

# Corporate Services



£m	Page Number		2004/05	2005/06	2006/07	2007/08	2008/09	2009/10	Total 05/06-09/10
<b>Corporate Services</b>									
<b>Group Information Management</b>	339	CS-PR01							
<b>Regulatory Compliance</b>	340	CS-PF01							
Equality and Inclusion	341	CS-PJ01	0.1	0.1	0.1	0.1	0.1	0.1	0.5
Group Freedom of Information	342	CS-PJ02	0.4	0.5	0.0	0.0	0.0	0.0	0.5
<b>Organisational Efficiency</b>	343	CS-PF02							
Integration rationalisation									
Project including LISA	344	CS-PJ03	1.7	0.3	0.0	0.0	0.0	0.0	0.3
Infrastructure capacity #		CS-PJ04	1.2	0.0	0.0	0.0	0.0	0.0	0.0
<b>Strategy and Planning</b>	345	CS-PF03							
Customer Contact Management #		CS-PJ05	0.2	0.0	0.0	0.0	0.0	0.0	0.0
Group Lost Property #		CS-PJ06	0.1	0.0	0.0	0.0	0.0	0.0	0.0
Journey Planner #		CS-PJ07	1.9	0.0	0.0	0.0	0.0	0.0	0.0
Document Management	346	CS-PJ08	0.2	1.0	0.1	0.1	0.1	0.1	1.3
Document Management for Legal #		CS-PJ09	0.1	0.0	0.0	0.0	0.0	0.0	0.0
<b>Solution Delivery</b>	347	CS-PF04							
Archiving and search Tools	348	CS-PJ10	0.0	1.2	0.0	0.0	0.0	0.0	1.2
<b>Group Information Management Total</b>			<b>6.0</b>	<b>3.1</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>0.2</b>	<b>3.7</b>
<b>Group Property and Facilities</b>	349	CS-PR02							
<b>Group Property</b>	350	CS-PF05							
White City	351	CS-PJ11	16.3	17.6	4.1	1.8	0.0	0.0	23.5
Southwark Station	352	CS-PJ12	0.3	1.1	1.0	1.5	0.2	0.0	3.8
Moorfields	353	CS-PJ13	0.0	0.7	1.9	0.2	0.0	0.0	2.8
South Kensington	354	CS-PJ14	0.1	0.5	1.1	1.1	0.7	0.3	3.7
Fulham Broadway	355	CS-PJ15	0.3	0.2	0.0	0.0	0.0	0.0	0.2
<b>Group Facilities – Property Care</b>	356	CS-PF06	0.0	1.0	1.0	1.0	1.0	1.0	5.0
<b>Group Property and Facilities – Other</b>	357	CS-PF07	6.2	1.7	1.3	0.7	1.8	2.0	7.4
<b>Group Property and Facilities Total</b>			<b>23.1</b>	<b>22.8</b>	<b>10.4</b>	<b>6.3</b>	<b>3.7</b>	<b>3.3</b>	<b>46.4</b>
<b>Corporate Services</b>			<b>29.1</b>	<b>25.9</b>	<b>10.6</b>	<b>6.4</b>	<b>3.9</b>	<b>3.4</b>	<b>50.1</b>

