The UK Chapter is grateful to its annual sponsors and we’re pleased to support the Noah’s Ark Children’s Hospice:
## Agenda

<table>
<thead>
<tr>
<th>Event</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>CoreNet Overview and Forthcoming Events</td>
<td>18.00</td>
</tr>
<tr>
<td>Sustainability committee overview</td>
<td>18.05</td>
</tr>
<tr>
<td>Presentation and case studies</td>
<td>18.10</td>
</tr>
<tr>
<td>Tours and drinks</td>
<td>19.00</td>
</tr>
<tr>
<td>Close</td>
<td>20.00</td>
</tr>
</tbody>
</table>

The UK Chapter is grateful to its annual sponsors:

Our 2016 sponsored charity is:
The UK Chapter

CoreNet provides a platform to enhance your career through structured learning and knowledge-sharing, gain new insights and alternative perspectives on the issues that affect your business, connect with fellow professionals and develop a far-reaching network of contacts.

The UK Chapter is grateful to its annual sponsors:

[logos of sponsors]

Our 2016 sponsored charity is:
Membership Benefits

- Enhance your career through structured learning and training programmes
- Gain new insights and alternative perspectives on the issues that affect your business at exclusive conferences
- Connect with fellow professionals and develop a far-reaching network of contacts at one of the many networking events
- Gain access to Global initiatives and experiences

The UK Chapter is grateful to its annual sponsors:

Our 2016 sponsored charity is:
What’s coming up

• WELL Occupier, 27th Sept, London
• MCR Performance Management seminar, 4th – 5th Oct, London
• From Rugby to Real Estate, 18th Oct, London
• The Voice of the CEO, 17th Nov, London
• UK Chapter Awards deadline, 2nd December
• CoreNet UK Chapter Xmas Party, 1st Dec, London
• CNG UK Chapter CoRE Fundamentals, 7th December

The UK Chapter is grateful to its annual sponsors:

Our 2016 sponsored charity is:
## Upcoming training

<table>
<thead>
<tr>
<th>Location</th>
<th>Date 1</th>
<th>Date 2</th>
<th>Event Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>London</td>
<td>10/2016</td>
<td>10/2016</td>
<td>Performance Management</td>
</tr>
<tr>
<td>Dubai</td>
<td>05/10/2016</td>
<td>06/10/2016</td>
<td>Creating Corporate Value through Workplace Strategy - SLCR / MCR / MCR-w</td>
</tr>
<tr>
<td>London</td>
<td>14/02/2017</td>
<td>16/02/2017</td>
<td>Capstone: Leadership and Corporate Real Estate Management in Today's Economy - MCR</td>
</tr>
<tr>
<td>Dubai</td>
<td>08/03/2017</td>
<td>09/03/2017</td>
<td>Enterprise Alignment - MCR</td>
</tr>
</tbody>
</table>

The UK Chapter is grateful to its annual sponsors:

Our 2016 sponsored charity is:
Objective

To engage with the Occupier community raising awareness of and informing on strategies across a broad spectrum of Sustainability related categories that support real business challenges.

To collaborate with the other UK Chapter knowledge groups ensuring that content is relevant to and provides insight in support of real business challenges.

To inform, enlighten and advise as the ‘Voice of the Occupier’ with rational evidence based output.

To curate and disseminate latest industry research, reports and / or exemplar case studies

Corenet UK Sustainability Committee

James Pack, Sentinel RPI
Camilla Reid, Overbury / Morgan Lovell (Young Leader)
William Poole-Wilson, Perkins + Will
Duncan Zealey, Ramboll

Ben Galuza, Elementa Consulting
Warwick Smith, GVA Billfinger
Darren Sear, Standard Chartered Bank
Chris Birch, Hilson Moran

Join the Team: James.pack@sentinel-rpi.co.uk or Camilla.Read@msfitout.com
http://unitedkingdom.corenetglobal.org

The UK Chapter is grateful to its annual sponsors:

Our 2016 sponsored charity is:
Initiatives / Activity

UKGBC Landlord & Occupier Forum (MEES / H&WB)

