WRK/LDN: Office Revolution?

This research paper provides a snapshot of London's current response to the impact of the COVID-19 pandemic on the capital's workspaces and their urban context, and evaluates how offices will need to adapt in the long-term.

WRK/LDN: Office Revolution? brings together thought leadership from industry experts and views from a comprehensive NLA Members Survey of 180 respondents about their experiences of a year of lockdown, working from home and the potential impact this will have in the longer term. The report also includes over 100 projects, ideas and products to illustrate the changing workplace, as well as recommendations to ensure London can support the way we want to work in the future.

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Foreword

By Peter Murray,
Curator-in-chief, New London Architecture

‘There are things we know we know. We also know there are known unknowns. (...) But there are also unknown unknowns’

Donald Rumsfeld's famous quote concerning the Iraq war might well sum up how things are with regard to the changing way we work and how we use the city right now.

This latest piece of NLA research brings together the thoughts of a wide range of practitioners and academics to assess our experiences of a year of lockdown, of increased home working, the effect this will have in the longer term and what we need to do to ensure positive outcomes. It provides a comprehensive guide to current thinking on issues facing workspace provision today.

What we know we know is that the way we work, at least in office-based jobs, will not be the same in the future as it was pre-pandemic. The experience and the successes of working from home will ensure that we will not go back to traditional work patterns; in the future, we will work more flexibly both in terms of location and time. The known unknown is the scale of that change although we do know that it will be an acceleration of what has been happening for over 20 years. In his book *The New Office* published in 1997 DEGW's Frank Duffy wrote about an increase in home working and the changing nature of the office: "In the cities of the 21st-century offices will continue to exist, but will be designed in a richer and wider variety of ways — as streets, villages, colleges, and clubs — to encourage interaction." It is the lack of interaction that has been missing during lockdown and is now discussed as the prime role of the office, leaving tasks that can be carried out without the interaction with colleagues to home or remote working. The scale of the shift to “working from mobile” (WFM) is an unknown, as is the effect it will have on the amenities in city centres as well as on local neighbourhoods.

We know that our buildings will need to be adaptable and responsive to change. It has happened before — in the 1980s over a third of office space in the Square Mile was rebuilt or radically refurbished to accommodate changing use of technology. But this time around reuse and retrofit will play an even greater role and new buildings will be more conscious of their carbon footprint.

We know that the pandemic has brought wellbeing in the workplace to the fore. As with much else, this move was underway before COVID struck, but its importance is central to the delivery of new office space and adaptation of the old as well as the design of external spaces and streets.

What will happen will be influenced by attitudes of individuals, of companies and of political leaders. Some people have had positive experiences of WFM and some are desperate to return to the social interaction of the workplace; there are companies who are expecting staff to go back to the office and others who want home working to continue as a benefit to their bottom line. The City of London Corporation has come out with a very positive recovery plan which envisions a City that contrasts with that of its transformation after Big Bang; then, offices were seen as a part of the corporate image where staff were attracted by strong and successful brands. 'The Square Mile: Future City' report sets out a more humane and less brash city — a world-class business ecosystem, collaborative, flexible workspaces with attractive public realm and resilient, sustainable infrastructure. To support innovation and growth, the City will be providing affordable spaces for new and expanding businesses, something that is reflected in the conclusions to this report.

Yet at the same time as we are seeing positive action among local politicians, there are headlines suggesting that the Prime Minister intends to stop the 'brain drain to the city' to support red wall constituencies, a denial of the importance of agglomeration in the success of metropolitan areas and their role in the national economy.

However, less than half of Londoners work in offices and in the aftermath of COVID there is an increased need to protect London's industrial land and to make better use of what land there is by investigating new mixed-use typologies. In the conclusion to this report you will find this and other recommendations for recovery which align with NLA's broader checklist for development to 2035.

At NLA, while we are glad to see the boost to local neighbourhoods as a result of more home working, we believe that a strong and vibrant centre, with its rich mix of workplace, amenity and cultural offers, is an important driver of London's success and a key attractor to investors and visitor alike. We hope the content of this report will assist designers and decision-makers in reshaping the way we work and delivering a healthier future in the post-pandemic era.

Executive summary – Looking back, looking forward

As we move out of restrictions and look to building future resilience as the critical phase of the pandemic hopefully recedes, London's offices will need to provide an exemplar of design, management and operation to continue to support the capital in its recovery as a leading global business centre. Flexibility and sustainability in every aspect — not just space and layout but also leasing, management and location — will be key attributes of the resilient office, as will a focus on accessibility, inclusivity, affordability and, not least, health and wellbeing. The office is not dead, but it will surely evolve. In the future, workspaces will have to be welcoming, sustainable, smart, and flexible.

Such conclusions echo and reinforce the eight recommendations made in NLA's WRK/LDN report of 2016 — some of these recommendations focused on industrial developments, and while such workspaces were not a focus of this report, NLA has launched a new Industrial & Logistics programme to explore the evolution of this sector.

WRK/LDN 2016 recommendations

1. Create an adaptable, open and smart city
2. Integrate workspaces with transport infrastructure
3. Protect London's industrial land and uses
4. Provide affordable space for new and expanding businesses
5. Investigate new mixed-use typologies
6. Pilot new design-led industrial developments
7. Promote the wellbeing agenda as part of planning policy
8. Plan for a multi-generational workforce



NLA's publications presenting the evolution of London's offices in the last 15 years – The Office, 2006; London's Office Architecture, 2010; WRK/LDN, 2016

London 2035 Checklist

Our findings also resonate with the London 2035 Checklist presented in our 15-year anniversary programme The Changing Face of London, in 2020. The Checklist sets out 15 themes that London will need to address in response to current challenges, and to position itself even more positively over the next decade and a half. NLA research and programming will continue to respond to these themes, using this list as a tool to measure London's progress each year.



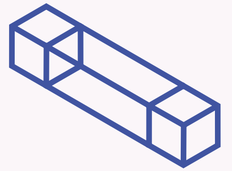
Healthy
A city that prioritises health and wellbeing



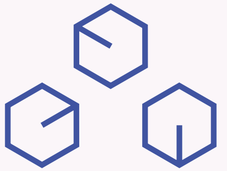
Zero Carbon
A greener city that responds urgently to the climate emergency



Equitable
A city of stronger, inclusive and more equal communities



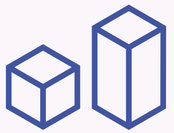
Flexible
Buildings to meet changing needs and support the circular economy, with time-based use of streets



Polycentric
15-minute mixed-use neighbourhoods with convenient public transport links to a strong centre



Responsive
A city where people can organise their time and space to suit their changing needs



Leading
A leading global city and business centre



Affordable
An affordable housing-led recovery



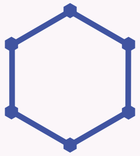
Hospitable
More diverse and thriving high streets and town centres



Active
A city that walks and cycles, with better air quality



Meanwhile
More meanwhile uses are encouraged



Viable
An open and growing city



Smart
A city that manages and regulates technology and big data effectively



Public
A greater role for the public sector in driving regeneration and housing delivery



Knowledge-based
Research, tech, bio-med and creative sectors drive the city's economy

WRK/LDN: Office Revolution?

‘Never forget that the office is neither a very old nor a very stable entity.’

Frank Duffy, The Office and the City: Twelve Propositions (2012)

Introduction

For most people in the professional and managerial sectors who constitute a large proportion of London's workforce, 'going to work' was, until March 2020, associated mainly with going to a specific space — the office.[1] The COVID-19 pandemic — resulting in the biggest public health crisis in living memory, the toughest government restrictions on civil society, and the greatest economic shock for centuries — forced us, under government edicts, to retreat from the office to the home to try to reduce transmission of the disease. Successive lockdowns in the UK since March 2020 have also, importantly, shut down the other, public and semi-public urban spaces of 'remote working' that we now take for granted — cafes, foyers, hotel lobbies, libraries, among many others. We have often been 'living at work' in the past year. The prolonged period of lockdown has also cast new light on the value of work and the inequalities embedded in society by identifying more clearly who is able to carry out their job from home and who cannot.

In spring 2021, the situation is still precarious — even with the UK's achievement in the rapid national rollout of vaccination and a government 'roadmap' in place to lift restrictions by summer. London's position as a world city is also dependent on the progress of vaccination and reduced infections around the globe. Multiple potential economic scenarios are being presented as government and business seek to build recovery plans — we have more data available than ever before as we seek to grapple with uncertainty. The shock of the pandemic has spotlighted ongoing questions around the role and purpose of the office and how we work in the capital. Early commentaries tended to focus on whether the 'death of the office' was finally about to happen, but in this report — just over a year on — we seek to capture the more considered and balanced reflections and the apparent consensus that the pandemic has accelerated trends that were there all along. We have learned to again appreciate the unique value of offices and workspaces in the social fabric of the city, as the industry seeks to use lessons learned to 'build back better'.

> *'The most important thing — which should make the office less an employer's white elephant than its biggest bargain — is that it gives work its meaning.'*
>
> *Lucy Kellaway, commentator on modern corporate culture*

What is the office for – what point have we reached?

The contemporary office is as much — if not more of — a social and cultural construct as an economic one. The office has been our place of meetings, collaboration on projects, team activities, informal encounters, gossip, politics — where we spend most of our time when we are not at home: a place that has a profound impact on shaping our lives and formulating our social networks and even intimate relationships. In his history of work, published in 2020, anthropologist James Suzman explains that in cities, where traditional social ties are weaker than in rural areas, 'the work we do often becomes a social focal point', so that when we first meet people, 'we tend to ask them about the work they do', and usually where they work.[2]

As we re-evaluate the purpose of the office after lockdown, it is important to emphasise how many iterations the office has experienced in just a few decades. The modern office has become a microcosm of society, in all its complexity and variety. Yet it is the latest in a series of relatively recent manifestations, with its origins in the government administrations of the late 18th century. In the 20th and 21st centuries the evolution of the office has reflected rapidly changing economic, technological and social conditions. The first examples of what we think of today as offices were essentially early 20th-century replicas of factory production lines, geared towards maximum efficiency of administrative (rather than manufacturing) tasks under the influence of the principles of 'Taylorism', developed by US engineer Frederick Winslow Taylor. Such offices were characterised by 'the adoption of a rigid, regimented office layout that resulted in workers sat at endless rows of desks with managers located in encircling offices', corresponding to a rigidly hierarchical corporate culture.[3]

From this, the enduring concept of the open-plan office emerged, with the challenges to social hierarchies of the 1960s and 1970s represented in the apparent 'democratisation' of space. The influential German *Bürolandschaft,* or 'office landscape', concept advocated greater collaboration between teams with more fluid layouts, while the 'Action Office' drew on advances in modular furniture to enable employees to define their own space for the task at hand — an idea that eventually was debased in the much-derided 'cubicle farms' of the 1980s.





Top: New Zealand House, London ©The Builder 1963

Bottom: The Herman Miller Action Office system ©Herman Miller 1968

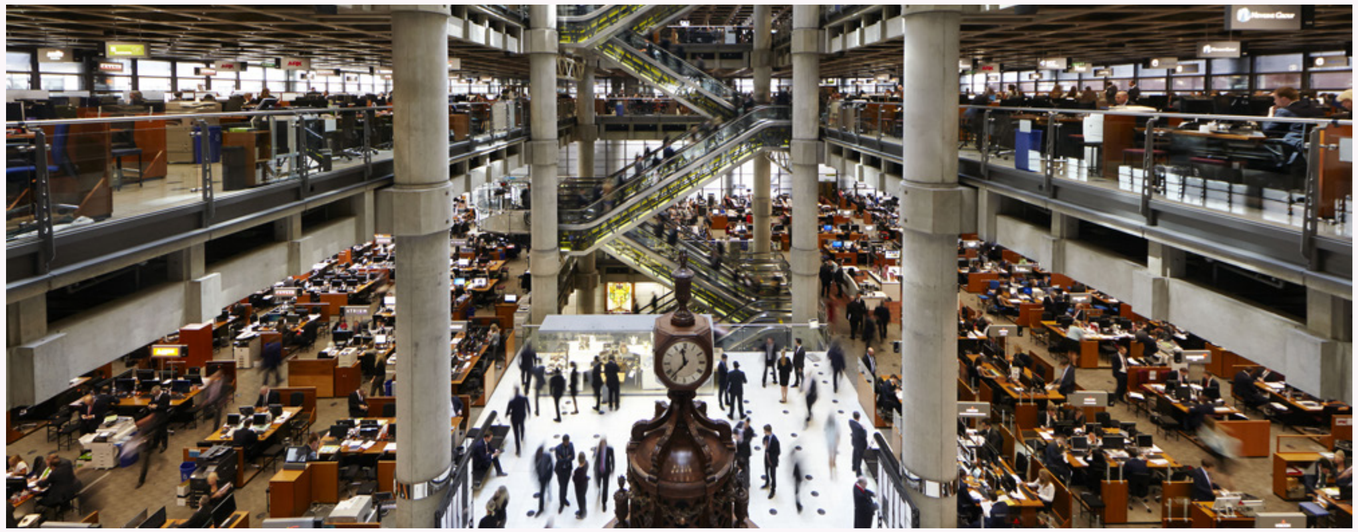


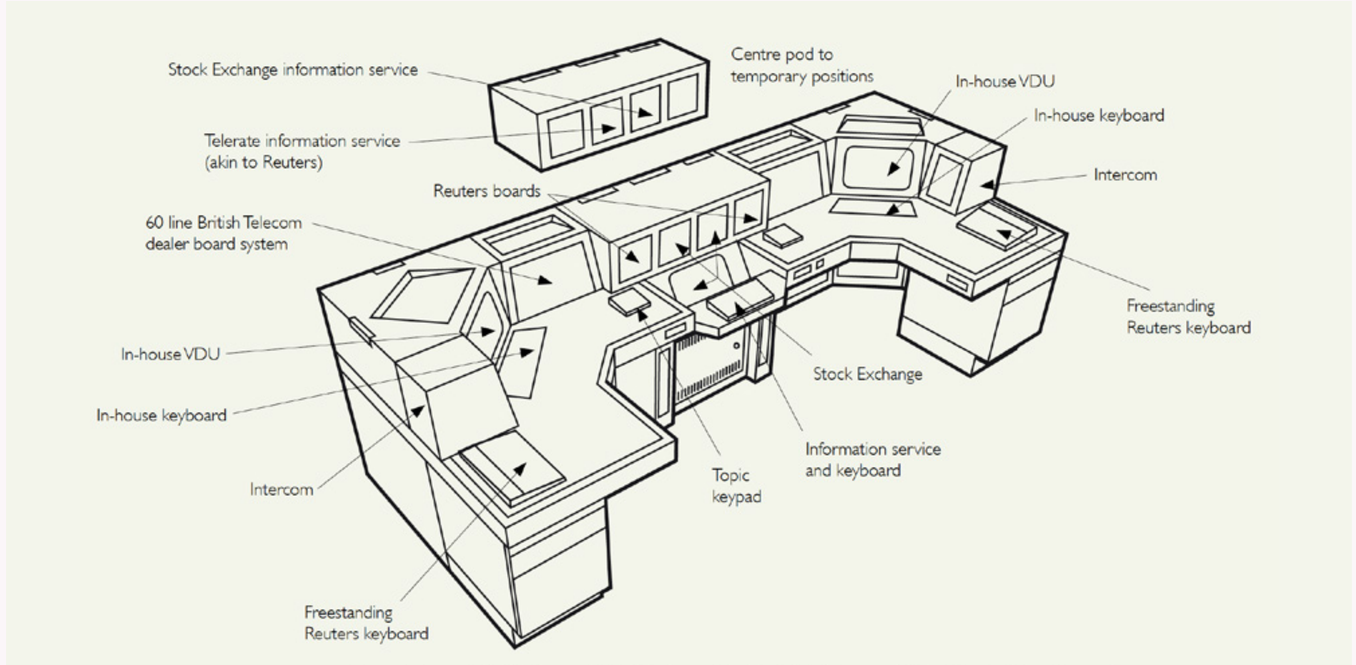
City of London ©Jason Hawkes 2005

Perhaps the most significant shifts still visible in London's traditional central office districts, especially in the City of London, occurred with the 'Big Bang' of 1986 in which the UK government deregulated the London Stock Exchange and eliminated trade controls.

Advances in technology meant that computerised dealing rooms replaced face-to-face trading and new offices required larger floor plates and extensive servicing for trading desks (with what would now be seen as cumbersome, antiquated technology).[4] The Broadgate development in the City of London is often regarded as the classic embodiment of this era, now itself being reshaped into a more mixed-use district integrated into the wider city as business needs evolve. Canary Wharf is going through a similar evolution, from a district focused on business and financial services to an area with more residential-led, mixed-use development. In both areas, some of the landmark office buildings of the 1980s and 1990s are being refurbished and repurposed, with leisure, retail and other uses, as well as public spaces, now being incorporated.

It was the advent of mobile and wireless technology towards the end of the 20th century that broke the connection between work and the office, freeing many workers from the tie to their desk (and their desk-bound computer). Over the last quarter-century this has led to the wider colonisation and adaptation





Top: The Lloyds Building in the City of London, designed by Richard Rogers Partnership, 1981–6 ©Lloyd's | Bottom: A typical trading desk in a financial dealing room after the 'Big Bang' of 1986 ©Historic England, Vincent Griffin, after an illustration reproduced in Building, 16 May 1986, p.46

of third spaces in the city such as cafes and hotels for business use.

In late 2019 London was also a global leader in the number of coworking spaces.[5] Critically, the average amount of floorspace occupied by each worker has reduced significantly in this period as employers seek to reduce costs through efficient space planning and improved technologies. A report by Drivers Jonas Deloitte showed that in the UK the average size of each workstation for buildings defined 'General Office' (use class B1) had decreased dramatically from 19 sqm in 2001 to 12 sqm in 2010.[6] The average size of workspace is now estimated to be even lower; in 2013 strict space standards were enforced for UK government offices, for example, initially at 10 sqm per worker and later at 8 sqm.[7]

Consequently, many traditional offices have been reconfigured as spaces more for collective than individual activity, with more communal areas and amenities, and furniture and décor inspired by the home expressing greater informality. A recent report by Knight Frank showed that almost 40 per cent of global companies would decrease density of occupation, but 55 per cent would increase the amount of collaborative space.[8] With innovation and collaboration identified as key drivers of economic growth, office development has taken inspiration from universities with the 'campus' model of distributed buildings combined with public space and amenities.

The office has also become a symbol of the brand, values and ambitions of its relative business occupier(s) and an embodiment of the culture of the organisation and people working within it. As Jane Clay, Strategy Director, Gensler, explained in an NLA think tank in March 2021, 'people, purpose, experience … not people, process, place' are the key principles behind the design and management of offices today. It is this often symbolic role of our offices in supporting the social cohesion of corporate entities that has come to the fore in the pandemic as we work remotely, and which is a key driver for exploring the future of the office in the post-COVID-19 world. As the NLA Expert Panel on Work has suggested, the impact of COVID-19 'has accelerated the potential to give commercial offices a new "lease of life", as employees realise the office provides a place for their working community to gather'.





Top: 1 Finsbury Avenue has been re-imagined by British Land and GIC, in collaboration with the City of London and Historic England © AHMM 2020 | Bottom: People working in the lobby of the Ace Hotel in Shoreditch, designed by EPR Architects in 2014 © Andrew Meredith

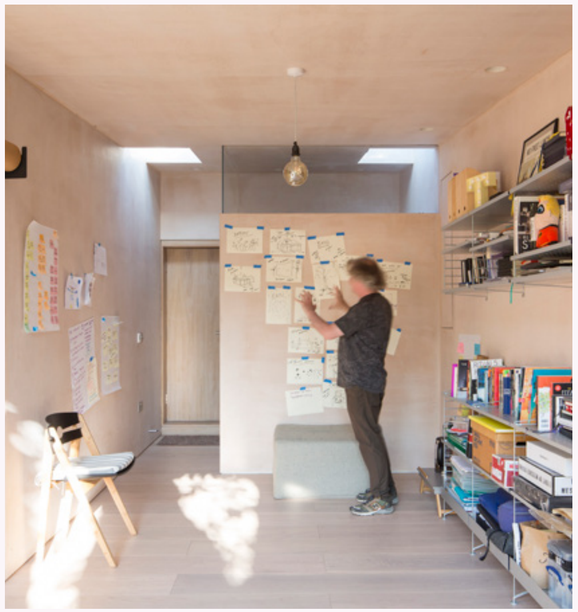
Acceleration or disruption – what are the key trends?

The pandemic has caused the biggest disruption to economic activity and the day-to-day functioning of the urban office in living memory, but the duration of its impact and ongoing restrictions on daily life and work patterns have shifted attention to underlying trends that are now gathering speed, and are being re-evaluated as the final lifting of restrictions in the UK is expected in June 2021. Among the most significant of these are remote working; the importance of health, wellbeing and sustainability; and the interdependence of corporate spaces with other uses, amenities and well-designed public realm. These factors in the shaping of workplace design were already apparent in NLA's WRK/LDN report, published in 2016, but are now providing a basis for understanding how 'the desire for people to reconnect is driving the recovery and emphasizing the true impact of real estate'.[9] Below we give a brief overview of these continuing trends, the potential evolution and wider impacts of which will be discussed further in the section "Evolution or revolution — what is the current thinking?".

Remote working

'You must stay at home', commanded the Prime Minister on 23 March 2020, the first of several government edicts over the year that followed, as people were instructed not to travel, unless they could not work from home, to reduce rates of infection. In April 2020 it was reported that over two-thirds (69.6 per cent) of professional occupations in the UK did some work at home.[10] Passenger numbers on the Tube fell to nine per cent of capacity on 24 March 2020 and almost exactly a year later (22 March 2021) rose again only to 25 per cent, as the country endured its third lockdown.[11] These statistics are dramatically mirrored in NLA's Member Survey in March 2021, which showed that nearly 85 per cent of respondents worked five days a week in their office before the pandemic, but 60 per cent have worked exclusively from home since March 2020.

Remote working has become the only way to work for many, as offices remain out of bounds for them. This way of working was possible before the pandemic, but some have argued any exponential leap was previously hindered by a lack of knowledge or willingness to examine how well it worked for business as a whole, rather than just individuals. The pandemic has 'helped workers and organisations overcome inertia related to the costs of experimentation, as well as inertia stemming from biased expectations about working from home'.[12] There is a shift in thinking that 'it is feasible and that people can do this now', says Andy Young, Director, BIG London, simply because most of



A home studio space featured in Don't Move, Improve! 2021 ©Agnese Sanvito

> *'The genie is out of the bottle.'*
>
> *Paul Wilkinson,*
> *The City Surveyor,*
> *City of London Corporation*

us have been forced to do it. The positive and negative aspects of remote working, exclusively from home, have become far more apparent after twelve months and are discussed in the next section "Evolution or revolution — what is the current thinking?".

'Working from home is feasible and people can do this now'

There has been much debate over the past year about whether the prevalence of remote working — alongside concerns about costs in a hard-hit economy — will lead companies to reduce their office footprint or even relocate out of London. Undoubtedly this has occurred — with Santander Bank, for example, announcing in March 2021 that it planned to move its headquarters from London to Milton Keynes.[13] However, as Oliver Knight, Head of Offices, Landsec, points out, many financial services companies in particular were 'already looking at right-sizing portfolios and unwinding certain long-term commitments', as remote and flexible working has become more widespread in the last decade, and as shorter and more flexible leases become more common. The pandemic has also brought into sharp focus how reliable internet access is now a basic need to sustain life and work; videoconferencing platforms have existed for some years (Zoom, for example, was created in 2011) but their use has exploded as companies seek to replicate some means of face-to-face, albeit virtual, meetings. Yet, remote working is not possible for all owing to London's continuing patchy fibre broadband coverage; a UK-wide survey of broadband speeds in December 2020 noted that London was absent from the top 10 fastest streets in Britain, with one street in Hounslow being among the slowest with 0.38Mps.[14]

Health, wellbeing and sustainability

Numerous scientific studies have demonstrated that transmission of the coronavirus pathogen rises exponentially in enclosed spaces, and since 2020 workplaces including offices are required to be 'COVID-secure' with protocols in place to keep people a minimum of one (ideally two) metres apart, sanitising and disinfection, handwashing stations, and good ventilation, among other measures. As one response to the NLA Member Survey highlighted, these measures are likely to be in place for some time, for psychological resilience as much as physical health: 'When the workforce re-enters the physical workplace, strong health and safety protocols will be crucial for prevention and containment of spikes and to rebuild confidence.' There are also major concerns about the mental health impacts of continued remote working, including social isolation. The pandemic has brought renewed focus on the issue of wellbeing, already identified as a key driver in office design as companies recognise the link between employee wellbeing,



Dash Café at Dashwood, Liverpool Street ©Landsec

retaining talent and maintaining productivity in a challenging global market. There is now, for example, more awareness of and working towards the WELL Building Standard Certification, which puts employee wellbeing and health at the centre of design and management; Cundall's office at One Carter Lane was the first building in Europe to achieve this in 2016, while Landsec's Myo Liverpool Street has been designed to achieve the first such accreditation for a flexible office in the City of London in 2020. With the expected transition back to offices imminent, the NLA Expert Panel on Work concluded that the 'drivers for employees to return to the workplace will increasingly be the sense of wellbeing, learning and feeling connected', with improved air quality, ventilation, the use of natural materials, and access to nature and the outdoors as key priorities.

'The ESG [Environmental, Social, and Corporate Governance] agenda is now being taken really seriously'

As companies seek office solutions post-lockdown, many have pointed to the natural correlation between steps towards net zero carbon targets — London has committed to becoming a carbon-neutral city by 2050 with all new buildings to be net zero carbon by 2030 — and more resilient and adaptable spaces that support better health and wellbeing. NLA's Zero Carbon London report published in November 2020, argues the need for a focus on retrofit, the adoption of circular economy principles, decarbonising the grid, reducing embodied carbon in buildings, and increasing green infrastructure, among other measures. As Paul Wilkinson, the City Surveyor, points out, 'the ESG [Environmental, Social, and Corporate Governance] agenda is now being taken really seriously' among developers, landlords and occupiers, as these three main factors become mainstream in measuring the sustainability and social impact of investments.

The financial case for sustainable buildings has become better established. Research undertaken by JLL just before the pandemic showed that demand for sustainable office spaces was increasing and sustainable buildings in central London have a rental premium between six and eleven per cent.[15] And a recent survey by Knight Frank showed that 40 per cent of companies have a net zero carbon target, however, over 55 per cent responded that less than 10 per cent of their global portfolio has an environmental accreditation.[16] Retrofit has become a key strategy over the past decade and more, as developers and occupiers not only identify the economic and environmental advantages of refurbishing existing buildings, but also look to take advantage of history and character to differentiate their brand and culture and attract new talent.

Alongside this, take-up of and support for walking and cycling have grown exponentially, and have assumed even more significance during the pandemic as people find alternatives to the enclosed spaces of public transport.

Within and beyond the office: culture, leisure and nature

In the age of the mobile worker, the boundaries between offices, recreation, retail and other uses have gradually been breaking down, so that before the pandemic the concept of the 'digital nomad' embodied the idea of being able to work from almost anywhere with good Wi-Fi. Conversely the office had to work hard not only to attract talent by being in areas with accessible transport options and a variety of culture and leisure options at hand, but also as a destination and an experience in its own right — one that optimised collaboration and innovation and represented the company brand and culture.

The value of these integrated uses and multiple functions has become ever higher as landlords and companies start to think about how to attract occupiers and employees back to the office after lockdown. 'People want amenities', suggested Jane Clay at an NLA think tank on work in March 2021: 'What is the tenant prepared to put in versus what is the developer providing in terms of amenity, flexibility and infrastructure? The onus is to deliver more. …' One of the most notable newest examples of this emphasis on amenity uses integrated with workspace is 22 Bishopsgate in the City, with 200,000 sq ft of spaces and services including a 'food hub', wellness 'retreat', gym and club with lounge, bar and performance space.

'There's a broader point about placemaking – we've learned how valuable outside space is, from an office perspective as well, [people] want to go out to have lunch, 'walking meetings', etc. Are we making our places attractive for office workers?'

The pandemic has focused attention on the vital importance of access to nature and to high-quality public spaces as people made the most of their right to exercise outdoors alone or with their household. Alongside the multi-functional office building, observes Kimberley West, Head of City Planning Policy, City of Westminster, 'there's a broader point about placemaking — we've learned how valuable outside space is, from an office perspective as well, [people] want to go out to have lunch, 'walking meetings', etc. Are we making our places attractive for office





Top: An "innovation hub" at Freshfields Bruckhause Derringer offers a drop-in lounge to facilitate events, conferences and connections ©Sheppard Robson

Bottom: Market Peckham, an independent workspace offering small local businesses a flexible place to work, plus shops, bars and a music venue.

workers?' Such questions alongside the imperative of supporting cafes, restaurants and the retail economy saw the introduction and widespread take-up of 'al fresco' dining strategies, especially in central London, in the period between lockdowns in summer 2020, and again, as restrictions began to be lifted, from April 2021. The draft five-year recovery plan for the City of London reportedly seeks to ensure that the Square Mile 'provides a vibrant retail, hospitality and cultural offering that is engaging, dynamic, and animated', reviving a sector and network of support services and smaller shops that have been drastically hit by the loss of the City's office workers. This is in effect reinforcing the City's existing Draft City Plan 2036 which emphasises the need for more diverse uses, especially in the area's retail, night-time economy and cultural offer, and on urban greening and more social and community facilities.

International comparisons

COVID-19 has affected every area of the globe, with infection surges, lockdowns, and patterns of transmission and treatment varying enormously between regions and countries. Moreover, as Alexander Jan, Chair, Bee Midtown, pointed out in February 2021, London's economic recovery as a global city 'depends on how the vaccine rollout goes elsewhere', with vaccination rates in Europe significantly slower than in the UK in March 2021. International best practice is difficult to identify. However, in Asia, Keith Priest, Founding Partner, Fletcher Priest Architects, observes, 'this is their second pandemic in recent times, as they endured SARS [Severe Acute Respiratory Syndrome, another acute viral condition]' in the early 2000s, which creates an entirely different perspective — COVID-19 is less of an unexpected event to them than it is to us. Jose Merino, Head of Development, International, WeWork, reports that on that continent there has been a 'big return to the office, with China at 90 per cent occupancy'.[17] Other intelligence gathered by the NLA Expert Panel on Work in February 2021 indicated that in Australia, the city of Sydney is starting to return to the office in a hybrid model, arranged by teams per day. A preference for a 'campus' model combining several office buildings with amenities and services has also seen a resurgence in cities including Los Angeles and Moscow.

> *'I would like to go back to human interaction!'*
> *NLA Member Survey response, March 2021*

Evolution or revolution? – what is the current thinking?

By spring 2021, the success of the UK's COVID-19 national vaccination programme and the start of restrictions being slowly eased have sustained cautious optimism about the gradual return of workers to offices and the rebuilding of the capital's cultural and social life — a vital part of its economy: 'London will always reinvent itself', says Andrew Reynolds, Chair, EC (Eastern City) Partnership. Alongside responses to the pandemic, longer-term concerns about the economic impact of Brexit, the challenge of the climate emergency, an ageing population, and advances in technology and artificial intelligence will also undoubtedly alter the future shape of the office and how it functions within the city, even assuming significant economic recovery and ongoing vaccination around the world. Resilience against future pandemics has also risen to the top of the agenda. Ultimately what we see in office design, management and operation may therefore be much more of an evolution than a revolution. In the short term, as NLA's March 2021 think tank on work concluded, it is still too early in the potential recovery to know what a 'steady state' will look like, and this may not become clear until the later part of 2021 or 2022 at the earliest, if the government roadmap out of lockdown evolves as planned. As Oliver Knight points out, it is also impossible to make general predictions about the future of offices, as 'we will see different approaches depending on the sector' in question.

How will we work?

The prolonged duration of restrictions on activity against initial expectations has now, a year on, brought into sharp focus the positive and negative practical impacts of working entirely at home. Among the perceived benefits are no commute or associated travel costs, better work-life balance for some people, being able to attend meetings that would not be possible in person, and increased concentration on specific tasks. But the negative elements are now more apparent too: excessive screen time or 'Zoom fatigue', a lack of social interaction with colleagues and contacts, and too many virtual meetings, suggesting that existing office habits have been replicated despite or even because of the pandemic disruption as people seek to sustain and build working relationships. The inequalities of homeworking are also now more visible, not least as many have had children at home while schools have also been closed, caring or other responsibilities, or noise and other distractions. Space is also an issue, especially for younger people who are more likely to house share, which has again underlined the capital's inadequate supply of housing;[18] only 20 per cent of homes in

'The future office has to be better than the home.'
John Robertson,
Founder and Director,
John Robertson Architects

London have three or more bedrooms — the definition of 'family-sized'.[19]

Our means of maintaining business operations via the home has effectively crystallised thinking about what we cannot do remotely and what the office is essential for: collaboration on projects (especially acute in the creative industries) — in particular the generation of ideas and iterative development of projects that can rely on random discussions or spontaneous, informal encounters; learning, training and mentoring, especially for newer or junior staff; building rapport with clients and internal and external contacts; and effective management support. 'Architecture is a "team sport"', says Jason Balls, Director, EPR Architects, and the office can provide the forum where the serendipitous 'interesting mistakes' happen. Responses to the NLA Member Survey (March 2021) revealed how much consensus there was about these challenges: 'Design is collaborative — we have found nothing beats sitting round a table sketching!' (Anna Woodeson, Director, LTS Architects); 'Checking in with colleagues or just having a casual chat can be more challenging when not in the same space at the same time' (Julie Lecoq, Consultant, Workplace + Change, HOK); 'Group discussions are harder to hold remotely as body language cues can't be seen as easily, so people speak over one another more often. The company culture is motivating and helps to get you into the right headspace for the intense job. That is much harder to uphold remotely' observes an NLA Member Survey respondent. There is a sense now, in early 2021, that there 'is a weariness with the current lockdown which for some sectors is significantly impacting productivity and motivation'; as Benjamin Lesser, Associate, Development, Derwent London, also observes. 'The [homeworking] experiment is nearing its end', he says, as the office is 'needed for what it takes to run and grow a successful organisation. You can function adequately working from home, but you can't perform as best as you did previously.'

