



**BCO**

British Council for Offices  
Annual Review

**2017/  
2018**

THE BRITISH COUNCIL FOR OFFICES' (BCO) 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

6

THE YEAR IN  
NUMBERS

8

RESEARCH  
& POLICY

20 Eastbourne Terrace, London.  
Courtesy of Fletcher Priest Architects





**2**

**CHIEF  
EXECUTIVE'S  
FOREWORD**

**4**

**HIGHLIGHTS  
OF THE  
PRESIDENTIAL  
YEAR**

**14**

**REGIONAL  
ROUNDUP**

**18**

**NETWORKING  
& EVENTS**

**28**

**BCO ANNUAL  
CONFERENCE**

**32**

**BCO  
AWARDS**

**36**

**NEXTGEN**

**0-1**

**ANNUAL  
REVIEW  
2017/18**



# CHIEF EXECUTIVE'S FOREWORD

One vital component of the BCO's Annual Conference (and more on Berlin 2018 to follow) is our desire to look at the broader context. The office sector will only thrive if those who lead it – represented so effectively by the excellence of the BCO's membership – recognise and take account of what is around them. As what would once have been considered the norm shifts – be it environmental constraints, social attitudes or patterns of work – so must the provision of office space.

Against the backdrop of continuing uncertainty on the Brexit question, it's perhaps remarkable that the UK economy has escaped, so far at least, relatively unscathed. Yes, the fundamental question of what type of Brexit (if indeed there is a Brexit) Britain ends up with remains unanswered, but we will continue to build some of the very best buildings one could hope to see. All of this is reflected through the BCO's Awards Competition, where the quality of the projects entered across the length and breadth of the UK continues to rise each year. I record here my thanks to Nigel Clark, the Chairman of the National Judges, and all the judges at a national and regional level, for working so hard to maintain the prestige of the BCO's Awards Competition.

On the theme of thanks, I am hugely grateful to Katrina Kostic Samen for chairing our Annual Conference in Berlin in May. The BCO's first visit to that fine city was way back in 2001 and much, of course, has changed since then. "Inclusion and Diversity" was the guiding theme for all elements of the conference, which was enormously successful not just in securing a large increase in the number of female delegates, but also in embracing the industry's future leaders, our Next Gen members (again, a record number). Katrina becomes the BCO's new President for 2018-19, and I wish her every success for her presidential year.

The success of the NextGen Group – now led by Carl Giles – is down to the enthusiasm and energy of all concerned, and NextGen now represent over one fifth of the entire membership (itself fast approaching 3,000). Reflecting this, the NextGen Awards Dinner moves to a new, larger venue for 2018,

and planning is underway for the 2019 Design Competition. For my own part, a particular pleasure is to see NextGen members integrated into every aspect of the BCO – from the Board of Management, through to the conference, Awards Competition and expert committees – and every encouragement from our more senior members to involve their younger colleagues in our work would be much appreciated.

The BCO's research programme remains at the heart of all that we do. June 2018 saw the publication of Wellness Matters, a year-long study looking at the question of health and wellbeing in offices and, to put it bluntly – what to do about it. In a field where there is perhaps more heat than light, the market has reacted very positively indeed to our efforts in identifying the fundamentals. Add to this the ongoing revision of the BCO Guide to Specification (which will be published in its new online

guide in early 2019) and an extensive catalogue of ad hoc projects, the BCO's research programme rightly remains market-leading.

The continued success of the BCO is a consequence of collective effort, and I am enormously grateful to the many members who do so much. Supporting Katrina as our new President will be Paul Patenall as the new Senior Vice President, and Robin Brodie Cooper as the new Junior Vice President. Robin, of course, served the BCO with distinction for many years as the Honorary Treasurer, now succeeded by James Clark, to whom I am very grateful. I am also very grateful to my own team who manage our ever-expanding range of activities in an exemplary fashion. Kat Balassa leads for us on Communications and Events, supported by Anneka Vasheast, Sam Robinson and Bryony George (promoted from Team Assistant). Arezou Said continues to drive our research programme, and Chané Scallan, our new Social

Media Manager, has raised the BCO's game significantly. Camillia Huygens is a very welcomed addition to the team as our new Team Assistant, and my PA, Tracy Goodwin, continues to work tirelessly to keep not just me but the BCO's membership in order.

The last word must, without question, go to our President for 2017-18, Ken Shuttleworth. Ken is an architect of very rare quality and it has been a privilege for us to have him as our President. Ken's involvement with the BCO goes back over twenty years and has been reflected in many BCO activities, not least his time as a National Awards Judge and chairing our Annual Conference in London in 2017. Always willing to help, always working for the best, collective interests of the BCO, and always with a smile, we have been very fortunate indeed that Ken has given the BCO so much, and I record here my sincere thanks.

**RICHARD KAUNTZE**  
*BCO Chief Executive*



# HIGHLIGHTS OF THE PRESIDENTIAL YEAR

**"IT WAS SUCH AN HONOUR –  
AND RATHER SURPRISING –  
TO BE ASKED TO BE JUNIOR  
VICE PRESIDENT OF THE BCO  
BACK IN 2015, BUT IT WAS  
CERTAINLY A NO-BRAINER TO  
SAY YES. I REALISED THAT I FELT  
QUITE PASSIONATE ABOUT THE  
ORGANISATION I HAVE BEEN  
PART OF SINCE 1994."**



This last year as president has been a whirlwind. Following the 2017 'London Refocused' conference and that memory-making talk by Lord Foster, I felt inspired to try and make a difference to the way the BCO is perceived. It has suffered from a 'stuffy' reputation, but whilst I believe the work, particularly of the ever-growing NextGen membership, is going a long way to change that, there is still some way to go. We have to remain relevant if the BCO is to continue. That was part of the reasoning behind the President's Survey I commissioned. The BCO has to represent all its members if it is to be truly successful. The feedback – from BCO members – was incredibly instructive, and I was so pleased that we had such a strong response from the regional chapters. A number of common themes surfaced, from which we formulated four key recommendations that we presented to the board:

- 1) *Increase ethnic and gender diversity*
- 2) *Explore avenues of greater global engagement*
- 3) *Increase consultation with members*
- 4) *Increase use of technology, including digitisation of the BCO Guide to Specification*

I feel like we are already on track with a number of these points and I'm so glad that Katrina Kostic Samen has chosen to focus on diversity as a central point for her year as president. It's so important, and whilst the debate around gender equality has permeated virtually every part of society in some form or another, I'd call for our property sector to also think beyond purely male-to-female ratios and widen the diversity debate to include social mobility. I truly feel that if there is a way to effectively bridge the education and cost barriers for those from socio-economically disadvantaged backgrounds, a lot of the issues we have in property and architecture will begin to resolve themselves. There is still a long, long way to go.

Another highlight of this year's Berlin conference was the launch of the Wellness Matters report. Of course industry research is the backbone of the BCO, and I am delighted that they have tackled wellness so thoroughly. The way we design offices has perceptibly – and rightly – shifted since I began in architecture. Now it is very much all about the employees, it's about attracting and retaining the best talent, it's about providing spaces and places where people want to be, not just a desk to work. I am excited to see how this research is used in our practice and beyond.

Another key role for me as president, which ticks a box from the survey, was to oversee the update of the Guide to Specification and make it relevant for today's user. There is a danger that these things can be obsolete almost as soon as they are done, so a real

priority was to make it digital – in order for it to be a useful tool for everyone from architects to commercial agents on the ground. To be in a design meeting and be able to pull up an app or to scroll through on a tablet will have a huge impact on making it a more relevant tool.

Finally, I'd urge the BCO to look beyond its borders. In so many ways the world is virtually without boundaries and we have so much to learn from the way offices are being designed in other regions around the world. We have a hub of talent in the UK and the BCO has a duty to keep its community up to speed with best practice from around the world; we can't just be UK-centric any more, especially with the uncertainties of the global economy and a rapidly approaching Brexit.

All that's left is for me to say a huge thank you to Richard Kauntze, and all those who work tirelessly at the BCO, for their support, guidance and passion. Thank you, too, to Katrina Kostic Samen for already inspiring us to try harder. I have no doubt she will be a wonderful president in continuing to take forward the recommendations of our survey and driving forward our industry.

And to you, our members: you are the backbone of the BCO and are what makes our UK industry one of the most envied in the world. Keep striving to exceed standards, to make incredible places to work, to develop buildings that give back. Thank you for your continued investment in the BCO.

### **KEN SHUTTLEWORTH**

*BCO President 2017/2018*

*Founding Director, Make Architects*



# THE YEAR IN NUMBERS

# 2,809

industry professionals are members of the BCO, which signifies an increase in membership of 11% within the last year.



# 181

articles about the BCO were published by national and regional media outlets, covering BCO research, the conference in Berlin and projects that won a BCO Award.



# 1,103

CPD certificates were issued in 2017-18.

# 3,458

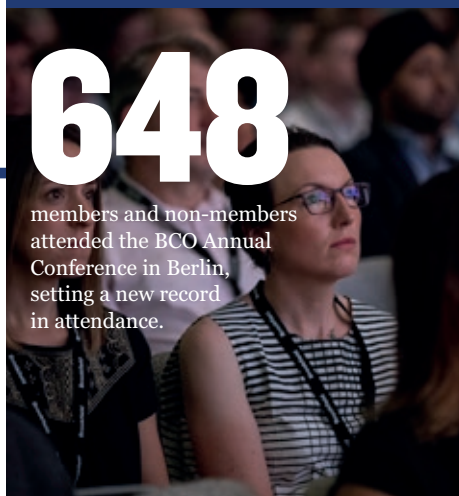
industry professionals celebrated the regional and national winners at the awards lunches and dinners in 2017.

