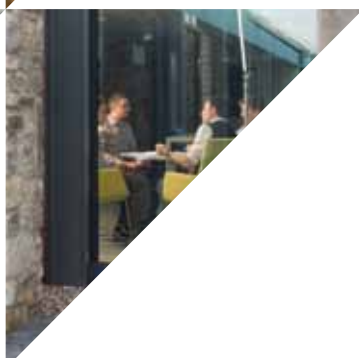
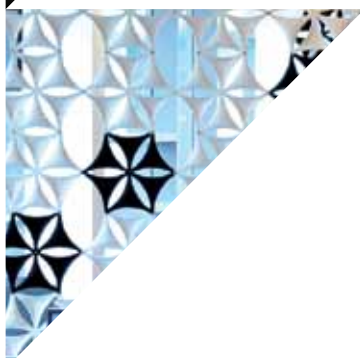
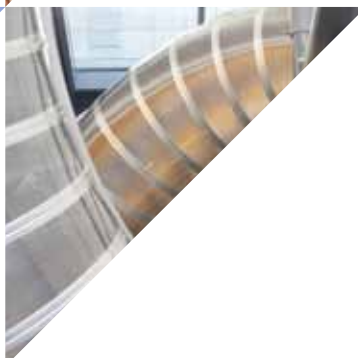


ANNUAL REVIEW

2012

2011



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 2011/12

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FOREWORD

IT HAS BEEN A
PLEASURE AND A
PRIVILEGE TO BE
**PRESIDENT OF THE
BRITISH COUNCIL
FOR OFFICES FOR
THE PAST YEAR.**



GARY WINGROVE, BT GROUP PROPERTY BCO PRESIDENT 2011/12

It has been a pleasure and a privilege to be President of the British Council for Offices (BCO) for the past year. The enthusiasm and passion that members have for this organisation always impresses me and I thank you all for your continued support.

Having been invited to write a foreword for this year's Annual Review, I took a quick look back at the words of my predecessors. All contributions contained an overview of the economic situation and the challenges this provides to our members. Unfortunately this situation has not changed, we are now in the first double dip recession that we have seen since the economic turmoil of 1975 and this presents a vast array of challenges for everyone. However, as always with challenges comes true innovation and I have seen this from across the membership throughout the UK.

It is great to see the whole sector coming together with one aim — “defining excellence in office space”. The result of these relationships enables the BCO to publish high quality research throughout the year. Behind each research document are various members who participate in every aspect from writing, to the peer review process and launch of the publication. It is this collaborative approach that distinguishes our

research and ensures we stay relevant. I would like to thank all those who have been involved over the past 12 months.

Major research publications this year have covered topics from obsolescence to whole-life carbon measurement, results of a MORI survey on flexible working and of course, our flagship *Guide to Fit Out* which was published in July 2011.

We are in the process of researching options to publish the *Guide to Specification* online. This is something that is vital to the future of this benchmark publication and it is important that we create a tool which is of great benefit to members.

During the year the Regional Chapters (see page 15) have also continued to work hard, holding some excellent events and arranging visits in order to promote good design. The Regional Awards Events are now well established, and the fact that they sell out is a testament to the Committee Members. I had the privilege of attending a number of these events and spending time with each regional chapter during my Presidential Year and I would like to commend their enthusiasm.

Membership has continued to rise steadily over the past year with an overall increase of 6%. NextGen members are still one of the biggest growth areas and we now have three committees established with a fourth set to commence later this year. It is also good to see a crossover of NextGen members in our research committees and we hope to encourage this further as the years progress, after all our current NextGen members are our Presidents of the future.

The BCO will never rest on its laurels regarding membership and we continue to look at new opportunities for growth. In particular, the Board of Management is keen to build relationships with Universities, a programme which I personally have a great interest in and support whole heartedly.

It has also been encouraging to see a number of initiatives throughout the year aiming to re-engage with sectors that have lower numbers of representatives in the overall membership. One of these sectors is the occupier group, one which is obviously of great importance to me. In order to reconnect with this group I hosted a breakfast discussion at the BT Tower with over 40 key occupier members of the BCO. Issues that were raised ranged from research and future technology through to getting best value for money and a constant review of how buildings are occupied.

**MEMBERSHIP HAS
CONTINUED TO RISE
STEADILY WITH AN
OVERALL INCREASE
OF 6%.**



**OCCUPIER
MEMBERS ARE
CALLING FOR
THE BCO TO BE
THEIR VOICE.**



Our occupier members are calling for the BCO to be their voice. They need more information on best practice of buildings in use, both in terms of measuring productivity and future proofing the workplace. With the world moving at an ever faster pace, can the commercial property sector suggest a robust workplace model that will evolve at a similar rate?

It is my challenge to the membership to look forward, challenge perceptions and “Rethink the Future” so that we may always be one step ahead and continue to define excellence in office space.

Finally, I would like to take this opportunity to thank all those I have worked closely with over the past year. The Board of Management, Regional and Research Chairmen, members of our numerous committees and the Management Executive all continue to work tirelessly on behalf of the BCO for the benefit of all of the members.

I wish James Wates all the best for his forthcoming year as President and I’m sure that with the support of the secretariat the BCO will continue to develop from strength to strength.

My concluding words go to the BCO team. I am very grateful to Richard and the rest of the Secretariat for making my time as President very enjoyable and for ensuring it ran like clockwork.

RESEARCH & POLICY

This year was busier than ever for research and policy within the BCO. Our research outputs increased from last year and the numbers were as follows:

- 12 research publications
- 12 research seminars at the BCO conference
- 17 research seminars (see page 19 for full details)

As always BCO members contributed their time and expertise which allowed us to produce the research reports, seminars and conference programme. It was our members' knowledge and experience that made the programme so successful.

 #bcoresearch



BCO ONLINE LEARNING “UNDERSTANDING OFFICE SPECIFICATIONS”

A major new initiative from the BCO during 2011/12 was the launch of the new online learning course based on the *BCO Guide to Specification*. The course has been developed to increase the market penetration of the BCO Guide and to increase the level of knowledge across the office sector.

