

Where, how & what do we really want from the workplace?



Breakfast Forum

Thursday 23 June 2011

PROGRAMME

8.00am	Registration
08.30am	Presentations
09.30am	Networking & Refreshments
10.00am	Close

The UK Chapter is grateful to its Annual Sponsors:



Upcoming Events

PwC Building Tour: 26 July 2011

President's Summer Party: August 2011

EMEA Paris Summit: 18 - 20 September 2011

Dilapidations Seminar: 21 September 2011

UK Summit: 9 February 2012



The UK Chapter is grateful to its Annual Sponsors:





Nick Winter

nicholaspwinter@yahoo.com

The UK Chapter is grateful to its Annual Sponsors:



Paul Winter

Facilitator.

CEO and Founder of Corpra and Professor of Strategic Management at Oxford Brookes University



Benjamin Lesser

Derwent London

Jane Preston

Google UK

Peter Hogg

EC Harris

The UK Chapter is grateful to its Annual Sponsors:



Paul Winter

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and Professor of Strategic Management
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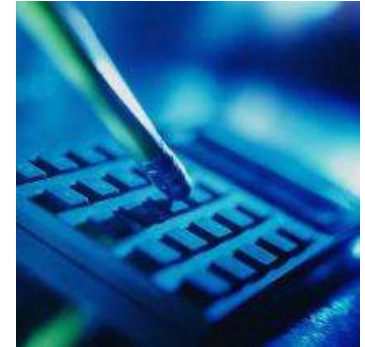
The UK Chapter is grateful to its Annual Sponsors:



Benjamin Lesser

Development Manager

Derwent London



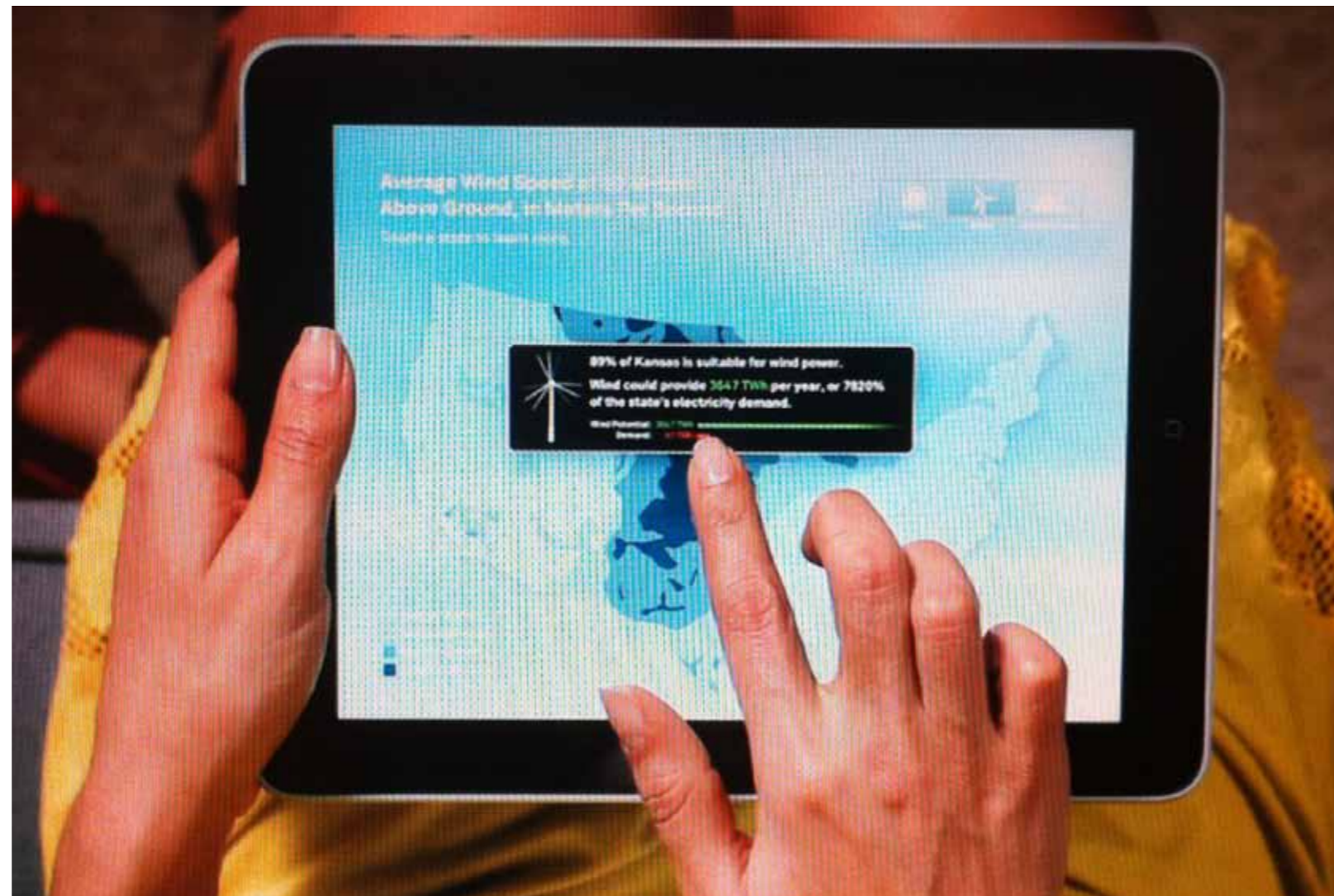
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Corenet YEP Presentation - 23rd June 2011
Benjamin Lesser - Derwent London plc

We are living in **exponential times**



1 in 4 workers
has been with their current employer
for less than a year.

