

# OFFICE CASE STUDIES 2012

This booklet features some of the initiatives that took place across our managed office portfolio in 2012. For all our case studies, please visit: [www.britishland.com/casestudies](http://www.britishland.com/casestudies)



The launch of contemporary operatic experience Opera di Peroni at Regent's Place in London's West End.

## CONTENTS

---

- |  |  |
|--|--|
| 01 Downton stars go down and out at Broadgate  | 21 Top marks for service charge management       |
| 04 Waste not, want not at Broadgate            | 23 Sun shines on Jubilee party at Regent's Place |
| 06 Creative Curriculum at Regent's Place       | 28 Drama in the Mix                              |
| 09 Summer sports in the City                   | 31 Smooth moves at The Broadgate Tower           |
| 12 Carnival comes to Camden                    | 33 Environmental excellence at 350 Euston Road   |
| 15 Simple steps to cut energy costs            | 35 Life's a free lunch at Regent's Place         |
| 17 Local students launch Broadgate stories app | 37 Biodiversity takes root                       |
| 19 Children celebrate architecture in the City |  |
-

**Case study : Office**

**Nov 2012 – Downton stars go down and out at Broadgate**



Centrepoint's flagship 2012 Sleep Out event in Exchange Square, Broadgate.

**A record 850 people braved the cold at Broadgate as part of the UK's largest ever Sleep Out event, raising funds and awareness for Centrepoint, the leading charity for homeless young people.**



Amongst those bedding down at Broadgate were Downton Abbey cast members Sophie McShera (Daisy) and Allen Leech (Tom Branson), as well as Centrepoint ambassadors Radio 1 DJ Sara Cox, TV presenter Richard Madeley and actress Lisa Maxwell.

They were joined by people from all walks of life, including business people, former rough sleepers and members of the armed forces. Entertainment was provided by comedian Tim Vine, girl band StooShe and chart-topper Eliza Doolittle (pictured right). The cast of Shrek the Musical also popped along for a sing-along, while The Thick Of It star Rebecca Front read the bedtime story.

Centrepoint provides a safe place to live for more than 1,000 young people in London and the North East of England. Eight cities, including London, hosted Sleep Out 2012 events.

Centrepoint's Chief Executive, Seyi Obakin, said: "Sleep Out is unique. Not only does it raise an amazing amount of money, it raises the issue of youth homelessness and gives a glimpse of what it's like to sleep out on the cold streets of London."

He added: "Young people are doing this every night without the protection of security, a canopy keeping the rain off and hundreds of friends supporting them. We are proud to be part of the first national Sleep Out and to bring this message home to so many people across the UK."

**£250,000**

Centrepoint's Sleep Out at Broadgate looks set to exceed its £250,000 fundraising target.



**I am hopeful that we will see the end of youth homelessness in our generation, thanks in large part to efforts like this.**



Centrepoint's patron, the Duke of Cambridge



Fundraisers from British Land generated over £2,700, including £1,360 of British Land match funding.



Royal Air Force personnel ran a field kitchen throughout the night and provided breakfast.



Broadgate staff and suppliers also lent a hand, whether it was sleeping out, selling raffle tickets, making sure the event went smoothly or getting everything back to normal for business the following morning.

Additional efforts by the Broadgate team to help the homeless this winter include collecting coats during Hands On London's Wrap Up campaign, supporting occupier William Blair, whose team collected nearly 6,000 coats. In October, Finsbury Avenue Square also hosted the St Mungo's bus on Woolly Hat Day, encouraging people to don woolly hats to raise funds and awareness for homeless people.



BBC sports reporter Sara Orchard joined six rugby stars at The Broadgate Tower to abseil one mile for Sport Relief – with some of them having to abseil the 540 ft building twice to complete the challenge.

Other major fundraising initiatives at Broadgate this year include:

- Charity abseils down The Broadgate Tower, which saw hundreds of brave volunteers launching themselves from the top of the 33-storey building to raise over £94,000 for London Air Ambulance and £80,000 for the Stroke Association, as well as awareness for Sport Relief
- Broadgate's fourth annual beach volleyball tournament, which raised £42,000 for children's charity Action for Kids. In the run up to the tournament, the unique City beach created for the occasion also hosted a showcase of Paralympic sports, with the chance for spectators to take part in sitting volleyball games or to test their strength against the GB team
- LandAid Day in aid of young and disadvantaged people across the UK - holding cake bake sales, rooftop tours of The Broadgate Tower, chilli jam sales and a static cycle challenge in the Welcome Centre. In the evening, newly-refurbished 199 Bishopsgate hosted the LandAid Day Party, where winners of a fundraising treasure hunt claimed their prizes.

Watch BBC footage of the Sport Relief abseil at Broadgate



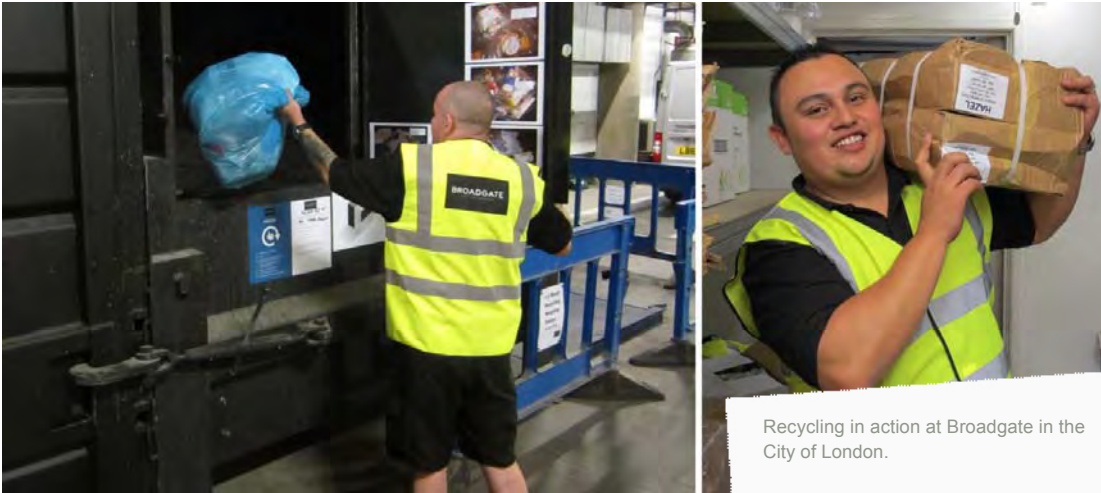
Rugby stars Steve Shingler, Jonathan Spratt, Ed Siggery, Kyran Bracken, Martin Bayfield and Tony Copsey on top of The Broadgate Tower with Sara Orchard.

After her abseil, Sara said: "Today's event has been quite a challenge. When I reached the top of The Broadgate Tower and looked over the edge it took my breath away, but I seemed to be dealing with the height a little better than some of the rugby lads who'd gone a bit green."

She added: "As I was lowered over the edge my adrenaline kicked in – it felt amazing to see London from this unique viewpoint, and knowing that our efforts will spur Londoners on to support Sport Relief and raise some much-needed cash is an even bigger rush."

## Case study : Office

### Oct 2012 – Waste not, want not at Broadgate



Recycling in action at Broadgate in the City of London.

**Following the introduction of a new recycling scheme for Broadgate retailers, we're recycling 65% of their waste, up from 49% last year. As well as being good for the environment, this is helping us keep costs down for occupiers.**

Nick Adams, Estate Services Manager at Broadgate, explains: "Until this year, we had several different contractors that managed waste from all the estate retailers and public spaces at Broadgate, and it wasn't always possible to get the levels of accuracy in reporting we wanted. There was a clear opportunity to cut down on administration and costs by switching to a single contractor."

He continues: "We therefore employed environmental consultants Arup to review our waste management systems, provide recommendations and draw up a tender specification. The new waste management contract was won by the BPR Group. When the scheme launched in April 2012, there were huge changes for all involved, but the early results are very encouraging. The financial savings from recycling mean that, despite a rise in incineration costs, our waste management costs haven't increased."