Developed by the editorial team behind the *BCO Guide to Specification 2009* and the College of Estate Management (CEM), this course is truly representative of the Guide. By making this course available online delegates are able to access the course at a time which suits them and it guarantees a measure of flexibility, appropriate for delegates on a part-time course.

The benefits of undertaking the course are:

- a greater depth and breadth of knowledge of office specifications particularly the technical aspects
- the receipt of a hard copy of the *BCO Guide to Specification 2009* for use as a reference document both during the course and following completion
- access to all BCO research publications on the research portal
- a certificate from the College of Estate Management
- 12 hours of accredited CPD training upon the successful completion of the course
- complimentary membership of the BCO from the course start date to the end of the membership year.

Feedback received from delegates has been extremely positive and a wide range of professions took the course in the first few months of operation. It has been well supported by the office sector particularly the developers and agents.

**94% OF
PARTICIPANTS
SAW THE COURSE
AS BENEFICIAL TO
THEIR DAY-TO-DAY
WORK ACTIVITY.**

RESEARCH REPORTS

The BCO published twelve research reports during 2011/12 covering issues which were identified as important by our members. The main themes were sustainability, economics and people.

The full listing of research reports is below:

BCO Guide to Fit Out

July 2011
The second edition of this key BCO publication was published in 2011. It was first published in 2003 and sets the standards for professionals and occupiers to achieve a high quality office fit out. It was designed to complement the *BCO Guide to Specification*.

Tax Increment Financing: The US experience and its potential applications in the UK

September 2011
The BCO established a sponsorship programme at Cass Business School, City University in memory of Sir Nigel Mobbs, the first President of the BCO. This was the second student research paper and it examined the implementation of tax increment financing schemes (TIFs) in the USA.

Occupier Satisfaction Survey 2011

September 2011
This was the fifth annual survey to measure the satisfaction of commercial occupiers in the UK with their property. It was a collaborative project with support from the British Council for Offices, British Council for Shopping Centres, British Property Federation, Investment Property Forum and the Royal Institution of Chartered Surveyors.

BCO/BOMA State of the Nations Survey

October 2011
The BCO and the Building Owners and Managers Association (BOMA) International worked together to survey their members on each side of the Atlantic to gauge their perspectives on the current conditions of the commercial real estate markets and future prospects.

Service Charges in Commercial Property

October 2011
This was the 2nd edition of this code of practice from RICS Practice Standards. The BCO was represented on the steering group for this publication, and the initiative was supported by the BCO’s Occupier Group.

Property Data Report 2011

October 2011
An annual publication from the Property Industry Alliance, it provided key facts on commercial property. It covered issues such as the value of commercial property, the value of all property, lease lengths and office rents.

Post Occupancy Evaluation

November 2011
An important topic for BCO members and this briefing note followed on from the *BCO Guide to Post Occupancy Evaluation* which was published in November 2007. The BCO’s Environmental Sustainability Group identified this as an issue worth revisiting and produced this briefing note.

The Olympics — business as usual?

February 2012
A survey of over 1,000 people to see how prepared we were for the Olympics. The survey focussed on flexible working and its likely impact during the Games as a possible solution to the increased demand for public transport.

Whole Life Carbon Footprint Measurement and Offices

March 2012
Another area that was of interest to the BCO’s Environmental Sustainability Group was the growing importance of embodied carbon in addition to carbon emitted while the building was being used. This report followed up on a briefing note published the previous year in April 2011.

An Analysis of the New Lease Accounting Changes on the UK Real Estate Market

April 2012
The third publication supported by the Sir Nigel Mobbs Memorial Fund at Cass Business School, City University. New lease accounting standards were to be finalised in the second half of 2012 and were anticipated to have a significant impact on key financial accounting ratios.

Making the Grade

May 2012
A report which analysed the impact of office development on employment and city economies. It contained four case studies of Bristol, Cambridge, Manchester and York. These cities were selected because of their varying sizes and economies.

Change for the Good — identifying opportunities from obsolescence

June 2012
Obsolescence was identified as a challenge to the office sector particularly during the current economic downturn by the BCO Investor Committee. This report identified the key drivers of obsolescence and identified it as both a challenge and an opportunity for the office sector.

65 BCO MEMBERS
CONTRIBUTED TO
THE BCO GUIDE TO
FIT OUT IN 2011.

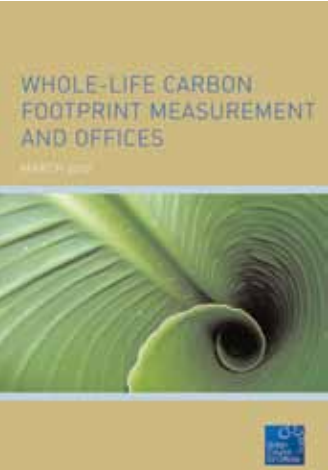
CONFERENCE SEMINAR PROGRAMME

Twelve research seminars were held during the BCO Conference in Manchester in 2012. The subjects covered were wide ranging and there were a large number of speakers from across the office sector. The list of seminars was as follows:

- City Development: Centre v Edge
- Standing the Test of Time
- Future Trends and the Banks’ Property Strategies
- Reinventing Refurbishment
- Performance Over Time
- Intelligent Buildings
- Building Wealth: Are Sustainable Properties Worth It?
- ‘The Cotton Quarter’: Reinventing Industrial Icons
- Breakfast with the Developers/Investors
- Obsolescence: Where Would We Be Without It?
- Let’s Leave the Lights On: The Big Debate
- In or Out?

Further information about the Annual Conference can be found on page 22.

The most popular seminar was the Intelligent Buildings seminar and the reviews were very positive. Using modern voting technology, this subject was identified as one to follow up on after the conference.



POLICY

The BCO continued its representation on a number of policy groups and committees. We also responded to an important consultation paper on Part L (Conservation of fuel and power) of the Building Regulations. The BCO is represented on the Building Regulations Advisory Committee by a member of the Environmental Sustainability Group.

RESEARCH COMMITTEES

AROUND 100 MEMBERS OF THE BCO ARE ACTIVELY INVOLVED IN OUR RESEARCH COMMITTEES.

