



bruntwood

AR/20

# THE REVIEW



# Getting back to business



2

After a very successful year in 2019, as we gained real momentum in our Works and SciTech divisions, we were buoyant heading into 2020... But, of course, our world has changed drastically since then.

The impact of COVID has shocked us all, affecting everyone personally and professionally. We've seen friends, family, and colleagues suffer during a crisis unparalleled in living memory. Many of us faced the grief of losing loved ones; the loss of livelihoods and futures; and the mental impact. It will take time for society to regroup and recover...

We worked quickly to deliver a new strategy. We accelerated the Works and SciTech propositions to support crucial areas of the economy in our cities, we got closer to customers, deepening relationships and navigated the pandemic together and we supported our colleagues as they faced their own personal and professional challenges. In short, we stayed true to our purpose of creating thriving cities, recognising that our success comes from the success of our colleagues, customers and communities.

The nature of our business means we do not measure success over the course of 12 months, but over much longer time-horizons. Despite this, we showed great strength and resilience in 2020, and although we posted an accounting loss this year, the underlying performance of Bruntwood improved during the UK's greatest economic crisis of modern times.

The loss is primarily due to the prudent reduction in the valuation of our property portfolio, whilst the loss of our budgeted profit has largely come as a result of the costs of the lockdown and the support we have provided to our customers, colleagues and communities.

The costs of lockdown will also be felt in this accounting year, as will the ongoing impact on the economy beyond it. That said, the signs are that the Covid crisis has made the Bruntwood Works and SciTech propositions relatively more attractive to companies looking for more from their offices.

## Covid - a catalyst for change?

If you believed the headlines through the Summer of 2020, it was easy to think the office, and cities, were dead, but as time has gone on it has become clearer that this is not the case. How we use offices will change, but this was already well underway pre-Covid. The crisis has highlighted the need people have to come together and to work in collaborative stimulating spaces with others: it's good for our productivity, our energy and creativity, and our physical and mental wellbeing.

And just as important is how offices support company culture.

Our culture has been the biggest factor in Bruntwood's success over the last 40 years. It has carried us through the past year, as colleagues responded brilliantly to the crisis' sharp focus. But we've also seen the increasing need to refocus on relationships by coming together in person. We have seen great momentum build through collaboration and creativity, and I know how much our colleagues and our customers enjoyed being back in our British Safety Council assessed, COVID secure spaces when restrictions have allowed.

## Creating spaces for collaboration and innovation

With the onset of the fourth industrial revolution, we've become the 'home' for science and tech businesses. We've seen our Bruntwood SciTech customers thrive over the past 12 months, as many played a huge part in the efforts in the fight against Covid. The science and technology sectors will be just as important post Covid, in the recovery of our economy. Our Bruntwood SciTech campuses offer that crucial space to enable and facilitate collaboration, supporting some of the UK's most innovative individuals and businesses.

Likewise, innovation has been central to Bruntwood Works and supporting our customers through the pandemic. By investing in our buildings, focusing on wellbeing, social connection and community, diversity and inclusion, and sustainability, we're creating the right spaces for collaboration and helping our customers to be as productive, creative and innovative as they can be. While this isn't new for us, we are certainly seeing that businesses are attaching even more value to these types of spaces.

But we've not stopped there. In 2020, we launched three new businesses - Unify by Bruntwood, Unify Energy and CubicWorks. Providing fully-integrated facilities management services, energy as a managed service, and refurbishment and fit-out services respectively, these businesses are allowing us to build upon our existing offering and create even better experiences for our customers and communities, with the potential to shake-up provision within their industries across the UK.

Along with our like-minded, innovative customers, we are disrupting and transforming the market - proving to be exactly what our customers want and need.



## Creating thriving communities

Our plans and progress over the past 12 months are what will prime us to meet the future needs of our communities. We completed deals to invest in Sciontec in Liverpool; developed the Birmingham Health Innovation Campus; completed the transformation of Pioneer buildings, 111 Piccadilly and Blackfriars in Manchester; and our development and construction teams created one of the first Lighthouse Labs at Alderley Park in just three weeks from start to finish.

2020 saw us make real headway with our masterplan for Stretford Mall and town centre. Working with our long-term partners Trafford Council and the local community, we aim to revitalise the area so that it meets the needs of its people long into the future.

Citylabs 2.0 reached practical completion and will soon be the new home of global molecular diagnostics company QIAGEN and their Global Centre of Excellence for Precision Medicine. And as part of our strategic partnership with Manchester University NHS Foundation Trust, the city council and Manchester Health and Care Commissioning, we began consultations on plans for two new transformational projects at hospital sites in North Manchester and Wythenshawe.

As vital elements of Manchester's Economic Recovery Strategy, these developments will bring much-needed connected health and social care facilities to the local communities, as well as creating new jobs, housing and economic opportunities that will generate long-term growth in the areas.

I can't list everything here but the 2020 Review shows you just how much we were able to achieve by focussing on our core purpose.

## Supporting our cities

This crisis has shown so clearly how interdependent all aspects of our cities are. We need to make sure that everything is in place to make returning to them as safe and easy as possible. We've been actively working with customers and stakeholders on integrated return to work plans, looking at public transport, schooling, flexibility, and amenities. This must continue as we move through the vaccination programme into re-opening and recovery throughout 2021.

We started work with Liverpool and Greater Manchester on their recovery plans before March even ended. We helped Manchester City Council set up a Business Sounding Board to look at short term Covid impacts and plans to continue to invest beyond this.

More than ever, we feel the responsibility to enable, empower and influence all the elements that help our cities thrive. Complementing what we do as a business, The Oglesby Charitable Trust also continues to directly help community organisations through the pandemic - shifting their focus to where help is really needed.

Despite the challenges that we have faced this year, we believe, more than ever, that our cities continue to offer the best route to recovery for the UK economy through the innovation of their people and businesses. We will continue to support our communities on the road to recovery, putting people at the forefront, so that our cities emerge as sustainable, healthy and vibrant places to be.

Chris Oglesby





# Contents



## Bruntwood Works

- 5 An introduction from Bruntwood Works CEO, Ciara Keeling
- 6 A rapid response
- 8 Workspace: Pioneering Programme
- 11 Our regions
- 17 Bruntwood Works' Places: Highlights
- 23 Wellbeing at work
- 25 Sparking those great ideas
- 26 Striving towards a sustainable future

## Bruntwood SciTech

- 27 An introduction from Bruntwood SciTech's Executive Chair, Chris Oglesby
- 28 Supporting the fight against Covid-19
- 31 Expanding into Liverpool
- 33 Boosting digital and tech in Leeds
- 34 Growing the Midlands' life science sector
- 36 A year of innovation and growth in Manchester
- 41 Place Matters

## Bruntwood

- 44 Staying safe, staying connected
- 47 Supporting our colleagues
- 50 Creating a fair and equal society
- 51 Bruntwood Cares
- 52 Creating sustainable environments
- 56 Cultural Vibrancy
- 59 Fulfilling Christmas wishes

## Unify

- 60 Introducing Unify
- 61 Meet the CEO of Unify by Bruntwood
- 62 Disrupting the energy market

## CubicWorks

- 63 Introducing CubicWorks
- 64 Meet the team

## Financial Review

- 66 Chief Financial Officer's statement
- 68 Financial results for 2020





# Bruntwood Works



Image:  
Ciara Keeling, CEO of Bruntwood Works

**I think we can all agree that 2020 was quite a different year. But while we've all faced significant challenges, there has also been a huge amount to celebrate as our customers, our colleagues and our communities innovate.**

Innovation has been at the core of everything we have done this year, from pivoting to support our customers through to adapting the way we work, continuing to create spaces where work and lifestyle can thrive.

We have gone full steam ahead with exciting developments including the Pioneer refurbishment programme - our £50 million commitment to creating the buildings of tomorrow, today. Blackfriars House reopened in March to create one of the city's most sought-after workspaces. We've launched the reimaged 111 Piccadilly as Manchester's smartest workspace; and work to revitalise Lowry House, now renamed Bloc, is well underway, transforming it into an urban oasis.

Our Fabric buildings have been getting the transformation treatment, too. Cornwall Buildings in Birmingham underwent a £1.3 million refurbishment, and over at Booths Park, we're creating an incredible new hub comprising more than 65,000 sq ft for leading cyber security business, PortSwigger, which is almost complete.

Hatch and Afflecks adapted their operations, enabling them to thrive even under the new restrictions, welcoming more visitors throughout the summer. This shows how important destinations like these are to the lifeblood of our cities. Going forward, we know these places will be crucial to the recovery of our regions. Building on this, our partnership with Trafford Council continues to transform and build communities through Lumina Village,

Stretford Mall, Stamford Quarter and their surrounding areas, starting at grassroots to build inspirational and socially cohesive places.

And our customers have innovated, too. BrewDog produced, packed and donated over 50,000 units of hand sanitiser for NHS frontline workers while Jaguar Land Rover used its prototype building facilities to make PPE supplies to help during the pandemic producing up to 5,000 new visors each week for health service workers.

To make sure we're giving our customers exactly what they need, we've innovated to improve our product and service offer. During lockdown we launched Spark by Bruntwood Works, our business support programme which has so far helped hundreds of our customers. Plus, our new Office Share and Hub and Spoke products are giving customers the flexibility they need to support their colleagues' changing ways of working.

But these changes aren't something that we weren't in someway prepared for. Our customers' needs have been changing for some time and we have been at the forefront, reinventing our spaces and products to meet these needs. Many of the projects that we have brought forward this year were already in the pipeline, the pandemic has just accelerated them. our plans to create spaces where work and lifestyle thrives.

We know that a blend of work and lifestyle is the future of the workplace. We want our customer community to get more from their working day. It's no longer just about coming to work to do your job. Our customers and communities want to be inspired, meet new people and enjoy spaces that allow them to balance their lives between work and play.

Key to this is ensuring that we have dynamic spaces with the right amenities to help our customers perform at their best, both professionally and personally. Embedding smart technology solutions ensures that our customers can make the most out of their day by connecting our spaces with the people, processes and systems within them. Whether that's through innovative lighting systems to improve health and wellbeing to sensors monitoring air quality and energy usage to drive operational efficiencies and reduce waste.

By implementing these new technologies, we're providing even better customer experiences and creating more efficient and sustainable workspaces. Paired with our community-focussed approach, our spaces offer vibrant hubs where people can develop, collaborate and grow.

Looking ahead to 2021, I'm excited to see more of our Pioneer schemes completing; progressing our town centre developments; and embedding sustainability further into our offering with developments such as Didsbury Technology Park, creating one the UK's first net zero carbon buildings.

Finally, my biggest thanks to the entire Bruntwood Works team who have worked tirelessly to support each other and our customers through this rapidly changing year.



# A rapid response



A rapid response - how we've got stuff in place to support customers / built good relationships, got to know them on a personal basis and how to help them.

As with all businesses, the pandemic gave us time to stop and reflect. It was important to us that we adjusted to the wants and needs of our customers, as their ways of working altered due to the lockdown and subsequent government guidelines.

We've seen, and have been adapting to, the changes in the way people work for some time now. The pandemic has only accelerated this.

We spoke to Bruntwood Works' Strategic Director, Andrew Cooke, about their approach to the pandemic:

## What was the biggest change that Bruntwood Works saw when the restrictions were first announced?

The first national lockdown was sprung on us in March 2020 and although in some ways we were anticipating it, I don't think any business knew how to adapt their spaces immediately to change to a new way of working. We saw the majority of our customers quickly

move to working from their homes, rightly so, in line with government guidelines. One of the biggest reasons for this was because each office environment hadn't at that stage been adapted to be Covid safe. So that became our number one priority.

We worked closely with our customers to understand how they needed to adapt their spaces, providing guidance and support, and ensuring that the communal areas followed social distancing guidelines and delivered increased cleaning schedules to ensure a safe and welcoming environment for those that were key workers so needed or wanted to return to the office.

The implementation of these additional safety measures led us to receive a positive COVID-19 assurance assessment from the British Safety Council, testament to the hard work and dedication of our team. Off the back of this, we've seen more and more of our customers return to their workspaces where they can work productively and feel confident that they're in a safe environment.

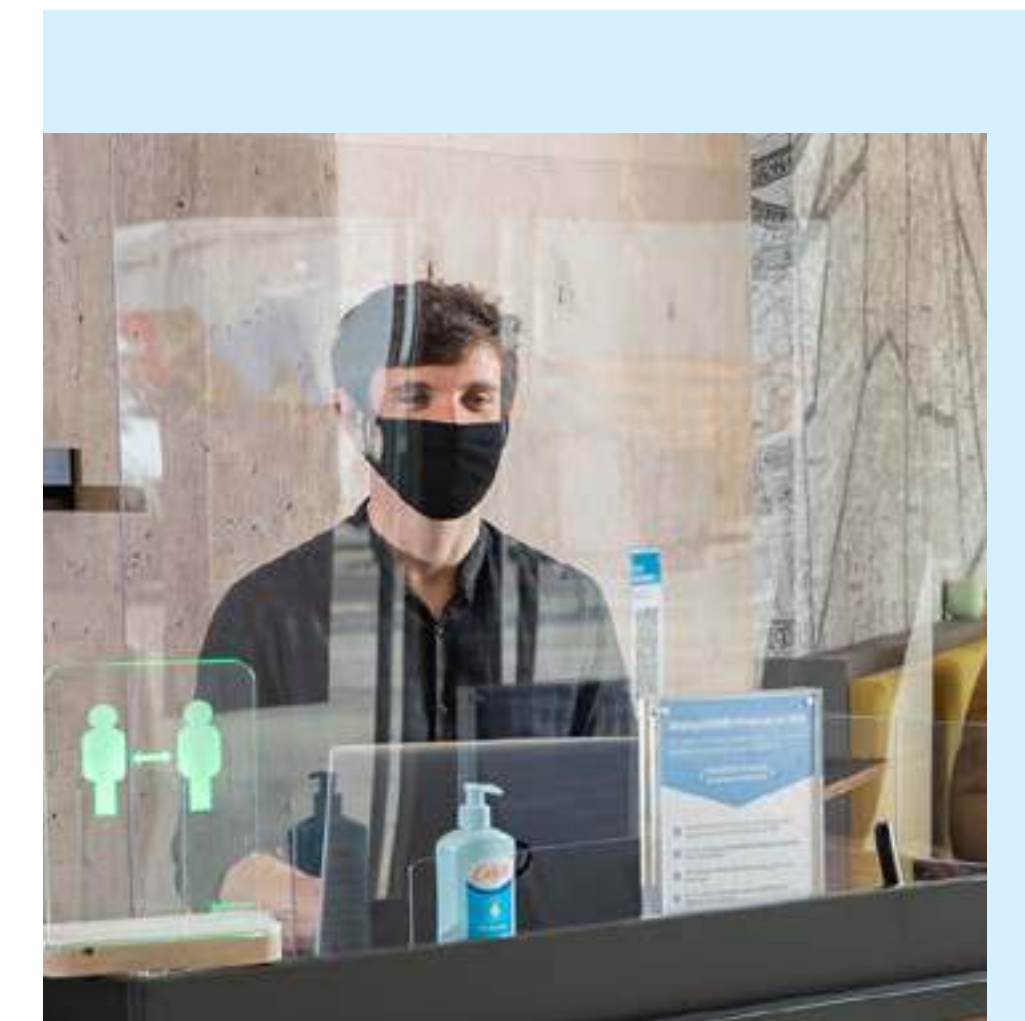
We've made sure that our Bruntwood Works teams are well connected to our customers, with each of them having a dedicated Customer Account Manager and also access to onsite Customer Operations Managers. Between them we could fully support not only their business functions and provide them with

information to access government funding this time, but also how to operate their spaces to create a safe environment for their employees. We worked hand-in-hand with our customers to guide them through this fast changing time.