# £127,600

Last year, we recycled 2,280 tonnes of waste at Broadgate, including waste from offices, equivalent to saving £127,600 in landfill taxes.



**Many retailers viewed the new waste strategy as a welcome change, as their own customers and staff had started to ask about whether the store was recycling. They also liked the idea that the equipment and bags were free - this appeared to be a good motivator.**



Nick Elton, Waste Consultant at Arup

BROADGATE  
CITY OF LONDON

MIXED

- ✓ PAPER (ALL KINDS)
- ✓ CANS
- ✓ ALL CLEAN PLASTICS EXCEPT BLACK PLASTIC SACKS
- ✓ FOOD PACKAGING THAT IS NOT SOILED
- ✓ USED COFFEE CUPS
- ✓ PAPER HAND TOWELS
- ✓ TETRAPAK STYLE PACKAGING

#### Practical changes

- Introducing an estate-wide mixed recycling scheme and more ad hoc collections for items such as batteries, electrical goods, wood and furniture, alongside our existing schemes for glass, cardboard and food composting
- Assigning each waste stream its own colour and purchasing new bins, posters and signage that use the new colour coding as far as possible to help people separate waste
- Providing retailers with free biodegradable bags for composting as well as see-through blue bags for recycling and clear bags for residual waste, to help with separation and so we can identify contamination issues and missed recycling opportunities
- Purchasing a new compactor for mixed recycling, large scales for weighing bins and an additional electric tug for moving waste around the estate

■ Increasing the cleaning contractor's staffing levels for waste management, for instance to cover extra tug journeys and weekly visits to retailers to keep them stocked up with bags.



### Supporting retailers

Before launching the new scheme, we informed all retailers of the upcoming changes via email and visited them to check they understood what was expected of them. We also provided the new bins or bags they would need, all funded through the existing service charge budget.

During the transition, we employed environmental consultants Carbon Smart to support retailers and cleaners. They helped distribute new equipment to the retailers, carried out bin inspections, visited

retailers to check they had everything they needed and worked with the worst offenders to reduce contamination.

### What's gone well?

- Composting has more than doubled and the landscaping team now channels all waste through our composting system
- Residual waste has reduced by a third, meaning lower costs and less waste to incineration
- Coffee shop staff are doing a great job of separating coffee grounds into the food composting bags
- Cleaners are using the new tug to bring all retailer waste into our waste areas, which means greater accuracy in reporting as we no longer need to share other waste facilities on the estate.

### Dealing with contamination

Contamination remains the greatest challenge to the recycling scheme. For instance, if there is even a small amount of milk, coffee grounds or wet tissues in a recycling bag then everything is contaminated, meaning the bag has to be incinerated.

In June, we gave retailers an update on progress, alongside photographic examples of good and bad recycling. Although this has helped, there is still more work to be done on engaging with retailers to improve performance further.

## Case study : Office

### Oct 2012 – Creative Curriculum at Regent's Place



Local schoolchildren exploring public spaces at Regent's Place, as they seek inspiration for their own art installations.

**Over 100 primary schoolchildren created temporary artworks at Regent's Place and 40 secondary students explored art on the estate, as part of our award-winning project with Camden School Improvement Service.**

During the summer, children from four Camden primary schools worked alongside professional artist Reza Ben Gajra to design and create their own artworks, inspired by the art and architecture at Regent's Place. Creative Curriculum Consultant Sue Morris also supported the planning and delivery of sessions.

# £23,000

British Land funding over five years, with further funding committed.



**The site visits to Regent's Place were very successful as they introduced new and challenging art to the children.**



Artist, Reza Ben Gajra



Children interacting with Gary Webb's Approach Split in the atrium of 20 Triton Street.



Large sculptural pieces, themed 'insideout', were displayed around the estate for nine days, together with explanatory vinyls.



The children thought carefully about how to produce pieces that would be robust enough to endure the British weather – successfully as all four artworks were returned safely to the schools.

The Regent's Place management team, who provided support, was delighted with the results, commenting: "The quality of the children's work was exemplary. It was innovative, professional and made to a very high standard."

#### Feedback from the children

- "Perfect, exciting, very different, really great, super fun, cool and inspiring."
- "It makes me feel proud that other people will look at our work."
- "This project showed me how real amazing work is made."
- "Everyone worked together to produce one giant masterpiece."
- "This project makes you feel very special."

The children also attended a masterclass at the New Diorama Theatre, where they listened to the students who had written poetry for an award winning art installation by Emma Hunter, Set in Stone.



The project, which linked to the primary art curriculum, introduced the children to a public space that was new to many of them. Almost 70% thought Regent's Place was cool and 66% said the project had made them more interested in looking closely at buildings, spaces and art.

After installing their creations, the schoolchildren surveyed almost 500 local people and businesses. Over 80% agreed there should be more art like this in public places, describing it as "unexpected and delightful, strange and fascinating, impressive, excellent, fantastic, brilliant, intriguing, beautiful and amazing".



This is the sixth summer running that British Land has supported creative projects at Regent's Place, in partnership with the London Borough of Camden's School Improvement Service. Earlier this year, the programme won a Business in the Community Big Tick Award and was shortlisted as a National Example of Excellence.

Consultant Sue Morris explained: "We know from recent research that the involvement of pupils in creative art programmes has a significant impact on their learning outcomes."



She added: “In a recent report, Ofsted confirmed that practical based teaching was the basis for the best kinds of learning. Pupils become enthused, motivated, their self esteem increases, and the level of their learning accelerates.”

#### **Visions - our secondary school pilot project**

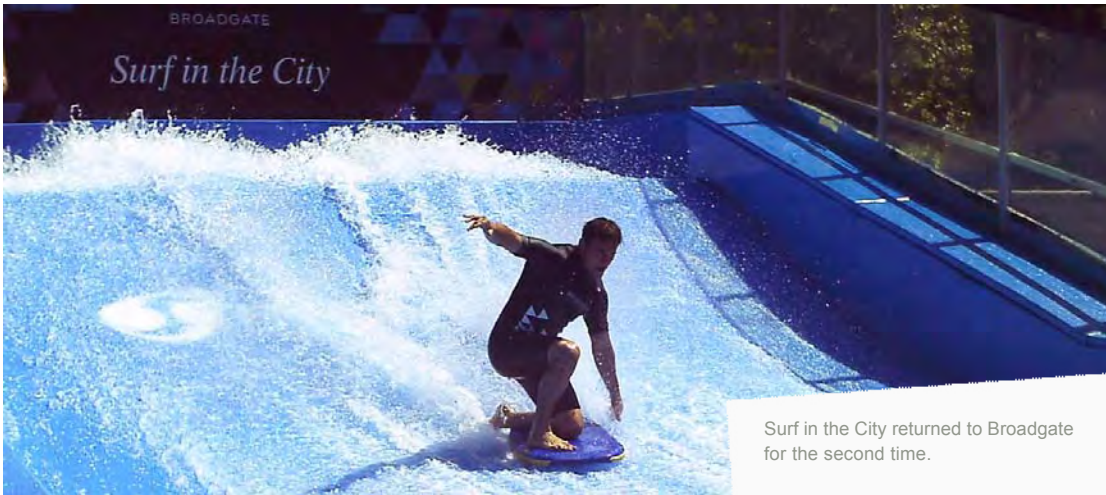
This year, for the first time, the project was extended and adapted for students at two local secondary schools, Acland Burghley and South Camden Community School. 40 young people went on tours of the estate, filling in special journals, answering thought provoking questions about the artworks and doing drawings, as well as hearing about the history of the estate from the Regent's Place management team.

They then took part in masterclasses at their schools, led by Lewis Kinneir of Carmody Groarke, the architectural firm that designed the Regent's Place Pavilion. Lewis took the students on the creative journey from initial concept designs, through to prototypes, production and installation.

Teachers were delighted with the masterclasses and commented on how useful they had been in terms of the students' different stages of learning.

