

Introduction

Highlights of the Year – Roger Fidgen, President

The essence of a successful organisation is its capacity both to evolve and to manage change. The past 12 months have seen much change at the BCO, with many new members, increased attendance at our events and the establishment of our research programme.

In my Presidential year, I have been fortunate to see an acceleration of success aided by Richard Kauntze and his able secretariat team from Lombard Street. This enthusiastic support is essential for a dynamic organisation.

New Members

During my year in office nearly 200 new members have joined the BCO. I felt strongly that all new members of the BCO, corporate and individual, should feel involved in our work and be given the opportunity to meet our team. I have written personally to all these new members and was delighted to receive an enthusiastic response, with many expressing a willingness to become involved with the BCO's work. This is crucially

important, particularly as our work expands. I am very grateful for this support. To enable new members to get to know the Board and the secretariat, we now hold a new members' reception after every meeting of the Board, an event which I am pleased to be able to say has become very popular.

Our Regional Chapter Chairmen continue to work hard for the BCO, and a substantial number of new members have joined under the new categories of 'regional corporate member' and 'regional individual member', which is a credit to the work and enthusiasm of the Regional Chapter Committees.

BCO Events

We have had record-breaking numbers of BCO members and their guests at our seminars, discussion lunches and other events. I would like to draw particular attention to the President's Lunch, which is now firmly established as an annual event at the Savoy. During my year in office, the lunch took place shortly after the terrorist attack on the United States on 11 September 2001 and our guest speaker, John Carrafiell, Head of European Real Estate at Morgan Stanley, spoke movingly about the impact of this outrage on his colleagues based in the World Trade Centre in New York. On a more cheerful note, John instilled us with confidence about the future of the office market.



Awards Competition

My Presidential year saw the further development of the BCO's Awards competition as the leading annual event recognising excellence in the office sector. The BCO's recast, higher-profile Awards competition attracted a record number of entries. More than 900 members and their guests attended the dinner to celebrate this success.

Research Delivery

During the course of my year, I have taken particular interest in the issue of sustainable development in the office sector. The BCO has undertaken a survey of property investors, developers and architects to assess the impact of current and proposed environmental and social legislation or regulation on the design and operation of buildings. The report resulting from this survey, titled 'Sustainability starts in the boardroom', will be published in the second half of 2002, as part of our extensive research agenda. Ian Selby, our Research and Policy Director, reports elsewhere in the Review on this dynamic research programme.

Edinburgh Conference

Our conference, under the theme of 'Climate of Change', was held in May 2002 and reflected many of the innovative ideas being discussed within the BCO and the industry more generally. The combination of a world class conference centre, the charm of Edinburgh and an interesting and stimulating programme made for a most successful conference. It was a great credit to David Steventon and his Conference Committee.

I am delighted to be able to report that the BCO has had a busy year, gaining in status, increasing in profile and focussing effectively on its mission to research, develop and communicate best practice in the office sector. I have very much enjoyed being your President and my thanks go to you all but, especially, to Richard and his team for all their hard work and support. I wish David Steventon every success as he takes over as President for the coming year.

Roger Fidgen – BCO President 2001-2002



What is the BCO?

Mission and purpose

Established in 1990, 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. BCO members are organisations and individuals involved in creating, acquiring or occupying office space, both private and public sector. The BCO works to advance the collective understanding of its members, enabling them to work together to create more effective office space.

In addition to its national programme of events, research and publications, the BCO also runs regional chapters in Scotland, the North, the Midlands and the South West & Wales. These chapters provide additional meeting points for members through programmes of technical visits, seminars and luncheon meetings. The groups also allow members to focus on issues of local concern.



BCO Board Members from left: Tony Bickmore, Paul Morrell, David Steventon, Roger Reeves and Richard Kauntze

Benefits of Membership

The many benefits of membership include:

- Guidance on policy issues and research findings on key issues
- The opportunity to network with peers, colleagues and leading suppliers
- Regular events and seminars across the UK
- Frequent publications and technical briefings
- Preferential discount rates for events and publications
- BCO Awards Programme
- Market-leading Annual Conference for members and representatives from the office sector
- Annual BCO handbook with directory of members
- Improved understanding of the office sector including market trends, commercial developments, research and key personnel
- Annual Dinner and President's Lunch for members and their guests
- Study tours
- Free access to Responseline service

Membership is open in the first instance to corporations, which may then propose individual members. Further information about BCO including a membership application form, can be found on the BCO's website www.bco.org.uk. Alternatively, please contact the BCO at: 38 Lombard Street, London EC3V 9BS. Tel: **020 7283 4588**, Fax: **020 7626 2223** or e-mail: mail@bco.org.uk



www.bco.org.uk

Defining Excellence

Research and Policy

Research is the core element of the BCO's mission and our fundamental aim is to expand on this, building on the BCO's reputation and key strengths to create a new, authoritative, national think-tank.

