

# ANNUAL REVIEW



**THE BRITISH COUNCIL  
FOR OFFICES' MISSION IS  
TO RESEARCH, DEVELOP  
AND COMMUNICATE BEST  
PRACTICE IN ALL ASPECTS  
OF THE OFFICE SECTOR.**

**IT DELIVERS THIS BY  
PROVIDING A FORUM FOR  
THE DISCUSSION AND  
DEBATE OF RELEVANT  
ISSUES.**



# ANNUAL REVIEW CONTENTS

<b>04</b>	<b>PRESIDENTS FOREWORD</b>
<b>06</b>	<b>RESEARCH &amp; POLICY</b>
<b>12</b>	<b>NETWORKING &amp; EVENTS</b>
<b>20</b>	<b>CONFERENCE</b>
<b>24</b>	<b>AWARDS</b>
<b>30</b>	<b>NEXTGEN</b>
<b>34</b>	<b>THE YEAR AHEAD</b>



# PRESIDENT'S FOREWORD

When casting my mind back to review the past year within the BCO, I find frequent reminders of an organisation which is going from strength to strength. I have been able to say many times this year that the BCO is 'at the top of its game' and is delivering on so many fronts on behalf of the membership.

After all, first and foremost, the BCO is about its dedicated members who are at the heart of everything we do. Those individuals and companies who form, contribute and ultimately benefit from the BCO's activities. I'm a firm believer in the old adage 'the more you put in, the more you get out' and this year, the BCO's membership have put in high octane activity and received in return a huge range of benefits which the BCO has to offer. This is hugely encouraging, and a reflection of your passion and loyalty for the organisation.

And indeed, after weathering a long and hard recession, the office sector is, at last, emerging from the doldrums, not just in London, but throughout the UK and the BCO and its members are responding to this. We have a record membership; 1,650 and rising at the last count. I was delighted to see on my regional chapter visits this year that numbers are growing in all areas of the country and the BCO's Regional Chapters continue to blossom. Perhaps a particular mention should go to the Scottish Chapter for a superb effort in increasing their membership after a few difficult years.



**Neil Thompson**  
BCO President  
2013/14

Another reflection of the sterling efforts of the members is the continued success of the ever popular BCO's events programme. I'm delighted to see attendance at all our events growing and often reaching full capacity. This success is built on the quality the BCO has to offer, from our flagship event, the Annual Conference, this year held in Birmingham, to the Annual Dinner, the National and Regional Awards and the President's Lunch. All of these are proving to be consistently successful and popular events, which remain at the heart of the BCO's agenda and a firm fixture in the industry calendar.

And as we grow I'm delighted to see the BCO's NextGen Group (those members 35 and younger) continue to expand too, with a new Scottish

NextGen Committee completing the national line-up this year. The BCO is continuing to work hard to ensure that younger members are properly represented on all of the key membership groups and also that the NextGen Group can impart to the wider BCO membership their energy, enthusiasm and knowledge of the latest working practices. We will add more resources to the NextGen Group over the next few years.

The BCO's extensive research programme continues to be vital to our overall offer too. The topics covered this year, as always, are wide and varied and have included studies on occupier densities, intelligent buildings and the TMT sector. Plus, our occupier campaign will receive more investment in the coming year as we continue to

by our CEO Richard Kauntze. Richard's counsel and advice to all the Presidential officers is invaluable and he has clearly steered the ship well over the last few years.

And, of course my thanks also go to my fellow Presidential officers, and the Honorary Treasurer, for all their hard work over the year and it is a particular pleasure to welcome to the roster John Forrester of DTZ as Junior Vice President, a long standing BCO supporter.

Finally, I wish to express my best wishes to Colette O'Shea of Land Securities, my successor as President. Colette has been a strong contributor to the BCO for many years and has proven herself as a highly capable member of the Management

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## RECORD MEMBERSHIP OF BCO IN 2013/14

foster closer relationships with the ultimate users of our product. Having been given a preview launch at the Birmingham conference, the fully revised BCO Guide to Specification will be published for the first time online in September 2014. This remains a key reference document for the industry and along with the BCO Guide to Fit Out forms the cornerstone of our research programme. My thanks go to all of the dedicated members who have contributed to our research programme this year.

I must also record my warm thanks and gratitude for the unstinted support I have had in the last year from the BCO Management Executive who have worked so hard to support the organisation. They are a highly skilled and dedicated team led

Executive. In particular, with the superb leadership of this years' successful conference in Birmingham, ably supported by the talented members of the Midlands Chapter. She will, I'm sure, do an equally fine job in her presidential year and lead the BCO to continued new heights.

**Neil Thompson, GPE**  
*BCO President 2013/14*

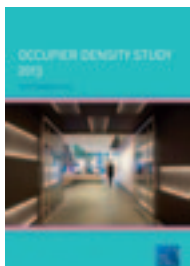
# RESEARCH REPORTS

The BCO published eleven research reports during 2013/14 covering issues such as the ways that occupiers use their offices, improving the environmental performance of offices and the best design of office lighting. The BCO also began a campaign to increase the organisation's engagement with occupiers and this produced the report 'Offices: Realising their Potential'. The full listing of reports is as follows:

## **Occupier Density Study** September 2013

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This research was undertaken to inform the recommendations in the BCO Guide to Specification 2014. The report looks at the occupation of almost 2.5 million square metres of office space, spread across 381 properties and 1331 individual floors. It considered the number of workplaces in offices and found that the finance and insurance sectors had the most densely occupied offices. Other sectors in the study were corporate, professional services, public sector and technology, media and telecommunications.



## **BCO Guide to Lighting** September 2013

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The BCO Guide to Lighting was written by leading lighting professionals practising in the office sector. The world of lighting has been going through some dramatic changes as there was a drive to reduce carbon emissions and lamp technology has evolved and changed at a fast pace. The main message was to use daylight effectively and use artificial lighting only where and when it was needed. It was aligned with the latest guidance from the British Standards Institution and the Society of Light and Lighting.