## And what about the Bruntwood Works' retail destinations - they're so public facing and provided essential shops, how did that work?

We were pleased to be able to keep our high streets and malls running smoothly throughout lockdown. Stretford Mall & Stamford Quarter became a community hub for locals during lockdown, supporting the need for essential items, as well as the human need for connection and social interaction.

Our community at Hatch and Afflecks adapted to the way they traded by setting up online shops and we worked with them to support their transition from trading in person to online.





Being in the office enables collaboration - so how did you continue with this while everyone was in lockdown and working from home?

We already had a growing online community on our digital portal, The Collective. We used this hub to continue talking to the 50,000 customers based within our buildings by hosting virtual activity and conversations to keep on building our community. We hosted everything from insightful talks and wellbeing workshops to fun activities like cocktail making masterclasses and even things for the kids to get involved in.

We also launched Spark by Bruntwood Works, our business support programme. This focussed on supporting core business functions, which was really needed at the time, but also helped to connect leaders within our customers' businesses with one another and to our partners to provide much needed help.

And what did Bruntwood Works' customers tell you about how their needs have changed during this period?

The biggest thing our customers have been telling us is how when they return to the office they'll be focusing on driving productivity, so we're helping them to create spaces that work for their employees by incorporating wellness, smart technology and flexibility. To us, the blending of workspace, retail and leisure has never been more important.

By providing flexible working environments that are powered by innovation, businesses can promote a better work-life balance. Having a great place to work helps to boost morale, motivation and quality of life for colleagues.

We've reflected this to launch two new products during the pandemic that encourages flexibility in different ways. OfficeShare allows two companies to come together to share their workspace - we can even help with the matching. This allows companies who have changed the way they work to not commit to a sole workspace on their own - it also encourages collaboration.

We also launched All Inclusive - this is a new workspace product that combines rent, service charge, insurance and electricity into a single cost that remains fixed throughout your full term, with no hidden fees. The simple, fixed cost gives the customer confidence with their cash flow.

“By providing flexible working environments that are powered by innovation, businesses can promote a better work-life balance. Having a great place to work helps to boost morale, motivation and ultimately productivity.”

— Andrew Cooke, Strategy Director at Bruntwood Works



Top:  
Kerry Rooms,  
Retail Operations  
Manager at  
Afflecks

Bottom:  
111 Piccadilly





# Workspace: Pioneering Programme

This year we've seen significant development across our Pioneer schemes, creating vibrant, community-focussed workplaces centred on six key pillars: biophilia, art, sustainability, wellness, amenity and technology.

Development Director for Bruntwood Works, Aisling McNulty, talks us through the key aims of the development programme and what customers can expect from our Pioneer buildings.

## Why is the Pioneer programme so important to the Bruntwood Works proposition?

Long before the pandemic began, we understood that our customers wanted more from their workspaces so our Pioneer buildings gave us an opportunity to reinvent some of our existing assets. We're taking these buildings and investing around £50 million into repositioning them for people who want more from their working day, blending work and lifestyle.

## How will the Pioneer buildings change the way people work?

They give people choices. That's what the majority of our customers want. Not every person within a business operates in the same way, as different business functions will have different requirements; having a range of spaces and amenities means you can offer everything to your colleagues.

It's bringing the six key pillars together that will enable that - they create different experiences depending on what you want from your working day. Whether that's a casual chat over some locally brewed coffee in the lounge; a yoga class in our wellness studio; being inspired by interactive art; or a quiet space to get your head down to work.

## What is going to be your favourite building?

Personally, Blackfriars House is my favourite. It has a real homely vibe to it which I just love. But of course there's so many great things about each building from the incredible 200ft lighting scheme at 111 Piccadilly which the city has never seen before and the beautifully created wellness studio at Bloc.

“We're taking these buildings and investing around £50 million into repositioning them for people who want more from their working day, blending work and lifestyle.”

— Aisling McNulty,  
Development Director, Bruntwood Works



Image:  
Aisling McNulty



Manchester

# Blackfriars House - A Workspace With No Boundaries

The first of our Pioneer buildings was completed in March 2020, as we unveiled our newly reimagined Blackfriars House. The multi-million-pound renovation has developed the space into a creative hub with state of the art amenities to enhance the working experience for creative and digital businesses in the city.

We've seen an influx of new customers joining the Blackfriars House community - we're over 80% let with 11 new customers calling the reimagined building their home including Matillion, the fast growing software company; TickX, the UK's leading search engine and discovery platform for events and attractions tickets; and UNLwise, the innovative digital exam and assessment platform.

Inspired by the building's 1920s heritage, Blackfriars House includes a stylish lounge area complete with fireplaces for less formal meetings and 12 dedicated coworking desks for those wanting a relaxed and informal workspace. The ground floor now houses a hidden podcast studio which doubles as a 1920s-style reading room, a 70-seat auditorium designed for talks and events, and an independent coffee shop operated by Bean - and there are plans in the pipeline to develop a new rooftop restaurant and events space in 2021.



Image:  
Blackfriars House, Manchester

Manchester

# Bloc - Powering Productivity

Launching Spring 2021

Formally known as Lowry House, central Manchester workspace Bloc will become a urban oasis - promoting balance and productivity, placing nature and community of like-minded businesses at its heart.

Bringing balance to business, Bloc will use technology to monitor and optimise air quality, provide a state-of-the-art wellness suite - hosting yoga and fitness classes - and showcase a cascading garden in the foyer, with living walls throughout. As part of Bloc's effort to promote a better work-life balance, a sleep pod and relaxation room will also be provided to help workers with vital rest and rejuvenation.

A place for community, connection and productivity, Bloc will also be home to an independent coffee shop, auditorium, cinema room, bespoke spaces for pop-ups, as well as shared and coworking spaces.

Renovation works are underway to develop a ground floor annex that will include the addition of 180 new flexible desks, 12 new spaces in the coworking studio and 12 modern meeting rooms that have fully integrated hi-tech audio-visual equipment. This follows the refurbishment of the serviced suites on the upper floors, all of which have been redesigned to mirror the building's new concept.

Plus, BrewDog's third Manchester site will open in Spring 2021 in Bloc, in this emerging area of the city centre. Find out more on page 11.

The name Bloc, comes from the definition of "a collection of people forming with a common interest or purpose". The renaming marks the move to redefine the 16-storey building from a traditional office block to an environment that promotes balance and productivity, and one that places nature and its community of like-minded businesses at its heart.



Image:  
Bloc, Manchester



Manchester

# 111 Piccadilly - Manchester's Smartest Workspace

We ended 2020 on a high as we opened the doors to our second Pioneer building, 111 Piccadilly. Launched in December, Manchester's smartest workspace became a beacon for the city when its 200ft lighting installation spectacularly lit up the city skyline for the festive period.

A new cutting-edge circadian lighting system has been installed, designed to support a natural environment that regulates a 24-hour cycle of sleep, wake, hunger, alertness, hormone release and body temperature to improve customer health and wellbeing.

The advanced technology extends to sensors monitoring air quality, space utilisation and energy use. There is also a multi-functional kiosk which displays live updates on wayfinding in the building, community events programme, TfGM timetable information and air quality standards.

As part of the major refurbishment project, a striking new 'gem' structure was added to transform the shape of the entrance, provide seating for people to socialise and will house art exhibitions for the community.

In 2021, 111 Piccadilly is set to become one of the first coworking spaces in Europe, to achieve Platinum standard WELL certification.



Image:  
111 Piccadilly, Manchester



Image:  
The Plaza, Liverpool

Liverpool

# The Plaza - A Place To Cultivate Ambition

Launching Summer 2021

The Plaza, the mid-century landmark that's held a spot on Liverpool's skyline for over 50 years, will be re-imagined for the 21st century via a major transformation into a new community for ambitious businesses. The building will be Bruntwood Works' first Pioneer building within the city.

The ground floor of the iconic building at the heart of the city's commercial district will feature a new restaurant, bar and café concept from Graffiti Spirits Group. Plus, there will be coworking and events space with a new design that pays homage to The Plaza's 1960s heritage.

Wellbeing has been placed at the heart of a number of other enhancements, including state-of-the-art lighting zones and quiet study spaces. Active travel and fitness will be supported with 142 bike spaces, 17 showers and a new studio to host fitness classes. Living plant life will be integrated into the building to improve air quality and reduce stress.

The transformation programme focuses on new technology, including the deployment of green-tech and new air quality control systems to further support health and wellbeing.



Highlights from our regions

# Manchester & Cheshire

“We firmly believe that where you stay in a city should be your home from home so we are bringing BrewDog and our passion for great beer to life at BrewDog DogHouse Manchester.

— James Watt, BrewDog Captain and Co-Founder

## What's around the Bloc?

**BrewDog, the multinational brewery, is set to open a new bar and restaurant at our latest Pioneer building, Bloc in Manchester city centre.**

BrewDog's third Manchester site will open in Spring 2021 and they will be transforming the ground floor, creating a bar and restaurant featuring a large outdoor terrace with 28 taps of fresh draft beer.

As part of this transformation, there is also an ambition to open the UK's first bespoke BrewDog hotel. Planning has been submitted to Manchester City Council for an 18 bedroom 'Beer Hotel' to open above the bar in summer 2021. The BrewDog DogHouse Manchester will combine a memorable hotel experience with amazing craft beer.

This comes in addition to BrewDog's other game-changing hotels including DogHouse Columbus, Ohio (recently named one of the 100 best places on the planet by TIME magazine) and the BrewDog Kennels in Aberdeen.

BrewDog Captain and co-founder, James Watt, commented: “We firmly believe that where you stay in a city should be your home from home so we are bringing BrewDog and our passion for great beer to life at BrewDog DogHouse Manchester. Manchester is an incredible city with awesome beer, which is why we want to have the ultimate in beer accommodation waiting for you.”

This will transform this area of the city centre - creating a new destination that will attract people throughout the day, not just for working.

Image:  
Brewdog, Bloc  
Manchester





Image:  
Moodboard for  
Booths Park 6  
by Atul Bansal,  
Co-Founder of  
Sheila Bird Group



“This development will establish Knutsford as a centre of technical excellence in the North West region and lead to a large number of high-value jobs, including software engineers, researchers, technical product specialists and journalists.

— Dafydd Stuttard, Chief Executive of PortSwigger

Manchester & Cheshire

## Knutsford: A centre for excellence

2020 saw work getting well underway with a purpose-built office space at Booths Park in Knutsford. The two-storey, 65,000 sq ft development, Booths Park 6, has been developed for cybersecurity business, PortSwigger.

Following a period of huge growth, the space is part of PortSwigger’s plans to increase the size of its workforce to 400 people, placing local talent development at the top of its agenda.

Set in 220 acres of scenic parkland at Booths Park, the workspace will be surrounded by beautiful landscaped gardens, jogging and cycling routes, a football pitch, a cricket club and two fishing lakes. We’ve also created a brand new wellbeing studio which will be home to a virtual fitness provider, Les Mills and a Cycle Score accredited bike hub.

Chief executive of PortSwigger, Dafydd Stuttard, said: “This development will establish Knutsford as a centre of technical excellence in the North West region and lead to a large



number of high-value jobs, including software engineers, researchers, technical product specialists and journalists.”

Keen to encourage creativity and cross-departmental collaboration, PortSwigger is working with Calderpeel Architects and Sheila Bird Studio to create a work space that includes a collaborative working environment, gym, showers and restaurant.

Sharon Johnson, Head of Commercial at Bruntwood Works, added: “The building is due to complete early 2021 and we’re extremely excited to be welcoming PortSwigger to Booths Park at what is a real milestone in its journey.”



## Highlights from our regions

# Leeds

Image:  
West Gate Reception



## Securing Leeds' biggest property deal of 2020

One of the biggest highlights for Bruntwood Works was welcoming TTEC to West Gate in the summer, in what has been the largest property letting signed in the city this year.

TTEC, a leading digital customer experience technology and services company, has taken more than 22,000 sq ft at the newly-refurbished West Gate as it looks to create 400 jobs in the city. The deal is a sign of strength in the city's market as it sees the US-headquartered business establish a new UK presence outside of London for the first time in 20 years. Securing this during the pandemic further strengthens the need for workspace now and in the future.

It follows the announcement that TTEC has secured a new contract to support a leading automotive manufacturer with its five-year digitalisation plan, a programme which aims

to transform customer experience and drive improved loyalty, retention, and advocacy for its brands.

Iain Banks, Group Vice President of EMEA at TTEC, added: "We have been looking for a space that is not only right for us now, but in the future too - we're committed to expanding our business in the UK and Europe and bringing our innovative new contact centre to Leeds is another step we're taking along that journey."