**Case study : Office**

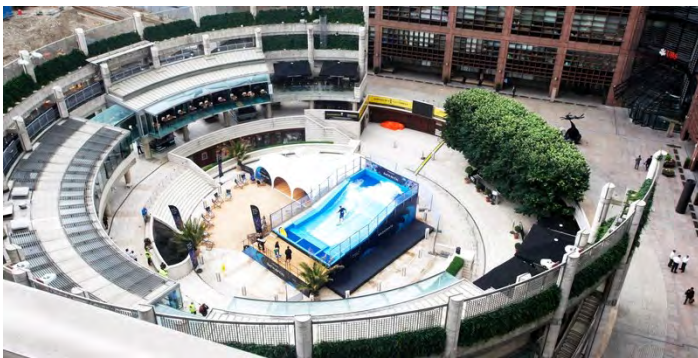
Sep 2012 – Summer sports in the City



Surf in the City returned to Broadgate for the second time.

**This summer saw a celebration of sport at Broadgate, including Surf in the City, which brought waves to the Square Mile, and big screenings of the Olympics, which triggered cheers - and occasional tears.**

Over 300 wannabe surfers swapped their work suits for wetsuits, before pitting their athletic abilities against the power of the Flowrider waves, absolutely free.



The Flowrider surf machine pumps up to 250 gallons of water a minute, at 30 miles per hour. Teams of four competed for a range of prizes, all based on surfing ability and the number of tricks they could do.

**150,000**

With 150,000 people based within five minutes of Broadgate, thousands enjoyed big screenings and sports activities on the estate this summer.



**We wanted the opportunity to revolutionise the typical working day and offer something fun, free and adventurous this summer. Flowrider was the perfect fit. After all, how many people can say they've surfed in the Square Mile?!**



Mark Evans, Estate Director at Broadgate





Later in the summer, over 9,000 people watched the opening ceremony and followed the sporting action of the 2012 Games on one of three big screens at Broadgate.

For those who didn't have tickets to the Games, the City of London's Spectator Guide recommended Broadgate as the place to enjoy the spectacle.

Other free sporting screenings at Broadgate this summer included UEFA Euro 2012, Wimbledon and 3rd Test Cricket.



To celebrate the arrival of Wimbledon and the screening of the matches at Broadgate, Made in Chelsea star Binky served up free cocktails created by the specialists at Ping Pong restaurant.



The UK's street ping pong project Ping! was launched at Broadgate in June, with matches by Olympic hopefuls and Paralympic players. Tables remain up throughout the summer for everyone to enjoy.



Broadgate occupier and Formula 1 Global Partner UBS hosted an F1 simulator week at Broadgate. Drivers tested their skills on one of the simulators, before competing to win tickets to the 2012 Formula 1 Santander British Grand Prix.



In April and May, occupiers and other visitors enjoyed the opportunity to experience a hot air balloon flight above Broadgate.

In September, the City Beach Volleyball Championship in aid of Action For Kids will return to Broadgate for the fourth year. The week of sports events will include a beach volleyball tournament and the chance for spectators to test their strength against the GB Sitting Volleyball team.

Find out about upcoming events at Broadgate

**Case study : Office**

**Sep 2012 – Carnival comes to Camden**



To celebrate London 2012, this year's Diorama Arts Summer Festival at Regent's Place saw artists from far afield and close to home performing in the Plaza.

The four-week festival brought an international flavour to this part of London's West End, from Caribbean Calypso to Carnival Brazil. In addition, local performers included the Samuel Lithgow Rappers, students from Westminster Kingsway College and Indian dancer Princess Manzil.

**1,000**

Over 1,000 people enjoyed Opera Di Peroni at Regent's Place, classic opera with a modern twist.



If you thought opera was merely for the bougie dwellers of high society, think again - beer brand Peroni are bringing a contemporary production to London, and it's just one of many picks that we reckon ranks highly on the quality scale of things to do this weekend.



An extract from The Cultural Exposé in The Independent by Matilda Egere-Cooper



A Chinese lion paces Regent's Place during To Beijing and Back, which saw colourful performances by the Guan Yin Chinese Dance Company, who combine Chinese circus traditions with contemporary dance.



Journey to the Far East brought the beat of the Taiko Meantime Drummers back to the Plaza, following

popular performances in previous years.



Caribbean Calypso was all about the eggae, with the Caribe Allstar Drummers and Reminisce Reggae Band.



Best of British included bagpipe performance by the Royal Scottish Dance Society and Beatles classics performed by tribute band The Apple Core Beatles.



Down Under Day saw people enjoying a BBQ on the Plaza, while listening to the deep sounds of the didgeridoo and percussion by eight-piece ensemble Talking Trees.



Carnival Brazil brought the vibrant colours and sounds of South America to Regent's Place, thanks to Latin Tribe Capoeira.

## DIORAMA

The Summer Festival was delivered in partnership with local arts charity, Diorama, and arts venue, the New Diorama Theatre.

Also in July, contemporary operatic experience **Opera di Peroni** launched in London at the Regent's Place Plaza, with the chance for occupiers and others to buy or win tickets online at [www.operadiperoni.com](http://www.operadiperoni.com).



Sponsored by Peroni Nastro Azzurro, in collaboration with Kwes and GO OPERA, Opera di Peroni is inspired by the Arena di Verona summer season of operas and the Italian love of all things al fresco. The performance at Regent's Place included brand new music from Kwes who reworked an aria from *La Rondine*, a dramatic story of love and betrayal that is rarely performed.

Events for August included urban surfing and a Formula 1 challenge, as well as Proms on the Plaza, with live music by Il Voci Celesti, three exceptional singers who have performed to critical acclaim throughout Europe, the Middle East and Africa.

Find out about upcoming events at Regent's Place

**Case study : Office**

**Sep 2012 – Simple steps to cut energy costs**



Phil Draper and Andrew Stafford at 350 Euston Road, where we've saved occupiers almost £40,000 on energy costs in three years and cut carbon emissions by over 300 tonnes.

**We've transformed the way we manage our buildings to significantly cut energy use, by changing the mind-set of our engineers, adopting dynamic monitoring and winning occupiers' confidence.**

**£3.3m**

Energy cost savings for British Land occupiers over three years and 24,500 tonnes fewer carbon emissions.




At Meadowhall Shopping Centre, we've saved retailers over £770,000 on energy costs in three years and cut carbon emissions by 5,670 tonnes.

Having achieved a 27% reduction in landlord-influenced consumption over the last three years, we're now targeting a 40% reduction by 2015. We're pleased to give more detail here on how we've changed our approach, together with examples of simple steps that have contributed to cost savings of £3.3 million.

**A new approach**

- Previously our building engineers focused entirely on comfort, whereas now they seek to safeguard both comfort and efficiency
- A team of specialists at EP&T Global monitors energy data in real time, identifying opportunities for building management teams to

**Our dynamic monitoring and optimisation process provides the intelligence to unlock savings by using a unique combination of pioneering technology and a collaborative management process.**

 Brett Goodyear, Head of Operations at EP&T Global

optimise consumption

- Our occupiers are more receptive because we can demonstrate and quantify savings, and provide secure projections before capital expenditure is made.

**Examples of simple steps to cut energy costs**

Property	Dynamic monitoring identified that ...	So the site management team...	Savings
Ropemaker Place	Three chilled water pumps and three condenser pumps were operating 24/7	Updated the control sequencer so the pumps operated in line with ambient temperature and chiller operations	17,320 kWh each week – equivalent to £72,030 and 491 tonnes of carbon each year
10	Central	Liaised	5,470 kWh



Exchange Square	heating, ventilation and air conditioning (HVAC) was operating later than it needed to in the evening	with occupiers and reduced the HVAC finish time by one hour, from 8pm to 7pm	each week – equivalent to £22,770 and 114 tonnes of carbon each year
Exchange House	The air conditioning system base load had increased on one system and fans on the second system were constantly running at full speed	Replaced a faulty power pack, which had caused the increase in the base load. Costed and installed a variable speed drive, so fans operate to actual demand	2,930 kWh each week – equivalent to £12,190 and 69 tonnes of carbon each year
Meadowhall Shopping Centre	The air supply fan was running even after the air handling unit had been switched off by the building management system (BMS)	Notified the BMS contractor, who addressed the fault	2,460 kWh each week – equivalent to £10,250 and 58 tonnes of carbon each year
338 Euston Road	The air conditioning system base load had increased	Investigated and identified that air handling units on one level had been left in manual mode so they did not automatically switch off, which they then fixed	520 kWh each week – equivalent to £2,180 and 12 tonnes of carbon

Brett Goodyear, Head of Operations at EP&T Global explains: “Our dynamic monitoring and optimisation process provides the intelligence to unlock savings by using a unique combination of pioneering technology and a collaborative management process.”