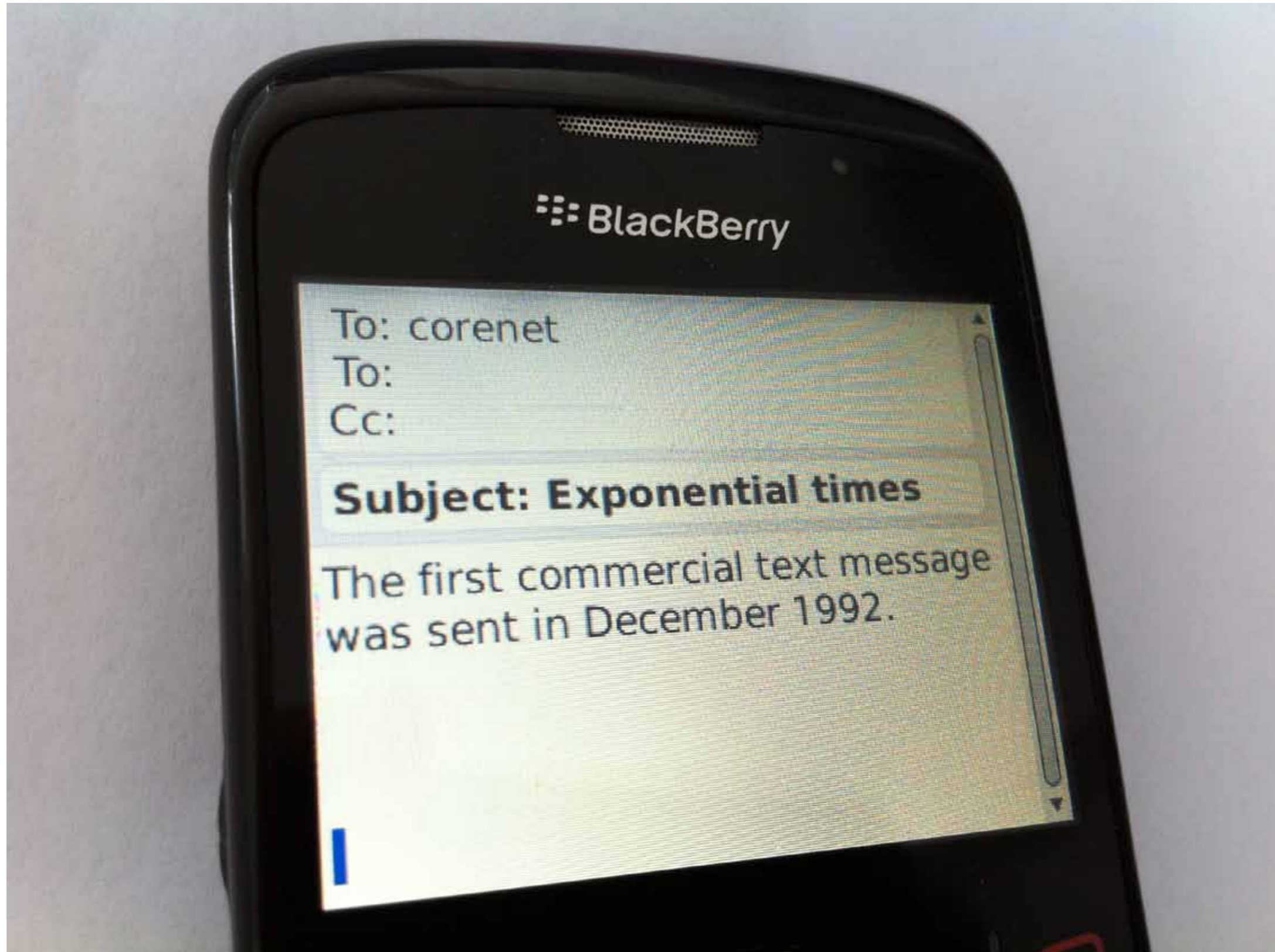


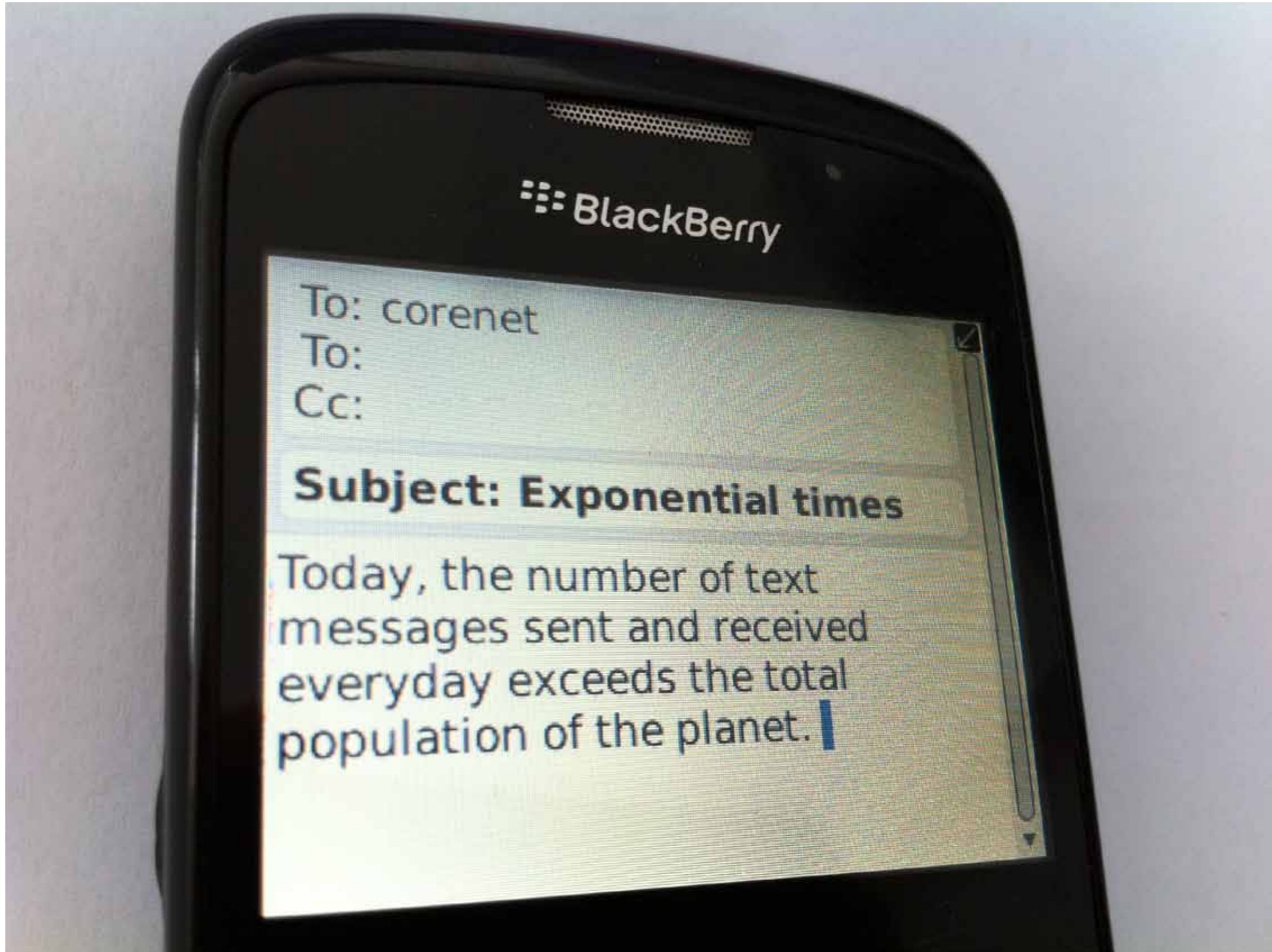


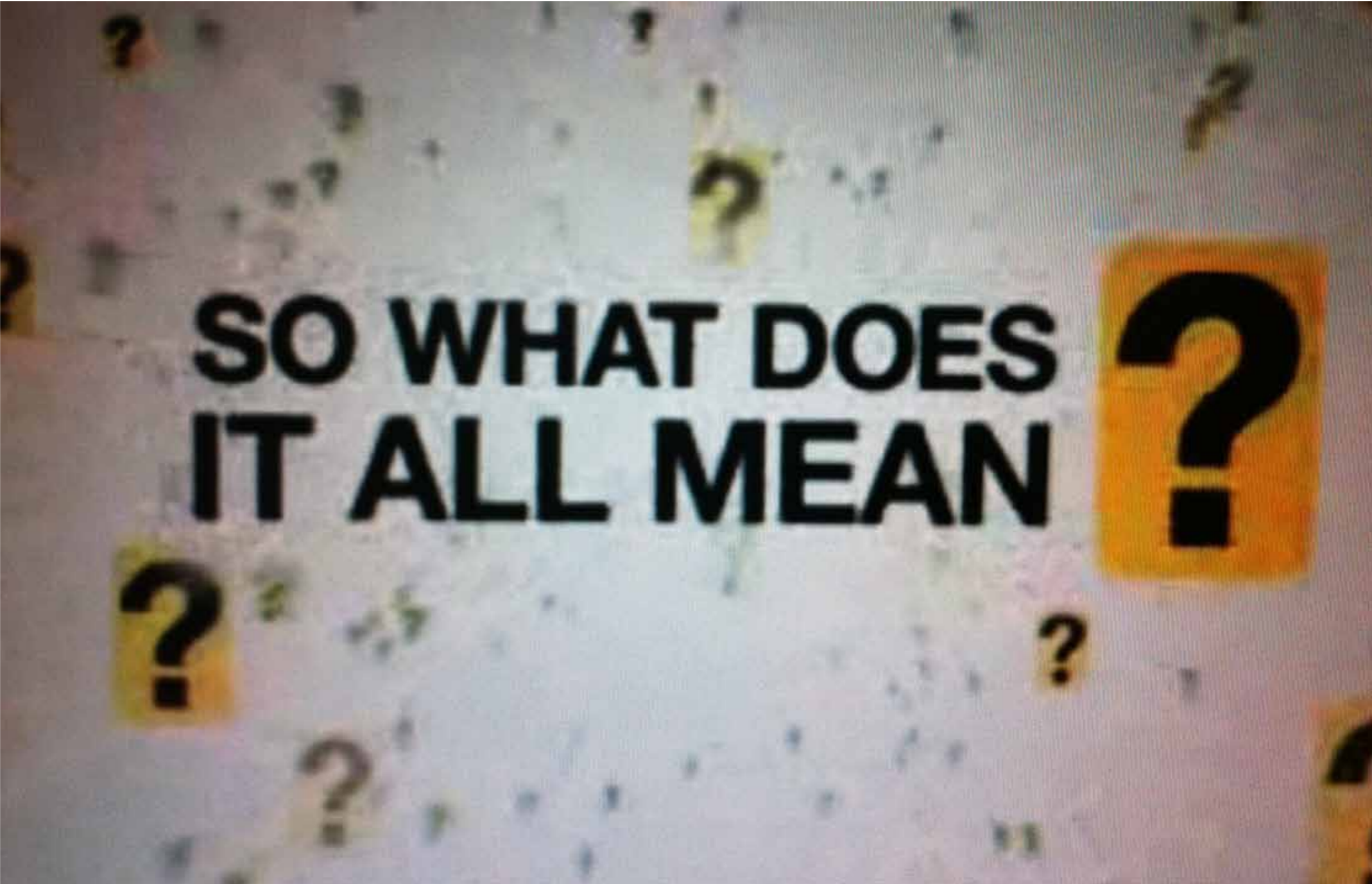
**For students starting a
4 year technical degree
this means that...**

**half of what they learn in their first
year of study will be outdated
by their third year of study.**









None!