## **Property Data Report 2013** October 2013

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This document set out some key facts about commercial property, a major sector in the UK economy. Commercial property played a crucial role by providing places in which people could work, shop and enjoy leisure activities. Larger than the banking, leisure, communications and transport sectors, commercial property was also a significant investment asset for the pensions industry. This latest report included, for the first time, additional information on the economic and fiscal contribution of commercial property to the overall economy and National Exchequer.

### **Britain's Energy Gap** November 2013

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The UK has a very reliable electricity generation and supply network. However, the likelihood of a short voltage reduction (a brownout) or a controlled shutdown (a blackout) was expected to increase significantly, reaching a maximum around 2015–2016, when more than one-third (35%) of businesses could be affected by a blackout.



### **National Construction Contracts and Law Survey 2013** November 2013

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BCO members contributed to a survey of the UK construction industry by NBS, part of RIBA Enterprises, which revealed an increase in the number of disputes over the last 12 months. This was the second year that the survey has been carried out and it received responses from more than 1000 people. It covered procurement methods, contracts, legal issues, disputes, collaborative working and BIM. It also found that disputes remained a real (and growing) issue for the industry with 30% of respondents having one or more contract entering into dispute in the last 12 months – a rise of 6% from the previous year.

### **Occupier Density Study (Banking Sector Supplement)** December 2013

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A supplement to the BCO Occupier Density Study, published in September 2013, with a focus on the banking sector. The study looked at the way that the banks occupy their offices, it covered 10 major banks in 23 buildings over 196 floors of 4.96 million square feet with 36,500 occupants. The work areas covered in the scope of the study were the trading floors, front offices and back offices. There was limited data available on utilisation and agile working was likely to become more important as the economy recovered and occupancy pressures were increased.

### **Improving the Environmental Performance of Offices** March 2014

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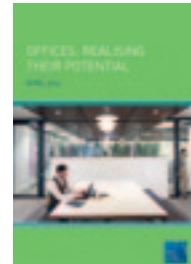
This report focused on the actual performance of buildings rather than the potential for a building to be energy, carbon or water efficient. It represented a big shift in thinking about office buildings as the environmental performance of buildings became an increasingly important issue for owners, occupiers, design teams and contractors. This paper gave an overview of the methods available to define and record performance data and where to look for further detailed guidance. It focused on operational energy, carbon footprint, water consumption and occupant satisfaction. These were the issues that were important to landlords and tenants, and where data could be readily recorded, evaluated and benchmarked.



### **Offices: Realising their Potential** April 2014

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This publication was the first to emerge from the BCO's occupier campaign. Its message was that offices were assets which could create value for an organisation. This report showed that UK businesses spent £28.5 billion in total on their offices during 2012 and rent was almost half whilst rates made up a fifth of the costs. It also found that three regions made up 49.5% of the UK's entire office stock, those three regions were London, the South East and the North West.





## The BCO continued its representation on a range of policy groups and committees.

### **Technology, Media and Telecommunications** May 2014

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The TMT sector (Technology, Media, Telecoms) was widely believed to be shaping the future of the office, this report assessed the impact of the sector on the commercial office. Supported by six leading UK office developers: Argent, Derwent London, Development Securities, Hines, Land Securities and Stanhope, this report considered the role of the TMT sector as trend setters. The research found that there was no single TMT sector, in reality it was better understood as five sub-sectors (advertising and creative, traditional media, new technology, technology and telecoms) with varying traits according to the stage the company is at in its life cycle. The report revealed that the main areas where these sectors challenged previous standards were in leasing, office fit-outs and the changing nature of work.



considered the policy instruments on an individual basis and assessed the overall functionality and effectiveness of the policy framework in achieving its objectives. The research found that there were both significant limitations and positive attributes present in the policy framework.

### **Desk Power Load Monitoring** June 2014

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Undertaken to inform the next edition of the BCO Guide to Specification, this report considered whether there should be a reduction in the recommended small power allowances that were included in building specifications. This study focused on individual desk loads to identify any changes in the power required. There have been changes in technology and ways of working in recent years which were seen as important factors for the design of office environments. The initial work was undertaken by Aecom, Hilson Moran and WSP with additional case studies at Legal & General, M&G Investments and PricewaterhouseCoopers.

### **Carbon Penalties and Incentives** June 2014

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The Green Property Alliance, made up of a range of property organisations including the BCO, commissioned this report to assess the effectiveness of a range of policy instruments on energy and carbon performance in the UK commercial buildings sector. This study



# 9 SEMINARS WERE HELD DURING BCO CONFERENCE 2014



## CONFERENCE SEMINAR PROGRAMME

Nine seminars were held during the BCO Conference in Birmingham in 2014. They were well attended, covered a good range of topics and were led by thirty-seven speakers. The list of seminars is as follows:

- On the tin
- The evolving office
- Future cities
- Lifestyle meets work-style
- The BCO Guide to Specification
- Is there life in the regional office market?
- Is TMT Setting the agenda for new offices?
- Innovate, speculate or suffocate
- People, product and process

The most popular seminar was on the TMT sector with 107 people booked to attend. Once again, we had the benefit of an app at the conference which allowed attendees to submit their questions to the seminar chairman from their smartphones.

## POLICY

The BCO continued its representation on a range of policy groups and committees. We were represented on the CLG Building Regulations Advisory Committee and participated in an industry working group considering the impact of Minimum Energy Performance Standards on commercial property.

The report on Carbon Penalties and Incentives was commissioned by the Green Property Alliance, a cross industry representative group, and the Green Construction Board to influence policy on sustainability issues. The BCO is a member of the Green Property Alliance and contributed to this study. A round table with Government representatives and discussions with senior civil servants were planned as part of the dissemination process.