However, motivations for returning to the office are complex, and as the NLA Expert Panel on Work has noted, the pandemic has 'created the expectation of choice at employee level as to how, when and where they can work'. For this reason, hybrid working or distributed work — by which a person spends some of their working week, perhaps half, in the office and the rest elsewhere — seems to be a favoured option for many companies. A survey of 2,500 UK professionals by Gensler, undertaken in August 2020 in the brief period when about half of office workers had returned when restrictions were temporarily lifted, showed that 67 per cent preferred a hybrid model.[20] This is also supported by the more recent NLA Members Survey, in which 55 per cent of respondents expected to spend between two and four days a week in the office in the future. The prevalence of the hybrid working model is also impacting real estate analysis; in March 2021





Top: 100 Liverpool Street provides new retail and public spaces in the heart of the City ©Janie Airey

Bottom: At Google, AHMM's demountable meeting room system allows for spatial re-configuration as needs change

CBRE reported that it was using as its base case for prime central London office forecasts the scenario that just over three days per week on average would be spent in the office.[21] Hybrid working is not new, but its use may well intensify as companies try to support employee wellbeing by offering the best of both worlds. Yet effective leadership and management are vital to orchestrate work to maximum benefit for all and to avoid a two-tier system. The question, says architect Tim Hardingham, Managing Director, IA Interior Architects London, is: 'What is the equity of experience between "present" and "remote"? We have to avoid barriers to inclusion and career progression' for those working mainly outside the office.'

What type of space will we need?

With 'the return to the office' in sight, many companies are at a critical point in spring 2021 seeking to determine their post-lockdown operating models and optimise use of their workspace in a challenging economic climate. More than ever, the office will be a 'stage' for business that must work harder to provide a compelling experience alongside a space for social interaction; the pandemic has led us to re-evaluate its role more thoroughly and it must be a place with purpose completely aligned with business objectives. The quality of the office experience, in terms of design, operation, technology and amenity uses, will be the key to success. 'If it doesn't help the purpose [of the office], it doesn't make a difference', explains Jose Merino, Head of Development, International, WeWork, a sentiment echoed by Sascha Lewin, Chief Executive Officer, W.RE, who argues that a priority for business will be an 'aspirational environment, not just a cost point'. The office's role as an embodiment of corporate culture and purpose can be intensified by learning the lessons of retail and the decline of the high street and being 'a place for discovery, learning and brand values', argues Professor Jeremy Myerson, Director, WORKTECH Academy: a seamless integration of physical and virtual that represents 'omni-channel working' as much as the integrated online/real-world 'bricks and clicks' strategy has sought to sustain and reinvigorate contemporary retail.

'Under "amenity" I now value "quiet spaces" significantly more than gyms'

Flexibility will be the most important attribute of the future office, especially in terms of fit-out. Homeworking has perhaps brought more attention to how personality type — extrovert, introvert or ambivert — affects work performance, let alone shining a light on the infinite variety of home lives, personal situations and attitudes to work-life balance. In a hybrid working environment, there will be a need

not only for spaces for collaboration but also desk space, for example, for focused working for those who cannot or prefer not to do this elsewhere: 'Under "amenity" I now value "quiet spaces" significantly more than gyms', wrote one respondent of the NLA Members Survey. Open spaces are not always conducive to meetings especially with the expected continued use of videoconferencing; better acoustics (and perhaps also virtual backgrounds) may be even more important in the future. Effective and comprehensive sanitation and hygiene measures will continue to be critical for COVID-secure operation, certainly in the short to medium term, while there is some consensus that natural materials — especially timber — better ventilation and a feeling of spaciousness will help to provide not only a physically healthier environment but also a sense of reassurance for employees cautiously returning to enclosed spaces.

'"Generic" is really going to struggle'

A demand for high-quality, flexible and sustainable space that supports health, hygiene and wellbeing could present new opportunities for creativity and experimentation for the built environment professions. Some see the potential decline of global procurement for fit-out as more companies seek optimum and bespoke design solutions to match their exact needs and office cultures in different locations. '"Generic" is really going to struggle', suggests Grant Brooker, Senior Executive Partner and Head of Studio, Foster + Partners, '...The pressure on the commercial sector is very high to offer variety and choice — the workplace ... should not be governed by rules and standards from the past.' Even more than an experience and a destination, the successful office will become an ecosystem and a 'service'. Hospitality-led design and operation, drawing on the best practice of hotels, clubs and restaurants, will likely see more 'hotelification' of offices, with an emphasis on service and amenity, apparent even in the name of the building. 'The Northcliffe', a major refurbishment of the former Daily Mail Building in the City of London, due to complete in 2022, has a name that suggests a hotel or club rather than a workspace.

Oliver Knight reports that Landsec is seeing higher demand for customised spaces — fitted out by Landsec to meet a customer's needs — evidence that 'businesses will pay more for additional service and flexibility'. Market activity supports forecasts of a 'flight to quality': Savills reported in late March 2021 that while the twelve-month rolling average take-up of commercial space in the City and Central London was still far lower than that at the same point last year, the highest-rated (Grade A) space accounted for 100 per cent of this take-up — compared to the ten-year average of 73 per cent.[22] Demand for better





Top: Catering for different personality types, the Airbnb UK HQ offers "individual duck-ins", intimate quiet spaces for working ©Donal Murphy

Bottom: At PaymentSense a kit of moveable digital screens, team boards and tables allow to configure and reconfigure working spaces throughout the day ©BDG

quality among occupiers will require landlords to take more of a partnership approach, especially in terms of flexible leasing and in offering a variety of spaces and solutions. ‘Landlords will need to reinvent — competition for tenants will be a challenge’, says Paul Wilkinson.

Where will we work?

‘London will be resilient as the workplace market is already so diverse and sophisticated — early engagement with developers is something the industry already does’

While many businesses look to renegotiate leases, reduce office space or even relocate out of London, as mentioned above, the NLA think tank discussion in March 2021 demonstrated positivity about the post-lockdown future of London’s commercial property, especially as the capital has such a comprehensive and varied offer. ‘London will be resilient as the workplace market is already so diverse and sophisticated — early engagement with developers is something the industry already does’ here to anticipate and adapt to changing demand, notes



Gensler's office clusters teams on each floor in ‘neighbourhoods' to foster transdisciplinary collaboration ©Gensler 2021

Andy Young. However, it is important to remember that we are 'in the age of interdependence', says Louise Duggan, Area Manager, Regeneration Team, GLA, and that offices remain just one part of the diverse mix of integrated and complementary uses that are needed to ensure the capital's economic and social sustainability.

If the office itself must serve intensified functions to optimise collaborative working and social activity, as is expected, then conversely even more fluidity of inter-related spaces will be needed within a building, with new typologies supporting a more holistic approach to living, working and leisure (a recommendation already made by NLA in its 2016 WRK/LDN report). 'Buildings will move between different uses more easily than before', suggests Sascha Lewin. As many businesses assess their need for space and may seek to consolidate, coworking spaces, meeting rooms and roof terraces, for example, could become shared amenities, rather than being the preserve of different occupiers. One NLA Member survey response by Robin Lonsdale, Director at Spacelab, revealed that 'We've transformed our own workplace into what we believe is the workplace of the future. It is now an open "community and culture hub", that mixes workspace with contemporary art, music, work, a coffee shop, talks, classes, events, and everyday life. It will continue to be our place of work, but it's also open to everyone now.' Even previously commercially focused developers such as Landsec are now developing masterplans for residential-led, mixed-use development. Some see the possibility of more mixed-use schemes emerging in the 'ring' of travel Zones two and three around inner London, especially as there may be more space and opportunity to combine commercial space with last-mile distribution/logistics and convenience retail.

'Buildings will move between different uses more easily than before'

But, critically, it is not just amenity inside a commercial building that is important. Vital access to outdoor and green space during lockdown, and the devastating blow that the pandemic has wrought to retail, hospitality and cultural institutions, owing to prolonged closure, have exposed the extent to which these other uses and spaces are needed and supported by office workers. They are vital for bringing footfall and activating streets and town centres. Alexander Jan, Chair, Bee Midtown, explains that the central London business improvement district has undertaken research and consultation into how to activate and regenerate vacant ground-floor spaces as part of its renewal strategy.[23] As Jason Balls, Director, EPR Architects, reiterates, the office 'is a really important part of our community'. The

pandemic has also brought into focus how much we use ‘third spaces’ and public realm in our working lives, especially for ‘decompression’, or cognitive processing, between (face-to-face) meetings, for reinforcing business relationships, and for reflection, relaxation and even innovation; ‘walking meetings’, for example, can lead to 60 per cent increase in creative thinking, according to research by Stanford University.[24] Public and semi-public spaces offer a perceived ‘freedom’ that cannot always be replicated in the office environment. Alternative, informal social spaces such as clubs can also be ‘cost effective but high value’ in terms of building networks, says Andrew Dakers, Chief Executive, West London Business. John Dickie, Acting Chief Executive, London First, speculates that if hybrid working becomes the norm, a post-lockdown London may see more individuals from a wider spectrum of different professions and backgrounds coming into the city at different times — creating a more ‘diverse agglomeration that is economically powerful’ by offering wider possibilities for networking and collaboration.

London’s professions and trades have for centuries been associated with specific districts, as people and businesses benefit from being in proximity. If there is more interdisciplinary convergence and more mixed-use in response, will we still need the central business district? This is a key question that has been high on the regional and national agenda

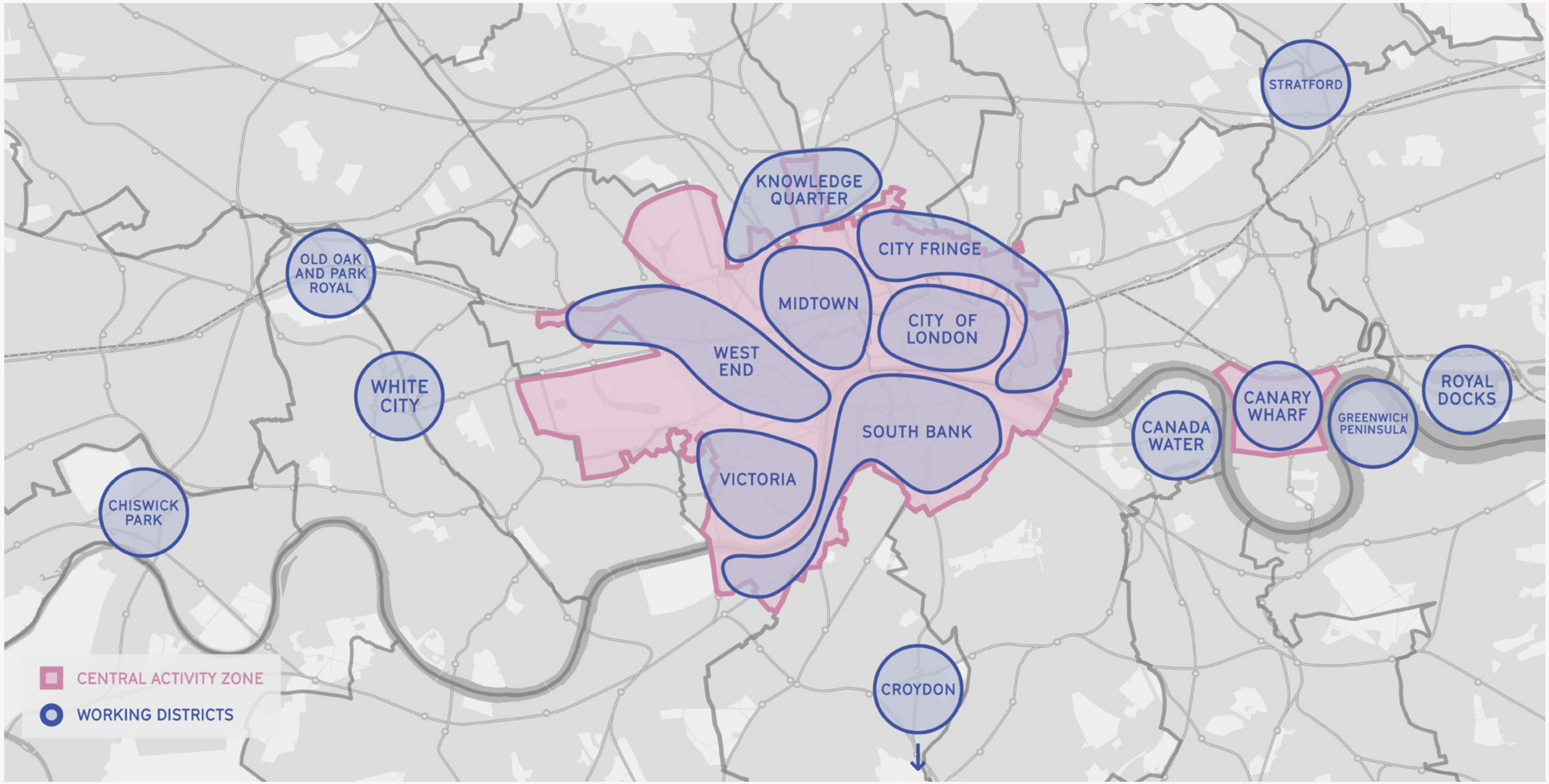


One Heddon Street features a rooftop terrace with spaces for working or having informal meetings, offering views overlooking Mayfair. By Barr Gazetas for The Crown Estate.

throughout the pandemic, not least as, in 2019, it was estimated London is responsible for 23 per cent of the UK economy but has just 13 per cent of the national population.[25] Instructions to stay at home during the pandemic have meant many fewer commuters travelling into the centre, with consequent adverse impacts; on the other hand, as a mayoral response to a parliamentary committee inquiry into supporting high streets after COVID-19 noted, 'the response to the pandemic has also fostered a greater desire among people to connect with their local area and to shift to walking and cycling — with potential positive impacts for local economic development …'.[26] However, the relationship between central and outer areas is symbiotic, not competitive, not least as the centre is effectively London's 'shop window' to the rest of the world. Kimberley West observes that in the City of Westminster 'there is still demand in central London, that will always be the case, the prestige of having a central London address will always be there', although significant concerns remain about the impact of perhaps even a third fewer commuters than previously, as suggested by a BBC survey exactly one year after the start of the first lockdown.[27] The greater ease and speed of accessibility into central London provided by the Elizabeth Line, when it finally opens, will perhaps be even more welcomed, and it is possible that central London office space may become more affordable to a wider range of businesses. Tim Hardingham, among others, suggests that more offices in the centre will be clustered around transport hubs, as people may still want to avoid a secondary commute by Tube or bus.

Earlier in the pandemic, a variety of spatial models were considered as businesses investigated options for the size, scale and location of their offices. Among these is the 'hub and spoke' model, in which a company has a main headquarters with suburban town centre or regional outposts, though this is probably only economically viable for larger companies with concentrations of workers living in specific areas. Instead, many suggest that we are likely to see more 'dedensification' and 'blended portfolios' whereby companies effectively take on more, rather than less, space, but which is distributed more widely across a range of assets spread across different locations. A central headquarters may be smaller but could be augmented by alternative options, not just homeworking, but perhaps serviced office spaces and individual memberships to coworking spaces closer to employees' homes. Such scenarios may perhaps present more opportunities for coworking providers to move further afield into London's other town centres. Andrew Dakers points out that members' club Soho House already has a presence in White City, while Jose Merino reports anecdotally that some companies in Canary Wharf are looking also to rent space in Hammersmith.

Affordable office and workspace for smaller, new and emerging businesses has long been an issue for



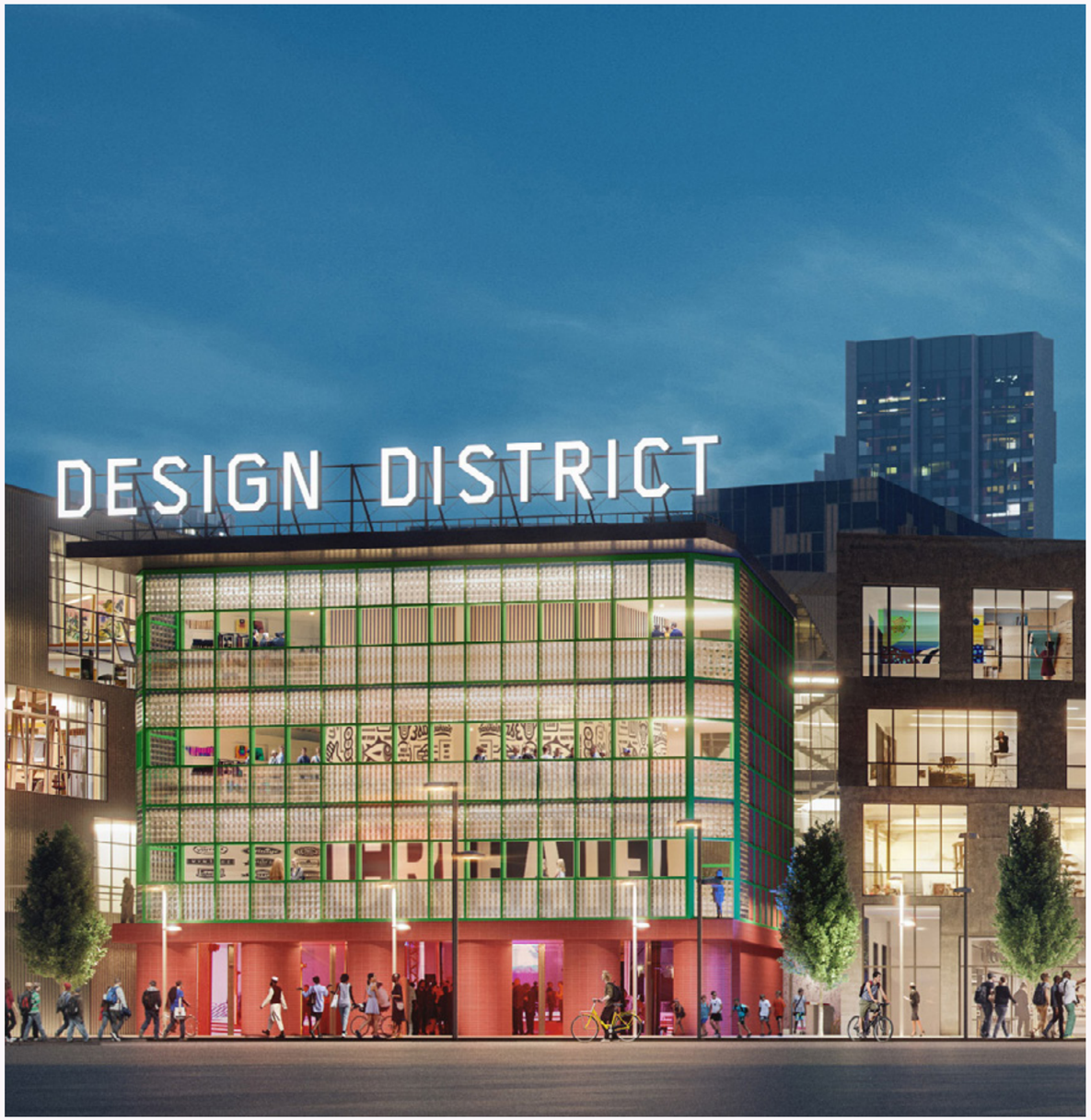
London's working districts ©NLA 2021

London and the urgent need for it was another key point highlighted in NLA's 2016 report. SMEs (small and medium-sized enterprises) account for 99.9 per cent of the UK's business population (5.9 million businesses), about a third of which are in London and South-East England.[28] Some reports indicate that more second-quality Grade B space, cheaper to rent, is coming onto the London market. Knight Frank reported that of the 3.1 million sq ft of space in London being released by tenants between March and December 2020, just over half falls into Grade B category.[29] While it may become more affordable for smaller businesses and start-ups if supply exceeds demand, the question remains of what may happen to older stock left vacant that may need to be repurposed, and not just converted to residential use as permitted development rights allow.

Flexibility of neighbourhoods, not just individual buildings, is essential for sustaining equitable economic activity across London — how do we offer a viable and adaptable mix of uses side by side? The role of the proactive local authority has become critical here, especially in repurposing council assets to support local growth and social cohesion. In Hackney, for example, the Wick Workspaces project seeks to transform council-owned buildings to deliver community uses, including sports, culture and training opportunities, alongside affordable workspace in partnership with local workspace operators. The new Design District at Greenwich Peninsula, set to open in Summer 2021, provides workspace for London's creative industries, accommodating 1,800 people, as well as communal facilities including a recording and broadcast studio, meeting rooms and a multi-sport rooftop court.

The promise of flexibility of uses to support revival of declining high streets and town centres was also presented in a radical change to the national planning system in September 2020. A variety of uses, including shops, financial and professional services, restaurants and cafés, gyms, and healthcare are now grouped in a new 'Class E' use class, with no planning permission needed for a change between them. Some see this as a largely positive move, which has enabled repurposing of vacant spaces, while others argue that communities may lose control over how their streets and town centres are reshaped.





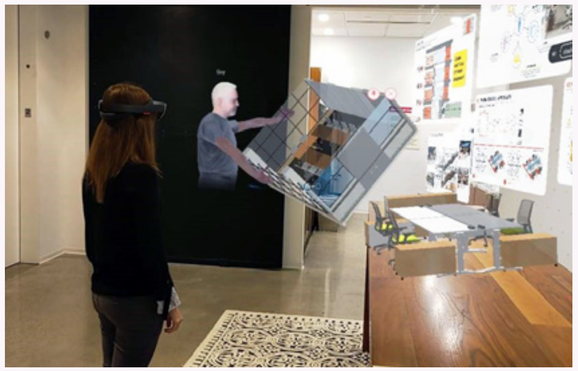
Left: Affordable workspaces offered in the Hackney Wick Old Baths Depot
Right: The Design District in Greenwich Peninsula will be a permanent home for the creative industries consisting of 16 buildings ©Design District 2021

How do we futureproof offices?

With an end to restrictions seemingly within reach, the focus has naturally been on measures to kickstart the economy and to enable workers to return to their offices, even if only part of the time. But most scientists (among others) share the view that COVID-19 will always be an endemic infection; as it is a novel disease, we can never be sure about how many variants may emerge as the virus evolves and what measures we will need to reinstate in the future. Futureproofing offices against this, potential new pandemics and the longer-term, structural challenges — notably the climate emergency and the potential economic fallout of the UK vote to leave the EU — is now a major concern as we look ahead.

Harnessing rapidly evolving mobile technologies, AI and robotics may help to provide solutions. The virtual and the physical office are still often seen as separate entities, but seamless integration of both will be critical if the hybrid of in-office and remote working is sustained at significant levels, as is currently anticipated. It will be needed for maintaining the integrity of workplace teams and effective management. Interior Architects Extended Reality (XR) concept, for example, launched in 2021, harnesses virtual reality and augmented reality platforms, among other techniques, to create 'interactive and immersive experiences to support culture, connections, productivity, user experience, brand, environments and enable distributed teams to come together'.[30] Monitoring the spread of the pandemic and its accompanying impacts has resulted in an explosion in data capture. Some predict that this will continue to evolve to predict commuting and working patterns with even greater accuracy to optimise use of the capital's (and national) infrastructure, and to improve building performance and allow more personalisation and customisation of office space through installation of advanced smart technologies. Apps such as HqO seek to create a seamless experience for building occupiers that gives on-demand mobile and web access to programming, amenities, and retail, while Arup's Space Explorer platform utilises data modelling and spatial analysis tools to identify optimum safe occupancy levels. Local authorities can also play a major role in facilitating digital upskilling or reskilling for smaller businesses. Enfield Council, for example, has partnered with the retail app 'ShopAppy' and provided digital training for local retailers to fully integrate the physical and virtual and provide a more comprehensive and accessible service.

Repeated instructions to 'socially distance' and to disinfect has made us hyper-aware of the space we occupy and the surfaces we touch. Biosecurity measures will undoubtedly be mandatory for the foreseeable future, so, as noted above, natural, durable and sterile or easy-to-sanitise materials — 'we need



Interior Architects have launched virtual reality and augmented reality platforms to support the integration of the hybrid model of in-office and remote working
©Interior Architects 2021

to be aware of what comes in on people's feet', says Andrew Reynolds — and touch-free screens are likely to become more common over time, as is natural ventilation, vertical circulation, and more volume and depth of space. As people are wary of enclosed spaces and may favour stairs rather than lifts, lift design and construction has become a key area for potential innovation. COVID-19 has led to a rethinking about density of occupation for many. Responding to the NLA Member Survey, Ed Sneddon, Partner, Development Management, Simten Developments, highlighted that 'Like most firms, we have barely used the office in the last twelve months. However, in that time, our company has grown, so on our return, we're actually taking more space. This is also a reflection of the fact we would now like to occupy at a lower density. This is probably more a reflection on the small space we occupied before and the fact with many meetings likely to stay virtual for some time, a greater degree of acoustic separation is now needed.'

Sustainability will be critical not only in relation to materials, services, technologies and management — including 'green leases' that commit to energy and water efficiency measures and waste reduction and management, for example — but also in relation to the location of the workplace within the wider city. Better provision for walking and cycling routes and electric vehicles has again become a key issue as people may be nervous about public transport. This extends from outside to in via the provision of front-of-house reception or concierge space for cyclists arriving for business meetings, not just serviced bike parks. All of Brookfield Properties' London buildings are now CyclingScore Gold certified (rated according to an official set of standards determining a building's 'micromobility' or cycling 'friendliness'), for example. A re-engagement with the 'local' may mean that more products and services within the office are sourced within the immediate area, supporting the local economy. Ultimately the resilient office will be one that is adaptable, accessible, healthy, responsive to need and environmentally conscious in order to support the working lives of Londoners further into the 21st century.





Left: All of Brookfield Properties' London buildings are now CyclingScore Gold certified ©Philip Durrant 2021
Right: At Republic the pedestrianisation of an existing roadway transformed the office's entrance into a vibrant, green public realm landscape

NLA Members Survey

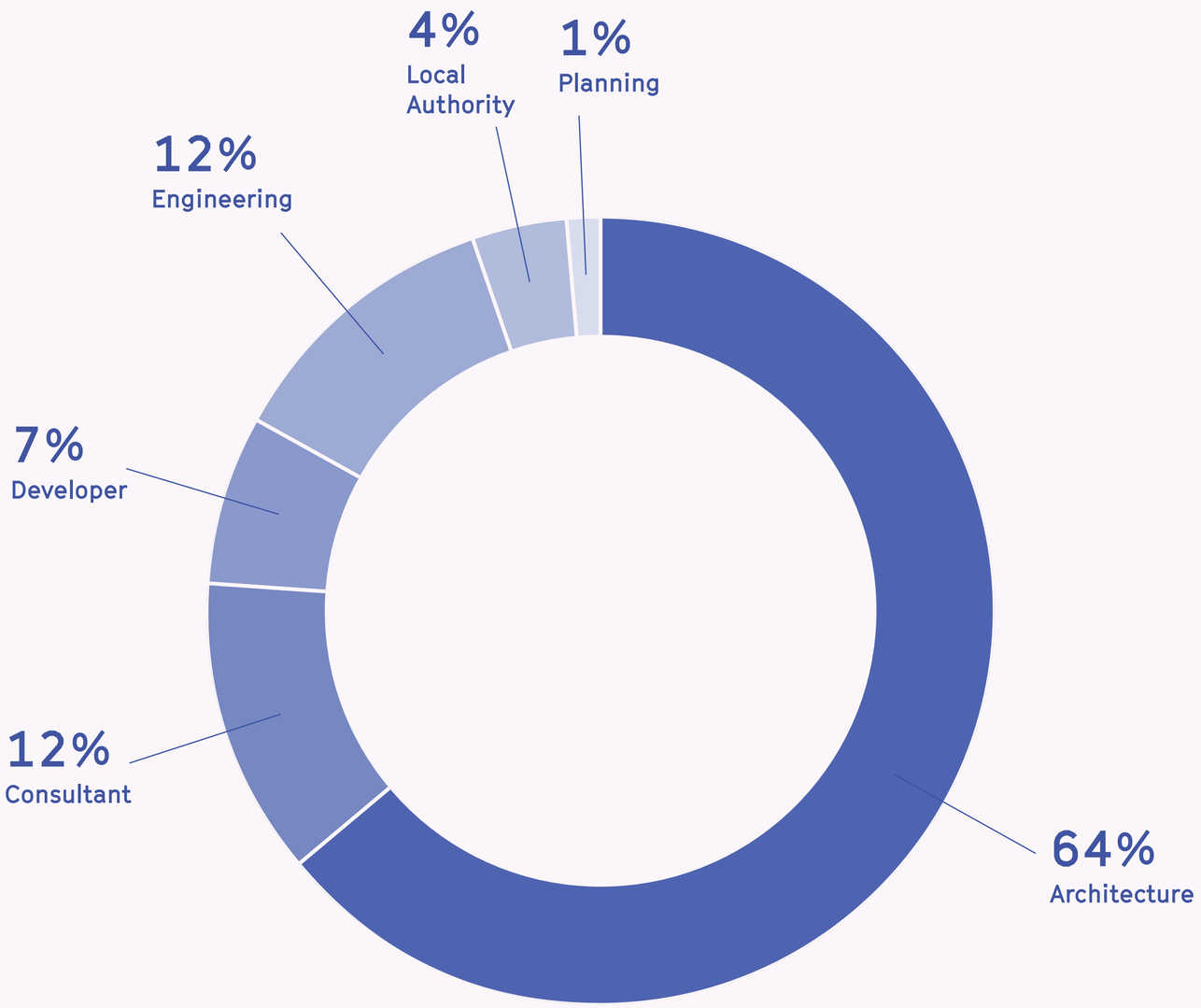
Introduction

In March 2021, after a year of working from home, NLA surveyed its membership of 520 built environment businesses to capture the personal experience of employees and understand their expectations of their future office.

The 180 responses illustrated here capture how people feel about the workplace at this point in the pandemic. It provides valuable insights into the future challenges for the commercial sector, from balancing employee and employer demands to understanding issues around flexibility, corporate culture and technology. NLA will continue to survey its membership regularly to document and measure the inevitable shifts in these demands on London's workplaces and employers.

NLA would like to thank all members who took part in the survey, as well as the NLA Expert Panel on Work who provided instrumental feedback in analysing and communicating the survey results.

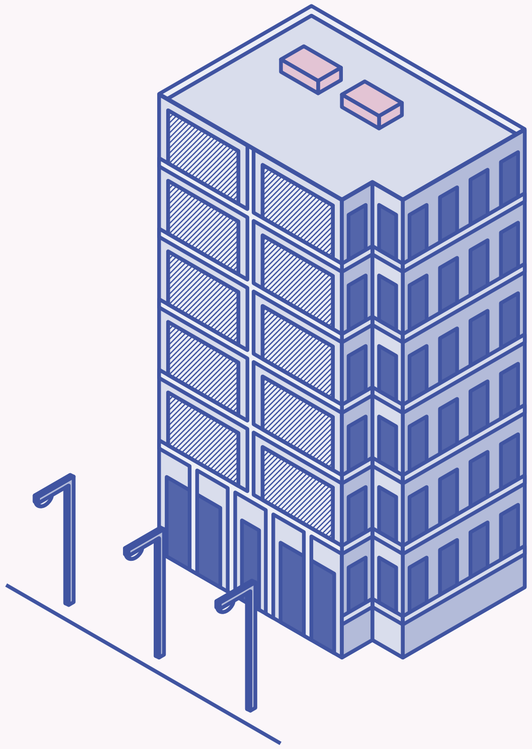
Organisations who took part in the survey by sector



Working from where?

While these responses seem to send a clear message around the return to the office, this is true of our current experience, when people start to return to the office we will start to notice changes in employee behaviour as challenges around hybrid working become more apparent.

It is clear that employee choice and flexibility of where, when and how to work has gained momentum and will need to be considered by employers. Management will be critical to balance the diverse demands of different personalities that will vary within a full spectrum of “office worker” in one end and “home/remote worker” on the other end.



Before COVID-19, how many days did you work from your office?

84%

Every weekday

9%

4 days per week

5%

Fewer than 2 days per week

2%

2 or 3 days per week

How many days do you expect to spend in the office in the future?

55%

2 or 3 days per week

21%

4 days per week

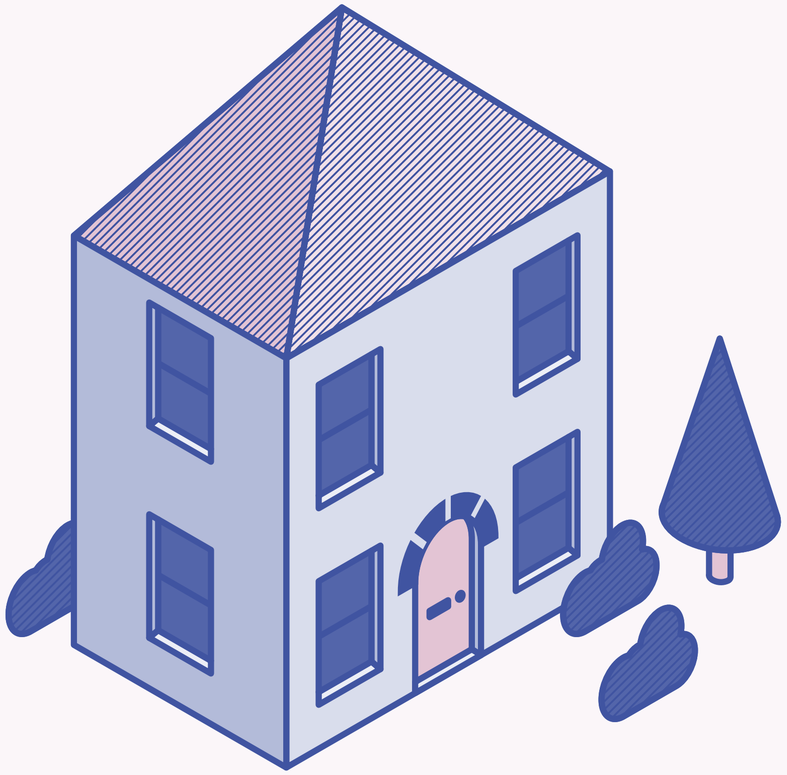
15%

Fewer than 2 days per week

9%

Every weekday

How long have you worked from home since the first lockdown in March 2020?