#bcoresearch

Research Committee

Chaired by Simon Rawlinson of EC Harris

- Led the *Making the Grade* project with Centre for Cities which was launched at the BCO Manchester Conference 2012
- Identified key areas for the future research agenda.

Technical Affairs Committee

Chaired by Neil Pennell of Land Securities

- Delivered the BCO Online Learning course based on the *BCO Guide to Specification 2009*
- Spoke at a series of London and regional events to disseminate the *BCO Guide to Fit Out 2011*
- Hosted a seminar on Intelligent Buildings at the BCO Manchester Conference 2012.

Urban Group

Chaired by Paul Warner of 3D Reid

- Hosted four seminars on issues such as the public realm, placemaking, building above a major transport hub and the white collar factory
- Increased the attendance levels for the events.



Environmental Sustainability Group

Chaired by Paul Edwards until 16 May 2012

- Published the research report *Wholelife Carbon Footprint Measurement and Offices*
- Commissioned research into renewable energy sources
- Hosted a seminar at *Ecobuild* — the world's biggest event for sustainable design, construction and the built environment
- Supported *Green Sky Thinking 2011* — a new initiative from Open City.

Occupier Group

Chaired by Neil Rebeugeot of Barclays Capital

- Hosted an occupier breakfast event *The Olympics — business as usual?* on 20 January 2012
- Published the report *The Olympics — business as usual?*
- Supported an occupier breakfast at the BT Tower — a new Presidential initiative focussed on engagement with the office occupier community.

Banking Peer Review Group

Chaired by Richard Beastall of tp bennett

- Hosted three meetings and tours of recently completed banking fit outs at Nomura, Rothschilds and the Royal Bank of Canada
- Hosted a seminar at the BCO Conference Manchester 2012.



Investor Committee

Chaired by Jon Ashcroft of Aviva

- Published the report *Change for the Good — identifying opportunities from obsolescence*
- Hosted a launch event for the new research report at 110 Cannon Street.

Membership Committee

Chaired by Francis Ives

- Managed a major recruitment drive focused on office agents
- Oversaw the development of new marketing materials
- Maintained a programme to engage with developers, investors and occupiers
- Completed a recasting of the committee to embrace the broad spectrum of the BCO's membership.

NETWORKING & EVENTS

 #bcoevents

EVENTS ARE HELD
BOTH REGIONALLY
AND NATIONALLY
AND COVER A
RANGE OF FORMATS
WHICH CONTINUE TO
BE POPULAR.

NATIONAL EVENTS

A valuable feature of the BCO membership is our programme of events that allows members to network with competitors and colleagues alike, encouraging dissemination of best practice throughout the industry.

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

Annual General Meeting 2011
Heron Tower, 110 Bishopsgate, London
6 July

Open to BCO members only, the BCO AGM saw the official passing of the presidential post from Gerald Kaye of Helical Bar to Gary Wingrove of BT Group Property. After the official proceedings guests were invited on a tour of the Heron Tower.

President's Lunch
The Dorchester, London
14 Sept

An audience of 500 BCO members and their guests joined Gary Wingrove for his first official appointment as the BCO President 2011–12. Guests were entertained by Jeffrey Robinson who was described by the British Bankers' Association as 'the world's most important financial crime journalist'.

National Awards Dinner
Grosvenor House Hotel, A JW Marriott Hotel, London
11 Oct

Hosted by John Sergeant, this premier awards event was attended by over 1,250 key players in the office industry sector. The 2011 ceremony saw the first award presented for the new Test of Time category, rewarding previous BCO winning projects that have lived up to their original aspirations and intentions. For full details of all the BCO Award Winners in 2011 go to page 26.

Annual Dinner
Grosvenor House Hotel, A JW Marriott Hotel, London
17 Jan

The BCO's Annual Dinner was a chance for members and their guests to network, with entertainment from the inspiring four-time Olympic gold medallist Sir Matthew Pinsent.

Annual Conference — The Phoenix Effect
Manchester Central
23–25 May

James Wates, our Conference Chairman, writes up his thoughts from the conference on page 22.



REGIONAL CHAPTERS

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

Our events programme is fuelled by what our members want, which makes feedback and input from the membership extremely valuable. This year saw the launch of the *BCO Guide to Fit Out*, as well as a number of tours and another successful year for the Regional Awards.

REGIONAL AWARDS

Each year our annual Awards programme recognises excellence in office space and honours top quality design and functionality at both a Regional and National level. For an overview of the 2011 BCO Awards go to page 26.

AWARDS PRESENTATIONS 2012

The regions hosted their fourth annual lunches and dinners to celebrate the announcement of their Regional Winners in the BCO Awards 2012.

London & South East Lunch: London Hilton on Park Lane	18 April
Northern Dinner: The Queens Hotel, Leeds	26 April
Scottish Lunch: The Grand Central Hotel, Glasgow	1 May
South West, Thames Valley & South	
Wales Dinner: At-Bristol, Bristol	10 May
Midlands & East Anglia Lunch: Birmingham Town Hall	3 May



OVER 6,500
PEOPLE ATTENDED
BCO EVENTS IN
2011/12.

MEMBERS BENEFIT
FROM PRIORITY
BOOKING PERIODS
AND DISCOUNTS ON
EVENTS.



TOURS

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

Interserve's New PassivHaus Office, Syston, Leicester
Telephonica UK Limited, Slough HQ, 260 Bath Road, Slough
The Peak, Victoria, London
Kleinwort Benson, 14 St George Street, London
Ordnance Survey, Southampton
200 Aldersgate, London
Avon Cosmetics UK HQ, Nunn Mills Road, Northampton
BCO 2011 National Winner of Fit Out of Workplace
Midlands Summer BBQ & Tour: The British Horse Society HQ, Kenilworth
BCO 2011 Regional Winner of Projects up to 2,000m²
The Grosvenor Building, Glasgow
One Stratford Place, Westfield Stratford City, London
Linklaters, One Silk Street, London
Midlands Summer BBQ & Tour: 22 Gas Street, Birmingham
IQ Slough, 210 Bath Road, Slough
Clyde Gateway, Glasgow

21 Sept
19 Oct
30 Nov
26 Jan
13 Feb
21 Feb
29 Feb

7 Sep

SEMINARS & NETWORKING

Over the past year we have seen a marked increase in the variety of events hosted by the Regional Chapters. Three of the regions now have active NextGen Committees adding to their programmes and full details of this can be found on page 30. In addition, our chapter committees are adding events such as seminars on Post Occupancy Evaluation (POE) to meet & greet networking events. A welcome addition to the annual calendar.