# 79

tours, seminars and networking events were hosted across all regions over the last year.

# 648

members and non-members attended the BCO Annual Conference in Berlin, setting a new record in attendance.







# 21%

of the conference attendees in Berlin were women, marking an impressive increase in female attendees, compared to only 4% in previous years.



# 162

projects were entered in the 2018 awards competition, making it another very strong year for entries.



# 7,300

people are following us on twitter @BCO\_UK, which represents an increase of 12% since July 2017.

# 2,993

participants attended the BCO's events (including regional tours, seminars and networking events) in the last 12 months.

# 12

new pieces of research were published.

# 615

are NextGen members, which represents an increase of 21% compared to the previous year.



# RESEARCH & POLICY

**OVER THE PAST 12 MONTHS THE RESEARCH PROGRAMME AT THE BCO HAS CONTINUED TO ADDRESS KEY ISSUES IMPACTING ON THE OFFICE MARKET. WORKING WITH LEADING ORGANISATIONS AND INDUSTRY EXPERTS THE FOCUS HAS BEEN ON WORKPLACE DESIGN, TECHNOLOGY, INNOVATION, PRODUCTIVITY AND HEALTH AND WELLBEING.**





## **PERMITTED DEVELOPMENT RIGHTS – ONE YEAR AFTER PERMANENCE**

*September 2017*

The research conducted by CBRE builds on the earlier study prepared in early 2015 and looks at the profound effects of Permitted Development Rights. While PDR may, arguably, keep vacancy rates in check and provide an attractive investment exit for landlords on an individual asset basis, there is also a real risk that parts of the market will not be able to provide sufficient office space in the right locations to enable businesses to thrive and contribute to economic growth. The report looks at the impact of PDR in London as well as highlighting regional differences.

## **MITIGATING OFFICE OBSOLESCENCE**

*September 2017*

The report undertaken by Northumbria University, Newcastle, delineates four vacant office building strategies – asset exploitation, demand repositioning, asset renewal and removal/ redevelopment. For each strategy it sets out an associated set of management techniques and a relative degree of intervention. The report suggests that investment and management strategies will need to be proactive, with an emphasis on tenant experience. The ability of buildings to adapt and change will be a key determinant of their success in the future.

## **OFFICE SERVICE STANDARDS AND CUSTOMER EXPERIENCE**

*October 2017*

Commissioned by the BCO Occupier Group and sponsored by British Land, Broadgate Estates, CBRE and Legal & General, the BCO research provides a best practice guide to services and management standards in multi-occupied office buildings. The report advocates a need for a revolution in the property industry's approach to delivering service, based on customers' requirements 'from space as a commodity' to 'space as service'.



## **DEFINING & MEASURING PRODUCTIVITY IN OFFICES**

*November 2017*

In business, productivity is everything. It drives efficiencies, creates profits and promotes economic growth. The human element is critical: if staff are to give the very best of themselves they need to be happy, healthy and motivated. The study undertaken by Currie & Brown on behalf of the BCO, examines how the physical design and management of offices can influence both individual and organisational productivity. It provides a definition of a productive workplace, how productivity can be measured and the steps that can be taken to make the most of available opportunities to improve performance.

## **WHOLE LIFE PERFORMANCE PLUS**

*November 2017*

The BCO is a partner in this project with Low Carbon Maintenance Limited (LCMB) and Oxford Brookes University. The project is funded by Innovate UK. The study seeks to empirically validate the link between indoor environmental conditions and staff productivity, using a real-world intervention in three commercial case study buildings. The interim findings were published in a short briefing note in November 2017, with full results due to be published in November 2018.

## **OFFICE OCCUPANCY: DENSITY AND UTILISATION**

*February 2018*

Undertaken by Ramidus and AECOM, the Office Occupancy report examines recent trends in workplace density and utilisation. Recognising the growing importance of agile working, the study has supplemented the density data with an analysis of space utilisation. The research shows average value for workplace density has declined further in 2018 to 9.6 sq m compared with 9.9 sq m in 2013.

## **ENABLING THE DIGITAL WORKSPACE**

*February 2018*

This report examines how the development of the digital workspace will create opportunities for both workers and building managers to use buildings more effectively, and how digital capability will contribute directly to creating a positive customer experience for all building users.

Many offices are still specified to provide an analogue rather than digital experience. Systems are not joined up and are difficult to integrate. The low level of adoption of smart systems in offices affects the ability of office owners and office managers to optimise performance using data and analytics. The report argues that through creating opportunities to improve space utilisation and reduce energy consumption, the adoption of digital workspace technologies can deliver immediate savings to building owners, while providing wider long term benefits to the workforce by creating high quality space that supports collaborative working.



## **EVALUATION OF GOVERNMENT HUBS PROGRAMME: YEAR I**

*February 2018*

Undertaken in collaboration with the Government Property Agency, this report is the first in a series of four reports on the Government Hubs Programme. This programme represents a unique opportunity to learn from the largest nationwide estate transformation currently underway in the UK. The project conducted by Currie & Brown will track the evolution and effects of the programme over four years, providing an opportunity to capture evidence and practical lessons for the wider industry. This first report focuses on the background and rationale for the Government Hubs Programme, the benefits and other implications being sought and the approach to evaluation.

## **FUTURE TRANSPORT: IMPLICATIONS FOR OFFICE DEMAND AND DESIGN**

*April 2018*

The research identifies emerging technologies and transport trends up to 2030. It explores the potential impacts of three emerging transport trends: the adoption of sustainable transport, the growth of Mobility as a Service, and the emergence of connected autonomous vehicles. In addition to examining impacts on office design and demand, the report also addresses regulatory considerations. Undertaken by Atkins and Burges Salmon the study provides recommendations for a variety of stakeholders looking at future market changes or futureproofing decisions taken today.



## **ADAPTIVE RE-USE AND THE CONTEMPORARY OFFICE**

*May 2018*

With a significant proportion of the UK office stock consisting of existing buildings, adaptive re-use seems an appropriate strategy for meeting the changing office demands of owners, developers and occupiers. As a result, adaptive re-use is increasingly becoming an integral strategy to improve the financial, environmental and social performance of buildings. This report undertaken by Ryder Architecture on behalf of the BCO considers the drivers, opportunities and challenges of adaptive reuse.

## **FAST & SLOW BUILDINGS: RESPONSIVENESS THROUGH TECHNOLOGY**

*June 2018*

Undertaken by Max Fordham, the report examines how the use of digital technology might improve the responsiveness of buildings and the implications for building design and specification. The research focuses on how the application of new technology in buildings has the potential to provide significant benefits in the form of improved space utilisation, greater flexibility to suit tenant requirements, increased staff productivity, reduced running costs through reduction in energy use and improved sustainability through energy efficiency.

## **WELLNESS MATTERS: HEALTH & WELLBEING IN OFFICES AND WHAT TO DO ABOUT IT**

*June 2018*

Through its study, the BCO has taken a unique approach by creating a strategic 'Roadmap' to health & wellbeing. The aim has been to help the industry to understand what matters, why it matters and when it matters and who is best placed to lead across the broad range of health & wellbeing issues irrespective of certification pressures.

Working with leading medical and academic experts the project has reviewed the existing evidence base of leading sustainability and health & wellbeing standards. The result is an outcome-focused framework against which these standards have been mapped. By doing so the study provides a point of reference for clients and their advisors as well as design and construction teams and sets out the best practice guidance for implementing and achieving health & wellbeing across the office life cycle.



## COMMITTEES

THERE ARE SEVEN RESEARCH COMMITTEES AND SMALLER SUB-GROUPS WHICH FOCUS ON SPECIFIC AREAS OF INTEREST.

## THE RESEARCH COMMITTEE

*Chaired by Elaine Rossall, Jones Lang LaSalle*

Elaine Rossall took over the chairmanship of the Committee from Bill Page in April 2018.

The research committee has had an exceptionally busy and productive year with 12 projects published in the 12 month period to July 2018. The Committee meets on a quarterly basis and takes a proactive approach to examining topics and themes of relevance and interest to the BCO membership as well as the wider industry. A key focus and priority has been the delivery of the year-long Wellness Matters project. Commissioned in May 2017, the study provides definitive guidance on how to enable Health and Wellbeing across an office building's lifecycle.

Other research published since last July include:

- Permitted Development Rights – One Year After Permanence
- Mitigating Office Obsolescence
- Office Service Standards and Customer Experience
- Defining & Measuring Productivity in Offices
- Whole Life Performance – Interim Briefing Note
- Office Occupancy – Density & Utilisation
- Enabling Digital Workspace
- Evaluation of Government Hubs Programme – Year 1
- Future Transport: Implications for Office Demand and Design
- Adaptive Re-use and the Contemporary Office
- Fast & Slow Buildings: Responsiveness through technology
- Wellness Matters: Health and wellbeing in offices and what to do about it

## THE TECHNICAL AFFAIRS COMMITTEE

*Chaired by Neil Pennell, Landsec*

The main focus of the Committee over the past 12 months has been the upcoming BCO Guide to Specification, which will be published in March 2019. To this end, the Committee has been holding monthly meetings. As well as publishing the print version of the Guide, 2019 will see the launch of a new digital platform for the BCO Guide to Specification. The objective is to provide an interactive, flexible and scalable platform that will allow better functionality and interrogation.

