





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.



annualreview 2004-05



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a debt of gratitude to the enormous number of people  
who make the BCO the vibrant and influential  
seeing behind the scenes under organisation that it is  
the guidance of those responsible for their development,  
is one of the great benefits of membership



**I suspect** that every President of the BCO finishes his or her period of office in much the same way: firstly with a sudden realisation that, just as one feels one is getting the hang of things, the year is over; and secondly with a debt of gratitude to the enormous number of people who make the BCO the vibrant and influential organisation that it is.

These two things are connected, of course, for it is the constant renewal of the leadership of the organisation that keeps it fresh, whilst the steady hand of Richard Kauntze and his executive team keeps it stable and, with the Committee Chairs and members, make sure it delivers the goods. They all have my thanks.

One of the highlights of 2004-05 has been the publication of the joint CABE/BCO report into office design and workplace productivity, produced by a team led by DEGW. I believe this work to be important, and it has elicited a great deal of interest in the press and amongst the membership following its launch. Like so much of the BCO's work, however, it is a beginning as much as it is an end, and it points the way for further work in finding a common language and a consistent approach that will help each developer and occupier of office space to find his own way forward.

This is, however, only one of 10 research reports issued during the year – and with another 11 planned for 2005-06, market-leading research remains at the heart of the BCO's programme.

The dissemination of learning also underlies BCO's programme of events which this year attracted almost 6,000 participants. These have varied from small groups visiting recently completed office buildings (seeing behind the scenes under the guidance of those responsible for their development, is one of the great benefits of membership), to the great social and networking events that punctuate the BCO's year.

For the President, a highlight is always the Annual Dinner. This year it sold out and the audience was entertained by the dry wit of John Sergeant, reminiscing about his days on the political road.

Of course, I retain a personal affection for the BCO Awards, and it is great to see how the Awards Dinner has established itself as another sell-out event, but more particularly how the Awards themselves have become respected as an endorsement of all that is good and progressive in office design. In an example that I can only hope will be followed by other regions, the Northern Chapter also repeated its Awards Dinner this year – with the same objective, and with the same result.

And who can forget Paris, the terrific Conference programme put together by Simon Ward and his team, and the unique privilege of holding our reception at the magnificent residence of the British Ambassador?

In these and many other ways too numerous to list here, membership of the BCO therefore continues to bring its rewards, both personal and professional, and the final consolation of a departing President is knowing that the fellowship that has been one of the pleasures of the past year will continue.

There is no need to wish the organisation well under my successor, as I know that Simon Ward, well supported by Ann Minogue, Gordon Carey and James Wates, will take the organisation forward, developing and changing it as every organisation must to stay relevant. I can, however, wish all of them the happiness and fulfilment that I have enjoyed in the past year.

Paul Morrell – *BCO President 2004-05.*

The signs for the future continue to look good – with a 20% increase in membership during the past year and a total now approaching 1100. This includes an ever-growing number of corporate occupiers, and this coincides (although not coincidentally) with a deepening engagement with the whole issue of the office as a place of work, as the “factory” of a knowledge economy, and as an enabler (or otherwise) of productivity, creativity and cultural change.





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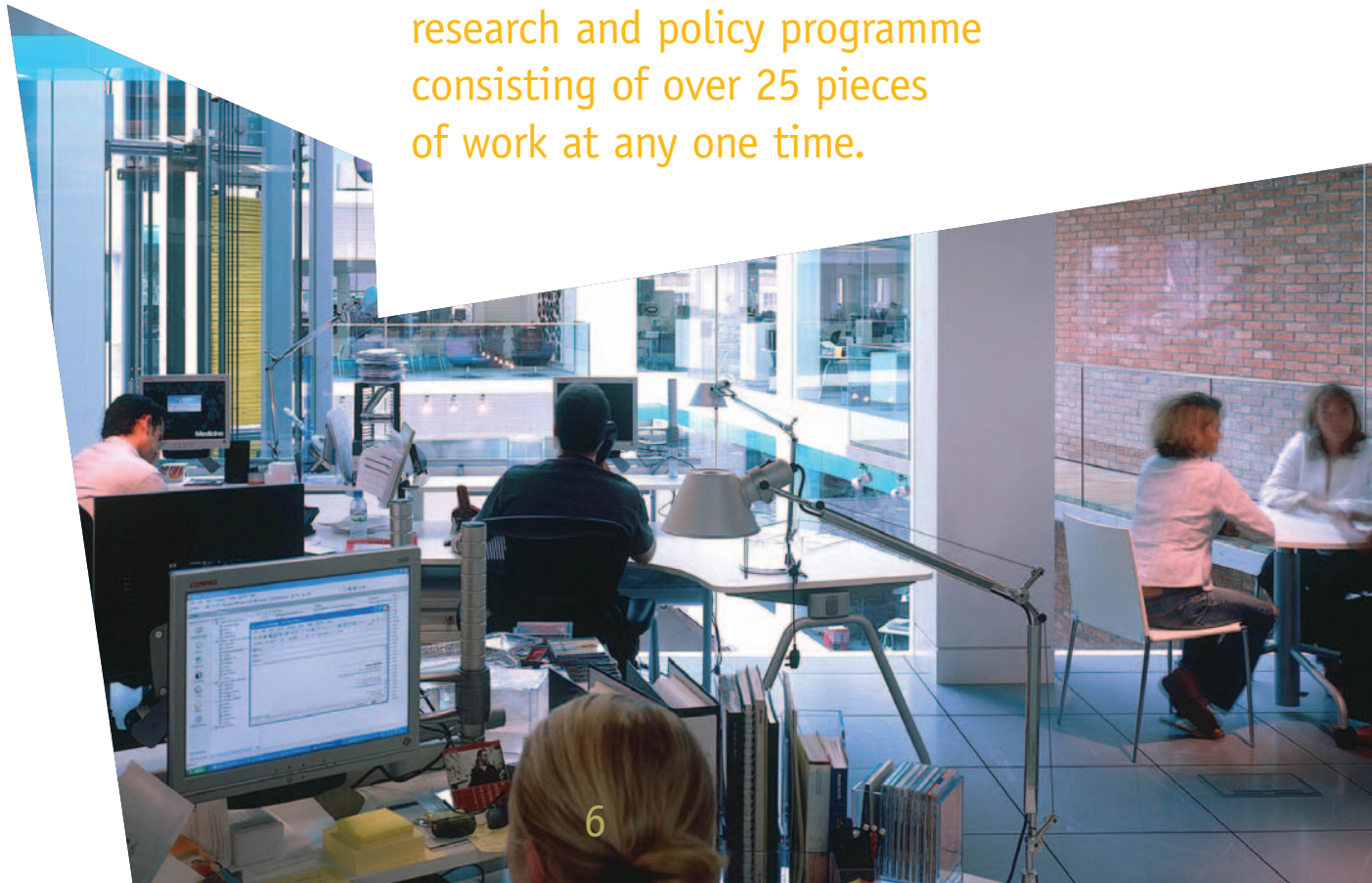
# research and policy