Midlands POE Review
Associated Architects, 1 Severn Street Place, The Mailbox, Birmingham
12 July
This seminar examined the benefits of Post Occupancy Evaluations. Ian Standing from Associated Architects gave an overview of the *BCO Guide to POE* followed by a case study presentation of 1 Severn Street Place's POE (2010 regional winner of Projects up to 2,000m²) from Mark Holden at Invigour.

BCO South West Chapter and LEP Meeting
Jones Lang LaSalle, 40 Berkeley Square, Bristol
15 Sept
The South West Chapter hosted a discussion meeting between BCO members and Simon Prescott of Barton Willmore, who sits on the Local Enterprise Partnership Board, to identify potential barriers to economic growth in the region and how they can be overcome.

22 Mar
28 Mar
13 Jun
20 Jun
21 Jun
21 Jun

Meet the BCO Scottish Committee

The Douglas Hotel, Aberdeen

26 Oct

The Scottish Chapter hosted a drinks reception in Aberdeen to highlight the benefits of BCO membership to the thriving office market in this area.

Scottish BCO Award Winners Review & Tour

Scotstoun House, South Queensferry, Edinburgh

3 Nov

Members were invited to the annual review and tour of Scottish BCO Award winners. A showcase of the year's winning projects was presented by the Scottish Judging Chairman, John Shepherd of Whiteburn Holdings, at Arup's new offices at Scotstoun House (2011 National Winner of Projects up to 2,000m²).

Midlands & East Anglia BCO Award Winners Review & Tour

The Cube, Wharfside Street, Birmingham

15 Nov

The Midlands Chapter hosted the annual review and tour of their BCO Award winners at shortlisted Birmingham project The Cube. Midlands and East Anglia Judging Chairman Jeff Downes of Corstorphine+Wright, presented a showcase of the year's winning projects alongside an insight into the judging process.

Design Trends 2012–2013

Steelcase SmartSpace, Belvedere Building, Manchester

9 Feb

The Northern Chapter invited Victoria Redshaw from leading trends forecaster ScarletOpus to speak at a lunchtime seminar and explore the coming year's interior design trends in the office sector.

Breakfast with Sir Albert Bore and Ian Stringer

Birmingham City Council, 10 Woodcock Street, Birmingham

5 July

Leader of the Birmingham City Council, Councillor Sir Albert Bore, met members to share his vision for sustainable growth in Birmingham and the West Midlands. This was followed by a presentation from Ian Stringer, GVA, who examined whether Birmingham's office market was fit for purpose for this next phase of growth aspirations.



RESEARCH EVENTS

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

Launch of 2011 Occupier Satisfaction Survey

CBRE, Henrietta House, London

14 Sept

The Occupier Satisfaction Survey, now in its fifth year, was launched at this breakfast event. Sponsored by the Property Industry Alliance, it is an annual survey of occupiers' opinions and an index of tenant satisfaction that independently measures how well the needs of the occupiers are being met.

Neil Porter presents... (Urban Group Seminar)

Fletcher Priest Architects, Middlesex House, London

20 Sept

The BCO Urban Group hosted a seminar with guest speaker Neil Porter from Gustafson Porter, on contemporary landscape architecture and public realm which included a look at his most recent work.

BCO Guide to Fit Out

With the publication of the latest *BCO Guide to Fit Out*, each region hosted a seminar providing members with the opportunity to meet, and put their questions to, the team behind the Guide.

London: Henderson Global Investors, 201 Bishopsgate, London	4 Oct
South West & Wales: Arup, 63 St Thomas Street, Bristol	6 Oct
North: PZ Cussons, Manchester Business Park, 3500 Aviator Way	31 Oct
Scotland: MMS Glasgow, G1 Building, 1 George Square, Glasgow	22 Nov
Midlands: Langley Point, Bath Row, Birmingham	14 Mar

BCO Online Learning — Understanding Office Specifications
Taylor Wessing, 5 New Street Square, London
2 Feb

Members were invited to the launch of the BCO online course. Developed in association with the College of Estate Management, the course provides delegates with a firm understanding of the *BCO Guide to Specification* and provides 12 hours of accredited CPR training. Further information on the course can be found on page 9.



Change for the Good — identifying opportunities from obsolescence
110 Canon Street, London
19 Jun
Over 70 members attended the launch of the BCO Investor Committee's first research report *Change for the Good — identifying opportunities from obsolescence*. Presentations were heard from the main research team at Lambert Smith Hampton and IPD, as well as a response on the report from Chairman of the Investor Committee, Jon Ashcroft of Aviva Investors.

Sustainability Now
Virtual Conference
9-10 Nov
The BCO's Environmental Sustainability Group (ESG) hosted a stand at *Sustainability Now*, a virtual conference which focused on the pertinent issues and challenges in sustainable buildings, and the surrounding socio-economic problems.

The Offices Summit
Canon Place, 78 Cannon Street, London
29 Nov
The BCO once again offered its support to Estates Gazette's half-day conference *The Offices Summit*. This year's theme looked at the challenges facing the office sector and addressed a number of workplace topics including; exploiting work space drivers, future proofing assets, utilising office space, and investing in offices.



The Olympics — business as usual?
PwC, 7 More London Riverside, London
20 Jan
This breakfast seminar brought together key London occupiers to discuss the challenges likely to face occupiers in the capital during the Olympics in Summer 2012. Chaired by Neil Rebeugeot of Barclays Capital, Paul Harrington presented PwC's Olympic strategy, followed by a presentation from Rose McArthur on the measures Transport for London is putting in place to keep businesses moving.

The White Collar Factory
Johnson Building, 77 Hatton Garden, London
24 Jan
Over 80 members joined the Urban Group to hear from guest speaker Richard Baldwin of Derwent London. The session covered the white collar factory concept, which aims to create flexibility, re-use existing buildings, utilise natural lighting and ventilation, and provide future proofing.