In 2017/18 the Committee commissioned the report Office Occupancy: Density and Utilisation which will inform the forthcoming Guide.

The Committee has been a key contributor to the BCO Wellness Matters project.



## THE OCCUPIERS' GROUP

*Chaired by Melvin Rose, KPMG*

In January 2018, Melvin Rose took over from Christopher Richmond as the chair of the Occupiers' Group.

The Group has held five meetings since July of last year.

Over the past few years, two major studies have been commissioned by the Committee. The first Building Performance – Rethinking the relationship between owners, managers and occupiers was undertaken in 2015. This highlighted that good management and occupier experience should go hand-in-hand. The second report, Best Practice Guide: Office Service Standards and Customer Experience, was published in October 2017. The report underlines a move from 'office space as a commodity' to 'office space as a service' and how the expectation gap can be closed by helping owners and managers to better understand what a well-performing buildings looks like from an occupier's perspective.

Recognising the crucial role occupiers play in the industry as end-users and therefore drivers in the evolution of the workplace, the Group has embarked on a series of occupier-focused events with the aim of facilitating discussion and debate. The first event was held in June 2018, focusing on Customer Experience Culture. Further events as well as new research are planned for 2018 and 2019.

## ESG COMMITTEE

*Chaired by Guy Battle, Social Value Portal*

The ESG Group has had another exceptionally busy and productive year. The Group met five times during the past 12 months and held three workshops. These were Design for Performance; Whole Life Carbon and the Circular Economy; and Climate Risk. The focus of the Group over the past few months has been on updating the Sustainability section of the 2019 BCO Guide to Specification. This is likely to remain a key focus over the coming months. The Committee has been a main contributor to the BCO Wellness Matters project.

## THE URBAN GROUP

*Chaired by Duncan Trench, The Onyx Partnership*

The Group's objective is to facilitate debate and discussion on wider issues impacting on urban design in cities. Under the chairmanship of Duncan Trench the Group met three times and held two seminars over the past year. The first seminar, Plotting the Future, examined the future effect that technology may have on the way we plan the development of our cities. It discussed the benefits and constraints of 'Computerised London' following presentations on new technology and 3D Models.

The second seminar, People, Place and Time focused on how the built environment interacts with people and place. It highlighted the importance of infrastructure and why as government's investment in large scale infrastructure increases over the next few decades, the design thinking that goes into these spaces will be increasingly essential.



## THE INVESTOR GROUP

*Chaired by Warwick Hunter, Henley Investment Management*

The Group met twice in the past 12 months. A key project commissioned by the Group was Mitigating Obsolescence in offices which was published in 2017.

## THE BANKING PEER REVIEW GROUP

*Chaired by Richard Beastall, tp benett*

The Group engages with some of the largest, global banks. The programme focuses mainly on holding seminar and tours. Recent engagements have included a joint event with the Occupiers' Group on Customer Experience Culture.

A photograph of a group of men in business attire (suits and shirts) engaged in conversation at what appears to be a networking event or conference. The men are smiling and looking towards each other. In the background, there is a large architectural drawing or blueprint of a building. The text 'REGIONAL ROUNDUP' is overlaid on the image in a large, white, bold, sans-serif font.

# REGIONAL ROUNDUP



## SCOTLAND

The Chapter in Scotland has witnessed an amazing year of activity encompassing many fascinating talks, presentations and tours.

With our membership in Scotland at an all-time high, we are engaging more than ever in the fastest pace of change ever witnessed in the design of our workplaces. Defurbishment, health and wellbeing, wearable technology and a tectonic change in corporate culture and what we want from our buildings has created an unprecedented yearning for knowledge and understanding of future office trends.

Never before have we been in such danger of creating space which is obsolescent before its time. Consequently we have enjoyed unparalleled attendances across a range of presentations including the “Changing Face of Corporate Culture”, “Office Service Standards”, and “The Future of Workplace”, to name a few.

We toured a number of groundbreaking developments including a privileged tour of Scottish Power’s new headquarters in Glasgow. Another highlight was our “Dundee Day” – a collaboration between the NextGen and main committees. This generated a huge level of interest in a city which is enjoying a regenerated waterfront and a number of commercial developments of significance. With strong collaboration across all ages of membership, we were able to engage with the Universities of Edinburgh, Dundee and Abertay through workshops focussing on how students prefer to work, learn, collaborate and relax, and enjoy a full day of presentations and tours.

The NextGen committee continues to flourish and we were delighted to welcome Michael Gallacher of Abstract Securities who has succeeded the irrepressible Hazel Pearson as chair. Michael has done a great job of forming a largely new committee and organising some wonderful events including “The Success of Flexible Workspaces” at Lochrin Square, Edinburgh and “Developing the Commercial Office” at Pinsent Mason’s newly refurbished Glasgow office.

With Stephen Lewis promoted to act as a national judge this year, I am delighted that David Dool now chairs the regional judging panel. The judges yet again rose to the challenge of having to select the winners from a long and strong line up of entries culminating in a sell out awards ceremony where over £5,500 was raised for charity.

As we look ahead, the next year is shaping up to be equally exciting and dates have already been secured for no fewer than five talks and tours including a day in Aberdeen where we aim to build on an outstanding twelve months.

## BILL RITCHIE

*Atelier Ten  
Scottish Chapter Chair*



14-15

ANNUAL  
REVIEW  
2017/18

## SOUTH WEST, THAMES VALLEY & SOUTH WALES

2018 has continued to be a record year of growth in the region with Bristol boasting the highest rental growth in the UK and with record rents being set in Cardiff and the Thames Valley. This is largely driven by an acute lack of supply and an increasing depth of demand. Many schemes that have been ‘on the cards’ are now coming to fruition along with the completion of a number of key infrastructure programmes which will further help to unlock the region’s potential. Design standards are improving rapidly as occupiers begin to demand products of a similar quality to that of the London market and wellbeing becomes a key requirement for the educated occupier who is keen to retain their staff and recruit the best in the market.

This year’s regional awards celebrations have again been a success, with a sell-out dinner and high quality entries. Our regional events programme continues to expand as we work closely with our enthusiastic NextGen committee to ensure we include topics that are relevant to our members and which will challenge their thinking. I am a firm believer in the need for high quality research and the papers that the BCO produce are excellent. We try to present these to our members as quickly as possible once they are published in conjunction with a building tour, just as we did with the report on cycling at One Cathedral Square in late 2017. An event focusing on Biophilia and the presentation of the Wellness Matters research are planned for later in 2018.

It has been a strong year and we look forward to the next 12 months.

## ANDY HEATH

*Cushman & Wakefield  
South West, Thames Valley, South Wales Chapter Chair*



## **NORTH OF ENGLAND, NORTH WALES & NORTHERN IRELAND**

We live in interesting and exciting times - not only with respect to the commercial property world but with respect to the wider economic and political landscape. The Northern Region is flourishing and our great post-industrial cities are expanding with high quality commercial developments. Manchester can, with some confidence, call itself the engine room of the North and is officially the fastest growing city in the UK, as well as being the youngest in terms of its demographics, but there is also a great breadth to our region spanning, as it does, from Newcastle and Cumbria to the North to Sheffield, South Yorkshire in the South and from Hull across to North Wales and Northern Ireland.

With this in mind, it is important that the whole of our region benefits from the great research, events and networking opportunities that the BCO offers. In order to reflect this, our committee has expanded and I am grateful for the great work everyone has put in, supported fantastically by the BCO team, to create memorable events and build technical tours across the whole region including Newcastle, Leeds, Sunderland and Manchester in the first few months of 2018 alone. Many of these events have been led solely by, or in conjunction with, BCO NextGen and so a special thank you to the NextGen committee chair, Thomas Bone of Hoare Lea, and his committee for their efforts towards increasing the appeal of the BCO for a younger and more diverse audience and membership.

Whilst we have introduced new summer social events in Manchester and Leeds, the annual awards programme remains central to the BCO's work in defining excellence in office design and is also the key event in the North West Property calendar. This year's event, held at the end of May at the Principal Hotel in Manchester, did not disappoint with more than 400 guests in attendance and a high quality entry list for the judges to choose from. Ian Aldous (Chair of the Northern judges) and his team of judges once again clocked up many miles visiting the entries and there were some great winning buildings in closely contested categories. I am sure many of these buildings will do equally well in October and keep up the recent tradition of National Award winners coming from our great region.

With the much anticipated launch of the Wellness Matters Research paper in the Autumn set within a further long list of planned BCO events and tours we eagerly look forward to the remainder of 2018.

### **PHIL DOYLE**

*5plus architects*

*Northern Chapter Chair*





## MIDLANDS & EAST ANGLIA

With Birmingham hosting the Commonwealth Games in 2022, Coventry winning the bid for City of Culture 2021, a new Mayor elected for West Midlands Combined Authority and fresh momentum gained on the delivery of HS2, our region is not only getting a lot of media attention, but also receiving a significant boost in investment.