This year has seen the publication of five major projects...

The Service Challenge: *How well is the UK Office Industry Serving its customers?*

This report reveals that the UK office industry, though perceived as leading in Europe, is failing to meet the levels of service demanded by its customers and under performs its counterpart in the US. Containing an in-depth analysis of the views of property directors on both sides of the Atlantic responsible for occupying over 30 million sq.m. of offices, the report details their critique of the UK industry and provides pointers for improvement and innovation through the adoption of key US property practices including ideas on occupier retention and property service brands.

Tall Buildings in London: *Giving Occupiers a Voice*

Based on qualitative interviews with occupiers, this report records the views of those who occupy large and tall space for the very first time. In so doing it adds a new and vital dimension to the current planning debate. By representing the views of London's 'customers for tall space', this report fills a gap in the argument, adding the perspective of those

with direct experience of occupying tall buildings in London.

Tall Buildings in London: *The Economic Realities*

Carried out in parallel with 'Giving Occupiers a Voice', this report considers the economics of tall office buildings, especially the evidence on the demand for office space in tall buildings and arguments concerning the economic need for tall buildings in London. Particular attention is given to re-examining the assertion by the former London Planning Advisory Committee (LPAC) that London does not need tall buildings to succeed economically as a World City.

Office Leases: *Can the UK be more flexible?*

This major new research report compares lease terms and yields across the UK, Europe and the USA. It analyses how these countries offer flexibility to occupiers, provides a ranking of lease flexibility by country and assesses how flexibility is reflected in investor attitudes and pricing. The report presents an appraisal of pan-European flexibility and an informed assessment of the UK market vis-a-vis its commercial competitors. The analysis contains pointers for greater flexibility drawn from the practices of our European neighbours and shows the different results which flexible leases provide to investors, developers, and occupiers alike. This research has created a flexibility scoring mechanism that has been used to rank and characterize the flexible features of each country studied.







Sustainable Buildings are Better Business

Sustainable development was a major theme for the BCO last year and this joint Arup-BCO research discussion paper is a new and insightful contribution to the wider sustainability debate. Written by Mike Beaven, Practice Principal at Arup, in conjunction with the BCO's Green Issues Committee, this discussion paper considers a variety of new possibilities for sustainable design, construction and specification.

The core aim of the paper is to encourage debate and it offers a number of suggestions and case studies on how the industry could deliver enhanced sustainability in office buildings. In presenting different options for delivering more sustainable buildings this paper details a series of case studies including an analysis of the many different types of air conditioning and options for improving the internal environment of the building in a more sustainable way. An analysis of whole life costs and benefits is presented and the paper will provide a new case of innovation using this approach.

Each report has received considerable attention in the UK press and all were showcased in workshops at the Annual Conference in Edinburgh.

Continuing Projects

On-going research includes the **BCO Fit-Out Guide**, part funded by the Department of Trade and Industry. This project

is being led by a small steering group comprising members of the technical affairs committee and other BCO members with specialist knowledge of fit-out. Working in small, themed sub-groups, the project is progressing well toward completion in summer 2003.

Two further projects on tall buildings are being produced by the Tall Buildings Working Party. The first, entitled **Tall Buildings: Construction Specifications & Economics**, will be a hybrid document combining technical detail with an economic analysis of height. The second, **Tall Buildings: Planning Guidance**, will offer comprehensive advice on engaging with the UK planning regime to build a tall building in the UK.

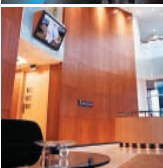
New Commissions

Sustainable Development in the Office Sector

In November 2001, REMARK Research and Marketing was commissioned to undertake an in-depth survey examining the attitudes towards sustainable development within our industry. By consulting with Britain's top developers, architects and investor developers this project will provide, for the first time, detailed analysis of the key drivers for sustainable development within our industry together with suggestions for the creation of more sustainable office space.

Fuel Cells: *Designs and Realities*

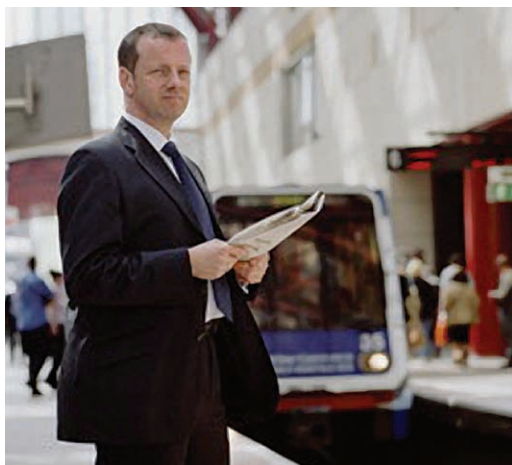
The importance of fuel cell technology and the prospect that its application in office 'powering' solutions in Britain will



increase over the next few years, suggests this is a topic for BCO research to address. Accordingly, a joint commission between Roberts and Partners and the BCO has been agreed. This project will balance a technical description of fuel cells, with an analysis of applicability and uses for the UK office market, plus some blue sky thinking on the technology and its potential relationship with ‘future’ offices.