Banks continued; "With its connectivity, city-centre location, and tech-enabled refurbishment, West Gate ticks all the boxes, and we're all looking forward to steadily getting back into the office. Lockdown has given us additional time to complete our sophisticated fit-out, and we're enjoying welcoming our people to West Gate as they begin the return to work."

The Leeds portfolio is now in essence full and we see long term future growth within the city, looking at our investment in Leeds and our existing assets.

"We have been looking for a space that is not only right for us now, but in the future too - we're committed to expanding our business in the UK and Europe and bringing our innovative new contact centre to Leeds is another step we're taking along that journey."

— Iain Banks, Group Vice President of EMEA at TTEC



## Highlights from our regions

# Liverpool

### Winning your dream office at The Plaza

Earlier in the year, we held a competition for an ambitious company to win an office for the year, to help maximise their growth plans. The competition was open to any business looking for a space across our cities and saw a high number of entries from across the country and business spectrum.

A shortlist of businesses were invited to pitch to a line up of esteemed judges consisting of industry leaders, including: Ciara Keeling, CEO of Bruntwood Works; Hannah Anderson, Co-Founder of Social Chain; Polly Dhaliwal, Head of Member Partnerships at Enterprise Nation; and Herb Kim, Founder of Thinking Digital and the Curator of TEDxManchester and TEDxLiverpool.

The winners were Juice Immersive, an award winning agency, curating and producing purposeful immersive experiences, including Augmented, Mixed and Virtual Reality solutions for a range of sectors and brands. Currently based in Southport, they impressed judges with their positive pitch, growth plans and next generation business concept.

Juice Immersive have been given a workspace at The Plaza, Bruntwood Works' upcoming Pioneer building.

Ciara Keeling said: "Juice Immersive are well-deserving winners of this competition. They have a very exciting business model and are clearly front-runners in the immersive experience and storytelling industry, harnessing developments in technology to create augmented reality and virtual reality solutions for their clients. Their level of professionalism, enthusiasm, creativity and innovation was incredible, paired with strong commercial acumen and clear ability to adapt in an unpredictable marketplace meant they were standout winners for us.

"It's a pleasure to be able to support businesses through this campaign and provide them with a workspace and amenities at The Plaza that will enable them to grow."



Image:  
Indicative CGI of  
The Plaza, Liverpool

“Their level of professionalism, enthusiasm, creativity and innovation was incredible, paired with strong commercial acumen and clear ability to adapt in an unpredictable marketplace meant they were standout winners for us.

— Ciara Keeling, CEO at Bruntwood Works



## The UK's first edible wall in a workspace

Can you imagine picking your own fresh greens for lunch, right from an edible wall in reception? Well, now you can.

Bruntwood Works partnered with Farm Urban, Liverpool's high-tech urban farm pioneers, in the summer 2020, installing an edible wall using their cutting-edge vertical farming system at the city's iconic Cotton Exchange building.

Farm Urban is the team behind the Greens for Good project based in Liverpool's Baltic Triangle. They believe in 'food for the future, for everyone' and have developed innovative new ways of growing food in urban environments to feed the local community.

The edible wall uses hydroponics which grow plants without soil, using a different material to support the roots of the plant, and grow crops directly in nutrient-rich water. This method creates space-saving, high-tech urban farms that can produce sustainable food in at low-cost, using 90% less water and are 100% pesticide-free. These farms can regenerate communities, provide jobs, promote health and lower carbon emissions.

Bruntwood Works' commitment to sustainability, self-care, good health and supporting communities aligns with the vision for Farm Urban, so we were excited to be the first workspace provider to offer this to our community.

Paul Myers, Founder of Farm Urban commented: "We're delighted to have partnered with Bruntwood Works to bring this incredible, edible wall to the Cotton Exchange. Our ambition is to feed the local community in the most sustainable way possible. We work with schools and communities, and it is wonderful to now bring the power of the freshest, local greens to the workplace, too, thanks to Bruntwood Works. It's excellent to see organisations of this size take sustainability seriously."

"We work with schools and communities, and it is wonderful to now bring the power of the freshest, local greens to the workplace, too, thanks to Bruntwood Works."

— Paul Myers, Founder of Farm Urban



Image:  
The edible wall at Cotton Exchange, Liverpool



Highlights from our regions

# Birmingham



Image:  
A reading nook at  
Cornwall Buildings

16

## New surroundings and new faces

The historic Cornwall Buildings in Birmingham has undergone a £1.3 million refurbishment creating a space that celebrates the building's Victorian heritage but adds a striking layer of contrast with contemporary interiors, modern art and cutting-edge design.

Alongside this, we welcomed project management and recruitment specialist TXM Projects, which is part of the global TXM Group, to its community of like-minded businesses based in the heart of the city's business district.

The building is also home to two artists-in-residence through our partnership with Grand Union, a local art organisation. Each has been provided with a studio to work on their own projects, as well as work collaboratively with the Bruntwood Works community to create pieces to celebrate within our workspaces.

The work, which completed in August, include chic serviced offices with hand-chosen artwork and stylish décor that provide a home away from home for businesses and their employees, as well as new flexible workspaces such as break-out areas, hot desks and a business lounge for coworking.



Image:  
Customer lounge at  
Cornwall Buildings



# Bruntwood Works' Places: Highlights

Bruntwood Works is disrupting the office industry by embedding ourselves in our town centres. We're taking our knowledge and expertise in blending work and lifestyle, and applying this at grassroots levels to reimagine the high street. By reinvigorating the regeneration of town centres, we're bringing together the right mix of people, businesses and partners to create places that thrive.

PROPERTY DEAL FOCUSED ON TOWN  
CENTRE REGENERATION

# £50m

In 2019 we joined forces with Trafford Council for a £50m property deal. This joint venture was formed as part of a long-standing twenty year relationship with Trafford, and saw the acquisition of Stretford Mall and Stamford Quarter, and Clarendon House in Altrincham, as well as the development of Lumina Village.

We're also invested in creating vibrant retail destinations within our city centres that support new, independent and ambitious traders, and give them space to learn and grow. We've welcomed new and exciting traders at Hatch and Afflecks in 2020, both located within Manchester city centre, and with that attracted more people to each site working with the new restrictions that have been in place.

Image:  
Hatch





# A new neighbourhood for Trafford - Lumina Village

Image:  
Trafford Green, Lumina Village



In September 2020, Bruntwood Works and Trafford Council secured planning permission for Lumina Village, creating 750 homes, 200,000 sq ft of office space, a primary school and 100-bedroom hotel.

With Trafford Council, Bruntwood Works are set to transform the former Kellogg's site in Stretford into a vibrant new neighbourhood - Lumina Village - that will combine the heritage and history of the area with the needs of residents, workers, students and school pupils. Named after a measurement of light, a lumen, Lumina Village is a nod to the optimism that surrounds the area.

We've committed to providing much needed affordable housing and local amenities, as well as improving the community use offering within the area, so it was essential to ensure that the neighbourhood works for local people. Residents were consulted at every step to ensure that their opinions were heard. This community engagement will be crucial throughout the development.

“This exciting development on the iconic former Kellogg's site will provide much-needed quality housing, an excellent primary school, offices and a superb hotel. It will totally transform the area and create a fantastic place for people who live and work there.”

— Cllr Andrew Western, Leader of Trafford Council

Cllr Andrew Western, Leader of Trafford Council shared his views on the new Lumina Village development: “This exciting development on the iconic former Kellogg's site will provide much-needed quality housing, an excellent primary school, offices and a superb hotel. It will totally transform the area and create a fantastic place for people who live and work there. This development fully supports the Council's Corporate priorities of creating quality and affordable housing and successful and thriving places.

“The scheme will also create thousands of jobs and benefit the borough to the tune of £18 million and I am delighted that planning permission has been granted. We will of course continue to engage with local residents as the development takes shape in the future. The Lumina Village project forms part of our overall strategy for the area and we are proud to be bringing this forward in partnership with Bruntwood Works.”

Lumina Village will future-proof the area with the highest-standard housing and education facilities, surrounded by a thriving commercial offering, catering to the needs of every generation in the community.



# The future of Stretford Mall

As with all aspects of our Trafford Council joint venture partnership, community consultation is central to the planning process, and for both the Lumina Village and Stretford neighbourhoods we are working closely with residents to shape the future.

In Stretford we embarked on a detailed public consultation process from November 2019 until October 2020. We wanted to gather as much feedback from as wide a cross section of the community as possible, giving the community the opportunity to share their thoughts about the priorities for Stretford town centre.

The community were invited to drop in at regular events and chat about the future of the area over a brew, sending back formal feedback post-event. The response was huge as events were attended by over 3,000 local people, generating lots of ideas.

The success of these events demonstrated how passionately the people of Stretford care about the future of their town, and marked an opportunity for them to shape its future. Following the COVID-19 outbreak we presented our plans, all inspired by community feedback, via a virtual consultation in September 2020. Residents and town centre visitors could view artists impressions, see proposed options for all aspects of the area, and have their say across the whole picture.

Plans included ideas around improving the high street, providing more green space, tackling traffic and improving health and wellbeing.

We're now at an exciting stage as we review the feedback and, together with the community, set more plans in motion to create Stretford's bright future.

Andrea George, Director of Town Centres and Consumer Brands for Bruntwood Works said: "Our aim is to help revitalise Stretford town centre by making it an even more vibrant place in which to work, live and play. Together with Trafford Council and residents we've got a real opportunity to refresh the town centre and create a thriving new destination that satisfies a variety of needs for a strong and diverse community."

"Together with Trafford Council and residents we've got a real opportunity to refresh the town centre and create a thriving new destination that satisfies a variety of needs for a strong and diverse community."

— Andrea George, Director of Town Centres and Consumer Brands



Image:  
Stretford Food Hall



## UA92 opens its doors

**UA92 officially opened its doors last September and welcomed its first cohort of students, in what has been a very different year for educational establishments.**

Co-founded by Manchester United's Class of 92 and Lancaster University, the opening marked two years of hard work on the development of the campaign.

Bruntwood Works developed UA92 within the iconic former Kellogg's building as part of its joint venture with Trafford Council. This ambitious redevelopment saw the site transformed into a contemporary learning and teaching space, housing specialist facilities to create a modern education experience.

UA92 offers degrees with character development at the core, inspired by the winning mentality of the Class of 92 and underpinned by the academic excellence of Lancaster University.

This pioneering centre of excellence is another key part of Trafford Council's Civic Quarter Masterplan and we're pleased to be contributing to that journey. UA92 will play a key role in the wider regeneration of Old Trafford – driving footfall, attracting new residents, and creating a vibrant sports, media and digital cluster that will act as a catalyst for long-term growth.

We're proud to be playing our part in the development and growth of UA92 as part of our commitment to closing the skills gap and supporting future talent.

UA92 offers degrees with character development at the core, inspired by the winning mentality of the Class of 92 and underpinned by the academic excellence of Lancaster University.



# Stamford Quarter

## Good coffee, good vibes and “Choosing Green”

At our retail destination, The Stamford Quarter in Altrincham, we’re inviting new independent operators to help reshape the high street. We supported independent record label Stutter & Twitch in extending their business model from records and music to coffee and cakes.

Stutter & Twitch launched their ‘Caravan of Love’ during the first lockdown on Stamford Square. With their ‘Coffee Vs COVID’ strapline, they served up sustainable artisan coffee, cakes, great tunes and good vibes. A positive addition to the high street, Stutter & Twitch brightened up daily walks for residents and provided an upbeat atmosphere for those queuing to use the neighbouring essential retailers.

Sustainability is key to the Stamford Quarter’s next chapter and is a huge part of the Stutter & Twitch ethos, too. Business owner, Ryan Hayes is committed to reducing the carbon footprint of Stutter & Twitch, working with locally-based suppliers who engage in sustainable and ethical practices themselves.

Stutter & Twitch Owner, Ryan Hayes said: “We want to bring positivity to the high street at a testing time. We delayed our arrival at Stamford Quarter until we felt it was completely safe to open, and now it feels like we’re a very uplifting addition to the space.

“Considering the challenging times we’re living in, the feedback and community spirit we’ve received from our new customers is incredible. It’s been heartwarming to see people’s reactions. It’s the little things that make a big difference.”

Creating opportunities for innovative independent operators is a huge part of our ambitions for the Stamford Quarter. We’ve also welcomed independent plant specialists, The Plant Shop to Altrincham in October 2020, providing a short term flexible space for owner Emma to bring her houseplant retail and lifestyle concept to the high street.

Emma Nosurak, owner of The Plant Shop commented:

“We’re so excited about opening our first high street Plant Shop. I started out in Altrincham at the market and so opening in the Stamford Quarter feels like we’ve come ‘full circle’. Bruntwood Works have been great in helping me get this off the ground. We’ve got lots of plants, pots, gifts and accessories at the Alty shop and our welcoming in-house team are on hand for any advice. We can’t wait to get the neighbourhood choosing green.”



“We want to bring positivity to the high street at a testing time. We delayed our arrival at Stamford Quarter until we felt it was completely safe to open, and now it feels like we’re a very uplifting addition to the space.

— Ryan Hayes, Owner of Stutter & Twitch

Left:  
Ryan Hayes, Stutter & Twitch Owner





# Afflecks

## Top award for Afflecks

Mancunians have known for decades that Afflecks is one of the greatest independent shopping experiences there is, so it was fantastic to hear that the world agrees as it was named in Trip Advisor's top 10% of attractions in the world in 2020.

Andrea George, Director of Town Centres and Consumer Brands, said: "Afflecks is part of the heart and soul of Manchester. Disruptive, different, individual, trailblazing. It embodies the spirit of the city perfectly and that is why it holds such a special place in the hearts of the community and is beloved by visitors from around the world."

The influential Travellers' Choice Awards take place annually, combing through reviews, ratings and comments from travellers across the globe, and using the insights to award the very best attractions.

The team at Afflecks took the opportunity to thank their loyal customers - both local and worldwide - who have helped to shape its community and make Afflecks the safe, vibrant destination that it is today.

Afflecks has long been celebrated for its creative spirit and is known the world over for its eclectic and eccentric shops and services, as well as the hugely diverse enterprises that the emporium supports.



Image:  
Afflecks Palace

Trip Advisor top  
10% attractions  
in the world.

