

Measures to reduce business travel carbon emissions

Carbon Emissions

At present, the University only reports on business travel carbon emissions but not commuter travel (information gained from responses to travel surveys for employees and students every three years). In 2018/19, business travel carbon emissions equated to approximately 12% of our overall carbon emissions (4,683 CO₂e).

2019 saw a number of Universities and Local Authorities declare a 'climate emergency' and pledge to become carbon neutral. Durham University is currently looking into this and a Climate Working Group has been established. Given the age of the University, energy intensity of a research-led institution and the requirement for academic staff to attend international conferences it is likely, in the short term at least, that carbon off-sets will be needed for Durham to become carbon neutral.

Carbon Off-Setting

Carbon off-sets are produced by projects designed to reduce carbon emissions and are certified under a number of quality management schemes including the Verified Carbon Standard and the Gold Standard.

Carbon Tax

To aid the reduction of the University's business carbon emissions from flights, the University will explore the options to introduce an internal carbon tax and explore UK based carbon off-setting projects focussed on tree planting schemes.

Business Travel Hierarchy

At present, there is no business travel policy in place. A Business Travel Hierarchy will also assist an employee to choose a more sustainable travel option and gives an overview of the level of carbon efficiency of different modes of travel. This will also lead to a reduction on the demand for car parking and single occupancy vehicles, as members would leave their car at home and use alternative methods of either travel or communication.

It is therefore proposed to introduce a business travel hierarchy (for example similar to that set out in Figure 27 which Edinburgh University has in place) as part of the Business Travel Policy, to ask 'is your journey necessary' and advise on the alternative travel options available.

Figure 27. Business Travel Hierarchy

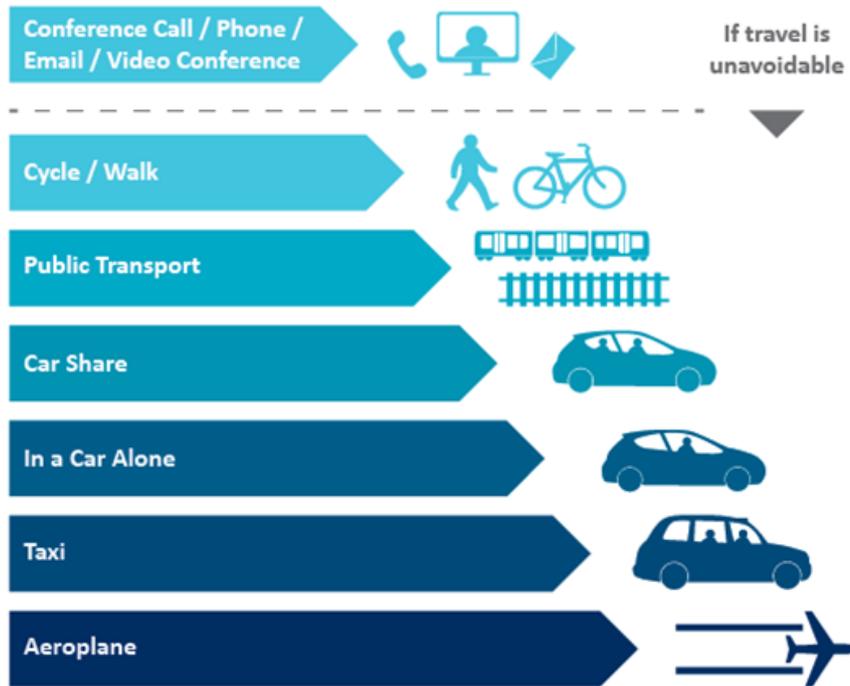


Table 13. Measures to encourage sustainable travel for business

Initiative	Benefit to the University
Introduce a new Business Travel Policy and promote and enforce the business travel hierarchy.	Reduce parking demand and carbon emissions.
Undertake review of Business Travel Carbon Footprint.	Understand carbon footprint.
Produce a proposal for an internal “carbon tax” for business air travel.	Reduce business travel and carbon emissions
Explore UK based carbon off-setting projects.	Reduce business travel and carbon emissions

Video and Telephone Conferencing Facilities

Video conferencing facilities are available across multiple locations within the University, therefore reducing the need for travel. Conference telephones are also available and can be booked for specific meetings.

In order to reduce the need for travel to meetings, conferences, etc. the University intends to promote more the use of both video and telephone conferencing.