60%

Have continuously worked from home since March 2020 (approx. 12 months)

30%

Have worked from home since March 2020, but went back to the office for a few weeks in between the first and second lockdown (approx. 10 months)

6%

Have occasionally worked from home since March 2020 (approx. 6 months)

4%

Other

0%

Have not worked from home since March 2020

What has been the most significant impact of COVID-19 on your office?

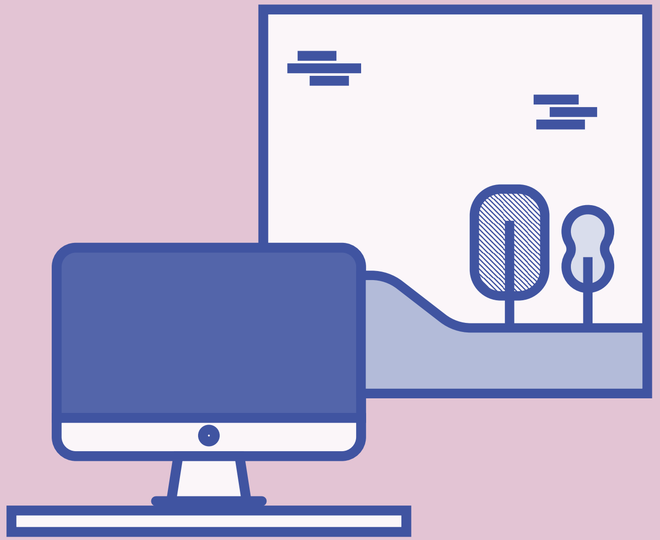
Working from home, changes to company culture and adjustments to office space all proved to be significant from an employee perspective, and employers will need to respond accordingly to these challenges. From the employers perspective it could be argued that technology and COVID secure compliance will prove to be the most significant impact in the longer term.

Adaptation of the office for COVID-secure compliance

Need to adjust amount of office floorspace (reduction, change of location, acquisition)

Use of new technologies

Changes to company culture, e.g finding new ways to collaborate



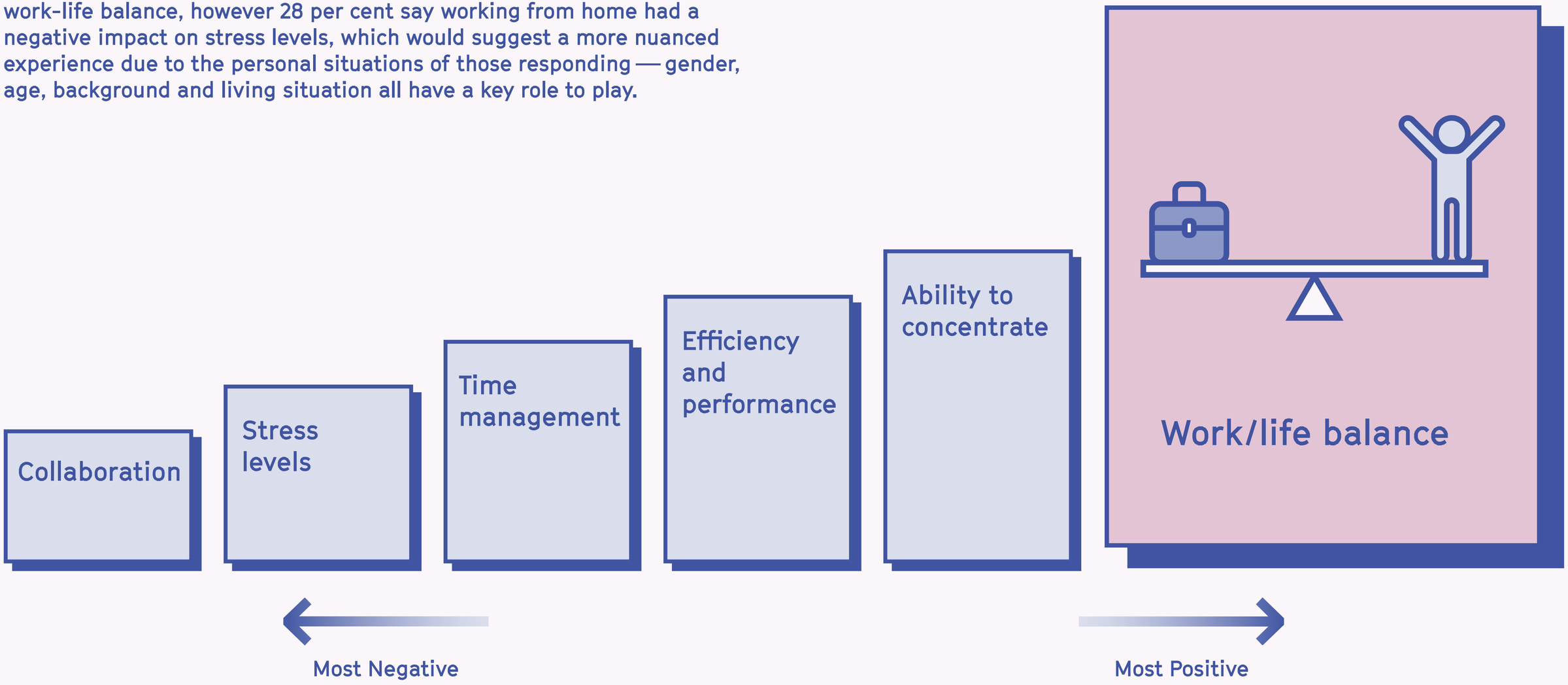
Shift to remote working and working from home

Least Significant

Most Significant

What has the been most positively affected by working from home this past year?

37 per cent say that working from home had a positive impact on their work-life balance, however 28 per cent say working from home had a negative impact on stress levels, which would suggest a more nuanced experience due to the personal situations of those responding — gender, age, background and living situation all have a key role to play.



Of the following scenarios which one would you most like to see for your office in the future?

77 per cent of respondents prefer the hybrid model of flexibly working from home or the office, with fewer selecting alternatives to their existing office, which could demonstrate a need for belonging to the corporate culture that the office creates. The need for the office could be explained by the specific needs of certain professions, i.e. architects requiring workshops for models and space for project presentations. What "flexibility" means will vary for different businesses and will have other meanings for the employer.

77%

Hybrid office:
keeping your current office but having two or three days a week in the office while working from home the other days

12%

Traditional HQ:
going back to your office as you find the location and its cultural offer to be essential

4%

Hub and spoke:
a main office (hub) with satellite workspaces (spokes) to have a professional place of work but within easy reach of home

3%

Shared co-working space:
moving entirely into a co-working space or membership-based model, having greater freedom while keeping a space to collaborate when needed

3%

Other

1%

Keeping a central office but having access to other co-working spaces in other locations

What do you need the office for?

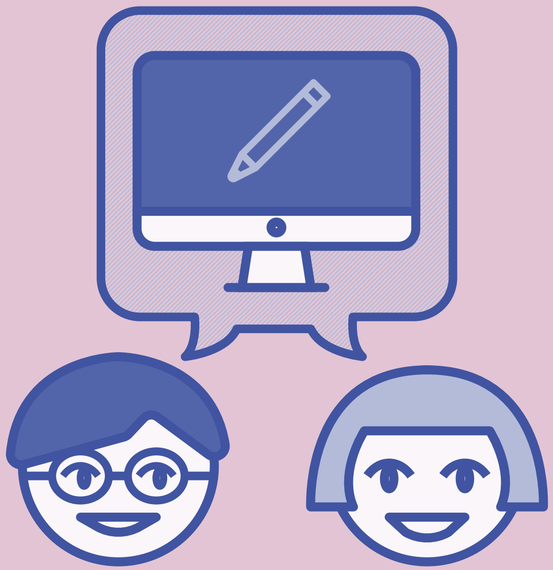
With 40 per cent agreeing that in person “collaboration” is one of the most important aspects of the office, the need for a shared sense of belonging is underlined. The “learning and mentoring” experience of those who started working during the pandemic, may illuminate what is required of hybrid working to enable team building.

Private social events in proximity to office

Face-to-face meetings with external contacts and networking

One-to-one discussion with collegues and social events connected to work

Learning and mentoring

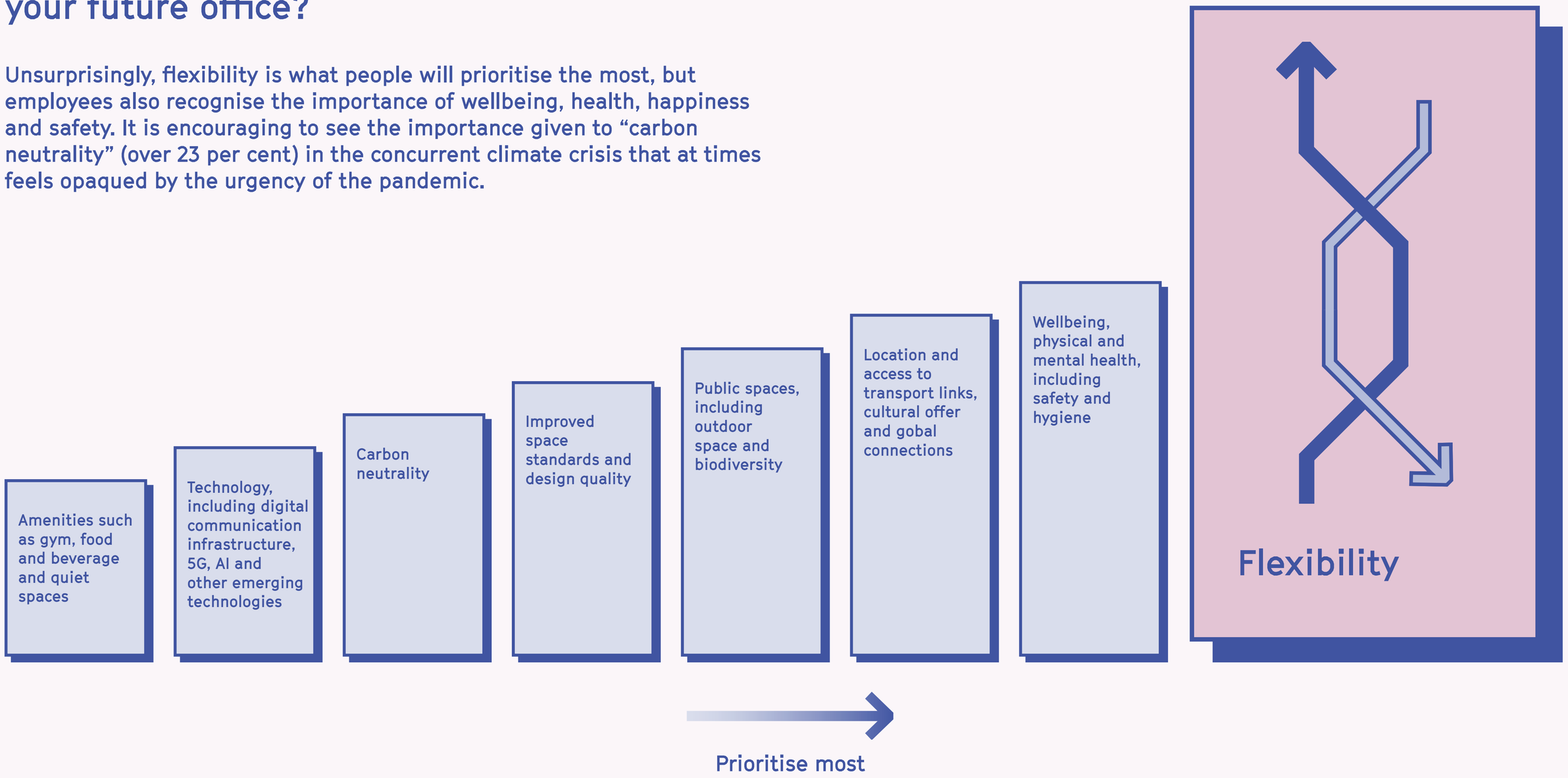


In person collaboration with team

Need most

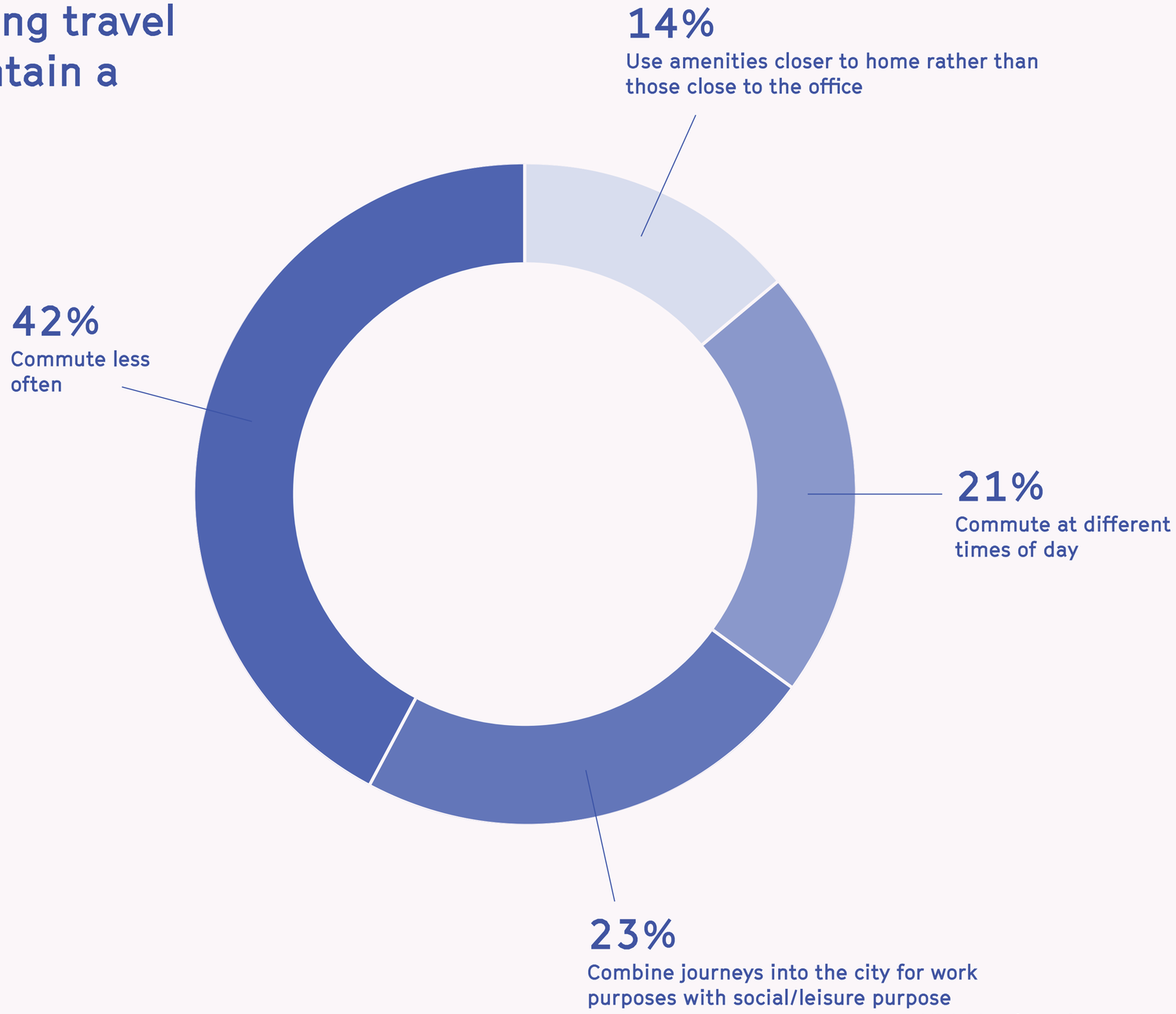
How would you prioritise your demands of your future office?

Unsurprisingly, flexibility is what people will prioritise the most, but employees also recognise the importance of wellbeing, health, happiness and safety. It is encouraging to see the importance given to “carbon neutrality” (over 23 per cent) in the concurrent climate crisis that at times feels opaqued by the urgency of the pandemic.



After COVID-19, which of the following travel changes will you make to help maintain a work/life balance?

42 per cent support less commuting as this has evidently been one of the benefits of working from home. However, this may be more about the experience of commuting rather than the office itself. There seems to be a double benefit in terms of cost and enjoyability of commuting less often. This is an important point in terms of office location but also transport and urban planning at large. Will companies encourage workers back to the office with travelling subsidies? How might government financially encourage active travel or offer better quality transportation systems?



Viewpoints



Agile Business Models
Oliver Knight, Head of Offices & Myo, Landsec →



Attractive Places
Alastair Moss, Planning Chair, City of London Corporation →



Healthier Environments
Kay Sargent, Global Director of WorkPlace and Beate Mellwig, Director of Interiors, London, HOK →



Mixed-Use Buildings
Sascha Lewin, CEO, W.RE →



Supported Workforce

Katrina Kostic Samen, Head of Workplace Strategy & Design, Director, KKS Savills and Chair, NLA Expert Panel on Work; and Yetta Reardon Smith, Associate Director, Senior Workplace Strategist, KKS Savills →



Sustainable Design
Alex Potter, Associate, Sustainability Lead, EPR Architects →

Agile Business Models

Oliver Knight, Head of Offices & Myo, Landsec



← WRK/LDN: Office Revolution? ← Viewpoint Index

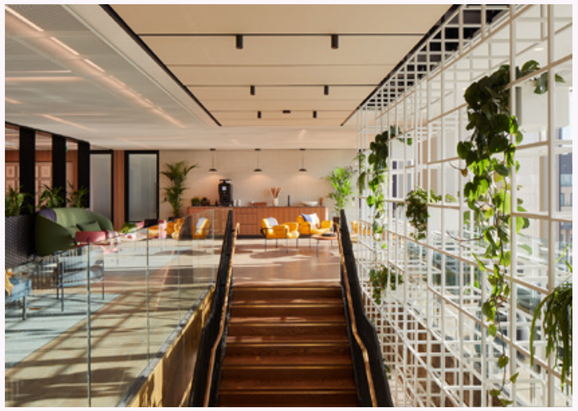
At Landsec we have been preparing for some time for ‘hybrid’ working; a flexible approach to space, allowing people to spend some working time at home and some working time in the office. The upheaval of COVID-19, however, has accelerated this trend. Now hybrid working is likely to take centre stage when we return to the office. With this new normal in mind, it is clear to us that the best support we can give our clients, when thinking about their office space, is to understand the nuances and application to each of our customers’ office needs and offer a bespoke solution. This solution considers their size, culture, the type of work they do, their business maturity and brand identity.

Expectations of offices from employees and therefore employers have never been higher. For me to leave my home office and commute to a workspace, I expect, when I get there, for it to provide an all-round great experience and to run like clockwork with my health and wellbeing as the top priority. At Landsec we are pushing the boundaries on what’s possible in health and wellbeing for offices, exploring the latest data and solutions on the impact of biophilia, natural light, views and art, not to mention enhanced safety and cleanliness. At Myo (our flexible office brand), with locations at 123 Victoria Street and Liverpool Street, we are trialling a smarter air measurement system which is, as far as we are aware, the first of its kind built with the WELL Building Standard™ certification, the leading global accreditation for community and commercial buildings, in mind.

Demand for truly excellent spaces in London is at a peak, with offices requiring something more than what you can create at home. To do this they need to be carefully configured to allow for diverse needs, with spaces for quiet reflection, spaces to collaborate and opportunities to encourage those serendipitous conversations we know make people feel happier. The ‘small’ things are important too and have a big impact on a successful day, such as lifts working and printers printing! All Landsec offices are built with these ‘brilliant basics’ as standard, and we take the small details very seriously.

In terms of leases and product offering, choice is key. Our refreshed office products offer three options for customers, either individually or in combination, to allow businesses the ability to stick with us as they grow, or if their needs change. The ‘Blank Canvas’ offers traditional self-contained offices completed to Cat A and ready for customers to fit out to their own standards, typically with longer leases and for companies with a headcount of over 100. Then ‘Customised’ offers self-contained offices fitted out to a customer’s needs and managed by Landsec, typically with leases of five to ten years and for a headcount of 50 to 150. Landsec will plan, design and deliver personalised high-quality workspace that is ready





Top: ‘Customised’ offers self-contained offices fitted out to a customer’s needs and managed by Landsec

Bottom: ‘Myo’ offers a turnkey solution with leases of one to five years

to move into with ongoing service provided by us. And finally, ‘Myo’ our design-led flexible workspace product, offers a turnkey solution with leases of one to five years, typically for a headcount of ten to 100. Myo, which is expanding to Liverpool Street this month, provides flexible and bespoke private offices with dedicated concierge services and stylish shared spaces. Bookable meeting rooms and event spaces are also available for all Myo and Landsec customers on-demand.

Our industry has undoubtedly been disrupted this year, but what is clear is that our customers still need and want offices. We are seeing an acceleration of the ‘flight to quality’, with elevated experience and quality expectations. Adopting a partnership approach, delivering a choice of solutions and great experiences with a focus on healthy and sustainable spaces, will align with customer’s current and future needs.



Blank Canvas offers traditional self-contained offices

Attractive Places

Alastair Moss, Planning Chair, City of London Corporation



©Jason Hawkes

← WRK/LDN: Office Revolution? ← Viewpoint Index

The future of the office has been a source of much debate over the past twelve months as many of us have become unexpectedly accustomed to working from home. There is no denying that the COVID-19 pandemic is changing ways of working and accelerating some trends that were evident already in urban centres. Greater flexibility and different working patterns are likely to become increasingly common. Nonetheless, we are unwavering in our confidence that the City of London office market will prove resilient and remain internationally attractive due to our robust fundamentals.

Senior leaders at businesses have told us that they remain committed to maintaining a central hub in order to bring staff together to innovate, collaborate, learn and socialise. Employers have also dedicated considerable resources to deliver COVID-secure workplaces and to restore confidence among their staff, many of whom are eager to return to the Square Mile when restrictions are relaxed.

We fully believe that the bulk of workers are keen to return to the Square Mile, even if the way that they use their offices may change. It is also important to remember that working from home does not necessarily work for everybody.

This confidence is underpinned by strong demand from developers and investors. In the first two months of 2021, our Planning and Transportation Committee granted consent to applications equivalent of almost 80 per cent of the total office floorspace approved for the whole of last year. Three recently approved tower developments embrace health and wellness trends, while they also offer break-out and flexible spaces to ensure they can adapt to new ways of working in the post-pandemic world.

The City Corporation is committed to supporting the economic recovery from the pandemic as we build back better. As part of our recovery work, we have established the Recovery Taskforce which focuses on our mission to ensure the Square Mile is the world's most innovative, inclusive and sustainable business eco-system and an attractive place to invest, work, live and visit.

The Taskforce sets out how we will build on these strong foundations by working even more closely with the property industry to promote sustainable, flexible and adaptable buildings. We will also future proof supporting infrastructure, create new public spaces and accelerate plans to make our streets more accessible.

Placemaking and culture will play a significant role in attracting workers back to the office. Arts, culture and a vibrant public realm have long been essential to the very fabric of the Square Mile and indeed they

remain areas vital to the future. Major projects, such as the new Museum of London at Smithfield and our investment into the Culture Mile, coupled with public benefits in new developments, will build upon the work we have put in over recent years to creating a world-class 24/7 City.

We are adamant that the future of the City of London, and the future of the office, remains bright.



Broadgate Circle in the City of London

Healthier Environments

Kay Sargent, Global Director of WorkPlace and Beate Mellwig, Director of Interiors, London, HOK



← WRK/LDN: Office Revolution? ← Viewpoint Index

COVID-19 has changed the way we work. Preparing the workplace for the return of people will likely be far easier then preparing people for the return to shared space. We have all been through some degree of trauma and the reactions to that will vary. Some may be cautious while others may be more cavalier. But we know that circumstances demand that we address health and well-being more proactively going forward.

Today, we have all have a heightened sensitivity to our surroundings and many are concerned about their well-being in shared spaces. Even though recent data shows low transmission from surfaces, many companies still envision adopting enhanced cleaning protocols. This may include clean desk policies that allow surfaces to be properly cleaned after use, reducing things left out within the workplace that require cleaning, limiting touch points, and shielding within the space to reduce the spread. There will also be an increased need for access to hand washing facilities. Companies are also reviewing material specifications to include materials that are less porous, easier to clean, inherently anti-microbial and bleach cleanable.

Mental health is still considered a taboo subject by many; hence stress, burnout and depression are some of the most overlooked issues impacting work today. One in four people are likely to have a mental health challenge at some point in their lives. The drivers of mental health include socioeconomic, biological and environmental factors, such as work conditions, lifestyle and health behaviours, nutrition, and genetic components that influence chemicals in the brain. In 2019 the World Health Organization classified workplace burnout as an occupational phenomenon for the first time. But despite the impact it has, the global spend on mental health is less than USD $2 per person.[1]

We must also acknowledge that we are social creatures. Loneliness is becoming an epidemic, and it is not just COVID related. 60 per cent of people felt lonely at work before the pandemic. Chronic loneliness has a real impact on our mental and physical health and can be as harmful as having 15 cigarettes a day.[2] Social engagement promotes long-term brain health. People that feel socially isolated, or have sedentary lifestyles, tend to score lower on cognitive performance measurements and are more likely to face an increased risk of developing dementia later in life.[3] But during COVID many are working even longer hours and experiencing increased feelings of loneliness.[4] A new report by the Centers for Disease Control (CDC) in the United States, found that depression symptoms among Americans were four times higher in June of 2020 as compared to 2019 and that anxiety symptoms were three times as high.[5] The increase was especially notable in young adults, essential workers, and minorities.



Shiseido Americas Headquarters in New York by HOK
©Eric Laignel

The World Health Organization has also adopted a new definition for disabilities which reframes the issue. Physical, cognitive and social exclusion can occur at the point of interaction between the individual and an environment when there is a misalignment between them. It is no longer defined simply as an individual's condition. Hence the issue is more focused on the environment or space not being designed to be accessible or to support the needs of the individual and/or the community. In the 30 years since the passing of legislation to ensure space is accessible to all, the built environments have made major strides. But there is still work to be done. And disabilities are not the only consideration when it comes to physical wellbeing. A recent study showed that after the stay-at-home orders were implemented, most people said they struggled to reach or maintain their weight goals.[6] And half of a respondents in a recent survey stated that they stopped exercising as much and even more said the intensity of their exercise decreased. The Institute for Employment Studies also found that 20 per cent of respondents admit to drinking more daily since the early days of the pandemic and a third say they are eating less healthily. 60 per cent report more problems sleeping.[7]

Our physical, mental and emotional health has taken a hit in recent years, and COVID made a bad situation worse for many. But we can create spaces that meet our needs. To do so we need to acknowledge the problems and start with the basics. We need to ensure that spaces provide optimal ranges for temperature, lighting, air quality, and noise, and that they are a haven for workers. Beyond the basics, we need to meet ergonomic, privacy, and safety ideals for wellness. But to go beyond that basic need and achieve wellbeing, we need to create spaces that enable individuals to find the right level of engagement, interaction, and connections, as well as reinforce the values and culture of the organization. The incorporation of biophilia and authentic, natural elements into high-tech work environments mitigates the negative impact of stress and enhances the well-being of occupants. As we return to the workplace, we must be proactive to provide access to all and to create healthier environments for our whole selves.

1 https://v2.wellcertified.com/v2.1/en/mind/feature/1

2 https://www.employment-studies.co.uk/resource/ies-workinghome-wellbeing-survey

3 https://www.washingtonpost.com/local/social-issues/too-much-tv-can-raise-the-risk-of-alzheimers-new-study-suggests/2015/07/20/7dcdc4cc-2eea-11e5-97ae-30a30cca95d7_story.html?utm_term=.868c0f1f96a7

4 https://www.employment-studies.co.uk/resource/ies-workinghome-wellbeing-survey

5 https://www.usnews.com/news/health-news/articles/2020-08-13/coronavirus-pandemic-causing-anxiety-depression-in-americans-cdc-finds

6 https://www.medpagetoday.com/meetingcoverage/obesityweek/89570

7 https://www.employment-studies.co.uk/resource/ies-workinghome-wellbeing-survey



Shiseido Americas Headquarters in New York by HOK ©Eric Laignel

Mixed-Use Buildings

Sascha Lewin, CEO, W.RE



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The 2020s will be a watershed decade for the commercial property industry, for the better. The pandemic has accelerated trends for greater sustainability and flexibility in the office sector and we now have a golden opportunity to grasp this mantle of change and help shape it. Advances in technology mean that many office-based jobs can be accomplished from anywhere. This was poignantly demonstrated during the pandemic and numerous predictions heralding the end of the office were made. Equally, we learned to appreciate the benefits of meeting face-to-face to connect, to collaborate and to learn from each other, which remains a vital component of our work life.

Simply put, environments that are conducive for people to connect and to collaborate do not look like today's factory style offices, with rows and rows of desks stacked on floors one on top of another in hermetically sealed buildings. Instead, the office of the future will become greener, brighter, and more fun to spend time in with wellbeing of staff and visitors at the centre of new office design. Workplaces will be more immersive with a multitude of spaces that may resemble a kitchen table environment, a coffee shop, or a private lounge. It is not necessarily about less space being required, but better-quality space. Adaptability of buildings is growing in importance during the design and planning process. We need to simplify the switch between use-classes and further encourage the repurposing of existing building stock over replacement.

The shift towards a decarbonised grid will continue to accelerate and we will see considerable innovations in the materials and the methods we use to construct buildings, as well as the way buildings are ultimately run and managed. W.RE, like many other leading real estate companies are true believers in sustainable buildings. The shift in the industry from ESG factors being largely a box ticking exercise to a genuine approach is palatable and that is a good thing.

Connectivity remains key and location, location, location is a mantra that still rings true. The days where an occupier was innately bound to a specific London submarket depending on their industry, like banking being based in the City, or media companies clustering in the West End, are effectively over. Today's occupiers are more footloose, but they desire buildings that meet wider occupational needs and crucially, buildings that their staff and customers can access easily. This makes proximity to major transportation hubs a priority. We still see clusters of occupiers developing, like the Knowledge Quarter at King's Cross, St Pancras where W.RE is developing St Pancras Campus a 200,000 sq ft mixed use scheme incorporating office, residential, retail, and light industrial uses on a 1.2 acre site, but more location variety is now on offer and buildings need to work harder to attract occupiers.

Suburbs and local high streets will also benefit. We increasingly see local authorities from outside

the CAZ working hard to attract more office-based businesses to their areas while major employers are embracing the idea of offering their staff workspaces closer to their homes — the hub and spoke system in practice. The support and interest shown from local stakeholders to our proposals for the repurposing of the iconic Arding & Hobbs department store opposite Clapham Junction station is a good example. Councillors and the wider community saw our plans to regenerate the Grade II listed building as a way of breathing new life back into the high street, to give a boost to the transport hub and to satisfy the need for more local workspaces centred around one of London's busiest transport intersections.

The shifts we are seeing are not exclusive to changes in office design. There is also a change in how the office sector markets itself and the relationship between landlord and occupier. Again, many had embraced this move before the pandemic, but the pace of change is increasing. More property companies will launch own branded serviced office products alongside other landlords agreeing to have operational partners for their portfolios. This blueprint for office leasing across the commercial real estate sector will also see more flexible leasing agreements and short-term tenancies. The same is true for the retail sector, especially in locations where pop-up shops can be accommodated.

London and the future of the commercial property sector is in a good place. We have scale, innovation and desire to respond quickly to the changing environment on our side. The office will continue to bind teams together in a common endeavour and a shared culture, creating friendships that often form part of an individuals' social infrastructure. Buildings are the best way of delivering on sustainable future work-life balances. London in its entirety, is a global gateway city and our offices are beginning to really reflect how we live and work much closer together.





Left: St Pancras Campus incorporates office, residential, retail, and light industrial uses ©Caruso St John | Right: Arding & Hobbs regenerates a Grade II listed building breathing new life back into the high street ©Stiff+Trevillion

Supported Workforce

Katrina Kostic Samen, Head of Workplace Strategy & Design, Director, KKS Savills and Chair, NLA Expert Panel on Work; and Yetta Reardon Smith, Associate Director, Senior Workplace Strategist, KKS Savills



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The collective experience over the period of the pandemic will have long term impact. People are not only more bio-aware now than they were previously, but have also been given the opportunity to work remotely and sample the experience of reduced commuting and the comfort of home. For the majority of us, this means that the future will be a balance between the office and elsewhere, but what's clear is that the office cannot be matched for culture, community, collaboration and learning.

Companies, therefore, must position themselves as an employer of choice as workforce expectations will be more than just variety, autonomy and flexibility, now also extending to both physical and mental wellbeing. Moreover, there will be a strong desire to work for businesses who are socially and environmentally conscious. To that end, workplace design is a strong communicator for company values, brand and culture; it should reinforce the organisation's vision both internally and externally.