Research is a central part of the BCO's mission and this year we have focused on three main themes – the workplace and productivity, urban regeneration, and sustainability.

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Over the past twelve months the research programme has been marked by more engagement with member organisations, other property organisations, and with the UK's university sector. We have also developed a commercial publishing arrangement with RIBA Enterprises.

Our department has a policy of continuous commissioning, which means that we have a research and policy programme consisting of over 25 pieces of work at any one time.







## research reports

This year we have published 10 reports:

### The Impact of eBusiness on the City of London Office Market

*College of Estate Management, Reading – September 2004*

This research is based on a major survey of City of London occupiers conducted in late 2003 by The College of Estate Management. The aim of the research was to follow up the previous 2002 survey and examine how eBusiness is driving change amongst City office occupiers and the impact this may have on location and space requirements in the future.

This research shows how important ICT continues to be. However, ICT must also be considered alongside forces for dispersal (eg, transport problems) and agglomeration (eg, face-to-face contact), together with issues such as business continuity planning, which are creating a potent mix of factors driving businesses in the City. Changes in office densities and floor space requirements, created by ICT, and these other drivers, have important implications for future office space projections in the City.

### A Good Practice Guide to Green Travel Plans

*September 2004*

Using examples of good practice from across the UK, this Guide provides straightforward advice on the preparation, implementation and monitoring of green travel plans for office developments.

Though designed for the BCO's office-focused membership the tools and advice in this new guidebook can be applied to a range of land uses including industrial estates, schools, hotels and shopping centres.

This report is a further expansion of the BCO's good practice portfolio, which includes good practice guidance on Green Incentives in the UK, Office Fit-Out, Green Roofs, and Specification.

### Mixed Use Development and Investment

*December 2004*

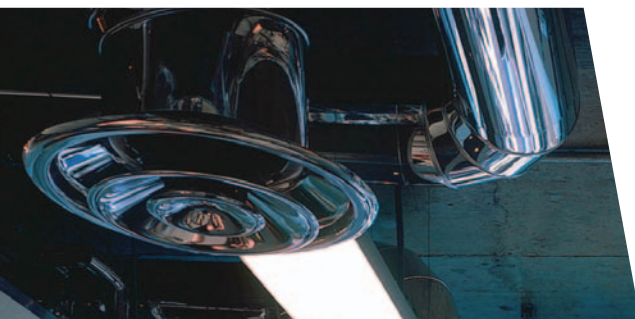
Mixed-use development is regarded by policy makers as either the solution to the UK's housing supply and quality issues; or as the potential saviour of increasingly challenged business park environments; or as the cornerstone of the revival of our towns and cities. But so far, there has been relatively little published academic or commercial research on mixed-use development. This new research, undertaken by Jones Lang LaSalle for the BCO, assesses the challenges mixed-use presents and how the property industry can address them over the medium term. This research report seeks to:

- Define the concept of mixed-use development;
- Highlight the policy and property market influences shaping mixed-use development;
- Explore the attitudes of UK property developers and investors to the pros and cons of mixed-use development;
- Illustrate the performance characteristics of mixed-use development; and
- Outline the medium-term direction of mixed-use development in the UK.

### Mixed Use Development and Investment Summary

*January 2005*

This summary document outlines the key findings of the Mixed Use Development and Investment report published in December 2004. This fully illustrated report is downloadable from our website.



# research reports

continued:

## BCO Guide 2005: Best Practice in the Specification for Offices *February 2005*

Since its launch in 1994, the BCO Guide has become the industry standard, providing clear and concise guidance. The BCO Guide 2005 is the fourth edition in the series and addresses the issues affecting the procurement, design and occupation of commercial offices. In particular, the future design and construction of office buildings will be driven by issues of sustainability, business performance and cost and value.