He adds: “Our system combines the monitoring of portfolio-wide assets at a building-infrastructure level onto one platform. In turn, this helps identify hotspots and conflicts to transform the way energy and water are managed, and improve the environmental performance of our clients’ buildings.”

Case study : Office

Sep 2012 – Local students launch Broadgate stories app



Students from Hackney Community College recording the voices of people at Broadgate.

A group of students from Hackney has created **Broadgate Stories**, a free app that uses GPS technology to trigger audio narratives about art and architecture at Broadgate as users pass by.

Developed in partnership with the team behind the award-winning Hackney Hear app, Broadgate Stories reveals hidden insights into Broadgate, from the people who work there and passers-by. To download the free app, visit the iTunes App Store.

Fiona Fieber of SPACE explained: "Importantly, whilst this project is about training for young people, it's also about creating a professional quality app that will be listened to by all sorts of people."



Students interact with sculptures at Broadgate.

Former Broadgate Artist in Residence Robert Mason commented: "This was such a great project to work on. The students really listened to what I was saying and I think they caught some of the passion I feel about the Broadgate art and architecture!"

The project was initiated by SPACE and British Land to help digital and media savvy youngsters in Hackney gain the experience, skills and confidence to seek employment in the growing digital and creative sectors in east London's Tech City.

The trips to Broadgate started with what students described as a "breathtaking" visit to The Broadgate Tower and the chance to speak to members of the Broadgate team.

They then went out into the field, interviewing a wide range of people at Broadgate, following six weeks training at SPACE's Media Lab in Hackney in how to conduct and record interviews.

Blogging about their experiences, students commented:

- "I found it really interesting going to Broadgate and seeing different types of art that I wouldn't usually even notice."
- "It was a different experience, learning how to talk to people, how to approach them, how to keep yourself presentable. It was fantastic."

£25,000

British Land funding to develop the experience, skills and confidence of Hackney students, and create Broadgate Stories.



We had an absolutely amazing and interesting interview with Robert Mason. I learnt that you won't get the best if you don't work hard - you should feel the pain.

Student feedback



- “There were funny times, where you get turned down by some people but that's part of being a journalist and carrying on with it.”

All the activities counted towards qualifications, with 23 of the 25 students completing the full programme and gaining Arts Awards. Students also benefited from progressions into work experience and further training.



The students from Hackney Community College, some of whom had not been in education, employment or training before joining the programme, were presented with certificates and an iPod or iPhone at an award ceremony at the Broadgate Welcome Centre.



Catering at the event was provided by trainees on the Shoreditch Trust's Blue Marble programme. This helps young people and adults marginalised from the labour market develop a fulfilling career in food and hospitality.

Stuart Gilby, Property Director at Broadgate, said: “Broadgate Stories is a wonderful project to have worked on. We've been given fresh perspectives on the art here at Broadgate and developed a fantastic link with the young people in Hackney.”

The Broadgate Stories project was conceived, devised and led by SPACE, an arts and education charity in London. It was delivered in partnership with Ignite Creative, which produces a range of multi-media content for websites, and Amblr, a developer, producer and publisher of location-based experiences for smart phones.

## Case study : Office

Sep 2012 – Children celebrate architecture in the City



Children explore London's skyline, from the heights of The Broadgate Tower.

**This summer we part-funded architectural workshops for 120 children, as part of our support for the Great St Helen's: Sculpture Space.**

A further 659 children enjoyed creative sessions at Broadgate, during London's first architecture festival for children, Junior Open House Festival.

### Great St Helen's: Sculpture Space

Children from four primary schools in Tower Hamlets and Hackney took part in the second community arts programme in the Great St Helen's: Sculpture Space, which features works by internationally acclaimed artists and is part-funded by British Land.

The three-month programme with local schools was delivered by Open-City. It started with the children exploring art and architecture in Great St Helen's, where we're developing The Leadenhall Building in partnership with Oxford Properties.

The budding young architects then visited four of the City's most iconic buildings, taking part in inspiring sessions led by the architectural firms that designed them. Together they created colourful collages framing focal points on the City skyline.



At The Broadgate Tower, six British Land volunteers joined the SOM team and pupils from Cayley Primary School in Tower Hamlets.

- The Broadgate Tower with Skidmore, Owings & Merrill (SOM)
- 30 St Mary Axe with Foster + Partners
- Heron Tower with Kohn Pedersen Fox
- 100 Bishopsgate and Tower 42 with Allies & Morrison and Woods Bagot.

The final two workshops gave pupils the chance to focus on the Great St Helen's: Sculpture Space, creating Archi-Lenses and Art Frames that suggested new ways for people to view the pieces.

Find out more about this year's project on the Open-City website

View a case study on last year's project, Take

a Closer Look

Junior Open House Festival 2012

# £30,000

British Land funding over three years for an annual community arts programme with schoolchildren in the Great St Helen's: Sculpture Space.



**A huge thank you to British Land and the Broadgate team. The weekend was a fabulous success. Participants, young and old, were amazed at the architecture of Broadgate. It provided a perfect, child-friendly environment.**



Director of Open-City, Victoria Thornton, speaking about Junior Open House Festival 2012

This free two-day architecture festival, run by Open-City, saw 2,100 children from all over London exploring parts of the capital they wouldn't normally visit.

Broadgate, owned in a joint venture by British Land and Blackstone, hosted four hugely successful architectural activities, which were designed to excite and challenge children about architecture.



### String-Scape

Using only string, 156 children created their own three-dimensional cities in the Broadgate Plaza.

"The lines, light and angles of the buildings were the perfect inspiration."



### City of a Thousand Architects

At 155 Bishopsgate, 350 children became architects for a day and helped build a giant model city, full of skyscrapers, stadiums, and skyrockets.

"Excellent venue, especially indoors! Great materials, ideas spot on for all ages."



### Square Mile Kite Club

In Finsbury Avenue Square, 90 children joined the Square Mile Kite Club, designing their own kites and becoming intrepid explorers of the realms overhead.

"Really great way of motivating families to do something positive with their kids."



### Birds Eye Building

From the heights of The Broadgate Tower, 63 children surveyed the city and created a fantastical pavilion.

"It was lovely to see everyone working and playing together. Thank you."

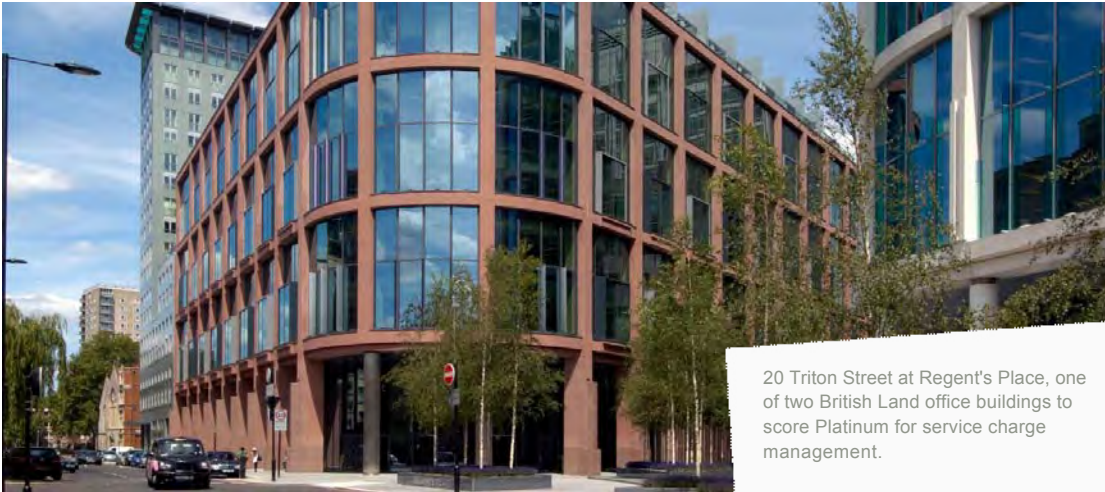
In addition to these two youth projects with Open-City, British Land is a corporate sponsor of the charity. Each September, we

open the doors to some of our iconic buildings for free, during Open House London.