The diminishing five-day-workweek and resultant physical-digital workplace will present challenges; however, it also offers huge potential to support greater diversity and inclusion.

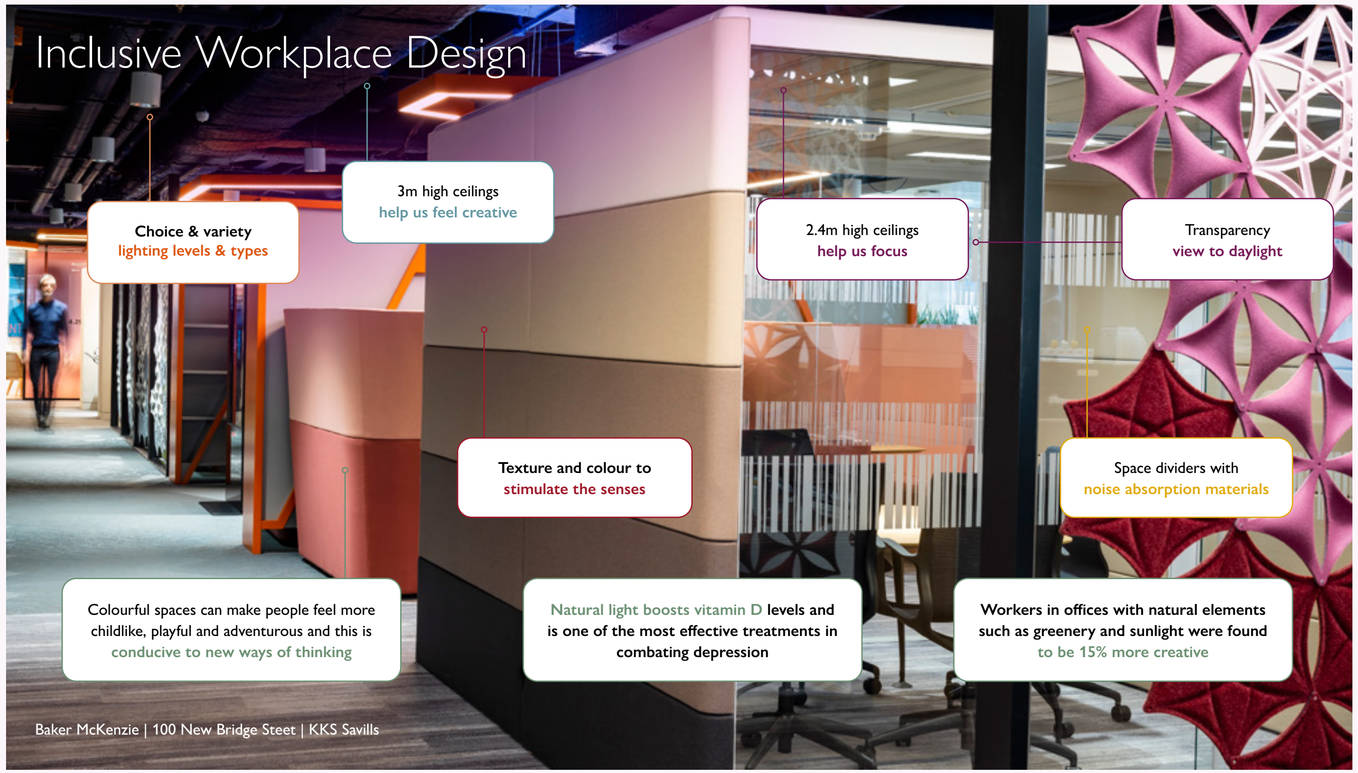
The diversity mosaic is complex, ranging from gender, race, age and disability to other areas such as neurodiversity. Neurodiverse people have a huge range of skills and although as many as 15 per cent of the UK population fall into this category, many are not in full-time employment for reasons that are easy to rectify. Technology has a vital role to play and assistive technologies can provide the key to unlocking the workplace. If this is considered alongside the ability to operate in different locations in the future, then huge gains can be made towards greater inclusivity.

Good design of an agile environment is essential. The three primary areas are lighting: daylight and a variety of lighting levels; noise: acoustic solutions that minimise disturbance; and wayfinding: clear, concise directions with landmarks for orientation, both digital and physical. Most workplace adjustments can be provided easily and cost-effectively. Be prepared, though, to monitor and make modifications where necessary.

Future working models will not come without their challenges. The physical-digital workplace will need to be managed carefully alongside the adoption of new protocols. Staff and managers should communicate clearly and consider how to avoid a possible two-tier culture or 'proximity-bias' that could become embedded. Managers, accustomed to leading teams in the physical environment, might need support to ensure effective communication and delivery of a fair and equitable platform for their people.

Flexible working now and in the future requires a culture of trust; for some organisations this will have been demonstrated over the last year. However, for those firms whose culture lacks structure and clarity, an HR perspective will be important to deliver successful protocols and innovation. This period has increased the number of people suffering from stress and fatigue and many of us will continue to require support as we transition out of the pandemic.

Ultimately, the post-COVID workplace will revolve around people's perceptions, the ability to mitigate risk and flexibility demands. There will be bumps in the road but these can be managed with strong planning, clear communication, cultural innovation and awareness of the impact of change. The goal of the future workplace must be smarter, more inclusive, engaging and effective; today's workforce will benefit from a proactive set of protocols to welcome them back.







Sustainable Design

Alex Potter, Associate, Sustainability Lead, EPR Architects



©Simon Kennedy

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For most of us, last year has brought about significant change as individuals, as a society and as a workforce. It has made us question our combined impact on the planet and whilst it may not have affected the course of climate change itself, it has taught us a valuable lesson about our ability to adapt and take action.

The UK's Climate Change Committee (CCC), an independent, statutory body established under the Climate Change Act 2008, has warned that continued destruction of habitat and rising global temperatures will ultimately contribute to a higher likelihood of future pandemics. As a greater appreciation of this correlation emerges, it seems only likely that politicians and business leaders will seek to build in safeguards against such future outbreaks — and as originators of the built environment, we must adapt our response to help mitigate such risks, improve social fragmentation and mend our threatened economy.

Recent polls suggest that most employees favour some form of flexible working and indeed there is speculation that this could become enshrined in law. Many employers will see this as a cost-effective way to attract the best talent, retain employees and achieve higher levels of gender equality; but with hybrid working and 'work ready homes' fast becoming the trend, where exactly does that leave the workplace?

With much speculation about changes in our behavioural patterns, what we can say with some certainty is that the sudden shift to distributed work has provided a once-in-a-generation opportunity to reimagine everything about how we design offices and run our businesses in view of a more sustainable future.

Before the pandemic, most FTSE 100 companies had in place, or were developing, science-based targets to achieve Net Zero by or before 2050, which is only set to increase over the coming years. One of the ways this could be realised is to let sustainable office space, thereby projecting the demand for lower carbon offices to dramatically increase. In EPR's collaborative research on the UKGBC's 'Building the Case for Net Zero', we discovered that to achieve lower embodied and operational demands for offices spaces there would be greater demand for mixed mode ventilation strategies, lower levels of glazing, greater use of CLT and ultimately, the dematerialisation of CAT A fitout.

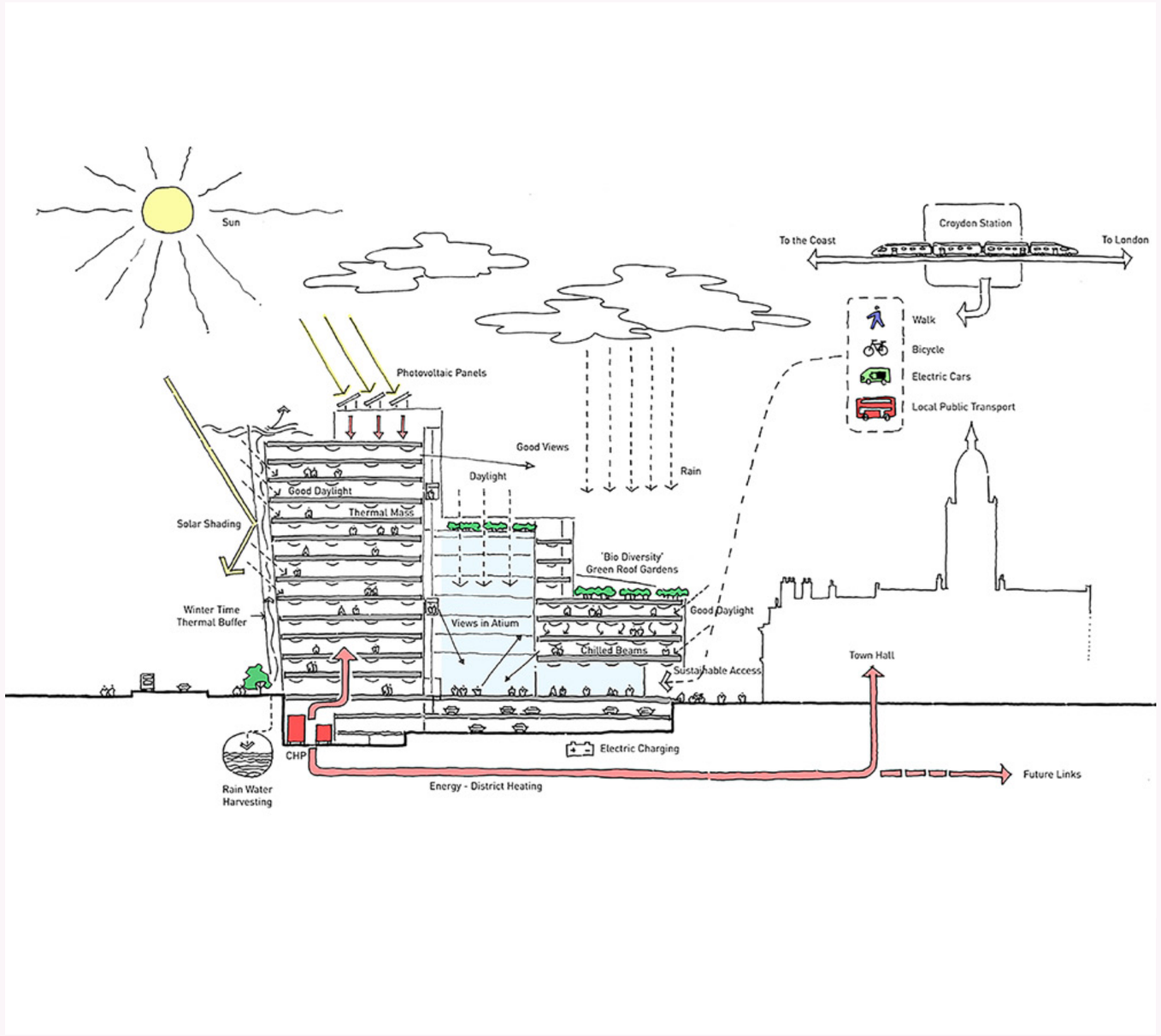
Following a pandemic there will undoubtedly be residual health concerns about the transfer of illness and therefore we may see this manifest in a higher degree of automation and no-touch technology. It is also likely that this will affect MEP equipment, leading to greater demand for higher rates of air change and increased air filtration, with a potential shift from



60 London Wall City of London BREEAM Outstanding
©Gareth Gardner

ceiling mounted services to reduce dust traps and provide visibly clean environments.

As enduring as the pandemic has been, so too must be the design of our future workplaces, with businesses needing to adapt to host new environmental, social and governance risks or face extinction. Our vision for the future workspace is that of a complex organism, one that focus on community, hygiene and most importantly sustainability.



Sketch outlining renewable energy resources and sustainable design features for Bernard Weatherill House ©EPR

Project Showcase

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8. HUB, Victoria
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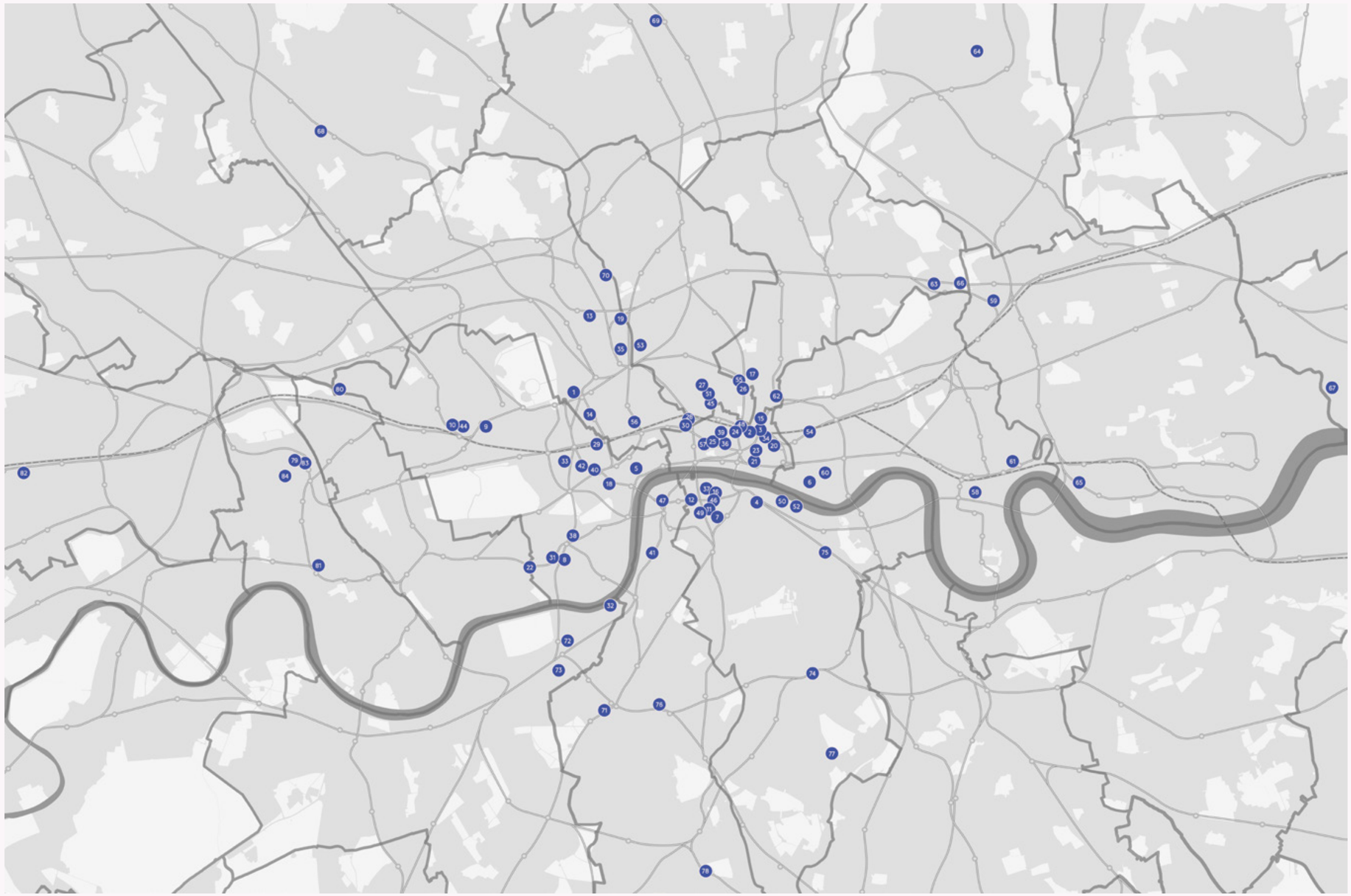
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88. Celebrating Community
89. Creative Crucible
90. Factura
91. FutureWork
92. Greening the city
93. Hexa pods
94. Salesforce Workplace Strategy
95. The Chassis
96. The New World of Work
97. The Future Office
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100. HqOS
101. AirScore by AirRated
102. Duplexvent Multi Eco DV1500
103. Dyson Airblade 9kJ hand dryer
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107. OTIS Sany Light
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Projects

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Central Activities Zone



Image: 60 London Wall ©Gareth Gardner

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1 Triton Square

1 Triton Square, King's Cross, London NW1 3XB | Status: Under Construction | Completion: 2021

Client: British Land | *Architect:* Arup | *Contractor:* Lendlease | *Engineer:* Arup

Saving more carbon in design and construction than the building will produce during its 20 year lease, 1 Triton Square will be one of the most sustainable Headquarters in the country.

1 Triton Square was designed by Arup for British Land in the 1990s. 20 years later, British Land wanted to update the building for the latest workstyles and performance standards. The result was adding three extra floors, twice as much net office area, and a BREEAM Outstanding sustainability rating, all while retaining facades and superstructure and without increasing plant space.

The new design offers a modern, flexible workspaces around the atrium providing linkage between floors and creating a vibrant social hub. The redevelopment will also deliver four large roof terraces and incorporate sustainable and smart technologies to support mobility and collaboration. Once complete, 1 Triton Square will provide an environmentally responsible, socially active workplace for 4,000 people. It secured the West End's biggest pre-let in over 20 years.

Consideration was given at the outset to maximising retention of both the existing structure and building fabric. The refurbishment saving approximately 40,000 tCO2e over the course of a 20-year lease term, a 55 per cent reduction compared to a typical new build office benchmark. This saving is enough carbon to heat and power approximately 9,900 average UK houses for a year.

Marginal gains make up our ever-increasing carbon reduction. Things like low energy lighting, heat recovery systems, upcycling redundant plant and carbon fibre column strengthening. Pioneering one of the UK's first large-scale circular façades, over 3,500 sqm panels were removed and transported to pop-up factory less than 30 miles away from site. A temporary production line inspected, cleaned and refurbished each for reinstallation.

In the context of a global climate emergency, our collaborative approach to the adapted reuse of 1 Triton Square demonstrates that a typical London office building can be exciting, attractive to new customers and unbelievably sustainable. This case study to inform future refurbishment projects, demonstrating the environmental benefits of retaining and reusing existing building components and upgrading them to meet the highest environmental standards.

"We are very proud of the renewal of 1 Triton Square, achieved through the joint commitment and collaboration of the client, British Land, the construction team at Lendlease, and our own multidisciplinary design team at Arup. Working together we have created a landmark project that transformed the tired 1990s building into a new benchmark for reduction in embodied and operational carbon for retrofit projects. The re-imagined building creates a 21st century workplace providing high quality flexible workspace, focused around the reconfigured central atrium, and supplemented by generous terraces on all sides."



60 London Wall

60 London Wall, City of London, London EC2M 5TQ | Status: Built | Completion: 2020

Client: LaSalle Investment Management | *Architect:* EPR Architects | Principal *Designer & Client H&S Advisor:* Stace LLP | *Landscape Architect:* Churchman Thornhill Finch Landscape Architects | *Cost Consultant:* Exierge | *Quantity Surveyor:* Exigere | *Structural Engineer:* Heyne Tillett Steel

60 London Wall, a previously tired and outdated office building has been extensively refurbished, reconfigured, reinvented and repositioned to create a high-quality office designed for a diverse set of occupiers positioned to make the City of London their new home.

As advocates for retrofit, EPR Architects together with Structural Engineers, Heyne Tillett Steel and LaSalle, felt that there was an opportunity to bring the building back to life whilst preserving much of its original structure. As part of the designs, the steel frame has been retained whilst providing extensive new office space arranged over large adaptable upper floor plates, centred around a communal atrium.

Stripping the building back to the frame, the existing seven-storey structure has been redeveloped with a five-storey addition, increasing the building height to eleven storeys.

The new facades are elegantly finished with a contemporary palette responding to the rich, historical context. Increased glazing greatly improves natural light onto the floorplates whilst vertical stone brise soleil creates a solidity when viewed along London Wall, reducing solar gain.

The upper floors consist of curvilinear glazed facades, addressing the five levels of accessible greened terraces. These planted terraces with views onto the adjacent Finsbury Circus and St Pauls, provide sky gardens to be used as part of the workplace and for the wellbeing of the office occupants.

Designed with sustainability at its core, 60 London Wall has achieved a BREEAM rating of Outstanding. From the outset, the team's ambition was to drastically improve the building's environmental credentials through thermal performance, passive design and the reuse of the existing structure; 8,600 tonnes of carbon have been retained. The embodied carbon of the structural elements has been measured at 193 kgco2e/ sqm, sitting well within the LETI 2030 carbon target and just above 2030 targets.

"The project has been a great example of collaboration between architect and engineer. Designing a contemporary office building within the City of London, which also sits well within sustainability targets, is an astonishing achievement and one we are immensely proud of. The history of the building combined with our new design elements create a unique aesthetic that would not have been possible under new build construction. We are thrilled to have safeguarded and re-used the existing structure whilst creating a quality space with a high standard of finish befitting an office in the heart of the City."

Jason Balls, Main Board Director, EPR Architects



©Gareth Gardner



©Max- Brook

Dashwood London

69 Old Broad Street, City of London, London EC2M 1QS | Status: Built | Completion: 2021

Client: Landsec | *Architect:* Trehearne (Blank Canvas & Customised) | *Architect:* Bluebottle (Myo) | *Services Engineer:* Hive | *Structural Engineer:* Parmarbrook | *Cost Consultant:* Exigere | *Project Manager:* Blackburn & Co

Dashwood is a boutique tower at an unrivalled City location that provides a unique choice of workspaces: Blank Canvas, Customised or Myo, designed to address customer needs today, and in the future. Dashwood is perfectly located in EC2, in the very heart of one of London's most vibrant districts, surrounded by award-winning restaurants, bars, characterful pubs, shops and famous markets.

An elegant newly refurbished reception welcomes visitors into a transformed business lounge, with ample space to meet in the stylish café bar and landscaped terrace. Designed with wellbeing in mind, the building's geometric frame features floor-to-ceiling, windows and a high-performance sleek exterior to control light and heat, and healthy commuting is supported by basement showers, 100 cycle storage racks, folding bicycle boxes and 140 lockers.

As the UK's largest commercial property company, Landsec taps its wealth of experience to deliver a variety of bespoke office spaces to Dashwood customers, with Grade A Blank Canvas, fitted-out Customised, and fully flexible Myo workspaces. This approach was conceived with a customer-centric mindset and addresses the modern world's need for a completely adaptable workplace. Furthermore, the WELL Standard has been applied throughout, with Gold accreditation pending for Myo.

The solutions at Dashwood can adapt with a customer's business, enabling them to take full control with Blank Canvas, utilise Landsec's design and management experience with Customised or take a flexible serviced office space at Myo.

Customers are encouraged to collaborate with Landsec's expert team to plan the fit-out and level of management that suits them. The Customised proposition offers high specification, self-contained offices that are ready to move into with a range of ongoing managed services.

Myo is the full package: private offices on short-term leases, tailored to customer needs and set around design-led, shared spaces for the ultimate in flexibility, and includes dedicated on-site concierge, refreshments and bookable meeting rooms. Dashwood is a sustainable development, with flexibility at its core, designed for every type of office customer.

"This project was the first time we have delivered all three of our office products simultaneously within one building whilst upgrading the buildings core amenities. We have redesigned and activated the reception, introduced new end of trip facilities and refurbished over 120,000 sq ft of office space. With all three office products being delivered within the one building simultaneously alongside the impacts of COVID and Brexit, we have certainly had some challenges and many learnings. Myo Liverpool Street is our second site and we put a lot of effort into space planning the four floors considering all of the data driven learning from Myo in Victoria. Our own office is WELL-certified and I am really looking forward to working in the Myo space as I think it is going to be next level."

Charlie Railton, Portfolio Projects Director, Landsec





EDGE London Bridge

53 St Thomas Street, Bermondsey, London SE1 3QX | Status: Proposed | Completion: 2024

Client: EDGE | *Architect:* Pilbrow & Partners | *Structural Engineer:* AKT II | *M&E / Sustainability Engineer:* Atelier Ten

EDGE London Bridge, located next to London Bridge Station, will be the most sustainable office tower in London through its design and use of state-of-the-art technology. The new building, planned to be delivered in 2024, will have a vibrant and publicly accessible ground floor which in combination with a lush green garden will add to the ongoing transformation of this dynamic part of London's South Bank.

The character and activation of the building's base marks a radical departure from that of a traditional London office building. The base of the building will be a multilevel, inclusive public space where community facilities and flexible workspace animate the public realm, engaging with the surrounding neighbourhood.

The design of the building marries well-being and productivity with broader social and environmental sustainability goals. The office space has been designed to meet the needs of a range of businesses from small start-ups in flexible working environments to larger more established companies. Terraces on the north elevation of the building are designed to provide a green outlook from the adjacent office spaces whilst creating an external environment which can be used for informal meetings as well as a break-out space. Openable facade elements on each level offer the potential for natural ventilation whilst smart technologies within building elements such as the chilled ceiling panels with integrated lighting, sensors and other services help create a workplace that supports productivity and human comfort with minimal environmental impact.

A full lifecycle carbon analysis has been undertaken as part of the BREEAM assessment and a unitised facadesystem will allow for a straightforward facadeupgrade in the future, extending the building's expected lifespan.

EDGE London Bridge will be London's first multi-tenant building to achieve BREEAM outstanding and WELL platinum accreditations. Each design decision has been considered to minimise carbon in construction and operation.

"We will make the first of a new generation of London office buildings that combine the highest standards of sustainability and wellbeing. We believe it is important, particularly in the post-Covid world, that we make great places to work to bring people back into offices. With EDGE London Bridge we aim to deliver inspiring and healthy workplaces while also addressing the climate change emergency, both are crucial for the future workplace. We approach both challenges through technology and the design of the building. Additionally we are adding new green public space to create a benefit for the wider community, making it a more vibrant and inclusive place to work."

Fons van Dorst, Executive Commercial Director, EDGE





Eighty Strand

80 Strand, Charing Cross, London WC2R 0BP | Status: Under Construction | Completion: 2022

Client: Strandbrook | *Concept Stage Architect:* Duncan Mitchell RIBA | *Architect and Interior Designer:* PDP London | *Structural Engineer:* Civic Engineers | *Services Engineer:* chapmanbdsp | *Cost Consultant:* Robinson Low Francis | *Contractor:* Sir Robert McAlpine

The Grade II listed former Shell-Mex House has been refurbished to a new workplace that connects with Covent Garden and is oriented towards people, comfort and wellbeing values.

The approach for the transformation and refurbishment of this half a million square foot, Grade II listed, landmark building reflects the change and distance travelled in how we work in the years since it first opened in 1932. With our thinking accelerated by the pandemic, the purpose of a building in which we work is about providing an environment where staff are happy and want to stay.

Although the original architecture makes an imposing, impression on the river Thames, it is the opposite direction that draws this new thinking. As Covent Garden riverside, Eighty Strand aims to entice people in to enjoy the beautiful heritage spaces and places to linger and work in an informal, flexible and connected way.

From concepts developed by the client, Strandbrook, architect Duncan Mitchell and structural engineer Simon Bennett, the design transforms the former vehicle and worker arrival space into a courtyard with a glass pavilion that can be glimpsed from the Strand. The insertion sets off a series of double height welcoming spaces which lead through to cafes and break out landscaped spaces in a second courtyard. Inserted here is a Glasshouse Garden with water features and a green wall for biodiversity.

The project also includes the complete refurbishment of four floors of office accommodation, some 160,000 sq ft. Heating systems here will be improved and secondary glazing added to improve the building fabric. The refurbishment is targeting a BREEAM Very Good rating for the office levels. In response to Covid-19 ventilation rates will increase, MEP was recently replaced.

Practical amenities for all tenants include parking for 406 cycles along with ‘hotel quality’ changing facilities. Other facilities are electric charge points, showers, lockers, towel service and bike maintenance workshop.

“This building has the capacity for approximately 6,000 people. This is a real community which the client aims to welcome and feel ‘at home’ in this otherwise monumental office construction. To achieve this intent, the brief has been carefully thought through to transform spaces that felt rather institutional and fitted for a 1930’s office culture into a 2020’s lifestyle, as offices have now become places to live rather than just places to work. The combination of facilities for cyclists, beer yard, reception, café and pavilions are all designed towards meeting lifestyle needs and represent a once in 100 year’s upgrade.”

Marion Baeli, Partner, PDP London



©PDP

Gensler European Headquarters

Thomas More Street, St Katharine's & Wapping, London | Status: Built | Completion: 2019

Client: Gensler | *Architect and Interior Designer:* Gensler | *Contractor:* isg | *Services Engineer:* WSP | *Lighting Designer:* Mindset | *Cost Consultant:* Turner & Townsend

Gensler European Headquarters acts as a modern workspace that provides its users with a creative platform with very little fixed space. The project provided us with a chance to transform our processes and ways of working to be more relevant to our business and clients, now and in the future.

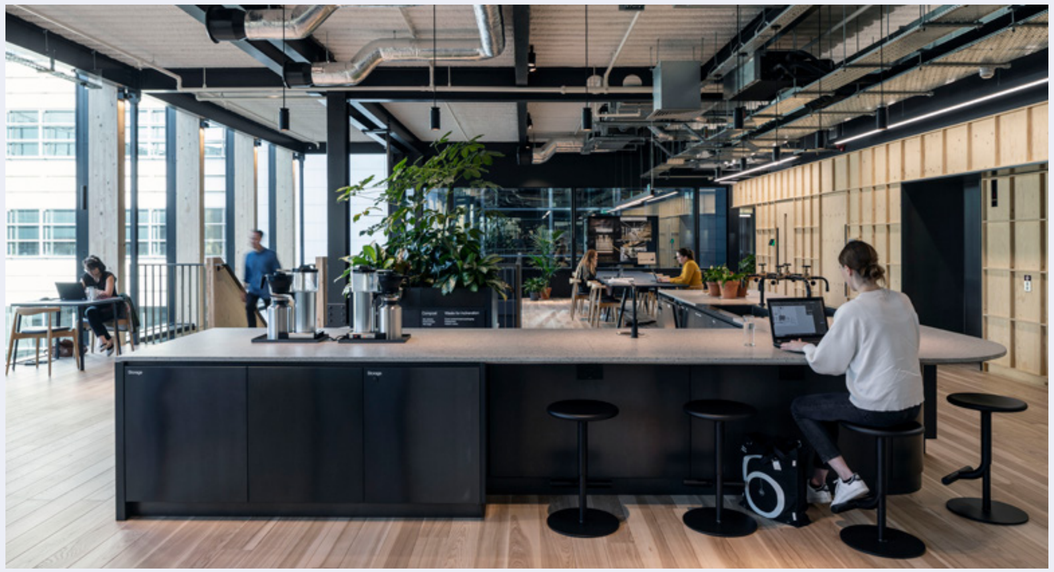
Located in East London, we worked to create a design scheme inspired by locality and contextual history. We created a façade that would bring the inside outside to ensure that our presence in the area was complementary and enhanced the existing environment. We established a palette of timber, concrete and steel to provide a framework to the important notion of 'handmade', to create a space that gives stage to the skilled craft and unique work of our designers.

The workplace strategy clusters teams on each floor in 'neighbourhoods', aligned to foster transdisciplinary collaboration. In addition to many ergonomic features such as sit/stand desks and reconfigurable furniture solutions to accommodate for future changes, the feature staircase connects teams vertically to utilise amenity and collaboration spaces, while also promoting the healthy benefit of active design. From the ground floor up, these agile and reconfigurable amenities are all intended to support flexible work, socialisation and collaboration.

As we strive to understand more about the world around us and the impact we have on it, we included a material lab, a place where everyone can learn about the vast possibilities of materials by browsing our physical collection. Moreover, we designed a maker space for our talent to make, collaborate and learn. Here, you will find tools both pioneering and timeless – 3D printer, laser cutters, CNC machines and hand tools.

"We wanted a modern workspace that would act as a creative platform, enabling each person within the space to feel empowered. Through a process of collaboration, discovery and research with our teams, we delivered a workplace that would allow us to evolve the way we work. The challenge we set ourselves was to create a space that acted as a workshop to prototype concepts, objects, spaces, ideas and behaviours. And we wanted this workshop to be fluid, industrial and experimental in character; a work in progress — reflecting how we define ourselves in terms of constant change."

Stuart Templeton, Design Director, Gensler





Great Suffolk Yard

127 Great Suffolk Street, London SE1 1PP | Status: Under Construction | Completion: 2021

Client: Tailored Living Solutions | *Architect:* TDO | *Other:* MOYO

Great Suffolk Yard, located in Borough, is a commercial building developed by Tailored Living Solutions and designed by TDO. The 66,936 sq ft scheme is an eclectic mix of three historic warehouse units that have been repurposed and refurbished to preserve its character with the addition of four new buildings that surround a central courtyard, which benefit from secure cycle parking for more than 100 bicycles. The flexibility and adaptability of the site means it can be let as a single building or to multiple tenants. With WELL 'Gold', BREAAM 'Excellent' and WiredScore 'Platinum' certifications, it has been exceptionally planned and holistically rebuilt to support post-COVID working life.

The floorplates of the scheme are flexible and easily interchangeable. It also offers the opportunity for companies to bubble teams into their own respective areas if required.

The architectural scheme is a permeable collection of buildings on the footprint of a city block; there are three different entrances which feature washbasins to encourage cleanliness and touchpoints throughout the scheme have been minimised. Great Suffolk Yard also features bespoke fresh-air ventilation systems and factory-style openable windows throughout, bringing in natural ventilation and light to the workspaces, helping to promote productivity.

The central courtyard, formerly a car park, is at the heart of the scheme and it is complemented by several open and green roof terraces. The courtyard provides an attractive open communal space with exterior metal walkways to the outside of the buildings offering access from all levels, which creates a sense of community for tenants. Additionally, a café facing onto the courtyard will ensure that it is a dynamic central hub which can be used for a variety of functions.