This is reflected in the exceptional growth of our regional membership which has continued to expand and currently stands at over 350 members, including 70 NextGen members (the NextGen committee is chaired by Gemma Wilkinson – GVA) and 103 East Anglia members (the East Anglia sub-committee is chaired by Danny Parmar – Overbury).

This year saw two long term committee members step down: former Midlands & East Anglia Committee Chair, Carl Potter who was instrumental in bringing the BCO conference to Birmingham in 2014, and Simon Carter who brought his extensive knowledge as an occupier to the committee following his role at National Grid. The committee would like to thank both Carl and Simon for the major roles they took in promoting the BCO and building the regional membership.

Our popular Awards Lunch again drew a record number of requests for tables, resulting in a long waiting list and so after 9 very successful years we are waving good-bye to the Birmingham

Town Hall in order to satisfy the increased demand for tables. Next year's Regional Awards lunch will be held at the ICC and we look forward to celebrating our regional winners at this new venue.

Once more we were delighted to receive over 20 entries of high quality for the Awards in 2018 and Rob Van Zyl, our recently appointed Chair of Judges, had a challenging task with his fellow judges travelling the Midlands which apparently now includes Watford!

This year's Regional Committee Chairman's Award was presented to Birmingham New Street Station which, whilst not an office project, has made a major contribution to the office market. Having completely transformed the gateway and arrival experience of our city, Birmingham New Street Station is a remarkable redevelopment that has been crucial for attracting new investment into our region.

So in summary, another successful year for the BCO Midlands & East Anglia region and we look forward to all the new office developments being delivered over the next few years.

## ROB GROVES

*Argent*

*Midlands & East Anglia Chapter Chair*

# NETWORKING & EVENTS

BCO EVENTS RANGE FROM SMALL SEMINARS AND TECHNICAL TOURS TO THE FLAGSHIP ANNUAL CONFERENCE AND AWARDS DINNER. THE VARIED PROGRAMME OFFERS BCO MEMBERS THE OPPORTUNITY TO NETWORK WITH OTHER INDUSTRY PROFESSIONALS, ENCOURAGING DISSEMINATION OF BEST PRACTICE AND DISCUSSION OF TOPICAL ISSUES. AS PART OF THE BCO COMMITMENT TO SUPPORT OPPORTUNITIES FOR PROFESSIONAL DEVELOPMENT IN THE INDUSTRY, WE WERE PLEASED TO CONTINUE OFFERING CPD ACCREDITATION ON A SELECTED NUMBER OF EVENTS THIS YEAR.





## **BCO ANNUAL GENERAL MEETING 2017**

*Nova North, Bressenden Place, London  
11 July 17*

Ken Shuttleworth of Make Architects was appointed as the new BCO President, succeeding John Forrester of Cushman & Wakefield. Following the AGM, BCO members heard from Land Securities before being taken on a technical tour of the Nova Building.

## **PRESIDENT'S LUNCHEON**

*The Dorchester, London  
20 September 2017*

Open exclusively to BCO members and their guests, this event welcomed Ken Shuttleworth at his first official engagement as BCO President.

## **NATIONAL AWARDS DINNER 2017**

*Grosvenor House, A JW Marriott Hotel, London  
3 October 2017*

Over 1,350 guests attended the prestigious grand finale of the 2017 BCO Awards competition, which was hosted by doctor, broadcaster, writer and award winning comedian Dr Phil Hammond. For more details of all the BCO Award Winners 2017 go to page 32.

## **NEXTGEN AWARDS 2017**

*U+I, 7A Howick Place, London  
15 November 2017*

The BCO NextGen Awards celebrate the achievements and successes of young professionals under 35 in our sector. The awards are becoming an established annual event for the BCO, and are something our younger members look forward to every year. The 2017 event was hosted by news presenter, Faye Barker.



## **ANNUAL DINNER 2018**

*Grosvenor House, A JW Marriott Hotel, Park Lane, London  
16 January 18*

A firm fixture in our events calendar, the BCO Annual Dinner brought together over 1,200 members and their guests for a glittering evening at Grosvenor House.

## **BERLIN: BE BOLD - BCO ANNUAL CONFERENCE 2018**

*The Ritz Carlton Hotel, Berlin  
23-25 May 2018*

The 2018 BCO Annual Conference took place in a sunny Berlin and set out to explore all expressions of diversity - such as gender, ethnicity, religion, culture and physicality – and looked at how we can design workplaces that are inclusive of all. The conference offered a diverse line-up of 49 speakers, from neuroscientists and technologists, to behaviourists and property professionals, as well as 26 tours of iconic buildings and key commercial property locations across the German capital. A summary of the highlights, written by this year's conference chair Katrina Kostic Samen is included on page 28.



IN 2017/18 THE REGIONS CONTINUED TO OFFER A PACKED PROGRAMME OF EVENTS, RANGING FROM TECHNICAL TOURS OF AWARD WINNING OFFICES TO TOPICAL TALKS AND SOCIAL NETWORKING EVENTS. THIS YEAR ALSO SAW THE LAUNCH OF THE HIGHLY ANTICIPATED BCO HEALTH & WELLNESS REPORT, AS WELL AS ANOTHER SUCCESSFUL YEAR FOR THE REGIONAL AWARDS.

## REGIONAL EVENTS

### TALKS, TOURS & SOCIAL NETWORKING EVENTS

Our tour programme is generated by member suggestions to visit particular projects of interest and is one of the most popular benefits of membership. The tours provide interesting glimpses behind the scenes and offer insight into how projects were conceived and developed. Regional events are usually combined with a drinks reception which gives members the chance to network.

#### BCO TALK & TOUR OF THAMES TOWER

Thames Tower, Reading  
13 July 2017

#### MIDLANDS & EAST ANGLIA SUMMER SOCIAL & TOUR

The Bradfield Centre,  
Cambridge Science Park, Cambridge  
20 July 2017

#### BCO TALK & TOUR OF REPUBLIC AT EAST INDIA DOCK

Republic, East India Dock,  
2 Clove Crescent, London  
12 September 2017

#### NEW AGILE OFFICE ENVIRONMENT FOR DELOITTE IN BIRMINGHAM

4 Brindley Place,  
2 Brunswick Street, Birmingham  
26 September 2017

#### BCO SCOTLAND - DUNDEE: TALKS & TOURS

Dundee One,  
5 West Victoria Dock Road, Dundee  
27 September 2017

#### BCO MIDLANDS & EAST ANGLIA GOLF SOCIAL

Collingtree Park Golf Club,  
90 Windingbrook Lane, Northampton  
29 September 2017

#### BCO TALK & TOUR OF 2017 NATIONAL AWARD WINNER: 20 EASTBOURNE TERRACE

20 Eastbourne Terrace,  
London  
11 October 2017

#### TOUR OF THE OFFICERS' MESS BUSINESS CENTRE & BCO AWARDS LAUNCH 2018

Royston Road,  
Duxford, Cambridge  
18 October 2017

#### BCO TALK & TOUR: SILVERGATE MEDIA

York House,  
23 Kingsway, London  
19 October 2017

#### TOUR OF THE TOMORROW BUILDING & BCO AWARDS LAUNCH 2018

Tomorrow Building,  
MediaCityUK, Salford  
19 October 2017

#### BCO & BCO NEXTGEN TECHNICAL TOUR OF WHITE COLLAR FACTORY

White Collar Factory,  
Old Street Yard, London  
07 November 2017

#### BCO TOUR OF PINSENT MASONS' NEW OFFICES

55 Colmore Row,  
Birmingham  
08 November 2017





**BCO TOUR OF THE TRIANGLE: NEW HEADQUARTERS FOR CAMBRIDGE ASSESSMENT**

Triangle Site,  
Shaftesbury Road, Cambridge  
16 November 2017

**BCO BREAKFAST TOUR**

Landsec, 80 Victoria Street, London  
24 November 2017

**BCO TOUR OF NATIONAL AWARD WINNER 2017**

One Fitzroy, 6 Mortimer Street, London  
05 December 2017

**BCO TOUR OF ANOMALY OFFICE DESIGNED BY BARR GAZETAS**

25 Charterhouse Square, London  
07 December 2017

**BCO MIDLANDS CHRISTMAS DRINKS**

The Chameleon Bar,  
1 Victoria Square, Birmingham  
12 December 2017

**BCO & BCO NEXTGEN TALK & TOUR OF PLATFORM**

Platform, New Station Street, Leeds  
01 February 2018

**BCO TALK & TOUR**

City Hall, College Green, Bristol  
01 February 2018

**BCO TALK & TOUR OF SCOTTISHPOWER'S NEW HEADQUARTERS**

ScottishPower,  
320 St Vincent Street, Glasgow  
07 February 2018

**BCO TALK & TOUR**

Marston's House,  
Brewery Road, Wolverhampton  
15 February 2018

**BCO SOUTH WEST TALK & TOUR**

2 Kingsway, Cardiff  
27 March 2018

**BCO TALK & TOUR OF THE UK'S FIRST WELL OFFICE BUILDING**

The Porter Building, 1 Brunel Way, Slough  
26 April 2018

**BCO & BCO NEXTGEN: TALK & TOUR**

The Old Post Office, St Nicholas Street,  
Newcastle upon Tyne  
26 April 2018

**2018 MIDLANDS & EAST ANGLIA AWARD WINNERS EXHIBITION & NEXTGEN COMPETITION WINNERS PRESENTATION**

The Bradfield Centre, Cambridge Science  
Park, Cambridge CB4 0GA  
15 May 2018

**BCO TALK & TOUR**

3 Minster Court, London  
17 May 2018

**2018 MIDLANDS & EAST ANGLIA AWARD WINNERS EXHIBITION & NEXTGEN COMPETITION WINNERS PRESENTATION - BIRMINGHAM**

77 Paradise Circus  
Queensway, Birmingham  
05 June 2018

**BCO BEST OF THE BEST WINNER 2016: TALK & TOUR OF THE ENTERPRISE CENTRE, NORWICH**

The Enterprise Centre,  
University of East Anglia,  
Norwich  
13 June 2018

**BCO NORTHERN SUMMER SOCIAL - MAYFIELD, MANCHESTER**

The Gatehouse,  
11 Baring Street Gatehouse,  
Manchester  
21 June 2018

**BCO MIDLANDS & EAST ANGLIA: TOUR OF GAMING COMPANY'S NEW OFFICES 'FRONTIER DEVELOPMENTS'**

26 Science Park,  
Milton Road, Cambridge  
26 June 2018



*Sea Containers, 18 Upper Ground, London.  
Courtesy of BDG architecture + design*