Property connects

- People
- Culture
- Environment

through

- Space
- Light
- Place

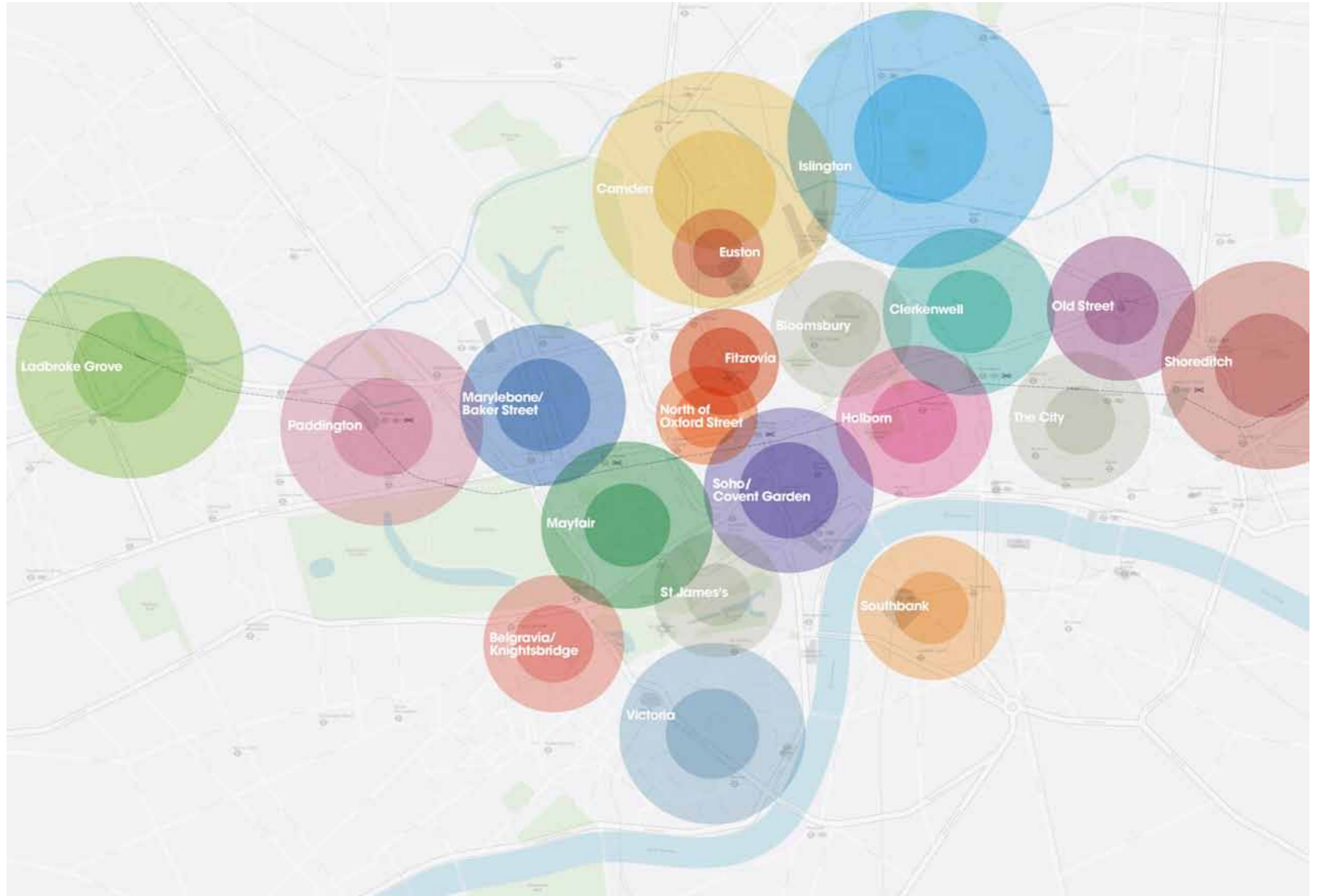




**Derwent London is committed to
making better places to work**

Design, Design, **Design**





5.4m sq ft in Central London
95% in Central London in 17 'villages'

Tea Building, 5-13 Bethnal Green Road, E1

DERWENT LONDON

Tenants include:

Mother Advertising



Oakley (UK)



Soho House



Film London



Eric Parry Architects **Eric Parry Architects**



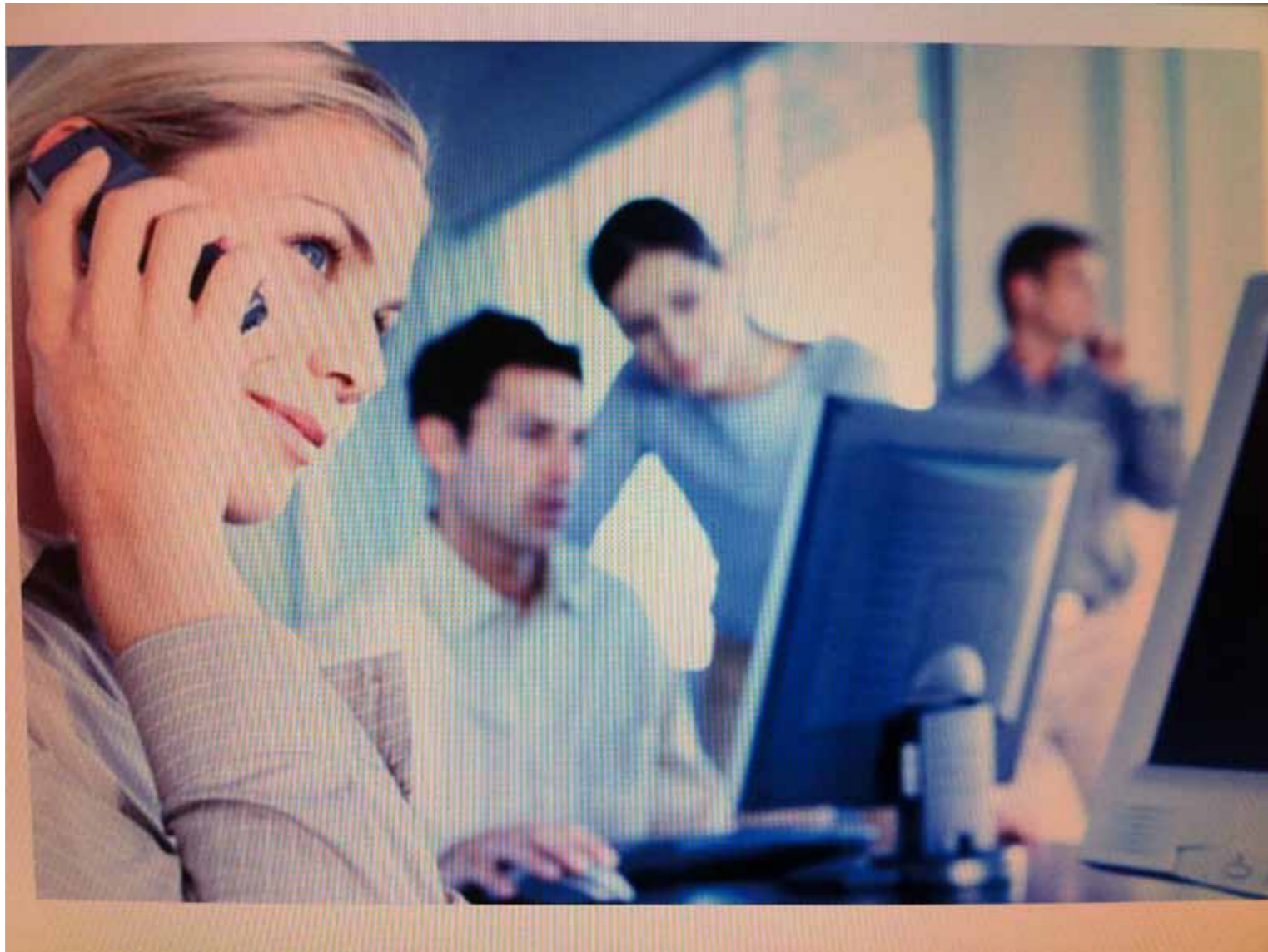




- Do people want to go to work in an **office**?



- Do people want to go to work in an **office**?
- On balance - **Yes**
- Just for work? - **No**



People's performance at work
= Motivation x Ability x Opportunity
Want to x Can do x inspired to...