# No project summary is provided since the project will be completed in the financial year 2004/05



<b>Programme: Group Information Management (IM)</b>		<b>Primary Category:</b> Existing Service													
<b>Project Locations:</b> Group Information Management	Programme Manager: Vince Tooke Head of Group IM Regulatory	Portfolios: Various (4 in total) Projects: Various													
<b>Impact on Assets</b> <ul style="list-style-type: none"> <li>• Changes in IM practices – the manner in which data, information, records are created, stored and destroyed</li> <li>• Various initiatives aimed at ensuring TfL’s E&amp;I agenda is integrated within the design, implementation and support activities within Group Information Management and its service</li> <li>• Establishing a core capability of document management services that business users can call off as desired.</li> </ul>	<b>Outcomes</b> <ul style="list-style-type: none"> <li>• Compliance to legislative requirements for the Freedom of Information Act (FoIA)</li> <li>• Standardisation of document management</li> <li>• 100% of IM services and supporting processes aligned with the Equality and Inclusion agenda.</li> </ul>		<b>Cost Profile 04/05-09/10</b> <table border="1"> <tr><td>2004-05</td><td>£5950k</td></tr> <tr><td>2005-06</td><td>£3050k</td></tr> <tr><td>2006-07</td><td>£200k</td></tr> <tr><td>2007-08</td><td>£150k</td></tr> <tr><td>2008-09</td><td>£150k</td></tr> <tr><td>2009-10</td><td>£150k</td></tr> </table>	2004-05	£5950k	2005-06	£3050k	2006-07	£200k	2007-08	£150k	2008-09	£150k	2009-10	£150k
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	<b>Key Milestones</b> <ul style="list-style-type: none"> <li>• Design of changes in IM practices to ensure compliance with FoIA      March 2005</li> <li>• Start of Implementation of Document Management      July 2005</li> <li>• Implementation of changes in IM practices to ensure compliance with FoIA      September 2005</li> </ul>	<b>Cost Breakdown for 2005/06</b> <table border="1"> <tr><td><b>£3050k</b></td></tr> <tr><td>Organisational Efficiency      £250k</td></tr> <tr><td>Regulatory &amp; Compliance      £600k</td></tr> <tr><td>Strategy and Planning      £1000k</td></tr> <tr><td>Solution Delivery      £1200k</td></tr> </table>	<b>£3050k</b>	Organisational Efficiency      £250k	Regulatory & Compliance      £600k	Strategy and Planning      £1000k	Solution Delivery      £1200k	<b>Environmental Impacts</b> <ul style="list-style-type: none"> <li>• TfL’s storage requirements to be assessed and possibly reduced.</li> </ul> <b>E&amp;I Impact</b> <ul style="list-style-type: none"> <li>• Consistency in and support for TfL’s E&amp;I agenda.</li> </ul>							
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Solution Delivery      £1200k															

<b>Portfolio: Regulatory Compliance</b>			<b>Primary Category:</b> Existing Service														
<b>Project Locations:</b> Group Information Management	Programme Manager: Vince Tooke	Programme: Group IM															
	Head of Group IM Regulatory	Projects: Various (2 in total)															
<b>Impact on Assets</b> <ul style="list-style-type: none"> <li>• Changes in IM practices – the manner in which data, information, records are created, stored and destroyed</li> <li>• Changes in the design of systems and processes</li> <li>• Various initiatives aimed at ensuring TfL’s E&amp;I agenda is integrated within the design, implementation and support activities within Group Information Management and its services.</li> </ul>	<b>Outcomes</b> <ul style="list-style-type: none"> <li>• Compliance to legislative requirements for the Freedom of Information Act (FoIA)</li> <li>• 100% of IM services and supporting processes aligned with the Equality and Inclusion agenda.</li> </ul>		<b>Cost Profile 04/05-09/10</b> <table border="1"> <tr><td>2004-05</td><td>£514k</td></tr> <tr><td>2005-06</td><td>£600k</td></tr> <tr><td>2006-07</td><td>£100k</td></tr> <tr><td>2007-08</td><td>£100k</td></tr> <tr><td>2008-09</td><td>£100k</td></tr> <tr><td>2009-10</td><td>£100k</td></tr> </table>	2004-05	£514k	2005-06	£600k	2006-07	£100k	2007-08	£100k	2008-09	£100k	2009-10	£100k		
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Consultancy	£60k																
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			<b>E&amp;I Impact</b> <ul style="list-style-type: none"> <li>• Consistency in and support for TfL’s E&amp;I agenda.</li> </ul>														

<b>Project: Equality and Inclusion</b>		<b>Primary Category:</b> Existing Service	
<b>Project Locations:</b> Group Information Management	Programme Manager: Vince Tooke	Programme: Group IM	
	Head of Group IM Solution Delivery	Portfolio: Regulatory Compliance	
<b>Impact on Assets</b> <ul style="list-style-type: none"> <li>Various initiatives including policy, procedural reviews, analysis of technologies, solutions, capabilities etc. all aimed at ensuring TfL's E&amp;I agenda is integrated within the design, implementation and support activities within Group Information Management and its services.</li> </ul>	<b>Outcomes</b> <ul style="list-style-type: none"> <li>Support for the TfL mission and corporate Equality and Inclusion agenda.</li> <li>Aim is to have 100% of IM Services delivered and supporting processes aligned with the TfL's Equality and Inclusion agenda.</li> </ul>		<b>Cost Profile 04/05-09/10</b> 2004-05            £100k 2005-06            £100k 2006-07            £100k 2007-08            £100k 2008-09            £100k 2009-10            £100k
	<b>Key Milestones</b> <ul style="list-style-type: none"> <li>N/A – Ongoing</li> </ul>	<b>Cost Breakdown for 2005/06</b> £100k Evaluation            £20k Changes                £80k	