*Tomorrow Building, MediaCityUK,  
Manchester. Courtesy of Chapman Taylor*



*Arcadia Group Headquarters - Colegrave House, 70 Berners Street,  
London. Courtesy of Sheppard Robson*





The Estée Lauder Companies - One Fitzroy, 6 Mortimer Street, London.  
Courtesy of MCM Architecture



22-23

ANNUAL  
REVIEW  
2017/18

## DEFINING EXCELLENCE IN OFFICE SPACE



KPMG Glasgow, 319 St Vincent Plaza, Glasgow.  
Courtesy of Michael Laird Architects



Alconbury Weald Club - The Club, Alconbury Enterprise Campus,  
Alconbury Weald, Huntingdon. Courtesy of Allford Hall Monaghan Morris



Sky Central, Grant Way, Isleworth, Middlesex. Courtesy of Sky

## REGIONAL EVENTS

### REGIONAL AWARDS EVENTS 2018

The BCO's prime 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. In April and May this year, the regions hosted their highly successful awards lunches and dinners to celebrate the winners in their region. For an overview of the 2017 BCO Awards Winners go to page 32.

18 April

#### LONDON AWARDS LUNCH

London Hilton, Park Lane, London

20 April

#### SCOTTISH AWARDS LUNCH

The Grand Central Hotel, Glasgow

26 April

#### MIDLANDS & CENTRAL ENGLAND AWARDS LUNCH

Birmingham Town Hall

3 May

#### NORTHERN AWARDS DINNER

The Principal Manchester

10 May

#### SOUTH OF ENGLAND & SOUTH WALES AWARDS DINNER

We The Curious, Bristol Harbourside



### SEMINARS AND RESEARCH EVENTS

Over the past year we have seen a marked increase in seminars and research presentations hosted by the Regional Chapters. Highlights included the launch of the Wellness Matters report in London and a workshop series organised by the ESG group, with two events covering Climate Risk and Whole Life Carbon & Circular Economy.

#### CONVERSION OF OFFICES TO RESIDENTIAL: PERMITTED DEVELOPMENT RIGHTS A YEAR ON

12 September 2017

CBRE, Henrietta House,  
Henrietta Place, London

This seminar explored the impact of the PDR regime on the office market and the extent to which it is contributing to the conversion of offices to residential use.

#### BCO URBAN GROUP SEMINAR: PLOTTING THE FUTURE

21 September 2017

U+I, 7 Howick Place, London

Attendees had the opportunity to experience a computerised London and to discuss the benefits and constraints of new technologies.

#### JOINT BCO/IPF SEMINAR: AGILE WORKING TODAY – DIGITAL WORLD TOMORROW

21 September 2017

Best Western Plus, 17-21 Wollaton Street,  
Nottingham

Agile working is now a well-known terminology – but what does it really mean and how do we measure its success? Having previously helped a major organisation transition from a traditional set up to an agile working model, Simon Carter shared his insights and gave advice on how to monitor outputs.



#### THE MARKET CYCLES SEMINARS

Hosted in Bristol and London these seminars explored the drivers of demand for cycling, the role of cycling as part of the daily commute to work and the importance of office cycling facilities.

One Cathedral Square,  
Bristol

12 October 2017

Norton Rose Fulbright  
3 More London Riverside,  
London

02 November 2017



## OFFICE SERVICE STANDARDS AND CUSTOMER EXPERIENCE

Presented at seminars in London, Edinburgh and Cambridge, the BCO's report 'Office Service Standards and Customer Experience' highlights the need for a revolution in the property industry's approach to delivering services to the occupants of office buildings. At the London launch event a panel of experts discussed why the provision of space should no longer be viewed as a commodity but a service. Attendees of the event in Edinburgh also had the opportunity to tour 5 Advocate's Close after a presentation by the report's author.

*UBS, 5 Broadgate, London  
17 October 2017*

*Morgan McDonnell Architecture  
5 Advocate's Close, Edinburgh  
24 October 2017*

*Carter Jonas  
One Station Square, Cambridge  
27 February 2018*

## BCO CORPORATE CULTURE RESEARCH PRESENTATIONS

Speakers at events in Birmingham and Edinburgh explored the ways in which organisations must embrace change in order to survive day-to-day issues, challenges and crises.

*The Lewis Building,  
35 Bull Street, Birmingham  
18 October 2017*

*Pinsent Masons  
Third floor, Quay 2,  
139 Fountainbridge, Edinburgh  
07 December 2017*



24-25

ANNUAL  
REVIEW  
2017/18

## RESEARCH LAUNCH & SEMINAR: THE PRODUCTIVE OFFICE

*29 November 2017  
CMS, Cannon Place,  
78 Cannon Street, London*

This seminar examined how the physical design and management of offices can influence both individual and organisational productivity. It also looked at the impact of environmental factors on productivity.



## MEES - MANAGING THE RISKS

Hosted in Cambridge and Birmingham, this seminar took a closer look at the Minimum Energy Efficiency Standards (MEES) which came into force in 2018.

With engaging presentations from legal and energy experts, attendees learnt about the practical actions needed to understand these new requirements and manage the associated risks.

*Mills & Reeve  
Botanic House  
98-100 Hills Rd, Cambridge  
17 January 2018*

*WSP, One Queens Drive, Birmingham  
18 January 2018*





### **BCO URBAN GROUP SEMINAR: PEOPLE, PLACE AND TIME**

06 February 2018

Burges Salmon, 6 New St Square, London

This seminar looked at how the built environment interacts with people and places. It also examined why design considerations of spaces will become ever more essential as government investment in large scale infrastructure increases.

### **BCO RESEARCH SEMINAR & TOUR: THE GOVERNMENT HUBS PROGRAMME**

27 February 2018

1 Ruskin Square, Croydon

The Cabinet Office has commissioned an independent four year study to assess the quantitative and qualitative benefits of co-locating departments in hubs. The BCO shared findings from the first year of research and offered participants a tour of 1 Ruskin Square, the first new hub to be fully operational, and part of HMRC's network of regional centres.

### **BCO NORTH - TALL BUILDINGS SEMINAR & TOUR OF PWC'S OFFICES**

08 March 2018

No 1 Spinningfields, Quay Street, Manchester

A panel of speakers reflected on the future of tall buildings outside of London and debated whether the regions would ever develop to a scale of "national tall" let alone "global tall".

### **BCO ESG WORKSHOP: DESIGN FOR PERFORMANCE**

14 March 2018

CMS, Cannon Place, 78 Cannon St, London

At this ESG workshop, speakers discussed how better performing new buildings bring 'green alpha' to developers and investors, and how this could enhance the UK's competitiveness in a global market whilst directly supporting the Paris Agreement.

### **BCO RESEARCH LAUNCH: FUTURE TRANSPORT**

Held at Burges Salmon's offices in London and Bristol, this seminar looked at the impact of emerging transport trends on office design and demand, as identified in the BCO's research paper 'Future Transport'.

6 New St Square, London

12 April 2018

One Glass Wharf, Bristol

01 May 2018

### **BCO RESEARCH PRESENTATION & TOUR OF VIACOM HQ**

19 April 2018

Viacom, 17-29 Hawley Cres, Camden Town, London

Speakers presented key findings from the BCO's research, 'Office Occupancy: Density and Utilisation'. Recognising the growing importance of agile working, the study supplemented density data with an analysis of space utilisation by including data on 132 buildings, which accommodate organisations from a range of sectors. The event concluded with a tour of Viacom's HQ, a building with impressive environmental credentials which has the wellbeing of its occupants at its heart.

### **BCO ESG WORKSHOP: WHOLE LIFE CARBON & CIRCULAR ECONOMY**

01 May 2018

Arup, 8 Fitzroy Street, London

At the second workshop of our ESG series, speakers discussed the challenges around transitioning to a circular economy and the importance of Embodied and Whole Life Carbon assessments within the commercial development industry. Attendee's then joined a structured, interactive workshop and shared thoughts on how the new BCO Guide might reflect these important aspects.