Offices and Transport – *Traveling into the Office*

The BCO is collaborating with the University of Westminster on a transport study that examines the operation of the London rail system and its effect on the wider London economy. This survey will canvass views on service disruption and its impact on the professional lives of people who work in offices. In analyzing the responses it hopes to address the wider question of ‘transport breakdown’ on the performance of



London’s key businesses and their personnel.

Future Work

Our future programme of work will include projects tackling the following subjects:

- Urban Engagement: local communities and accelerated urban renewal
- Assessing Green Travel Plans: assessments & best practice
- New approaches to workplace evaluation: a sustainability grounded approach to workplace measurements

Research Collaborations with other organisations...

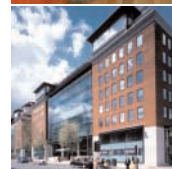
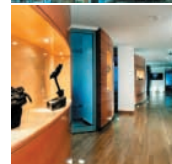
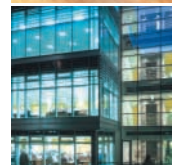
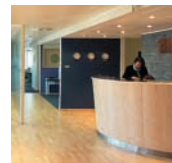
BSRIA Rules of Thumb –

Guidelines to Assessing Building Services

Rules of Thumb was written to help engineers in the initial stages of designing a building and its services. These rules have been collected from various contemporary sources in the building services industry and can reasonably be held to reflect current design practices. By gathering many of the most common rules of thumb into one document, BSRIA provides a powerful source of initial design data that every engineer should find indispensable. The BCO assisted in the publication of the third edition of this valuable guide.

Partnership Collaborations – *DTI Partnership in Innovation Projects...*

- Allocation and management of project risk
 - Led by Oscar Faber this project was completed in



August 2001. It examines the question of project management and the problem of risk, with the aim of encouraging a new methodology of 'risk reducing best practice' to the overall benefit of any building project.

- Refurbishment whilst retaining business continuity: good practice guidance
 - This project led by CIRIA will address the technical, safety, management and contractual issues involved in undertaking construction work in 'live' buildings. It provides good practice guidance for clients, facilities managers, designers, contractors and project managers.

Policy

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

This group advises on improving access to the built environment for disabled people, taking into account complementary advice from other DPTAC Working Groups. The BCO was invited to join the group at the beginning of 2001. Through our membership a two-way flow of information has been established, with a more informed awareness of disability issues and concerns being fed directly into the BCO's research activities.

The National Ratepayers Valuation Forum

This forum facilitates a direct dialogue between the Valuation Office Agency and ratepayers, with the aim of encouraging the participation of ratepayers in the Valuation Office'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 organisation's viewpoint and ensuring our participation in these national discussions about future practices and procedures of the Agency.

The Sustainable Construction Task Force

In the summer of 2001 this group produced a paper entitled 'A Business Case for Sustainability.' This document argues that sustainability issues are in fact critical strategic business issues for both the property and construction sectors. The BCO assisted its author, Rachel Crossley, a senior analyst with Friends Ivory & Sime, by peer reviewing this material. The paper was subsequently published later in 2001.



Policy Consultation Responses

Over the year, the BCO has participated in the following consultation exercises:

July 2001

The Mayor for London – *Towards the London Plan*

The Scottish Executive – *Title Conditions (Scotland) Bill*

October 2001

The European Commission – *A Proposed Directive on the Energy Performance of Buildings*

CABE – *English Heritage 'Guidance on Tall Buildings'*

January 2002

Building Regulations Part A – *Structure*

February 2002

Building Regulations Part B – *Fire Safety*

March 2002

The DETR Planning – *Green Paper*

Conclusions

This review spans 2001-2002. Significant attention has been paid by the media to the new thinking that the BCO has presented to its members and its wider industry audience in the past twelve months. The process of engagement, thought and publication will continue during 2002-2003. Having established its research and policy agenda, the next goal is a combination of reinforcement, expansion and partnership.

Flexible Friends

Flexible lease practices will be one of the hot topics at this year's British Council for Offices conference. The success of last year's seminar in Berlin prompted the BCO to commission a year-long study into the effects of flexibility on the investment market...

Property Week – 17 May 2002

Three new reports from the British Council for Offices argue that London must have skyscrapers if it is to maintain its position as a world-class city.

All Rise!

The BCO reports reveal that occupiers do want "big space"; they believe that the best options strategically and financially are towers; and crucially they are not convinced that Canary Wharf is enough...