<b>Project: Integration rationalisation project including LISA</b>			<b>Primary Category:</b> Enhancing Quality of Service	
<b>Project Locations:</b> Group Information Management	Portfolio Manager: Vince Tooke	Programme: Group IM		
	Head of Group IM Solution Delivery	Portfolio: Organisational Efficiency		
<b>Impact on Assets</b> LISA II programme brings LUL, Surface and TfL Corporate together under one single outsourcing contract for desk top services data centres, application and LAN.  As a consequence there will be a requirement for server consolidation and archive services. There will also be changes not immediately addressed within the programme for which a contingency must be allowed.	<b>Outcomes</b> Rationalisation of existing systems and server environment to maximise benefits of LISA II programme.		<b>Cost Profile 04/05-09/10</b>	
	<b>Key Milestones</b>		<b>Cost Breakdown for 2005/06</b>	
	Design	July 2005	<b>£250k</b>	
	Implementation	March 2006	Software/System Migration & Configuration	£200k
			Project Management	£50k
				<b>Narrative on Cost Changes</b> Programme intended to maximise benefits of LISA II programme through system rationalisation exercise in 05/06.

Portfolio: Strategy & Planning			Primary Category: Current Service	
Project Locations: Group Information Management	Portfolio Manager: Vince Tooke	Programme: Group IM		
	Head of Group IM Solution Delivery	Project: Document Management		
Impact on Assets To establish a core capability of document management services that business users can call off as desired. Multiple implementations of a single design will allow economies of procurement, engineering and ensure legal compliance across the group with DPA, FoIA and common standards for storage and retrieval while at the same local scope for configuration for local business needs.	Outcomes Provides standardisation of document management. Ensures legal compliance across group with DPA and FoIA.		Cost Profile 04/05-09/10	
	Key Milestones Design January 2005 Start of Implementation July 2005		Cost Breakdown for 2005/06 <b>£1000k</b> Hardware £250k Software £600k Consultancy £30k Other £120k	
		Environmental Impact • Storage requirements to be assessed and possibly reduced.		

<b>Project: Document Management</b>			<b>Primary Category:</b> Current Service												
<b>Project Locations:</b> Group Information Management	Portfolio Manager: Vince Tooke	Programme: Group IM													
	Head of Group IM Solution Delivery	Portfolio: Strategy and Planning													
<b>Impact on Assets</b> To establish a core capability of document management services that business users can call off as desired. Multiple implementations of a single design will allow economies of procurement, engineering and ensure legal compliance across the group with DPA, FoIA and common standards for storage and retrieval while at the same local scope for configuration for local business needs.	<b>Outcomes</b> Provides standardisation of document management. Ensures legal compliance across group with DPA and FoIA.		<b>Cost Profile 04/05-09/10</b>												
	<b>Key Milestones</b> Design January 2005 Start of Implementation July 2005		<table border="1"> <tr> <td>2004-05</td> <td>£205k</td> </tr> <tr> <td>2005-06</td> <td>£1000k</td> </tr> <tr> <td>2006-07</td> <td>£100k</td> </tr> <tr> <td>2007-08</td> <td>£50k</td> </tr> <tr> <td>2008-09</td> <td>£50k</td> </tr> <tr> <td>2009-10</td> <td>£50k</td> </tr> </table>		2004-05	£205k	2005-06	£1000k	2006-07	£100k	2007-08	£50k	2008-09	£50k	2009-10
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	<b>£1000k</b>														
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Consultancy	£30k														
Other	£120k														