# RESEARCH COMMITTEES

There are seven research committees in total, which are made up of around 90 BCO members. The committees are listed below:

## **Research Committee**

Chaired by Simon Rawlinson of EC Harris

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This committee led on the development of the Technology, Media and Telecommunications (TMT) research project which was launched at the BCO Birmingham Conference 2014. It also held an event at Aecom on 10 July to disseminate the TMT report in London and organised the seminar programme for the BCO Conference in Birmingham with a total of nine seminars.

## **Technical Affairs Committee**

Chaired by Neil Pennell of Land Securities

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Members of this Committee focussed on the development and publication of the BCO Guide to Specification 2014 which was to be delivered in both print and digital formats. As part of the development of the BCO Guide, it produced two research reports 'Occupier Density Study 2013' and 'Desk Power Load Monitoring' to support the recommendations in the BCO Guide 2014. The Committee also published and launched the BCO Guide to Lighting on 26 September in London.

## **Environmental Sustainability Group**

Chaired by Richard Francis of Gardiner & Theobald

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This Group hosted two events 'The Electricity Crunch – Implications for the Built Environment' on 27 May at Hoare Lea and 'Improving the Environmental Performance of Offices' as part of Green Sky Thinking Week which was held on 1 May. It also produced two research reports 'Britain's Energy Gap' and 'Improving the Environmental Performance of Offices' and organised two seminars 'On the Tin' and 'The Evolving Office' as part of the seminar programme for the BCO Birmingham Conference 2014.

## **Occupier Group**

Chaired by Chris Richmond of PricewaterhouseCoopers

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The leading occupier members of the BCO contributed to the BCO Occupier Density Study which was commissioned to inform the BCO Guide to Specification 2014. They also participated in the launch event for the Occupier Density Study which was held on 10 September 2013 and hosted the joint BCO/IPF event 'The Office of the Future' held on 26 June 2014. This Group also worked on the BCO's Occupier campaign to increase engagement with office occupiers.

# 7 RESEARCH COMMITTEES MADE UP OF APPROX 90 MEMBERS

## Investor Group

Chaired by Jon Ashcroft of Aviva

Investor members of the BCO hosted an event 'Is the business park a good office location?' on 29 January at Legal & General and organised a seminar 'Is there life in the regional office market?' for the BCO Birmingham Conference 2014.

## Banking Peer Review Group

Chaired by Richard Beastall from tp bennett

This Group is made up of BCO occupier members from the banking sector. They contributed to the Occupier Density Study and produced a supplement with a focus on the banking sector to analyse their occupancy patterns.

## Urban Group

Chaired by Martin Sagar of Sheppard Robson

Members with an interest in urbanism hosted an event 'London's Transport Connectivity' at Sheppard Robson on the challenges facing London's transport network and held an event 'Tales of the City' to celebrate the contribution of one of its members, Peter Rees, to planning in the City of London.

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The leading occupier members of the BCO contributed to the BCO Occupier Density Study





# NATIONAL EVENTS

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Throughout 2013-14 the BCO has organised a number of highly successful events including, technical building tours, seminars, regional and national dinners and our Annual Conference in Birmingham.

# NETWORKING & EVENTS



A valuable benefit of the BCO Membership is the network of members throughout the UK. With membership numbers standing at over 1,650 our members cover every aspect of the commercial property sector ranging from the developer and agent through to the architect and occupier.

Throughout 2013-14 the BCO has organised a number of highly successful events including, technical building tours, seminars, regional and national dinners and our Annual Conference in Birmingham. The varied programme of events offers members the opportunity to network with competitors and colleagues alike, encouraging dissemination of best practice throughout the industry and discussion on topical issues.

## NATIONAL EVENTS

BCO members benefit from priority booking periods and substantial discounts to attend our national events.

### **BCO Annual General Meeting** K&L Gates, One New Change

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**15 July 13**

Open to BCO members only, the BCO AGM saw the official passing of the presidential post from James Wates, Wates Group, to Neil Thompson, GPE. After the official proceedings guests were invited on a tour of K&L Gates, One New Change, BCO Best of the Best Award Winner 2012.

### **President's Luncheon** The Dorchester, London

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**17 September 13**

An audience of 500 BCO members and their guests arrived to partake in Neil Thompson's first official engagement as BCO president.

### **National Awards** Grosvenor House, A JW Marriott Hotel, Park Lane, London W1

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**1 October 13**

A firm fixture in the Property Industry's diary, the BCO National Awards Dinner attracted over 1,200 key players in the industry to celebrate excellence in office space. The evening was hosted by newsreader and television presenter Natasha Kaplinsky. For details of all the BCO Award Winners 2013 go to page 26.

### **Annual Dinner** Grosvenor House, A JW Marriott Hotel, Park Lane, London

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**21 January 14**

Our first event of the New Year, the BCO's Annual Dinner was a glittering occasion for members and their guests, with entertainment from British journalist and political editor for the BBC, Nick Robinson.

### **Leading the Change - BCO Annual Conference** ICC, Birmingham

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**14-16 May 2014**

Colette O'Shea, our conference chair, writes up her thoughts from the conference on page 20.

## REGIONAL CHAPTERS

The four Regional Chapter Committees are made up of around 40 dedicated regional members from the BCO who are committed to producing a varied and interesting programme of events for our members across the UK.

Our events programme is fuelled by what our members want, which makes feedback and input from individuals extremely valuable. This year saw a number of interesting tours and seminars across the regions, as well as another successful year for the Regional Awards lunches and dinners.

## REGIONAL AWARDS

The BCO's primary objective is to define excellence in office space. Each year our annual Awards Programme recognises this by honouring top quality design and functionality at both a regional and national level. For an overview of the 2013 BCO Awards go to page 25.