Table 14. Measures to promote 'smart' technology

Initiative	Benefit to the University
Work with CIS to improve and increase usage of video conferencing facilities	<p>Reduce unnecessary business travel both around the University Estate and to external meetings and in turn improving employees' productivity.</p> <p>Reducing business travel mileage expenses and carbon emissions.</p>

Eco Driving

Table 15. Measures to promote eco driving

Initiative	Benefit to the University
<p>Eco driving course for fleet vehicle drivers.</p> <p>Telematics system to be fitted to all owned/leases vehicles.</p>	Reduction in fuel use, air pollutants, carbon emissions and maintenance costs.

Measures to reduce the carbon impact of services and deliveries to the University

Table 16. Measures to reduce the carbon impact of services and deliveries

Initiative	Benefit to the University
Establish a baseline for the transportation of goods and services to the University in miles/CO ₂ e.	Understand carbon footprint.
Continue to use local suppliers of goods and services, where possible.	Reduction in carbon emissions, and potential reduction in large vehicle visits to the site.
Continue to explore the use of all options when procuring goods and services, including where appropriate self-delivery using available resources within the University.	Reduction in carbon emissions and vehicle trips to site – potential reduction in parking demand.
Encourage procurement exercises to factor in sustainable travel by external contracts.	Reduction in carbon emissions and vehicle trips to site – potential reduction in parking demand.
Local delivery and collection options to be explored.	Reduction in carbon emissions and vehicle trips to site.
Collect and analyse current business delivery data to inform future action.	
Continue to work with current suppliers to reduce the number of deliveries.	Reduction in carbon emissions and vehicle trips to site.

8. Targets and Measuring Success

Targets

This revised ISTP 2020-2025 represents a single, overarching Plan for the organisation as a whole with University-wide targets. The baseline year has been set at 2019, the year of the review of the existing STP 2014-2020 and the latest available travel survey results. These targets have taken into consideration the UK Clean Growth Strategy and Durham County Council's goal to be 60% carbon neutral by 2030 and fully carbon neutral by 2050, along with their Plans and Policies.

The targets are as follows:

- Achieve 50% awareness from employees of the existence of a ISTP and associate measures;
- Achieve 750 and 500 sample of travel surveys for employees and students respectively;
- To achieve the following targets:

Objective ID	Objectives	Employees			Students		
		2019 Baseline %	2022 Target %	2025 Target %	2019 Actual %	2022 Target %	2025 Target %
	To be met by 2025 compared to 2019 baseline year						
	Travel survey sample size	402	750	1000	215	500	750
1	To reduce the proportion of single-occupancy car journeys to the University	59.7	49	38	3.3	1	1
2	To increase the use of public transport to the University	13.7	16	18	14	14	14
	To increase the proportion of employees and students who regularly cycle to the University	3.5	6	8	5.6	7	7

	To increase the proportion of employees and students who regularly walk to the University	9	11	13	75.3	78	80
	To increase the use of the Park and Ride Scheme	0.2	2	3	0.5	1	1
	Increase car sharing to the University	13.9	16	20	1.4	2	2
3	To increase the use of low or zero-carbon vehicles as a means to travel to the University	3	4	5	0.5	2	2
4	To reduce business travel carbon emissions by reducing domestic and international flights (compared to 2018/19)*	4,683t CO ₂ e	30%*	30%*	n/a	n/a	n/a
	To reduce the number of employees driving between local University sites	10	5	5	n/a	n/a	n/a

5	To reduce the carbon impact of services and deliveries to the University.	No data currently available. The baseline position will be calculated as part of the 2020 update to the Travel Plan.
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* Reduction target: carbon emissions to be reduced by 30%

The Targets were set with the aim of reducing emissions from petrol/diesel car journeys to the University by 45% from the current number, in line with need to reduce carbon emissions by 45% by 2030 to restrict rise in global temps to 1.5 degrees C from the current baseline. These calculations factored in increase in employee numbers, car sharing and replacement of current vehicles with ULEVs or increased fuel efficiency petrol/diesel vehicles.

In addition, the results from annual employee and student travel surveys for the duration of the 2014-2020 STP were also taken into consideration.

To fully understand the numbers associated with current modes of travel and the modal shift required by employees throughout the duration of the ISTP, an exercise was undertaken and details are set out in Appendix 3.