### **MITIGATING OFFICE OBSELESCENCE**

02 May 2018

Cornerblock, 2 Cornwall Street, Birmingham

Taking the Cornerblock as an example of a successful redevelopment of a previously obsolete office, this seminar discussed the findings of the BCO research "Mitigating Office Obsolescence: The Agile Future", which was published in 2017.







### **GREEN SKY THINKING WEEK: PLANNING STRATEGIES TO BUILD HUMAN AND SOCIAL CAPITAL**

14 May 2018

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

This joint event explored the need for a greater focus on developing human and social capital in urban development and considered how the industry can put people at the centre of sustainability strategies. A panel of experts discussed the impact of a people-first approach could have on development and regeneration.

### **BCO RESEARCH LAUNCH: FAST AND SLOW BUILDINGS**

05 June 2018

CBRE, Henrietta House, Henrietta Place,  
London

Attendees joined us to learn about the BCO study, 'Fast & Slow' buildings. The report examines how the use of digital technology might improve the responsiveness of buildings.

### **FUTURE OF WORK - DIGITAL RIGHT TO THE WORKPLACE**

07 June 2018

Gensler, 2 Thomas More Street, London

New technologies have the potential to upend much of what we know about the way people work. But disruption is an opportunity as well as a challenge. At this event, speakers and panellists elaborated on how we can utilise these technologies to create a physical and digital symbiosis to positively affect the future of work.

### **BCO LONDON RESEARCH LAUNCH - WELLNESS MATTERS**

12 June 2018

Landsec, 80 Victoria Street, London

At this seminar, key findings from the highly anticipated BCO 'Wellness Matters' research report were presented by the authors. The project has adopted a unique approach by creating a strategic 'roadmap' to health and wellbeing in offices.

### **BCO ESG WORKSHOP: CLIMATE RISK**

14 June 2018

Cundall, One Carter Lane, London

At this third ESG workshop, attendees learnt more about the potential effects of climate change. The theme for discussion was 'Climate Adaptation and Risk'. This is the focus of the new GRESB Resilience module, which requires real estate companies and funds to evaluate how they are preparing for potentially disruptive events.

### **BCO RESEARCH PRESENTATION & TOUR OF 180 WEST GEORGE STREET**

20 June 2018

180, West George Street, Glasgow

The author of the BCO research 'Enabling the Digital Workspace' presented key findings from the report. This research examines how the development of the digital workspace will create opportunities for both workers and building managers to use buildings more effectively; and how digital capability will contribute directly to creating a positive customer experience for all building users.

### **BCO OCCUPIER SEMINAR AT WEWORK: CUSTOMER EXPERIENCE CULTURE**

26 June 2018

WeWork, 1 Fore Street  
Avenue, London

In the first of a series of occupier-focused events, the BCO invited 50 occupiers to attend the seminar Customer Experience Culture. This seminar provided the opportunity to hear from speakers on the importance of superior customer experience in practice, as well as engage in debate and network with peers.

### **BCO RESEARCH PRESENTATION & TOUR OF BCO NATIONAL AWARD WINNER 2016: BERGHAUS HQ**

27 June 2018

Berghaus HQ, Sunderland  
Enterprise Park, 12 Colima  
Ave, Sunderland

Key findings from the BCO research 'Defining and Measuring Productivity in Offices' were discussed by the report's author who explained how the physical design and management of offices can influence both individual and organisational productivity. The research presentation was followed by a tour of Berghaus HQ, National Award winner in the BCO Fit Out Category 2016.

26-27

ANNUAL  
REVIEW  
2017/18

# BCO CONFERENCE BERLIN-BEBOLD







It was truly an honour to host the recent BCO 2018 Conference in Berlin. It was a superb city for our annual event, with more tech entrepreneurs than any other city in Europe outside of London, 40% of the population under 35, and a rich, urban fabric to discover. The historic commercial and cultural communities of Berlin offered an outstanding setting to align with my theme of Diversity & Inclusion.

My message is clear: I want to sustain the BCO's relevance through times of significant global change. We must design and deliver inclusive spaces that harness new opportunities for fostering creativity, connectivity, community and human fulfilment through the built environment.

The Conference sold out in record time with over 650 delegates having the opportunity to hear three expert panels on Diversity, Politics and Technology and 12 comprehensive seminars – a total of 49 speakers with balanced representation. We had 26 fascinating architectural and art tours; 8 networking events; and delegates were invited to interact with the digital world through a photography competition and live graffiti. We were pleased to offer sporting and wellbeing activities in golf and cycling, and, for the first time, Pilates and running – a total of 234 places were booked for these events.

I was delighted to have as our opening speaker Regine Leibinger, of Barkow Leibinger a German architectural practice based in Berlin and New York. Regine started her presentation of Berlin by quoting Karl Scheffler's famous sentence, where he describes Berlin as 'forever becoming and never to be'. She explains her Berlin as a place rapidly transforming and in a constant state of becoming, more than any other city. Berlin has been wrestling with many of the same issues we have in London: should we build tall buildings, a shortage of housing, a booming tech industry and an east/west divide.

Our closing keynote speaker, Vanessa Butz of District Technologies, predicted that within the next two years every premium building will have an app to manage all aspects of user experience and a building's operation. Vanessa's passion is shaping the future of cities to improve the work/life balance of their inhabitants. Delivering excellence in smart buildings should be the role of the offices sector within the future cities debate - using new technologies to deliver exceptional customer service, through creating a personalised experience.

The theme of Diversity and Inclusion, my specific initiative to the BCO membership committee, encompasses NextGen, females and the neuro-diverse workforce of tomorrow's members. I was delighted to see an increase in the attendance of +12% NextGen and +21% female delegates.

The traditional sit-down dinner was reimaged as a street party to encourage networking and meeting new people. We were able to explore the wonderful variety of pop-up food in the open air at Westhafen Docks and following Berlin's truly unique style, we had a beer tent, graffiti artists and entertainment until the early hours.

My aim was to create a great deal of conversation at the Annual Conference around whether we have the commitment to build communities with an inclusive and diverse workforce. Ultimately we don't have a choice. Businesses in the UK will need to explore all avenues to help solve the productivity conundrum – or continue the potential economic decline in a loss of competitiveness in the UK as a place to do business. It is more important than ever to recruit and retain a diverse workforce which can cohabit and produce value in our new knowledge-based global economy. Designing and building inclusive environments will be central to succeeding in both of these challenges.

The BCO strives to provide its membership with a forum for debate and conversation, grow an individual's career path and provide unsurpassed research papers in thought-provoking subject matters. I would urge all of you to take full advantage of what the BCO membership has to offer and encourage your colleagues and clients to join the BCO to prolong the change evolution which began in Berlin.

My focus has always been to design Buildings as Communities for Occupiers, taking an inside-out approach to people and place. I look forward to meeting each of you at our forthcoming events.

### **KATRINA KOSTIC SAMEN**

*BCO Conference Chair  
KKS Founding Partner*





**BUILDING  
COMMUNITIES FOR  
OCCUPIERS –  
CREATE DIVERSE  
AND INCLUSIVE  
PLACES FOR  
PEOPLE**









# BCO AWARDS 2017

*Money Penny, Western Gateway, Wrexham.  
Courtesy of AEW Architects and Designers*



Most aspects of constructing a building require exact science: measurements, ratios, thresholds, resistance, resilience, load bearing capabilities, etc. But what goes on inside does not need such precise calculations. In recognition of this, the BCO made some alterations to the entry and judging process for 2017, and if the number of submissions for 2017 is anything to go by the changes were a huge success.

No building will be considered for a BCO Award if its engineering, structure, frame and construction are not exact. So to make an already excellent building stand out requires flair, creativity and vision. The 2017 winning projects used the BCO Guide to Specification and the BCO Guide to Fit Out as tools to assist them in experimentation, formulation and problem solving - they used the guides to simulate, not restrict.

All the winning buildings showed that they were designed for the people who work in them. They demonstrated how they had involved their staff in the design process from day one, and accrued the benefits once up and running. As the judges toured the offices of the UK, they saw motivated and productive staff, who were happy and comfortable in their workplaces.

The BCO Awards celebrate excellence in office space and the projects which took home one of our coveted trophies in 2017 raised the bar for future projects, but above all they provided great working environments, which is what really counts.



## PRESIDENT'S AWARD

*Paul Finch OBE*

Paul Finch may not be an architect, but he has an architect's eye; he is not an engineer but he knows how things work and whilst not a surveyor, he appreciates what makes commercial sense. What the recipient of an OBE for services to architecture 'is' is one of the property industry's most influential and revered commentators and champion of best practice in the built environment. It is why in 2006 the BCO gave him honorary membership and why 11 years on the BCO was delighted to award Paul Finch with the 2017 President's Award.

## BEST OF THE BEST / CORPORATE WORKPLACE

*Sky Central, Grant Way, Isleworth, Middlesex*

From the moment the judges entered this joyous place of work they were overcome by how perfectly the needs of the staff had been embodied in every aspect of the development. Any professional or personal requirement that may arise has been catered for. Shopping, exercise and entertainment facilities nestle within fun, flexible and functional workplaces, which gel to create an inspiring and productive environment.

The 3,500 staff are housed in three 12,000m<sup>2</sup> floors, with a choice of 5,000 places to work. Despite housing so many staff and visitors, the overarching sense of this building is of calm, productiveness and creativity that is entirely suited to the nature of Sky's media-led business.