### **Awards Presentations 2014**

The regions hosted their fifth annual lunches and dinners to celebrate the announcement of their Regional Winners in the BCO Awards 2014.

#### **Scottish Lunch:**

Grand Central, Glasgow, 4 April

#### **Midlands & East Anglia Lunch:**

Birmingham Town Hall, 10 April

#### **London & the South East Lunch:**

London Hilton on Park Lane, 29 April

#### **South West, Thames Valley & South Wales Dinner:**

At-Bristol, Bristol, 1 May

#### **North of England, North Wales & NI Dinner:**

Hilton Deansgate, Manchester, 21 May

## REGIONAL TOURS & NETWORKING EVENTS

Tours are generated from requests from BCO members to visit particular projects of interest and are one of the most popular benefits of membership. These tours enable members to gain insight into how projects were conceived and developed and what its impacts are on the local area from an economical and regenerative perspective. These are usually combined with a drinks reception which gives regional members the chance to network.

### **Tour of Osprey House, National Grid**

Derbyshire

3 July 2013

### **Tour of Doncaster Civic Offices**

Doncaster

11 September 2013

### **Tour of Birmingham Library**

Birmingham

17 September 2013

### **Midlands Awards Launch 2014**

Bank House, Birmingham

3 October 2013

### **Talk & Tour: White Collar Factory**

London

16 October 2013

### **Shoosmiths' Technical Talk & Tour**

Two Colmore Square, Birmingham

17 October 2013

### **Scottish Awards Launch 2014**

Skyscanner, Quatermile One, Edinburgh

30 October 2013

### **Tour of Manchester Metropolitan University**

13 November 2013

**London & SE Awards Launch 2014**  
160 Great Portland Street  
14 November 2013

**Tour of Royal College of GP's**  
30 Euston Square, London  
30 January 2014

**Members 2014 Drinks Evening (Midlands)**  
Anderson's Bar & Grill, St Paul's Square,  
Birmingham  
27 February 2014

**Tour of Manchester Town Hall Extension**  
Albert Square, Manchester  
6 March 2014

**Tour of No 28 Charlotte Square**  
28 Charlotte Square, Edinburgh  
19 March 2014

**Tour of No1 Bickerstaffe Square &  
Occupier Density Seminar**  
No1 Bickerstaffe Square, Talbot Gateway,  
Blackpool, Lancashire  
10 June 2014

**BCO Midlands Summer BBQ**  
Four Brindleyplace, Birmingham  
26 June 2014



## SEMINARS & RESEARCH EVENTS

Research seminars are now firmly established in the BCO event calendar and often provide the opportunity for us to form partnerships and meet with members from like-minded organisations.

**Research Launch - BCO Guide to Lighting**  
62 Buckingham Gate, London

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**26 September 2013**

September 2013 saw the launch of the BCO Guide to Lighting. We invited some of the Guide's contributors to present the key points of this industry guide to our members.

**London's Transport Connectivity**  
Sheppard Robson, 77 Parkway, London, NW1 7PU

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**8 October 2013**

The BCO Urban Group invited members to attend this seminar which considered the issues around the proposed further development of Heathrow Airport and specifically London's connectivity.

**Property Week and LandAid  
Championships Tournament**  
Powerleague Wembley

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**21 November 2013**

In 2013 BCO became one of LandAid's Industry Partners. As the property industry's charity, LandAid works to improve the lives of children and young people in the UK who experience disadvantage due to their economic or social circumstances. While many of the BCO's members are, of course, long standing supporters of LandAid, being an Industry Partner presented an opportunity for the BCO to fly the LandAid flag by drawing attention to all of our members of its work and events.





## **BIM Seminar & Tour of Imperial Tobacco, Bristol** Imperial Tobacco, Bristol

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**28 November 2013**

The South West & Wales committee invited Andrew Barraclough, co-author of the BCO BIM Report, to present BCO's research and talk about the benefits and future potential of the BIM process. The seminar was followed by a tour of the new Imperial Tobacco Headquarters in Bristol where BIM played a crucial part in achieving a highly sustainable building with maximised energy efficiency.

## **WHAT WORKERS WANT - THE PROPERTY IMPLICATIONS**

The Midlands and South West committees hosted seminars to present the findings from BCO's and Savills' research into employee preferences. The seminars provided an opportunity for regional speakers to share their experiences and give examples of their workplace strategies.

**3 Assembly Square, Cardiff**

**5 February 2014**

**10 Woodcock Street, Birmingham**

**28 March 2014**

**Urban Group Seminar - Tales of the City**

**Speechly Bircham, 6 New Street Square, London**

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**10 April 2014**

The BCO Urban Group held a special seminar to mark the start of a new chapter for one of its members: Peter Rees, one of the founding members of the British Council for Offices and a longstanding member of the Urban Group. Peter became the Chief Planning Officer of the City of London in 1985 and was the driving force behind huge changes in the almost thirty year period of his tenure. This evening offered an opportunity to hear Peter reflect on his time in the City and to learn about his plans for the future.

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### **Improving the Environmental Performance of Offices (Green Sky Thinking Event)**

CMS Cameron McKenna, Mitre House,  
160 Aldersgate, London

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**1 May 2014**

The BCO was pleased to continue their support of the collaborative platform of Green Sky Thinking in 2014 and to present the BCO's report 'Improving the Environmental Performance of Offices' as part of the programme.

### **The Electricity Crunch – Implications for the Built Environment**

Hoare Lea, Western Transit Shed, 12-13 Stable Street, London

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**27 May 2014**

The risk of electricity blackouts is increasing and predicted to reach a peak in the winter of 2015/16. The BCO commissioned Hoare Lea to examine the implications of this increasing risk on the commercial office sector. The seminar outlined the causes of the increasing risk, the impact on business and advised on possible actions.