# Hatch

## Helping out at Hatch

Hatch is Bruntwood Works thriving urban village which welcomes people from across the city and beyond to come together to enjoy great independent food, drinks and retail, supported by a vibrant events schedule.

When the pandemic struck, we worked quickly with our traders to ensure that they were supported throughout the lockdown phase and beyond to make sure their livelihoods weren't disrupted, and so our community could continue to enjoy the Hatch offering from their own homes.

The first lockdown saw the majority of our traders quickly pivot their business model by switching to trading online, supported through the Hatch digital community. We worked with our food and drinks traders to keep them operating on-site for delivery and pick-ups only, and promoted our non-food traders through our online platforms.

When the Eat Out To Help Out scheme was introduced over summer, we adapted the entire site so it was socially distanced and adhered to the strict government guidelines. Hatch was accredited by the local authority multiple times as to how safe and Covid-secure it was as a destination and, because of this, we welcomed more and more people each day. Throughout August Hatch saw the Eat Out To Help Out scheme was used almost 8,000 times and we continuously reached full capacity.

This only reinforces the importance of places like Hatch and the impact that they make in our cities.

As we gear up for more uncertainty coming out of the winter lockdown, we're ready to use our learnings and re-open the site when we can and continue to support the independent traders that our city needs.

Eat Out to Help Out  
was used almost  
8,000 times.

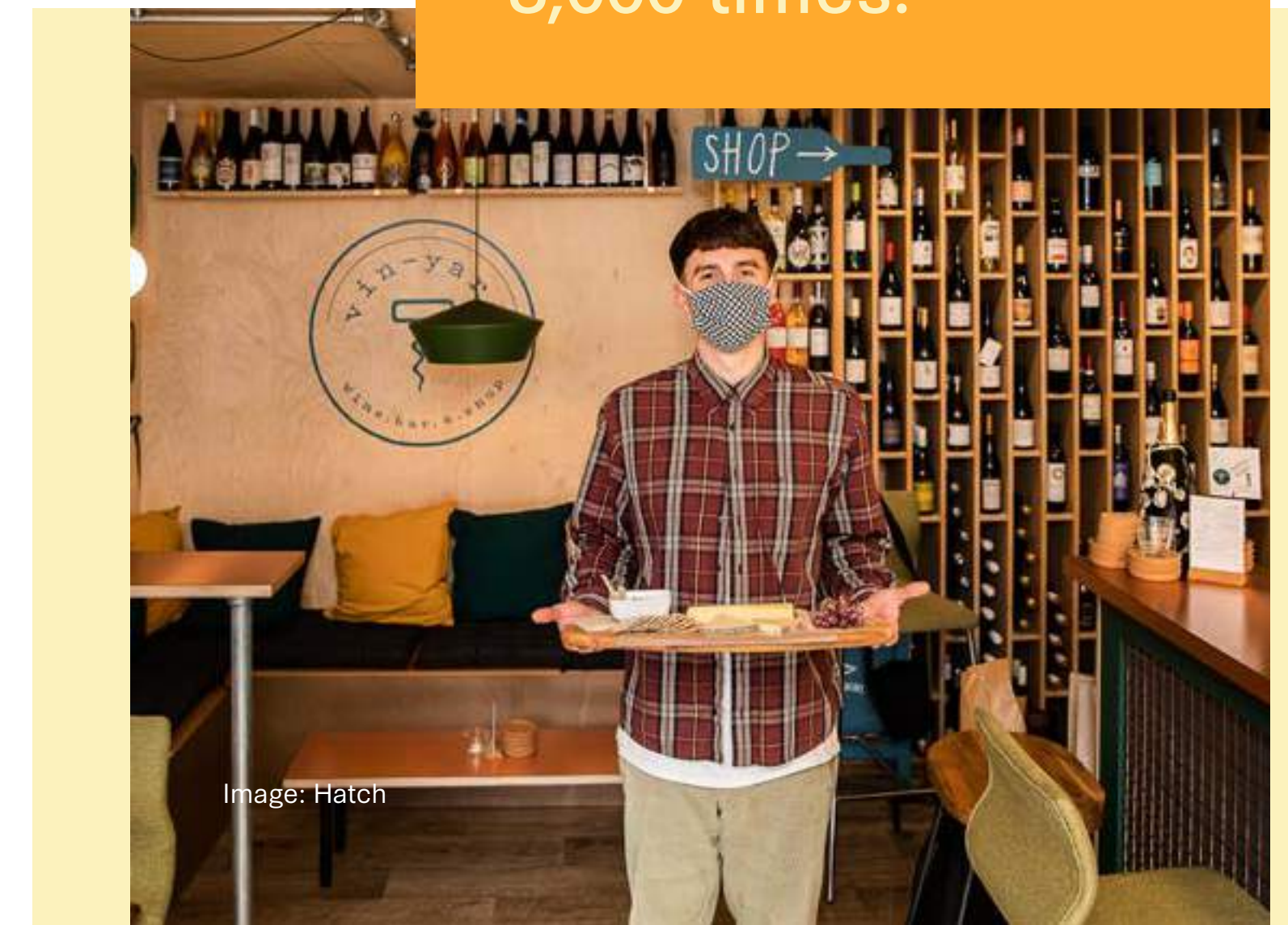


Image: Hatch



# Wellbeing at Work



Image:  
Outside of the Studio at Neo

Integral to the Bruntwood Works offering is our commitment to wellness and the importance of investing in the health - physical and mental - of our customers and colleagues. Happy, healthy people are the biggest asset to any business, so they need flexible workspaces and wellbeing facilities within easy reach.

Working in partnership with personal training and wellbeing business, FORM, we're making it easy for people to access the amenities and support they need to prioritise their health. 2020 has highlighted that wellbeing of employees is crucial to businesses.

Bruntwood Works have always recognised that by adding wellness facilities to our spaces, we're removing barriers to fitness and making it part of people's lives, rather than a chore to get done.





We spoke to Libby Smith, Director and Co-Founder of FORM about our approach:

“By training in smaller numbers and getting to know people on an individual basis, we can give more personal recommendations and encourage people to build a well-rounded, wellbeing lifestyle.

— Libby Smith, Director and Co-Founder of FORM

Image:  
People taking part in a FORM session



Image:  
People taking part in a FORM session

**What is it about having good wellness provisions on-site that appeals to office workers?**

Having amenities on-site that support employee health and wellness adds to the lifestyle element that customers now want from their working lives. If businesses now don't invest in their employees' wellbeing, then they're going to miss out on great talent. People no longer want the traditional 9-5 office environment. Providing these amenities creates a better experience for people, makes a flexible lifestyle more accessible, and surrounds them with others that want to get involved and develop a community.

**How does the Bruntwood Works and FORM partnership differ from a regular gym?**

We've worked closely with Bruntwood Works to understand its customers and offer an individualised service, which is something we're really passionate about. We want people to feel like training is specific to them, rather than a blanket offering.

By training in smaller numbers and getting to know people on an individual basis, we can give more personal recommendations and encourage people to build a well-rounded, wellbeing lifestyle.

**Beyond just your personal health, how does having these provisions in your workspace benefit people?**

It's about making a flexible lifestyle more accessible, and surrounding Bruntwood Works' customers with others that want to get involved and develop a community. This aspect of the wellness offering is really important to us. Office workers nowadays, especially the younger generation, want to feel part of a community. They want to get to know people and make connections. So we're moving away from it just being about physical health but also looking at how creating a like-minded community can support your mental wellbeing.

A business looking after your wellbeing is more of a draw to an employee. You're going to have more productive, happier and better connected people.



# Sparkling those great ideas

43

EVENTS HELD FROM APRIL -NOVEMBER 2020 WITH A MIXTURE OF WEBINARS, WORKSHOPS AND ONE-TO-ONE SESSIONS.

OVER

1,200

PEOPLE SIGNED UP TO THE SUMMER SERIES OF WEBINARS.

OVER

260

CUSTOMERS SIGNED UP TO SPARK BUSINESS SUPPORT PROGRAMME.

25

Spark  
by bruntwood  
Works

## Bruntwood Works launches business support programme

Providing our customers with space alone isn't enough, especially during these challenging times. We want to support their businesses by providing inspiring spaces for them to grow in, but also help them with their core business functions and enable them to spark great ideas. That's why we launched Spark by Bruntwood Works in April 2020 - our free business support programme exclusive to our community.

Spark provides businesses of all shapes and sizes, including retail, with the support they need to develop new ideas, take the next step on their growth journey and navigate challenges, with help and advice from industry experts.

Bruntwood Works has partnered with local and national experts and organisations including Enterprise Nation, Alliance Business School Manchester and Elevate GM to provide our customers with bespoke resources and programmes that will enable them to grow beyond their current potential.

Customers can benefit from insightful Spark Webinars, one-to-one Spark Advisor sessions, practical Spark Workshops, and curated Spark Connections. Find out more and get involved at [bruntwood.co.uk/spark](https://bruntwood.co.uk/spark).

Heather Gray, Business Development Manager for Bruntwood Works said: "Spark complements our unique programme of customer events and allows us to go beyond the offer of individual and flexible workspaces to provide everything our community needs to connect and thrive. This is an integral aspect of the way we do business and something we're committed to evolving as we support the growth of the communities across our cities."

"The Spark programme gives companies access to tailored guidance on a broad range of topics from finance, HR and legal issues to advice on sales, marketing and digital strategies. This is all free of charge through online sessions, with plans to expand the programme, and offer face-to-face services, once social distancing measures are relaxed."



# Striving towards a sustainable future

## Didsbury Technology Park

**Our low carbon exemplar building at Didsbury Technology Park in Greater Manchester is set to be pioneering.**

Bruntwood Works Director of Development, Aisling McNulty said: “As the first UK property company to sign the UK Green Building Council’s Net Zero Carbon agreement, we’re fully committed to building more sustainably and trialling new construction techniques. We’re about to apply for planning permission to create our first net zero carbon workspace at Didsbury Technology Park which I’m so excited about.

“We started with the idea of wanting to create a model zero carbon building that will form a blueprint for our future developments. We’re quickly learning that many of the techniques involved are still so new, we’re among the first to put them into practice so it’s going to be a challenging but thoroughly rewarding project for the whole team.

“The plan is to create a workspace that’s as close to true net zero carbon as possible, with minimal reliance on offsetting. We’ve done a lot of learning around existing technologies to reduce our operational carbon so we’ll be mapping them together to find the most effective long term solutions at DTP. But we want to go further, we also want to significantly reduce the embodied carbon throughout the build process by using lower carbon materials and construction approaches.

“I’m really excited to see how we can take principles which are really complicated on paper to apply and see them delivered in real life. It’ll be interesting to demonstrate how you can make something really green and sustainable look beautiful. We want to show people that it can be done.”

“This project is helping us to broaden our understanding of what Net Zero Carbon evolution looks like. This means that when we look at future developments, we can challenge ourselves to look at more sustainable, intelligent solutions to reduce levels of carbon.”

— Aisling McNulty, Development Director, Bruntwood Works





# Bruntwood SciTech

2020 has undoubtedly been an unprecedented year. It started with a new Prime Minister; a Brexit deal; and a budget focussed around levelling-up, plus a commitment to increase spending on research and development.

But that rapidly shifted.

One of the highlights of the year has been the establishment of the Lighthouse Lab at Alderley Park, one of the UK government's national testing centres at the forefront of the fight against Covid-19.

It took just five weeks from discussions with Alderley Park-based Medicines Discovery Catapult to the first samples being tested - a project that would normally take six months. The megalab can now process 50,000 samples in 24 hours, providing much needed diagnostics capability and capacity in the North West.

We also saw many other businesses from across the Bruntwood SciTech network pivot and adapt in the face of adversity. Place Dashboard quickly switched their GPS technology to measure social distancing, whilst companies such as DiceyTech, Blueberry Therapeutics and Energym all used their 3D printing equipment to produce much needed face shields for the NHS.

Image:  
Bruntwood SciTech's  
Exec Chair,  
Chris Oglesby



But it has been business as usual too, and there have been highlights across our regions. The opening in February of the new 150,000 sq ft, £30m redevelopment 'Glasshouse' at Alderley Park, the Practical Completion of Citylabs 2.0 in July which will be home to QIAGEN's Global Centre of Excellence for Precision Medicine, and the start of our new partnership with the University of Birmingham to develop Birmingham Health Innovation Campus, providing additional life science infrastructure for the region.

As we head into 2021 I'm confident that this will be a stellar year, as we progress the integration of Liverpool Science Park into the Bruntwood SciTech network, welcome customers and visitors to Circle Square and kick start the development of Enterprise Wharf, Base and Citylabs 4.0 as our network of thriving innovation districts continues to expand and grow.

“Covid-19 has changed the way we live and work forever, to what extent no one really knows, but what we have seen is innovation come to the fore, the importance of partnership and the need to adapt at speed.”

— Chris Oglesby, Exec Chair,  
Bruntwood SciTech



# Supporting the fight against Covid-19

**In March, Alderley Park-based Medicines Discovery Catapult, was approached by the government to coordinate the establishment of one of three national 'megalabs' for the testing of COVID-19. Just three weeks and three days from the initial call on the project, the first clinical sample was screened at the Park.**

The Lighthouse Lab at Alderley Park forms part of the biggest network of diagnostic testing facilities in British history and establishing this was only made possible through the Park having the infrastructure and network of expertise that the Medicines Discovery Catapult needed to launch this critical facility at an unprecedented scale and pace.

The Bruntwood SciTech team designed and delivered the facilities in a completely new way, providing expertise from project management, construction and operations, to scientific and health and safety support in order to effectively respond to this vital need.

Lord Bethell, Minister for Testing exclaimed that Alderley Park showcased "the finest diagnostic science available" with Professor Sir John Bell, UK Life Sciences Champion further championing the project, saying "the Alderley Park Lighthouse Lab has been crucial for our testing program. With it operating at this level we have a testing program that will help with any second wave. Their performance has been exemplary."

Chris Molloy, CEO of Medicines Discovery Catapult explained collaboration was at the heart of the creation of the new 'megablab'.

"The lab is now home to over 300 scientists who have processed an incredible 4m samples since April. When you walk into the Lighthouse Lab and see everyone from diverse organisations and various sectors of the drug discovery community working together as one Lighthouse Lab team it's utterly humbling."