[Visit Open House London](#)

## Case study : Office

### Jun 2012 – Top marks for service charge management



20 Triton Street at Regent's Place, one of two British Land office buildings to score Platinum for service charge management.

**As the first landlord to commission independent service charge audits of office properties by the Property Managers Association (PMA), British Land achieves two Platinum ratings, the highest standard.**

We believe that occupiers should be able to benchmark how well their service charges are being managed, but there is currently no industry-wide way of doing this for offices. We've been looking at how we can help drive this.

One initiative saw us piloting the PMA's quality assurance programme at two of our office buildings, following audits at 23 of our retail properties over the last three years. The PMA, which represents 110 of the UK's leading retailers, introduced this programme to monitor compliance with the RICS Service Charge Code.

We're delighted that the PMA awarded its highest standard to 201 Bishopsgate at Broadgate and 20 Triton Street at Regent's Place, demonstrating that both buildings are being efficiently managed and that accounting standards are in order.

PMA Auditor, Peeter Pargma was particularly impressed with our online service charge tracker. This allows Building Managers and Estate Directors to see real-time service charge expenditure and information, including bills paid or pending, and existing and future contracts, with red flags on any expenditure that's above budget.

He commented: "In my 20-year experience of managing service charges on behalf of occupiers, this is the most proactive system I have seen in use. I am recommending that a similar system be rolled out to other areas of commercial property where extensive service charges are in place."

Estate Director at Broadgate, Mark Evans, explains: "Previously we'd review how service charges were running versus budgets each quarter, now we review it on an ongoing basis. This means we can manage service charges much more effectively. It doesn't stop here though - we're always looking for ways to get better."

Business as usual

- Participating in the RealService Service Charge Compliance Index, with the current review underway. Last year, we scored 99% for issuing budgets at least one month before the start of the financial year and 100% for providing reconciled financial statements within four months of the end of the financial year (industry averages for offices: 70% and 69% respectively)
- Providing occupiers with user-friendly budget packs (containing a three-year forecast), mid-

# 79%

Of our office occupiers rate our service charge management as good or excellent, significantly outperforming the industry average of 18%.



**In my 20-year experience of managing service charges on behalf of occupiers, this is the most proactive system I have seen in use.**



Peeter Pargma, PMA Auditor, speaking about our online service charge tracker

year reviews and forecasts, and reconciled year-end statements

- Sitting down with occupiers halfway through each financial year, to review spend to date and to talk through the planned budget for the forthcoming year
- Delivering value for money, whilst maintaining best in class property management services
- Monitoring our compliance with the RICS Service Charge Code, including whether occupiers receive service charge information on a timely basis
- Liaising with the British Property Federation, Investment Property Databank, Royal Institution of Chartered Surveyors (RICS), RealService and others on service charge initiatives and benchmarking, to raise standards across the sector.



These Platinum awards for our office properties follow six Platinum awards and 17 Gold awards at our retail properties in the last three years.

We are the only landlord to have achieved Platinum awards.

## Case study : Office

### Jun 2012 – Sun shines on Jubilee party at Regent's Place



A queen lookalike visits Regent's Place for our Diamond Jubilee Street Party.

### In the run up to the UK's wet weekend of celebrations for the Diamond Jubilee, the sun shone on the Regent's Place Street Party, enjoyed by hundreds of people.

Occupiers and local people settled down to enjoy their patriotic picnics at trestle tables adorned with bunting and flags. Live entertainment to celebrate the Queen's 60-year reign included a visit from 'the queen', rousing tunes from a marching band, and the Regent's Place market offering the best of British produce.



[View the video](#)



## Award

Regent's Place recently scooped a Business in the Community Big Tick Award for arts and business.



**2012 is a particularly exciting year for London, and we're keen to make sure that occupiers and local people at Regent's Place get to enjoy as much of the excitement as possible.**



Property Management Executive for the West End of London, Georgia Hogg



The celebrations continued into the weekend, with the West Euston Jubilee Party in nearby Cumberland Market, which was part-funded by British Land. Around 300 local people enjoyed a sit-down lunch, accompanied by all-day entertainment provided by the Caribbean All Stars Steel Band, a Bollywood dance group and others.



Volunteers at the West Euston Jubilee Party included Anna Devlet of British Land and her husband Rupert Coney, Ross Houston of the Peabody Trust, Jean Hurman of the Regent's Park Tenants' Association, Mohammed Joynal Uddin of the West Euston Partnership and Steve Smith of the Cumberland Market Estate Residents' Association.

Also soaking up the sunshine were dozens of people relaxing on the new Regent's Place deckchairs – bringing a beach feel to London's West End. The deckchairs have proved so popular that more have been ordered. Property Executive at British Land, Georgia Hogg, comments that now we just need plenty of sunshine, so they can be put to good use.



People enjoying the Street Party took to Twitter to share their experience with friends. Follow Regent's Place on Twitter



The Street Party was the latest in a series of fun lunchtime events at Regent's Place. In April, the Regent's Place Grand National saw teams from across the estate bounce their way around a giant, inflatable racecourse.



Grand National winning jockey Bob Champion (pictured below) compered the friendly competition, as well as giving some racing tips in the run up to the Grand National. [View more Grand National photos](#)



In March, adventurous 'soles' took part in a charity firewalk, raising over £5,500 to support the British Association for Adoption and Fostering's work with children in care. [View more firewalk photos](#)



In February, relay teams raced down Triton Street tossing pancakes to mark Shrove Tuesday. [View more pancake tossing photos](#)



In December, Regent's Place hosted a football-themed, charity event to coincide with the Euro 2012 Draw, in partnership with Queens Park Rangers Football Club.



Children from nearby Netley Primary School trying out human table football at Regent's Place, during the Queens Park Rangers event.



A 20-ft climbing tower at Regent's Place, during the Queens Park Rangers event.

Other highlights included the opportunity to pose for photos with the official Football League Championship Trophy and a fundraising auction, which offered participants the chance to win a pair of tickets to matches involving Queens Park Rangers, Arsenal, Liverpool and Manchester United. All proceeds went to local charity, the West Euston Partnership, to support its acclaimed football school. The school provides quality coaching to young people who would not otherwise get the chance to learn how to play football, and has three players signed up at youth level by Arsenal, Barnet and Millwall.

[View more photos from the QPR event](#)



The Queens Park Rangers Community Trust team with Heather Johnson, then Deputy Mayor of Camden (now Mayor).

December also saw students and staff from Westminster Kingsway College stage an array of seasonal entertainment in aid of homelessness charity Crisis, from carol singing and Christmas readings to Crimbo-Tango. Other festive performances in the run up to Christmas were staged by Vocal Ensemble, who gave a jazz and soul spin to traditional tunes, Sanctuary Voices, who sang familiar Christmas carols, and the Youth Gospel Choir, who performed uplifting contemporary material and traditional carols with a twist.



Councillor Abdul Quadir, who visited Regent's Place during the festive fundraising, thanked everyone at the estate who donated toys to Camden's Christmas appeal: "The gifts were distributed to needy families in our borough in December. I can assure you that the presents brought a smile to many young faces."

More recently, occupiers and visitors enjoyed the chance to pose for photos with Star Wars Stormtroopers, who visited the estate in June to raise funds for the Cystic Fibrosis Trust. [View more Stormtroopers photos](#)



Upcoming events include duck herding in the Regent's Place Plaza on 21 June, the Regent's Place Summer Festival from 27 June for over three weeks, and a range of performances at the

## Case study : Office

Apr 2012 – Drama in the Mix



**In March, 49 students from ten east London schools performed Olympic-themed radio plays they had written and developed, working alongside media professionals.**

For the second year, Drama in the Mix celebrated and encouraged the creativity of east London's young people, culminating in a festival of short radio plays. This exciting talent showcase is delivered by Rich Mix and funded by British Land, in association with BBC London, Broadgate, Half Moon Theatre and Roundhouse Radio. It is also supported by broadcaster and former Children's Laureate, Michael Rosen.