### **Tour of No1 Bickerstaffe Square and Occupier Density Seminar**

No1 Bickerstaffe Square, Talbot Gateway,  
Blackpool, Lancashire

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**10 June 2014**

The Northern Committee invited Michael Bedford, co-author of the BCO Occupier Density Report to present the latest BCO guidance on office occupation. The seminar was followed by a tour of No 1 Bickerstaffe Square, a striking new office building at the heart of one of the region's major regeneration schemes.

### **The Office of the Future**

PwC, 1 Embankment Place, London

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**26 June 2014**

Fifteen years ago smartphones, iPads, the internet, laptops, hot-desking and meetings in coffee shops did not feature in daily office life. At this event, leading industry experts discussed how the office of the future was likely to evolve and how the office sector could meet the needs of occupiers.

**AROUND 40 REGIONAL MEMBERS MAKE UP THE REGIONAL CHAPTER COMMITTEES**



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Our events programme is fuelled by what our members want, which makes feedback and input from individuals extremely valuable.



**BCO Breakfast Seminar: Is TMT Setting The Agenda For New Offices?**

AECOM, MidCity Place, 71 High Holborn, London

10 July 2014

Speakers at this event were the research team made up of Elaine Rossall, Cushman & Wakefield and Nicola Gillen, Strategy+ at AECOM. They presented and discussed the findings of BCO's TMT report with Gary Wingrove, BT and Jason Karr, CMS Cameron McKenna. The lively debate covered the trends developing in TMT which are currently spreading throughout to the wider office market.

**"Lights, Cameras, Action!" - Talk & Tour**

Cundall, 4th Floor, Cathedral Court, 15 Colmore Row, Birmingham

22 July 2014

Iain Trent of Land Securities and co-author of the BCO Guide to Lighting, presented the findings of this Best Practice Guide followed by a short talk by Andy Bissell and Andy Parkin of Cundall about integrating Lighting, Acoustics and Communications technology in their new office fit out. This was followed by a tour of the new office fit out, to show how this had been achieved in practice.



# ANNUAL CONFERENCE

**Colette O'Shea,**  
Land Securities, Conference Chairman 2014

The BCO Annual Conference in Birmingham in May challenged the property industry to look beyond the traditional boundaries of bricks and mortar. The aim was to get the industry thinking about the broader business needs of its customers and how we can meet those needs rather than focusing simply on meeting space requirements.

As an industry we have a hugely exciting challenge ahead of us. We are responsible for creating the environment that ambitious, creative businesses need. If we get this right, they thrive. And if they thrive, so do we.

The 550 delegates who arrived in Birmingham on 14 May contributed to a host of lively, informative and creative debates around the topic, and we were treated to some exceptional speakers.

Friday's plenary with Shawn Achor, Katrina Kostic Samen, Tim Oldman and Matt Oakley, who chaired, was all about the people. Shawn Achor challenged our preconceptions about success and happiness. If you thought success breeds happiness, think again! Achor explained that it's actually happiness that makes you more successful and not the other way round. If we can put happiness, health and wellbeing at the heart of everything we do, we are paving the way for successful businesses.

So what does that look like from a property perspective? Well, that's where Wednesday's plenary on putting the occupiers centre stage was so useful. I chaired a fascinating discussion with John Burns, Teresa O'Byrne and John Forrester about the importance of building to meet occupiers' business as well as spatial needs. John Burns talked about Derwent London's 'white collar factory' concept and how a building's identity and what it stands for can be as important to occupiers as the space itself.

Attracting and retaining outstanding talent is high on the agenda for all ambitious businesses and this will become increasingly important as the economic recovery continues and the brightest candidates have their pick of career opportunities. Naturally if you are investing in top talent, you want them to be working in the most productive environment. Natural light, fresh air, high ceilings, cycling and changing facilities all play a part in optimising the conditions for success, putting the occupier at the forefront of building design.

The variety of seminars across the three days were just as illuminating. Whether we were considering the future impact of the performance gap between design and operation, debating the inevitable changes technology will bring to the workplace, or exploring how cities are re-inventing themselves for a high tech, low carbon future, the quality of the sessions and delegates' willingness to think beyond their comfort zone was in evidence throughout.





# BROADER BUSINESS NEEDS

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We are responsible for creating the environment that ambitious, creative businesses need. If we get this right, they thrive. And if they thrive, so do we.







This was a conference that challenged us all to consider the changing world around us and think differently.

Add to that the wide variety of tours on offer to the likes of Fort Dunlop, Snowhill, and the Jaguar Land Rover Factory, and this was a conference full of interest, insight and challenge.

Outside of the main programme there was plenty of opportunity for networking and the conference dinner was a great celebration of the BCO and its members.

A special mention must go to those who cycled from Leeds to Birmingham, leading the way for the Tour de France which powered through the same roads just a few months later. The crowds may not have been on quite the same scale as they were for the Tour in July, but the team of 56 cyclists nonetheless received a warm welcome on their arrival and must be commended not only for their cycling efforts but also their magnificent achievement in raising over £40k for The Jericho Foundation.

In summary, this was a conference that challenged us all to consider the changing world around us and think differently. I certainly came away inspired by the huge potential for what we, as an industry, can do. I hope you did too.



# CELEBRATING SUCCESS

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2013 was the year that saw refurbishment celebrated and some truly exceptional buildings offered standards of character, quality and efficiency which would not have been achievable with a new build.



# BCO AWARDS 2013 - CELEBRATING EXCELLENCE IN OFFICE SPACE



Despite the continued austere times, the judges in 2013 were once again impressed by the innovative and collaborative approach that project teams had adopted to ensure the success of each scheme. 2013 was the year that saw refurbishment celebrated and some truly exceptional buildings offered standards of character, quality and efficiency which would not have been achievable with a new build.