The Guide updates and amends design criteria and offers advice on these broader issues at each point in the design and procurement cycle. Sections on site issues, building form, engineering, finishes and fit-out, identify the choices that commonly need to be made. No two office developments are identical, but the Guide will help the reader to determine an appropriate standard for a particular project. The BCO Guide 2005 also includes papers on sustainability, business performance, cost in value and mixed-use, which point to how the commercial office may develop over the next decade.

## Answers for Occupiers: Wireless Technology & Offices over the next five years *April 2005*

As more people use wireless technology at home, at airports and even in coffee shops, they increasingly expect it to be available at work. This is forcing IT and FM managers to explore its feasibility. This report helps them make decisions about wireless technology in three ways:

- It provides a non-technical overview in plain English.
- It reports the views of users about the benefits and problems of wireless technology.
- It combines the opinions of both users and technical pundits to paint a picture of the future of wireless.

The report addresses: confusion over the technology; corporate resistance; costs; and the real and perceived fears surrounding the risks and vulnerabilities of this new technology.

## The Impact of Office Design on Business Performance A CABE BCO PROJECT *May 2005*

In a 2003 survey by Management Today, virtually all respondents (97%) said that they regarded their place of work as a symbol of whether or not they were valued by their employer. Yet only 37% thought their offices had been designed 'with people in mind', and no less than one-third said that they were too ashamed of their offices to bring back colleagues or clients.

This worrying gap may be due to cost, but a preoccupation with cost may actually destroy value. The ways in which offices can create value for a business, not just through economy but also through improving the effectiveness of its people and broadcasting positive messages about its values, are inadequately understood.

This study into the connection between office design and business performance is important and timely. Businesses exist to return measurable value to stakeholders and the aim in this study has been to identify those design factors that might make office environments more productive.

There is no single answer, but this study:

- summarises what we actually know;
- summarises what more could be known;
- proposes a framework for analysis and application;
- suggests a standardisation of language; and
- develops recommendations for developers, occupiers and researchers.

As more people use wireless technology at home, at airports and even in coffee shops, they increasingly expect it to be available at work



## The Flexible Managed Office Market – Stages 1 & 2

June 2005

The BCO is supporting a multi-party research project examining the UK Flexible Managed Office (FMO) market.

Conducted by DTZ, the objective is to increase the knowledge, understanding and appreciation of this market among corporate occupiers, investors and the media. Significantly this project is an attempt to start measuring factors such as cost, vacancy and demand that can be tracked over time and compared with the traditional leasing market.

The first two stages are downloadable from the BCO's web site. Stage 1 provides an overview of the sector and Stage 2 summarises the costs of occupation. Future stages may consider best practice, the range of services offered and corporate developments in the flexible space arena.

## Office Occupier's Survey

July 2005

This year's conference organising committee, led by Simon Ward, decided that we should provide a new piece of research specifically designed around the experiences and views of our occupier community.

The polling company MORI was commissioned to conduct an extensive survey of the UK's large office occupier organisations with over 3000 employees. This survey focused on four areas: legal and leases, the use of business space, future expectations, and BCO and wider industry involvement. The resulting report was part of major workshop at the BCO's Annual Conference in Paris and is downloadable from the BCO web site.

this project is an attempt to start measuring factors such as cost, vacancy and demand that can be tracked over time and compared with the traditional leasing market



# continuing research projects

## Tall Buildings: A Strategic Design Guide

This is an authoritative guide to the technical aspects that should be considered in generating, understanding and evaluating tall building proposals. This is the fourth report to come from the BCO's Tall Buildings Working Party and in association with RIBA, members are able to order the Guide in advance.

## Office Design and Value (A Research Partnership with CABE)

This examines the relationship between the value of new office property and the design quality to see if design has an impact on returns such as rental value.

## The Accessible Office: Designing the inclusive workplace (A partnership with The Joint Mobility Union and the RNIB)

A comprehensive guide to creating better designed, easier-to-use workplaces for everyone.

## The Greening of Commercial Property (Partnership with RICS Foundation and the Department of Engineering at Cambridge University)

Two projects will address the adoption of 'greening' practice into commercial property.

## Better Places to Work: a design guide (Research Partnership with CABE & BPF)

Aims to improve the design quality of development currently covered by Planning Policy Guidance Note (PPG) 4.

## Management Guidance on Security

Will seek to make the business case for security planning; clarify considerations; consolidate information sources, provide signposts and checklists; and indicate good practice.