Rethinking the Office
Gensler, Aldgate House, London
15 Mar
Winners of the 2011 BCO Design Competition presented their response to the original competition brief and the resulting conceptual design. During this interactive session members were asked to join round table discussions on the findings from the presentation.



Ecobuild — 'Building Opportunity: the benefits of whole life carbon to office development'
ExCeL London, Royal Victoria Dock, London
20 Mar
For the first time, the BCO's Environmental Sustainability Group (ESG) took part in Ecobuild a gathering of over 55,000 professionals working in sustainable design, construction and the built environment. The ESG hosted a seminar on day one of this two day conference, on how whole life carbon can be defined and its effect on development in the office sector.

Placemaking at the Old Vinyl Factory
Cathedral Group, St Thomas's Church, London
19 Apr
The Urban Affairs Committee joined representatives from the Cathedral Group, Studio Egret West and Development Securities to learn about their radical £250million joint partnership initiative at The Old Vinyl Factory. The session encouraged debate about whether running schemes with surrounding communities from the start created better places.



ANNUAL CONFERENCE

 #bcoconference

EVEN FOR THOSE
WHO KNOW THE
OFFICE SECTOR WELL,
THE BCO ANNUAL
CONFERENCE
2012 WAS FULL OF
REVELATIONS.

THE PHOENIX EFFECT: REGENERATION, REINVENTION AND RESULTS

**JAMES WATES, WATES GROUP
CONFERENCE CHAIR 2012**

Under the banner “The Phoenix Effect”, the conference — two days in May in Manchester — threw open all kinds of windows onto all kinds of subjects. From the impact of the Euro crisis to the latest trends on urban dwelling, speakers and delegates got to grips with issues that are already shaping our sector.

Thank you to all who took part and to all who attended.

When I look back on the conference, several themes strike me as we addressed the over-arching issues of regeneration and revitalisation.

**500 DELEGATES
ATTENDED 31
SESSIONS OVER
TWO DAYS.**



First was the sheer quality of contributions from speakers — and from the floor of the various sessions.

The session on the balance of spending and buying power was fascinating. A platform that included a former Head of the UK Armed Forces — General Sir Richard Dannett — and an ex-Director of the World Economic Forum — Thierry Malleret — was always going to challenge and stimulate; and so it proved.

Thierry's contention that the world is 'a conveyor belt of constant surprises', provided a fresh definition of a series of incidents that includes the Euro crisis and the Fukushima catastrophe in Japan. This definition tells us that little is stable and predictable and that, if we're going to stay successful in a world of interdependent events, we'd better think smart and work smart.

Our opening session on the future of cities — and how second cities stay relevant — was every bit as much of a mind-opener. Manchester's near-iconic city council CEO Howard Bernstein told us that in order to survive, let alone prosper, cities such as Manchester must become 'digitally intelligent'. Manchester is currently ranked 67th in the top 600 cities in the world yet even here there was no trace of complacency.



Howard’s contention was that successful cities are smart cities that recognise their citizens as a future knowledge base and that investment was needed to create thriving, mixed-use communities with flexible workplaces that support growing industries. An opportunity for all in the office sector.

During the same session, The Centre for Cities (in partnership with the BCO) unveiled a new report that showed how limited or under-used office space is actually costing smaller cities economic growth opportunities. This was a startling conclusion and, for our sector, a galvanising one too. Andrew Carter, who heads the Centre for Cities, urged the office sector to help fast developing smaller cities, such as Reading and Aldershot, to capitalise on potential business opportunities by supporting them in their understanding and management of unused office stock.

35 BCO MEMBERS
TOOK PART IN
MANCHESTER’S
SEMINAR
PROGRAMME.



Another speaker, Matthew Parris summed up our sector’s value succinctly when he said that people work together better in close proximity which allows for greater connectivity and productivity.

I have long believed that it is imperative for the office sector to re-think the role of the ultimate customer — the occupier — in driving what we create, by thinking first and foremost about the people for whom we’re creating it. Matthew’s view was an eloquent call to action on this very point.

Across the two days of debate and discussion, I believe that the quality of speakers and of delegates ensured that this was a conference of substance: from the views of the street to views of the world.



SIR HOWARD
BERNSTEIN SAID
MANCHESTER
WOULD HAVE TO
BECOME DIGITALLY
INTELLIGENT TO
CONTINUE TO THRIVE.

The conference re-affirmed for me the vital role that this sector plays. Each of the main themes — interdependence, regeneration, innovation, results — is played out daily by our members as they go about their work.

If we are to stay central to the economic and social debates now brewing in the UK and beyond, then we must be prepared to challenge our own thinking as well as the thinking of others — including those in government. But to voice any view or to sustain any meaningful presence in Westminster or anywhere else, we must be sure that our own house is in order, through relentless innovation and customer focus.

The conference had its lighter side too — the golf day would have made Ernie Els proud and the charity cycle ride would have done credit to Bradley Wiggins; both show the important and influential connections that members have beyond talking ‘shop’.

Thank you again to all who contributed; it was a pleasure and privilege to oversee the conference and to pull together such a range of speakers on such a relevant raft of issues. My thanks to the whole team that made the event possible, and such a success.



BCO AWARDS 2011

🐦 #bcoawards

THIS YEAR'S
WINNERS
REALISE THE
TRANSFORMATIONAL
POSSIBILITIES OF
WORKSPACE

The 2011 Awards commenced at a time of great uncertainty in the wider economy and in property specifically. High entry levels were a testament to the resilience and confidence of the office sector.

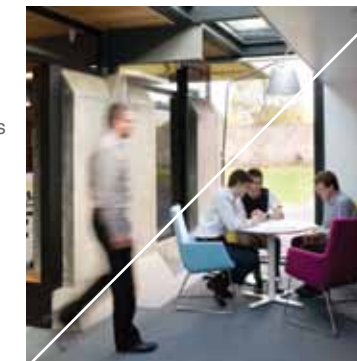
Quality standards throughout the entries remained extremely high, as the people who matter most — the occupiers — continue to demand value, ingenuity and innovation from our industry, which we continue to supply.

