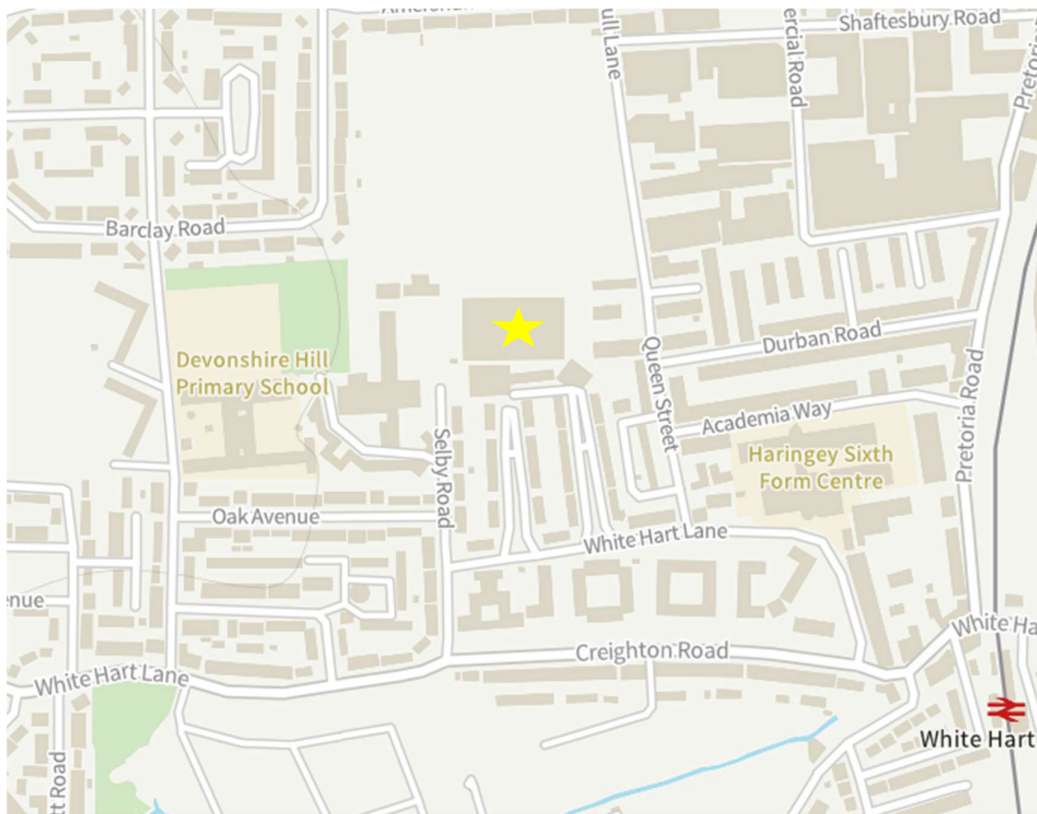


Image 3.13a - surface water flooding map



3.13b - Rivers and seas – Flood zone 1

Five groundwater and gas monitoring wells are located within the site boundary (refer to image 3.13b). It is recommended that following completion of any additional monitoring visits, these wells are decommissioned in accordance with Environment Agency guidance “Good practice for decommissioning redundant boreholes and wells.”