# new commissions

## ICT and Offices: Practiced Realities

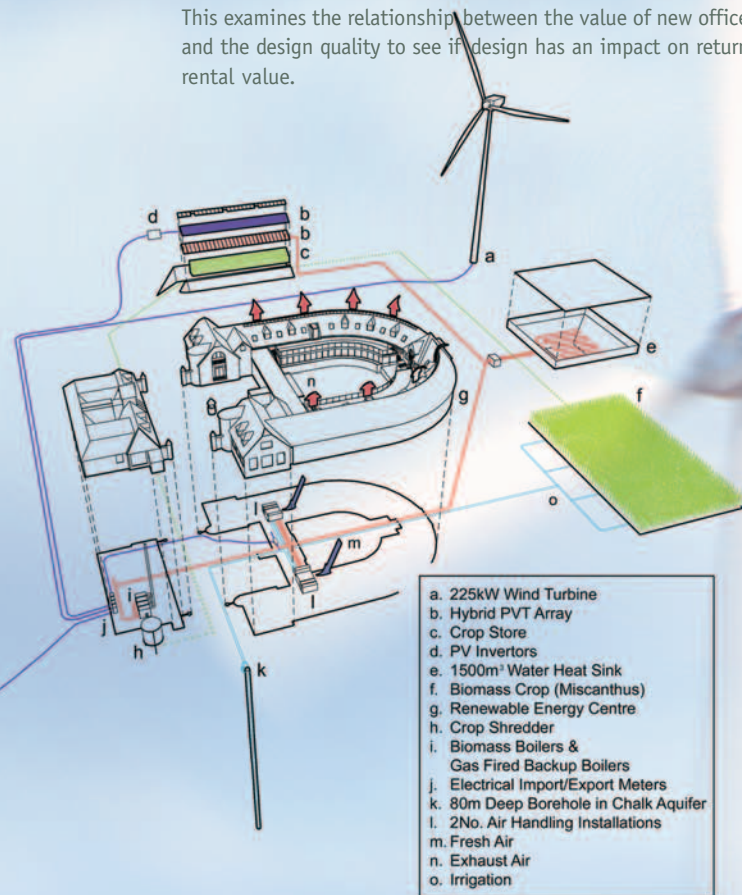
Will examine how ICT can support new approaches to work in offices and also the management of offices.

## BCO Guide to Environmental Management

A definitive guide to environmental management in offices.

## Family Friendly Working and Office Environments

Examines the future of workplace production and management and the importance of work-life balance.



Two projects will address the adoption of 'greening' practice into commercial property



## Policy

### Disabled Persons Transport Advisory Committee – Built Environment Working Group

This group advises on improving access for disabled people, taking into account complementary advice from other DPTAC Working Groups. This group acts as a two-way communication channel and the BCO has continued to play an active role.

### London Business Improvement Districts Advisory Board

Created to encourage the development of BIDS across the Capital, the BCO's place on this Board enables us to represent London's office sector in the decision making process.

### The National Ratepayers Valuation Forum

This facilitates a dialogue between the Valuation Office Agency and ratepayers by encouraging ratepayers to take part in the VOA's discussions about the practices and future reform of the national rating system. Through our membership, the BCO is able to act on behalf of our members, representing our viewpoint and ensuring our participation in these national discussions.

### Directive Implementation Advisory Group (DIAG)

The BCO sits on this Group, which advises Government on the effective implementation of the Energy Performance of Buildings Directive (EPBD).

The BCO's policy activity has continued to grow. Our increased activity and representation on various government and non-government policy groups has been matched by involvement in as many different consultative exercises.

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# Policy Consultations

## HM Treasury – Property Investment Funds (PIFs) *July 2004*

The BCO submitted a full response to the consultation into Real Estate Investment Trusts (REITs) or PIFs.

## ODPM – Options for Deterring or Outlawing the Use of Upward Only Rent Reviews (UORR) *September 2004*

After seeking member views, the BCO submitted a full response to the consultation paper on rent review clauses. The ODPM had stressed the need for evidenced based comments from respondents, so the BCO worked closely with the BPF, RICS, BCSC and CBI to develop its response.

## Sir Michael Lyons – Improving the Management of Public Sector Assets *October 2004*

A response was submitted to the latest consultation exercise.

## ODPM – Proposals for amending Part L of the Building Regulations and Implementing the Energy Performance of Buildings Directive *October 2004*

The BCO's response to this consultation combined the views of the Technical Affairs Committee and the Green Issues Group.

## Commission for Integrated Transport – Integrated Transport White Paper *December 2004*

The BCO submitted a response to this consultation draft, which sought to assess the effectiveness of measures to address non-workplace parking. The response drew attention to the fact that the scope needed to be broadened to consider parking within the mixed-use context.

## ODPM – Energy Performance of Buildings Directive – application of operational ratings *December 2004*

Provided input into the discussions hosted by the ODPM.

## NRVF/ODPM – business rates appeals *February 2005*

Provided input into the discussions hosted by the NVA.

## ODPM – Review of the DPTAC Built Environment Group *March 2005*

The ODPM are currently reviewing the future of DPTAC and its remit for the built environment. The BCO is assisting this review in the course of its membership of DPTAC.

## HM Treasury – Review of the UK Climate Change Programme *March 2005*

Submitted a response to section 7 of the consultation, which dealt with business' commitment to tackling climate change. The response highlighted key messages from the BCO's sustainability agenda, especially those contained within the BCO Guide 2005 and the Guide to Green Incentives.

## HM Customs & Excise – VAT: The Future of the option to tax *March 2005*

In its response, the BCO emphasised some of the key issues that should be considered regarding the future conditions to be applied to revocations of the option to tax and other changes to the tax regime. Of fundamental interest was the relationship between landlord and tenant and the issues of consent and notification.

## ODPM – Planning for mixed communities *April 2005*

This ODPM paper addressed the 'demand-side' aspects of planning for housing and focuses on the needs of households. It was considered within the context of mixed-use developments but no commentary was provided to the department.