<b>Portfolio: Solution Delivery</b>			<b>Primary Category:</b> State of Good Repair	
<b>Project Locations:</b> Group Information Management	Portfolio Manager: Vince Tooke	Programme: Group IM		
	Head of Group Solution Delivery	Project: Archiving and Search Tools		
<b>Impact on Assets</b> Provision of archiving tools to provide search and retrieval facilities for staff while reducing our live data needs for the storage networks.  Relates to the Managed Data Service by providing near-real time archive storage and desktop tools for searching the archives.  Procurement of: 2 Servers Archiving/Search	<b>Outcomes</b> Enhances services, reduces live data needs and hence overall service costs.		<b>Cost Profile 04/05-09/10</b>	
	<b>Key Milestones</b>		<b>Cost Breakdown for 2005/06</b>	
	Design	November 2004	<b>£1200k</b>	
	Tendering	June 2005	Hardware	£150k
	Implementation	March 2006	Software (licences)	£750k
			Change	£250k
			Project Management	£50k
				<b>Narrative on Cost Changes</b>
				• Investment in application and associated change programme to meet FoIA 2005 requirements.

<b>Project: Archiving and Search Tools</b>			<b>Primary Category:</b> State of Good Repair	
<b>Project Locations:</b> Group Information Management	Portfolio Manager: Vince Tooke	Programme: Group IM		
	Head of Group Solution Delivery	Portfolio: Solution Delivery		
<b>Impact on Assets</b> Provision of archiving tools to provide search and retrieval facilities for staff while reducing our live data needs for the storage networks.  Relates to the Managed Data Service by providing near-real time archive storage and desktop tools for searching the archives.  Procurement of: 2 Servers Archiving/Search Software	<b>Outcomes</b> Enhances services, reduces live data needs and hence overall service costs.		<b>Cost Profile 04/05-09/10</b>	
	<b>Key Milestones</b>		<b>Cost Breakdown for 2005/06</b>	
	Design	November 2004	<b>£1200k</b>	
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				<b>Narrative on Cost Changes</b> Investment in application and associated change programme to meet FoIA 2005 requirements.

**Programme: Group Property & Facilities**

**Primary Category:**  
Meeting Demand Growth

**Project Locations:**

Various

Portfolio Manager: Charles Stafford

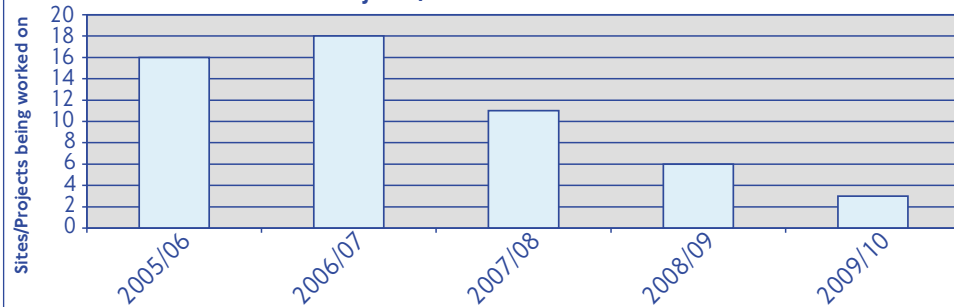
Director of GP&F

Portfolios: Various

Projects: Various

**Impact on Assets**

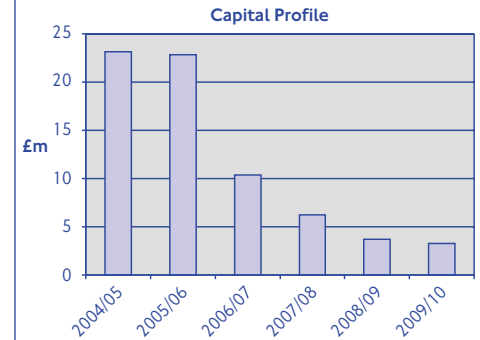
**Projects/Sites Schedule**



**Outcomes**

Costs should generate some £84m in Capital Sales/Premiums, in addition to higher Rental income and various non-financial improvements.

**Cost Profile 04/05-09/10**



**Impact on Assets**

- Various commercial opportunities which will include upgrade/improvements to stations, sidings, bus facilities or surrounding area (i.e. car parks)
- Head office properties will be improved.