Property Week – 15 March 2002

Office Service Challenge

Facilities Management – March 2002

The UK office industry needs to adopt a more positive approach to property management services with simplified service charges, more consultation and consistent facilities management – so says the British Council for Offices recently published research. "This is the first step in a programme designed to encourage the office industry to debate the quality, level of service and value offered by its products"...

BCO Publications

January 2002

The Service Challenge: *How well is the UK Office Industry Serving its customers?*

February 2002

Tall Buildings in London: *Giving Occupiers a Voice*

Tall Buildings in London: *The Economic Realities*

April 2002

Office Leases: *Can the UK be more flexible?*

May 2002

Sustainable buildings are better business

Office Trends 2002



Committees

Over the course of 2001-2002 the BCO's committee and working party system has expanded both in number and scope. The committees act as a major conduit for member involvement.

PERMANENT STANDING COMMITTEES

TECHNICAL AFFAIRS COMMITTEE

- *Chaired by Graham Francis of Sheppard Robson*

Achievements:

- *Drafted responses to Building Regulations revisions*
- *BCO Specification Workshop – Northern region*
- *Supported Partners In Innovation initiatives and projects*
- *Co-ordinated the BCO Office Fit-Out project*

MEMBERSHIP COMMITTEE

- *Chaired by Bill Black of Capital and Counties*

Achievements

- *Reviewed the BCO's existing membership structure*
- *Led significant expansion of the BCO membership, both corporate and individual*
- *Developed new membership categories of 'Regional Corporate Member' and 'Regional Individual Member'*

URBAN COMMITTEE

- *Chaired by David Ainsworth of Greycoat Estates Ltd*

Achievements:

- *Two project outlines agreed, one now commissioned*
- *Planning a one day urban conference for next year*

AD HOC WORKING PARTIES

TALL BUILDINGS WORKING PARTY

- *Chaired by Alastair Collins of Davis Langdon & Everest*

Achievements:

- *Supported the creation of two research reports on tall buildings*
- *Chris Strickland of Greycoat Ltd presented findings of both research reports to the 'Property in the City' conference 14 May 2002*
- *Hosted tall buildings workshop at Annual Conference, Edinburgh 2002*
- *Ongoing plan of work includes;*
 - *A new report entitled Tall Buildings: Specifications and Economic Construction and the creation of a planning guidance report*
 - *Workshops across UK to showcase research findings*

REGIONAL CHAIRMEN'S COMMITTEE

- *Chaired by Andrew Latchmore of Eversheds*

Achievements

- *Led the 2001 regional review*
- *Re-drafted regional regulations*
- *Undertook regional membership survey*
- *Co-ordinated regional activities and events*

GOVERNMENT IN LONDON WORKING PARTY

- *Chaired by David Hutchings of Cushman and Wakefield Healey & Baker*

Achievements

- *Drafted the BCO's response to Mayor for London's Spatial Development Strategy, 'Towards the London Plan'*

OCCUPATION & MANAGEMENT WORKING PARTY

- *Chaired by Nigel Waring of HSBC*

Achievements:

- *Supported the publication of Office Leases: Can the UK be more flexible?*
- *Presented a follow-on workshop 'Property on Tap: Flexible Alternatives', at the BCO Annual Conference, Edinburgh 2002*

GREEN ISSUES WORKING PARTY

- *Chaired by Charles Brocklehurst of Gardiner & Theobald*

Achievements:

- *Supported the commissioning of research into sustainable development within the office sector*
- *Supported the creation of the joint BCO-Arup report 'Sustainable buildings are better business'*
- *Inspired two workshops on climate change and creating sustainable buildings in the regions*
- *Hosted three workshops on sustainability and the impact of climate change at the BCO Annual Conference, Edinburgh 2002*

MIXED-USE WORKING PARTY

- *Created to examine the mixed-use issue in reference to office development*
- *Membership includes Sheppard Robson, Urban Catalyst Ltd, King Strurge, Cushman & Wakefield Healey & Baker, and Berwin Leighton Paisner*

NEW AD HOC WORKING PARTIES

BCO OFFICE FIT-OUT GUIDE WORKING PARTY

- *Chaired by Tim Battle of Tim Battle Associates*
- *Responsible for the production of the BCO Office Fit-Out Guide in 2003*
- *Membership includes the BRE, Interior Services Group plc, Gensler and Bovis Lend-Lease.*

TECHNOLOGY WORKING PARTY

- *Established to examine the role of new technology in offices*
- *Members include OIOL, Osborne Clarke and HOK*
- *Aiming to commission new research over the next twelve months and lead a number of workshop*

BCO Awards Programme

One of the BCO's primary objectives is to define excellence in office space. As part of this objective we hold an Annual Awards Programme which provides industry recognition for top quality design and functionality, and a benchmark for excellence. The programme rewards participants and focuses external attention on examples of best practice.