"The Lighthouse Lab really is going from strength to strength and we're looking forward to continuing to support in the fight against this global pandemic."

"The lab is now home to over 300 scientists who have processed an incredible 4m samples since April. When you walk into the Lighthouse Lab and see everyone from diverse organisations and various sectors of the drug discovery community working together as one Lighthouse Lab team it's utterly humbling."

— Chris Molloy, CEO, Medicines Discovery Catapult



Image:  
Lighthouse Lab, Alderley Park





# Alderley Park Awarded Validation Centre of Excellence

As part of the government’s Build Back Better initiative, the Ministry of Housing, Communities and Local Government awarded £5m from its “Getting Building Fund” to establish a Validation Centre of Excellence at Alderley Park.

Capitalising on the success of the Lighthouse Lab, the new Validation Centre of Excellence for innovative diagnostics, biomarkers and complex medicines will help to develop the UK’s onshore diagnostic capability and capacity and the associated supply chain. The Centre will include a range of new specialist laboratories, including a Category 3 biosafety facility for testing new diagnostics, biomarkers and therapeutics for highly-infectious pathogens, and national biobank.

Image:  
Alderley Park



Image:  
Dr Kath Mackay,  
Managing Director,  
Bruntwood SciTech -  
Alderley Park

“There have been many highlights for Alderley Park over the last 12 months, none more so than being selected by the UK government as the location for one of it’s ‘Lighthouse Laboratories’ official Covid-19 testing centres, the launch of Glasshouse and the opening of a new open access lab in partnership with Cytiva Life Sciences. We’ve also welcomed a host of new innovators to the Park this year including Indian-based contract development and manufacturing organisation Sai Life Sciences, digital interaction experts Lokulus, proteomic-data science and diagnostics company Kinomica and mass spectrometry experts Sciex.

— Dr Kath Mackay, Managing Director, Bruntwood SciTech - Alderley Park



## Glasshouse officially launches

In early 2020 we officially opened Glasshouse at Alderley Park. The new 150,000 sq ft hub for tech and forward-thinking businesses provides a range of coworking, serviced and leased offices and is already home to a rapidly expanding AI cluster, alongside companies working in digital animation, software development and digital health.

The official launch in February included a keynote speech on all things tech from Jeremy White, editor of Wired magazine, and a dynamic light show orchestrated around Luke Jerram's floating Earth artwork 'Gaia'.



Images: Glasshouse at  
Alderley Park



# Expanding into Liverpool

## Bruntwood SciTech joins Sciontec Liverpool

In May, Bruntwood SciTech signed a new partnership agreement to join Sciontec Liverpool, alongside Liverpool City Council, the University of Liverpool and Liverpool John Moores University. The new partnership sees Liverpool Science Park join the Bruntwood SciTech network.

Professor Dame Janet Beer, Vice-Chancellor of the University of Liverpool and Chair of Sciontec Liverpool, explains what Bruntwood SciTech joining the partnership means for the city and the sector:

“Sciontec Liverpool, now with Bruntwood SciTech as an investor, demonstrates that private and public partnership works. It has commitment, momentum, capacity and delivery potential but more importantly, it is unique to Liverpool, yet now part of a much bigger national picture.

“Our strengths in fighting infection and disease, digital health, personalised medicine and civic data, materials chemistry, robotics, big data and artificial intelligence will be even more relevant as we move to the recovery phase which will follow the current crisis.”

Mark Power, Registrar and Chief Operating Officer of Liverpool John Moores University, explains the vision and the ambition for Liverpool Science Park:

“Since taking over the operation of Liverpool Science Park a year ago, Sciontec has turned its fortunes around and it now operates at virtually 100% capacity, with more space now needed for Liverpool’s science and tech spin-outs, start-ups and SMEs. We knew we needed to find a partner whose experience and expertise could match our ambition and vision and are delighted to have selected Bruntwood SciTech as that partner. Liverpool can now lead the way in the UK’s recovery from coronavirus, with our focus on innovation in health, science and technology.”

“Sciontec Liverpool, now with Bruntwood SciTech as an investor, demonstrates that private and public partnership works. It has commitment, momentum, capacity and delivery potential but more importantly, it is unique to Liverpool, yet now part of a much bigger national picture.

—Mark Power, Registrar and Chief Operating Officer,  
Liverpool John Moores University



Image:  
Sciontec, Liverpool



# The Knowledge Quarter: A vision for the future

Sciontec Liverpool is a spin-out company of KQ Liverpool – a strategic and placemaking organisation which is overseeing a £2bn development programme in the city’s first Mayoral Development Zone. It is headed up by Colin Sinclair, Chief Executive of both Sciontec Liverpool and KQ Liverpool. Colin said:

“The KQ Liverpool 2025 Vision looks to respond to the city region’s immediate economic challenges, following the COVID-19 pandemic, whilst laying out a future roadmap for ambitious yet sustainable future growth.

“We’ve identified five areas of focus - attracting and retaining talent, growing businesses and attracting inward investment, being a better neighbour, collaborating with purpose and creating a smarter city; along with plans for Sciontec Liverpool to further develop Paddington Village, expand Liverpool Science Park, and create a tech cluster close to Sensor City at Copperas Hill in Upper Central.

“Our new strategic plan to drive forward our health, life sciences and tech innovation district will empower Liverpool and the wider City Region to adapt more quickly, play to our strengths and push forward with positivity.”



“The KQ Liverpool 2025 Vision looks to respond to the city region’s immediate economic challenges, following the COVID-19 pandemic, whilst laying out a future roadmap for ambitious yet sustainable future growth.

— Colin Sinclair, Chief Executive of Sciontec Liverpool and KQ Liverpool

Top:  
Paddington The Spine

Left:  
Colin Sinclair



# Boosting digital and tech in Leeds

## Deb Hetherington joins the team

**Formerly Business Innovation Manager at Leeds Beckett University, Deb brings a wealth of experience in business engagement and innovation projects to the Bruntwood SciTech team in Leeds.**

Deb is co-founder of WILD (Women in Leeds Digital) - a community-led organisation aimed at encouraging women and under-represented groups into digital roles, and sits on the steering groups for Leeds Digital Festival and Leeds Business Improvement District, as well as being a digital board member of both the LEP and Leeds Tech.

Deb now Head of Innovation - Bruntwood SciTech explains more about the digital and tech sector in Leeds and what her new role means "Collaboration between businesses and partners is vital if Leeds is going to flourish as a leading UK hub for the digital and tech community. Many of the companies based at Platform are at the forefront of disrupting their industry, so it's really important that they receive the help and support they need to achieve their business goals and ambitions. Whether that be providing connections to unique opportunities, or helping them gain access to finance, talent, markets, our partners or companies from across the Bruntwood SciTech network.

"Partnership is key, working seamlessly with the city's public, private, academic and clinical institutions including the universities - providing over 21,000 STEM graduates per year, NHS trusts and city council to help create high value jobs for the sector and drive the economic growth of the city".

**"Collaboration between businesses and partners is vital if Leeds is going to flourish as a leading UK hub for the digital and tech community.**

— Deb Hetherington, Head of Innovation, Bruntwood SciTech





# Growing the Midlands' life science sector

## Birmingham Health Innovation Campus

Plans were unveiled in September for the development of a new Health Innovation campus for Birmingham. Located in Edgbaston in partnership with the University of Birmingham, Birmingham Health Innovation Campus will bolster the region's strong health innovation cluster providing new world class facilities for the University and neighbouring NHS Trusts.

The new hub for integrated, data-enabled and patient-centric health innovations will fuel the UK's burgeoning life sciences sector which contributes over £70bn a year to the UK economy, employs over 240,000 people and continues to be a magnet for foreign district investment as one of the key pillars of the Government's Industrial Strategy.

The development of Birmingham Health Innovation Campus will create over 13,000 new jobs and generate an additional £580m GVA for the regional economy by 2030. The 10 year masterplan will provide up to 657,000 sq ft of state-of-the-art lab, office and incubation space, acting as a catalyst for growth and inward investment for the Midlands' life science cluster.

The 10 acre site which received £14m of funding from Birmingham City Council, the Greater Birmingham and Solihull LEP and the Government's 'Getting Building Fund' has also been awarded Life Science Opportunity Zone status by the Department for Business, Energy and Industrial Strategy (BEIS). The campus will sit at the heart of an important cluster of health excellence led by Birmingham Health Partners (BHP).

The first phase of the new campus, due for completion in 2023, includes a new 130,000 sq ft purpose built six-storey building which will be home to the University of Birmingham's Precision Health Technologies Accelerator (PHTA). Home to the Birmingham Precision Medicine Centre and Healthcare Technologies Innovation Hub, the PHTA will provide incubation space, wet and dry labs, clean rooms, prototyping and maker space.

It will also be a hub for commercial businesses working in medtech, biopharma, precision medicine, healthcare AI and genomics. The Campus will present unique opportunities to access a fully connected clinical trials translation ecosystem and work collaboratively with academic and clinical leaders to commercialise ideas and scale them for rapid adoption into the healthcare system.

This includes prototyping, clinical trial testing, scaling and implementing, which will in turn accelerate the development and deployment of new drugs, diagnostics and healthcare technologies to patients and provide a pathway for innovation challenges in the NHS to be met at scale.

Mayor of the West Midlands Combined Authority, Andy Street praised the new infrastructure: "Life sciences is an incredibly exciting and important sector that we have been quietly growing in the West Midlands over the last few years. We're now cementing our ambition to be one of the global leaders in this sector.

"By acting as a catalyst for investment, the campus will help to create a significant number of high-quality, well-paid, local jobs for local people. I applaud Birmingham Health Partners and welcome Bruntwood SciTech, and I am pleased to have played my part in making it happen."

Professor Tim Jones, University of Birmingham Provost and Vice-Principal, echoed the importance of the development: "This ambitious new development will leverage the existing integrated campus to drive innovation and economic growth – all centred on a shared mission to transform the health of all citizens, in Birmingham and beyond, by accelerating the development and adoption of healthcare innovations."

"By acting as a catalyst for investment, the campus will help to create a significant number of high-quality, well-paid, local jobs for local people."

— Andy Street,  
Mayor of the West Midlands Combined Authority

Image:  
Birmingham Innovation  
Health Campus





# Enterprise Wharf



Image:  
Enterprise Wharf

“A thriving digital economy is essential for the city’s future and Enterprise Wharf will provide the kind of quality infrastructure that’s needed to entice established players to Birmingham, while also helping to catalyse future success stories from within our community of entrepreneurs.”

— Councillor Ian Ward  
Leader of Birmingham City Council

## Birmingham’s first smart-enabled building gets the go ahead

Following a successful application to Birmingham City Council, plans were approved for the development of Enterprise Wharf, a new 10 storey, 120,000 sq ft commercial building for the Innovation Birmingham campus. Providing much needed grow-on and expansion space, the development of Enterprise Wharf is key to attracting inward investment and new larger digital and tech businesses to the campus which is already home to over 170 companies working in fields such as fintech, edtech, sport tech and medtech.

Birmingham’s first ‘smart-enabled’ building, Enterprise Wharf has the core components and the enablers of smart experiences embedded within its infrastructure. From Building Management Systems, HVAC and electrical to green energy subsystems, the data from which will all be brought to life through a visual data dashboard. The building’s smart building management system drives productivity, increases efficiency, reduces cost and improves user experience by connecting the building to IoT sensors, people and processes. The in-built tech will collate a constant stream of data (such as air quality, temperature, equipment failures and occupation density) providing the operations and facilities team with the ability to manage maintenance proactively and improve the customer experience for everyone at Enterprise Wharf.

### Enterprise Wharf - A ‘smart-enabled’ building

- Super fast and reliable connectivity alongside 5G
- Smart access control and visitor management system. Companies and individuals have the ability to select their ideal workspaces based on real time needs and desires - choosing a meeting room they know to be free, a location they know to be quiet or sparsely populated
- Companies have the ability to identify and maintain the optimal temperature and lighting in their offices and spaces to improve customer experience, employee retention/ satisfaction as well as reducing Co2 emissions to improve wellbeing and sustainability and reduce operational running costs

Councillor Ian Ward, Leader of Birmingham City Council remarked about the development: “A thriving digital economy is essential for the city’s future and Enterprise Wharf will provide the kind of quality infrastructure that’s needed to entice established players to Birmingham, while also helping to catalyse future success stories from within our community of entrepreneurs.”

Work is already underway and set to complete in late 2022.



# A year of innovation and growth in Manchester

Manchester Science Park, Citylabs and Circle Square, all located in the heart of the city's Oxford Road Corridor innovation district continued to grow at scale and pace.

Citylabs 2.0 reached practical completion and will be the new home of global molecular diagnostics company QIAGEN and their Global Centre of Excellence for Precision Medicine, whilst No.1 and No.2 Circle Square, part of Manchester's new city centre neighbourhood, also reached the final stages of completion this year.

The next phase of the masterplans for these developments also moved forward with planning permission granted for No.3 Circle Square, the 91,000 sq ft redevelopment of Base at Manchester Science Park and the £35m development of Citylabs 4.0 - part of the Citylabs genomics, health innovation and precision medicine hub.



“It goes without saying that this year has been one of the most challenging for the city's economy, but as the world slowly starts to recover from the effects of Covid-19, it's promising to see how resilient the science and technology sector has been and the important role it is likely to play in helping to bring the city's economy back on track.”

— Tom Renn, Managing Director,  
Bruntwood SciTech - Manchester



Image:  
No.1 & No.2 Circle Square



**Tom Renn, Managing Director, Bruntwood SciTech - Manchester, reflects on the year's highlights for Manchester's new neighbourhood, Circle Square:**

"This year we've seen significant pre-let activity at Circle Square with the likes of Mills & Reeve, Accenture, Hilti and Northcoders joining the cluster of over 40 digital and tech businesses at Circle Square; a reassuring sign that tech businesses are still looking to invest in one of the fastest-growing tech cities in Europe. Having witnessed such high levels of demand, we were able to accelerate our plans for the development of No.3 Circle Square and received planning approval in February to bring forward the build of a 224,970 sq ft commercial building.