1 : 5 : 200

1 : 5 : 180

Capital Investment: £200/sqm/yr

Energy & Plant: £10/sqm/yr

Staff: £15,000/sqm/yr

Tenants include:

AHMM

ALLFORD
HALL
MONAGHAN
MORRIS

Jackson Coles

jacksoncoles
construction consultants

Navyblue Design

navyblue

Next

next



Johnson Building, 77 Hatton Garden, EC1 - Before redevelopment



Design team

Architects: ALLFORD HALL MONAGHAN MORRIS
Structural Engineer: PRICE & MYERS
Services Engineer: ARUPS

Awards

RIBA Award London 2008

Tenants include:

Grey Advertising



Aecom



Thomson Reuters



Horseferry House, Horseferry Road, SW1 - Before redevelopment



Horseferry House, Horseferry Road, SW1 - After redevelopment

DERWENT
LONDON

Design team

Architects: ALLFORD HALL MONAGHAN MORRIS
Structural Engineer: AKERA ENGINEERS
Services Engineer: PETER DEER & ASSOCIATES



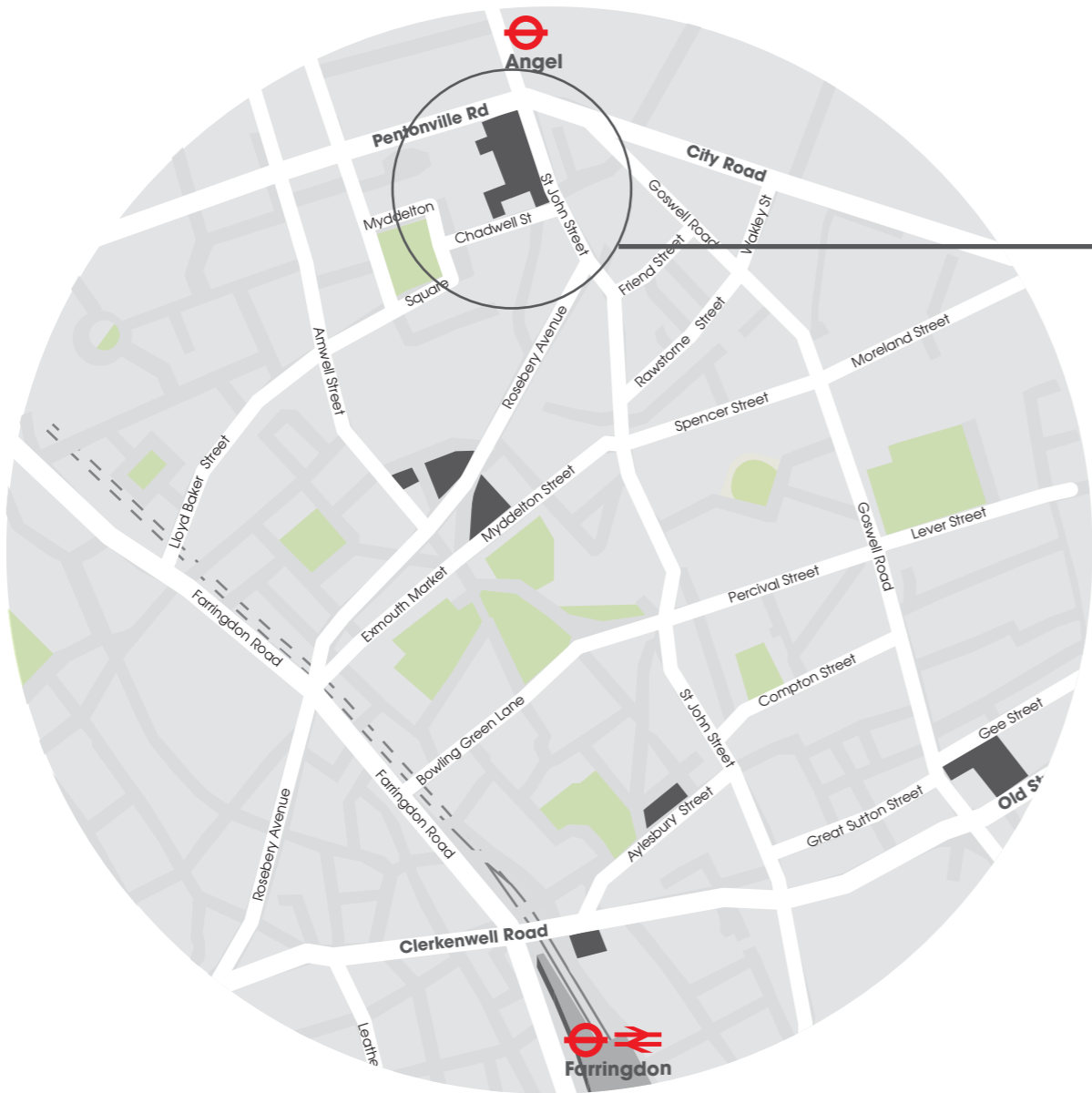
Awards
Retrofit Award shortlist 2010

Tenants:

Burberry



Angel Building, 407 St John Street, EC1 - Before



Angel Building, 407 St John Street, EC1 - After redevelopment

DERWENT
LONDON

Design team

Architects: ALLFORD HALL MONAGHAN MORRIS
Structural Engineer: ADAMS KARA TAYLOR
Services Engineer: NORMAN DISNEY YOUNG

Area Gain
101,000 sq ft - 61% uplift

Awards
Winner of RIBA London Award 2011
Winner of BCO Refurbished/Recycled Workplace Award 2011

Excellent 'BREEAM' Rating



Tenants include:

Cancer Research UK 

NG Bailey 

Jamie's Italian 

Sage 

Angel Building, 407 St John Street, EC1 - After redevelopment



- Influences our well-being
- Enhances the everyday
- Can augment culture of the organisation
- Focus on people
- Enhances performance
- = More contented staff
- = Better business



100 City Road - White Collar Factory

- High volume
- Good natural daylight
- Exposed concrete structure
- Smart servicing
- Simple passive facade with openable windows



- Adaptable / upgradeable
- Flexible
- Robust / durable over long-term
- Sustainable
- Desirable
- Low cost
- **High value**



Thank you!



Jane Preston

Facilities Manager

Google UK



The UK Chapter is grateful to its Annual Sponsors:



Google™ FM Case Study

Jane Preston
REWS Facilities Manager UK

Google

Google

To organize the world's information and make it universally accessible and useful.



Online content
Billions of web pages



Offline content
Billions of items
becoming indexed

1 Google receives more than 2 billion queries per day

2 You Tube gets more than 1 billion views per day

3 24 hours of video are uploaded to You Tube every minute

4 More than 680 million people using social networks

Real Estate & Workplace Services



Smart People + Creativity Fostering Environment

deliver and maintain facilities and related services in support of Google's dynamic workplace and culture of innovation and collaboration.