## Three Regions Climate Change Group – Adapting to Climate Change (A Checklist for Development) *April 2005*

The BCO Environmental Sustainability Group made recommendations to the Three Regions Climate Change Group on the need for developments to be "climate proofed" at the outset.

the BCO emphasised some of the key issues that should be considered regarding the future conditions to be applied to revocations of the option to tax





# Committees

## PERMANENT STANDING COMMITTEES

### Technical Affairs Committee

*Chaired by Richard Terry of Arup*

#### Achievements

- Creation and production of the new BCO Specification 2005
- Assisted in the creation of a response to HMG Part L Consultation Exercise
- Assisted in the organisation of the nationwide 2005 Specification launch

### Membership Committee

*Chaired by Bill Black of Capital and Counties*

#### Achievements

- Increase in the BCO's membership to over 1,000
- Recruitment of more occupier members
- Recruitment of 'high flyers' from existing corporate members

### Urban Committee

*Chaired by David Ainsworth of City Offices LLP*

#### Achievements

- Published the Mixed Use project
- Supported a series of mixed-use workshops around the UK highlighting the new report
- Debated issues on the public realm, urban tool kits, and Thames Gateway Regeneration

### Regional Chairmen's Committee

*Chaired by Andrew Latchmore of Shulmans Solicitors*

#### Achievements

- Implemented the nationwide launch of the new version of the BCO Specification 2005

Over the course of 2004-2005, members have again supported the organisation through their contribution to the BCO's committees and working parties.

### Green Issues Working Party

*Chaired by Mike Beaven of Arup*

#### Achievements

- Reviewed the Green Travel Plans research ahead of publication
- Debated issues on planning and sustainability leading to a new document on planning and sustainability to be published in 2005-06
- Supervised M.Eng project with Cambridge University Department of Engineering
- Supported the BCO response on Adapting to Climate Change – A Checklist for Development, the Climate Change Review and EPD/Part L
- Project steering group for BCO Guide to Environmental Management
- Held the first committee meeting in the regions in Bristol in June 2005

## AD HOC COMMITTEES

### Workplace Group

*Chaired by Ron German of Stanhope*

#### Achievements

- Assisted in the review and publication of The Impact of Office Design on Business Performance

### Occupiers' Group

- Paul Harrington of PWC has been appointed as chairman and this group will be revived over the next twelve months







the BCO is uniquely positioned to work  
with and bring together the different interests within  
the office industry





# Events and activities

The events programme provides an excellent opportunity for discussion and debate. 2004-2005 has seen a wealth of activity with 30 events involving almost 6000 delegates.

## Annual General Meeting

30 St Mary Axe, London, 26th July

This year our AGM was held at 30 St Mary Axe. Following the formal proceedings of the AGM, technical presentations were given by Andrew Green of 30 St Mary Axe Management Services, Rob Harrison of Foster and Partners and Richard Beastall of Bennett Interior Design.

## Annual Golf Day

Burnham Beeches Golf Club, Buckinghamshire, 1st September

A group of 50 BCO members and their guests enjoyed competing in the Annual Golf Day organised by Steve Molloy of Cudd Bentley Partnership.

## Technical Visit – Renewable Energy Systems

Hertfordshire, 7th September

Beaufort Court, the new eco-friendly head office for Renewable Energy Systems, is a model of sustainable building design and energy generation. 30 members joined the visit to the RES offices. There was much interest in the project, particularly in issues relating to energy conservation and the environment.

## Technical Visit – International Financial Services District

Glasgow, 14th September

28 members registered for this walking tour of Glasgow's financial district. It included visits to Cala Property's Central Exchange, Walked Group's 200 Broomielaw and Crown Dilmun's Optima Building.

## Northern Awards Dinner

The Palace Hotel, Manchester, 16th September

The winners of the Northern Awards competition, together with the national competition's Northern Region winners were announced at this dinner in Manchester. It was fully booked and 530 tickets were sold.

## President's Luncheon

The Savoy, 22nd September

468 members and guests enjoyed the President's luncheon. The guest speaker was Lynn Brewer, a former Enron executive and author of 'Confessions of an Enron Executive: A Whistleblower's Story.'

## Emerging Trends in the Workplace – PricewaterhouseCoopers

Birmingham, 29th September

PwC and BDGworkfutures hosted a technical visit and seminar on 'Emerging Trends in the Workplace' at Cornwall Court. 55 members attended and the lively discussion that followed confirmed that it had been an interesting and informative evening.

## Awards Presentation Dinner

The Grosvenor House Hotel, 5th October

The 2004 awards dinner was fully booked with 1300 tickets sold. Natasha Kaplinsky was our celebrity hostess and the evening was deemed a great success.

## Technical Visit – One Hanover Street

London, 20th October

45 members attended an interesting tour of One Hanover Street, the Crown Estate's first large-scale direct development on Regent Street. The island site provides a mixed-use scheme of 120,000 sq ft of offices.



# Events and activities

## Occupiers' Summit

Clifford Chance, Canary Wharf, 3rd November

Three panels of experts predicted what would happen to the office market, office buildings and leasing structures between now and 2020.

## Technical Visit – Newcastle/Gateshead

11th November

The Northern Chapter ran a very successful afternoon and evening event in Newcastle/Gateshead for 60 members and their guests. The event included a technical tour to SAGE Corporate HQ in Newcastle Great Park, a seminar on the BCO/CABE research 'The Impact of Office Design on Business Performance', a presentation at the SAGE Music Centre and networking drinks/dinner.

## Scottish Lunch

22nd November

The Scottish region organised a networking luncheon with guest speaker Trevor Davies (Member of The City of Edinburgh council & Convenor of Planning). The luncheon sold out with 60 members and their guests attending.

## BCO/CABE Seminar – Productivity in the Office

25th November

The South West region held a seminar at Ove Arup on the findings of the joint BCO/CABE report 'The Impact of Office Design on Building Performance'. Frank Duffy and Paul Morrell presented the findings of the report to 75 members and guests.