"Our brief called for a building that could operate flexibly as a single large workplace, or as multiple separate lets. Our scheme retains much of the existing site, repurposing the block as a family of buildings to preserve its eclectic character and historic patina. Working from a palette of lasting materials including brick and timber each space has its own character, aiding orientation and identity. Meanwhile in plan the building can be linked horizontally to give maximum flexibility. A canyon-like central yard typical of this part of Southwark creates multiple aspect spaces, a central communal courtyard linked to a cafe space, and openable windows throughout. Outdoor roof-terraces promote interaction, wellbeing and easy access to the outside."





HUB, Victoria

123 Buckingham Palace Road, Victoria, London SW1W 9SR | Status: Under Construction | Completion: 2023

Client: Gaw Capital Partners | *Architect:* Morrow + Lorraine | *Structural Engineer:* Peter Dann | *M&E / Sustainability Engineer:* Mecserve

The HUB Victoria project is a new, self-contained, three-storey office building constructed directly on top of an existing one, providing over 100,000 sq ftof new workspace.

The new building will have its own entrance lobby at ground level, with express lifts providing direct access to the Sky Lobby, a triple height, multi-functional space in which building users can greet visitors, conduct informal meetings or host social events while enjoying spectacular views across London.

The offices are designed to be flexible (they are able to be subdivided for up to twelve separate tenants), light-filled and spacious, with access to two landscaped outdoor terraces.

HUB, Victoria is constructed on the roof of an existing building, requiring no additional land and minimal demolition. The foundations and building services infrastructure are shared with the host building, making efficient use of pre-existing facilities. The building is located on top of Victoria Station, providing easy access for rail and tube commuters.

The new building excludes gas as an energy source for all systems, meaning it operates with zero carbon emissions. A brown roof helps to reduce the urban island heat effect and encourage biodiversity. Offices are to be let in shell condition to eliminate waste from tenant-specific re-configurations. PV cells, energy efficient chillers and low energy light fittings with sophisticated controls including daylight and occupancy sensors will be installed to reduce energy consumption further.

To improve the experience for commuters and passers-by, street-level walkways are to be widened, making them more access-friendly. Wayfinding will be improved, new street furniture provided, and retail spaces completely reconfigured to provide larger units with outdoor seating. Carefully selected trees and landscaping design will ensure year-round foliage and reduce noise and air pollution along the busy thoroughfare. New cycle-commuter facilities with their own dedicated entrance, secure parking, changing facilities and bicycle repair stations are also provided.

"Gaw Capital Partners are proud to be delivering a new self-contained HQ office development, ground floor retail spaces and extensive public realm improvements in the heart of Victoria. As our cities open again, a retrofit project such as HUB Victoria is uniquely positioned above one of London's major transport centres to provide easy access to all parts of Central London and to the home counties. Secure commuter facilities are provided to encourage travelling by bike and new landscaping, widening of walkways, improved legibility and accessibility have all been carefully designed to welcome tenants and visitor's as they arrive on foot."

Goodwin Gaw, Founder and Chairman, Gaw Capital



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OneThreeSix

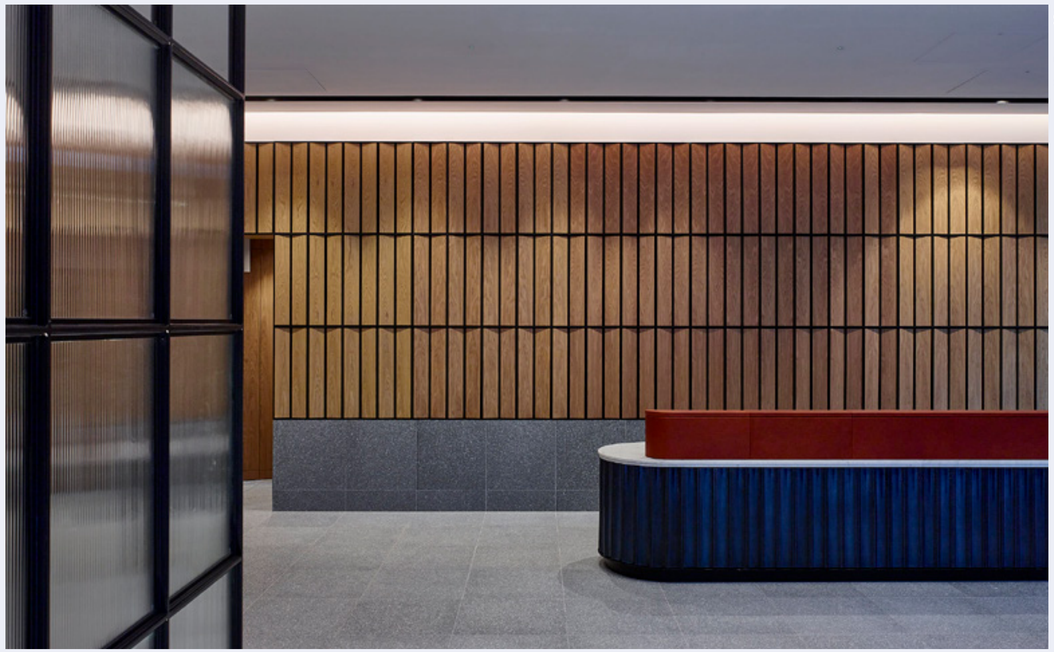
Edgware Road, London | Status: Built | Completion: 2021

Client: Native Land | *Architect:* Stiff + Trevillion Architects | *Contractor:* Osbourne | *Structural Engineer:* AKT II | *Quantity Surveyor:* Core 5

OneThreeSix is a mixed-use development of 24 flats, four retail units and 45,000 sq ft of offices. The building occupies a whole block on the corner of George Street within The Portman Estate in Marylebone. It is faced with a combination of Limestone, brick and terra cotta, a palette of materials that is sympathetic to the interwar mansion blocks that characterise this section of Edgware Road. Large scale glazing ensures that natural light floods into the office floors.

The project was conceived and planned with wellness in mind, resulting in thoughtful office spaces. As office environments can have a profound impact on health and well-being, the staircases, for example, have been designed as a feature and strategically placed to encourage people to use them. This alongside 66 cycle spaces with showers and drying facilities all encouraging building users to make healthy lifestyle choices.

A limestone artwork, 'Grass Forms', at the front entrance is designed by artist Hugo Dalton, is inspired from drawings made in nearby Hyde Park and brings a level of interest and tactility to the building which completes in Spring of 2021.



© Credit



Paymentsense

55–57 N Wharf Rd, Paddington, London W2 1LA | Status: Built | Completion: 2020

Client: Dojo / Paymentsense | *Developer:* Derwent London | *Building Architect:* Fletcher Priest | *Interior Designer:* BDG Architecture & Design and Tollgard Design Group | *Quantity Surveyor:* Fanshawe | *Engineer:* AECOM | *Project Manager:* Cushman & Wakefield | *Contractor:* Overbury | *Acoustic Consultant:* Sandy Brown | *Structural Engineer:* Arup | *Fire Consultant:* MLM | *Building Control:* Shore Engineering

BDG's brief was to provide a 33,000 sq foot London headquarters for 280 employees of fintech company Paymentsense, to show its workforce how valued they were, while preserving the offices creative entrepreneurial edge.

Working with the founders and employees to understand their needs and work culture BDG created a calm, light-filled, inspiring space with domestic touches – rugs on timber floors, extensive planting - that make it feel like the ideal home from home, and a relief to return to after a year of cramped homeworking.

A simple colour palette and uncluttered design underscore modernist touchstones such as the Rietveld Utrecht armchairs and a central staircase inspired by Le Corbusier's Villa Savoye.

The planting throughout the floors is a counterpoint to the Brunel building's industrial finishes and exposed services: hedges sprout from the storage cabinets, beds of jungle plants grow in the meeting rooms, adding to the sense of wellbeing. The openness of the floors makes social distancing simple until Covid restrictions ease.

Sustainable materials have been used wherever possible, respecting the building's BREEAM excellent rating.

To serve the incubator model of Paymentsense's project teams – who work in autonomous "units" of eight to ten to develop new apps or payment systems – BDG provided adaptable, hackable space. A kit of parts allows each unit to configure and reconfigure its working space throughout the day, moving digital screens, team boards and tables to create ad-hoc meeting spaces in the open floor.

Breakout spaces punctuate the floors, encouraging employees to work wherever suits them, promoting water-cooler exchanges and collaboration at points such as the oak-slatted kitchen, which has with a barista on hand so nobody need suffer a bad cup of coffee.

"You guys were the dream team! And you really pulled off something very special. It's all so beautiful and yet so functional. So respectful of the building architecture, yet so warm. The journey of discovery was most enjoyable for Jan and me. And the discovery continues every day that we are in the office and our eye lands on a small but beautifully executed detail... or when we simply kick back and admire the delicate balance you achieved of everything we ever wished for (and so often struggled to articulate). A massive thank you!"

George Karibian, Owner and Founder, PaymentSense





Roots in The Sky

1 Pocock Street, Southwark, London SE1 0BT | Status: Planning Granted | Completion: 2024

Client: Fabrix Capital | *Architect:* Studio RHE | *Project Manager:* Gardiner & Theobald LLP

Roots in The Sky will be London's first office building to deliver an urban forest rooftop with extensive access for the local community and general public across 1.4 acres. The project will deliver community gardens, a dedicated community barn in the most commercially valuable space in the development, as well as a rooftop restaurant, bar, swimming pool and terraces for the office space below. Set to be one of the largest urban roof gardens in Europe, the building will make a significant contribution to London's ambitious targets for greening, biodiversity and sustainability.

Fabrix completed the acquisition of the site in Q1 2020 and by Q4 2020 their scheme was granted planning committee approval by London Borough of Southwark, followed by GLA approval in March 2021. It involves the radical reimagining of the former Blackfriars Crown Court as a post-covid workspace, with 385,000 sq ft of contemporary and sustainable office, commercial and community space.

The building will have best in class environmental and wellbeing accreditations including BREEAM Outstanding, WELL Platinum and Wiredscore Platinum. However, the essence of the project and Fabrix' regard for the environment and locality goes much deeper than this.

The existing 1960s building – a former stationery office and later a Crown Court – provided the starting point to develop an office building with generous volumes and adaptable floor plates of up to 40,000 sq ft. The project team have designed a lightweight hybrid steel and CLT frame, with the ability to support the urban forest and its 1,300 tonnes of soil. Whilst internally, the building's intuitive environmental strategy not only exceeds the highest sustainability accreditations but seeks to further enhance occupier's wellbeing with its passive ventilation strategy, openable windows maximising access to fresh air and a full-height feature atrium which facilitates the extraction of waste heat from the building.

"Our vision for Roots in The Sky is a modern workplace that actively engages with its local surroundings, and helps shape a neighbourhood that is enjoyable, liveable and economically productive. It's a commercial building that aims to be a 'good citizen', offering a genuine place for community uses, contributing to the ongoing regeneration of Bankside and to London's wider greening targets. This building will be a true vehicle for change and will set a new benchmark for office development, as well as be a beacon representing everything that is great about London."

Clive Nichol, CEO, Fabrix





Southwark Over Station Development (OSD)

68–70 Blackfriars Road, South Bank, London SE1 8JZ | Status: Planning Granted | Completion: 2025

Client: Transport for London | *Architect:* Allford Hall Monaghan Morris | *Approved Inspector:* MLM Building Control | *Cost Consultant:* Gardiner & Theobald LLP | *Ecology Consultant, Façade, M&E, Services and Sustainability Engineer and Acoustic Consultant:* AECOM | *Fire Consultant:* OFR Consultants | *Heritage Consultant:* KM Heritage | *Planning Consultant:* Deloitte Real Estate | *Structural Engineer:* Atkins Ltd | *Transport Consultant:* WSP | *Community Consultation Consultant:* Portland Communications

A 17-storey high development, comprising of commercial office space, retail, food and beverage uses, affordable workspace, and public realm improvements. Following three years' engagement with the local community and council, TfL has received planning permission for one of the greenest and healthiest large-scale commercial building in the UK, designed by AHMM Architects.

Sustainability has been a core focus in developing this site and from the materials and placement of colours, the development's features have been to chosen to reflect and complement the local area, ensuring the building is something that TfL, Southwark and the local community can be proud of.

Making use of natural ventilation, light-filled spaces and green terraces, the building will support the health and wellbeing of future occupiers. As well as this, the development offers a shared garden for the building's tenants and neighbouring residents whilst also providing new trees and plants along the adjacent Isabella Street and The Cut, improving local air quality.

At 75 metres tall, this is a landmark scheme which will be one of the tallest CLT towers in the UK and, situated directly above the architectural masterpiece of Southwark station. This scheme uses heat directly from Southwark Station, next-generation air source heat pumps, solar panels and built of cross laminated timber to reduce embodied carbon.

As well as being near three major London rail stations — Waterloo, Blackfriars and London Bridge, there are numerous bus routes, Cycleway 6 linking Elephant and Castle to Kings Cross and Santander Cycles docking stations. The pavement along The Cut will be widened on the approach to Southwark station, providing more space for pedestrians and cyclists. The scheme also, and importantly, allows the development of 25 council homes on neighbouring land.

"Working with TfL has allowed regular client meetings and plenty of opportunities to update the designs with new ideas and feedback from the local community. We spent a lot of time listening and taking account of the concerns of local residents and have designed a scheme that honours the needs of those already living in the area, while also taking account of local planning guidance and future work environments. Taking account of both the high-rise nature of Blackfriars Road, and the low-rise buildings on The Cut, this scheme has been carefully positioned and designed to step back from existing residents while offering green space for workers' health and wellbeing."

Jonathan Hills, Lead Architect, AHMM



St Pancras Campus

St Pancras Way, London NW1 | Status: Planning granted | Completion: 2024

Client: W.RE | *Architect:* Carsuo St John | *Planning:* Gerald Eve | *Townscape:* DSDHA & Peter Stewart Consultancy | *Landscape Architects:* JCLA | *Structure:* AKT II | *Building Services:* NDY | *Cost Consultants:* Exigere | *Project Manager:* Blackburn & Co.

W.RE saw a placemaking opportunity to re-imagine a 1980s industrial site occupying an entire 1.2-acre city block between Kings Cross and Camden Town, right in the heart of London's emerging Knowledge Quarter.

Working with Carsuo St John as architects and DSDHA on the urban context, W.RE secured planning permission for a 200,000 sq ft mixed-used scheme across three buildings that are designed around a new publicly accessible urban space. The scheme carefully blends into the local context through masonry facades which take their place amongst the robust structures avoiding the glassiness of many contemporary commercial buildings.

A substantial seven-storey building offering 135,000 sq ft (NIA) of highly flexible office space combines effortlessly with re-imagined light industrial spaces situated across parts of the ground floor and basement. Two separate residential buildings provide a total of thirty-three apartments, fourteen of which are designated as affordable housing.

Sustainability sits at the heart of the overall design approach. By utilising a high-performance facade together with on-site energy generation feeding the all-electric systems the development is supporting an increasingly decarbonised grid.





The Building Society

The Building Society, 55 Whitfield St, Bloomsbury, London W1T 4AH | Status: Built | Completion: 2019

Developer: Derwent London | *Occupier:* Elliott Wood | *Architect:* Make | *Engineer:* Arup | *Interior Designer:* Squire and Partners | *Furniture Design:* Rawside | *Fit-out Specialist:* Oktra

The Building Society is a collaborative co-working space for the built environment industry, where creative disruptors and innovators make, develop and share ideas. Founded by engineering firm Elliott Wood, in September 2019, the space is also home to the practice's 60-strong central London team.

The two-floor flexible office space, located at 55 Whitfield Street, is part of the wider mixed-use refurbishment of 80 Charlotte Street in Fitzrovia, developed by Derwent London and designed by Make Architects as a net zero operational carbon building from day one.

The Building Society is a purpose-driven community whose members are united around a common cause: to drive social and environmental change and create better ways of working. For the co-working space to embody this ethos, it was vital that its interior design reflected this commitment to sustainability.

To achieve this, Elliott Wood worked in collaboration with Squire & Partners' interiors team. Designs reference the building's Fitzrovia setting, celebrate structural elements and raw materials, and include greenery within workspaces. Layouts were developed with collaboration, networking, wellbeing and agile working in mind, creating flexible spaces for informal learning and events.

Two floors at ground and lower ground level are connected by a bespoke perforated metal staircase with a feature planting display. Textiles and leather give a soft contrast to the perforated metal mesh, brushed stainless steel finishes and concrete floor. The team prioritised re-used, recycled and locally-sourced materials, including a reception desk made of surplus timber.

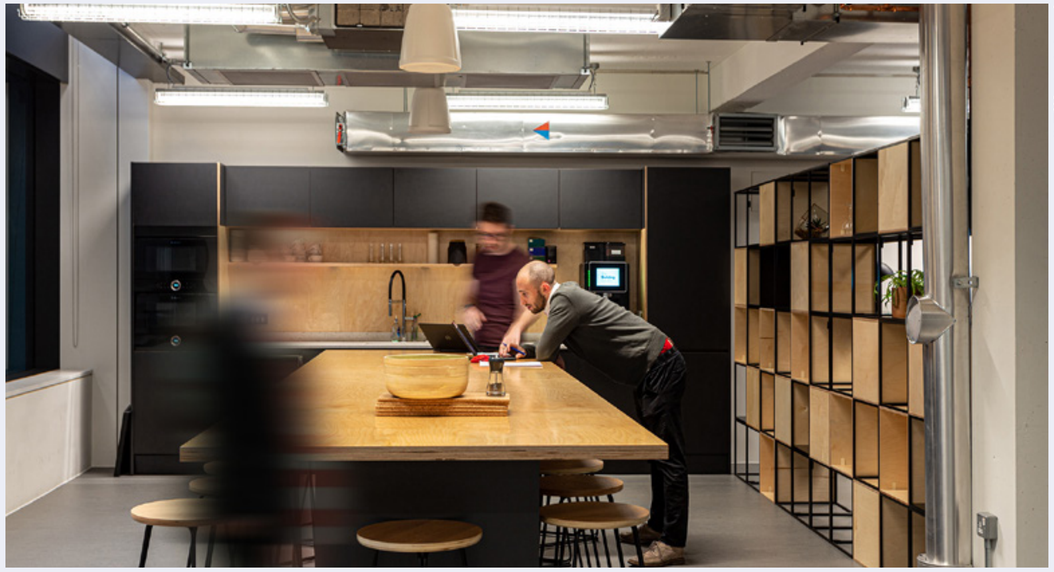
Plywood-topped, steel tables and desks were designed for the space by low-waste local supplier, Rawside, to complement the modern, industrial aesthetic of the space. With a variety of workspaces ranging from large communal tables to smaller hot-desking and fixed desks for members to work and meet around, every detail emphasizes the collaborative, participatory culture at The Building Society.

"Elliott Wood's vision to create a place where people from across the built environment industry can collaborate, debate and lead change has been realised in The Building Society. We joined the community just 6 months ago and we're loving it! There are so many events and activities to get involved in — from debates, talks and networking, to crafting and lunchtime yoga. Most importantly, the space facilitates collaboration between disciplines and breaks down the usual silos. The Building Society is starting a new movement and we're excited to be part of it."

Matthew Chamberlain, Director, Ayre Chamberlain Gaunt



©Elliott Wood



©Elliott Wood



©Janie Airey



100 Liverpool Street

100 Liverpool St, City of London, London EC2M 2RH | Status: Built | Completion: 2020

100 Liverpool Street is the radical redevelopment of an iconic 1980s scheme to create over 520,000 sq ft of contemporary office space, with retail and public realm, in the heart of the City. With three levels of shops, bars and restaurants, a rooftop restaurant and exceptional transport links, the development is set to make a significant contribution to Broadgate. A refreshed and contemporary aesthetic has been achieved with a curved glazed facade, landscaped external terraces, and elegant, flexible lobby spaces.

Client: British Land
Interior Designer: Universal Design Studio
Supporting Services: Veretec
Landscape Architect: HED
Structural Engineer: AKT II
Services Engineer: Chapman BDSP
Principal Designer: Arup
Facade Engineer: Billings Design Associates
Lighting Designer: Speirs & Major
Transport Consultant: Arup
Project Manager: M3 Consulting
Contractor: Sir Robert McAlpine
Cost Consultant: MACE
Access Consultant: David Bonnett Associates
Facade Access Consultant: Hilson Moran
Sustainability Consultant: Greengage
BIM Consultant: GRFN
Technology Consultant: Cordless Consultants
Security Consultant: QCIC

15 & 17–33 Southwark Street

82 Southwark Street, London SE1 0HS | Status: Planning Granted | Completion: 2024

Transforming an underutilised site near London Bridge station, this project will provide 200,000 square feet of commercial space for restaurants, cafés, retail opportunities and flexible workspace, along with 36 new homes (50 per cent affordable). An all-electric eight-storey office building, targeting net zero carbon and BREEAM Excellent, will be WiredScore ‘Platinum’ rated and WELL ready and have on-site gym and cycle facilities, as well as numerous planted terraces with views across London.

Client: TfL and U+I
Architect: Allies and Morrison



16 Chart Street

Chart House, 16 Chart Street, Old Street, London N1 6DD | Status: Under Construction | Completion: 2021

Chart Street is a redevelopment of an existing 1930s masonry warehouse located in Hackney. Alongside the sustainable benefits of reusing the building, Chart Street provides flexible, dynamic and healthy office space for Heyne Tillett Steel. Utilising WELL Building principles, the building features natural ventilation, quiet booths and enhanced bicycle storage. Circulation is improved with the addition of two large stairwells. Flexibility has driven the design, with open-plan desks and a large communal top floor. Exposed CLT panels form new extensions, creating healthy, biophilic spaces.

Client: CSI Investments
Architect: Ian Chalk
Structural Engineer: Heyne Tillett Steel
Timber Contractor: B&K Structures



20 Carlton House Terrace

20 Carlton House Terrace, St. James's, London SW1Y 5AN | Status: Planning Granted | Completion: 2024

20 Carlton House Terrace is a commercial adaptive-reuse and expansion project in St James's, London. The site is in a highly sensitive local heritage context which is largely Grade I or II listed and includes the important 10-18 Carlton House Terrace by John Nash. RSHP worked closely with the client to identify the optimum strategy for redevelopment. Careful analysis of the existing building showed that many of the benefits of the original new-build concept could be delivered whilst retaining most of the existing superstructure and basement box with all the associated embodied carbon benefits.

Client: Clivedale London
Architect: Rogers Stirk Harbour + Partners
Structural Engineer: Elliott Wood
Environmental Engineer: Hoare Lea
Quantity Surveyor: Core Five
Planning Consultant: DP9
Heritage Consultant: KM Heritage
Highways / Waste: Transport Planning Practice



©Tim Soar



22 Handyside Street

22 Handyside St, King's Cross, London N1C 4LW | Status: Built | Completion: 2020

A luminous 36,000 sq ft office building designed around form and facade. Its orientation, cleave, percolation and shine reflect our approach to making a bright building that is striking in form but also considered carefully in terms of tenant wellbeing. It talks to the fundamentals of architecture, light, mass and form. At a time when many of us are working from home in less than perfect light conditions, this building is a reminder that architecture can provide bright, fresh and healthy workplaces.

Client: King's Cross Central Limited Partnership
Architect: Coffey Architects
Other: Stride Treglown
Contractor: BAM
Structural Engineer: Arup
MEP: E3
Facade Consultant: FMDC
Cost Consultant: Faithful+Gould

33 Creechurch Lane

33 Creechurch Lane, City of London, London EC3A 5EB | Status: Proposed | Completion: 2023

This forward-thinking design offers SMEs the opportunity to establish a home in the City's historic centre with COVID-resilient flexible workspace that enables their expansion and contraction over time. Sustainability and wellbeing are at the forefront of the design; a new pocket park benefits the wider community, cycle facilities are celebrated and expressed through the building's elevation, green walls extend up all 19 storeys with external terraces at every level to enable tenants to manage their own vertical plant pocket wall, and the uppermost floors are dedicated to shared amenity space to promote healthy lifestyles.

Client: Merchant Land
Architect: Assael Architecture
Public Affairs: JBP



©Jason Hawkes



55 Gracechurch Street

55 Gracechurch Street, City of London, London EC3V 0EE | Status: Planning Granted | Completion: 2026

The project brings together the ingredients that make the City a dynamic and exciting place to be. A permeable ‘exchange zone’ of cafés, shops, incubator and meeting spaces over six interlinked floors is topped with a new elevated public garden for the City. Above this, high-quality workspace is designed for a new generation of innovative fast-growth tech SMEs. The design builds upon the City's network of alleys and courtyards, opening up the ground-plane to re-establish historic pedestrian routes.

Client: Tenacity Group
Architect: Fletcher Priest Architects
Structural Engineer: AKT II
Planning Consultant: DP9
M&E / Sustainability Engineer: DSA

7 Holbein Place

1 Whittaker Street, Belgravia, London SW1W 8JQ | Status: Proposed | Completion: 2022

Grosvenor's proposals include significantly refurbishing a 1980s office building to create a high-quality, flexible and sustainable workspace that includes an extension on the top floor. The vision is to create one of London’s most sustainable office buildings, with the project striving to achieve net-zero carbon construction status as defined by the UKGBC’s Net Zero Carbon Buildings Framework. Much of the existing building will be retained, with CLT and reused steelwork extensions. Sustainability is central to the architecture, structure and services resulting in a 53 per cent reduction of operational carbon over typical building performance.

Client: Grosvenor
Architect: Barr Gazetas
Structural and Civil Engineer: Heyne Tillett Steel
M&E / Sustainability Engineer: Tuffin Ferraby Taylor LLP
Project Manager: Capital & Provincial
Cost Consultant: Leslie Clark
M&E / Sustainability Engineer: Hurley Palmer Flat



©Uniform



70 Gracechurch Street

70 Gracechurch Street, City of London, London EC3V 0XL | Status: Planning Granted | Completion: 2030

This mixed-use development invites the public in to create a vibrant, 24/7 destination for the City that complements and revitalises the historic Leadenhall Market next door. Flexible, future-proofed workplaces are designed to attract diverse tenants and foster wellness. Features include corner bays to maximise daylight and views, natural ventilation with on-floor plant, green balconies and amenity roof terraces. Innovative mechanical systems, low-carbon materials and systems designed to last are utilised to reduce the whole life carbon of the project.

Client: Tenacity Group
Architect: Kohn Pedersen Fox Associates (KPF)
Landscape Design: Spacehub
Structural Engineer: Robert Bird Group
MEP Engineers: DSA
Lead Environmental Consultant: Trium
Workplace Consultant: AECOM
Sustainability Consultant: Tuffin Ferraby Taylor
Planning Consultant: DP9

77 Coleman

4 Coleman St, City of London, London EC2R 5TA | Status: Built | Completion: 2020

This redevelopment significantly reimagines and extends a large 1980s building and reconnects it back into the urban grain as well as dramatically changing its two public faces. Buckley Gray Yeoman's work redeveloped it for a new generation of tenants by making the building more permeable and giving it presence on two major City thoroughfares. By opening up Nun Court, a route which predates the development of Moorgate, they were able to make a new link and create new retail frontage.

Client: Kajima Properties
Architect: BuckleyGrayYeoman
Engineer: Heyne Tillett Steel
Cost Consultant: Exigere
Contractor: VolkerFitzpatrick
M&E / Sustainability Engineer: GDM Partnership



81 Newgate Street

St. Paul's Station (Stop SP), City of London, London EC1A 7AW | Status: Planning Granted | Completion: 2024

This transformation of the former BT Headquarters, an outdated 1980's office, moves dramatically away from the building's origins as a single-use building with a closed ground floor, opening up an internal 'street' and introducing a mix of uses to attract a wider range of people for 24/7 activation. Flexible workplaces will be created, with larger office floor plates, improved daylight, increased natural ventilation, access to external terraces and winter gardens. More than 1,300 bike spaces and associated facilities will be provided to encourage active travel.

Client: Orion Capital Managers and Pella Real Estate Managers
Architect: Kohn Pedersen Fox Associates (KPF)
Structural Engineer: AKT II
MEP: Hilson Moran
Planning Consultant: Montague Evans
Environmental Advisor: Trium Environmental Consulting
Ecology: Aspect Ecology
Landscape Design: Tom Stuart Smith



©AHMM

AHMM Studio at White Collar Factory

White Collar Factory, Old Street Yard, City Road | Status: Built | Completion: 2020

This fit-out utilises the third generation of the AHMM designed 'Jack' system: a bespoke, modular small room and spatial accessory system built from wooden cassettes first developed for Google. This system was then further developed for The Office Group at White Collar Factory known as the 'Jackwall' — a modular partition piece, rather than the box-like cassette. For AHMM's new office space the system evolved again producing a much larger cassette, the 'Super Jack', including a double height project room.

Client, Architects and Interior Designer: Allford Hall Monaghan Morris
Developer: Derwent London
Contractor: Contrakt Ltd
Cost Consultant and Quantity Surveyor: Exigere
Structural Engineer: Akera Engineers
Fire Consultant: BRCS
Light Designer / Consultant: Erco
M&E / Sustainability and Services Engineer: Arup
Project Manager: Rougemont Property Consultant Ltd
Acoustic Engineer / Consultant: Sandy Brown
Approved Inspector: BRCS



©DonalMurphyPhoto



Airbnb UK HQ

37 Compton Street, Islington, London EC1V 0BD | Status: Built | Completion: 2020

This workspace for Airbnb's London headquarters was inspired by the Renaissance painting St Jerome in his Study by Antonella de Messina, which represents both furniture and architecture, set within a voluminous space of connected rooms. Flexible work clusters, called 'Fora', provide workstations, breakout seating, individual duck-ins and private meeting spaces. These are connected by a cloistered space, or 'Stoa', that connects these different zones together and defines access to the larger meeting rooms.

Client: Airbnb
Architect: Threefold Architects
Project Manager: JLL
Contractor: Base Interiors

Bloom Clerkenwell

4 Farringdon Rd, Holborn, London EC1M 3HE, UK, Islington | Status: Under Construction | Completion: 2021

At Bloom Clerkenwell designed by JRA, HB Reavis' 'Ready to Work' concept embraces hybrid working, supporting changes in our work-life balance. Augmented by Symbiosy technology, it's a 'live' workspace, developed with MAA Architects, that can readily change to suit business needs by analysing and controlling the environment from air quality to occupation density, supporting employees' performance and wellbeing. Ready to Work offers flexible, simplified leases and fit-out options, reducing upfront costs, removing complexity and enabling scalability for the occupier.

Client: HB Reavis
Architect: John Robertson Architects
Structural Engineer: Buro Happold
MEP and Facade Consultants: Arup

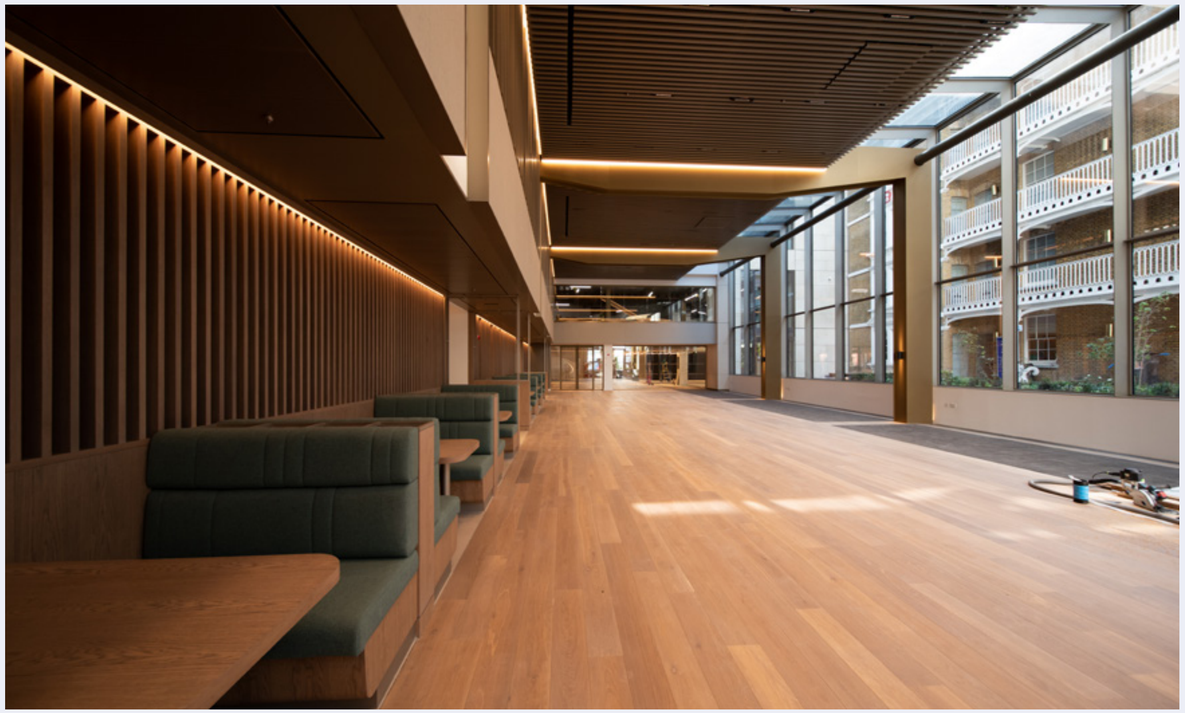


Bumble London HQ

Sheraton St, West End, London W1F | Status: Built | Completion: 2020

Bumble wanted to create a workspace that was for their people. Emotionally, they wanted their staff to feel at home within their environment, by providing them with a 'home from home' feel. The word “cosy” became the overarching guideline to the design and embodied everything Bumble wanted to achieve. With a total focus on their staff throughout the process, their office provides a wealth of people-centric areas, to encourage downtime and ensure their employees well-being is a top priority.