The judges visited many magnificent buildings in 2017, but Sky Central was the one that, if given the choice, they would have most loved to work in.

## COMMERCIAL WORKPLACE

*8 Finsbury Circus, London*

This development has maximised the potential of a very difficult site whilst respecting the surrounding heritage context. Traditional materials have been used cleverly to create a contemporary piece of architecture that blends effortlessly into its historic surroundings. A dramatic and elegant entrance hall links though the entire ground floor of the building to Eldon Street.

## FIT OUT OF WORKPLACE

*The Estée Lauder Companies, One Fitzroy Place, 6 Mortimer Street, London*

Estée Lauder compacted five London offices into this single new central Headquarters building. This fit out was more than cosmetic, it achieved the impressive feat of moulding the 25 brands into one corporate workplace whilst retaining their individual identity.

The modern technology utilised, which allows key areas to be rebranded at the touch of a button, is most impressive. The office floors offer healthy levels of natural daylight and can be adapted to suit different working patterns as required. The agile workplaces encourage collaboration and have improved levels of productivity.



## REFURBISHED / RECYCLED WORKPLACE

*20 Eastbourne Terrace, London*

This exemplar refurbishment shows what can be achieved when design team and client work closely together and are prepared to embrace every opportunity and challenge. The extent and quality of this clever refurbishment of a previously tired 1960's building, means 20 Eastbourne Terrace has evolved into a modern and relaxing workplace more akin to a new development. The imposing building near Paddington Station and directly opposite the new Crossrail entrance, now has an image that warrants the attention its height and location commands.

## PROJECTS UP TO 1,500M<sup>2</sup>

*Concordia Works, 30 Sovereign Street, Leeds*

The refurbishment of this former yarn and cord warehouse is a fusion of original features and modern design, which gel to create a dynamic hi-spec loft style workspace. The interior design respects the integrity of the warehouse's industrial past with exposed brickwork, trusses, services and cast iron columns playing a major part in the building's new look. The five floors of adaptable open plan office space are well suited for the creative businesses looking for space in the area.

## INNOVATION

*Sea Containers, 18 Upper Ground, London*

This once dilapidated and unloved building has been transformed into a dynamic and creative workspace. Innovative changes to the structure have created a series of double height spaces that connect the floors but also take maximum advantage of the dramatic external environment of the Thames that runs alongside. Flooded with daylight, these spaces define the building and have become natural hubs for staff interaction, allowing the creativity of the business to flourish.

## TEST OF TIME

*Birmingham City Council, 10 Woodcock Street, Birmingham*

10 Woodcock Street demonstrates 'Test of Time' in every respect; building design, continued staff engagement, constant flexibility and agile workplace, maintenance and durability. The building has been worked hard since completion, but has remained robust and will, no doubt, continue to provide an excellent workplace for the future. When 10 Woodcock Street won the national BCO Corporate Award in 2013 it was in recognition of the successful culmination of Birmingham City Council's five year journey to rationalise and restructure its entire back office portfolio. That it has won the BCO's 2017 Test of Time Award is recognition of the success of the Council's 'Working for the Future' programme, of which Woodcock Street was the jewel in the Crown.

## LONDON

### COMMERCIAL WORKPLACE

*8 Finsbury Circus, London*

### CORPORATE WORKPLACE

*Sky Central, Grant Way, Isleworth, Middlesex*

### FIT OUT OF WORKPLACE

*The Estée Lauder Companies, One Fitzroy, 6 Mortimer Street, London*

### REFURBISHED / RECYCLED WORKPLACE

*20 Eastbourne Terrace, London*

### PROJECTS UP TO 1,500M<sup>2</sup>

*67-71 Beak Street, London*

### INNOVATION

*Sea Containers, 18 Upper Ground, London*

## MIDLANDS & CENTRAL ENGLAND

### COMMERCIAL WORKPLACE

*Centre City, Hill Street, Birmingham*

### CORPORATE WORKPLACE

*Marston's House, Brewery Road, Wolverhampton*

### FIT OUT OF WORKPLACE

*Energy Systems Catapult, 18 Priory Queensway, Birmingham*

### REFURBISHED / RECYCLED WORKPLACE

*The Officers' Mess Business Centre, Royston Road, Duxford, Cambridgeshire*

### PROJECTS UP TO 1,500M<sup>2</sup>

*Alconbury Weald Club  
The Club, Alconbury Enterprise Campus,  
Alconbury Weald, Huntingdon*

### INNOVATION

*The Colmore Building, Birmingham*



## **NORTH OF ENGLAND, NORTH WALES & NORTHERN IRELAND**

### **COMMERCIAL WORKPLACE**

*Tomorrow Building  
MediaCityUK, Manchester*

### **CORPORATE WORKPLACE**

*Money Penny  
Western Gateway, Wrexham*

### **FIT OUT OF WORKPLACE**

*KPMG Leeds  
1 Sovereign Square, Sovereign Street, Leeds*

### **REFURBISHED / RECYCLED WORKPLACE**

*The Old Post Office  
St Nicholas' street, Newcastle upon Tyne*

### **PROJECTS UP TO 1,500M<sup>2</sup>**

*Concordia Works  
30 Sovereign Street, Leeds*

### **INNOVATION**

*Sky Digital Centre of Excellence  
Sky 1, 2 and 3, Leeds Dock, Leeds*

## **SCOTLAND**

### **COMMERCIAL WORKPLACE**

*The Capitol, 431 Union Street, Aberdeen*

### **CORPORATE WORKPLACE**

*Ineos Headquarters, Grangemouth,  
1 Inchyra Road, Grangemouth*

### **FIT OUT OF WORKPLACE**

*KPMG Glasgow, 319 St Vincent Plaza*

### **REFURBISHED / RECYCLED WORKPLACE**

*100 Queen Street, Glasgow*

### **PROJECTS UP TO 1,500 M<sup>2</sup>**

*5 Advocate's Close, Edinburgh*

### **INNOVATION**

*Network Rail, Edinburgh MDU,  
South Gyle Crescent, Edinburgh*



*National Grid: NRB, 35 Homer Road,  
Solihull. Courtesy of AECOM*

## **SOUTH OF ENGLAND & SOUTH WALES**

### **COMMERCIAL WORKPLACE**

*One Central Square, Cardiff*

### **CORPORATE WORKPLACE**

*SJP II  
2 Tetbury Road, Cirencester*

### **FIT OUT OF WORKPLACE**

*Maersk, The Point, Maidenhead  
The Point, Market Street, Maidenhead,  
Berkshire*

### **REFURBISHED / RECYCLED WORKPLACE**

*9 Greyfriars Road, Reading*

### **PROJECTS UP TO 1,500 M<sup>2</sup>**

*The Creative Quarter  
8a Morgan Arcade, Cardiff*

### **INNOVATION**

*The Creative Quarter  
8a Morgan Arcade, Cardiff*



*The Creative Quarter, 8a Morgan  
Arcade, Cardiff. Courtesy of Oscar  
Clarke Design*





# NEXTGEN

The theme of this year's BCO Conference was Diversity and Inclusion. Berlin: *Be Bold* brought together a rich and diverse mix of professionals from across the built environment, including a record-breaking NextGen delegation. Over 80 NextGen members attended the conference – this surge in attendance was partly due to the increased accessibility of tickets – for the first time, 50 discounted conference tickets were made available to NextGen members. The Conference wholly delivered on its theme in terms of both its demographic – for the first time over 20% of NextGen attendees were female – and its content, with topics ranging from neurology to technology.

The 2018 Conference included a segment focused on the 2017 NextGen Workplace Competition - 'The office of 2035: What will it look like and how will this support the way we work?' Over 40 entries were received from across the world demonstrating both the growing reach of the BCO NextGen as well as the forward thinking and innovative outlook of its members. The winning team, 88mph, was invited to attend the Conference to present their concept – 'The Dynamo', which reimagines a typical Victorian terrace in London as the headquarters for a major energy company. The future of the workplace and the focus on connectivity and flexibility, was a theme that captured the imagination of the NextGen and wider BCO membership, as 88mph presented to a packed room.





## NEXTGEN WINNERS 2017

Looking back over the past year, the Conference was a personal highlight of mine as it represents what the NextGen stands for – engaging in key topics, exploring the issues which are transforming our industry and challenging the norm, and doing all of this with like-minded individuals.

On behalf of the NextGen I'd like to extend thanks to the BCO Board and Management Executive, our colleagues on the National NextGen Committees, and each and every one of our Sponsors. We look forward to the debate and discussion that next year's Conference in Copenhagen promises to deliver.

This year has seen a packed programme of events and awards take place, which is a reflection of our growing membership – we're delighted to have over 600 NextGen members. This year we're looking forward to hosting the BCO NextGen Awards Dinner – the biggest yet, with over 350 members attending and a record number of entries and nominations submitted. Personally, it has been a privilege to be a part of the judging panel and to see first-hand the calibre of individuals rising through the ranks.

A feeling of connection and community transcends the BCO NextGen and we've been listening to member feedback. In response, we've introduced a series of tours taking place on the same day as the NextGen awards, before the evening ceremony, visiting some of the most innovative and pioneering examples of office space, to inspire and to inform. Redefining and reimagining how to design and build office space will continue to underpin our events programme into 2019 and beyond.

In a transforming industry, it is vital that we continue to *Be Bold* – bold in our thinking, bold in our research and bold in our ambitions.