Companies such as Nestlé and W. L. Gore instigated projects that celebrated and rejuvenated their existing buildings; Astellas' efforts restored a neglected Foster masterpiece back to its former glory – and then some.

These projects also stacked up financially. They developed a broad range of solutions which made it feasible to take on these older buildings. Architects' designs showed sensitivity to existing planning requirements and there were triumphant feats from those with M&E expertise.

Rationalisation was the catalyst for change in the public sector which responded to the

financial conditions by re-inventing their property portfolio. One of last year's winners reduced their occupational portfolio from 89 buildings to just eight. As well as the straightforward economies of scale that came from consolidation, the new buildings brought about fundamental changes in working practices and the occupiers' relationships with the people they serve.

The many high open atriums that the judges saw around the country did not just bring aesthetic benefits, they were a practical symbol of openness – they were welcoming and portrayed transparency.

These buildings became the new town squares offering the traditional place to gather, with the benefit of being indoors; everything from public planning meetings to Thai-Chi classes were going on in the UK's civic centres when the judges undertook their tour.

Behind these community hubs the bright, open and modern office spaces had transformed the way the staff worked: Positive signs of collaboration and networking abounded throughout the judges' visits.

All these buildings were worthy recipients of the honours bestowed upon them and their occupiers were deserving of praise for commissioning them.

# LIST OF NATIONAL WINNERS 2013

## President's Award

Lord Rogers of Riverside

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The BCO President's Award recognised the great contribution Lord Rogers made to the advancement of our places of work. Lord Rogers designed Chiswick Park, winner of the BCO Best of the Best Award in 2002, exemplifying his understanding of how a building fits best within its context. As well as the building being ahead of its time in many technical aspects, the judges then noted that the design "maximises the sense of contact between occupants and the landscape."

It is for pushing the boundaries of his profession, his understanding that offices are more than just a place of work and of course for his stunning and technically advanced designs that we were honoured to give Lord Rogers the BCO President's Award 2013.

## Best of the Best

### Refurbished / Recycled Workplace

W.L. Gore & Associates UK, Kirkton Campus, Livingston

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Having been their home for more than 30 years this magnificent refurbishment took a building that was no longer fit for purpose and regenerated it into a modern, green and inspirational workplace. The transformation was nothing short of miraculous. W. L. Gore showed vision and understanding for not running with the cheapest option. Rather, W.L. Gore selected the optimum solution and chose the best team members to deliver the quality they required. The end result was the perfect showcase for a discrete but popular and immediately identifiable brand.

## Test of Time

Memphis Building, Lingfield Point, Darlington

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The Memphis building originally won the national BCO Awards in 2009 and was praised for the impressive transformation of an 11th century

industrial building into a modern and lively office environment. Five years on it had not only proved to be a wonderful home to the Student's Loans Company, but it had also shown to have the flexibility to adapt to changes in the economy, which is why it was so deserving of the Test of Time Award 2013.

## Innovation

The Crystal, Royal Victoria Docks, 1 Siemens Brothers Way, London

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The Crystal took innovation as its raison d'être. Developed by Siemens as a model to explore the potential of sustainable technology within the workplace and the city, the building's BREEAM rating of 'Outstanding' - no mean feat in an urban setting - was just one of the indications of its telling contribution to sustainable development.

## Corporate Workplace

Birmingham City Council, 10 Woodcock Street, Birmingham

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10 Woodcock Street represented the successful culmination of Birmingham City Council's five year journey to rationalise and restructure its entire back office portfolio under its 'Working for the Future' programme. This project sought to transform the way the corporation functioned in relation to challenging economic times and advancing technological conditions. The City Council is rightly very proud of this flagship building which allowed them to rationalise their property portfolio and cut costs.

## Commercial Workplace

Cannon Place, 78 Cannon Street, London

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The creation of such a stunning new piece of architecture in the City was a worthy achievement in itself; the fact that this 60,000m<sup>2</sup> office was delivered above a fully operational Central London railway station made this ingenious feat of engineering excellence even more remarkable. The completed building enhanced the streetscape and offered fantastic office space suitable for a wide range of businesses. Sophisticated design and engineering techniques created a significant new addition to this area of the City. Overall the scheme



delivered to the highest levels of enterprise and value for money.

#### **Fit Out of Workplace**

Astellas, 2000 Hillswood Drive, Chertsey

The occupier, Astellas, deserved praise for its confidence to take on a building that had been specifically designed by Norman Foster for a very different type of occupier and was in a state of considerable disrepair, having lain empty for five years. The global pharmaceutical giant's ambition and vision transformed a tired redundant building into an inspiring place to work.

#### **Projects up to 2,000m<sup>2</sup>**

Nestlé Product Technology Centre, York

This building provides a stunning new showcase for Nestlé which reflects its commitment to R&D and promotes its core values and brand.

## **LIST OF REGIONAL WINNERS 2013**

### **LONDON & THE SOUTH EAST**

#### **Corporate Workplace**

One Sixty, 160 Great Portland Street, London

#### **Commercial Workplace**

Cannon Place, 78 Cannon Street, London

#### **Fit Out of Workplace**

Astellas, 2000 Hillswood Drive, Chertsey

#### **Projects up to 2,000m<sup>2</sup>**

Fifty Grosvenor Hill, London

#### **Refurbished/Recycled Workplace**

123 Victoria Street, London

#### **Innovation Nominees**

Cannon Place, 78 Cannon Street, London  
The Crystal, Royal Victoria Docks, 1 Siemens  
Brothers Way, London





## MIDLANDS & EAST ANGLIA

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### Corporate Workplace

Birmingham City Council, 10 Woodcock Street, Birmingham

### Commercial Workplace

Botanic House, Cambridge

### Fit Out of Workplace

National Grid, Osprey House, Castle Donington

### Refurbished/Recycled Workplace

Harry's Yard, Newhall Street, Birmingham

### Innovation Nominee

The Pod, Fletcher Gate, Nottingham

## NORTH OF ENGLAND

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### Corporate Workplace

One Angel Square, NOMA, Manchester  
(Joint Winner)