Client: Bumble
Project Manager, Interior Designer and Cost Consultant: Dthree Studio



Charterhouse Street

17 Charterhouse St, Holborn, London EC1N 6RA | Status: Built | Completion: 2021

A sustainable reimagination of a 1970’s building to meet the needs of the modern world through a more efficient and flexible workplace. Designed with wellbeing, inclusion and accessibility in mind, Charterhouse Street provides a new global headquarters for Anglo American, and an historical homecoming for De Beers. In addition to the considerable redevelopment to extend the existing building, the project was taken from Shell and Core to CAT B fit out and the project is on course to secure BREEAM ‘Excellent’ accreditation.

Client: Anglo American and De Beers
Architect: MCM Architecture
Project Manager: Buro Four
M&E / Sustainability Engineer: GDM Partnership
M&E / Sustainability Engineer: Twin & Earth
Structural Engineer: Ramboll
Quantity Surveyor: Exigere
Planning Consultant: Planning Potential
IT, AV and Security Consultant: MiX Consultancy
Specialist Lighting Designer: DPA
Facade Engineer: AKT II
Fire Engineer: JGA Fire
Building Control: Shore Engineering
CDM Advisor: Shore Engineering
Transport Consultant: i-Transport LLP
Vertical Transport Consultant: The Lift Consultancy
Shell & Core Contractor: Wates
Fit Out Contractor: BW Interiors



©PDP

Eccleston Yards Studio

5 Eccleston Place, Belgravia, London SW1W | Status: Built | Completion: 2019

A previously dark and unworkable space is transformed into a new, light filled, BCO Award winning office for PDP London. Following internal consultations, the design teams' vision was to create a flexible, inventive and collaborative environment, where staff enjoyed coming to work each day.

The resulting move also brought about a positive change in the culture of the practice. Other added benefits were lower staff retention, cost savings, flexible working, better comfort levels and significantly improved environmental performance.

Client: PDP London
Architect and Interior Designer: PDP London
Structural Engineer: Hurst Peirce + Malcolm LLP
M&E / Sustainability Engineer:
Edward Pierce Consultancy



©ForbesMassie

Eg:HQ, Nine Elms

34 Nine Elms Lane, Nine Elms, London SW8 5BY | Status: Under Construction | Completion: 2022

Eg:HQ is a 13-storey workplace of 217,000 sq ft occupying a waterside location next to the Thames, adjacent to the US Embassy in Nine Elms, part of the Embassy Gardens neighbourhood.

The building has complex site constraints, such as protected views to Parliament from the nineth floor of the US Embassy. The design response comprises mass-reducing, shifted blocks of considered proportions; terraces enrich the office space, providing tenants with river views while maintaining protected sight lines.

Client: Ballymore
Architect: Morris+Company
Contractor: Ballymore
Structural Engineer: Walsh
M&E / Sustainability Engineer: Hoare Lee
Landscape Architect: Camlins



FORE Partnership

135–137 New Bond Street, Mayfair, London W1S 2TQ | Status: Built | Completion: 2023

FORE Partnership's office is a 'laboratory' to test technologies and products that are deployed in the investor's commercial developments. With years of knowledge about healthy, sustainable, and socially impactful design, FORE is 'eating its own cooking'. From paint to fabrics, touch screen displays to air quality sensors, innovative products have been deployed, in a configuration more like an apartment than an office. Many products are from fellow B Corps like FORE. This is FORE's vision of the future of work.

Client: FORE Partnership
Designer: Sam Watkins McRaw
Contractor: Whitepaper



© Sheppard Robson

Freshfields Bruckhause Derringer

100 Bishopsgate, City of London, London EC2M 1GT | Status: Built | Completion: 2020

Located at 100 Bishopsgate in the City of London, the new London headquarters Freshfields Bruckhaus Deringer redefines the workplace, with hospitality and client collaboration as key principles, while creating opportunities to boost and prioritise wellness and sustainability. The five-year journey saw ID:SR Sheppard Robson act as strategic advisers and designers, with activity ranging from building acquisition to interior architecture. One of the fundamental changes to the base-build includes a series of sculptural staircases that facilitate connection and collaboration.

Client: Freshfields Bruckhause Derringer
Architect: Sheppard Robson
Interior Designer: ID:SR Sheppard Robson



Google Pancras Square

6 Pancras Square, King’s Cross, London N1C 4AG | Status: Built | Completion: 2019

Delivered as a building within a building; 6 Pancras Square re-imagines the Google workplace and provides Google UK with around 375,000 sq ft of innovative office space for 2,500 staff at their new campus location in King's Cross. Central to addressing the client's need for flexibility has been the deployment of AHMM's bespoke, demountable meeting room system, named ‘Jack’. These plywood, modular rooms allow Google to continuously re-invent their workplace as business needs change, while minimising waste from redundant materials.

Client: Google
Architect: Allford Hall Monaghan Morris
Contactor: ISG
Mechanical/ Electrical Engineer: Cundall
Structural Engineer: Waterman Structures
Project Manager: CBRE
Quantity Surveyor: CBRE



©Dirk Linder

Gresham St Paul's

31 Gresham Street, City of London, London EC2R 7HE | Status: Under Construction | Completion: 2021

Gresham St Paul’s is being delivered as a BREEAM ‘Excellent’ building, developed through pragmatic service solutions and upgrade of the external envelope, attempting to re-use as much of the existing façade, structure and sub-structure as possible. To help cater to modern working practices and promote personal well-being, the ground floor has been designed to provide occupiers with a range of amenities to help promote creativity and collaboration by offering a space to seek inspiration away from the desk.

Client: AFIAA
Architect: WilkinsonEyre
Contractor: MACE



©Neil Perry



Informa

110 Southwark Street, London SE1 0SU | Status: Built | Completion: 2020

A responsive approach to interior corporate identity, BAA created a new workspace for global player, Informa. Set on a single floor within the Blue Fin building, there is a mix of private and public areas including breakout spaces, meeting rooms, phone booths, and a library and café space for quiet working, with outdoor views to increase staff wellbeing. Inspired by the building's proximity to the Tate Modern, interiors feature colourful references to orientate staff within the circular floor plan.

Client: Informa Group
Architect: Ben Adams Architects
Contractor: 21 Construction

Lava.Lab – Global Design Concept

Bressenden Place, Westminster, London | Status: Proposed | Completion: 2021

The future of workplace requires greater variety of spaces to support collaboration and innovation, and technology will be central to the evolution of workplaces of the future. As we reconsider how we use our offices, Atkins (SNC-Lavalin) have developed Lava.Labs, a global model for innovation labs in which we can collaborate and drive value from current and emerging technologies. The first group of Lava.Labs have been planned for London, Montreal and Bangalore, with fit-out underway in our Montreal office.

Architect and Interior Designer: Atkins



LDN:W

3 Noble Street, Barbican, City of London, London EC2V 7EE | Status: Under Construction | Completion: 2020

Refurbishment, rebranding and repositioning of an 1990's building overlooking London Wall (LDN:W)

Targeted at the Fin/Tech sector and bridging the City and Clerkenwell districts LDN:W has facilities and amenities including roof gardens and terraces with views across London. A re-modelled and enlarged reception and café space with a redesigned street level facadere-introduces the building to its surroundings and local heritage. Embracing the new workplace agenda, the building is BREEAM Excellent, Wired Score Platinum, and Fitwell Accredited.

Client: MEAG

Architect, Interior Designer, Structural Engineer, Lighting Designer, Landscape Architect, Principal Designer, Acoustic Consultant, Planning Consultant: BDP

M&E / Sustainability Engineer: Elementa Consulting

Project Manager: CBRE

Quantity Surveyor: Savile Brown

Approved Inspector: MLM

VT Consultant: SWECO

Fire Consultant: FCS

BIM Manager: Pyrenees Consulting



© Credit

Lucent W1 (The Piccadilly Lights)

Piccadilly Circus, London, UK, Westminster | Status: Under Construction | Completion: 2022

Lucent W1 is located behind the famous Piccadilly Lights and comprises of 110,000 sq ft of flexible workspace, 22 terraces, and and gardens. 30,000 sq ft of retail and 3,000 sq ft of residential. The 110,000 sq ft of flexible workspace unfolds around a central atrium that floods the floors with natural light. Floorplates are maximised to have direct views onto the courtyard and terraces and the views of the capital beyond. Lucent W1 is targeting WELL Gold and BREEAM Excellent.

Client: Landsec

Architect: Fletcher Priest Architects

Contractor: Wates



©FCBStudios

Old Paradise Street

5 Old Paradise Street, Prince's, London SE11 6AX | Status: Planning Granted | Completion: 2021

Old Paradise Street will transform a disused former coffee roastery into 60,000 sq ft of net carbon zero work and maker space. The aim of the project is to create a highly sustainable building that relates strongly to its context and its rich cultural heritage. It aims to set new benchmarks of environmentally friendly, low carbon construction whilst promoting occupiers' health and wellbeing. The proposals are on target for almost 60 years of a negative carbon footprint.

Client: Bywater Properties
Architect: Feilden Clegg Bradley Studios
Structural Engineer: Webb Yates
M&E / Sustainability Engineer: Buro Happold
Planning Consultant: RPS Group
Project Manager and Cost Consultant: Quantum



One Heddon Street

1 Heddon Street, Mayfair, London W1B 4BD | Status: Built | Completion: 2019

The future of the workplace has its foundations in co-working, the principles of which centre around nurturing business communities and providing flexibility. We applied these principles to the whole building, ensuring that the product can be used in a variety of different ways. A refined design quality, seamless user experience, and inspiring spaces, all while maintaining a core sense of wellbeing. Encapsulating this made this Grade II listed building the world's first WELL-accredited space of its kind, at Platinum level.

Client: The Crown Estate
Architect: Barr Gazetas
Project Manager: Dendy Byrne
Quantity Surveyor: Burnley Wilson Fish
M&E / Sustainability Engineer: Mecserve
Structural Engineer: Waterman Group
Contractor: BW
Other: WELL AP



©OSF

Open Society Foundations

Status: Built | Completion: 2020

The project aspiration was to create a new home for Open Society's London office and design a unique space that reflects their values of tolerance, accountability and integrity. The emphasis was on creating an inclusive and egalitarian environment that celebrates diversity of thought, creative thinking and pluralism. The design narrative creates a 'home within a home', humanising the office and providing a clear brand and identity that highlights the important of people and selfcare.

Client: Open Society Foundations
Interior Architect: tp bennett
Project Manager and M&E: Cushman & Wakefield
Main Contractor: BW



©Charles Hosea Gallery

Paddington Works

14 Hermitage Street, Paddington, London W2 1BH | Status: Built | Completion: 2019

Paddington Works is a 15,000 sq ft coworking and event space that has been designed with wellness at its heart. Drawing inspiration from Brunel's eponymous station, the design deploys a limited palette of simple and robust materials intent on giving the space both an industrial and civic quality. Floorplates are organised as 'neighbourhoods' within the wider scheme — each centred around a kitchen and social space, with informal breakout and meeting areas, phone booths, meeting rooms, private studios and shared workstations.

Client: Space Paddington Ltd
Architect: Threefold Architects



Panagram

27 Goswell Rd, Barbican, London EC1M 7GT | Status: Built | Completion: 2020

A 1980s office building has been brought back to life by Buckley Gray Yeoman with playful interventions that bring colour and joy to the interior spaces, with a new vibrant reception space at its heart. A free-flowing reception is noticeable by its lack of traditional desk and a series of unique seating elements. A retro pop aesthetic replaces the corporate look and feel of the building as physical and metaphorical barriers are broken down to bring about a more convivial and lively set of workspaces in Clerkenwell.

Client: Dorrington
Architect: BuckleyGrayYeoman
Contractor: Open Contracts
Project Manager: Blackburn & Co
Engineer: Heyne Tillett Steel
M&E and Sustainability Engineer: Peter Deer Associates
Planning Consultant: JLL
Landscape Architect: Spacehub
Lighting Designer: Pritchard Themis



Royal College of Obstetricians and Gynaecologists (RCOG)

10–18 Union St, London SE1 1SZ | Status: Built | Completion: 2020

RCOG is the new home providing contemporary office spaces while enabling the College to provide a fully accessible building with an emphasis on health, wellbeing and sustainable design. The new building in Southwark sees the retrofit of two existing buildings, a converted 19th century hop warehouse and an 1980s office building by creating a new light-filled atrium knitting the buildings together. The building provides office spaces to support innovative ways of working and celebrates its role as a hub for women's health globally.

Client: Royal College of Obstetricians and Gynaecologists
Architect: Bennetts Associates
Structural Engineer: Integral Engineering
Contractor: 8Build
Services Engineer: KJ Tait



©Nicholas Worley

Scott House

Scott House, Waterloo Station, London SE1 7LY | Status: Built | Completion: 2019

A part of BAA's portfolio of projects for The Office Group, Scott House takes a Japanese inspired approach to create a peaceful working environment set within Waterloo Station. The award-winning scheme uses a robust grid device throughout the 30,138 sq ft space to divide, frame and highlight areas. A neutral materials palette is used to create a sense of tranquillity, while an existing two-tone marble floor in the core stair was restored to its original state, with added marble accents throughout.

Client: The Office Group
Architect: Ben Adams Architects
Other: Kvadrat



©JRA

Skanska L&SE HQ

51 Moorgate, City of London, London EC2R 6BH | Status: Built | Completion: 2019

This project delivered a highly agile new workplace for Skanska, who were keen to deliver a highly sustainable building as new hub that placed agile working and the health and wellbeing of their staff, high on the agenda. The newly completed headquarters at 51 Moorgate offers a persuasive glimpse of how the office may evolve post-pandemic. A forensic analysis of spatial needs resulted in a 26 per cent reduction in floorspace demand, without compromising on density or performance.

Client: Skanska Construction
Architect: John Robertson Architects
M&E and Sustainability Engineer: Long & Partners



Southworks

19 Rushworth Street, London SE1 0RB | Status: Under Construction | Completion: 2021

Southworks designed by SPPARC includes 70,000 sq ft of Grade A commercial office space spanning over seven floors. It is the first building in the UK to be awarded a Platinum Smart Building Certification. The highest standard of wellbeing is achieved through combination of natural elements, such as natural light, fresh air-openable windows and the latest technology. Flexible workspaces will create a responsive and productive environment that enhances users' wellbeing, all the while improving the building's efficiency and sustainability credentials.

Client: MiddleCap
Architect: SPPARC
M&E / Sustainability Engineer: Norman Disney & Young
Structural Engineer: MLM
Contractor: HG Construction
Cost Consultant and Project Manager: Quantem
Planning Consultant: Brunel Planning
Acoustic Consultant: Hann Tucker



TBC.London

224 Tower Bridge Rd, London SE1 2UP | Status: Planning Granted | Completion: 2022

A 110,000 sq ft forward-thinking workspace on the riverside next to Tower Bridge, FORE Partnership is transforming a 1990s office building into one of the UK's most sustainable and healthy workspaces, designed by Stiff + Trevillion. Targeting BREEAM Outstanding and WELL Platinum, the building will be 100 per cent electric and zero carbon in operation. It will feature a spectacular roof terrace and urban village hall where community groups can come together with tenants to drive positive change within the local area.

Client: FORE Partnership
Architect: Stiff + Trevillion



Technique

Laser House, 132–140 Goswell Rd, London EC1V 7DY | Status: Under Construction | Completion: 2022

A major refurbishment and extension of a former gin distillery into an art-led creative hub. The building will set a benchmark for the smart remodelling and reuse of existing building stock. Using the latest in timber engineering and design, lightweight CLT and Glulam elements will be used to extend the existing building, increasing the floor area by 60 per cent. The building prioritises health and wellbeing, with improved internal circulation and spatial layouts as well as exposed timber panelling providing biophilic benefits.

Client: General Projects
Architect: BuckleyGrayYeoman
Structural and Civil Engineer: Heyne Tillett Steel
M&E / Sustainability Engineer: Chapman BDSP
Project Manager and Cost Consultant: Quartz
Contractor: Graham



The Clove Building

4 Maguire St, London SE1 2NQ | Status: Built | Completion: 2021

Situated within a 1930s warehouse building in London's distinctive Shad Thames, Buckley Gray Yeoman refurbished and refitted this office space to appeal to a wide range of tenants in a challenging post-pandemic market, where flexibility was a key requirement of their brief.

Client: Dorrington
Architect: BuckleyGrayYeoman
Contractor: Open Contracts
Furniture supplier: The Furniture Practice



©Matt Chisnall

The Fjord Building

20 New Wharf Rd, Islington, London N1 9RR | Status: Built | Completion: 2020

Industrial chic fused with a Scandinavian aesthetic for a creative working environment, The Fjord Building is a sensitive refurbishment that delivers 20,471 sq ft of contemporary workspace across five floors in King's Cross. The brief was to reinvent the building without destroying its character, and the aesthetic is inspired by its existing industrial heritage and local history. Close to the canal basin, an area that was once the hub of the Norwegian timber trade, we've embraced the paired-back principles of Scandinavian design.

Client: Savills IM
Architect: Ben Adams Architects
Contractor: Parkeray



©Zishan Kahn

The Hickman

2 Whitechapel Rd, Shadwell, London E1 1EW | Status: Built | Completion: 2020

The Hickman is a complex commercial redevelopment. Reusing around 50 per cent of the existing structure, 2,983 tonnes of embodied carbon have been retained, with a structural embodied carbon value of 289 kgCO2e/sqm. The Hickman champions digital technology to enhance the working environment. The building has been fitted with sensors which feed data back to a bespoke smartphone app, sesame™. This monitors and allows adjustments to the environmental quality of internal spaces, monitors utilisation and allows card-free access throughout the building.

Client: Great Portland Estates plc
Architect: DSDHA
Structural and Civil Engineer: Heyne Tillett Steel
M&E / Sustainability Engineer: Milieu Consultants
Project Manager: Hush PM&C Ltd
Cost Consultant: Leslie Clark Construction
Contractor: F B Ellmer Ltd



© Credit

The Office Group at White Collar Factory

2 Old Street Yard, London EC1Y 2BP | Status: Built | Completion: 2019

The Office Group (TOG) provides flexible, innovative workspace for start-ups and evolving enterprises. AHMM was commissioned to develop a fit-out that could be quickly and endlessly reconfigurable to accommodate the ebb and flow of tenants. The Jack system — previously created for Google at 6 Pancras Square — is a bespoke, modular small room and spatial accessory system built from wooden cassettes. The 'Jackwall', developed for TOG , is a modular partition piece, rather than the box-like cassette.

Client and Project Manager: The Office Group
Architect: Allford Hall Monaghan Morris
Developer: Derwent London
Contractor: OD Interiors
Quantity Surveyor: Quantem
Principal Designer and Approved Inspector: MLM Group
MEP Engineer: EEP
Flooring: Gravity Flooring
Joinery: Denne Joinery
Partitions: Lasser Essex



©Staèle Eriksen

Victoria House, Bloomsbury

Bloomsbury Square, Holborn, London | Status: Built | Completion: 2020

Victoria House is a Grade II listed building in the heart of Bloomsbury, containing co-working, flexible workspace and event space. Hutchinson & Partners have recently reimagined the building's fabric as a contemporary reinterpretation of the character of the remaining historic spaces, calling upon a complimentary palette of natural hard-wearing materials and evoking the elegant proportions of the original building. Programmatically the spaces aim to enhance the social aspect of the workplace through the introduction of a series of informal lounges and meeting spaces and flexible floor plates.

Client and Heritage Consulatant: LABS
Architect: Hutchinson & Partners Limited
Contractor: TSK
Cost Consultant: RLB
Lighting Designer: Light Bureau
M&E / Sustainability Engineer: Scotch Partners
Project Manager: Alpha Projects Group
Fire Consultant: Astute Fire



©Saentys



Warwick Court

Paternoster Square, City of London, London EC4M | Status: Under Construction | Completion: 2022

This 'BREEAM Excellent' scheme in Paternoster Square sees the retention and reuse of existing finishes, acknowledging the original interior design. The works will see a complete reconfiguration of the ground floor arrival experience from Paternoster Square as well as the installation of new plant through the building incorporating touch free services, to meet the requirements of the modern occupier. Common amenity spaces will be incorporated, including a number of individual terraces and a communal roof terrace with unrivalled views of St Paul's Cathedral.

Client: Mitsubishi Estate London Ltd
Architect: Fletcher Priest Architects
Structural Engineer: Waterman Group

YY London

30 S Colonnade, Canary Wharf, London E14 5HX | Status: Under Construction | Completion: 2022

This project redevelops one of the first buildings in Canary Wharf — now known as YY London. The major refurbishment will significantly improve its environmental performance and relationship with the surrounding public realm. The project will create a NIA 408,000 sq ft building and increase ground-level activation across the lower floors, provide 25 per cent more office and retail space, articulate a bold new facade, and create a striking reimagination of an existing building that avoids the need for demolition over water.

Client: Oaktree Capital and Quadrant
Architect: BuckleyGrayYeoman
Project Manager: Avison Young
Quantity Surveyor: Quantem Consulting
Structural Engineer: Waterman Group
Planning Consultant: DP9
Landscape Architect:
Townshends Landscape Architects
M&E / Sustainability Engineer: Hilson Moran

East



Image: Republic Masterplan

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IQL Stratford – Workplace Beyond Boundaries

Endeavour Square, London E15 2DU | Status: Under Construction | Completion: 2021

Client: Lendlease | *Architect:* acme, Cooke Fawcett and you&me

Research by WHO during this health crisis suggests transmission of viruses is less likely outdoors than indoors. During this year of lockdowns, people have worked from home where possible and embraced meeting outside. More flexible working patterns and outside lifestyles have become the norm as cafés extend outdoor seating and gardens become external living areas. Work is not constrained by four walls, so why is the workplace?

At IQL Stratford, Lendlease has already taken the neighbourhood beyond its buildings and created a working environment to harness the power of outdoor working. The gateway to Queen Elizabeth Olympic Park (QEOP) and Stratford Inclusive Innovation District, IQL has leveraged the unique qualities of its landscape to blend outdoor components and create a permanent outdoor workplace where anyone can work, collaborate and share ideas.

Delivered in early 2020, the Living Room is first in what will be a series of structures to support outdoor working. The free multi-use space provides flexible outdoor co-working and community event space. Integrated lighting, external sockets and USB charging-points encourage outdoor working and night-time use. A space for creativity and inspiration designed to integrate with the landscape while providing protection from the weather, it seats 25 in varied configurations to allow individual and collaborative working.

The Pavilion Roof Garden opens to the public in September 2021, bringing seating, solar powered USB and wireless phone chargers, and public toilets. Feature amphitheatre steps create a place to meet and dwell and connect to a new D&D rooftop bar providing great coffee. Integrated private terraces offer tenants outdoor space to work, and curated walking routes through QEOP will be promoted on the Life@IQL community platform.

IQL's creation of permanent multi-use outdoor spaces fully consider the health and wellbeing of those using its workspaces, both now and in the future.

"Working from anywhere is becoming increasingly accessible, so we're creating a place that supports work no matter where you are, indoors or out. Nature and choice have huge benefits to happiness, health, performance and neurodiversity, and this year we've learned it's also about safety — reducing the threat of virus transmission by being outdoors. As part of a growing innovation district, these permeable spaces are important for people to connect and build loose ties across the community. So, this network of shared outdoor workspace, with seating, lighting, power (and access to good coffee!) is designed to help people thrive."

Rachel Edwards, Senior Strategist, Workplace Futures



© Credit



Pennington Street Warehouse

35 Pennington St, St Katharine's & Wapping, London E1W 2DE | Status: Built | Completion: 2018

Client: JTP | *Architect:* JTP | *Structural Engineer:* Alan Baxter Associates | *Heritage Consultant:* Nicola de Quincey | *Space Planning:* Spacelab

Pennington Street Warehouse (PSW) is the self-designed studio of architects, masterplanners and placemakers, JTP. As advocates of retrofit and reuse, JTP purposefully chose to adapt this Grade II listed warehouse as opposed to building completely anew; significantly reducing carbon impact.

Designed for longevity, all materials and products specified throughout the studio have a cradle-to-grave Environmental Product Declaration, ensuring sustainable options have been used. Sourcing locally and reusing existing furniture and equipment, has helped significantly reduce waste. The use of timber is maximised within the studio for its renewable and recyclable properties and for its benefits as a natural carbon sink.

The building has been designed to enable occupants to achieve their physical, mental and emotional best. It offers escape spaces; it is mindful of sensory stimuli; and it provides transition zones between working areas, enabling users to recalibrate their senses. Great consideration has gone into embedding acoustic absorption in furnishings, utilising natural light and offering sensory elements to help cognitive accessibility. In the first year of occupation, absence due to sickness was down 16 per cent.

The design encourages an active work life, by incorporating generous staircases, flexible workspaces, clustered amenities and equipment and activity spaces. The integration of biophilia provides not only air purification but also spaces for contemplation. Creating a healthy environment, free of volatile organic compounds (VOC) was key. Throughout the design, construction and in occupation, JTP was stringent in its selection of products and finishes — paint, timber, fabric, furniture and cleaning product is VOC-free.

Reducing environmental impact is more than a building issue and requires a shift in behaviours and mindset. JTP has implemented new initiatives to change behaviours — reusable water bottles, eco-friendly coffee cups and hessian lunch bags help reduce consumption and waste. Additionally, the building's energy consumption in the first year of occupation was below its design target, indicating increased efficiency.

"We believe that PSW challenges the preconceptions of what constitutes a workplace. It goes beyond the remarkable adaptation of a building or its commitment to sustainability. The studio symbolises something much more intangible. It is a place where we make and nurture friendships. A place where we have face-to-face interactions. A place where we feel a sense of belonging. A place for accidental interactions. A place where we can mentor and be mentored. Working will inevitably change as we emerge from the pandemic, but we still believe the creative and collaborative studio remains as important as ever."

Marcus Adams, Managing Partner, JTP



©JTP



©JTP

Republic Masterplan

9th Floor, Import Building, Clove Cres, Poplar, London E14 2BE | Status: Built | Completion: 2019

Client: Trilogy Real Estate LLP | *Architect:* Studio RHE | *Structural Engineer:* Heyne Tillett Steel | *Project Manager:* Quartz Project Services | *Cost Consultant:* Quartz Project Services | *Planning Consultant:* Savills | *Landscape Architect:* Studio RHE with Remapp

The Republic Masterplan rebrands the formerly known East India Dock, a collection of ten-storey tired 1990s granite clad post-modern offices. The overall objective was to rethink, re-imagine, re-brand and renew the office campus that was struggling to attract tenants. Republic is seen not only as a location for a new way of working, but the way working should be.

The ground floors include a diverse range of typologies that foster a strong identity for the site as the atriums spill into adjacent mixed use amenity areas, such as a creche, bakery, cafe and whisky bar. On the upper levels; large floor-plans have become a mixed-use culture hotbed of office adjacent to education space.

At the heart of each building the existing atriums have been infilled and re-animated with informal meeting spaces, collaborative work zones and the insertion of break-out spaces. The exterior public realm acts as a continuation to create a space for outdoor meetings, to provide respite and a location for office-cafe culture to sprawl into. Extensive initiatives for developing ecology and biodiversity have had significant urban greenery contributions including the pedestrianisation of the existing roadway to become a vibrant, green public realm landscape.

The materiality to refurbished areas is key to the architectural response. The development was stripped back to the reinforced concrete structural frame and the inserted timber infill structure has been fully exposed and expressed to create a striking, tactile and honest contrast. The extensive use of modular CLT timber elements provides a warm, natural and healthy aesthetic not usually found within office space. Both buildings store more than 1.5 times the carbon used to build them.

Further on-site wellness initiatives include a ground floor gym and an extensive planted roof terrace. A “Wellness Director” organises events including; rooftop yoga, a gardening club, street food and outdoor films. An initial assessment predicted a “Gold” WELL standard.

“Studio RHE Architects have been working in close conjunction with the client Trilogy on the Republic Masterplan since 2015; In that time the project brief has adapted numerous times to both new ways of working and what makes a destination desirable to work and go to. Re-imagining the plain and secluded 1990s development within it’s larger discrete data centre surroundings; has involved investigating what the market wants and ways in which to retrofit the area with new construction technologies such as CLT; responding in phases with an adaptive, creative, sustainable design that can deliver a new locality with its own self-sustaining culture; with wellness at its central core.”

Richard Hywel Evans,
Director Studio, RHE Architects





TransferWise at Tea Building

Tea Building, 56 Shoreditch High Street, London E1 6JJ | Status: Built | Completion: 2021

Developer: Derwent London | *Occupier:* TransferWise

Derwent London is increasingly hearing business leaders recognising the value of the role offices play in supporting their culture, collaboration and growth. We also expect more people will work from home at least some of the time as businesses adopt more hybrid working practices. This is an acceleration of an existing trend seen prior to the pandemic. A recent survey we conducted amongst our major tenants found most were keen to return to their offices. Collaboration, social interaction and employee wellbeing are high on the list of what occupiers missed most, but levels of productivity and mentoring have been of increasing concern as remote working has persisted.

We expect offices to be used differently. There will be fewer desks but more collaboration space, meeting rooms, video conference facilities and other amenities. There will also be increasing emphasis on mental health, wellbeing and environmental performance. There will be less 'max-packing' going forwards. Looking ahead in respect of changing working practices, we do believe businesses will adopt more agile working practices and, whilst we think this may reduce overall office demand to some degree, we do not believe the impact will be significant.

The buildings Derwent London creates have the adaptability to meet these evolving trends and it has been very interesting to see how our occupiers have been working on their plans for change.

"TransferWise is continuing to grow, and making sure we have the right space for our people is crucial for our future plans. As many people mix working from home, the office, and remotely, we know just how important flexibility is to our team. Following internal workplace surveys and focus groups, we learned that our people wanted a hybrid working model that caters to that as well as it can. By expanding our office space, and offering more flexibility for our teams to work however and wherever suits them best, we can ensure we're equipped for the future of work."

Darren Graver, Office Expansions Lead at TransferWise, at Derwent London's Tea Building E1



Trowbridge Gardens

1 Trowbridge Rd, Hackney Wick, London E9 5LD | Status: Built | Completion: 2018

Workspace Operator: Arbeit Project Ltd | *Planning Consultant:* Brown Urbanism | *Public Realm Improvements:* muf Architecture/Art

Trowbridge Gardens is a council owned affordable workspace studio and creative hub, operated by Arbeit Projects that is home to 30 artist studios, social enterprises and local businesses.

Hackney Wick is an area undergoing significant change, with a clear need for proactive intervention to protect one of the largest clusters of artist studios and creative businesses in Europe. The London Borough of Hackney and the LLDC are committed to safeguarding the long term future of this unique community and access to affordable workspace via the planning system by putting in place clear affordable workspace requirements and obligations for new developments. Council-led creative regeneration interventions have been required in the short to medium term whilst development schemes are built, to ensure the local creative community is not displaced.

Working with Hackney approved workspace provider Arbeit Project Ltd, and with Good Growth funding, LB Hackney has transformed an underutilised council asset into a mixed use creative hub. Trowbridge Gardens is home to 30 studios for local artists and designers.

The council offered the building to workspace providers at a reduced rate, and affordable workspace and social value outputs have been prioritised ahead of financial returns for this council owned asset. Over the course of the project, Arbeit and the local businesses on site will be delivering employment, training and work placement opportunities for local residents, as well as community events and open days. 2021 will see further innovation on site, with CNC cut pods installed by community business Wick CNC Ltd in the Muf Architecture/Art designed public gardens to provide further workspaces and spearhead a sustainable approach to expanding the site. At a time when the future of the workplace and changing nature of work has been brought into stark focus, Trowbridge Gardens is an example of a distinctly local community hub in which like minded individuals can work, socialise, exercise, learn and play under one roof.

"Trowbridge Gardens has been a great opportunity for us to create a unique space in Hackney Wick and respond to a real need to give local residents and businesses genuine long-term engagement. By giving access to previously closed spaces, Hackney Council has allowed the local community to re-discover its area and helped with re-imagining how facilities could be better used. Working with the council we have managed to curate a good mixture of users that consists of existing tenants, local at risk businesses, non-profit organisations, and local artists and designers. During Covid-19 we have faced new challenges, but together with the council we have found a way to relieve most of the pressure from our members and offer them the support needed."

Nimrod Vardi, Founder & Creative Director, Arbeit Project Ltd



©Gbemi



©Gbemi

Waltham Forest Town Hall

590 Forest Road, Walthamstow, London E17 3UD | Status: Under Construction | Completion: 2021

Client: London Borough of Waltham Forest | *Architect:* Hawkins \ Brown | *Landscape Architect:* Churchman Thornhill Finch

Restoring Waltham Forest's Grade II-listed Town Hall and transforming the surrounding landscape into a vibrant neighbourhood where council staff, local businesses and residents can come together. Whilst numerous historic town halls are converted into luxury homes, hotels or venues, Waltham Forest has decided to retain the building's original purpose and redevelop it to accommodate their changing needs and objectives. A key challenge has been balancing the need for transformation and conservation — determining which elements to retain and enhance, and which to alter and improve.

The civic campus is a democratic place where staff, residents and visitors will always feel welcomed and involved. A flexible foyer welcomes visitors, while the civic suite is transformed into a home for community celebrations and council business. An interactive water-feature replaces the tired fountain at the main entrance while also forming a fully accessible forecourt to host large-scale events.

Cellular offices are replaced with open-plan, agile workspaces to promote collaboration and productivity. Design elements which support adaptability, wellbeing and environmental factors include: dual/triple aspect workspaces with better lighting, views out and ventilation; use of colours and artwork to promote a sense of identity and improve inclusivity; specification of natural, non-toxic, robust, hygienic materials; natural or mixed-mode ventilation, with assisted cooling where required, to provide thermal comfort and allow users to have control over their own environment; new double-glazing to improve thermal envelope and control overheating; acoustic treatment to improve acoustic absorption and separation; biophilic design utilising natural materials and incorporating greenery and water-feature; robust services infrastructure to allow for easy maintenance and replacement as required; open-plan layout, enabled by the existing structural grid, furnished with loose furniture and strategically located power and data to allow future adaptability; and safe and varied external spaces.