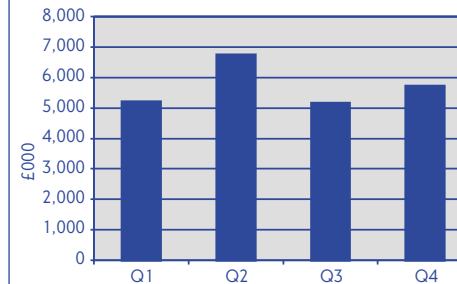
**Key Milestones**

- White City overage received March 2007
- White City site Completion March 2008
- South Kensington premium received March 2009

**Cost Breakdown for 2005/06**

- £22.8m**
- Southwark station £1.1m
- White City £17.6m
- Head Office Property Care £1.0m
- Various other sites £3.1m

**Work Completion Schedule**



**Narrative on Cost Changes**

Costs will begin to level out from 2005/06, staying at a constant £3m net spend, which is consistent with the levelling out of capital income around the same period.

**E&I Impact**

- Improved accessibility at a number of sites.

**Portfolio: Group Property**

**Primary Category:**  
Meeting Demand Growth

**Project Locations:**

Various

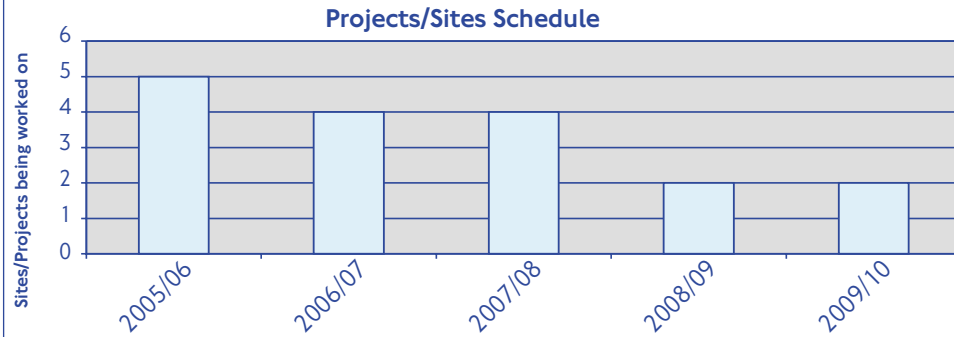
Portfolio Manager: Richard Hawkes

Head of Development, GP&F

Programme: GP&F

Projects: Various

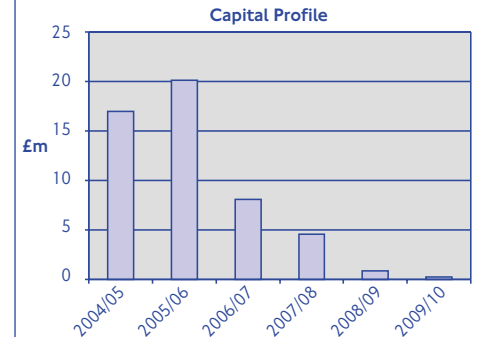
**Impact on Assets**



**Outcomes**

Costs should generate some £58m in Capital Sales/Premiums, (£19m already received) in addition to higher Rental income and various non-financial improvements.

**Cost Profile 04/05-09/10**



**Impact on Assets**

- Various commercial opportunities which may include upgrade/improvements to stations, sidings, bus facilities or surrounding area (i.e. car parks).
- The number of projects/Sites impacted may vary in time depending on the results studies, assets being made surplus to operational requirements, and negotiations with Developers/Purchasers.

**Key Milestones**

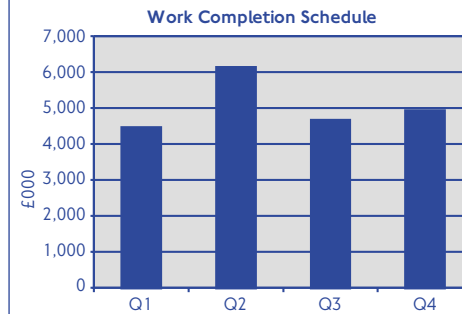
- White City overage received March 2007
- White City site Completion March 2008
- South Kensington premium received March 2009


**Cost Breakdown for 2005/06**


Item	£20.1m
Southwark Station	£1.1m
Fulham Broadway	£0.2m
White City	£17.6m
South Kensington	£0.5m
21 Moorfields	£0.7m


**Narrative on Cost Changes**


Costs will begin to stay fairly constant from the 2005/06 Budget year, until 2008/09, at which time costs will fall rapidly as the individual project reach completion.