Wakefield One, Burton Street, Wakefield  
(Joint Winner)

### Commercial Workplace

Fabrica, 269 Great Ancoats Street, Manchester

### Fit Out of Workplace

Fabrick, 2 Hudson Quay, Windward Way, Middlesbrough

### Projects up to 2,000m<sup>2</sup>

Durhamgate, Phase 1 (lavin), Arlington Way, Durham Gate, Spennymoor

### Refurbished/Recycled Workplace

Nestlé Product Technology Centre, York

### Innovation Nominee

One Trinity Green, South Shields

## SCOTLAND

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### Corporate Workplace

Collegelands, Glasgow

### Commercial Workplace

Eastgate, London Road, Glasgow

### Fit Out of Workplace

Skyscanner, Quatermile One, Edinburgh

### Projects up to 2,000m<sup>2</sup>

Pinsent Masons, Queens Road, Aberdeen

### Refurbished/Recycled Workplace

W. L. Gore & Associates, Kirkton Campus, Livingston

### Innovation Nominee

Fife Renewables Innovation Centre, Methil Docks Business Park



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Rationalisation  
was the catalyst  
for change in the  
public sector.

#### **SOUTH WEST, THAMES VALLEY & SOUTH WALES**

##### **Corporate Workplace**

The Quadrant:MK, Elder Gate, Milton Keynes

##### **Commercial Workplace**

Bridgewater House, Finzel's Reach, Counterslip,  
Bristol

##### **Fit Out of Workplace**

Microsoft Project Edison, Building 2 & 3, Microsoft  
Campus, Thames Valley Park, Reading

##### **Projects up to 2,000m<sup>2</sup>**

Triodos Bank, Deanery Road, Bristol

##### **Refurbished/Recycled Workplace**

County Hall Remodelling, Bythesea Road,  
Trowbridge

##### **Innovation Nominee**

Oxygen House, Grenadier Road, Exeter Business  
Park, Exeter



# NEXTGEN EVENTS

## LEARNING FROM THE PAST, LOOKING TO THE FUTURE

BCO NextGen aims to mentor and encourage the next generation of professionals to become future leaders within the industries whilst providing a platform for new talent to express their ideas. Since its inception in 2009 committees have now been established in all five of the BCO regions. 2014 has brought the launch of the BCO NextGen Scottish committee, which consists of strong, enthusiastic and influential individuals. We are confident that they will successfully lead the expansion of the BCO NextGen membership within Scotland.

By joining as a BCO NextGen member, young professionals benefit from a programme of events aimed at the next generation of industry leaders. Seminars are created to challenge current thinking, encourage innovation in the future and provide networking opportunities across the office sector.

## EVENTS

### **BCO Launch NextGen in the South West**

Bridgewater House, Bristol

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15 August 2013

We were pleased to invite our members to meet with the new NextGen Committee for drinks reception at Bridgewater House. Attendees heard from the Mayor of Bristol before taking part in a short Q&A.

### **NextGen - Why Birmingham?**

Centre City, Hill Street, Birmingham

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10 September 2013

Bruntwood Estates explained why they see Birmingham as a city with real growth potential and understood how they intended on implementing the "Bruntwood model" to capitalise on this across the UK's second capital.

### **NextGen Seminar - Reinventing Industry (Leeds)**

Tower Works, Globe Road, Leeds

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09 October 2013

BCO NextGen in the North organised a series of seminars and tours that discovered how old industrial icons were being reinvented into modern office locations. This took us to Leeds at Tower Works, which was a totally fresh approach to the workspace.



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2014 has brought the launch of the BCO NextGen Scottish committee, which consists of strong, enthusiastic and influential individuals.

# THE NEXT GENERATION OF LEADERS



Since its inception in 2009 committees have now been established in all five of the BCO regions.

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**NextGen - Presentation, Tour, 10 Portman Square**  
10 Portman Square, London

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17 October 2013

One of London's most exclusive areas now boasts a stunning new landmark, 10 Portman Square. With advance architectural designs by Jestico + Whiles this new development delivers innovative dichroic glass fins on the exterior reflect soft natural coloured light. These link seamlessly with the stunning fluid glass and mirrored artwork, which then extends through into a spacious reception lobby.

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**NextGen - Tour of 158 Edmund Street, Birmingham**  
158 Edmund Street, Birmingham

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20 November 2013

158 Edmund Street is a Grade II listed building at the heart of the Colmore Business District which is owned through a joint venture by Evenacre and Bridges Ventures. The building has undergone a £1million refurbishment which has made the most of its listed features but also offers a modern and sustainable office environment for smaller office occupiers.

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**NextGen - BID: Are They Relevant To The Office Occupier**

2 Colmore Square, 38 Colmore Circus,  
Birmingham,

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27 March 2014

Business Improvement Districts were designed for local businesses to collaborate and invest in projects, services and initiatives which improved the environment where they worked. BIDs delivered additional services to those provided by the local authority; these projects and services were the result of business investment in the area. Birmingham had a number of BIDs for different parts of the city including the Broad Street BID, Southside, the Jewellery Quarter and the Retail BID.

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**NextGen - Sustainability Event**

Triodos Bank, Deanery Road, Bristol,

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09 April 2014

As sustainability increasingly becomes an industry buzz word do we really understand the reality of it and the real tangible benefits that it can deliver to stakeholders? This presentation aimed to breakdown the shroud of mystery that often surrounds sustainability and examined it from each angle. With voices raising the good and the



bad to ultimately summarise how, if sustainability is here to stay, we can make it work. The evening was hosted at Triodos Bank, the pioneers of sustainable banking who are located in one of the most sustainable offices in the UK. The vigorous sustainable standards of the building embodying the ethos of the bank. Following the sustainable debate there was a tour of the building and networking over refreshments.