"The most challenging aspect of the project was to create an agile workplace that caters for today's working practices while offering an improved energy performance within the constraints of a Grade-II listed building. By opening up small, cellular offices, we achieved open-plan 'neighbourhoods' with better ventilation, lighting, thermal comfort and acoustics, creating a range of spaces to support different activities from focused to collaborative working. We planned for long-term adaptability to cater for Council's changing needs and workplace standards through flexible spatial organisation and robust IT and services infrastructure, while making sure to preserve the heritage value of the building."

Ryoko Kawaguchi, Associate, Hawkins\Brown







Expressway

Waterfront Studios Business Centre, 1 Dock Road, Royal Docks, London E16 1AG | Status: Built | Completion: 2020

The refurbishment transformed 120,000 sq ft of workspace for creative industrial, maker and service-based businesses, prioritising communal and public-facing facilities to support collaborative, working communities. Expressway is a mixed-use workspace in London's Royal Docks, designed for value-conscious, local SMEs. The building now hosts a 3,000 sq ft, publicly-accessible community hub which operates a Community Wealth Programme from the building. This seeks to support and foster both local business owners and young people through initiatives including an apprenticeship partnership and a youth incubator.

Client: General Projects
Architect: Architecture 00
Services Engineer: David Webb Associates



©Tim Crocker

Hackney Bridge

Copper Street, London E15 2GY | Status: Built | Completion: 2020

Hackney Bridge is a meanwhile project to provide incubator space for a range of creative people and organisations, combined with public facing elements such as an event space and food hall, provided across five buildings arranged around a central yard. The site will eventually be developed as part of the Olympic Legacy Plan for housing, but the interim period of 12 years will allow the site to support start-ups and offer opportunities for local people from the surrounding neighbourhoods.

Client: Make Shift
Architect: Turner Works
Contractor: Glencar Construction
Structural Engineer: Structure Workshop
Civil Engineer: Genever & Partners
MEP Consultant: PSH Consulting
Quantity Surveyor: Christopher Smith Associates
Fire Consultant: Asture Fire
Approved Inspector: Stroma BC
Planning Consultant: Quod
Acoustic Consultant: Hann Tucker Associates
Landscaping: Studio Hatcham
External Furniture: Studio Jutta Goessl



©HaworthTompkins

Industria

Long Reach Road, London IG11 | Status: Planning Granted | Completion: 2022

Industria is a stacked workspace building delivering 10,000 sqm of industrial space in 45 industrial units of varying scales. The accommodation is stacked to maximise industrial land efficiency and a helical vehicle ramp provides access to three levels of workspace arranged around landscaped service yard decks. A new public café and business hub are located at street level and there is a roof top breakout space and recreation area, creating a community of small and medium sized manufacturing and making facilities.

Client: London Borough of Barking & Dagenham and Be First
Architect: Haworth Tompkins
Industrial Architect: Ashton Smith Associates
Structural Engineer: Pinnacle
Services Engineer: MBA Consulting Engineers
Quantity Surveyor: Fulkers Bailey Russell
Contractor: McLaren

North



Image: Clockwise Wood Green, Greenside House

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3 and 4 Brent Cross Town

Brent Cross Interchange, Barnet, London NW2 1LW | Status: Planning Granted | Completion: 2022

Client: Argent Related | *Architect:* shedkm | *Structural Engineer:* Heyne Tillett Steel | *Architect:* Studio Egret West | *M&E / Sustainability Engineer:* Atelier Ten

Sustainable offices by the new Brent Cross West station will provide flexible, open spaces to avoid siloed working and improve productivity and wellbeing, next to 50 acres of green space. The buildings use leading timber construction technologies to provide a sustainable place to work in Brent Cross Town. The offices will bring together innovative companies, academic organisations, start-ups and scale-ups to create a new business ecosystem, located at the centre of a 'golden triangle' between the UK's most powerful knowledge clusters — Euston's Knowledge Quarter, Tech City at Old Street and the Oxford-Cambridge Arc.

3 and 4 Brent Cross Town are located among restaurants, shops and leisure facilities and sit next to 50 acres of parks and outdoor space. All workstations are placed next to the east and west façades where daylight is higher, due to the distance of these façades to the neighbouring buildings in the masterplan. This maximisation of daylight, as well as use of warm materials, the promotion of stair usage and break-out areas for eating and socialising in will all contribute to the wellbeing of office users. Design features include a timber floor structure, flexible open floor-plates leading onto balconies, and roof pavilions with large wraparound terraces.

The buildings sit on the western edge of Station Square, a public and transport interchange space next to the new Brent Cross West station — a 12-minute journey to King's Cross St Pancras. With expansive double height receptions, the buildings offer easy access from the station entrance. The offices will lie at the heart of Brent Cross Town — set to become a net-zero-carbon neighbourhood by 2030. 3 and 4 Brent Cross Town will provide a reliable and affordable zero-carbon heating network, with clean air and high indoor environmental quality.

"At Brent Cross Town, we have set out to create a new workplace environment at the heart of our new park town. The focus, even pre-COVID19, was on the quality of life and how to support both the health and wellbeing of people and companies that choose to come — and the buildings' design is fundamental to that. The target we set the team was to create flourishing communities that have a sense of place and engagement and are connected to leading knowledge, whilst ensuring we also look to protecting the future of our environment in all senses."

Peter Runacres, Development Director, Commercial Lead, Argent





Clockwise Wood Green, Greenside House

50 Station Road, Wood Green, London N22 7TP | Status: Built | Completion: 2021

Client: Castleforge Partners | *Architect:* Hawkins \ Brown | *Interior Designer:* Hawkins \ Brown

Clockwise Wood Green at Greenside House offers locals a workspace to rent near their home — particularly apt for those now working from home who don't have enough space to establish a proper work area. One positive outcome of the pandemic is how we have reengaged with our local neighbourhoods. We now travel less, buy our groceries locally, and talk more frequently and readily to our neighbours — and all signs indicate that this is likely to stay in the future.

Located near Alexandra Park and other green areas, the site felt disconnected from its immediate context, and its artificial and hard materials — originally from the 1980s — made it defensive and unwelcoming. Inspired by the surrounding area, Hawkins\Brown proposed an indoor green route — starting from the entrance, running through a full-height atrium and ending in a roof terrace — to visually reconnect the building to Alexandra Park. The route also establishes pockets of green space that work as backdrops for activities, and which encourage people to interact and socialise.

Our work focused on developing small adjustments to the site rather than whole scale replacement, retaining what was good about the building while adding a new layer of history, as well as reducing carbon emissions and improving wellbeing. The building was stripped back to its steel and concrete frame, and elements loosely inspired by 1980s Post Modernism — geometric shapes, a light-hearted and natural colour palette — were introduced to reference those who originally inhabited the building, and to provide a fresh and domestic feel.

Wood Green has traditionally been home to makers and creators, so we have provided local artists with spaces to create site-specific art, and a place to exhibit their work in the ground floor café, which doubles as an impromptu exhibition space for artists and visitors to mingle with tenants.

"The key challenge was how to create a workplace that supports hybrid working and wellbeing, while also providing long-term flexibility. We found that, in an era with no defining aesthetic, people seem to have a renewed interest in provenance — we want to know where things come from, who made them and how they were put together. We therefore decided to strip out what wasn't necessary and expose and celebrate the construction elements, allowing people to reconnect with the craft of making buildings. We called it a 'whole grain' aesthetic — using materials that textured, unfinished and reveal their ingredients."

Massimo Tepedino, Partner, Hawkins\Brown







©Bennetts Associates

Tribeca

St Pancras Way, London NW1 0TB | Status: Planning Granted | Completion: 2022

This state-of-the-art laboratory and offices at the heart of London's biotech cluster within a new public realm alongside the Regent's Canal, will additionally support vibrant retail, restaurants and residential. Lab-ready workspace is achieved by creating hybrid base buildings with a structural grid that allows a variety of lab and office formats. The servicing strategy allows the uses to mix and additional riser space zones are built-in to the core areas. The enlarged roof plant enclosure is designed to accommodate lab ventilation systems.

Client: REEF
Architect: Bennetts Associates
Cost Consultant: Gardiner & Theobald LLP
Lab Fit-out Consultant: Abel Nepp
Services Engineer: KJ Tait
Landscape Architect: Fabrik
M&E / Sustainability Engineer: Max Fordham

South



Image: Market Peckham

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Arding & Hobbs, Clapham

Clapham High St, Wandsworth, London SW4 | Status: Under Construction | Completion: 2023

Client: W.RE | *Architect:* Stiff + Trevillion | *Structural Engineer:* AKT II

W.RE acquired the historic Grade II listed Arding and Hobbs building in November 2018. The building has been part of Battersea's heritage since 1910, as one of South London's first purpose-built department stores and is an important local landmark.

Our refurbishment plan seeks to create flexible retail and leisure uses across the ground and basement floors and introduce modern office space to the upper floors with a new roof top extension to crown the building. This combination of uses will bring new life to the building and an economic boost to Clapham Junction town centre while restoring the heritage of this iconic landmark.

Over 1,000 individual responses were received from our consultation in addition to 10 online presentations to stakeholders, neighbouring residents and businesses, as well as engagement via our social media platforms. Residents and local businesses told us we should treat it with total respect. We, together with our architects Stiff + Trevillion are committed to doing so and I am pleased to say we had far more letters of support than letters of concern.

This combination of uses will generate footfall, giving an economic boost to Clapham Junction town centre, and restore the heritage of this iconic building. We are confident that Arding and Hobbs will become a special place to work, shop and enjoy. This retail - leisure - workspace approach will be a blueprint for the future of the town centre across the UK.

For W Real Estate, this 14,900 sqm project regenerates the Grade II listed Arding & Hobbs department-store building in south London, to deliver modern office and retail space. The existing four-storey building dates from the 19th century, and sits adjacent to Clapham Junction station. Led by architect Stiff + Trevillion, the scheme introduces a flexible internal organisation and adds two upper storeys, all while reusing the existing structural frame and foundations, targeting BREEAM Excellent. Planning was awarded in November 2020.







©We Made That



Battersea Design and Technology Quarter

Havelock Terrace, Nine Elms, London SW8 | Status: Proposed | Completion: 2026

Wandsworth Council has identified Battersea as a potential location for creative design and technology growth and developed an innovative framework for a mixed-use workspace district. The Battersea Design and Tech Quarter initiative blends offices, studios, workshops and light industrial, drawing on the area's industrial and design heritage. With Apple's London HQ opening at Battersea Power Station in 2022, Penguin Random House UK nearby and Royal College of Art extending its campus, proximity will foster growth in digital and technology enterprises.

Client: We Made That and London Borough of Wandsworth
Transport Consultant: Urban Movement
Planning Consultant:
Graham Harrington Planning Advice
Other consultants: PRD and Hatch Regeneris

Battersea Studios 3

80 Silverthorne Road, Nine Elms, London SW8 3HH | Status: Proposed | Completion: 2023

Battersea Studios is a successful existing community of SMEs supported by flexible space and lease terms, within a sprawling warehouse-style space. Studio 3 reimagines this model in a new 10-storey tower, which will house commercial and light industrial uses on ultra-flexible floorplates, and can be configured efficiently into small 400 sq ft suites and adapted to suit the evolving needs of occupiers. Communal facilities, such as the large roof terrace for events, will continue to foster a sense of community and collaboration.

Client: Schroders
Architect: Barr Gazetas
Project Manager: Avison Young
Quantity Surveyor: Quantem
Structural Engineer: Elliott Wood
Planning Consultant: Deloitte Real Estate
M&E / Sustainability Engineer: Scotch Partners
Landscape Architect: Place



Market Peckham

133a Rye Lane, Peckham, London SE15 4BQ | Status: Built | Completion: 2019

Market is an independently run professional workspace offering small businesses in southeast London a flexible place to work, near home. Open to the public, it also offers shops, bars and a music venue. Set within a newly extended Edwardian department store, Market was designed and built by the same team who now occupy and operate it. The building is open to the public, playing host to an evolving range of small shops, bars, restaurants, events spaces and a live music venue.

Client, Architect, Contractor and Interior Designer: Frame Property
Engineer: Elliott Wood
Services Engineer: Con-Serv



Mixed Occupier Testbed

29 Blue Anchor Ln, Bermondsey, London SE16 3UL | Status: Proposed | Completion: 2021

A workplace for micro businesses in refurbished Bermondsey railway arches, the Mixed Occupier Testbeds are an initiative by the Low Line Partners to retrofit vacant railway arches, part of a series of transformations which reimagine what railway arches along the Low Line can contribute. By paring capital costs, this retrofit will provide workspaces for local micro-enterprises otherwise priced out of local commercial lets. TDO's proposals re-purpose Nissen sheds, providing self-contained enclosures.

Client: Low Line Partners
Architect: TDO
Project Manager: AMR



© Squire & Partners



The Department Store Studios

19 Bellefields Road, Ferndale, London SW9 9UH | Status: Under Construction | Completion: 2021

The Department Store Studios is a four-storey contemporary workspace building adjacent to the award-winning refurbishment of The Department Store, as the next phase of Squire & Partners' investment in Brixton. Taking inspiration from the robust Edwardian aesthetic of its older sibling, the new crafted red brick building replaces a series of derelict 1970s annex structures with workspace designed for small to medium creative businesses, and a restaurant animating the ground floor. Internally, raw natural finishes are celebrated with exposed brick and a cross laminated timber frame.

Client, Architect and Interior Designer: Squire and Partners
Structural Engineer: Elliott Wood

The Old Bakery

16 Forest Hill Rd, Dulwich, London SE22 0RR | Status: Built | Completion: 2019

A derelict out of use shop was restored sustainably to a flexible work space which now accommodates an Architect's office. RDA's office was designed as a multi-purpose flexible work space with varying degrees of private spaces. From the enclosed old baker's oven for private meetings, hidden services in the basement to the semi-private office space and the public store-front ground level. The front desk is on wheels and the ceiling lights on magnetic tracks can be arranged to accommodate local artists or dimmed for a yoga lesson.

Client and Architect: RDA
Contractor: Pawel General Building



©Jim Stephenson

The Power of Norwood High Street

6 Norwood High St, West Norwood, London SE27 9NS | Status: Built | Completion: 2020

A derelict shop converted into a creative and affordable co-working space, with a community room for workshops and meetings and a working yard for outdoor events. Working with different local demographics to get a series of proposals to revitalise Norwood High Street, via a month-long digital consultation. Based on the findings, the use of the shop changed into a creative co-working space that provides affordable and flexible working. This is a pilot project for how to innovate high streets and increase their occupancy levels by shifting the current use.

Client and Architect: A Small Studio
Structural Engineer: Blue Engineering
Contractor: Rose Development Services

West

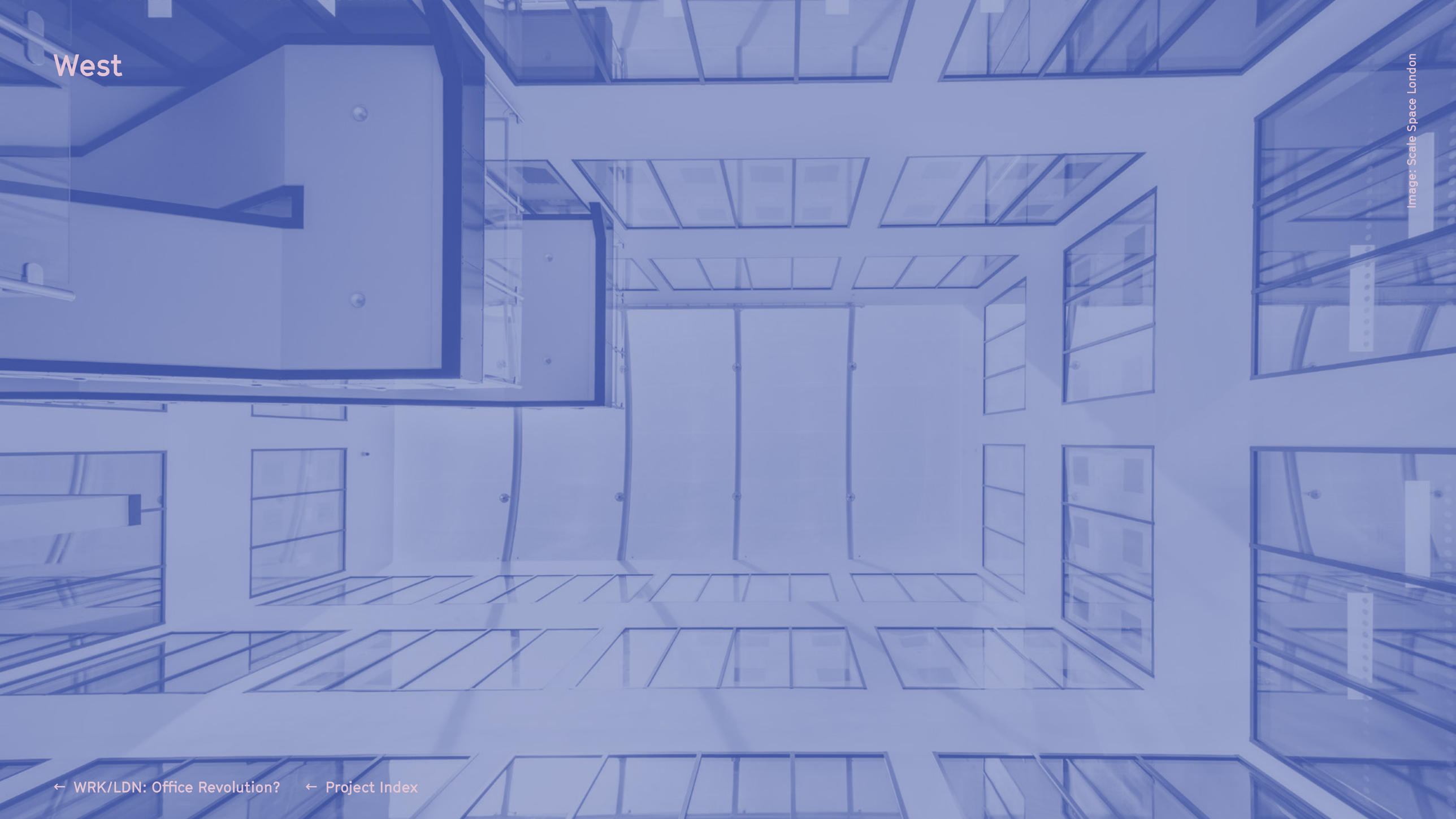


Image: Scale Space London

← WRK/LDN: Office Revolution? ← Project Index

Scale Space London

Wood Lane, London W12 | Status: Built | Completion: 2019

Architect: Carey Jones Chapman Tolcher | Project Manager: Meedhurst | Cost Consultant: Arcadis | Services Engineer: Hoare Lea | Structural Engineer: WSP | Contractor: Western Build

Imperial College London's Scale Space scheme provides flexible office and laboratory space, accommodating high-tech, high-growth businesses on the 23 acre White City Campus. It sees the delivery of 25,500 sqm of employment-generating accommodation for specialist companies associated with research and development, technology and education.

For this project Imperial College have collaborated with technology incubator company Blenheim Chalcot to fuse educational and private sector uses under one roof. The combination of educational, business and research activities in one building follows the client's vision to provide cutting edge education with real world applications.

In order to meet the clients brief for high quality, yet fast delivery of the project, right from the outset the design has been developed as an off-site manufacture structure with the main structural elements pre-fabricated as three dimensional structural modules and delivered to site ready for installation. The client's high aspirations for design meant that the building cannot appear as a series of assembled containers. A low cost and fast build facade panel system is also utilised to ensure a weather tight envelope is created early on in the construction stages in order to allow interior and exterior finishing trades to work and complete in parallel.

The design of the scheme has been developed into three four-storey buildings which all provide a mix of flexible office, research and development spaces as well as specialist clean room laboratory environments. Other uses in the space comprise a communal lobby and cafe space at ground floor.

The high quality finishing and efficiencies which can be achieved within the factory, prior to delivery on site has greatly decreased the overall programme meaning that despite its size of over 10,000 sqm Gross Internal Area (GIA), the first Building A had been constructed on site within a 52 week programme.





The Gramophone Works

326 Kensal Rd, Kensal Green, London W10 5BZ | Status: Under Construction | Completion: 2022

Client: Resolution Property | *Architect:* Studio RHE | *Structural Engineer:* Heyne Tillett Steel | *M&E / Sustainability Engineer:* Dowds | *Contractor:* Graham

The former home of Saga records, The Gramophone Works is a new landmark canal-side commercial scheme comprising a mix of refurbished, extended and new build contemporary office spaces. Previously in use as a vinyl factory and recording studio, it has a rich cultural history. As part of the second phase of works, the existing concrete-framed building is being restored and repurposed to deliver a dynamic and creative commercial hub. The building will feature new and refurbished workspaces to create flexible and functional working areas. Placing occupant's health and wellbeing at its heart, the building will deliver a new canal-side café, communal reception facilities and external green areas at both ground and roof levels.

A lightweight CLT and glulam structure has been used to extend the existing concrete frame, increasing the building from two to six storeys and adding 60,000 sq ft of commercial office space. The new building design creates significant embodied carbon savings through using the original structure as a foundation to support a new lightweight timber frame, further maximising office space. Internally, the timber elements will be left exposed, creating natural and biophilic working environments and attracting a new generation of creative tenants.

The Gramophone Works responds to the rapidly developing needs of an urban working environment through the design of large, timber-framed floor plates which build in the future flexibility required by many businesses. The use of engineered timber products to extend the existing building is relatively uncommon on commercial developments of this size in central London. The building champions the use of CLT in the large-scale commercial sector to create new space which is adaptive and responsive to tenant's needs. Using timber has reduced the embodied carbon to 129kgco2e/ sqm for the structure, measuring well below the RIBA and LETI 2030 carbon targets.

"The ambition was to utilise all of the existing reinforced concrete frame which included extraordinary 'mushroom head' columns. A new lightweight CLT frame allowed 3 additional storeys of wide and tall flexible space. The added benefit of the internal timber walls and ceilings being self-finished creates a 'zeitgeist space' and reduced the time, cost and weight of the building."

Richard Hywel Evans, Director, Studio RHE







©Jack Hobhouse

245 Hammersmith Road

245 Hammersmith Road, Hammersmith, London W6 8PW | Status: Built | Completion: 2019

Designed around the principles of openness, collaboration and flexibility, the new 245 Hammersmith Road breathes life into a formerly closed-off and uninviting site, creating a dynamic, welcoming workplace and destination, interwoven by a series of vibrant public, green spaces. It provides 242,200 sq ft of flexible office space, 10,400 sq ft of retail space and new public space in Hammersmith's Business Improvement District. The result is a dynamic and exciting destination, that goes above and beyond the standard workplace, creating a welcoming and enjoyable space for all.

Client: Legal & General Investment Management Real Assets and Mitsubishi Estate London
Architect: Sheppard Robson
Interior Designer: ID:SR Sheppard Robson



©Darc Studio

97–107 Uxbridge Road, Ealing

CP House, 97–107 Uxbridge Rd, West Ealing, London W5 5TL | Status: Planning Granted | Completion: 2023

A major new workplace in the heart of Ealing's Office Quarter. As well as significantly reducing carbon emissions through the use of renewable energy, the overarching approach is one of long-life loose-fit, in line with the practice's ethos to design new buildings that are inherently sustainable through their adaptability and robustness, and therefore longevity of use by generations to come. The proposals include affordable workspace and flexible uses connected to a newly extended public realm.

Client: Spaceworks
Architect: Hutchinson & Partners Limited
Planning Consultant: DP9
Structural Engineer: Heyne Tillett Steel
M&E / Sustainability Engineer: Thornton Reynolds
Transport Consultant: Steer



©Cityscape

Gateway Central

Wood Lane, London W12 | Status: Under Construction | Completion: 2022

Gateway Central is part of the wider, ongoing transformation of White City into a creative, science and education district. It will provide new office space, with total floor space of over 24,700 sqm. Designed and being constructed during the pandemic, the development provided an opportunity to adapt its design for social interaction, accessibility and wellbeing, to anticipate a post-COVID-19 workplace. It will provide new office space and two south-facing outdoor terraces and shops on the ground floor.

Client: Stanhope, Mitsui Fudosan and AIMCo
Architect: Allies and Morrison
Developer Manager: Stanhope
Construction Manager: Sir Robert McAlpine
Cost Consultant: Deloitte
Planning Consultant: Gerald Eve
Structural Engineer and Facade Engineer: AKT II
Services Engineer, Sustainability Consultant, Fire Engineer, Building Security and Vertical Transport: SWECO
Landscape Architect: Hyland Edgar Driver
Transport Consultant: Vectos
Acoustic Consultant: Sandy Brown
Access and Maintenance: Hilson Moran
Approved Inspector: Bulter & Young



The Invention Rooms Café, Imperial College London

South Africa Road, Shepherd's Bush, London W12 7RH | Status: Built | Completion: 2019

The Invention Room Café is a space for collaboration and innovation, serving both the community and the wider college. It hosts a programme of activities for young people as well as offering ways to engage elderly people in workshops and research, and allowing people of all ages to test out ideas using university knowledge and equipment.

Client: Imperial College London
Architect: Allies and Morrison
Cost Consultant: Mortimer Isaacs
MEP & Structural Engineers: AECOM
Main Contractor: 8 Build

Ideas

Catalog Cares

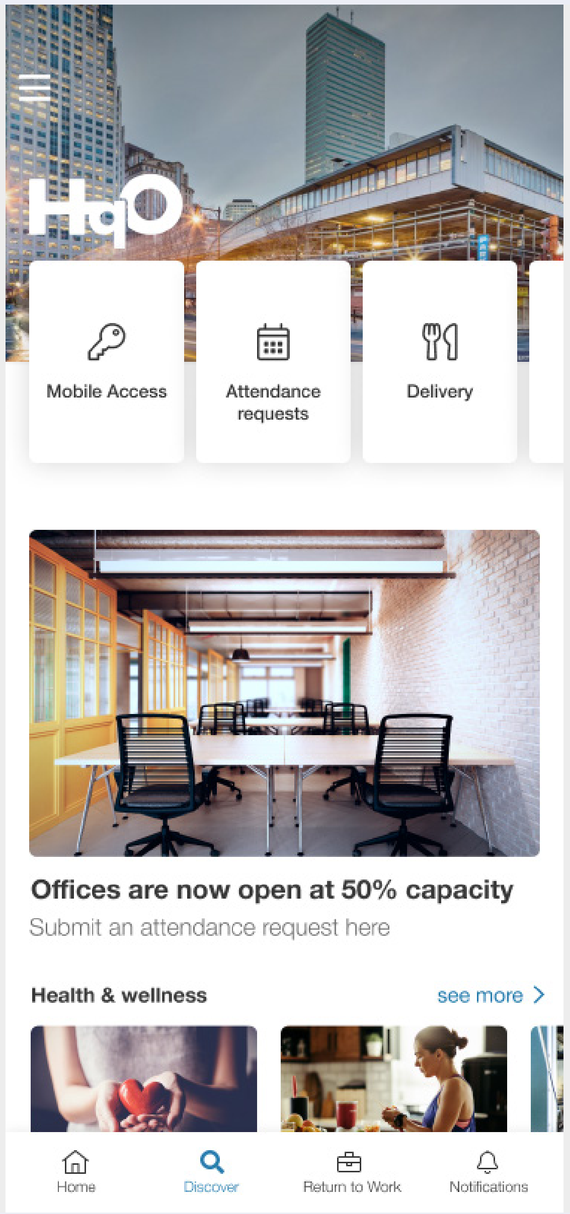
HqO

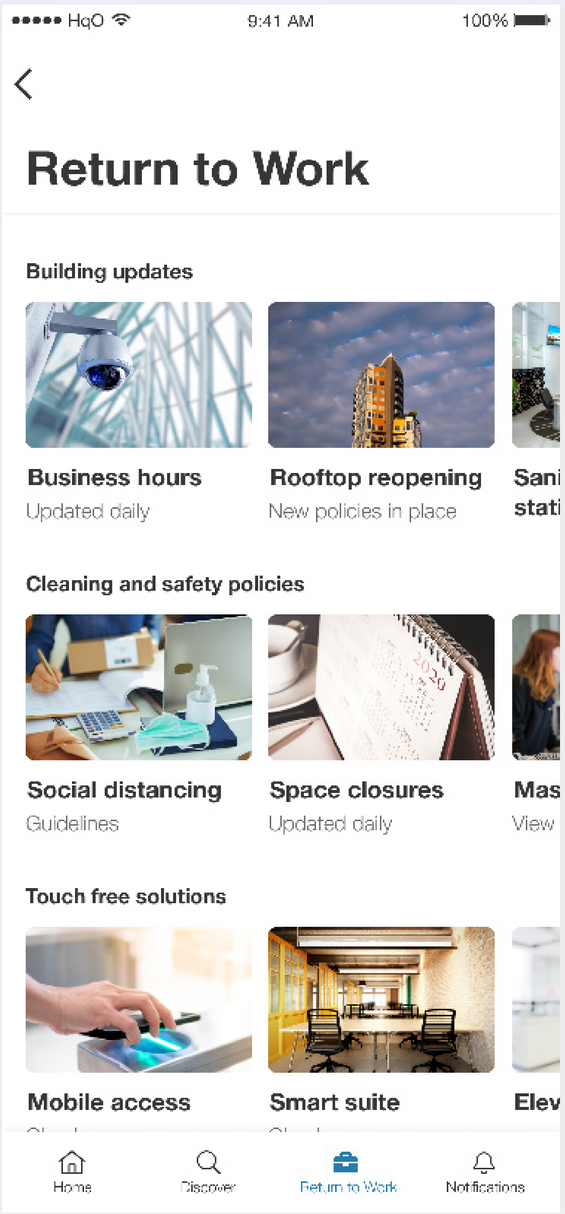
In March 2020, HqO responded to a corporate-wide initiative from EQ Office, a Blackstone affiliate and operator of Chicago's iconic Willis Tower. The EQ Office team developed a campaign to elevate their corporate ESG initiatives by supporting on-site retailers in Catalog — Willis Tower's new 300,000 sq ft curated dining, entertainment, and community experience — and to give back to the broader community by providing COVID-19 relief to frontline healthcare workers.

Branded as "Catalog Cares," HqO leveraged its innovative tenant experience platform and team to create a program that would simultaneously support Willis Tower's food tenants and Chicago area healthcare workers. The concept was simple: customers were invited to purchase gift cards from the retailers at Catalog, and each purchase would be matched dollar for dollar by EQ Office with a donation to national pandemic relief efforts through Frontline Foods (now World Central Kitchen). Frontline Foods would then take these donations to provide meals to healthcare workers and communities in need.

Through custom digital infrastructure and collaborative promotional efforts, Catalog Cares raised over $8,000 for its retailers in its first month alone. As the program progressed, EQ Office maintained tenant engagement by adjusting the program to offer a 'Buy One Get One' deal: for select gift card values ($20, $50, and $100) customers would receive a second gift card at 50 per cent value. The total purchase and BOGO offer were then matched and donated to Frontline Foods.

Catalog Cares has been a great success. Not only did EQ Office sell $25,000 in gift cards benefiting its retailers, but a total of $50,000 was donated to the Frontline Foods program. London owners and property teams can learn much from Catalog Cares. When office attendance declined at the beginning of the pandemic, commercial real estate leaders were able to use technology to increase their tenant experience and CSR efforts. Not only did the Catalog Cares program keep tenants engaged with on-site local retailers but it also produced great charitable contributions, helping frontline medical workers and communities in need.





©HqO

Return to the office

Momentum Transport Consultancy and Make Architects

The future workplace will be shaped around the desires and needs of the people working there. Employers hoping to draw employees back will need to emphasise how individuals, and the wider community, would benefit from coming into the office. We believe this means designing the future office around three key principles: wellbeing, sustainability and flexibility. The pandemic has highlighted the ill-effects of isolation, poverty and inequality on physical and mental wellbeing. Office spaces should therefore include features, such as greening, social areas, oases of calm, that promote wellness and help people thrive.

Sustainability is increasingly a decision-making factor for many. Increasing employee transparency and interaction with sustainable building design — energy usage, temperature control, air quality monitoring — could prompt the conscientious employee to opt for regular office-based working over their energy-hungry homes.

Flexible office spaces will help facilitate each of the above. By reacting to changes in weekly travel patterns and the needs of the employee and business, offices could be used more efficiently, becoming demand responsive. Removing traditional boundaries and welcoming in local business and the community when demand permits, could deliver wider wellbeing and sustainability benefits.

By incorporating these three principles into the heart of the design, offices will become spaces that promote exchange, innovation and productivity; three purposes that full-time homeworking has struggled to facilitate for many over the last year.

Not to be forgotten, improved accessibility to the future office will also be key in encouraging a voluntary return. Journeys to, from and within the office should be direct, seamless, and ultimately, convenient for all. This is where smart technology, micromobility and the 15-minute neighbourhood concept could play their part.

Our submission imagines a poster as a piece of workplace “propaganda” aiming to excite and attract people back, encouraging a better world for all, centred around serendipitous human interactions.



The London Net-Work

Stride Treglown

The popular statement “Work is something you do, not a place you go” carries less currency when a recovery from the pandemic is on the horizon. It’s got to be both.