Who's REWS



The Real Estate and Workplace Services department – the team that makes the work experience Googly. We provide the services so that employees can focus on innovation, and hit the ground running every day of the week, in any Google office

Productivity	Transportation, GBikes, Microkitchens
Collaboration	Office design, Cafes, Meetings & Events
Technology	Facility Operations, Green Programs
Safety	Badging, Building Security
Wellness	Massage, Healthy Food, Ergo, Fitness

- The REWS team - 180 Googlers and 3,500 Vendors and Contractors
- Have designed, built and maintain 8.3M sq. ft. of facilities in 51 countries, 109 different cities, 236 buildings
- Manage an additional 3.5M sq. ft. which house over 100 tenants
- At our current pace of hiring we bring 40,000 sq. ft of space and services on-line every Monday morning to accommodate growth
- Google serve over 10 million meals a year in over 100 cafes delivering food which is largely sustainable, organic and nutritious.
- We own a fleet of 40 buses and transport over 2,000 Googlers to and from work each day in MTV and over 7,000 people a day throughout India
- The wellness team provide over 100,000 hrs of massage annually to Googlers.....

- Transportation
 - To provide alternative transportation programs that are environmentally friendly and allows Googlers a stress free and productive commute
 - Gbuses, Gfleet cars, Gbikes, Guaranteed Ride Home Program, Google bike purchase
- Employee Services & Perks
 - Corporate apartments and hotels, dogs at work, laundry rooms, linen services
- Facility Operations
 - Energy Efficiency & Utilities – solar panels, speciality maintenance including aquariums, climbing walls, dinosaur skeletons, slides
- Massage
 - Subsidized services on site, including table and chair massage
 - 55 Google offices worldwide have massage services
- Fitness
 - Class organisation and support, fitness centre management, personal training program, sports and recreation activities



- Food Services
 - Café and Micro Kitchen food services in support of Google's culture of innovation and collaboration. Program initiatives include education that promote health, the environment and sustainability.
 - Edible gardens, take out boxes, café internships and cooking courses
- Google food quick stats
 - Google MTV now composts an average of 5,000 lbs per day
 - 760 lbs of chocolate used per week
 - 4,100lbs cheese used per week
 - 186,000lbs of rice consumed annually
 - 466,000lbs of chicken consumed annually
 - 535,000 meals served last quarter
 - 2,200,000 eggs consumed annually



- Google is committed to implementing innovative and responsible environmental practices in every aspect of our business
 - Sustainable Pursuit is a Google-wide, cohesive program that uses industry-leading green building and operational practices to promote a continually healthier workplace while reducing Google's environmental footprint and enhancing operating value
 - Sustainable Sites
 - Water Efficiency
 - Energy & Atmosphere
 - Materials & Resources
 - Indoor Environment & Health
 - Innovation, Collaboration & Education



Sustainable Pursuit

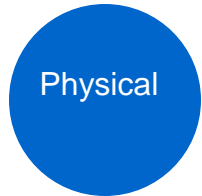
Facilities Operations - EMEA



- Split into 2 regions, NACE & SEEMEA

	NACE	SEEMEA	TOTAL
Offices	20	28	48
Seated HC	4,100	1,300	5,400
Sq. M.	90,000	30,000	120,000
Vendor Staff	40	22	62

- Outsourced Partner is Aramark Workplace Services in all sites



Physical

Food

healthier options in cafes & education about food

Fitness

new centers, programs & speakers

Massage

program expansion



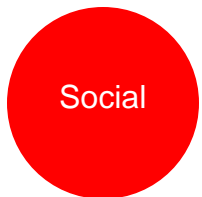
Emotional

Space innovation

redefine how Googlers take a break & regenerate

Work life balance

make life easier – transportation, on-site services
& integrated programs



Social

Space

promote collaboration & community

Culture

focused on health, wellness, balance

Perks

that excite Googlers both at work and at home



Recent office openings

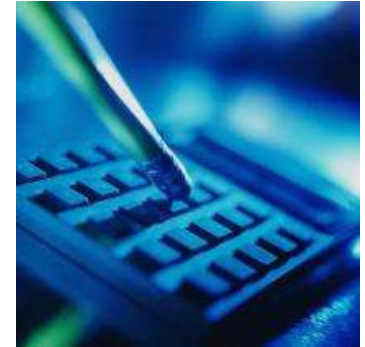


- 1,450 employees (many with pan EMEA remits)
- Due to occupy 3 sites with an approx. total of 310,000 sq ft
- UK Quick stats
 - 3 x cafes offering breakfast, lunch and dinner
 - On-site gym and fitness classes
 - Massage program offering 100 hours per week
 - 3 x 80 person 'tech talk' / events spaces Centre
 - Employee services include mothers room, on-site weight watchers, launderette

Peter Hogg

Partner

EC Harris



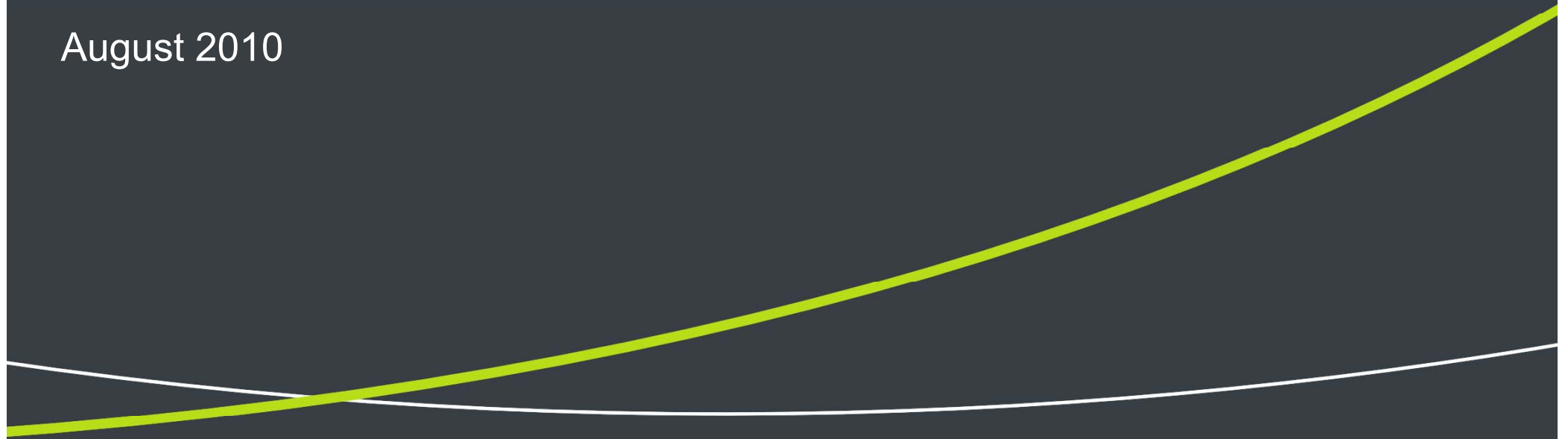
The UK Chapter is grateful to its Annual Sponsors:



Young Entrepreneurs In Property

Asset-Driven Transformation; For us & our clients

August 2010



EC HARRIS
BUILT ASSET
CONSULTANCY

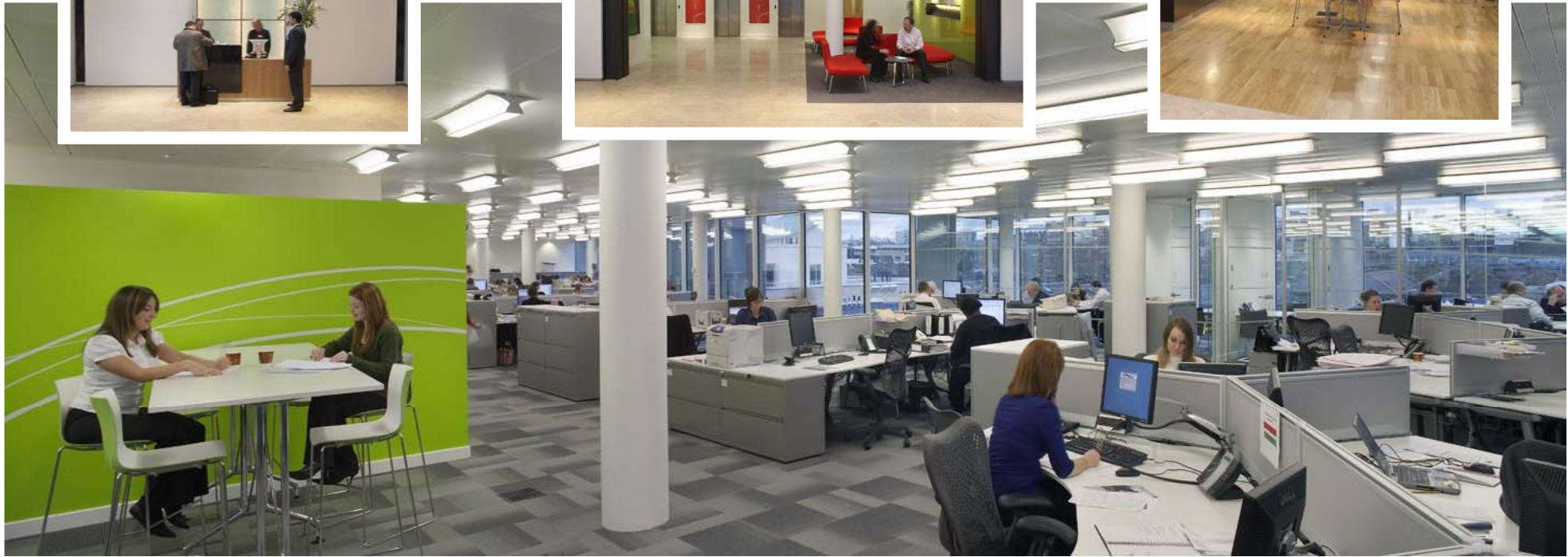
Now and in the future, winning organisations will be the ones that create a hard link between.....

...the Business Strategy and the Property Solution



Our own experience

Our own story.....

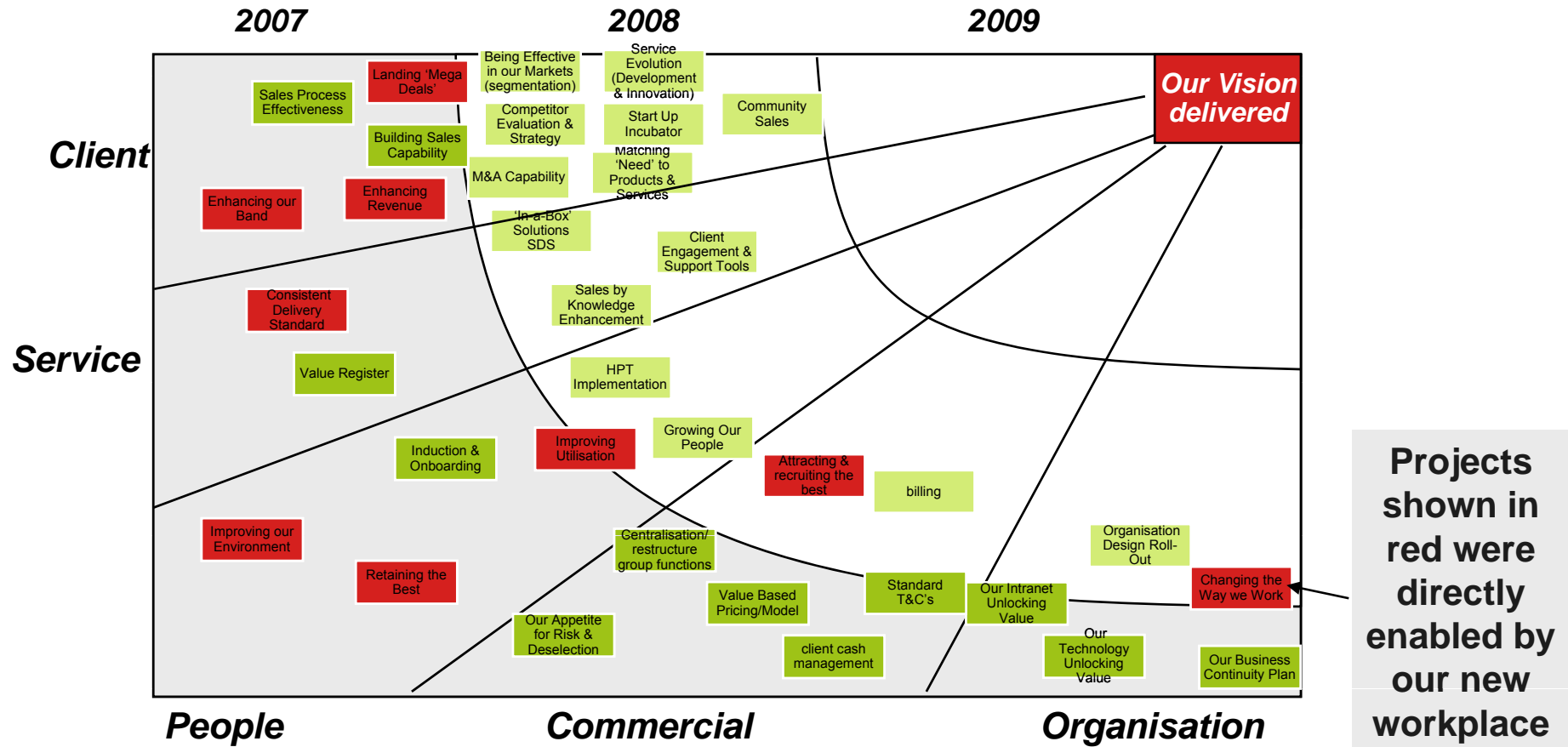


Our new HQ was created around the business we wanted to become and the transformation programme that would get us there