"From a wider neighbourhood perspective, it's always been our ambition to create a place that would bring people together and that would become part of the fabric of the city. Somewhere tourists and innovators would see as a must-visit when coming to Manchester and this year we've really started to see this come to fruition. We welcomed two new leisure operators to Circle Square, each bringing a brand new offer to the city.

"Over the next 12 months we have lots to look forward to as we officially open the first main phase of Circle Square which includes two new commercial buildings No.1 & No.2 Circle Square, over 600 new homes, a multi-storey car park and hotel and Symphony Park - Manchester's first and largest new city park for generations. It'll certainly be an exciting year ahead."



Despite what has been a difficult year, we have also seen the science and technology sector has gain momentum, allowing some businesses within the sector, including those working in data science, edtech, online fitness, and gaming, to truly thrive. We've seen a number of businesses grow during the year including Wakelet - previously based as a startup in our Tech Incubator at Circle Square, who have continued to grow at pace and have now taken on a much larger space and transitioned across to the Bright Building at Manchester Science Park.

Matias Järnefelt, managing director of Hilti in Northern Europe and Great Britain, outlines the reasons, Hilti chose to relocate to Circle Square: "The move marks our commitment to Manchester with its international airport, reputation for innovation, thriving construction industry and great universities.

We considered many office locations, but none met our requirements better than No.1 Circle Square. Our new working environment will feature spacious open areas, encouraging communication and allowing for more flexible, collaborative and modern working."

Christopher Gray, Managing Director for Accenture North West comments on their move to Circle Square: "Accenture works with clients across the UK and the North West on supporting their innovation and transformation journeys.

By relocating over 500 of our employees to Circle Square, we will be better able to connect to our clients, as well as collaborate as part of Manchester's ever-growing ecosystem of technology start-ups and major players.

"Accenture's expertise in Digital transformation, Cyber Security and Industry 4.0 are particularly relevant to the North West economy and our new location provides the opportunity to better showcase these to our clients. The North West is a region of growth and working with Bruntwood SciTech has given Accenture the support we need as our office space and our community grows".



## A new canvas

A new UK-first retail and leisure concept 'Canvas' was announced this year. The new lifestyle venue is made of three unique elements: Canvas Kitchen - a 100 seater day/night restaurant; Canvas Club - a members only lounge; and Canvas Events - a flexible subterranean events space for up to 400 people delivering a vibrant programme of music, comedy, theatre, art, wellness and networking events.

Dean James, Chairman of BeSixth, describes their new concept and why they chose Circle Square:

"With Canvas Manchester we want to introduce a brand new lifestyle concept that will bring people together and offer something new and exciting to those living and working in the city. With a rich and diverse cultural scene, Manchester was always going to be the first city we looked to when we made the decision to expand outside of London but we didn't think we would find anything like the site at Circle Square."

"Circle Square is a perfect destination for TRIB3. Innovation and community are some of our most important brand pillars so to be in the heart of Manchester's hub of technology and transformation is really exciting for us.

— Kevin Yates, CEO, TRIB3

## New HQ for Trib3

Boutique fitness studio TRIB3 confirmed over summer that it will open a new flagship studio at Circle Square, making it the home to its new headquarters and biggest studio yet. The space will also be home to TRIB3 Academy which will deliver expert training and content for its teams, coaches and franchise partners for its worldwide studios.

Kevin Yates CEO and founder of TRIB3 said: "Circle Square is a perfect destination for TRIB3. Innovation and community are some of our most important brand pillars so to be in the heart of Manchester's hub of technology and transformation is really exciting for us."



Image: Trib3



# Citylabs

## A new world-leading genomics and precision medicine hub

Part of Manchester University NHS Foundation Trust's (MFT) Oxford Road campus, Citylabs 1.0 has been a biomedical centre of excellence for the city since 2014. Since then, the Campus has seen unprecedented success for medtech, digital health, genomics, and diagnostics businesses, connecting into both the world-leading research from the University of Manchester and clinical expertise of MFT.

Following the success of Citylabs 1.0, a £100m investment has been underway to expand the campus with an additional 345,000 sq ft for the development of Citylabs 2.0, 3.0 and 4.0, creating a new genomics, precision medicine and health innovation hub for the UK of international strategic importance. The existing cluster of over 25 health innovation businesses has been strengthened by the relocation and expansion of global diagnostics company QIAGEN's Global Centre of Excellence for Precision Medicine to Citylabs 2.0 which completed construction in July. Plus, plans for the development of Citylabs 4.0 were approved earlier this year and the building set to open in 2022.

This additional specialist infrastructure and the integrated, connected and collaborative partnership approach in Manchester between industry, academia, and clinical care supports the strength of the North West life sciences sector, which employs nearly 7000 people and contributes over £1.8bn GVA per annum to the regional economy.

Citylabs is playing a vital role in levelling up the UK; supporting many life science sub-sectors, as well as the region's universities to attract the best undergraduate and postgraduate students, and to commercialise knowledge and research.

Ian Kavanagh, COO of APIS Assay Technologies, a spin out from QIAGEN who are based in Citylabs 1.0 shared his thoughts on the benefits of being located at the campus: "I like to say that we are literally and figuratively in between academia and the healthcare systems."

Tom Renn, Managing Director - Manchester said: "Our long-term vision for the Citylabs campus continues to move closer in realising its goal to become a world-class centre for diagnostics and health innovation.

"QIAGEN's expansion into Citylabs 2.0 is key to creating a health innovation hub which succeeds on the world stage. It will act as a magnet for complementary businesses - from start-ups to scale-ups and R&D centres of excellence - which will in turn help to strengthen the ecosystem of the Oxford Road Corridor innovation district.

"This year has showcased the importance of the life sciences sector, particularly diagnostics, to society; the jobs it creates; and its role in driving the UK forward globally. The expanding diagnostics cluster in the North West continues to strengthen the region's capabilities, particularly through the growth of leading companies such as Yourgene Health, Genedrive, Affinity Biomarker Solutions, LumiraDX, and, of course, QIAGEN.

"These companies are driving the formation of new diagnostic organisations in the region and provide encouragement to other companies to relocate because of the opportunities here to access the best talent, integrated connections between industry, academia and clinical care, and increased funding availability."

"This year has showcased the importance of the life sciences sector, particularly diagnostics, to society; the jobs it creates; and its role in driving the UK forward globally.

— Tom Renn, Managing Director, Bruntwood SciTech - Manchester



Image:  
Base at Manchester  
Science Park



# A new Base takes shape

The 91,000 sq ft re-development of Base at Manchester Science Park was granted planning permission earlier this year.

The new build, aimed at supporting R&D intensive businesses working in the areas of Industry 4.0, digital technology, advanced materials, engineering and low carbon, will incorporate low carbon technologies including solar technology, demand side response technology, smart BMS, Multi Gigabyte connectivity, and infrastructure for future battery reliance capability.

The development recently received £4m from the Ministry of Housing, Communities and Local Government as part of the ‘shovel ready’ “Getting Building Fund”. This will support the creation of commercial innovation workspace and a dedicated vocational training space designed to provide young people from disadvantaged backgrounds with technical skills training aligned to industry 4.0 and enable access to highly skilled jobs.

Designed by Bridge Architects and delivered by Caddick Construction, Base will be a vital part of the region’s innovation ecosystem, supporting the growth of the knowledge economy which has seen unprecedented demand this year, and will both support and create over 1,000 high value jobs.



Images:  
Base at Manchester  
Science Park





# Place Matters

**Fostering innovation through the science and technology sectors has been part of the UK's solution to the "productivity puzzle" for many years now.**

In July, Bruntwood SciTech published the 'Place Matters - Innovation and Growth in the UK' report, exploring the value of place-based innovation and the impact it can have on cities and regions across the country to boost their abilities in the levelling up agenda.

Chris Oglesby, Bruntwood SciTech's Executive Chair, said: "We know that there is a strong need and desire to invest in improving R&D across the country. But we wanted to unpack that, building on what we know as a business, to understand the true significance of place when investing in R&D.

"We need more R&D investment, but we also need to create thriving locations that attract talent and have the ecosystems that can support innovation-led activities.

"It can take 20 years to develop a successful innovation district as we have seen in Manchester's Oxford Road corridor. But it is just one of a handful in the UK today and we believe there is the potential for one in every region.

"To really invest in the right way, we need to put a focus on place. We believe in building on the unique strengths of the world class academic infrastructure that already exists in our cities across the country.

"The report reinforces the need for science and technology businesses to sit within ecosystems that can bring together individuals, businesses and partnerships. By giving them environments in which to collaborate effectively, these spaces can encourage new innovation and improve productivity growth."

Upon launching the report, Nigel Wilson, Chief Executive, Legal & General outlined the importance of needing to turn innovation and ideas into meaningful economic growth:

"The UK is world leading in scientific research and discovery. It has an army of talented tech entrepreneurs. But we consistently fail to turn enough new ideas into job creation and growth.

"The Government's commitment to raise R&D spending to 2.4% of GDP by 2027 is welcome, but without support for places to develop their innovation ecosystems over the long term, meeting the target will still miss the point.

"For this to be achieved, power needs to be put into the hands of our regional economies. If the Government's investment in recovery is to be truly effective and work in the long-term, then further devolution is absolutely necessary.

"If the public and private sector are able to work together, we can ensure sustainable growth, create more jobs, and innovate to grow our regional, and thereby national, economies."

"To really invest in the right way, we need to put a focus on place. We believe in building on the unique strengths of the world class academic infrastructure that already exists in our cities across the country."

— Nigel Wilson, Chief Executive, Legal & General





Bruntwood SciTech's 'Manifesto for Change' was backed by over 30 of the UK's leading figures including Lord Jim O'Neill, Dame Nancy Rothwell and Andy Burnham, calling on the Department of Business, Environment and Industrial Strategy to act in a number of key areas:



Image: Manchester city centre

- 1. Implement a new national innovation policy -**  
Focusing on sectoral activity has come at the expense of the wider factors that determine innovation success. We must refresh our approach to national innovation policy to give a greater focus on 'Place' and back this up with the promised increased spending on R&D.
- 2. Review of our innovation infrastructure-**  
We lag behind competitor countries in the scale and effectiveness of our innovation infrastructure. The government should commit to a rapid review to ensure it's working as well as it can for businesses and places.
- 3. Prioritise translational research-**  
We must capture more of the value created by the UK's research and seize the commercial opportunities they represent; making translational research a greater strategic priority.
- 4. Every UK region should have at least one world class centre of research excellence-**  
UK R&D expenditure has focussed on the same regions for too long. Currently over 50% goes to London and the South East. It needs to be rebalanced and targeted to 'level-up' our economy.
- 5. Support cities and regions in adopting a collaborative approach and a global mind-set -**  
Government, civic leaders and businesses can learn from world-leading examples of place-based innovation. UK cities must collaborate focussing on their distinct but complementary specialisms.
- 6. Transform attitudes so that businesses back innovation-**  
Too many places in the UK lack the absorptive capacity needed to convert investment into innovation, jobs and growth. The public sector and business need to back new ideas and business models to promote innovation activities.
- 7. Empower civic leaders-**  
The cities and regions that support innovation best have a shared understanding of their strengths and where they have the potential to be world-class Devolving power, responsibility and decision making will help build this capacity.
- 8. Develop alternative investment models-**  
Property developers and investors need to offer more flexible solutions and capital alongside long-term investment strategies to support the development of innovation districts and places. Coupled with greater flexibility for public sector investment funds and decision making this will support innovation in places.
- 9. Realise the 'Power of Three'-**  
Innovation districts, place ecosystems and innovation ecosystems need to be given more equal weight and consideration when developing long-term strategies.
- 10. Transform place to attract and retain talent-**  
People are at the heart of innovation. Successful place-based innovation needs to ensure a quality of life that will help to attract talent and retain it for the long-term.



# Bruntwood

Over the past 12 months our purpose of Creating Thriving Cities has continued to drive everything that we do as a business.



Image:  
Birmingham city centre



Left:  
Hatch,  
Oxford Road

Alongside getting on with as much ‘business as (un)usual’ activity this year, supporting our communities has remained integral to all of our activity across the Bruntwood Group.

Through our commitment to creating places that thrive, we’ve implemented new ways of working and taken steps to become a more sustainable business in order to reach our net zero carbon targets. We’ve formed new partnerships and built upon our existing relationships with local organisations to help create places which are fairer for all. And we’ve continued to champion and support arts and cultural organisations across our regions.

This has always been the way that we work as a business and upon which we have built our culture. We believe that it is our duty to contribute and invest in the places in which we operate.

By supporting our people and communities, we want to help develop places that work better for everyone. This means being environmentally sustainable, socially equal and culturally vibrant.

Given the scale at which the country as a whole has changed this year, this commitment to our purpose will be imperative as we move forward and look to rebuild our towns, cities and regions.

More than ever, we now feel that sense of responsibility to support, enable, empower and influence all the elements that contribute to the success of a place to come together.



# Staying safe, staying connected

When coronavirus hit, just like all businesses, we had to stop and re-think. In just four weeks we completely changed our way of working, re-shaped colleagues' lives, and got used to business as "unusual". This is how we responded...



Image:  
Cotton Exchange, Liverpool



Image:  
Covid-secure workspace,  
Union in Manchester

**We developed a plan and kept it simple and made sure all colleagues knew about it. Stabilising our operations, managing our costs, supporting our customers and keeping the team together by prioritising safety, connection and job protection.**

Before the Government announced it, we tested and implemented measures enabling office teams to work from home - supplying desks, chairs and screens where needed. And to protect essential workers based at our buildings with customers, we reduced services, minimising the risk of infection.

Maintaining colleagues' mental, physical, financial and emotional wellbeing continues to be a huge priority in the face of such overwhelming upheaval. So we introduced new and refreshed support packages including health and wellbeing toolkits, a working from home toolkit, our Employee Assistance Programme, and wellbeing and L&D webinars and modules.



Our Social Impact team collated great volunteering resources including the NHS scheme and virtual, remote and practical opportunities.

As a business, we keep talking and listening, ramping up communications. Our intranet hosts a dedicated COVID-19 hub and colleagues receive regular updates through email bulletins.

We took regular “temperature checks” with short pulse surveys on key topics - communications and support, health and wellbeing, ways of working, and staying connected.