## Technical Tour – Salvation Army

1st December 2004

The Salvation Army hosted a breakfast tour for BCO members of its new International Headquarters at 101 Queen Victoria Street, London EC4. The development of this building and its occupation by The Salvation Army is a leading example of a building owner using the asset imaginatively to gain the maximum benefit from the overall development on the site.

a viewing of the new  
Aston Martin Headquarters  
followed by lunch at  
Michelin starred restaurant  
– Mallory Court.

## Annual Dinner

Grosvenor House, London, 18th January

The Annual Dinner was fully booked, 1438 people attended. The very entertaining John Sergeant was the after dinner speaker.

## Technical Visit – Aston Martin

Birmingham, 3rd February

16 members and their guests attended an enjoyable lunchtime event, with a viewing of the new Aston Martin Headquarters (Corporate Regional Award Winner 2004), followed by lunch at Michelin starred restaurant, Mallory Court.

## Specification Launches – 5 National Events

February

Almost 700 delegates attended these very popular and well-received events. The format of presentations followed by networking and sponsored dinners proved a successful combination for each regional chapter.

## Natural Ventilation – Davis Langdon

London, 17th March

This seminar introduced 39 delegates to the principles and practice of natural ventilation using state of the art laboratory and computer modelling techniques, and monitored case studies.



### Tall Buildings in Historic Environments

Birmingham, 13th April

Alastair Collins, a Partner at Davis Langdon and Chairman of the BCO's Tall Buildings Group, led a series of workshops focusing on Tall Buildings in historic environments. We promoted one of these workshops to BCO members in Birmingham.

### Technical Visit - Scottish Parliament Tour

Edinburgh, 18th & 25th April

In addition to the standard Holyrood guided tour, which takes in the debating chamber, BCO members visited a committee room, the MSP block and Queensberry House. One of the contractors' senior project managers accompanied 40 delegates on the tour.

### CABE/BCO seminar

Manchester, 7th April

CABE and the BCO held a free half-day seminar for 59 people. The seminar considered how high quality business environments will contribute to the success of the Northern Way Growth Corridor.

### Business on the Move – The Guildhall

London, 28th April

Central London Partnership and Transport for London, in association with the British Council for Offices held an insightful event on successful travel planning. The event discussed how good travel planning can offer cost savings, improve productivity and fulfil corporate social responsibilities. 150 people attended this event chaired by Richard Kauntze.

### CABE/BCO Launch

The Treasury, London, 23rd May

The joint CABE/BCO research, 'Impact of Office Design on Business Performance', was launched at an invitation only event for targeted groups.

### Annual Conference

Paris, 12-13th May

This year's sold out conference was a huge success with 750 delegates attending.

## Alan Chatham outlined Mailbox's experiences of implementing such a ground breaking mixed-use scheme.

### Environmental Sustainability Roundtable

June 2005

In conjunction with Estates Gazette and hosted by Slaughter & May, this roundtable gathered together a panel of experts to find out whether the property industry is ready for the Energy Performance of Buildings Directive. The general feeling was that awareness in any practical way remained quite low.

### Mailbox – mixed-use investment

Mailbox, Birmingham, 22nd June

Dr Lee Elliott presented the BCO's Mixed-Use research and Alan Chatham outlined Mailbox's experiences of implementing such a ground breaking mixed-use scheme.

### The impact of office design on business performance

Cornwall Court, Birmingham, 29th June

This event combined a discussion on the latest CABE/BCO report, 'Impact of Office Design on Business Performance' led by Paul Morrell, with an insight from 'BCO Best of the Best Award Winner 2004' – Cornwall Court.



a record number of technical tours,  
site visits, and dinners have been held in every corner  
of the country







# Regional Chapters

The enthusiasm in the regions which has developed over the past five years has seen a real and strong activism take hold in every region during 2004-2005. A record number of technical tours, site visits, and dinners have been held in every corner of the country, and in many cases regional members have criss crossed the UK to visit new office developments. 30 events have been held involving almost 6000 people.

The Midlands region organised a very timely tour of PWC's Cornwall Court in September just days before it was awarded the BCO Best of the Best Award in this year's award ceremony in London, and the Scottish region, led by its new chairmen Bill Ferrie of DLA, arranged to visit the new Scottish Parliament Building in April. Demand was so high amongst our Scottish members and also with members across the border in the Northern Region, that Bill had to book two tours in order to meet the popular demand to have an "insiders view" on the development and completion of this rather famous new legislative building. The Northern region visited the SAGE HQ Building

in Newcastle and enjoyed a presentation on the magnificent Norman Foster designed SAGE Music Centre at Gateshead.

Acknowledging the BCO sustainability and urban regeneration research themes, all of the regions organised tours of buildings which demonstrated different sustainable adaptations and innovations. In September a tour was held of Beaufort Court, the new eco friendly head office for Renewable Energy Systems in Hertfordshire, and in June BCO delegates visited the Mailbox in Birmingham.

In February the new specification was launched across the country with highly attended launch evenings being held in Liverpool, Bristol, Edinburgh, Birmingham and London. Over 700 people attended this nationwide launch, and throughout the year high attendances were recorded at other events where various BCO research reports were presented including the mixed use and investment report, and the joint BCO Cabe research report 'The impact of office design on business performance'. This year also saw an expansion of research in the regions with members running their own research seminars on natural ventilation and tall buildings in historic environments in the spring and early summer.