Measuring Success

Sustainable success will be measured by gathering data and analysing trends from travel surveys every two years for both employees and students and from data gathered on carbon emissions, as part of the University's Carbon Management Plan reporting. Full travel surveys are undertaken every three years (next full survey in 2022) with a mode of travel survey each year in between to gain a snapshot of travel behaviour by employees and students. Data from travel surveys will also assist with the introduction of new measures and setting new targets.

The ISTP will be reviewed every two years. The ISTPSG will regularly review the targets and adapt the ISTP to current needs and issues. The ISTPSG will also report progress on the ISTP to University's Environmental Sustainability Strategic Planning Group (ESSPG).

Monitoring Strategy

Travel surveys will mostly be undertaken using an online survey. Paper versions will be made available for employees who do not have regular access to a computer. These will be placed in prominent locations. Surveys will be advertised to employees via email and through briefings / bulletins. The Sustainability Manager (Travel & Biodiversity) will ensure a broad sample of respondents complete the survey, including a range of demographics, including those with a disability which may impact their travel choices.

Travel survey completion should be incentivised by the use of a prize draw.

Annual reports will be produced for each survey and will be used to review the progress that has been achieved in implementing measures against the modal shift targets over the preceding twelve month period. Any progress made will be reported to senior management, employees and students externally via publication on our Travel website at durham.ac.uk/greenspace/travel/.

Periodic walkover surveys will also be undertaken by the Sustainability Manager (Travel & Biodiversity) to check the condition and use of existing facilities (such as cycle parking, car parks etc.).

Action Plan

A separate Action Plan is shown in Section 9, identifying the person responsible for implementation of the objectives, including timeframes.

Budget

Roles and responsibilities of those involved are set out in the Action Plan in Section 9 which will assist the appropriate allocation of time and resources to those charged with managing the implementation process.

The ISTP has senior management support, as overall responsibility lies with the Director of Estates and Facilities and the University will provide sufficient funding and resource to enable the objectives within this ISTP to be achieved.

9. Action Plan

Objective 1: To reduce the proportion of single-occupancy car journeys to the University.

Action	Responsible	Timeframe
<p>Promote current and enhance additional alternative sustainable transport modes to support the new car park plan. Develop a new Car Park Management Plan and Vehicle Parking Policy. Introduce a new car park permit system using needs-based criteria to assist with the allocation, taking into consideration medical, business and social needs. Introduce a new online permit application process.</p>	SM T&B	Draft proposals for consultation by September 2020.
<p>Introduce a car share policy to lay out the universities aims and goals for car sharing. Introduce guaranteed lift home policy for those who car share.</p>	SM T&B	by October 2020
<p>Improve the promotion of car sharing by:</p> <ul style="list-style-type: none"> • Arranging several drop-in sessions for prospective car sharers from same postcode area to promote internal and external car share databases • Create car sharing social media groups. 	SM T&B	By October 2020 Recurring car sharing drop-ins to promote car sharing with new employees
<p>Introduce priority guaranteed car sharing bays and permits. Commence trial on Mountjoy site.</p>	SM T&B (Estates Department)	By October 2020
<p>Explore the option of wider car sharing scheme with Durham County Council, NHS, local retail and other local organisations.</p>	SM T&B, Durham County Council, NHS, local retail and other local organisations	Proposals by September 2020

Action	Responsible	Timeframe
Investigate becoming a corporate member of a local car club.	SM T&B, Local Car Clubs	Options available by September 2020

Objective 2: To increase the use of public transport, walking and cycling to the University.

Action	Responsible	Timeframe
Develop a Communication Strategy using wider platforms e.g. use of duo; Faculty and Board meetings, student groups and new employees' induction information / processes and social media.	Senior SM, SM T&B	September 2020 – refresh of website
Continue to offer the discounted Arriva £1 tickets within the Durham District Zone beyond 2022. Retender exercise for new contract.	SM T&B, Procurement, Local Transport Operators	2021
Continue to subsidise the Mountjoy 40B service.	SM T&B	Ongoing
Increase promotion and communication of public transport options using a much wider platform to reach more employees and students e.g. duo and new employees' induction information / processes. Advertise public transport availability and offers to new students upon joining the University, and each year when students may have moved to live out of the colleges.	Senior SM, SM T&B	September 2020 – refresh website Recurring each year to new students and students who may have relocated.
Explore the option of additional bus services: <ul style="list-style-type: none"> An electric bus shuttle service around the University estate and Durham City, working in partnership with other organisations within the city; 	SM T&B, Potentially Local Transport Operators	Options by September 2020