<b>Project: White City</b>		<b>Primary Category:</b> Meeting Demand Growth	
<b>Project Location:</b> White City/Shepherd's Bush	Project Manager: Steve Washington Project Director	Programme: GP&F Portfolio: Group Property	
<b>Project Outputs</b> <ul style="list-style-type: none"> <li>• Viaduct works – October 2005</li> <li>• Replacement of Central line sidings – February 2006</li> <li>• New station on the Hammersmith &amp; City line – August 2006</li> <li>• Bus Station North of site – July 2006</li> <li>• Shepherd's Bush above ground works – June 2007</li> <li>• 1.3m sq ft Shopping Centre – October 2007</li> </ul>		<b>Estimated Final Cost (from 04/05)</b> <b>£39.8m</b>	
		<b>Benefit Cost Ratio:</b> N/A	<b>Net Financial Effect:</b> £0.0m
<b>Key Milestones</b> <ul style="list-style-type: none"> <li>• New Development Agreement August 2004</li> <li>• Project Completion date March 2008</li> </ul>	<b>Outcomes</b> New underground station on the Hammersmith and City line, a new bus station to the north of site, new transport interchange to south of site, new superstructure to the existing Shepherds Bush Central line station and replacement of the Central line sidings.		

<b>Project: Southwark Station</b>		<b>Primary Category:</b> Meeting Demand Growth	
<b>Project Location:</b> Southwark Station	Project Manager: Richard Hawkes	Programme: GP&F	
	Head of Development, GP&F	Portfolio: Group Property	
<b>Project Outputs</b> • Over-station development generating office space – Completion March 2008		<b>Estimated Final Cost (from 04/05)</b>	<b>£4.1m</b>
		Project Element	
		Project Management	£0.2m
		Infraco Enabling work	£3.5m
		Engineering work	£0.2m
		Consultants	£0.1m
		Other	£0.1m
		Third Party Funding	£0.2m
<b>Key Milestones</b>	<b>Benefit Cost Ratio:</b> 1.8:1	<b>Net Financial Effect:</b> £3.9m	
Work on site started      March 2006	<b>Outcomes</b> This is a purely commercial development which involves the construction of the over-station development and no significant operational benefits have been identified.		
Premium received      March 2008			
Project completion date      March 2008			

<b>Project: Moorfields</b>		<b>Primary Category:</b> Meeting Demand Growth	
<b>Project Location:</b> Moorgate	Project Manager: Richard Hawkes Head of Development, GP&F	Programme: GP&F Portfolio: Group Property	
<b>Project Outputs</b> <ul style="list-style-type: none"> <li>• New Ticket Hall – completion March 2008</li> <li>• Emergency Escape Staircase – completion March 2008</li> </ul>		<b>Estimated Final Cost (from 04/05)</b> <ul style="list-style-type: none"> <li>Project Management £0.2m</li> <li>Infracosts £2.0m</li> <li>Other £0.6m</li> <li>Third Party Funding £2.8m</li> </ul>	<b>£2.8m</b>
<b>Key Milestones</b> <ul style="list-style-type: none"> <li>Work onsite started March 2006</li> <li>Project Completion date March 2008</li> </ul>	<b>Benefit Cost Ratio:</b> 5:1	<b>Net Financial Effect:</b> £0m	
		<b>Outcomes</b> New station ticket hall; emergency escape stair into the Barbican Arts Complex, and platform finishes. This project, a modernisation of 21 Moorfields, which incorporates an LUL Ticket Hall for Moorgate Underground station will also generate rental stream income.	