Green Property Alliance (Occupier Community)

The Blog

2016 / 2017 Research Project: Sustainability Knowledge Gap Research & Analysis

‘Delivering Well’

Definitive guidance on ‘simple to advanced strategies’ for implementing Health & Wellbeing for End User and Service Provider
The UK Chapter is grateful to its annual sponsors:

Our 2016 sponsored charity is:
Health & wellbeing in the workplace
Simon Wyatt
We spend 90% of our time indoors.
Biggest cost is people

Assumptions
Average salary = £43,000
Employment cost (training, etc) = 30%
Occupancy Density = 1 per 10m² of NLA

131 million working days lost due to sickness absence

Costs the economy £30 billion/year

Presenteeism estimated to cost £15.1 billion/year
UK air pollution 'linked to 40,000 early deaths a year'

By Michelle Roberts
Health editor, BBC News online

23 February 2016 | Health

Air pollution deaths
Estimated percentage of adult deaths attributable to PM 2.5 particulate air pollution
Map data does not include other types of air pollution, eg nitrogen dioxide
8.3% 2.4%

Source: Public Health England

Uncertainty in the data means that the true value could be from one sixth to double the percentage value shown.
Air Quality

Greater London Annual NO₂ Concentration 2010

London Atmospheric Emissions Inventory 2014

Map by D A Smith, CASA UCL.
Data from: data.london.gov.uk/dataset/london-atmospheric-emissions-inventory-2010
Many services allow the local air quality to be checked before deciding on a ventilation strategy.
Air Quality

- NOx
- PMs
- PAHs
- SO₂
Air Quality

PMs
CO
Air Quality

Lead
Impact on productivity

- **8%** Improvement in performance.
- **35%** Reduction in absenteeism.
- **4%** Reduction in performance at cooler temperatures.
- **6%** Reduction in performance at warmer temperatures.
- **46 mins** More sleep per night on average for office workers with windows.
Impact on sustainability

12 l/s/person to 25 l/s
8% improvement for everyone?

800% more fan energy or more plant space
More cooling & heating
WELL Building Standard

Air

Water

Nourishment

Light

Fitness

Comfort

Mind
Air - Health Materials
“...I understand it now, if I can eat it, I can install it...”
“...it doesn’t have that new car smell...”

<table>
<thead>
<tr>
<th>Element</th>
<th>WELL Standard</th>
<th>Cundall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carbon Monoxide</td>
<td>&lt;9ppm</td>
<td>0.8ppm</td>
</tr>
<tr>
<td>Formaldehyde</td>
<td>&lt;27ppb</td>
<td>1.28 ppb</td>
</tr>
<tr>
<td>Ozone</td>
<td>&lt;51ppb</td>
<td>5.5 ppb</td>
</tr>
<tr>
<td>Nitrogen Dioxide</td>
<td>&lt;53ppb</td>
<td>21ppb</td>
</tr>
<tr>
<td>PM2.5</td>
<td>&lt;15µg/m³</td>
<td>8µg/m³</td>
</tr>
<tr>
<td>PM10</td>
<td>&lt;50µg/m³</td>
<td>0µg/m³</td>
</tr>
<tr>
<td>Total VOCs</td>
<td>&lt;500µg/m³</td>
<td><strong>1323.2µg/m³</strong></td>
</tr>
</tbody>
</table>

“...I can smell the difference...”
Water - Testing
Activated carbon from coconut shell
• More reflective floor
• 20-30% more daylight
Nourishment
Sitting Kills, Moving Heals by Joan Vernikos
Mind

Childcare Vouchers  GAYE
Private Medical Insurance  Workplace Options

BUS methodology
Mind: Beauty + Design
Mind: Biophilia – Active living wall
Mind: Biophilia – Refuge
Mind: Biophilia – Refuge
Total Cost £850,000

1,500m² fit-out

• Joinery materials £3,000
• Egger board to joinery units £1,500
• Compliant ply to vinyl floor £60
• Bolon floor in lieu of carpet £5,200
• Compliant paint coats £7,000
• Variable air volume to meeting rooms £5,000
• Air Water / Testing £2,000
• Water Filter £7,000

Total £30,760

3.6% uplift or £200 per head
Our Vision is

To promote a trust-based flexible environment that enables our people to deliver exceptional client service, individually and through high performing teams, and helps to attract and retain the best talent.