Finally, the regions continued to contribute strongly to the National Awards Competition and the Northern region staged a dinner to celebrate shortlisting attended by over 400 delegates.

Andrew Latchmore,  
*Chairman of Regional Chairmen's Committee*





over 82% of delegates agreed the conference had  
been a very worthwhile and valuable experience







## To Paris and Beyond!

Not quite as expansive and utopian as Buzz Lightyear's 'To Infinity and beyond', but that's how I felt after this year's conference going into my presidential year of office.

Before I explain what I mean by that, let me first and foremost once again thank all the conference sponsors, speakers, committee members and delegates for their generous donations in terms of not only money but time this year. I am truly grateful for the wonderful support that so many people felt able to give.

We have now received your feedback forms and it is pleasing to note that over 82% of delegates agreed the conference had been a worthwhile and valuable experience. Not surprisingly really, Paris was a great hit as a venue. Feedback for the seminar and workshops was generally positive, but understandably there was disappointment that once again we lost key speakers from the plenaries at short notice. I hope that attendees found the opportunity to compare with the Paris market a valuable one. There was of course a particular focus on the occupier this year, but I do hope that delegates felt we still offered a balanced programme appealing to the wide variety of interests that make up the BCO.

The conference was the first sell-out we have had in its 14-year history. This has provided an important boost to the BCO's finances – James Wates was looking a happy man after the conference! – And gives us the strength to continue to develop a programme of real substance for our members. On membership, I think it is important we strengthen the BCO's engagement with its developer/owner and occupier members and expand those elements of the membership particularly, but not exclusively.

There was a lot of interest expressed in the issues of building evaluation and post occupancy evaluation following Sir Stuart Lipton's address and this is something that I am already committed to making real progress with in the next twelve months. I think this will enable us to build on the excellent work done on the BCO Specification and Fit-out Guide, but also allows us to move on in working with the customer tenant. Given the feedback from the MORI poll presented at the conference, workplace productivity and sustainability are clearly very high up on the list of priorities and I anticipate expanding our focus on these topics. Otherwise, I am keen to promote improved customer focus and the opportunities that stronger partnerships give for improving quality and efficiency, and thus sustainability for our industry.

I believe the BCO is uniquely positioned to work with and bring together the different interests within the office industry and to provide the single voice that it surely needs. But to do that, we need to be more challenging and confident. Let's work on expanding that agenda together in the knowledge that the BCO is in rude health!

Simon P. Ward,  
*Conference Chairman*







this combination of practice, research and the  
sharing of knowledge is what the BCO is all about





# Awards programme

## The President's Award

### Dr Francis Duffy CBE – Renaissance man of modern space planning

The recipient of the 2004 BCO President's Award for a unique contribution to the art and science of office development is Frank Duffy. Frank was one of the first to develop methodologies for analysing office space in a way that serves the interests of all players.

All his knowledge is shared – through writing; through teaching (as Visiting Professor at the Massachusetts Institute of Technology); and through participation – Frank has served as president of the RIBA and is a trustee of the Architecture Foundation. This combination of practice, research and the sharing of knowledge is what the BCO is all about and makes Frank Duffy a worthy recipient of this award.

## The Best of the Best

### PricewaterhouseCoopers – Cornwall Court, Birmingham

Buildings are becoming catalysts for changes in company culture. Employers realise they must cast off old-fashioned working practices to survive in a business environment that is more open, interactive and flexible. Nowhere is this more evident than the fit-out of Cornwall Court in Birmingham for PricewaterhouseCoopers.

A “tired, dark and uninspiring” 1980s office block has been reinvented to meet PWC's demand for a “truly inspirational” workplace, which enables flexible working. The result is a sparkling environment full of delight and style.

At ground level, a French café in extraordinary colours and textures entices the staff to linger. In fact, colours give a tremendous sense of orientation in any part of the building as well as an uplifting spirit.

The old-fashioned hierarchy of enclosed space and rigidly defended territory has been swept away through a variation on use of cellular space called ‘reverse hotelling’. Privacy is there when needed, but offices can be booked out when unoccupied.

Meeting/conference rooms and touchdown spaces are complemented by an impressive suite controlled by a concierge. This provides services ranging from centralised filing to restaurant bookings, dry cleaning and even storage for dinner jackets.

The BCO Awards programme brings together a raft of new thinking and brings public recognition to the best office space in the UK. By focusing on excellence we set the standard for the whole office sector. Here are the 2004 winners. Congratulations to them all.