Action	Responsible	Timeframe
<ul style="list-style-type: none"> A communal coach for employees along similar lines to the Night Bus – possible during afternoon peak-times; Expand the 40B bus service to offer a lunchtime service. 		
Explore options with DCC to expand the Park and Ride bus services around Durham.	SM Travel, Durham County Council	Options by September 2020
Explore the opportunity to introduce a business mileage policy for employees who use their bike to travel to attend external meetings.	SM T&B, Finance	By 2021
Promote bike security marking to all employees and students.	SM T&B Students Union	Event by October 2020 Recurring each year to new students and employees.
Explore the option to introduce electric bikes for hire by employees to attend meetings.	SM T&B	By 2021
Explore the options to introduce either an internal or City wide bike hire scheme.	SM T&B, Durham County Council	By 2021
Increase cycle storage to include more secure, covered and well-lit bike stands in clearly visible locations.	SM T&B	September 2020
Improve the security of bike parking spaces by providing additional CCTV coverage across cycle parking locations.	SM T&B (Estates Department)	By 2022
Offer International students cycling proficiency training.	SM T&B	October 2020

Action	Responsible	Timeframe
		Recurring for new students, and students who have not taken the training previously
Introduce additional Wayfinder signage both physical and electronic across the estate.	SM T&B (Estates Department)	By 2022
Create interactive map showing the location of all cycle parking provision across the estate. Explore option to use the MyDurham App, OpenStreetMap or develop own.	Senior SM, SM T&B	By 2022
Increase provisions of locker and shower facilities and create drying rooms to encourage increased cycling to work. Increase awareness of existing facilities. Consideration given as part of Estate Masterplan – i.e. new.	SM T&B	By 2025
Explore the options to offer discounted insurance cover to students.	SM T&B	By 2022
Work with Durham County Council to explore options for park and cycle schemes to allow employees and students to park on the edge of town and complete their journey on bicycle.	SM T&B Durham County Council	By 2022
Explore additional cycle routes across the University Estate and other areas within Durham City.	SM T&B Durham County Council	By 2022
Provide updated travel information of walking and cycling routes to and around the University Estate in leaflet form at receptions and on the University website.	SM T&B	ASAP – within 2020
Explorer options to work with Living Streets to encourage an increase in walking and run annual walking challenges.	SM T&B	By 2022

Action	Responsible	Timeframe
	Students / Employees	
Align with initiatives set out in the University Health and Well-Being Strategy.	SM T&B	ASAP – within 2020

Objective 3: To increase the use of low or zero-carbon vehicles as means of travel to the University.

Action	Responsible	Timeframe
Set up a pool car trial with a small number of departments and introduce a Use of Pool Cars Policy.	SM T&B	ASAP – within 2020
Explore the option to use departmental vehicles as pool cars.	SM T&B	Within 2020
Introduce two electric pool cars in a trial to include cost of membership per user.	SM T&B, Employees	Within 2020
Solar carport for Howlands Park and Ride and colleges' site. Create a green transport hub in collaboration with Durham County Council.	SM T&B, Durham County Council	By 2025
Encourage people to come to the site on scooters.	SM T&B, Employees / Students	Within 2020
Transition to Electric Fleet for all University owned/leased vehicles.	Director of Estates	2022

Action	Responsible	Timeframe
Ensure sufficient EV charge points on site.	SM T&B, Estates Department	By 2025

Objective 4: To reduce business travel carbon emissions.