The students, aged 11 to 15 years old, performed in front of 100 family, friends and special guests. Amongst the audience were Michael Rosen (Rich Mix's patron), Mark Bright (BBC sports presenter and former professional footballer), Lucy Collingwood (BBC Radio Drama Development Producer) and Grace Huber (Station Manager for Roundhouse Radio, an online radio station run by young people). Also attending were volunteers and representatives from British Land and

Broadgate.



During the last two years, Drama in the Mix has given over 80 students and their teachers the chance to take part in workshops with media professionals at the BBC studios in the Rich Mix Arts Centre. The youngsters have learnt about script writing, making sound effects, acting and how to use radio recording equipment and microphones.

### Student feedback

- "The best thing about this project was working with professionals and hearing our radio play get better and better."
- "I can feel proud of myself and next time not be shy in front of everyone"
- "I loved having our radio play published for real."
- "It was a great experience and the different stages were fun, so was meeting an Olympic athlete."

# £14,600

British Land funding for Drama in the Mix over two years.



**Drama in the Mix is a brilliant opportunity for young people to feel a part of London 2012, whether sport is your passion or not. You can really let your imagination run wild with a project like this and have a load of fun in the process too.**



Tasha Danvers, GB Olympic Bronze Medallist, 400m Hurdles (Beijing 2008)

- "I really liked using the microphones in the BBC studio. We had a great day."

#### Teacher feedback

- "It was a very interesting and stimulating day. The students were thrilled to be in a broadcasting environment and it was great to see their ideas treated with respect by professionals."
- "This project has given my pupils the opportunity to work with professionals and provided them with a valuable learning experience, which was made deeper by being delivered by the BBC."
- "A huge thanks for organising such a fantastic project. The students really gained so much from this experience."

Seven British Land and Broadgate volunteers also took part in this year's workshops. Sarah Rigglesford of British Land, who helped take photos and write a blog, said: "What a fab afternoon. I thoroughly enjoyed watching the children grow in confidence and allowing their lovely personalities to shine through. For me, this project is so important in helping children be the best that they can be and giving them the opportunity to try something different and possibly something they may never have the chance to do."

Serena Sukkar of Broadgate commented: "I had a great time volunteering in the workshops and helping out with sound effects in the final event. It was fantastic to see the change in the young people attending, from shy at the start of the workshops to confident actors in the showcase. Thank you for letting us be part of such a great initiative."



Over the past two years, all 79 secondary schools from the Olympic Boroughs of Greenwich, Hackney, Newham, Tower Hamlets and Waltham Forest have been invited to take part in the project. 12 schools have submitted transcripts for short radio plays, inspired by the theme of 2012, the Olympics and Paralympics.

In addition, over 30 English and Drama teachers have benefited from training sessions on how to create plays for radio, delivered by BBC radio experts. They've also been given resource packs to help them teach creative writing skills in a fun way.

#### Drama in the Mix 2012

Of the 26 scripts submitted this year, ten were shortlisted to be turned into radio plays, with the help of industry experts:

1. **The Golden Medal by Chingford Foundation School:** Two friends are torn apart over a race. Can their mutual friend Becky save their friendship before it's too late?
2. **The Arrogant Marathon Runner by City Academy:** A self-obsessed marathon runner who values image over friendship realises her fault is arrogance.
3. **Warzone for Three Lucky Winners by Mulberry School for Girls:** Six best friends battle for tickets to London's biggest event. Will the warzone collide with their friendship when it is put to the test?
4. **Trials and Tribulations by Mulberry School for Girls:** Caitlin has been dreaming her whole life of competing in the Olympics. But will she and best friend Charlotte still be as close after the 200-metre trials?
5. **Wenlock and Mandeville Go to China by City Academy:** Wenlock and Mandeville embark on a perilous and thrilling adventure to recover the Olympic torch. They face many obstacles, but with the help of each other and some cake, can they triumph over the evil Dr Spoilsport?
6. **Race to Know Myself by Central Foundation Girls' School:** We all think we know ourselves but do we really? Jake thought he was on a road to nowhere; but someone thinks differently.
7. **Help for Heroes by Skinner's Academy:** Embark on a journey with Jon and Rex. When their lives are looking lower than low, can they turn it around for the big event? Read a review of Help for Heroes
8. **Bitter Medicine by Central Foundation Girls' School:** Zaneb has raced to the top and everyone is in the mood to celebrate but... can everyone be trusted?
9. **Worst Case Scenario by Chingford Foundation School:** Two groups of young people with no tickets and an angry view. What will become of their plans?
0. **Hoop Dreams by City Academy:** Kevin versus Ray - survival of the fittest. Hard work or talent - which will win?

[Listen to recordings of the 2012 show or view the video](#)

Of the 16 plays submitted in 2011, seven were selected to be developed. Their themes ranged from dark realism, in the shape of a terrorist threat to the Games, to the surreal, about an energy drink that turns athletes into rubber ducks. The participating schools were City Academy, George Green's School, John Roan School, Mulberry School for Girls, Sarah Bonnell School, St Angela's School and Walthamstow School for Girls.

Commenting on their performance, Radio Drama Producer, Shabina Aslam, said: "I was inspired by the wild imaginations of the young people involved. They behaved like professional artists with bright ideas, discipline and humour. It promises to be an exciting exhibition of radio drama."

[View the BBC report on the 2011 show](#)

### **Rich Mix**

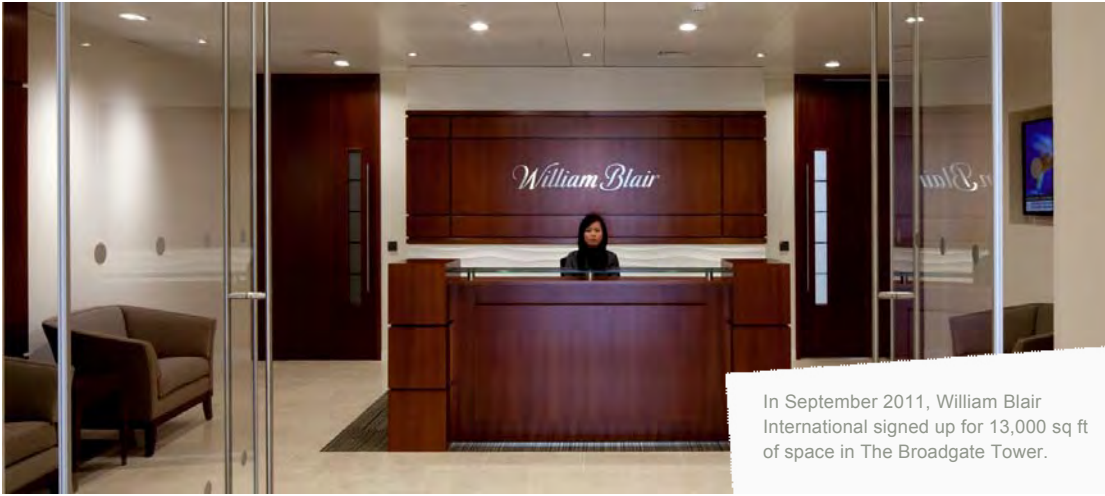
Our partnership with Rich Mix was born from our relationship with the East London Business Alliance (ELBA). Since 2010, Broadgate has hosted three film festivals, with a further event planned for summer 2012. These have helped Rich Mix significantly raise its profile in the City of London.

The Broadgate team also provides the charity with practical and pro bono support to help with the maintenance and running of its Arts Centre in Tower Hamlets, just a five-minute walk from Broadgate.