# Award winners

## NATIONAL AWARDS

### Corporate

85 Southwark Street, London

### Commercial

Scottish Gas HQ, Number One, Waterfront Avenue, Edinburgh

### Refurbished/Recycled

EMI HQ, 27 Wright's Lane, London

### Fit-out (major projects)

PricewaterhouseCoopers, Cornwall Court, Birmingham

## REGIONAL AWARDS

### South of England & South Wales

#### Corporate

Government Communications HQ, Hubble Road, Cheltenham

#### Commercial

240-252 Bath Road, Slough, Berkshire

#### Refurbished/Recycled

Beaufort Court, Zero Emissions Building, King's Langley, Herts

## REGIONAL AWARDS

### London

#### Corporate

85 Southwark Street, London

#### Commercial

1 More London Place, London

#### Refurbished/Recycled

EMI HQ, 27 Wright's Lane, London

#### Fit-out (small projects)

CBRE Investors, 64 North Row, London

#### Fit-out (major projects)

Visa HQ, 1 Sheldon Square, London

## REGIONAL AWARDS

### Midlands & East Anglia

#### Corporate

Aston Martin, Gaydon, Warwickshire

#### Commercial

35 Homer Road, Solihull, West Midlands

#### Fit-out (major projects)

PricewaterhouseCoopers, Cornwall Court, Birmingham

## REGIONAL AWARDS

### North of England, North Wales & Northern Ireland

#### Commercial

Whitehall II, 2 Whitehall Road, Leeds

#### Refurbished/Recycled

Bass Warehouse, Eastgate, Castlefield

#### Fit-out (small projects)

The International Centre for Business Improvement, Thorpe Park, Leeds

#### Fit-out (major projects)

Griffin House, 40 Lever Street, Manchester

## REGIONAL AWARDS

### Scotland

#### Commercial

Scottish Gas HQ, Number One, Waterfront Avenue, Edinburgh

#### Refurbished/Recycled

80 George Street, Edinburgh

#### Fit-out (major projects)

Scottish Courage HQ, Broadway Park, Edinburgh

## COMMENDATIONS

### South of England & South Wales

#### Corporate

Vodafone HQ, The Connection, Newbury, Berkshire

One City Place, Gatwick

#### Fit-out (small projects)

Wolsely, Arlington Business Park, Reading

#### Refurbished/Recycled

Vodafone Fountain House, Horizon West Business Park, Newbury, Berkshire

## COMMENDATIONS

### Midlands & East Anglia

#### Fit-out (major projects)

EGG PB4, Pride Park, Derby

#### Commercial

Building 2020, Cambourne Business Park, Cambridge

## COMMENDATIONS

### North of England, North Wales & Northern Ireland

#### Corporate

Renaissance House, NWDA HQ, Warrington

## COMMENDATIONS

### Scotland

#### Commercial

Avondale House, Strathclyde Business Park, Bellshill

The Rutland Building, Rutland Square, Edinburgh





## Looking forward

The purpose of any annual review is, of course, to provide a narrative of events past. There is certainly a great deal to look back on with pride as the BCO continues to mature in its reach and profile. Much in the previous pages illustrates this, but I must mention a few items which are of particular importance.

### The ultimate client

Our joint report with CABE on office design and workplace productivity, launched at the Treasury's splendidly refurbished building in May 2005, was the culmination of many months' work. While this report is by no means the end of the story it does, for the first time, present the arguments in an easily digestible form. Much more needs to be done – and a significant proportion of the BCO's research will be dedicated to further studies on this theme in the coming year – but this report demonstrates to business at large the importance of the office to Britain's financial future.

Many clients (by which I mean those who pay to be in buildings, be they tenants or owner occupiers) give scant regard to the relationship between their people (by far their biggest cost) and place in which they work (a significant, but usually far smaller cost). This is hardly their fault, as the office industry has been extremely bad at understanding its own the worth and demonstrating this to its clients. The BCO is determined to engage with corporate occupiers as widely as possible to address this, and the increased occupier representation at many BCO events (particularly our occupiers' summit last autumn and annual conference in the spring) demonstrates the progress which is being made.

### A broad church

The BCO was established as a broad church way back in 1990 and although we now have well over one thousand members this ethos remains. Satisfying our members' varied expectations and interests is crucial to our work and is reflected in our research programme which this year saw the publication of the fourth edition of the BCO Specification, an important new report on mixed use development and two papers on green travel. The policy agenda also continues to expand. This is well illustrated by submissions on REITs, upward only rent reviews and part L of the building regulation, among others. None of this would be possible without the very generous commitment of so many members, particularly those who sit on BCO committees and working parties, and my thanks to them all.

### The months ahead

The BCO has much to look forward to. With growing membership and the increasing popularity of our events, we are now in a stronger financial position than we have been for some time. The recent members' survey has helped us identify our priorities, and these will be considered through the Executive and Board of Management. More specifically, Ann Minogue and her conference committee are now well advanced in their planning for our annual conference next year (Dublin, 11-12 May) and the Awards Competition continues to go from strength to strength under the leadership of David Walters and his panel. Winning a BCO award is – rightly – a cherished prize, and the competition will continue to evolve to reflect an ever-changing market.

### A personal thank you

The BCO works so well because it is a team effort but I must, however, make a particular mention of Paul Morrell, the BCO's President in 2004-05, whose contribution has been nothing less than outstanding. Paul has proved to be tireless in his commitment to the BCO and its work, and my sincere thanks to him. My thanks also to Simon Ward, Paul's successor, Ann Minogue, who moves up to Senior Vice-President, Gordon Carey, our new Junior Vice-President and James Wates, our Honorary Treasurer, for their continued effort, support and enthusiasm. My thanks also to my own team, Ian Selby, Andrea Littlestone, Zoë Uddgren, Gina Wade and Mandy Bainger. Keen observers of the BCO will know that there have been several changes in the past year: Julia Harrison, my PA for four years, left for pastures new with BCO's thanks and best wishes. Jodie Hoyle, our Communications and Events Manager, finally succumbed to Australia's charms, returning with BCO's thanks and best wishes. Mandy succeeded Julia last October, and Zoë joined us last December.

Richard Kauntze  
*BCO Chief Executive*







Ann Minogue and her conference committee are now well advanced in their planning for our annual conference next year in Dublin, 11-12 May



## British Council for Offices Corporate Members

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