Understandably, environmental considerations in the provision of workspace are increasingly evident, including a wide variety of approaches to new, and old, technology to challenge the “traditional” investment specification. In the past, pioneering work in this sphere has tended to be concentrated in new, bespoke, owner/occupier buildings but it is now increasingly evident in the speculative sector also, as developers seek to deliver a more flexible and responsive product for their customers.

Even in the toughest conditions, businesses still realise the transformational possibilities that workspace can deliver for their staff and their profile; this year's winners demonstrate that a courageous approach to this can pay significant dividends.

David Partridge

BCO Awards Chairman (2011–12)



IN 2011 THERE
WERE 106 ENTRIES
OVER THE FIVE
CATEGORIES.



President's Award

Roger Reeves and PricewaterhouseCoopers (PwC)

In BCO's year of the occupier it was fitting that Roger Reeves, one of the office world's most distinguished occupier representatives, was honoured with the BCO President's Award. An accountant by training, Roger brings an exceptionally thorough understanding of numbers to property issues but never loses sight of the need to create superb environments and the overall concept of value.

The BCO Past President (2004) is held in high esteem by all of those he works with, is always at the forefront of considered debate and is an outstanding ambassador for the office occupier community and the wider property community. Reeves, his team and PwC have given a great deal to the BCO over the years and we are delighted to be able to give something back.

Gary Wingrove

BCO President (2011–12)

We know PwC has significant buying power and that brings responsibility too. We work hard to incorporate not only economic but social and environmental considerations into the purchasing decisions we make. In the current economic climate cost is important, but we will not compromise our sustainability objectives in our selection of goods or services.

Roger Reeves

PwC





BEST OF THE BEST
Central Saint Giles, 1 St Giles High Street, London
Central Saint Giles set out to be more than “just” an office building. The office space which is tall, light and airy, is clearly the main value driver and the fact that the building fully let within 12 months is a testament to the adaptability and attractiveness of the floor space.

What is really noteworthy about this 64,000m² development is the attempt to open up a number of public routes through the site and reinvent a moribund part of the City. A trend which continues in the vein of previous BCO Best of the Best winners and has successfully transformed the surrounding area.

INNOVATION
Electric Works, Sheffield Digital Campus, Sheffield
The Electric Works in Sheffield has proved its innovative credentials through the very strong partnership between the public sector, Sheffield City Council, and a highly motivated private sector organisation, Creative Space Management, which seems to really understand the needs of its customers.

Providing a hub for the creative, digital and technology sectors, Electric Works offers a variety of space and tenure options as well as successfully delivering a programme of interaction which gives tenants the opportunity to interact and collaborate in a way that is often talked about but not always achieved.

TEST OF TIME **New in 2011**
Skyways House, Estuary Commerce Park, Speke Road, Liverpool
Skyways House, home to Shop Direct Home Shopping Limited in Liverpool, is the inaugural winner of the BCO Test of Time Award, which has been instigated to reward previous BCO award winners that have proven themselves to live up to their original aspirations and intentions.

National winner of the 2006 Refurbished/Recycled Workplace Award, Skyways House is a converted 1939 aircraft hangar. Still feeling brand new, the robust design of the open floor plates has enabled the FM team to continue to cope with constant change as the business has diverged over the past five years into new product areas. What really struck the Judges was the vibrant and buzzy atmosphere that met them as soon as they entered the reception area and they were certain that it will still feel the same in another five years’ time.

**ENTRANTS
BENEFITTED FROM
THE LAUNCH OF
ONLINE ENTRIES.**

LIST OF WINNERS

President’s Award
Roger Reeves and PricewaterhouseCoopers

Best of the Best
Central Saint Giles, 1 St Giles High Street, London

Test of Time
Skyways House, Estuary Commerce Park, Speke Road, Liverpool

Innovation Award
Electric Works, Sheffield Digital Campus, Sheffield

**COMMERCIAL WORKPLACE
NATIONAL WINNER**
London & the South East
Central Saint Giles, 1 St Giles High Street, London

REGIONAL WINNERS
Scotland
G1 Glasgow, George Square, Glasgow
North of England, North Wales & Northern Ireland
The Hive, Lever Street, Manchester
South West of England, Thames Valley & South Wales
One Glass Wharf, Bristol
Midlands & East Anglia
SportPark, 3 Oakwood Drive, Loughborough

**CORPORATE WORKPLACE
NATIONAL WINNER**
North of England, North Wales & Northern Ireland
GRAHAM New HQ Building, Ballygowan Road, Hillsborough



REGIONAL WINNERS
South West of England, Thames Valley & South Wales
Kestrel House, HR Wallingford, Howbery Park, Crowmarsh, Wallingford
London & the South East
KPMG Project Gold, 15 Canada Square, London
Scotland
Inverdee House, Baxter St, Torry, Aberdeen
Midlands & East Anglia
Joint winners:
The Severn Trent Centre, 2 St John’s Street, Coventry, and The Woodland Trust, Grantham

**FIT OUT OF WORKPLACE
NATIONAL WINNER**
Midlands & East Anglia
Avon Cosmetics UK Headquarters, Nunn Mills Road, Northampton

REGIONAL WINNERS
Scotland
MacRoberts Solicitors, Capella Building, 60 York Street, Glasgow
London & the South East
Nomura, One Angel Lane, London
North of England, North Wales & Northern Ireland
PZ Cussons Headquarters, 3500 Aviator Way, Manchester Business Park
South of England, Thames Valley & South Wales
Yell One Reading Central, Forbury Road, Reading

**PROJECTS UP TO 2,000M²
NATIONAL WINNER**
Scotland
Scotstoun House, South Queensferry

REGIONAL WINNERS
Scotland
Alba Business Pavilions, Alba Business Park, Livingston
Midlands & East Anglia
The British Horse Society Headquarters, Abbey Park, Stareton, Kenilworth
North of England, North Wales & Northern Ireland
Navigation Warehouse, Bridge Street, Wakefield
London & the South East
North House, 27 Great Peter Street, London
South West of England, Thames Valley & South Wales
Treglown Court, Dowlais Road, Cardiff

**REFURBISHED / RECYCLED WORKPLACE
NATIONAL WINNER**
London & the South East
The Angel Building, 407 St John Street, London

REGIONAL WINNERS
South West of England, Thames Valley & South Wales
The Bourne Hill Offices, The Council House, Bourne Hill, Salisbury
Midlands & East Anglia
1 Lancaster Circus, Queensway, Birmingham
North of England, North Wales & Northern Ireland
10SP, 10 South Parade, Leeds

NEXTGEN

LEARNING FROM THE PAST, LOOKING TO THE FUTURE.