Action	Responsible	Timeframe
Work with CIS to improve and increase usage of video conferencing facilities.	SM T&B	By 2022
Increase awareness of remote and homeworking, where applicable, and work with CIS to improve employees' experience to work from home.	SM T&B, Employees	By 2022
Introduce a new Business Travel Policy.	SM T&B, Finance	Within 2020
Use of hot desks in under-utilised buildings at Queen's Campus.	SM T&B, Employees	By 2022
Become a member of the BetterPoints SmartUni Travel Scheme (App rewards) incentivise employees to take public transport or cycle (win a holiday or vouchers, departmental step challenges, internal league table)	Durham University	By 2022
Introduce a business travel hierarchy as part of the Business Travel Policy to ask 'is your journey necessary' and advise on the alternative travel options available.	SM T&B	ASAP – within 2020
Telematics system to be fitted to all owned/leased vehicles.	SM T&B, Employees	ASAP – within 2020
Eco driving course for fleet vehicle drivers.		
Introduce a fleet vehicle procurement policy for EVs or hybrids when replacing old vehicles.	SM T&B	ASAP – within 2020

Action	Responsible	Timeframe
Produce a proposal for an internal “carbon tax” for business air travel.	Senior SM SM T&B	September 2020
Undertake review of Business Travel Carbon Footprint.	Senior SM, SM T&B	September 2020
Introduce the use of fuel cards for all departmental vehicles.	SM T&B, Finance	By end AY 2020/21
Explore UK based carbon off-setting projects.	Senior SM SM T&B	By September 2020

Objective 5: To reduce the carbon impact of services and deliveries to the University.

Action	Responsible	Timeframe
Establish a baseline for the transportation of goods and services to the University in miles/CO ₂ e	Procurement	Ongoing
Continue to use local suppliers of goods and services, where possible.	Procurement	Ongoing
Continue to explore the use of all options when procuring goods and services, including where appropriate self-delivery using available resources within the University.	Procurement	Ongoing
Encourage procurement exercises to factor in sustainable travel by external contracts.	Procurement	Ongoing
Local delivery and collection options to be explored.	Procurement	By 2022
Collect and analyse current business delivery data to inform future action.	Procurement	Ongoing

Action	Responsible	Timeframe
Continue to work with current suppliers to reduce the number of deliveries.	Procurement	Ongoing

10. Summary

SYSTRA Ltd has been commissioned by Durham University to prepare this ISTP for their City centre sites, located in Durham City Centre.

The document highlights the existing conditions at the site, making reference to the provision of travel by sustainable means at and in the vicinity. From here, a number of objectives have been designed in order to reduce the number of single-occupancy journeys to the site.

To facilitate the achievement of objectives a range of measures have been identified. These measures will contribute to the success of the ISTP by concentrating on activities which will encourage the uptake of walking, cycling, public transport use and car sharing, thus having a positive impact on modal share away from single-occupancy car trips to or from the site.

The 2019 Travel Plan Survey results indicate that the mode share of employees travelling to Durham University City Centre sites has increased overall since 2018 despite aims by the University to reduce the number of single car occupancy journeys to the site.

The University currently does not charge for on-site parking, and as such this contributes to large numbers of employees driving to work. The University is however faced with losing a number of parking spaces due to development works, and as such needs to consider how to reduce the demand on already stretched parking availability.

A number of respondents to the survey have indicated their main reason for driving to work is due to the nature of their employment which requires them to commute between various parts of the Estate for meetings and events. They did indicate that having access to other means of transportation during the day may result in them choosing to commute to and from home through a more sustainable method, including walking, cycling and public transport.

In order to facilitate more sustainable transport within the University estate a number of proposed measures have been highlighted which are shown in the Action Plan within Section 9, including the promotion of both public transport and active travel measures, and the provision of pool cars by the University for business trips during the day.

Additional measures have been proposed in order to increase the levels of sustainable transport by those delivering goods and providing services to the University. This would not only reduce the carbon emissions generated by the University, and its associated providers, but additionally reduce levels of congestion and parking demand within Durham and the surrounding areas.

There is use of the park and ride facilities provided by Durham County Council, however the University is keen to see if this can be increased, along with active travel methods from the park and ride sites.

While the University is a member of an external car sharing scheme and offers an in-house online registration scheme, these are not well known of by the employees, and promotion of these schemes and the instigation of more is recommended within the Action Plan.

Already students attending the University are travelling through predominantly sustainable measures (walking and cycling) due to the cost of these measures, although a number of students would like to see additional resources to encourage them to cycle to the University – production of these is listed within the Action Plan.

Overall, while the University is making steps towards sustainable travel, these could be increased in order to reverse the increase in single-occupancy car trips to the University, and to encourage more individuals, particularly members, to travel by sustainable means. The implementation and monitoring of these will be undertaken in order to assess those schemes which work through future travel plans.