Offices are what we “do” - but we also create thriving cities and we simply can’t do that from our kitchen tables. COVID-19 has given us all time to pause and reflect on how we used to do things. The value of the right work / life balance has been highlighted with most of us enjoying the flexibility that extra time at home gives us to manage our lives more effectively. Equally, for many it would appear the “novelty” of working from home was starting to wear off - distractions, lack of access to equipment, poor internet connectivity, a suitable space to comfortably work, and that blurring of work and home.

And when we surveyed our colleagues asking them what they missed about the office, this is what they told us

- Social connection
- Collaboration
- The creativity, energy and innovative thinking that a shared space can spark
- And how all of this can combine to support better mental health and wellbeing and improve our ability to adapt and evolve

And our ideas and feedback platform proved to be a great source of inspiration with some fantastic ideas taken forward by our Risk and Operational teams to make our spaces even more COVID secure.

Our Risk and Operational teams were crucial in ensuring that all the controls and measures put in place were to the highest standards, and the processes that wrapped around them were robust enough to manage all potential scenarios including the worst case, so that our colleagues and customers could return safely to our buildings when the time was right for them.

Key work streams were delivered around best practice, safety guidance and government guidance. This included space planning and design in line with social distancing guidelines; hygiene, cleaning and sanitisation schedules; risk assessments and people planning; and communications and health and wellbeing support.

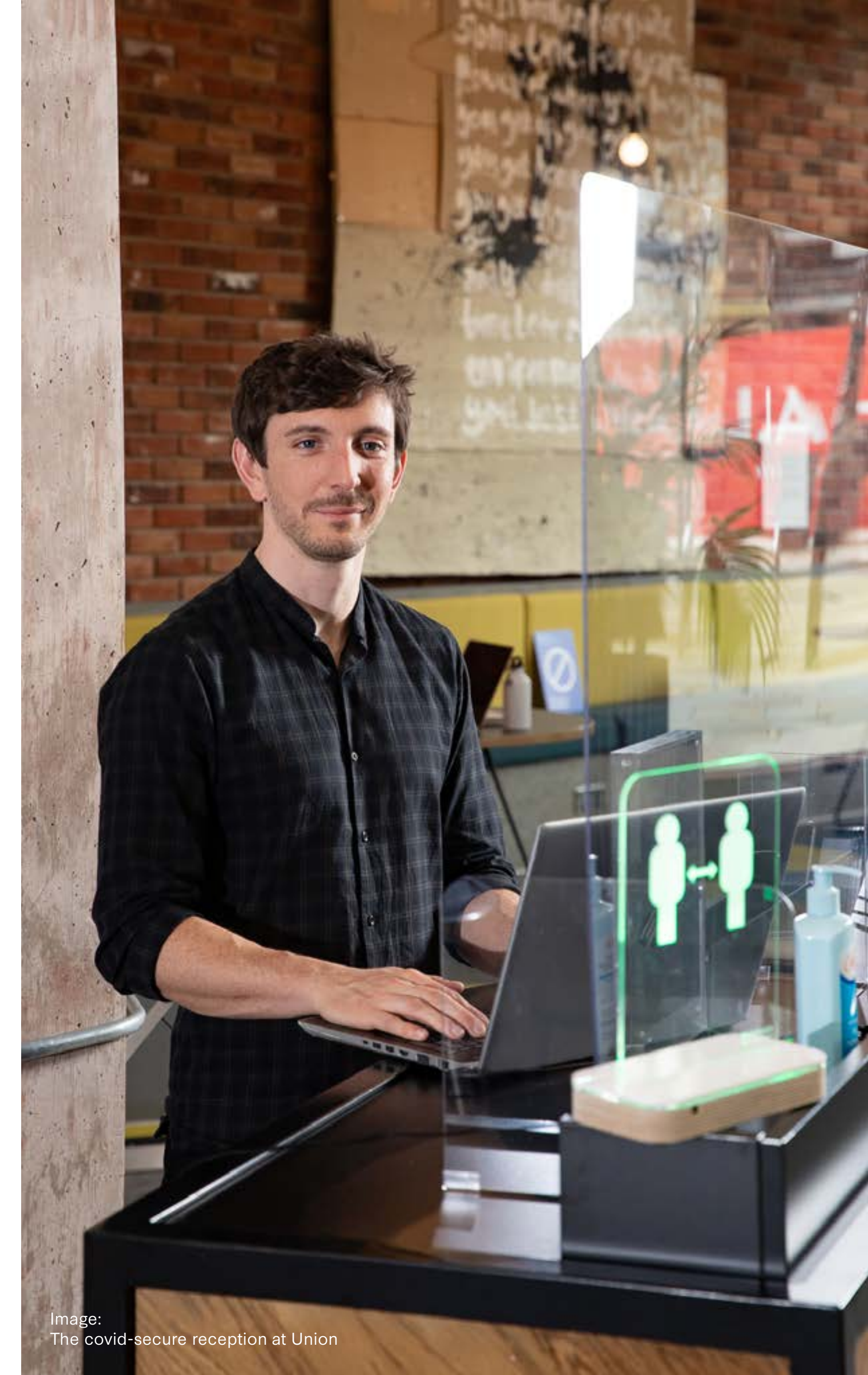
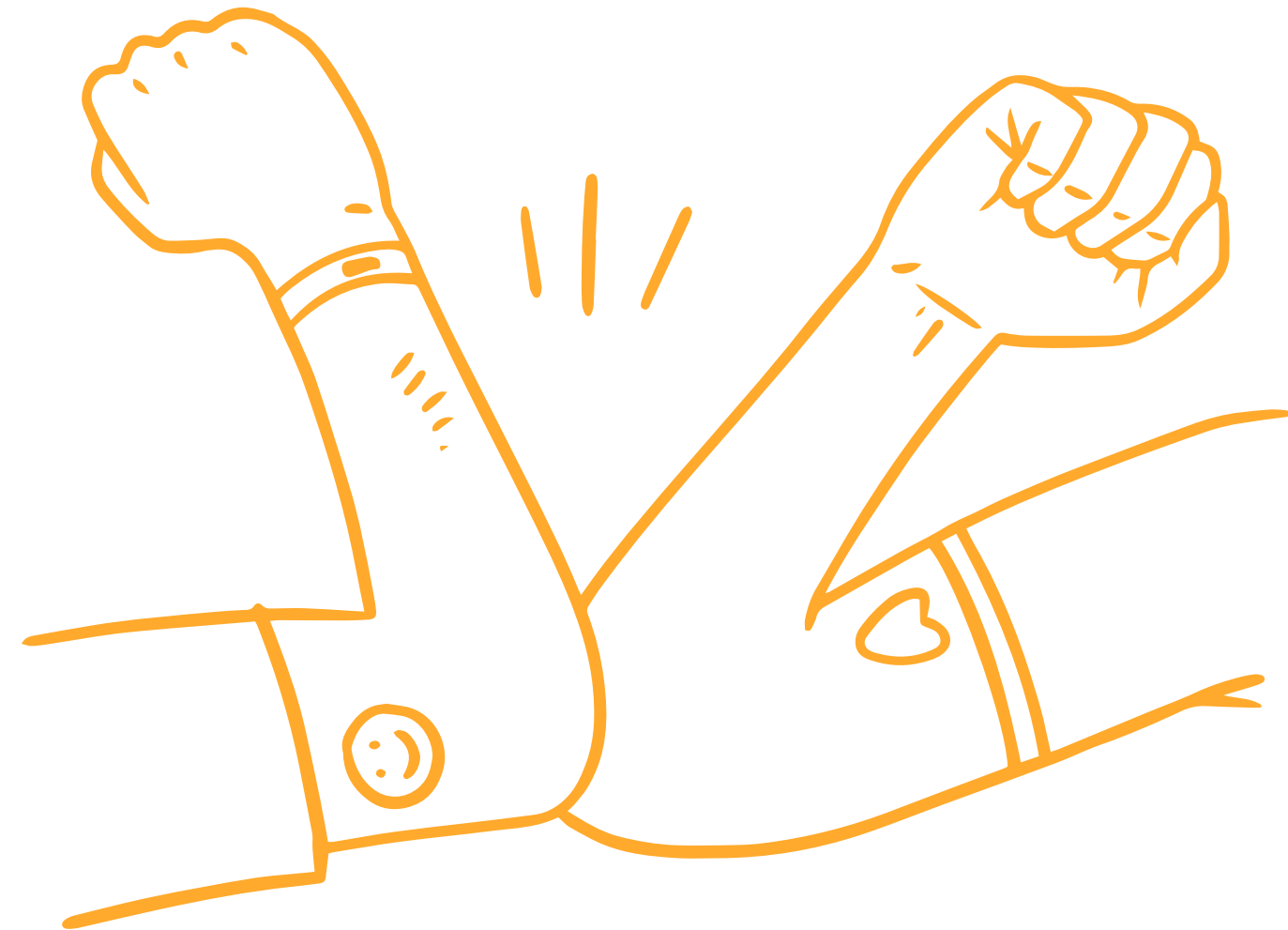


Image:  
The covid-secure reception at Union



Working with the British Safety Council, we had all of our spaces and COVID safety processes officially assessed resulting in a COVID-19 assurance statement.

These safeguards have proved their worth following a number of instances of positive confirmed cases where we have been able to keep our communities informed, support impacted colleagues and customers, provide guidance on next steps, and implement follow up action in our buildings swiftly.

With the right amount of information and support provided, colleagues had the reassurance they needed that they were coming back into a safe, comfortable and welcoming, but still creative and collaborative working environment.

We were so pleased to welcome increasing numbers of colleagues and customers back into our buildings each week at the beginning of September and into the Autumn, when restrictions allowed.

Bruntwood has never been one to sit on the sidelines. Our people, our sense of purpose and teamwork, and our commitment to being a good employer, sets our culture and our response to this particular crisis apart.

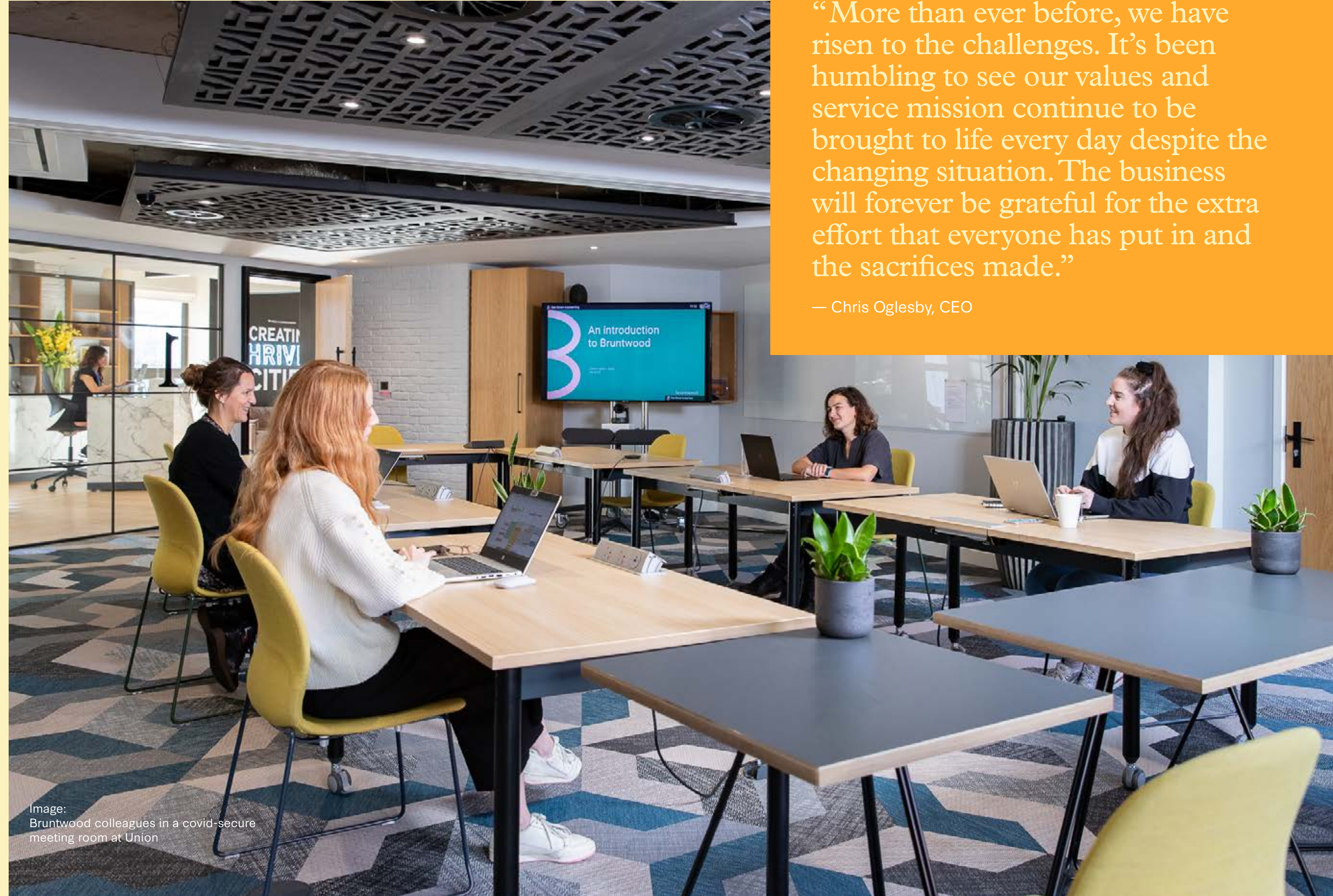


Image:  
Bruntwood colleagues in a covid-secure  
meeting room at Union

“More than ever before, we have risen to the challenges. It’s been humbling to see our values and service mission continue to be brought to life every day despite the changing situation. The business will forever be grateful for the extra effort that everyone has put in and the sacrifices made.”

— Chris Oglesby, CEO



# Supporting our colleagues

**Back in January, we were proud to become one of the first employers to officially sign up to Greater Manchester's "Good Employment Charter."**

The aim of the charter is to encourage companies to treat employees well, consult with them, and offer flexible working as well as training and routes for career progression and development. As a business that looks to really shape our colleagues' worlds in exactly this way, we were keen to get involved.

Bruntwood were one of the six first signatories of the Charter, alongside Electricity North West. Other companies working towards joining the charter include Kelloggs, Manchester Airports Group and Lloyds Banking Group.