<b>Project: South Kensington</b>		<b>Primary Category:</b> Meeting Demand Growth	
<b>Project Location:</b> South Kensington station	Project Manager: Richard Hawkes	Programme: GP&F	
	Head of Development, GP&F	Portfolio: Group Property	
<b>Project Outputs</b> <ul style="list-style-type: none"> <li>• Modernisation of South Kensington Underground station including new ticket hall – completion March 2010</li> </ul>		<b>Estimated Final Cost (from 04/05)</b>	<b>£3.7m</b>
		Project Management	£0.3m
	Infraco works	£3.0m	
	Other	£0.4m	
	Third Party Funding	£3.7m	
<b>Key Milestones</b>	<b>Benefit Cost Ratio:</b> 10:1	<b>Net Financial Effect:</b> £0m	
Premium received      March 2009	<b>Outcomes</b> Modernisation of the underground station with the creation of a new ticket hall.		
Project Completion date      March 2010			

<b>Project: Fulham Broadway</b>			<b>Primary Category:</b> Meeting Demand Growth
<b>Project Location:</b> Fulham Broadway Station	Project Manager: Richard Hawkes	Programme: GP&F	
	Head of Development, GP&F	Portfolio: Group Property	
<b>Project Outputs</b> • Modernisation of Fulham Broadway Underground station.		<b>Estimated Final Cost (from 04/05)</b>	<b>£0.5m</b>
		Tactile Strip works	£0.5m
	<b>Benefit Cost Ratio:</b> 1.3:1	<b>Net Financial Effect:</b> £0.5m	<b>E&amp;I Impact</b>
	<b>Outcomes</b> Improved station ambience, including new lifts (already delivered on completion of main scheme). Remaining expenditure relates to non discretionary Health and Safety Executive requirements which became effective after the Development Agreement was signed.		• 2 New Lifts from Platform to Ticket Hall (one on each platform)
<b>Key Milestones</b>			
Station work	December 2004		
Tactile strip work	December 2005		
Completion date	March 2006		

**Portfolio: Property Care**

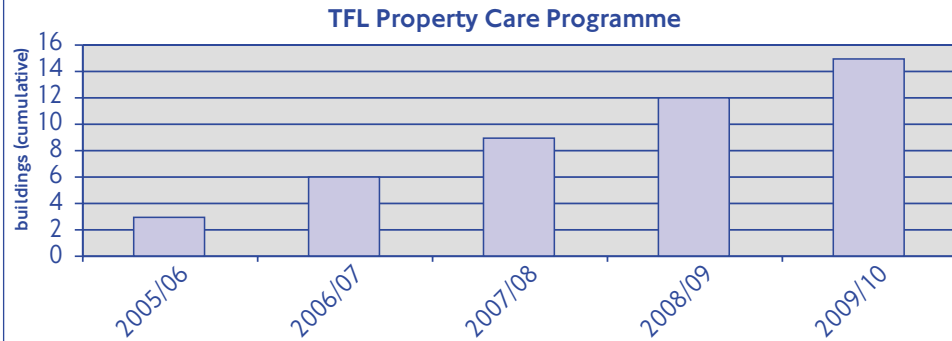
**Primary Category:**  
State of Good repair

**Project Locations:**  
Various TfL Properties

Portfolio Manager: Paul Doyle  
Acting Head of Facilities

Programme: GP&F  
Project: N/A

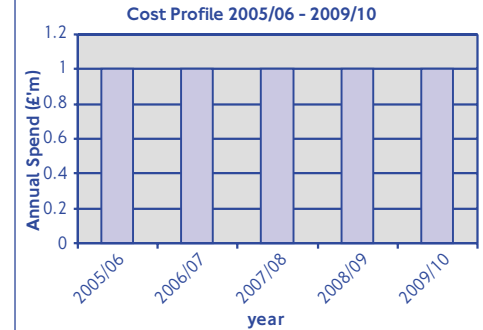
**Impact on Assets**



**Outcomes**

- Ensure legal compliance
- Minimise risk of unplanned business disruption
- Optimise asset condition.

**Cost Profile 05/06-09/10**



**Impact on Assets**

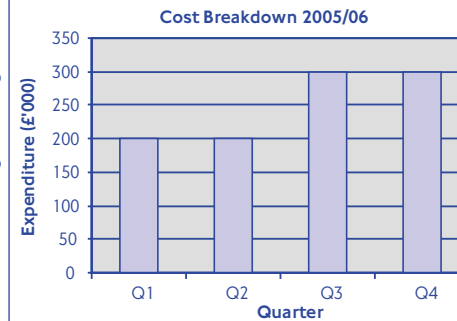
- Upgrade various TfL Head Offices to continue to comply with legal duty, maximise business efficiency and optimise asset condition.