Chief Executive of Rich Mix, Jane Earl, explains: "Support from Broadgate and British Land has been pivotal to the Rich Mix journey from a difficult financial position to our new found financial stability. The outdoor film festivals have helped us to reach new audiences and increase the number of people who use our cinema. The practical support of the Broadgate team also helps us address the myriad things that go wrong in a building of our size and complexity."

## Case study : Office

### Mar 2012 – Smooth moves at The Broadgate Tower



In September 2011, William Blair International signed up for 13,000 sq ft of space in The Broadgate Tower.

#### As William Blair International settles in at The Broadgate Tower, it becomes the latest occupier to provide glowing feedback about our new buildings and outstanding customer service.

The company's General Office Manager, Carolyn Kaiser, commented: "The Broadgate team has been wonderful throughout our entire relocation process, accommodating our numerous requests to tour the space, meeting with us prior to the move, preparing welcome packs, making sure our move day went well and regularly checking in on us. The reception, security and maintenance teams have also gone above and beyond to make us feel welcome."



Feedback from other occupiers at The Broadgate Tower is similarly positive:

- **Chief Operating Officer at Reed Smith, Gary Sokulski:** "Where else does British Land have projects around the globe, so that we can lease more of your space? I put British Land in the very highest category of landlords and developers around the world and I am not an easy grader. I look at British Land as the gold standard for all landlords."
- **Centre Manager at Regus, Andrew Gray:** "First impressions are an integral part of the service we provide to all of our clients and the first impressions given at The Broadgate Tower are top class. Over the past couple of months, we have had several requests from clients to be transferred to The Broadgate Tower, commenting on the high standard of service, and the personal and professional welcome from the reception and security teams."

View our latest customer survey update for more feedback and to find out what we are doing to further improve satisfaction

**British Land Property Executive, Catherine Thomas,** thanks the Broadgate team for everything they are doing and says: "It doesn't stop here though. We're always looking at how to exceed our occupiers' expectations. Current plans include rolling out a new customer service training programme across our office portfolio."

# 95%

Of occupiers in our new buildings rate British Land as a developer and landlord as good or excellent.



**The level of customer service is so far above and beyond what we could have expected... We are so happy to be in the building and have such outstanding service.**



General Office Manager at William Blair International, Carolyn Kaiser





**Property Manager at The Broadgate Tower, Angelo Christou**, adds: “We aim to deliver a consistently high level of service every time to every customer. We want things to be perfect for them from day one, and so we work closely with their fit-out contractors to make sure their moves go smoothly.”

**Project Manager at fit-out contractor K2, Doug Shayler**, explains: “Without doubt, the support of the

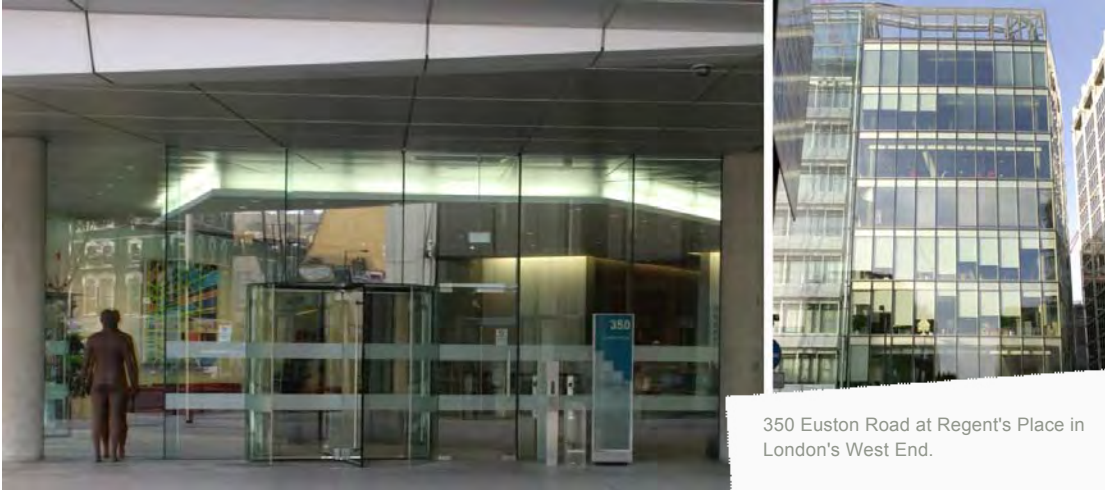
Broadgate team and the processes in place for contractors played a huge part in keeping our fit out of the 17th floor at The Broadgate Tower on programme. On occasion our experiences around the City have been far from easy, and so we had reservations about how difficult it would be to carry out a large fit out in a complex building such as The Broadgate Tower. Yet, arrangements worked like clockwork. Thank you.”



Recent accolades for The Broadgate Tower and 201 Bishopsgate include Platinum Clean City Awards 2011 for waste management. Other Broadgate buildings recognised by the Clean City Awards Scheme were Broadwalk House, 10 Exchange Square and 155 Bishopsgate, which all achieved Gold.

## Case study : Office

### Mar 2012 – Environmental excellence at 350 Euston Road



350 Euston Road at Regent's Place in London's West End.

#### Well done to our building management team and occupiers at 350 Euston Road, who won a Camden Council Environmental Excellence Award.

The award recognised their innovative approach to communications and behavioural change. Successful initiatives included green roadshows, held in partnership with a range of organisations, such as:

- Camden Council, which gave information on local services
- London Wildlife Trust, which manages over 50 nature reserves
- Sourced Market, which champions local producers and seasonal food
- Bywaters, which aims to become London's leading recycling provider
- The Woodland Trust to support the UN Year of Forests. This was the charity's first event of this kind, as it usually focuses on large scale occasions, such as the Chelsea Flower Show.

This environmental excellence award follows a 2010 Green 500 Platinum Award, which recognised British Land, the building management team and all occupiers, Balfour Beatty Capital, Capital One, ELEXON, Findus Group, General Medical Council and np group, for reducing carbon emissions.

In the first nine months of this financial year, all parties have continued to achieve reductions, with 29% less landlord-influenced energy use than the same period last year, 5% less occupier energy use and 13% less total building water use. This has saved 250 tonnes of carbon, 931,000 litres of water and £38,800 on energy and water bills.

Driving efficiency is an energy metering system and remote monitoring service introduced in 2010, following an award winning pilot at our Head Office. This has identified a number of no-cost opportunities to improve efficiency. For instance, when the base load on the chillers increased substantially, the Engineering Manager was notified straightaway, giving him the chance to fix an issue which otherwise would have cost occupiers £68,000 over the year.

British Land has also offered to fund the remote monitoring service for occupiers' electricity use for a full year to help them to optimise efficiency. All occupiers at 350 Euston Road are now benefiting from this.

Other energy efficiency measures include

- Replacing lighting in reception areas with LED alternatives
- Installing timers on external lighting, which was previously on 24/7

# £38,800

Energy and water cost savings at 350 Euston Road in the last nine months.



**At 350 Euston Road, both the award and the reductions are fantastic achievements, which reflect the significant, ongoing efforts of the building management team and all the occupiers.**



Head of the Business Group at British Land, Justin Snoxall

- Changing the boiler settings, so that heating is never on during the summer
- Reducing the time schedules for lighting in the reception area.

British Land, the building management team and all occupiers meet regularly to discuss environmental initiatives and monitor progress through an Environmental Working Group. One recent session saw Anne Da Costa of Balfour Beatty recommend the Oxfam Collects scheme. This now offers people the chance to bring unwanted clothes, books, DVDs, toys, mobile phones and more to work, to help raise vital funds for Oxfam's work around the world. 350 Euston Road was the UK's first multi-occupied building to launch the scheme, which gives people the chance to register online and see how much money their donations have raised – and the difference this could make.

A dedicated green room also makes it easier for everybody to recycle batteries, mobile phones and toner cartridges, which are donated to charities such as TR Aid and the London Wildlife Trust. Recycling facilities are also offered for paper, glass and aluminium. In the last nine months, 65% of all waste has been recycled and the remainder incinerated, with zero waste to landfill. This has averted £4,500 in landfill tax costs.



350 Euston Road is one example of how we are working with building management teams and occupiers across our portfolio to drive energy reductions. In February 2012, British Land won Client of the Year for Energy Management across our portfolio.