Our move and new ways of working will empower us to work more effectively with our teams and our clients through:

- Improved Technology
- Greater collaboration, creativity and teaming
- A more entrepreneurial spirit

...delivering new and improved services to our clients

We’ll truly be an employer of choice by:

- Providing an exciting and dynamic environment
- Delivering greater flexibility in how we work
- Creating workspaces that suit a range of preferred work styles
Implementations to date

6 More London
Alpharetta
Amsterdam (Advisory)
Athens
Atlanta
Auckland
Bahrain
Birmingham
Boerfontein
Bogota
Boston
Bristol
Bucharest
Buenos Aires
Calgary
Cambridge (US)
Cambridge (UK)
Charlotte
Chicago
Churchill Place
Columbus
Dallas
Douala
Dublin
Edmonton
Fort Worth
Gdansk
Glasgow
Greenville
Groningen
Halifax
Hartford
Helsinki
Hong Kong (FSO)
Indianapolis
Irvine
Istanbul
Johannesburg
Lagos
Leeuwarden

Lisbon
Ljubljana
Luxembourg
Malta
Melbourne
Milan
Nicosa
Oslo
Perth
Prague
Pretoria
Providence
Raleigh
Rogers
Rotterdam
St. John’s
Sao Paulo
San Antonio
San Jose
San Francisco (Pilot)

Santiago
Shanghai (Advisory)
Singapore
Stockholm (Advisory)
Sydney
Tampa
Tbilisi
Utrecht
Warsaw
Waterford

Wellington
Wichita
Winston-Salem
Wroclaw

Workplace of the Future – implementation progress
Why incorporate wellbeing into Workplace of the Future?

‘The idea of health as a personal problem is changing. Health is an economic issue which the workplace should help prevent, not cause.’

Dame Carol Black OBE, Government Public Health Advisor

Wellbeing at work is emerging as a key trend for the future at work as well as being a core component of EY RE’s ‘workplace evolution’ vision.

Economic impact of obesity to UK employers is ~£5 bn p/a, due to decreased productivity

McKinsey Global Institute, Nov.2014

An overweight person will take an average of four extra sick days a year

UK NICE, 2014

UK office workers:

Britain’s healthiest company survey, 2015

- 50% have high cholesterol
- 25% are overweight by >20%
- 24% have high blood pressure
Why incorporate wellbeing into Workplace of the Future?

We spend an average of 9.5 hours sitting (that’s more than we spend sleeping!)

People who sit for most of the day are 54% more likely to die of a heart attack

Contrary to our biological needs And destructive to our wellbeing

As soon as you sit down...
- Electrical muscles in leg activity shuts off
- Calorie burning drops to 1 per minute
- Enzymes which help burn fat drop by 90%
- After 2 hours, good cholesterol drops by 70%

GET OUT of your CHAIR!

Standing a little more each day... pumps up metabolism, burns extra calories, increases blood flow, relaxes muscles, improves posture,
UK Wellbeing Approach

- Dynamic desking
- Active collaboration
- Creative space
- Communications & measurement
Dynamic desking

“These are comfortable to use and allow me to be more dynamic while I'm at work.”

Lucie, Associate
#wellbeingatwork
#movemoresitless
#EYWOTF
Dynamic desking

"Walking while working gives me a burst of energy."

Tamsin, Senior Associate
#wellbeingatwork
Dynamic desking

Take a quick break and give your body (and mind) a boost!