Categories

The 2001 Awards covered the following regions: South West and Wales; the South and South East; the Midlands and North; Scotland.

Categories awarded included: Corporate Workplace Building; Commercial Workplace Building; Refurbished/Recycled Workplace and Fit-Out of Workplace.



Winners in 2001

Best of the Best

40 Grosvenor Place, London

South and East of England

Corporate Workplace Building: Citygroup Centre, Canary Wharf, London.

Commercial Workplace Building: 40 Grosvenor Place, London.

Refurbished/Recycled: Lacon House, Theobald's Road, London.

Fit-Out of Workplace: Imagine & Evolution, Cannon Street, London.

Scotland

Commercial Workplace Building: 23 St Andrew Square, Edinburgh (Standard Life)

Refurbished/Recycled: Scottish & Newcastle Group HQ, Edinburgh

Fit-Out of Workplace: St Magnus House, Aberdeen

North of England/Northern Ireland

Commercial Workplace Building: Princes Exchange, Leeds

Refurbished/Recycled Workplace: Central Square, Newcastle

Midlands

Corporate Workplace Building: Arup Campus, Solihull

Refurbished/Recycled: Capital One UK Operations Centre, Nottingham

Fit-Out of Workplace: Andersen, Brindleyplace, Birmingham

South West and Wales

Corporate Workplace Building: Bristol & West HQ, Bristol

Commendations

Corporate Workplace Building: Sun Microsystems TVCP, Farnborough

Corporate Workplace Building: Toyota (GB) Plc UK HQ, Burgh Heath

Corporate Workplace Building: Riverside Park, Stoke-on-Trent

Special Award

BT Plc, Workstyle 2000 Programme



Developing and Communicating Best Practice

The BCO's 2001-2002 calendar has been filled with an impressive programme of events and milestones. Over the past year, the BCO saw its flagship events, the Awards Dinner, Annual Dinner, Annual Conference and President's Lunch, attract ever larger numbers of attendees. Seminars, technical visits and quarterly lunches also remain popular and we continue to endeavour to provide an interesting array of topics for discussion at seminars and exciting new schemes for technical tours.

We summarise some of the year's highlights on the following pages, from July 2001 to June 2002.

July

- AGM sees Roger Fidgen as new BCO President, succeeding Chris Strickland

Aug

- Judging for the Awards 2001 well underway with shortlist soon to be decided

Sept

Technical Visit: Central Square Development, Newcastle

President's Lunch: Guest Speaker – John Carrafiell, Morgan Stanley

Seminar (Evening): How to get the best out of the BCO Guide, held at Eversheds' offices in Leeds

The BCO Guide 'Best Practice in the Specification for Offices' has become *the* acknowledged guide for those involved in the development of office buildings. The guide, in use since 1994, was revised in 2000 and upgraded to take into account

changes in the office market, putting a greater emphasis on the requirements of occupiers.

The background briefing to the guide, the summary of its main criteria and explanation of changes was a practical, hands-on session. The evening outlined the benefits of using the Guide. It attracted interest from all who use the guide as well as others wanting to understand how it simplifies the specification of development projects.

Oct

- **Technical Visit:** Manchester Business Park, Manchester
- **Technical Visit:** The Mailbox, Birmingham
- **Awards Dinner:** Royal Lancaster – Paul Morrell and Peter Bill host a resoundingly successful BCO Awards which attracted a BCO record of 975 members and guests

- > **Conference:** Docklands at 20 – Excel Exhibition Centre recounting the past 20 years, present and future of the Docklands

Delegates gathered to hear an impressive array of speakers on the past, present and future of the Docklands. The conference was held in the Excel Centre with a special welcome from Ian Shearer, developer of the centre. Robert John, Director of Canary Wharf, set the scene on how the Docklands story began and Tony Travers from London School of Economics gave an analysis of the trials and tribulations of funding the East-West tube line.

Speaking on the future of the Docklands and the East, Julian Barwick of Development Securities explained his plans for the Royals whilst Dame Judith Mayhew of the City Corporation exploded the myth of competition between the City and Canary Wharf.

Finally John Welsh, editor of Property Week, chaired a panel of occupiers who explained why they had located to the Docklands and answered questions from the audience. Canary Wharf hosted a reception in Cabot Hall, finishing off an insightful and informative day.

Considerable interest was shown by the media for this event, with a number of radio interviews and more column inches generated than from any other BCO event.

Michael Soames, Conference Chairman

- **Lunch meeting:** Scottish region hosts a lunch in Glasgow with guest speaker Ron Culley, Chief Executive of Scottish Enterprise in Glasgow

- **Seminar:** Partnering – Successfully Used or Abused?