### **Birmingham Office Market - Context and a view to the future**

Eleven Brindley Place, Birmingham

15 May 2014

This seminar, hosted by the Midlands NextGen Committee but open to all to attend, comprised a review of recent trends in the regional office market from Charles Toogood (GVA) with a specific focus on the host city of Birmingham provided by John Griffiths (GBR Phoenix Beard, Chair of the Birmingham Office Market Forum). Peter Crowther (Bruntwood) gave attendees some insight from a developer's point of view and Richard McCarthy, the man leading Deutsche Bank's Birmingham operation, spoke about the occupier's decision to commit so strongly to the country's second city.

### **The Crossrail Effect: Redefining Markets?**

NBC Universal, Central St Giles, London

28 May 2014

This NextGen breakfast seminar invited a panel of industry experts to discuss how the Crossrail scheme, from its inception in 1974 to its nearing completion in 2014, has been redefining markets in Central London and around, impacting occupiers, developers, agents, and the industry as a whole.

### **NextGen - Nine Elms Walking Tour: Transformation of London's Industrial past**

281 The Flower Market, New Covent Garden Market, London

17 July 2014

We began with a visit to the Nine Elms on the South Bank HQ, with an introduction to the overall site. From there we moved on to Ballymore's Embassy Gardens, a 20 acre mixed used development that houses the new US embassy. Next we headed over to Riverlight, a new residential development directly on the riverfront. Our tour concluded at Battersea Power Station, with drinks and networking on the terrace of the marketing suite.

With speakers and hosts from Nine Elms of the South Bank, Ballymore, Sir Robert McAlpine/ Kieran Timberlake Architects, EPR and Battersea Power Station, this tour provided a behind the scenes look at London's most exciting regeneration scheme for many years.

### **NextGen - Digbeth Walking Tour**

Glenn Howells Architects, 321 Bradford Street, Birmingham

24 July 2014

We pulled our socks up and joined the BCO NextGen aboard the shoelace express for a walking tour of 5 key buildings; The Walker Building, Fazeley Studios, Custard Factory, Zellig and Glenn Howells.



# THE YEAR AHEAD

When the market crashed in 2008, few of us can have imagined that the road to recovery would be quite so long and quite so hard. And yet, even the most sceptical of commentators would now probably be forced to admit that Britain is well out of recession and, as I write, economic output has returned to pre-crash levels. Everyone is busy, looking to the next stage in the cycle and is generally more cheerful. There need be no more tentative talk of “green shoots”.

The BCO weathered the storm remarkably well, a consequence, fundamentally, of the exceptional loyalty and commitment of our members. Rightly, we are always judged on the value of the goods and services we provide, and continue to test ourselves to ensure that they are the best the market can offer. To the many members who have helped in all of this, my sincere thanks.

In May 2015, the BCO will celebrate its 25th birthday. How better to mark this than with a conference in Chicago, widely regarded as the birthplace of the modern office. Chaired by David Partridge, our Senior Vice President, Chicago 2015 will be only the second long-haul conference the BCO has undertaken, and those who took part in New York 2007 will know that the bar is set high. The programme of plenary sessions and tours of contemporary and historic buildings (an embarrassment of riches) is well in play, and the conference brochure will be published in January 2015.

Colette O'Shea, our incoming President, made the occupier, the ultimate customer of the office industry, the central theme for our 2014 conference, in Birmingham. This hugely successful event was a great credit to all concerned and, along with Colette and the Committee, particular thanks must go to all in the Midlands Chapter for their hard work. It paid off handsomely. The occupier theme will continue through Colette's presidential year, and real progress is now being made in attracting ever more major occupiers to become members of the BCO. A rapidly expanding research programme with a distinct occupier focus will add strength to the value we can offer to our occupier members, and the fruits of this will be published on the BCO's website (with the reports available free to all members).

While it is impossible to thank all of those who deserve a special mention, I will do my best. Tim Robinson retires shortly as Chairman of our National Awards Competition, and will be greatly missed. The competition is prized so highly because of its rigour and integrity, and the sheer effort which goes into it from all of the judges – national and regional – is enormous. Thank you, Tim. On the theme of effort, Neil Pennell, the Chairman of our Technical Affairs Committee, has led the revision of the BCO Guide to Specification, our benchmark document, yet again, another huge commitment. Thank you, Neil.

The BCO's officers, Colette, our new President, David Partridge and John Forrester as Senior and Junior Vice Presidents respectively, and Robin Brodie-Cooper, our Honorary Treasurer, have all worked exceptionally hard in various ways and,

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Everyone is busy, looking to the next stage in the cycle and is generally more cheerful.

very generously, will continue to do so in the years ahead. I, and my colleagues, are there to support in whatever way we can, and I record here my own thanks to my own team, Katharina Balassa, Neetta Bhatti, Tracy Goodwin, Jenny MacDonnell and Sam Robinson, who keep the BCO going, whatever happens. Many thanks to one and all.

Lastly, and of greatest importance, my sincere thanks to Neil Thompson, our President for 2013-14. The BCO has been very fortunate over the years to have had so many able and distinguished leaders from our sector take on the top job, which is a significant commitment. Chairing the Annual Conference before the start of the presidential year is something of a “baptism of fire”, and with Madrid 2013 Neil picked up a gold medal. In the year that followed, Neil championed the BCO in all he did, be it the BCO’s flagship events, regional visits or meetings of the Board or Management Executive. All at the BCO are extremely grateful for this, and wish Colette, Neil’s successor, every success for her own presidential year 2014-15.

**Richard Kauntze**  
*BCO Chief Executive*





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