These four mini exercises can be done without leaving your desk:

- 10 seconds on each side will help reduce tension
- 20 second reps will help relieve tension in your back
- 15 seconds for each arm stretches the back of the upper arm and shoulder
- 20 seconds helps prevent Carpal Tunnel Syndrome

Our 1MLP
Questions? Comments? Ideas?
E-mail: WOTFLondon@uk.ey.com

Torso Twist
Back Arch
Upper Arm Stretch
Prayer Stretch

Top tips for using this sit-to-stand desk

Stand and deliver:

- Wear comfortable shoes:
- Adjust the desk height so that you can stand comfortably with your forearms horizontal, slightly above the surface of the desk.
- Plug your laptop into a monitor so that the top of the screen is level with your eyes.
- Use a separate keyboard and mouse.

Did you know?
Studies show that standing for two hours each day can lead to increased concentration and productivity.

Our 1MLP
Question? Comments? Ideas?
E-mail: WOTFLondon@uk.ey.com

Remember to clear: These desks are available for everyone so make sure to clear your desk at the end of each day.
Active collaboration

“We've found our meetings tend to be shorter and more focused when we have them standing up.”

Johnny, Intern
#wellbeingatwork #movemoresitless
“It's so different from any other office I've worked in.”

Amaka, Senior Associate
#wellbeingatwork
#EYWOTF
Active collaboration
Calm space

“It's great to have space that's calm and relaxed - it helps recharge your batteries.”

Holly, Senior Associate
#wellbeingatwork #EYWOTF
Communication

Communications

Webinars & social media campaigns

Who we are....

Jane Smith
Change Management Lead for UKI Workplace of the Future

Donna Walker CIMOSH
Risk, Health and Safety Manager
Enterprise Risk Management

Survey
Lessons learned

- Wellbeing initiatives are not necessarily expensive to implement
- Communications and engagement will make or break the initiative
- A wellbeing office can be hard to conceptualise and doesn’t always resonate until people can physically experience it
- Company health & safety, enterprise risk functions and ability networks are your best friends!
- Be your own champions... and everyone else will follow.
HEALTH AND WELLBEING AT M&S

count on us™

BALANCED FOR YOU

M&S Property
MORE THAN JUST FOOD AND SPORTSWEAR

Property to date

£152m benefit

The Potential

90%

9%

1%

Typical Building Operating Costs

Resource Efficiency

Revenue Generation
CHESHIRE OAKS POST OCCUPANCY EVALUATION

22% increase in satisfaction levels with working environment from “Your Say” staff surveys compared to local store in Warrington.

85% of customers surveyed found the temperature to be comfortable throughout the store, even in the food hall.

Very high score in the 6.88/7 vs benchmark 4.88 in the building user survey ‘need’ score which measures the building's ability to meet the users’ needs.
CHESHIRE OAKS POST OCCUPANCY EVALUATION

Design

Performance

Experience
Impact flows this way:

**Environmental**
1. Lighting
2. Indoor Air Quality
3. Thermal comfort
4. Acoustics
5. Interior layout
6. Look & feel
7. Active/Inclusive design
8. Integration of nature
9. Amenities

**Experiential**
- Perception of the working environment, as measured by a staff survey

**Economic**
1. Absenteeism
2. Staff turnover/retention
3. Revenue breakdown
4. Medical costs
5. Medical complaints
6. Physical complaints

Refers to the physical characteristics of the office setting believed to have an impact on employees.

Refers to occupant perception of their space, which is as important as objective measures of the space itself.

This category covers the organisational outcomes, that may be influenced by environment and experience. Typically these have a financial implication.
SMARTER WORKING
NEXT STEPS

M&S
EST. 1884

UK GREEN BUILDING COUNCIL

EXPERIENTIAL
Perception of the working environment, as measured by a staff survey

M&S Property
Thank You

M&S
EST 1884
Contact us

President of CoreNet Global UK Chapter
Philip Cohen
Philip.Cohen@aig.com
+44 (0)20 7954 8183

President Elect
Ben Johnson
Ben.Johnson@ihsmarkit.com
+44 (0)20 8544 7833

Membership Committee
Lorna Landells and Charlotte Gannon
lorna.landells@cushwake.com / charlotte.gannon@cushwake.com
+44 (0)20 3296 3767 / +44 (0)20 3296 2016

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