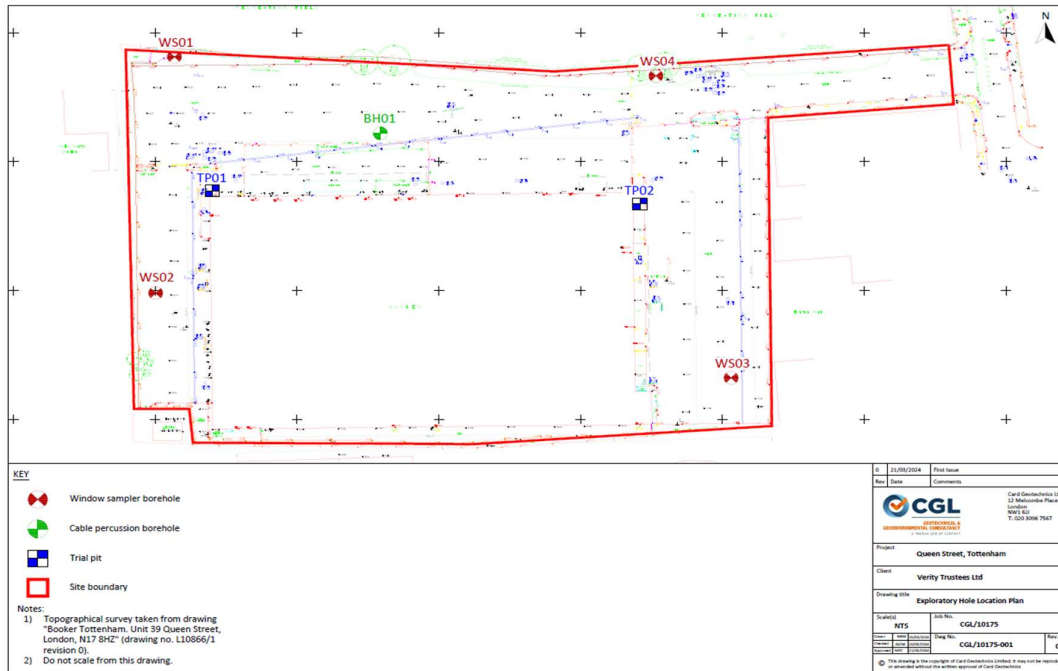


Image 3.13b – Monitoring well locations

The scope of works includes the removal of private underground drainage services within the site boundary. These services will not be reinstated as part of the demolition works. To mitigate the risk of site flooding and uncontrolled surface water run off during demolition, the following measures will be implemented as standard practice:

- Existing hardstanding slabs will be retained for as long as practicable during demolition to reduce surface water generation.
- As demolition progresses, existing rainwater gutters will be removed. The site benefits from established drainage infrastructure, all existing drainage will be inspected to confirm functionality and any defects addressed where required. Existing site drainage will be retained throughout demolition of above-ground structures.
- Drains located within demolition or waste processing areas will be protected with G3 filters to prevent blockage from demolition debris.
- Water based dust suppression will be controlled to minimise excess run off. Misting or fog cannons and atomised spray systems will be used in preference to hosepipe usage. Equipment will be operated only when required and water flow rates set to the minimum necessary.
- No residues or water associated with the works will be permitted to leave the site boundary. During excavation works, natural batters and gradients will be formed to direct water back into the site.

- Vacuum tankers and pumping systems will be available on standby to manage any localised flooding, with controlled collection and discharge to foul drainage where required.
- A designated area of hardstanding will be retained to allow natural wheel cleaning for vehicles exiting the site. This area will be maintained and cleaned regularly using a road sweeper.
- Site drainage plans and topographical surveys are included within the PCI package. Based on the west-to-east fall across the site, it is anticipated that in the event of flooding, surface water would follow the access road towards Queen Street in line with existing topography.
- Flood risk warnings will be monitored regularly throughout the works. In the event of localised flooding, activities will be reviewed to assess potential impacts. Colemans will liaise with the supply chain to ensure dewatering and vacuum tanker services are available at short notice if required

3.14. Services inc. drains and discharge

Private drainage is to be capped 1 metre from the public main connection. All public drainage is to be retained and protected. Site plans highlighting site drainage arrangements are to be retained and displayed on site.

G3 filter medium will be used to prevent site debris entering retained public drainage systems. Canteen and welfare waste waters will be discharged to foul drainage only although it is likely a self-contained waste water system will be utilised.

Refuelling and plant maintenance is to be done in dedicated areas away from drains.

3.15. Waste Management and Sustainability

All waste will be recorded on a dedicated site waste management plan and all transfer and consignment notes retained for full tractability. Our goal is always to maximise reuse and recycling opportunities and we aim to recycle at least 95-98% with waste to landfill as a last resort.

The building will be subject to internal hand segregation and external machine segregation of waste streams to maximise opportunities for recycling/recovery.

Typical waste streams are predicted disposal options are indicated below:

	Concrete and brick	Asbestos	Timber	Plasterboard	Glass	Mixed
Re use						
Recycle	4000T		4T	15T	1T	9T
Landfill		15T				1T
RDF			1T			

Disposal facilities and transport companies shall be subject to due diligence checks prior to use.

Open top skips are to be avoided and loads sheeted and fastened before leaving site. Waste should be removed from site as soon as is practical.

No early or late deliveries will be permitted; this will be clearly communicated with all waste management company's used throughout the project.

Waste compactors will not be used on this project.

Green logistics measures will be implemented throughout the project in relation to waste management. No waste containers will be permitted to leave the site unless they are 100% full, thereby reducing the number of vehicle movements required. This process will be closely managed by the Site Manager.

Voids formed following the demolition will be backfilled using a combination of imported recycled aggregates produced in line with the WRAP quality protocol to produce aggregates from inert waste, and clean site generated crushed brick. Where aggregates are removed from site, one sample for every 500m³ will be taken and tested by an accredited laboratory.