**Key Milestones**

- Complete scoping for 05/06  
March 2005
- Commitment date for 05/06  
May 2005
- Complete scoping for 06/07  
January 2006
- Commitment date for 06/07  
April 2006

**Cost Breakdown for 2005/06**

- Refurbishment **£1m**
- £0.9m
- Feasibility/Condition Studies **£0.1m**



**Environmental Impacts**

- Contribute to gaining energy efficiency accreditation in relation to Head Offices
- Contribution to compliance with the GLA's Environmental Policy.

**E&I Impacts**

- Continued improvement to legislative compliance
- Contribution to TfL's principle and practise of inclusion in all its activities.

**Portfolio: GP&F – Other**

**Primary Category:**  
Meeting Demand Growth

**Project Locations:**

Various

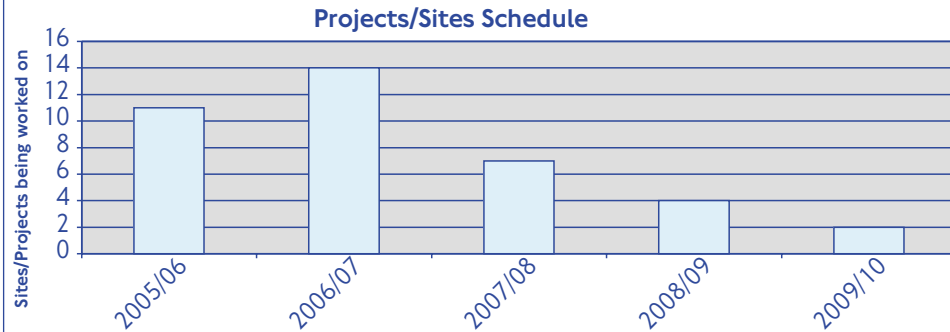
Portfolio Manager: Charles Stafford

Director of GP&F

Programme: GP&F

Projects: N/A

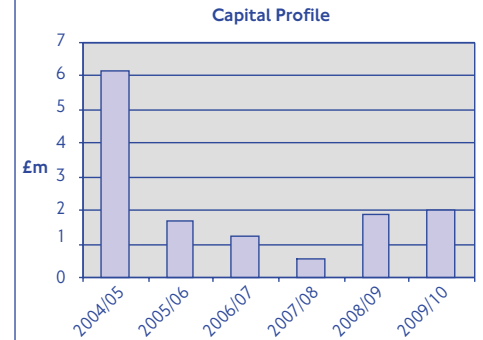
**Impact on Assets**



**Outcomes**

Costs should generate some £45m in Capital Sales/Premium Income, in addition to compliance with Disability Discrimination Act (DDA) Requirements.

**Cost Profile 04/05-09/10**



**Impact on Assets**

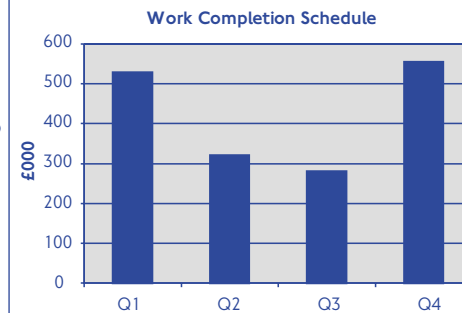
- Various commercial opportunities which may include upgrade/improvements to the station or surrounding area (i.e. car park)
- The number of projects/sites impacted may vary depending on the results of the feasibility studies and availability of the assets (being made surplus to operational requirements)
- Making Head Office Buildings DDA Compliant.

**Key Milestones**

- Hammersmith met (first premium income receivable) January 2006
- Ensure Disability Discrimination Act Compliance March 2006
- Rickmansworth Sale completed March 2007
- Hammersmith met (second premium income receivable) March 2008

**Cost Breakdown for 2005/06**

- £1.7m**
- Rickmansworth site £0.4m
- DDA Compliance £0.3m
- Hammersmith £0.1m
- Central line Sub-Stations £0.1m
- Aldgate East £0.3m
- Various sites £0.5m



**Narrative on Cost Changes**

Costs will initially stay constant from the 05/06 level, but later will begin rising as the search for new sites continues as well as the expected income beginning to materialize around this time.

**E&I Impact**

- Improved Accessibility at Head Office Buildings