NextGen members benefit from a programme of events aimed at the next generation of industry leaders.



 #nextgenevent

Seminars are created to challenge current thinking and to encourage future innovation.

Midlands NextGen Summer Social Bank, 4 Brindleyplace, Birmingham 28 July

To celebrate the first year of NextGen in the Midlands, the committee hosted a social event for over 30 members and new contacts.

Property Pub Quiz The Square Pig, Holborn London 29 Sept

A fun evening of networking with a touch of general and property quiz questions thrown in for good measure.

Re-inventing the re-furb and structural challenges The Angel Building, 407 St John's Street, London 27 Oct

The second in a series of seminars on the lifecycle of office developments, this event covered the structure and development of buildings. Benjamin Lesser of Derwent London presented the re-invention of The Angel Building whilst Kamran Moazami of WSP outlined some of the challenges engineers come across when working with older buildings and designing new.

BCO Presents... NextGen in the North Pinsent Masons, 3 Spinningfields, Manchester 10 Nov

Over 50 guests attended the launch of our third NextGen committee in the Northern Region. Hosted by committee members, this event invited Mike Ingall (Allied London) to talk about highs and lows of a career in commercial property and how he has helped shape the Manchester skyline.

London NextGen Christmas Social The Square Pig, Holborn, London 13 Dec

An opportunity for NextGen members to catch up and network in the lead up to Christmas 2011.

The Future of BREEAM City Tower, Piccadilly Plaza, Manchester 20 Feb

The first formal seminar hosted by the Northern Committee, saw a panel debate on the future of BREEAM. The discussion centred around BREEAM and the reality of rents, would an occupier pay an increased rent to accommodate a BREEAM excellent or outstanding? A review of this event can be found on the NextGen Blog.



Notes from BCO NextGen

<http://bconextgen.blogspot.co.uk>



BCO NEXTGEN CONTINUES TO THRIVE WITH A 40% INCREASE IN MEMBERS.

Office Investment: who wants what? Barclays, One Snow Hill, Birmingham 23 Feb

BCO NextGen in the Midlands hosted the first panel debate between five of the largest stakeholders in the future of Birmingham and the wider region. The panel, chaired by Carl Potter of GVA, answered questions from the floor and through the live TwitterFeed on a bank of monitors behind them. The full feed can be downloaded from the blog.

The Olympic Legacy — Change catalyst or commercial conundrum? Lend Lease, 20 Triton Street, London 9 May

With talk focussing around the athletics in the summer of 2012, NextGen in London got together to discover, debate and question the commercial aspects of the Olympic Legacy. A panel of individuals, actively involved in this regeneration project, were brought together to discuss the potential of Stratford with particular regard to the workplace, place-making and how the future site will integrate into the community.

Benefitting from BIM The Arup Campus, Blythe Valley Park, Solihull 13 June

With Building Information Modelling (BIM) attracting so much attention, BCO NextGen in the Midlands hosted a seminar exploring who benefits from this new way of working.

Focus: King's Cross Central King's Cross Central 5 July

In a response to a survey of NextGen members, the London Committee hosted a tour and networking event at King's Cross, providing an opportunity to view the ambitious landmark development for London.

FIGHTING FIT IN TOUGH TIMES

AGAINST A DIFFICULT
BACKDROP, IT IS A
CREDIT TO MEMBERS
THAT WE HAVE
PERFORMED SO WELL
OVER THE PAST YEAR.

**RICHARD KAUNTZE,
CHIEF EXECUTIVE**

Gary Wingrove, our President 2011–12, rightly makes reference in his foreword to this year’s review of the dominance of economic concerns. I suspect none of us could possibly have imagined that the recovery following the 2008 crash would be so weak or, indeed, that we would return to recession, albeit only just. Rather like the sun in the spring and early summer of 2012, those famous green shoots of recovery seem as elusive as ever.

Against such a difficult backdrop, it is an enormous credit to the BCO’s members that the organisation has performed so well over the last year. Membership numbers continue to grow steadily, always a vital sign. Attendance at BCO events — large and small — is also on the up, another important test in difficult times. Perhaps most pleasing of all was the extraordinary success of the 2012 Annual Conference in Manchester. Not only were attendance figures the highest since 2008, but the sun shone gloriously for three days, remarkably good timing during the wettest drought in history. James Wates, the conference Chairman and our President for 2012–13, led the event with aplomb, and my sincere thanks to James and all of those who worked so hard to deliver this flagship event for the BCO.

The support for the BCO’s awards competition — national and regional — was equally impressive. David Partridge, Chairman of the national competition, passes the baton to Tim Robinson at the end of 2012. David and his fellow national and regional judges have worked tirelessly, and my sincere thanks to one and all. Understandably, entries were down a little on previous years, and yet we managed to produce packed houses for dinners and lunches in London, Bristol, Birmingham, Leeds and Glasgow, a testament to the BCO’s strength across the board.

Last year saw the launch of the second edition of the BCO’s *Guide to Fit Out*, the companion document to the BCO Specification. Led by Neil Pennell, Chairman of our Technical Affairs Committee (TAC), this revised Guide provides a wealth of information, and should be the first port of call for any occupier embarking upon a major project. An extraordinarily broad team of BCO members contributed to this work, and my very great thanks to one and all. The BCO is enormously grateful to Neil for his exceptional work for us in recent years, and was delighted to present him with a special award to recognise this at our Annual Dinner in January 2012.