Partnering in the property and construction industries is a much-maligned concept. This seminar attempted to cover all the issues surrounding the benefits and difficulties of partnering by way of debate, chaired by a panel of experts. The evening was a thought provoking insight into the issues surrounding partnering.

- **Seminar:** Assessing Office Design – the view from CABE, held at Linklaters, London

The Commission for Architecture and the Built Environment frequently assesses office projects through its Design Review Committee. The purpose of this joint BCO/CABE meeting was to hear how assessments are carried out and what criteria are used. The session was highly interactive with the main programme for the evening involving 'instant crits' of current schemes to show how principles are applied in practice.

- **Annual Dinner:** kicks off with a bang with indoor fireworks. A record 1,572 attend with David Mellor as guest speaker.
- **First BCO Research published** titled 'The Service Challenge: How well is the UK Office Industry Serving its customers?'
- **Office Online is launched**, the BCO's new e-zine along with a new look BCO Newsflash

Nov

Dec

Jan

Feb

- **Lunch Meeting:** [The February Lunch with guest speaker Dennis Turner](#)

Attracted an unprecedented 218 people to the QE2 Conference Centre. One of the BCO's most successful lunches to date, Dennis Turner delivered an entertaining and intelligent speech delighting all present.

- **Seminar:** [Landlord & Tenant Act... changes at last!](#)
[Held at Osborne Clarke, Bristol](#)

The Landlord and Tenant Act 1954 Part II is one of the most difficult pieces of legislation to apply in practice. It contains a high number of anomalies and can work to the disadvantage of landlords and tenants. Since 1992 Parliament has been considering changes. It is now believed that some will come to the statute book next year. The purpose of this seminar was to look in detail at some of those proposed changes in advance of their publication and to assess their impact on the workings and tactics of the lease renewal process.

- **Seminar:** [Planning Green Paper, held at SJ Berwin, London](#)

Designed to encourage contributions and debate, Simon Ricketts (SJ Berwin) and Stephen Robinson (GVA Grimley) highlighted the main points and considerations of the Green Paper, outlining its possible implications for the property industry at large. The short presentation led into a timed session of questions and debate chaired by David Ainsworth (Greycoat Estates). From points arising, SJ Berwin and GVA Grimley prepared a response paper on the BCO's behalf, which

was subsequently submitted to the Secretary of State.

This was a unique event allowing members direct opportunity to feed their views into the BCO's policy response process and to understand the implications of what has been described as the most significant proposed changes to the planning system for over 50 years.

Mar

- **Seminar:** [Meeting the Service Challenge, held at Berwin Leighton, London](#)

Based on the BCO's first published report of the year, the Service Challenge research shows that the UK office industry is failing to meet the levels of service demanded by its customers and under performs its counterpart in the US.

The report's author presented an outline of the report's principal findings, provided pointers for improvement and detailed positive steps that could be taken to meet the service challenge. The group discussion focused on meeting this challenge based on individuals' personal experiences and views.

- **Two Tall Buildings reports published, 'Tall Buildings – Economic Realities' and 'Tall Buildings – Giving Occupiers A Voice'**

- **Technical Visit/New Research Seminar:** [The Arup Campus and the joint Arup-BCO Research Discussion Paper – 'Sustainable Buildings are better business'](#)

Apr

This event combined the launch of a new research paper on sustainability with a site visit around an office which practiced many of the ideas outlined in this joint Arup-BCO document.

The author of this paper, Mike Beaven of Arup Associates, presented the key findings of this research paper, arguing that, by thinking holistically, better and cheaper buildings can be delivered, taking into account developer and tenant needs, whilst engaging the concerns and changing dynamics of the market. Contending that more sustainable buildings not only benefit the environment and reduce running costs, this report also makes the case that such workplaces can result in an eight percent increase in self-reported productivity.

The following tour reiterated many of the seminar points and demonstrated theory into practice, as shown by the sustainable characteristics and qualities of the Arup Campus.

- BCO gets coverage in the Financial Times for its Office Leases research report.

May

- Technical Visit: Volvo HQ, Warwick
- Technical Visit: Chiswick Park, London
- Lunch meeting: IoD Lunch – guest speaker Steven Norris
- > Annual Conference: Climate of Change, Edinburgh

The Edinburgh conference attracted almost 800 delegates this year with an impressive keynote line up consisting of Professor Colin Turner, Bjorn Lomborg, Sir Angus Grossart and

Andrew Neil. For the first time, the BCO Annual Conference seminars and workshops were based on current and upcoming BCO research.

- Technical Visit: Caspian Point, Cardiff
- New BCO Research published titled 'Office Leases: Can the UK be more flexible?'
- New joint BCO/Arup Research Report published titled 'Sustainable Buildings are Better Business.'

June

- Seminar: Green Travel Policies, held at MBNA Europe, Chester Business Park

This seminar drew together speakers who considered the implications and benefits of successful delivery on sustainability and green transport, identifying some of the positives and negatives associated with delivery on this agenda. The speakers presented on their past experiences based on the perspectives of the developer, designers and end users ensuring that all the different drivers were considered.