All timber used for protecting services or hording lines is to come with FSC chain of custody/certification.

3.16. Smoke detectors/fluorescent lighting

These items pose a risk to the environment due to the hazardous materials contained within them. These items must be collected carefully keeping them intact where they will be stored in dedicated containers for collection by a specialist contractor.

3.17. Vegetation/wildlife

The project ecological survey (12835 PEA (PRA BBI V2) dated 16/04/2024) identifies the following recommendations and considerations as regards the presence of invasive or protected species.

- It is recommended that habitat clearance and building demolition works be undertaken outside the main nesting bird season. The nesting bird season for most British bird species is between March and August (inclusive). Should this not be possible, all suitable nesting habitat (including buildings) must be inspected by an ecologist to determine the presence/absence of any nesting birds prior to clearance. In the event of an active nest being identified, a temporary exclusion zone would need to be placed around the nest and development paused until the dependent young have fledged which may be several weeks. The ecologist will determine safe working distances and the distances will be dependent upon

the bird species present. Workers are to remain vigilant for wildlife throughout the works. During the works, operatives will carry out daily inspections of the buildings, particularly around eaves and fascias. Should any nesting or roosting species be identified, works will cease immediately in the affected area and the matter will be reported to the ecologist for further guidance.

- During the survey no potential bat roosting features were seen in the buildings or adjacent off site and onsite trees. It was considered that the onsite features offered negligible potential for roosting bats.
- No direct evidence of hedgehogs was seen on the site. However, the presence of vegetation and short grass could have provided suitable foraging areas for this species. Overall, the site offered low potential for hedgehogs.
- The site did not contain the type or density of vegetation that would be suitable for supporting either breeding or commuting dormice. Overall, it was considered that the site offered negligible potential to support breeding dormice and negligible potential to support commuting dormice
- The habitats on site were not suitable for either breeding or foraging badgers. Overall, the site offered negligible potential for breeding badgers and negligible potential for foraging and commuting badgers.
- There are several buddleia plants encroaching on the site boundaries (see image 3.17a). While not listed in Schedule 9 Part II of the Wildlife and Countryside Act it appears on the Non-Native Species Secretariat 3 register and appears on the London Invasive Species Initiative as a Species of Concern⁴. All invasive species should be fenced off with warning signs posted to prevent disturbance and only removed if subject to agreed remediation plan.



Image 3.17a – Buddleia location

All trees will be retained (and protected in line with the measures outlined in the British Standard “Trees in Relation to Design, Demolition and Construction to Construction – Recommendations” (BS 5837) (2012) and therefore no impacts to roosting bats or nesting birds are anticipated within the vegetation onsite. If any local vegetation/trees needs to be cleared, the works will be subject to a dedicated plan of work and prior ecological watching brief.

- Refer to image 3.17b for example of tree protection installations
- Vegetation such as mature trees and native hedgerows offering biodiversity benefits, sufficient quality and those with TPO status are to be retained wherever possible. Refer to tree retention plan within tree protection plan
- Remember that when removing trees, this may impact the ground around the roots, and impact for example sub surface gas, water and electrical cables and pipes. Always refer to plans, CAT scan and remove carefully exposing and visually checking as you go
- Trees are only to be removed by a licensed tree surgeon
- All site activities are to be coordinated so not to damage the root systems of retained trees in strict accordance with Arboriculturist's requirements. Any loading of ground above roots (where this cannot be avoided) and the proposed protective measures for example with hoarding, crane matt, welfare cabins,

scaffolding, crossover and heras fencing kentledge, is to be agreed with the project Arboriculturist prior to installation



Image 3.17b – example of tree protection measures

With regard to wildlife specifically:

- Any demolition/vegetation clearance will need to occur outside of the nesting bird season. If vegetation is proposed for removal during the bird breeding season, it should first be inspected by a suitably experienced ecologist. If an active nest is discovered, the vegetation containing the nest will remain in situ and an appropriate buffer stipulated by the ecologist adopted until the young have fledged.
- Prior to the demolition of structures, the site team will remain observant for wildlife activity. Works will cease if spotted and an ecologist consulted
- Openings to buildings pre demolition are to remain as sealed as practical to discourage birds or bats entering buildings
- Bins and skips should be covered
- Lighting for site will be switched off out of hours. If used during darker months, lighting will be angled to prevent casting excessive light on to dense scrub/possible roosting sites

3.18. NRMM/air quality

The site has been registered at <http://nrmm.london>.

In line with the London Borough of Haringey's Technical Guidance for Construction and Demolition, we will undertake a range of measures designed to minimise our impact on air quality.