I recently described the chairmanship of the BCO’s Annual Conference as something of a baptism of fire for the incoming president. Gary faced his in Geneva in May 2011, and came through with flying colours. Since then, he has taken on the duties of president with great energy and enthusiasm, and I and all at the BCO are exceptionally grateful for all he has done. Gary is, of course, a leading representative of the occupier community, and mentions in his foreword the special meeting he kindly hosted at the BT Tower towards the end of his presidential year. This was a great success and reinforced the BCO’s commitment to engaging more fully with the occupier community.

Occupiers are, of course, the ultimate clients of the office as a product, and if a building does not work for that ultimate client it has, in my view, failed. There is still quite some way to go along this path, but relationships are being built and, where necessary, reinforced. Demonstrating the BCO’s value and relevance is the fundamental, and part of this is undoubtedly spreading the message as to what the BCO does, and why. Recent work by our Membership Committee shows that there is a worrying lack of awareness among many — particularly in the public sector — as to what the BCO is about, and can offer. This is something we will address with renewed energy in the coming year.

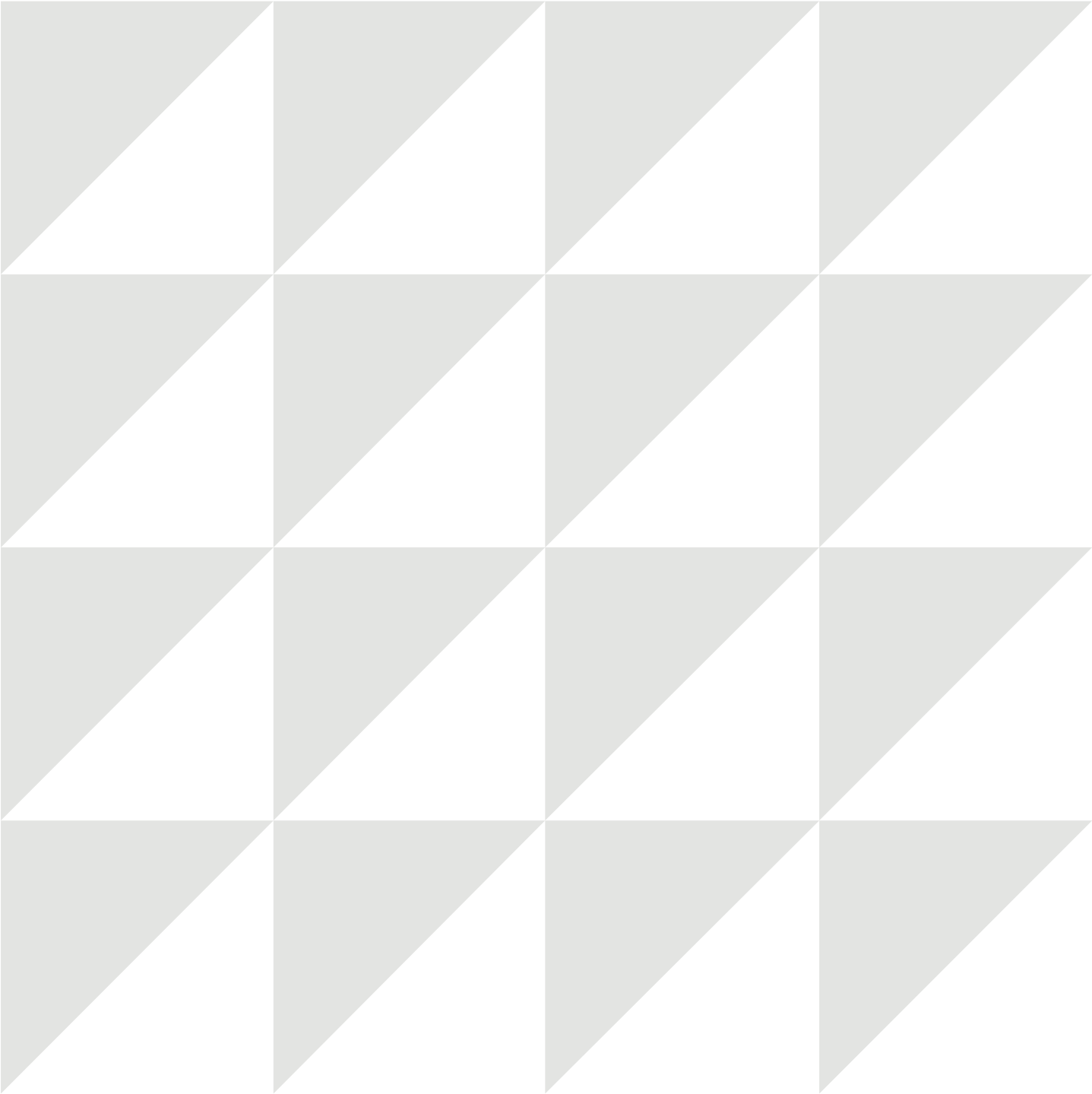




There has, of course, been much, much more over the past twelve months, and it is impossible to give everything as detailed a reference as I would like. Our online course on the BCO Specification continues to gather pace well. Agency numbers are still on the rise, and they now constitute the largest single element of the BCO's membership: a great credit to Gerald Kaye and his drive during his presidential year. The Annual Dinner was a sell-out, as was the President's Lunch, and the range of smaller events, from breakfast seminars to tours, both London and regional, grows every year. A rich and varied offer is very much what the BCO is about, and we will continue to make sure that we perform.

My sincere thanks to all of those who have worked so very hard over 2011–12. To Gary Wingrove, our President, James Wates, our new President, and our Vice Presidents, Neil Thompson and Colette O'Shea. Robin Brodie Cooper, our Honorary Treasurer, continues to keep a very close eye on the purse strings, and the Board of Management, Management Executive, Regional Chapter Chairmen, committee chairmen and members and many, many others work exceptionally hard.

I am, as ever, also indebted to my own team for ensuring that everything runs exceptionally smoothly. Fiona Frost was promoted last year to Director, Communications and Events, and Lucinda Waits promoted to Assistant Director. Jenny MacDonnell continues to manage our research and policy agenda, working with our new Research Chairman, Simon Rawlinson. My PA, Barbara Ford, keeps me and so much else under control, and we welcomed Emma Keats as our new Team Assistant in March 2012. My very sincere thanks to one and all.





DEFINING EXCELLENCE IN OFFICE SPACE

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