Annual Conference Edinburgh 2002

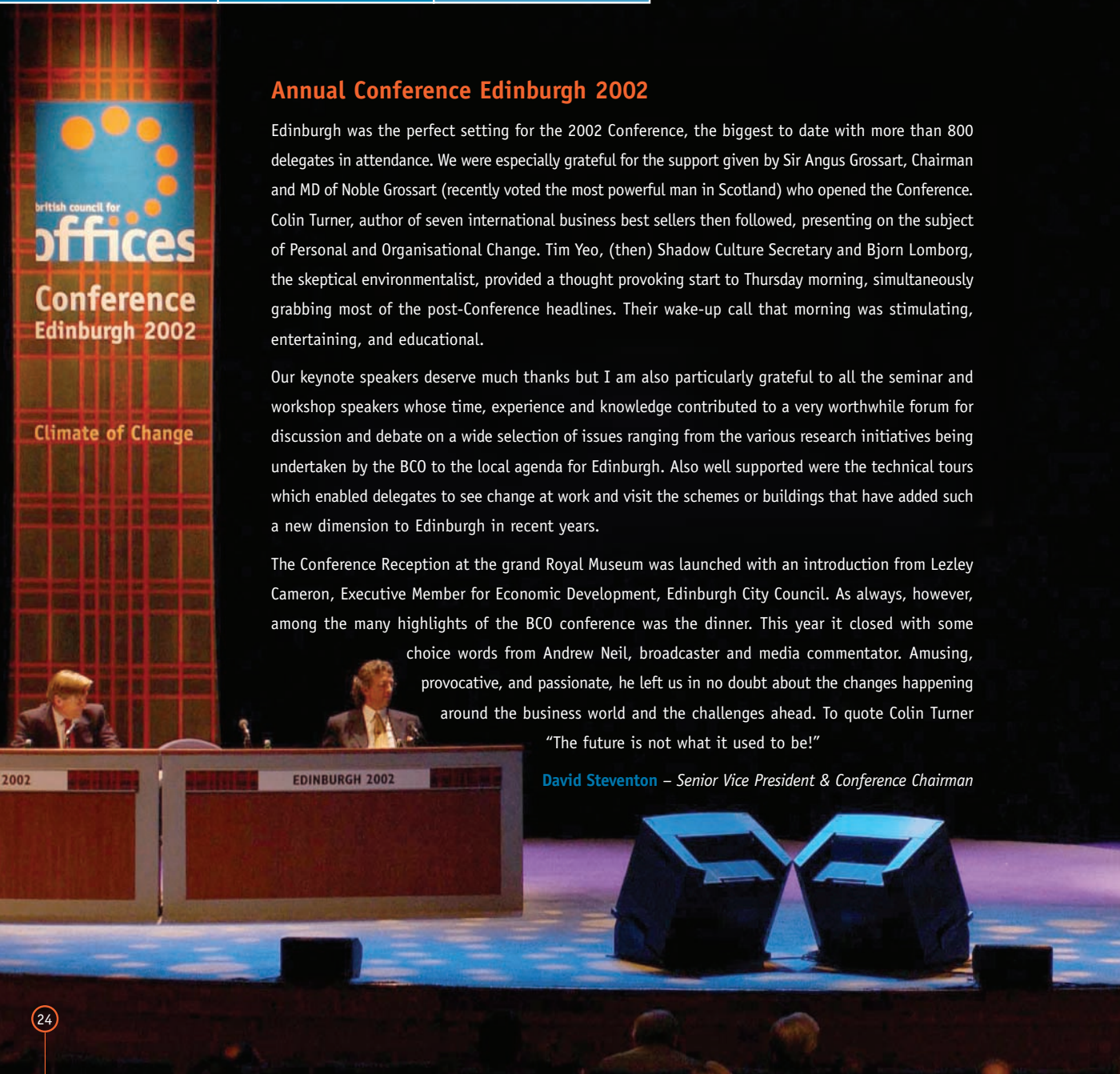
Edinburgh was the perfect setting for the 2002 Conference, the biggest to date with more than 800 delegates in attendance. We were especially grateful for the support given by Sir Angus Grossart, Chairman and MD of Noble Grossart (recently voted the most powerful man in Scotland) who opened the Conference. Colin Turner, author of seven international business best sellers then followed, presenting on the subject of Personal and Organisational Change. Tim Yeo, (then) Shadow Culture Secretary and Bjorn Lomborg, the skeptical environmentalist, provided a thought provoking start to Thursday morning, simultaneously grabbing most of the post-Conference headlines. Their wake-up call that morning was stimulating, entertaining, and educational.