- EC Harris vision was the design brief
- Building reflects how we operate
 - Teams based round clients and sectors – not professional disciplines
- Innovations that improve the workplace effectiveness and performance
 - Open plan efficiency without packing floors in a regimented manner
 - Clusters of desks encouraging team working and feeling of ‘belonging’
 - Encouraging flexible working
 - Break out spaces and informal meeting areas
 - Quiet rooms and meeting rooms

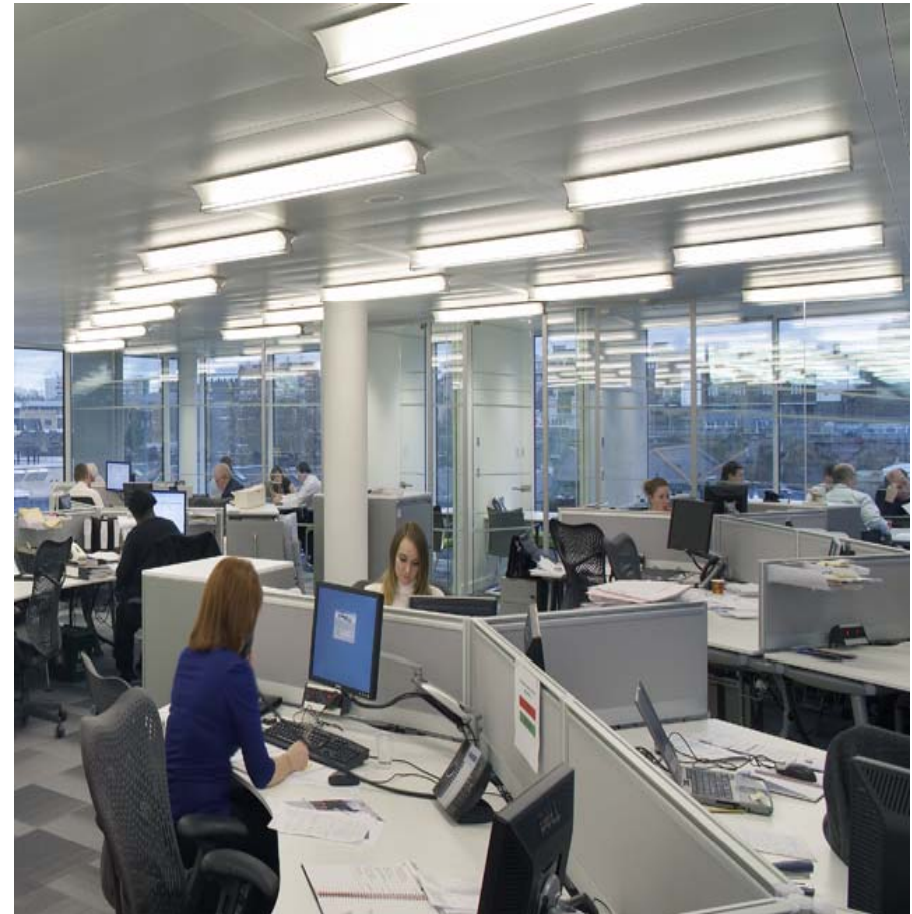


We planned knowing that our environment would be a key enabler of the transformation programme to deliver our vision



The move changed, not just how we occupy space, but how we do business

- Client-centric environment
- A whole new communications “Blue Print” for a global business
- A common infrastructure and user experience throughout the world
- Communications without boundaries
- Going paperless
- We listen to people and make changes
- Greater integration
- Visible and accessible leadership
- Energy, environment and community focused



The investment that we have made has been underpinned by a quantified benefits case

People

- Staff attrition dropped from 25% to 18%
- Staff attraction/attrition ratio improved from 1:1 to 2.5:1
- We're attracting better quality staff
- The agents tell us there is a buzz about "free bar" has become an industry talking point!!
- There is a renewed "self belief" amongst staff

Quality of Service

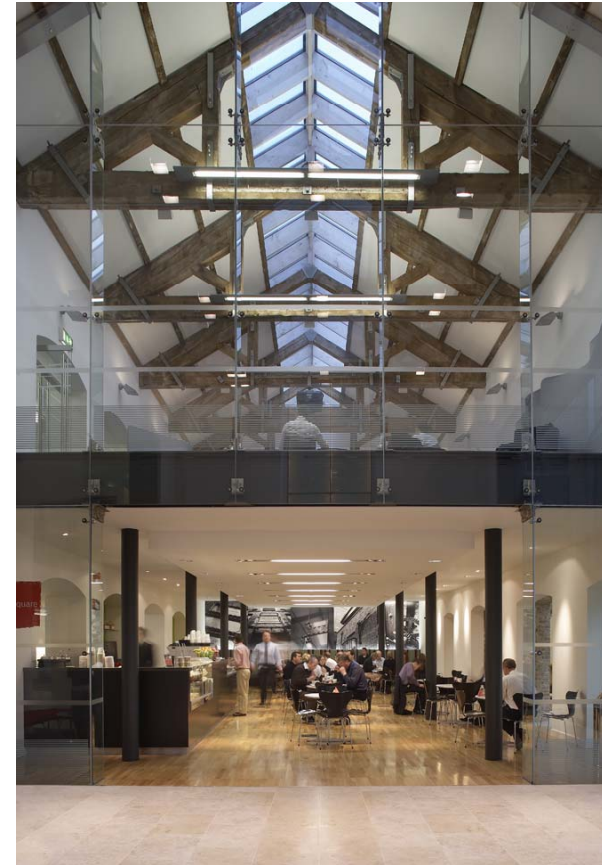
- Positive Staff feedback on visible and accessible leadership – why lock your most experienced people away?
- Improved team working, cross service integration, transfer of knowledge & application of experience
- Greater integration and flexibility

Operational Efficiency

- Targeted benefits delivered < 6 months
- Net Profit Margin in real terms up 13%
- Fee turnover per head increased
- Overhead costs as % of staff costs significantly reduced
- Utilisation of workspaces increased from 62% to 85%

And, finally, just a few property metrics.....

- Moving from 800 desks for 800 people to 545 desks for almost 1000 people
- Personal storage – lockers and boxes
- IT that works – printers reduced from 1:6 to 1:24
- Filing reduced from 3,500 linear metres to 840
- 5% of staff now cycle to work
- Basement storage area converted to staff changing & showers



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