In relation to London's low emission zone for non-road mobile machinery (NRMM), the site resides outside the Central area. The current standards are stage IV for construction machinery operating in the Central Activities.

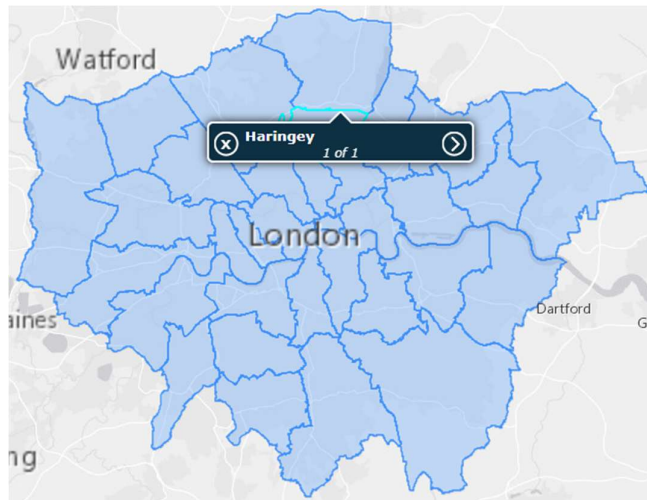


Image 3.18a - London NRMM map and site location

Stages IIIB and IV are not defined for machines with constant-speed engines, such as generators therefore, such equipment is required to meet Stage V emission standards. In addition, Stage IV is not defined for variable-speed engines below 56 kW, and these machines are also required to meet Stage V standards. In accordance with the NRMM Low Emission Zone requirements, all applicable plant operating within Greater London must comply with the relevant minimum emission standards in force at the time of works.

The Site Manager and Plant Manager will be responsible for ensuring compliance to the scheme.

All commercial road vehicles attending the site must meet European Emission Standards pursuant to the EC Directive 98/69/EC of Euro 4 for petrol vehicles and Euro 6 for diesel vehicles and Euro 6 for all lorries and specialist heavy goods vehicles. Transport operators are to be accredited under the FORS scheme having achieved at least FORS Silver.

Green D+ HVO fuel will be used as a diesel replacement for plant on this site, offering a potential 90% emission saving.

Engine idling [will not be permitted](#) and there will be no burning of waste on site.

To avoid unnecessary travel, meeting invites will include 'Teams' invites. Parking on site will be restricted to encourage vehicle sharing.

Air conditioning systems will be drained of all refrigerant gasses, including any ODS F-gas, by specialist contractors.

[Efforts to maximise efficiency will be undertaken which may include alternative modes of transport and maximisation of vehicle utilisation by ensuring full loading and efficient routing. Including the employment of green and reverse logistics strategies to reduce environmental impact.](#)

See also section 3.11 dust.

3.19. Light pollution

It is envisaged that artificial lighting units may be necessary during the works due to the lack of natural light afforded during the programme period. Temporary lighting may be introduced purely on the grounds of safety and will be angled and screened to retain light within in the site.

CCTV with night vision will be utilised out of hours to avoid having to illuminate the grounds

3.20. Odour

Should excavation uncover odorous materials, works shall stop and deodorising misting unit's agents introduced to site to mitigate the odour if deemed necessary. 'Sniff testing' in line with CGMS F346 and Environment Agency guidance H4 'Odour Management' will be undertaken by the Site Manager.

3.21. Enquiries, complaints and non-conformance

Enquiries about site

Queries raised will initially be managed by the Site Manager who will aim to resolve the query amicably at a local level. The Site Manager will update the project query log with the relevant details and inform the Project Manager & Health, Safety, Environment & Quality (HSEQ) Manager.

Where the query cannot be resolved at a local level, it will be escalated and the Project Manager or appointed public relations team will contact the individual (if known) to

discuss the query and attempt to resolve. The Project Manager or public relations team will update the query log with the additional details