Our keynote speakers deserve much thanks but I am also particularly grateful to all the seminar and workshop speakers whose time, experience and knowledge contributed to a very worthwhile forum for discussion and debate on a wide selection of issues ranging from the various research initiatives being undertaken by the BCO to the local agenda for Edinburgh. Also well supported were the technical tours which enabled delegates to see change at work and visit the schemes or buildings that have added such a new dimension to Edinburgh in recent years.

The Conference Reception at the grand Royal Museum was launched with an introduction from Lezley Cameron, Executive Member for Economic Development, Edinburgh City Council. As always, however, among the many highlights of the BCO conference was the dinner. This year it closed with some choice words from Andrew Neil, broadcaster and media commentator. Amusing, provocative, and passionate, he left us in no doubt about the changes happening around the business world and the challenges ahead. To quote Colin Turner

"The future is not what it used to be!"

David Steventon – Senior Vice President & Conference Chairman



Looking Forward

The year ahead – *Richard Kauntze, Chief Executive*

The past 12 months have been exceptionally productive ones for the BCO. Our membership has increased, our events have become more popular and, crucially, our research programme is now firmly established.

Building on Strengths

I have mentioned before that my guiding objective for the BCO has been to maintain the best from the past while taking the BCO to new territory. With a now firmly established new secretariat team at the BCO's Lombard Street HQ, we have been able to concentrate on both raising the quality of the services we offer to our members, and delivering more. The most significant development has been our unfolding research programme. Developed to reflect the BCO's broad-based membership, our research reports are built on the fundamentals of authority and independence. The BCO's greatest strength is that all of its members, from whichever part of the office business they come, have absolutely equal status within the organisation. Reflecting this broad spectrum of interests, in the first half of 2002 alone, we published reports on subjects as diverse as: service delivery in the office sector; the economic rationale for tall buildings; occupiers' perceptions of the value of tall buildings; lease flexibility; and the case for more sustainable buildings. Much more will follow during the second half of 2002 and beyond.

Further Successful Events

Together with the establishment of our research programme, I have taken particular satisfaction during the year to see

the creation of our Awards Competition Dinner as an industry-wide flagship event. Under Paul Morrell's dynamic leadership, it has been transformed with a hugely successful inaugural dinner in October 2001 at the Royal Lancaster Hotel, London. Following what was then a record number of entries, the Awards Dinner was heavily oversubscribed. As a result, in just one year, we have moved the 2002 Awards Dinner to Grosvenor House, the largest hotel space in London, to meet our members' requirements.

David Steventon, Conference Chairman, reports separately in this review on the great success of the 2002 Annual Conference. It produced our highest attendance figures to date, with delegates enjoying the now firmly established mix of plenary sessions, seminars, workshops and, always of particular interest to members, technical visits. The EICC provided a superb environment for delegates to enjoy what is always the highlight of the BCO's year.

Other high points during the last 12 months included our sell out Annual Dinner, where we were ably entertained by David Mellor, our one day conference on 'Docklands at 20' and our first President's Lunch at its new venue, the Savoy Hotel. My thanks go to all of our members who support these and many other events so enthusiastically.



The Next 12 Months

While the main purpose of an annual review is to reflect on the past, I try to use the space available in my report to spend some time looking to the future. This time last year, I mentioned that we planned a study tour in New York. Regrettably, the horrific events of 11 September 2001 meant that we had to cancel this tour. However, we hope to be able to resurrect our tour plans for North America before too long.

Our major trip overseas in the coming twelve months will be our Annual Conference in Barcelona on 22/23 May 2003. We will be based in the Hotel Arts, a superb venue located on the waterfront adjoining the Olympic village built for the 1992 games. As one of the most vibrant and exciting cities in Europe, Barcelona represents a wonderful opportunity for BCO members to analyse how it has reinvented itself as one of the world's most ambitious and confident business centres. I urge all members to book at their earliest opportunity, as the 2003 Annual Conference seems set to be one of our most popular events.

The coming year will also see further development of the BCO's increasingly popular one-day conference programmes, greater opportunities to participate in technical visits and the continued expansion of the work of the BCO's four Regional Chapters. The growth in the events programme of the Regional Chapters over the past year has given them a new energy and creative spirit. My thanks go to the four Regional Chairmen for their sterling work.

A Strong Team

It has been an enormous pleasure for me to work with Roger Fidgen during his year as President. Roger's support for the BCO has been unstinting and no task has been too much trouble. My sincere thanks go to him and to David Steventon, Roger Reeves and Tony Bickmore, the Senior Vice President, Junior Vice President and Honorary Treasurer. Equally, my thanks and appreciation go to my secretariat colleagues, Ian Selby, Jennifer Hoyle, Julia Harrison and Gina Wade, for working so hard to help me deliver for the BCO over the past year.

Richard Kauntze – *Chief Executive*