London has an opportunity to reinvent itself as a network of workspaces which appeal to and support new typologies of worker:

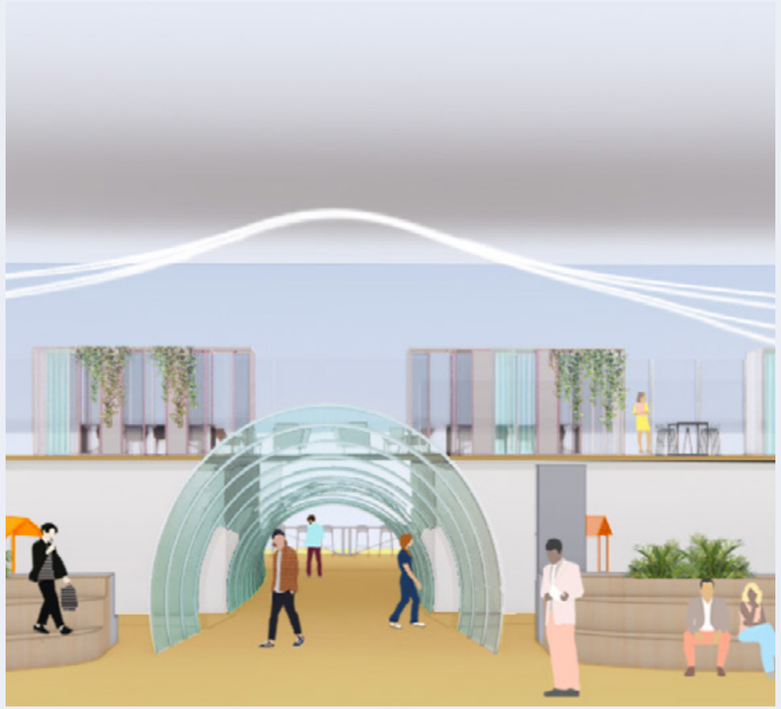
- Live/Work Local: a newfound confidence and ability to work remotely makes the 15-minute city a reality for these workers. Their choice of workspace will contribute to the growth of neighbourhood co-workspaces on declining high streets and a bustling periphery to the traditional city centre.
- Business Tourist: these workers may already live far from the city or will relocate due to their newfound working agility and reconsidered lifestyle choices. London still represents the country’s nucleus of knowledge clusters and industry activity, so these workers will be drawn in from far and wide but less frequently.
- Active Commuter: these workers benefit from proximity to the knowledge hubs of the city centre and localised spokes. They make their journey between workspaces in an active way.
- International Worker/Digital Nomad: these workers fully exploit technologies and digital job roles. They can work from anywhere and may never travel for work in a physical setting.

Emerging office typologies will need to cater to these workers:

- Flagship Office: the HQ office no longer acts as a container for desks but a prominent front door in a strong location remains a status symbol and brand hub. Employers will need to attract their workforce to these spaces, increase dwell and engagement time.
- Coffeehouse Office: meeting and socialising is the working activity best served in a physical environment. Distinct character appeals to particular clientele, occupation, interest or attitude.
- Neighbourhood Office: a place to work without the stress of a commute but that offers an alternative to home. Caters for business and community development between individuals.
- Showcase Office: could be a serviced offer or a spoke within a larger organisation’s workplace model. Makes an event out of working and offers a unique experience of some sort.
- Pit Stop Office: a well-located place for ‘Active Commuters’ to park their bike or e-scooter and refresh themselves before going out into their office: the city.



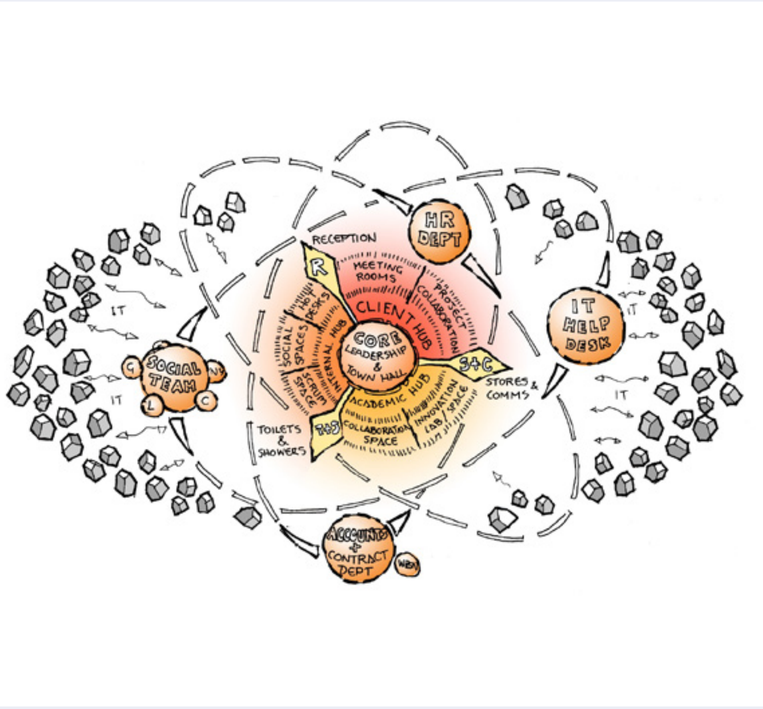
©Stride Treglown



Celebrating Community

Perkins&Will

An inspiring arena, placing people, knowledge sharing and the pursuit of innovation at the heart. A place of joy that expresses culture and organizational vision and purpose. We imagine the workplace as an inspiring arena, a place to commune with people and a shared purpose. A place to celebrate culture, to learn, to exchange ideas. Here a curated programme of events encourages knowledge sharing and the pursuit of innovation. Access to skills and physical resources are offered to local communities, supporting the re-entering to the job market post-recession.



Creative Crucible

Scott Brownrigg

The design of future workplaces will need to be radically different. Desk-based work has migrated to the home, enabling the workplace to transform into a ‘creative crucible’. The office becomes a central core containing: a ‘Client Hub’ building relationships and collaboration; an ‘Internal Hub’ when home working is not practical, allowing for the exchange ideas and socialising; and an ‘Academic Hub’ where knowledge can be shared. Each becomes a forum for discussion, presentation and learning, all focused around an area of creative exploration.

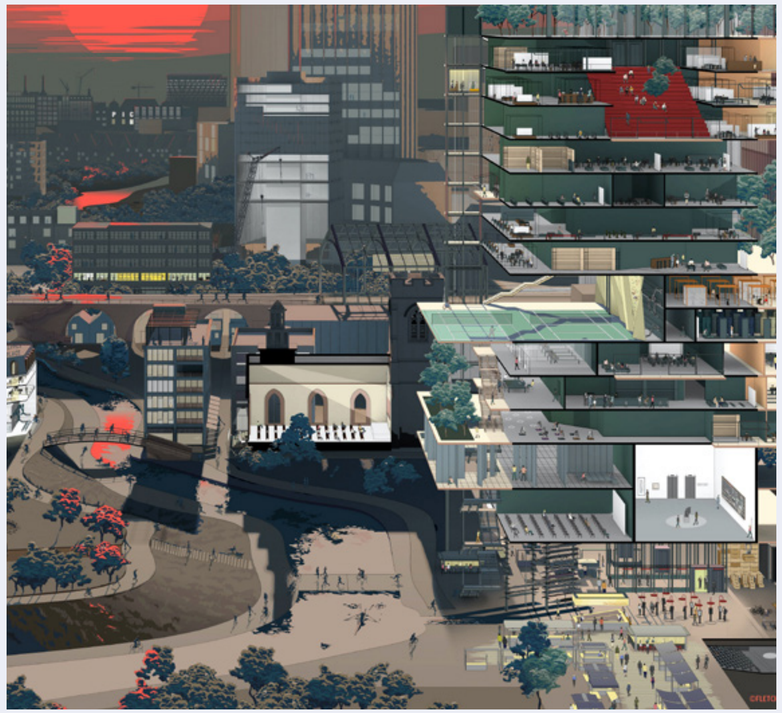


©SecchiSmith | Haworth Tompkins

Factura

Client: L+R - London and Regional Properties | Architect: Haworth Tompkins | Industrial Architect: Ashton Smith Associates | Structural Engineer: Pinnacle/Expedition | Services Engineer: MBA Consulting Engineers

Factura is a vertical urban factory building, recognising the demand for larger more integrated urban industrial buildings of considerable scale and density to unlock value in urban industrial land. The building provides 65,000 sqm of flatted factory space over 12 floors, served by large goods lifts, combined with an amenities centre containing a co-working hub, supermarket, food court, clinic, restaurants and other support facilities. The building provides a framework of flexible, loose fit, highly serviced space to suit tenant demand.

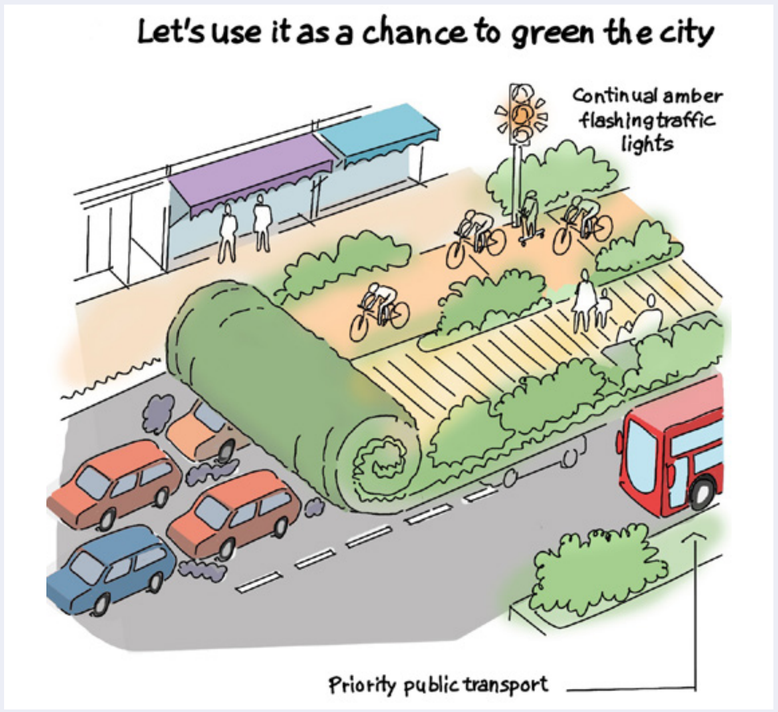


©FPA

FutureWork

Fletcher Priest Architects

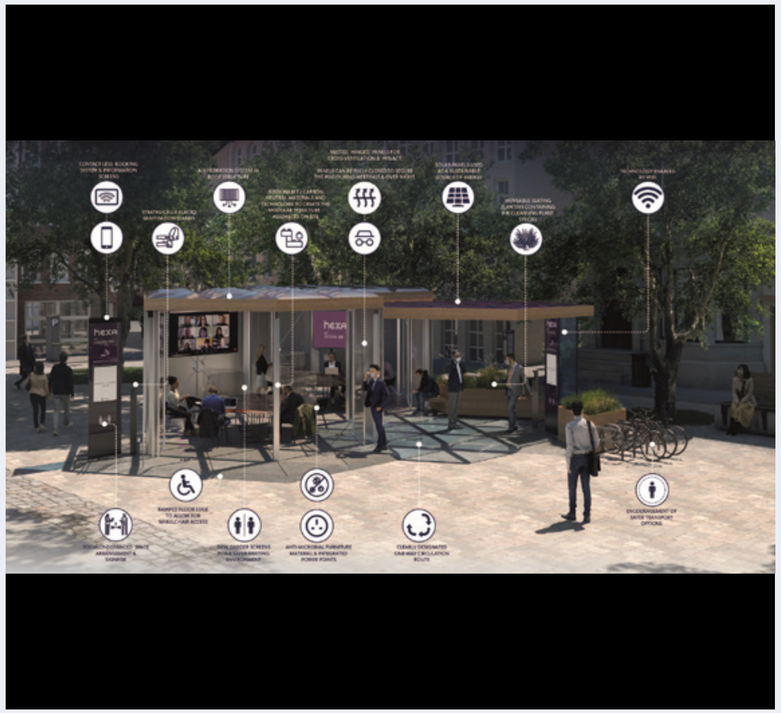
FutureWork explores the evolving workplace and how and where we might work in future. The animation aims to encourage a rethinking of the workplace as a network of connected places that are more engaging, healthy and sustainable. The coronavirus pandemic has encouraged a cultural shift towards working from home, but also emphasised the value of face-to-face interaction in the same space. Settings range from local high street hubs to central workplace destinations focused on collaboration and organisational culture that contribute positively to their neighbourhoods.



Greening the city

Weston Williamson + Partners

Key to encouraging workers back to the office will be creating a safe and attractive commute. Based on our 2019 global commuter attitudes survey we proposed a series of measures that address current commuter concerns and improve the urban environment. This is a chance to green the city, with new bike lanes and cycle infrastructure supporting the change in modal demand. A reconfiguring of central London stations to discharge only will create additional capacity and encourage walking.



Hexa pods

Gensler for South Westminster Business Alliance

The South Westminster Business Improvement Districts have launched an innovative, COVID-19 secure outdoor office concept: Hexa Pods. London's economic recovery is reliant on encouraging its workforce back and this concept could provide a practical and temporary solution for businesses to bring back employees while making longer term changes to their offices post-pandemic. Designed by Gensler, the pods include sustainable features and would allow for safe collaboration by the use of air filters, anti-microbial surfaces and socially distanced meeting spaces.



©Salesforce

Salesforce Workplace Strategy

Salesforce

In February 2021, Salesforce introduced a new, detailed workplace strategy that combines the strength of the company's values, platform and people to reimagine the way it works for the better, whether in-person or in the cloud. It allows employees more flexibility in their work style, drives greater talent diversity, creates an opportunity to reimagine the company's workspaces, and prioritizes health and safety. This isn't just the future of work, this is the next evolution of Salesforce's culture.



The Chassis

Aukett Swanke

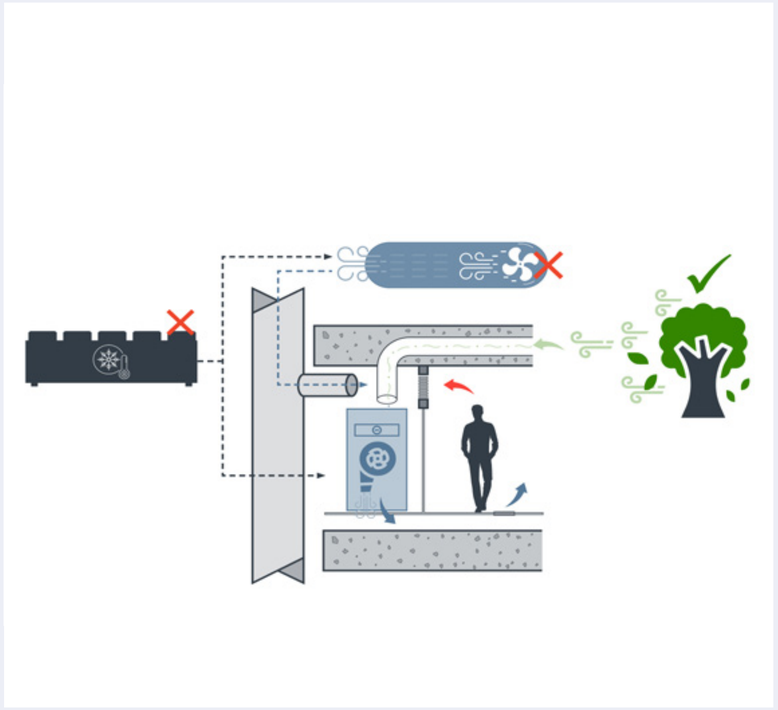
A unique design proposal that enables a variety of location and spatial choices, three-dimensional adaptability and flexible leasing by volume. To achieve this the spaces are set into an agile building chassis, a 100-year frame with elastic adjacencies that can accommodate work/learn/live/play combinations and future changes of use. Rather than traditional bidimensional measuring systems that seem to focus on your shoes, space can be valued by volume, refocusing completely on people and space around them including air, light, temperature, movement, acoustics and views for their overall wellbeing — which has been made even more essential through the pandemic.



The New World of Work

Perkins&Will

Workplaces have been changing and COVID-19 has dramatically accelerated that change — it is our coming of age in the digital revolution which heralds a new way of living our lives with more fluidity. Our physical and digital world existing simultaneously and our desire for human connection and shared experience will be ever omnipresent, driving us to deeper understanding of the world we live in.



©WSP

The Future Office

WSP UK

Post-COVID, our office needs will change. Flexibility will be key for workers and our buildings will need to respond accordingly. Reduction in occupant capacity, going net zero and how we use buildings will affect many aspects. These will include ventilation to capture free cooling, moving from minimum fresh air to all air systems, using external shading and minimising power distribution by using charged devices to outlast the day. These are just some of the changes that we will need to consider.



©TOTF

The Zero-Carbon Office

Scott Brownrig

The Zero Carbon office, using Scott Brownrigg's timber system will transform the workspace. Constructed using Glulam, CLT and LVL mass timber the benefits are dramatic, enhancing occupants' health and wellbeing by 13 per cent. Our Modular Kit of parts approach can be applied to any building form, with high-speed off-site construction, the frame sequesters CO2 from the atmosphere, combining innovation with carbon reduction in the building fabric, creating a new type of workplace that enriches occupants' lives whilst protecting the planet.

Products

Atelier

Status: In practice

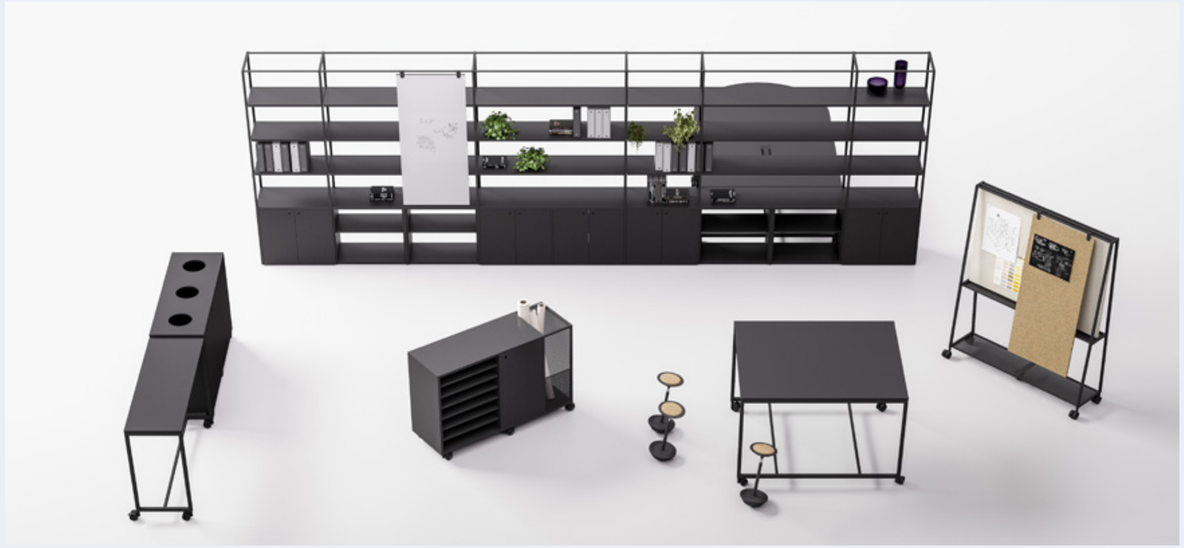
Gensler and Fantoni Group for Gensler European Headquarters

By working with a wide variety of clients around the world, Gensler have seen an increasing need for spaces that are hyperflexible. Whilst designing their European Headquarters in London, Gensler researched and tested several furniture solutions that would suit the needs of their highly diverse and creative workforce in a move towards an agile working approach.

Unable to find a product that truly reflected the way they work, Gensler joined forces with Fantoni to collaborate on Atelier. A highly flexible furniture solution, Atelier was created in response to situations of constant flux within the workplace. The modularity of its components and shelving units help to create a variety of human-scaled neighbourhoods and eschew the monotony of traditional open-plan workplaces.

The user experience was a prime consideration and as such, its details make the product user-friendly. It is lightweight, easy to move, and its integrated lighting creates a sense of place and mood. The soft-touch linoleum work surfaces make it more tactile, and its wireless undershelf lighting ensures easy maintenance. The product uniquely integrates disparate elements into one system with a consistent aesthetic language, providing a “creative toolkit” for teams. It challenges the paradigm of traditional office furniture solutions; it is no longer about asking individuals to adapt to their workplace but enabling the workplace to adapt to individual and team needs. Atelier was envisioned for the workplace we once knew. However, the same qualities that made it ideal for busy workplaces — the uber-mobility, sleek form and the minimalist character — make it a strong contender for whatever permutations of the office await.

Its sophisticated solutions which enable to adapt to changing teams’ sizes allowed Atelier to win several national and international awards: International Design Award, Interior Design Magazine Best of Year Award, WIN Award, German Design Award and AZ Award.





HqOS

Status: Concept

HqO

At London's coveted Spitalfields Market, landlord J.P. Morgan wanted to create more efficient and engaging opportunities for their tenants. They wanted to grant Spitalfields Market's office occupiers preferential access to the market, its traders and deals, elevate their sustainability initiatives, and establish diverse physical and digital experiences across the property.

After working closely with HqO's tenant experience team, Spitalfields realised they needed this tool more than ever as a means of managing the market throughout the global pandemic. In July 2020, J.P. Morgan launched the HqO Tenant Experience Platform exclusively for its office users, in order to maximize engagement with all Spitalfields tenants and to remain connected with them, support the reoccupation of the offices, and provide a much needed voice to retailers.

HqO recognised how important this was, and Spitalfields became the first public-facing app for HqO's platform. The following month, they successfully released the app to the general public with specific, retail-focused branding. As part of this initiative, mobile ordering is now in place for a number of the food trucks. Some key benefits of this feature include the ability to browse menus at leisure, avoid queues, pay via contactless methods such as Apple and Google Pay, and save time by receiving live order updates directly to one's phone.

Additionally, with the app available to download to the public, it's a direct and effective means of communicating and gathering data on market trends. Spitalfields has successfully used this to share their COVID-safe information, re-opening details, and more. Thus, J.P. Morgan achieved their goals of elevating the tenant and visitor experience by activating on-site retail and keeping their customers connected to Spitalfields in an otherwise uncertain time.



©Spitalfields Market



©Spitalfields Market



AirScore by AirRated

Status: In practice

AirRated

AirRated has established a global benchmark for Indoor Air Quality (IAQ). Our industry-leading certification, the AirScore, is awarded by using the latest sensor technology, cutting-edge research and a data-driven approach to assess the health of indoor environments. An AirScore enables landlords, developers and employers to communicate the health of indoor environments to their tenants, residents and employees. Since formally launching at the start of 2020, AirRated has certified over 2 million sq ft of real estate in Europe.



Duplexvent Multi Eco DV1500

Status: In practice

Airflow

The Duplexvent Multi eco DV1500 offers attractive styling and ease of installation, with up to 93 per cent heat recovery efficiency thanks to the latest counter-flow heat exchanger technology. Benefits include low noise EC fans, internet connection with smartphone application control, BMS connection, automatic frost protection, built-in heating/cooling coils, air circulation and bypass facilities. Compliant with the ErP directive, they qualify as part of a building's BREEAM assessment, giving significant advantages to specifiers and architects incorporating MVHR into their designs.



Dyson Airblade 9kJ hand dryer

Status: In practice

Dyson

The Dyson Airblade 9kJ hand dryer produces up to 85 per cent less CO2 emissions than single-use paper towels and costs up to 99 per cent less to run. Creating a better environment in your washrooms and the world outside. Its HEPA filter captures 99.95 per cent of particles as small as 0.1 micron, including bacteria and viruses, from the air. It is also acoustically engineered to minimise washroom noise. The Dyson Airblade 9kJ is the fastest, most energy efficient HEPA-filtered hand dryer.



Dyson Purifier purifying fan heater

Status: In practice

Dyson

The Dyson Purifier Hot+Cool™ Formaldehyde purifying fan heater includes integrated sensors that constantly analyse your air, while its unique algorithm cross-checks data every second. It diagnoses pollutants at a molecular level, displaying live results on the LCD. The HEPA H13 filter captures 99.95 per cent of particles as small as 0.1 microns. A layer of activated carbon also removes odours and gases including VOCs. It combines a precise solid-state formaldehyde sensor with a unique catalytic filter that continuously destroys formaldehyde.

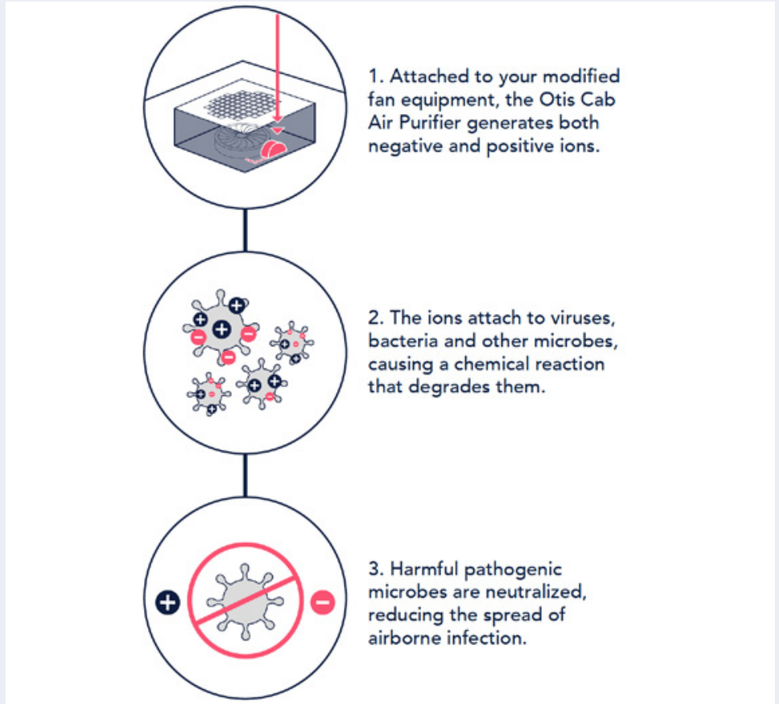


Metrikus

Status: In practice

Metrikus

Monitoring occupancy creates true understanding of office space utilisation. With the Metrikus occupancy monitoring solution, you can view real-time occupancy data in a single digital platform, seeing which floors, meeting rooms or even desks are occupied. Analyse utilisation data to identify peak hours where social distancing may be most at risk, set up alerts to help direct staff to underutilised floors or empty desks, and gather insight into usage trends across your office to make more informed decisions.

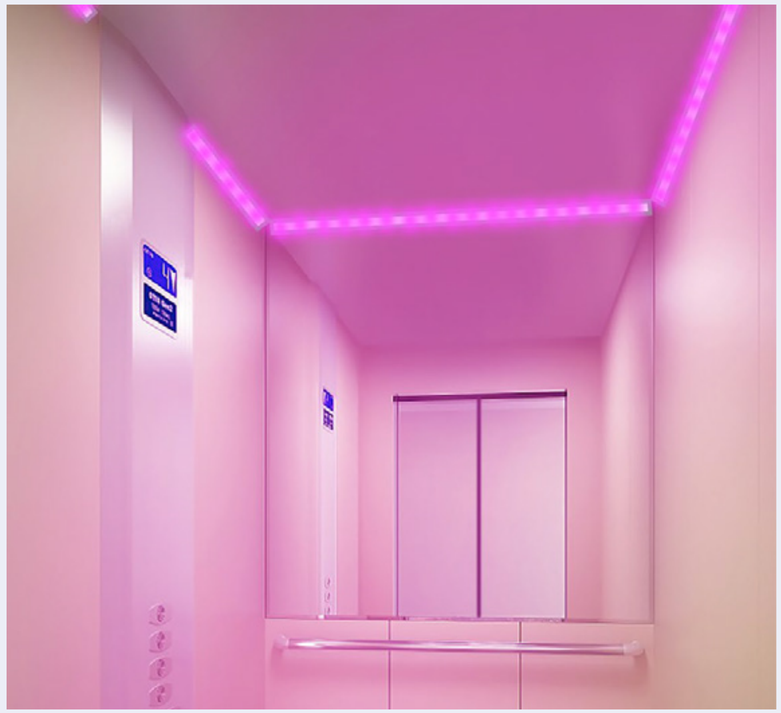


OTIS Cab Air Purifier

Status: In practice

OTIS

Now more than ever, reducing bacteria in shared spaces is of the utmost importance to your riders and tenants. Using bipolar ionization technology, Otis Cab Air Purifier generates millions of positive and negative ions to neutralize viruses, bacteria and fungi in air droplets and on surfaces inside Otis elevator cabins. Compared to other air quality products, this versatile unit, which you can attach to your existing fan equipment, continuously purifies the air and does not need to be charged, refilled or cleaned outside of regular elevator maintenance.



OTIS Sany Light

Status: In practice

OTIS

Otis Sany Light products represent an effective sanitising system to protect passengers against illnesses using UV LED modules. The Otis Sany Light for elevators is an antimicrobial device using 405 nm light action. It protects passengers by eliminating bacteria, killing up to 99.9 per cent of germs from all surfaces. This solution is made to order and can be adapted to the configuration of your specific lift. The Otis Sany Light for escalators handrails also eliminates over 99.99 per cent of viruses and germs.



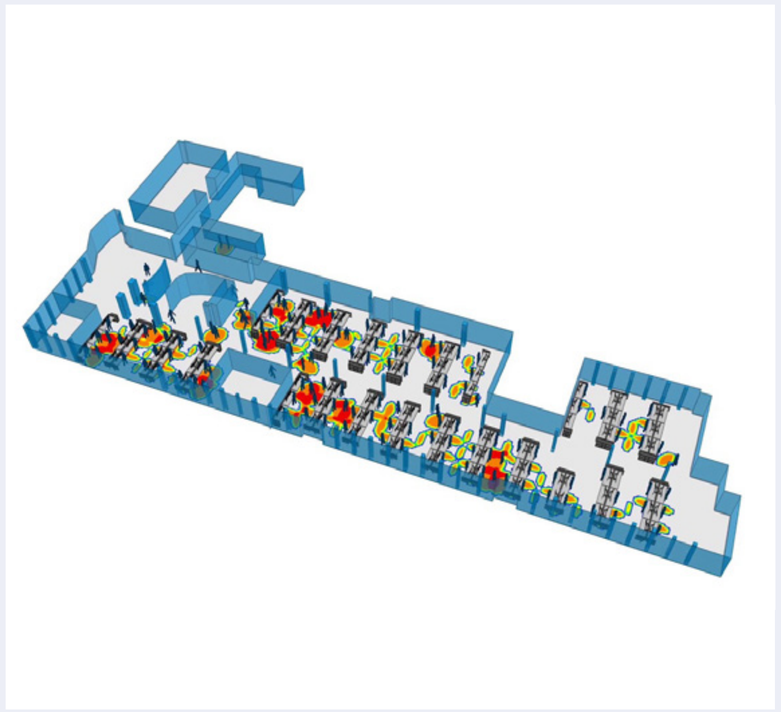
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re-ply and the LongHouse

Status: In practice

BVN

re-ply is a social initiative from international architecture studio BVN. In NY, the plywood barricades used to secure shopfronts during the protests were collected and turned into pop-up architecture for retail and workplace settings. re-ply has been developed as a kit-of-parts that employs an “install-not-construct” methodology which allows production in any location. Its successful collaboration with NeueHouse resulted in the LongHouse, a place where members gather to work, eat, drink and connect safely in the parking lots outside of the club.



Space Explorer

Status: In development

Arup

Space Explorer is a cost-effective, digital approach to workplace safety and performance. Our data team visualises and documents the best options for safety and productivity, modelling people’s movements and identifying interventions to minimise risk and safely maximise occupation, giving employers and employees confidence in the safety of their workplace. It draws on the power of our MassMotion software, which draws on pioneering research into the science of human movement, to model the flow of people through physical spaces.



workPOP

Status: Concept

BVN

International architecture studio BVN have launched ‘workPOP’, an urban pop-up workplace product that allows people to meet, work, innovate and collaborate outdoors whilst maintaining social distancing. workPOP is a series of pop-up pavilions which can be configured for group or individual settings, with built-in screens, worktops, and bench seating. Made from recycled plywood from construction sites, workPOP aims to re-activate and re-vitalise the city and is the first step in rebuilding trust in our return to the city.

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A

AEG – Appliances
aeg.co.uk
Project: FORE Partnership London head office

AET Fan Tiles – Air conditioning
flexiblespace.com
Project: TBC London

Airlite – Paint
airlite.com
Project: FORE Partnership London head office

Arc Led – Lighting
arc-led.co.uk
Project: FORE Partnership London head office

Autex – Acoustic products
autexglobal.com/uk
Project: Waltham Forest Town Hall

Avocor – Technology
avocor.com
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B

B&K Structures Ltd – Structure
bkstructures.co.uk
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bgridsolutions.com
Project: Southworks

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boonedam.com
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butterfly-air.com
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callisia.co.uk
Project: Bumble London HQ

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citysoundglazing.co.uk
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clementwindows.co.uk
Project: The Clove Building

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devorm.nl
Project: The Clove Building

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Durat – Surfaces
durat.com/home
Project: Waltham Forest Town Hall

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envirograf.com/contact
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euroclad.com
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fantoni.it
Project: Gensler European Headquarters

Five At Heart – Bike racks and lockers
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en.focchi.it
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forbo.com
Project: Clockwise Wood Green and Waltham Forest Town Hall

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goldfingerfactory.com
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grestec.co.uk
Project: Panagram

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gvav.com
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Havwoods – Flooring
havwoods.com/uk
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hay.dk
Project: The Clove Building

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waverley.co.uk
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Notes and further reading

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