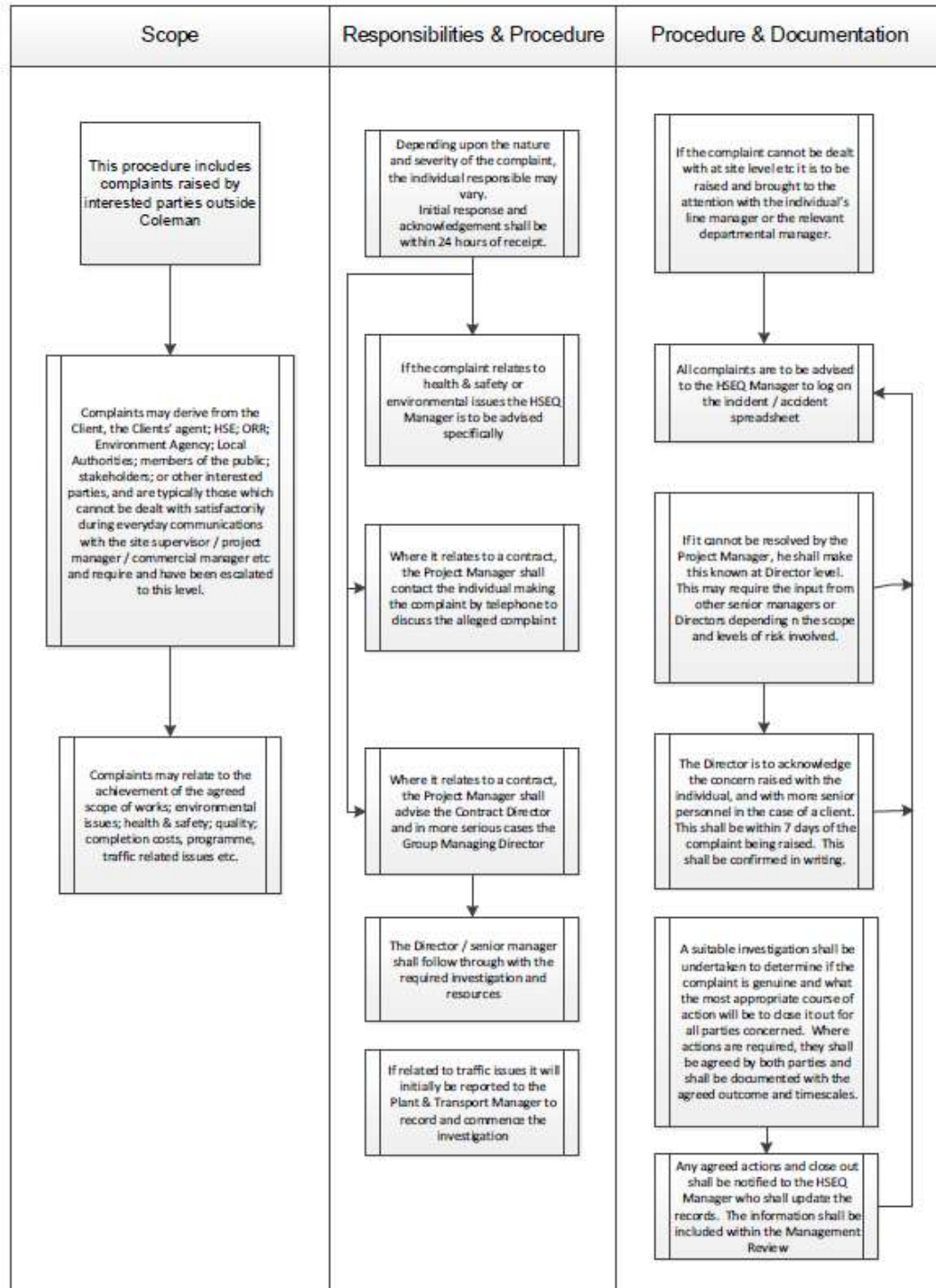
Where the query still cannot be resolved, it will be escalated to the Project Director who will oversee resolution.

General

All complaints will be taken seriously and dealt with as soon as practical in a professional and courteous manner in line with CGMS P066 'Complaints'

COMPLAINTS

CGMS P066



A complaints log will be maintained throughout the project for ensuring all complaints and actions are tracked and all relevant parties are kept informed.

Complaints raised through the dedicated hotline and email will be handled and directed by the public relations team. At the earliest possible convenience, the public relations team will assess the nature of the complaint and allocate and escalate in line with the complaint's procedure. The public relations team will update the project complaints log with the relevant details.

The hotline will be monitored out of hours and directed to the out of hours security company. In the event of an emergency, they will notify the appropriate emergency services and Coleman project team.

Please note - a direct hotline and email will be communicated directly to neighbouring residents and educational settings prior to commencement of the works

Please note - members of the public and local residents are encouraged to raise complaints through the aforementioned means. However, out of hours emergency scenarios should always be raised with the relevant authorities or public services

Refer to public relations, project hotline and key email contact details in section 1.4 of this plan.

Non-Conformances

Where a complaint is validated as genuine and identifies gaps in the application of control measures or a failure to adopt best practice, the case will be investigated by the Health Safety, Environment & Quality (HSEQ) Manager, and a non-conformance report raised in the interests of preventing a reoccurrence. All non-conformances will be logged on the company non-conformance register.