Appendices

Appendix 1 – Car Parking Summary (data from February 2020)

Location	Details of Development as part of the Estate Masterplan	Number of Spaces Lost	Date Spaces Lost	Number of Spaces gained after completion	Date Spaces Gained
Mill Hill Lane (MUGA)	Mt. Oswald Development	67	20.8.18	11 (incl. 1 accessible bay)	Summer 2020
Mt. Oswald Development	Two new colleges and The Hub	-	-	31 (incl. 14 accessible bays)	Summer 2020
Territorial Lane and Elvet Waterside	New Business School	136 (88 + 48 respectively)	July 2019	5 (final number tbc)	TBC*
Hild and Bede	Redevelopment of Site	65 (incl. 2 x EV charging posts)	October 2021 (tbc)	TBC*	TBC*
Teaching and Learning Centre (Lower Mountjoy)	New Building	-	-	4 (accessible bays only)	September 2019
Maths and Computer Science	New Building	-	-	6 (accessible bays only)	AY 2020/2021
Elvet Riverside	Redevelopment of Site	67	October 2022	TBC*	TBC*
Elvet Hill Road	Infrastructure Project	10	April 2020	0	-
Installation of new car on Mountjoy	Infrastructure Project	-	-	215	2021
Total Spaces Lost and Gained 2018-2021		345		272	
Summary	345 - 272 = 73 (approx.*) lost car parking spaces overall between 2018 and 2021				

* Assumed no provision of car parking, with exception of accessible parking bays. Full impact of loss not known so need to err on side of caution in the absence of detailed plans for all developments stated above.

Appendix 2 - Vehicle Parking Working Group

Terms of Reference

The overarching goal of the emerging University Strategy is to secure academic success and world-leading position on a sustainable basis. As part of the requirement to be sustainable, we are committed to making Durham University one of the most environmentally sustainable universities in the UK. To achieve this goal will require the active commitment of every member of the University community. This is the context within which the Vehicle Parking Working Group will operate.

In line with one of the aims of the University's Integrated Sustainable Travel Plan (ISTP), Durham University is committed to reduce the carbon emissions and improve air quality arising from all transport related to journeys to work, business travel and supply chain delivery.

The role of the Vehicle Parking Working Group is to:

1. Advise the University Executive Committee (UEC) and the Integrated Sustainable Travel Plan Steering Group (ISTPSG) and on all strategic matters relating to car parking;
2. Develop a fair University Vehicle Parking Policy and Procedures, in consultation with key stakeholders, both internal and external and contribute to its implementation;
3. Identify any necessary resource requirements to assist with the implementation of the Vehicle Parking Policy;
4. Make the University community aware of the new Vehicle Parking Policy.
5. Monitor and review progress of the Vehicle Parking Policy on an annual basis.

The Vehicle Parking Working Group is chaired by the Energy & Sustainability Team and will initially meet as frequently as required until a new Vehicle Parking Policy is established. Thereafter this Group will meet quarterly to allow feedback to the ISTPSG meetings.

Core Membership and Specialists:

- Accommodation and Commercial Services
- Energy & Sustainability Team
- Human Resources
- Durham Students' Union
- Trade Unions (specialist)
- Colleges Representation Chair of ESSPG (specialist)
- Academic Representative Chair of CMT (specialist)
- Procurement Department (specialist)
- CIS (specialist)
- Communications Team (specialist)

Appendix 3 - Integrated Sustainable Travel Plan KPIs and Modal Shift Required to Hit Targets (for employees)

Integrated Sustainable Travel Plan KPIs and Modal Shift Required to Hit Targets (for Employees)

Objective	Baseline (2019 Survey Results*)	2022 Target	Modal Shift Required**	2025 Target	Modal Shift Required**
Reduce Single Occupancy Car Journeys	59.7%	49%	- 491	38%	- 876
Increase Public Transport Use	13.7%	16%	+ 106	18%	+ 254
Increase Cycling	3.5%	6%	+ 115	8%	+ 231
Increase Walking	9%	11%	+ 92	13%	+ 224
Increase Park & Ride	0.2%	2%	+ 83	3%	+ 138
Increase Car Sharing	13%	16%	+ 138	20%	+ 384
Zero Carbon Vehicles	3%	4%	+ 46	5%	+ 92

* 2019 Survey Results based on 402 respondents

** Based on 4,587 employees for academic year 2019/2020

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