In the first nine months of this financial year, we have cut landlord influenced energy use across our like-for-like office portfolio by 15%. Altogether, this has saved £515,00 on occupiers' energy bills and 3,800 tonnes of carbon emissions.

Over the same period, we have also diverted 4,800 tonnes of waste from landfill through recycling and incineration, avoiding £167,200 in landfill tax costs.

All data in this case study is as at 31 December 2011. At the end of our financial year on 31 March 2012, our key performance data will go through rigorous checks and will be independently assured under the ISAE 3000 standard.

## Case study : Office

### Feb 2012 – Life's a free lunch at Regent's Place



Giovanni Rana is now open at Regent's Place.

### Over 600 occupiers enjoyed free lunches at Regent's Place, as Italian pasta producer Giovanni Rana prepared to launch his first UK restaurant on the estate in London's West End.

In December, as the kitchen and waiting staff got ready for the restaurant's official opening, Giovanni Rana offered occupiers the chance to enjoy a free two-course meal. 85% rated their experience positively during this trial phase, with pappardelle (large ribbon pasta) and duck ragu the clear bestseller.

"Delicious authentic Italian fresh pasta."

"Very generous portions."

"Bright, airy, really welcoming restaurant."

"Friendly team - I felt like I'd been to Italy!"

Inspired by Italian kitchens of the 1950s, Giovanni Rana serves freshly made pasta and Italian breakfasts in an informal dining space with open kitchens. The restaurant also offers an antipasti and aperitivi area, together with a private function room.

At Regent's Place, Giovanni Rana joins The Union Bar and Grill, which opened in January, offering seasonal home cooked meals and tapas, and the recently opened healthy fast food concept Pod. Other food and drink providers on the estate include Eat, New Diorama Bar, Pret A Manger, Starbucks and Wasabi.

Head of West End Offices at British Land, David Lockyer, commented: "The arrival of Giovanni Rana, Union Bar and Grill and Pod further boosts the diverse amenity offer at Regent's Place. They are being well received by the estate's growing community of more than 10,000 people."



I am very excited about our newly opened restaurant. We chose Regent's Place for its central location, high-quality facilities and cosmopolitan local community. Regent's Place is, without a doubt, the perfect estate to start our UK venture in style.



Giovanni Rana



Across at Broadgate in the City of London, Street Kitchen is now well-established in Finsbury Avenue Square, serving seasonal and sustainable gourmet grub to people each weekday.

Launched at the London Food Festival in 2010, this innovative concept recently won further recognition when it featured on the BBC's *Hairy Bikers' Best of British* show.

Jun Tanaska, Michelin-trained chef of Pearl Restaurant and Bar, Mark Jankel of The Food Initiative, and their team serve brilliantly British lunches out of their vintage silver Airstream.

Also on Finsbury Avenue Square on the second and fourth Thursdays of each month, is the popular Broadgate Farmers Market. This offers the ideal opportunity for occupiers and visitors to pick up the freshest possible groceries, straight from the farm, alongside a wide range of ready-to-eat hot food.

In March, two new food and drink providers will open at Broadgate, Rocket, which specialises in upmarket pizzas, grills and creative salads, and a new Coffeesmiths Collective coffee shop, which will be called Liberty of Norton Folgate.

All five of the restaurant and food units at 201 Bishopsgate and The Broadgate Tower are now fully let, with Rocket and Coffeesmiths joining Egyptian café Cilantro, Japanese restaurant Tsuru Sushi and Pret A Manger.

## Case study : Office

### Feb 2012 – Biodiversity takes root



The retrofitted green roof at Exchange House is starting to spring to life.

### An ecologists' review of our green roofs has confirmed their positive contributions to biodiversity, supporting birds, bees, butterflies and other wildlife.

In 2011, we commissioned ecology consultant Arup to monitor whether any significant biodiversity enhancements were being delivered through a number of our green roof projects, building on an earlier study in 2009.

The sites selected by Arup for the 2011 review were Exchange House, 201 Bishopsgate and The Broadgate Tower at Broadgate in the City of London, and 10 and 20 Triton Street and One Osnaburgh Street at Regent's Place in London's West End.

The study identified dozens of different wildlife species and plants on the roofs. 201 Bishopsgate and The Broadgate Tower and the three latest buildings at Regent's Place were particularly highlighted as adding significant biodiversity value, and were recommended as templates for future developments.



At 201 Bishopsgate and The Broadgate Tower, where we created 8,000 sq ft of green roof space and 1,000 sq ft of living wall in 2008, there is evidence of birds nesting and a range of invertebrate species, including ladybirds, two species of bees (including the honeybee), spiders and woodlice. Since the 2009 study, we have also fitted bird boxes at both street and roof level, and installed insect boxes on the green roofs, which are further supporting wildlife.



The green roofs at 10 and 20 Triton Street

At 10 and 20 Triton Street and One Osnaburgh Street, close to Regent's Park, where we created 27,000 sq ft of green roof space in 2009, log piles are encouraging insect life, while bee hives installed by occupier Aegis Media are home to some 40,000 bees. Wildflower species present include cornflower, wild grasses, white campion, marjoram, yarrow and corn chamomile.

At Exchange House at Broadgate we took a

# 60,000

We have created over 60,000 sq ft of green roof space in central London since 2004.



**The green roof areas at 201 Bishopsgate and The Broadgate Tower and at the three latest buildings at Regent's Place are examples of significant biodiversity enhancements.**



Senior Ecologist at Arup, Kate Priestman

encourage biodiversity and provide attractive areas for occupiers, with a range of substrates and habitats to support different species.

different approach, retrofitting 2,000 sq ft of pocket habitats in May 2011 with the agreement of all occupiers. Within the pockets, different substrates include semi-intensive soils, crushed brick, pebbles, limestone chippings and sand.

The roof areas are considered to be of ecological value even at this early stage in the growing process, with around 60% of the pockets showing plant growth and vegetation cover. Species include poppies, corn marigolds and white campion, and we are looking forward to a vigorous display during 2012.

The report also identified opportunities to further enhance biodiversity value through additional retrofitting measures, such as roosting boxes for bats, nesting boxes for birds, and log piles and insect hotels for invertebrates.

For future developments, the authors emphasised the importance of including biodiversity features from early on in a project's design process. These should then be revisited at each key stage of development, with landscape architects and ecologists encouraged to work together closely.

In a second study last year, we commissioned Arup to monitor bug life in five insect hotels located in public gardens around the City of London. These diverse structures were the shortlisted entries in Beyond The Hive, an architectural design competition we launched in 2010 in conjunction with the City of London Corporation.



Two of the insect hotels, at St Dunstan's in the East, EC3, and Bunhill Fields, EC1 (Photos: Arup).

The Beyond the Hive review found evidence of numerous insects using the structures, including spiders, ladybirds, beetles, earwigs, wood lice and ants. Arup commented that the hotels had the potential to be of excellent biodiversity value. They also noted that their position was crucial, and suggested that the insect hotels, which were positioned in shady areas with few flowering plants nearby, should be moved to more diverse habitats to encourage greater use. In some cases, new areas of garden could be specifically designed to support insects, through the planting of wildlife-friendly species. They also noted that some of the hotels were also in need of repair and maintenance.

Sustainable Developments Executive at British Land, Sarah Cary, commented: "We are looking at how we can use the lessons from our Beyond the Hive review to support insects, spiders and other invertebrates in green spaces at our properties."

She explained: "These tiny creatures are one of nature's biggest building blocks – contributing to the health of our environment by providing a range of services, from plant pollination and seed dispersal, to pest control and speeding up the decomposition of organic matter."

British Land's Biodiversity Programme encompasses a wide range of projects and activities. We focus on setting the standard for green roofs. We also work with local schools and community organisations to encourage biodiversity and raise awareness.

We are currently updating our Sustainability Brief for Management to include a new biodiversity section. This will include key standards and best practice guidance. If you want to receive a copy, when it is published in March 2012, please email: [sarah.cary@britishland.com](mailto:sarah.cary@britishland.com)