### **CARL GILES**

BCO NextGen Chair  
alinea, Partner

*To find out more about BCO NextGen,  
visit [www.bconextgen.co.uk](http://www.bconextgen.co.uk)*

### **MENTOR OF THE YEAR**

*John Forrester, Cushman & Wakefield*

### **RISING STAR LONDON AND SOUTH EAST**

*Christopher Christophi, Perkins+Will*

### **RISING STAR MIDLANDS AND EAST ANGLIA**

*Steve Townsend, Associated Architects*

### **RISING STAR NORTHERN ENGLAND AND NORTH WALES**

*Ian Walsh, Cartwright Pickard Architects*

### **RISING STAR SCOTLAND**

*Hazel Pearson, Michael Laird Architects*

### **RISING STAR SOUTH WEST ENGLAND AND SOUTH WALES**

*Kel Ross, Arup*

### **NEXTGEN CHOICE AWARD FOR INNOVATIVE FIT OUT**

*The Estee Lauder companies, London*

### **NEXTGEN CHOICE AWARD FOR INNOVATIVE WORKPLACE**

*8 Finsbury Circus, London*

### **BCO NEXTGEN WORKPLACE COMPETITION 2017**

*88mph*

*Annabel Koeck, Grimshaw*

*Amelia Maxwell, Lend Lease*

*Laura Hannigan, AKTII*

*Jennifer Barnes, Future City*

36-37

ANNUAL  
REVIEW  
2017/18

## BCO NEXTGEN WORKPLACE COMPETITION – REGIONAL HACKATHON & MENTORING EVENTS

In preparation of the BCO NextGen Workplace Competition, the NextGen committees organised a series of regional Hackathon and mentoring events. Attendees had an opportunity to convene with their teams, get the creative juices flowing, think outside of the box, meet with mentors and begin work on their proposals for the competition.

### ROYAL BANK OF SCOTLAND

36 St Andrews Square, Edinburgh  
12 July 2017

### GRAZE BRISTOL

63 Queen Square, Bristol  
18 July 2017

### BAR OPUS

1 Snow Hill Queensway, Birmingham  
27 July 2017

### TP BENNETT

One America Street, London  
12 September 2017

### CUSHMAN & WAKEFIELD

Rivergate House, 70 Redcliff St, Bristol  
14 September 2017

### DALHOUSIE BUILDING

Old Hawkhill, Dundee  
27 September 2017



## BCO NEXTGEN NORTH TALK & TOUR OF ALBERT WORKS, SHEFFIELD

Albert Works, Sidney St, Sheffield

21 September 2017

Cartwright Pickard Architects and Jaywing's, Chief Creative Director, David Wood introduced the recent refurbishment works of the Albert Works and conduct a building tour..

The event closed with drinks and canapés and the opportunity to network with fellow members.

## BCO NEXTGEN SCOTLAND - UNIVERSITY OF DUNDEE STUDENT & NEXTGEN HACKATHON

Attendees were invited to join a morning of talks and ideation exercises which will begin to investigate what the 'future of the workplace' will look like in 2035. Following this, a networking lunch was held at about Dundee One, where attendees could learn more about the Dundee Waterfront developments.

## BCO NEXTGEN MIDLANDS & EAST ANGLIA - TALK & TOUR OF BLYTHE VALLEY PARK WITH PKF COOPER PARRY

Blythe Valley Business Park, The Gate House, Blythe Gate, Shirley, Solihull

13 October 2017

The BCO NextGen Midlands & East Anglia committee organised an informative presentation and building tour of PKF Cooper Parry's stunning new Midlands HQ, alongside an asset update from IM Properties on the Blythe Valley Masterplan and insight into running one of the UK's Premier Business Parks.

## BCO NEXTGEN AWARDS 2017

U+I, 7A Howick Place,  
London

15 November 2017

The BCO NextGen Awards are an industry wide programme highlighting the achievements of young professionals in the commercial property sector. The 2017 awards were judged by BCO NextGen committee members and winners from across the country were announced at this event.

## BCO NEXTGEN SOUTH WEST & WOMEN IN PROPERTY: 1 REDCLIFFE STREET VISIT

1 Redcliffe Street, Bristol

15 November 2017

BCO NextGen and Women in Property, in partnership with ISG, offered the opportunity to hold a site visit around 1 Redcliffe Street, alongside a talk and tour about the refurbishment.





## BCO NEXTGEN SCOTLAND: 100 WEST GEORGE STREET TOUR AND WORKPLACE OF THE FUTURE EXHIBITION

*100 West George Street, Glasgow*

*30 November 2017*

BCO NextGen Scotland invited all to view an exhibition of their findings and celebrate the output of NextGen's collaborations. There was also be a tour of 100 West George Street, the recently refurbished 1980's post-modern style office building, given a bold new lease of life as contemporary workspace by Whiteburn Projects and LSI, in collaboration with Bennetts Associates, Harley Haddow and ISG.

## BCO NEXTGEN MIDLANDS - CHRISTMAS SOCIAL

*Loki Wine, 36 Great Western Arcade, Birmingham*

*5 December 2017*

The BCO NextGen Committee invited attendees to a wine tasting evening at Loki Wine, Great Western Arcade.



## BCO NEXTGEN LONDON - 'FUTURE OF THE WORKPLACE' COMPETITION EXHIBITION LAUNCH

*The Gallery at Foyles, Level 5, 107 Charing Cross Rd, London*

*13 February 2018*

An exhibition organised by BCO NextGen London, providing BCO attendees with an opportunity to see the diversity of submissions, learn the emerging trends, hear from the winning team and contribute their own ideas to the conversation. The exhibition was open to the public for 5 weeks following the launch event.

## BCO NEXTGEN NORTH - TALK & TOUR OF NUMBER ONE KIRKSTALL FORGE

*Number One Kirkstall Forge, Great Exhibition Way, Kirkstall Forge, Leeds*

*21 March 2018*

Attendees were invited to join BCO NextGen North for an exclusive insight into the project, with building tours, short presentations and refreshments provided in Butler's on the ground floor of Number One. There were also opportunities to network with industry peers and BCO members.



## BCO NEXTGEN SCOTLAND - DEVELOPING THE COMMERCIAL OFFICE TALK & TOUR OF PINSENT MASONS

*Pinsent Masons, 141 Bothwell St, Glasgow  
22 March 2018*

This event was a seminar detailing the development process of a new commercial office, with representatives from each professional discipline explaining their typical role in the process and the various interfaces which they have with other professions, towards a common goal.

## BCO NEXTGEN MIDLANDS - BIOPHILIC DESIGN TALK

*Cornerblock, Two Cornwall Street,  
Birmingham*

*11 April 2018*

This seminar explored the emerging science and style of Biophilic design; discussing new research that demonstrates how by strengthening the human connection with nature we can improve the many spaces we live and work in. The breakfast seminar was hosted by Oliver Heath, an Architectural and Interior Designer and a recognised global expert in Biophilic Design.

## BCO NEXTGEN LONDON - 'THE FUTURE OF WORK' BREAKFAST DISCUSSION

*Great Portland Estates, Oxford House,  
76 Oxford Street*

*24 April 2018*

BCO members were invited to join an inspiring and informative breakfast seminar about The Future of Work. The panel brought together experts from the agency, design, landlord and tech disciplines of the industry to explore how and why the way in which we work is changing and how the office is being redefined by technology in order to adapt to the evolving needs of tenants.

## BCO NEXTGEN MIDLANDS & EAST ANGLIA - TALK & TOUR OF ALPHA WORKS

*Alpha Tower, Suffolk Street Queensway,  
Birmingham*

*17 May 2018*

The Alpha Works team gave a short introduction to the scheme, providing an overview of the innovative design and facilities, as well as an insight into the vibrant community of companies that have made Alpha Works their home.

## BCO NEXTGEN SCOTLAND - THE SUCCESS OF FLEXIBLE WORKSPACES

*Spaces Lochrin Square,  
92 Fountainbridge,  
Edinburgh*

*31 May 2018*

A tour of the new Regus "Spaces" offer at 1 Lochrin Square together with a presentation on how the office has been developed and how it functions. This event included research presentations on the changing workspace environment, organisational change and associated challenges by JLL and Apleona.







## **BCO NEXTGEN SOUTH WEST: TALK & TOUR OF AURORA AT FINZELS REACH**

*Finzels Reach, Counterslip, Bristol*

*7 June 2018*

The BCO South West NextGen Committee organised a talk and tour of Cubex Developments' "Aurora" Grade A office at their flagship Finzels Reach development which is fast approaching Practical Completion. Gavin Bridge (Cubex), Jon James (Bush Consultancy), Chris Bowie-Hill (Hydrock) and John Boughton (Willmott Dixon) talked through the instigators, drivers, challenges and the ultimate success story of this sustainable class leading building.

## **BCO NEXTGEN MIDLANDS & EAST ANGLIA: DIGITAL DESIGN TOOLS**

*Associated Architects,  
1 Severn Street Place, The Mailbox*

*14 June 2018*

The BCO NextGen Midlands and East Anglia invited attendees to an interactive evening exploring the use of digital design tools, to see how these are transforming the way in which designers create and communicate workplace designs. There was a talk by Associated Architects, Cundall and Kier, followed by an interactive session trying out this technology first hand.

40-41

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REVIEW  
2017/18**



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