As Andy Burnham explained:

"We want to support our world-leading businesses, helping them to grow and invest in our places, while at the same time making sure our residents develop the skills to succeed and find good, secure jobs that pay a real living wage. This Good Employment Charter is a major step towards making sure that new and existing jobs right across our city region are underpinned by a commitment to equality, fair pay, and giving employees a say in how their workplaces are run."



Image:  
Bruntwood colleagues at Centurion, Manchester



Image: Colleagues at Alderley Park



The Good Employment Charter sets out seven key principles that all members adhere to. Through the process of becoming a signatory we were more than able to demonstrate how we met each of them.

1. **Secure work:** colleagues have security over their income and can manage their work and personal commitments easily
2. **Flexible work:** by enabling a more flexible workforce, we're able to access a broad diversity of skills and talent
3. **Real living wage:** following our accreditation, we confirmed that we pay all our colleagues a real living wage (see page X for more information)
4. **Engagement and voice:** through colleague forums, pulse surveys, our interactive intranet and a dedicated ideas and feedback platform, we have a confident and empowered workforce - where opinions can be heard and shared fairly and safely - creating effective relationships right across the business at all levels
5. **Recruitment:** as a key workstream of our Diversity & Inclusion strategy, we highlighted how we recruit a diverse workforce drawing on the talents of all of Greater Manchester's communities
6. **People management:** demonstrating our culture of values, leadership, performance feedback, learning and development, and career progression
7. **Health and wellbeing:** we support everyone to be a productive colleague with a comprehensive framework of support and resources that accepts that everyone is individual with differing needs

Image:  
Bruntwood's People Director, Jen Atkins at the launch of the Good Employment Charter





“Working to the Charter’s principles will help transform and improve the working lives of people across Greater Manchester - unlocking the region’s economic potential through its skills and talent.

— Jen Atkins, People Director

Becoming founder members of the Charter is a huge achievement for the business - not just in recognising how much we acknowledge the importance of our colleagues and the efforts we put into making Bruntwood a great place to work; but also in recognition of the social impact and value we offer to our local communities.

People Director, Jen Atkins said: “We’re really proud to be one of the first members of the Good Employment Charter as we’re incredibly passionate about everything it stands for. From the very beginning, Bruntwood has worked to the principle that our success is down to our colleagues. And in return, we want to be able to offer the opportunity to learn and grow, take their career in new directions, and find a balance that works for them; and this is exactly what this Charter sets out to achieve.

“Working to the Charter’s principles will help transform and improve the working lives of people across Greater Manchester - unlocking the region’s economic potential through its skills and talent. Bruntwood’s purpose is all about ‘creating thriving cities’; creating an inclusive workforce with fair people practices and opportunities for all is critical to a productive and thriving economy.

“Being a member of the charter gives us the opportunity to demonstrate a solid commitment to our colleagues, to continuously strive for improvement in our culture and people practices, and to share knowledge and best practice with other companies who are committed to being good employers”

Since January, we’ve continued to be heavily involved with the Charter, helping to shape its next phase and supporting other businesses and employers in the region by sharing our own experiences and expertise by taking part in a number of panel sessions or case studies.

Image:  
Colleagues at the newly-refurbished  
Blackfriars House



# Creating a fair and equal society

The Real Living Wage is the only UK wage rate that is voluntarily paid by nearly 7,000 UK businesses who believe their staff deserve a fair day's pay for a hard day's work. And Bruntwood is proud to be one of them.

Our accreditation with the Living Wage Foundation confirms that we pay all of our colleagues (as well as any third party contractors) a real living wage which is higher than the government minimum.

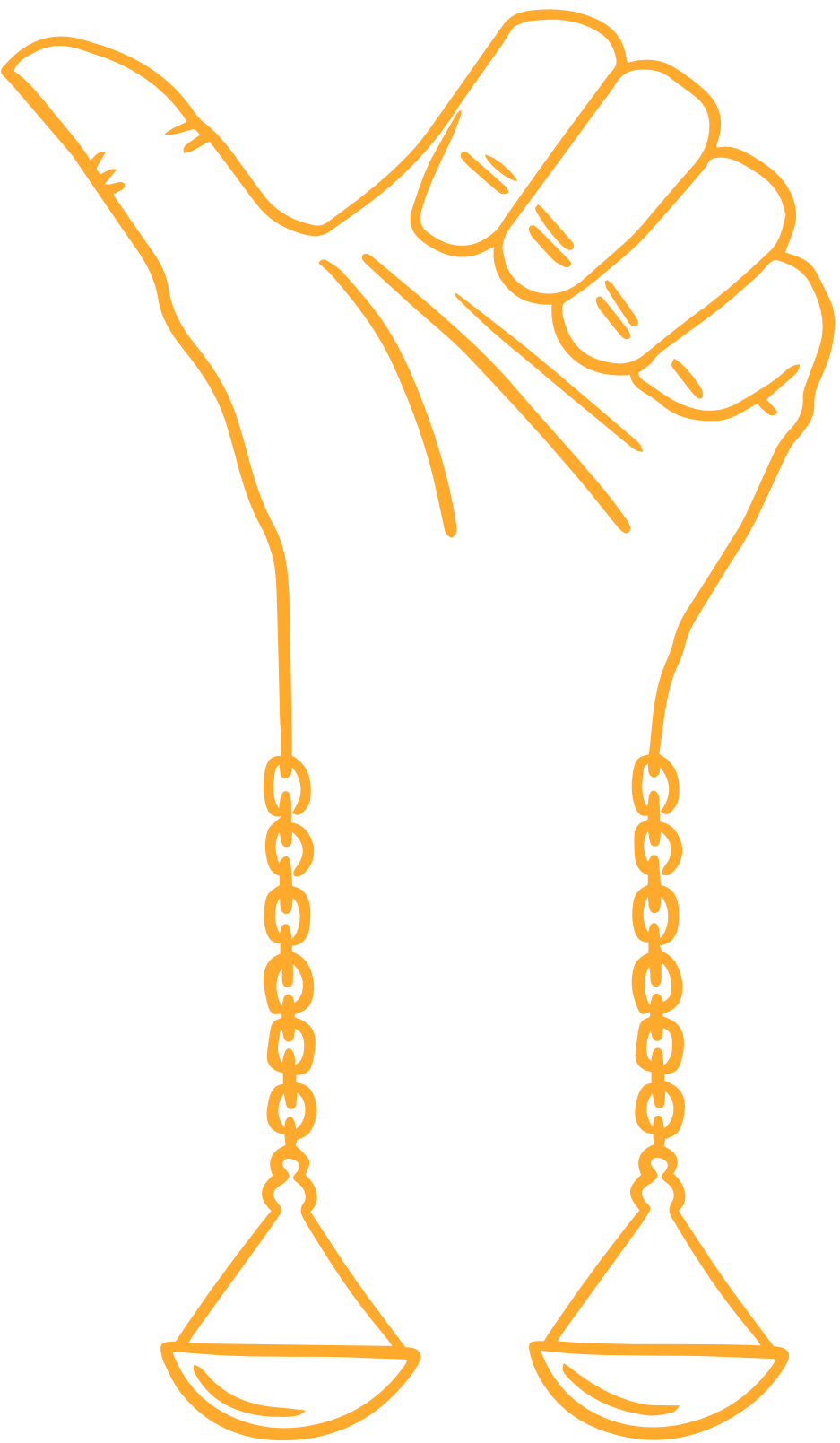
Why was it so important for us to be a real living wage employer? In a nutshell - it's good for business and good for society.

Other real living wage employers have found that it has a huge impact on colleague engagement: reducing staff turnover and improving the business / colleague relationship; and improving brand reputation, differentiating them from their competitors.

With our purpose driving every decision we make, the social impact of being living wage accredited is huge - affording our colleagues the flexibility, time, and financial freedom to concentrate on the things that matter to them.

Now that the initial accreditation is complete, there is still more to do in ensuring we continue to meet the accreditation standards. The updated living wage rates are announced in November every year and we are then required to implement the rise as soon as possible - if we fall below it in any cases - within 6 months.

Being a real living wage employer is just another way in which we're bringing to life our purpose of creating thriving cities, our value of being brilliant to work with, our employer brand to help colleagues shape their world and our diversity and inclusion strategy in a very tangible and real way.



UK BUSINESSES THAT PAY  
'THE REAL LIVING WAGE'

7,000



# Bruntwood Cares

Making a notable contribution to our communities is part of every colleague's role at Bruntwood. Our cities and communities are the places in which we live, work and play, so we believe that it's only right that we give back to these places that we gain so much from.

One of the ways we aim to support our colleagues in giving back is through our 'Bruntwood Cares' scheme which gives everyone two days paid leave each year to spend volunteering.

Over the years, colleagues have offered their skills and talents to those who need it most, and donated their time to give a helping hand on projects within our communities.

Last year, our colleagues formally volunteered over 1000 hours of their time through the programme, with many more contributing indirectly.

During the pandemic, charities have had to quickly adapt their services to ensure they are still able to function. This has meant that volunteering activities that bring us within close proximity to others are limited right now, but not impossible. What's wonderful is that many of our partners have been able to successfully move their services online and now really need our support to bring these to life.

The generosity and commitment shown by so many individuals throughout lockdown was incredible. Whether it was offering to do some errands for a neighbour, family or friend, or giving the NHS support when they were being stretched, the solidarity and togetherness was vital to so many people making their way through the crisis. A special shoutout goes to one of our colleagues, Jane Jones who dedicated a massive 112 hours to sewing scrubs for the NHS.

But we know that we can't stop now. As we look to rebuild our towns, cities and communities, the cooperation that we saw at the start of the pandemic must still shine through.

The COVID-19 crisis isn't affecting everyone equally, and some people need more help than others. By teaming up with organisations needing support, you can help provide the right resources and connections for vulnerable people who need the care of their community.

HOURS COLLEAGUES  
FORMALLY VOLUNTEERED

# 1,229



Images:  
Bruntwood colleagues volunteer  
at Claire House Children's  
Hospice, Liverpool



# Creating sustainable environments



Image:  
University Green

Sustainability has always been core to the company DNA. For over 40 years, Bruntwood has restored old buildings rather than rebuilding, invested in creating inclusive communities and worked with organisations fighting to create a better, greener planet.



Image:  
University Green



Image:  
Artwork in Altrincham



As the climate crisis worsens, we have placed more and more emphasis on the need for us to act sustainably in all areas of our business. Back in 2018, we became the first UK property company to sign up to the World Green Building Council's Net Zero Carbon commitment, setting the target of 2030 for achieving 'net zero' across the Bruntwood Group.

'Net Zero' or 'Carbon Neutral' refers to achieving an overall balance between the emissions we produce and the emissions we take out of the atmosphere. As a business, we target both operational carbon, which is the carbon associated with the energy used to operate a building and embodied carbon which is the carbon associated with all the material and operations to construct, maintain, refurbish and demolish a building.

**It's our ambition that:**

- By 2030, all areas in our direct control will operate at net zero carbon and all our new buildings will be net zero in operation and have at least 40% less embodied carbon
- By 2050 all our buildings will be net-zero in operational and all our new buildings will have net-zero embodied carbon

These goals have been set using our science based targets which were calculated by the Carbon Trust and take into account everything from our direct energy consumption to our waste levels and disposal.

Reaching these targets will be no easy task, but we've been working on sustainability projects for some time now, and we're taking our learnings and best practices to develop a 'Net Zero Pathway'. The building blocks we set out in this roadmap will give us the tools and guidance to ensure we can make a significant impact on the built environment.

The built environment is currently responsible for about 40% of all emissions both in the UK and globally. And as we expect around 80% of our buildings to still be around in 2050, as developers, owners and occupiers, we have a huge influence on the emissions we produce.

There are a multitude of ways in which we can reduce our emissions, but it is going to take a combination of methods to reach our targets. There's currently no single industry wide approach to achieving Net Zero Carbon, and we'll be evolving our Net Zero Pathway over time, as we learn more, new technologies emerge and the wider context changes - making sure that it's always fit for purpose.



Image:  
Bright Building, Manchester Science Park



Image:  
Cotton Exchange, Liverpool

REDUCTION IN OUR CARBON FOOTPRINT  
COMPARED TO 2017/18

21%

TARGET TO ACHIEVE 'NET ZERO'

2030



## Delivering a green recovery

While Covid-19 has changed our lives in ways we could not have expected, it has also provided the opportunity to bring about real change for people and our planet. Much is being made of the need to recover economically, but planning a recovery strategy centred around ambitious action on climate change is not only good for our planet, but will also create better outcomes for people and businesses alike, now and in the future.

It is now up to us to learn from the effects of the pandemic. The immediate impact the virus has had on our lives is, sadly, nothing in comparison to the potentially devastating and irreversible damage that the climate emergency our planet faces will see without action on a global scale. Now is the time for us to advance our efforts to reach our local and national goals for a carbon zero future.

Cities have a vital role to play in delivering a green recovery, whether that's investing in green energy; developing sustainability frameworks that will drive further change and increase standards; delivering clean, effective transport systems; and creating pedestrianised liveable centres.

This change will not be simple. But together, individuals, businesses and cities can build back greener, healthier and happier.

## Boosting green ambitions

To support a lower carbon future, we are taking part in a two-year project to develop a local energy market (LEM) in Greater Manchester, along with Electricity North West, Cadent and many more organisations and businesses looking to operate more sustainably.

The proposals will help each borough in the region to increase its energy efficiency and lay the foundations for new technologies and low-carbon infrastructure to be used in the future.

The aim is to take pressure off the national grid by generating more energy locally and storing it within a localised system. In doing so, the energy will travel shorter distances from where it's generated to where it's used, reducing the region's environmental footprint.

The £6m project, funded by an Innovate UK grant, will improve Greater Manchester's economic and environmental resilience, playing a major part in developing a green city region, especially as it sets out to reach its target to become carbon neutral by 2038.

The proposals will help each borough in the region to **increase its energy efficiency and lay the foundations for new technologies and low-carbon infrastructure to be used in the future.**



Image:  
Deansgate, Manchester is  
pedestrianised over lockdown.



Image:  
People enjoy the green space at  
University Green



# Clean energy generation

Installing solar paneling across our portfolio is just one element of our sustainability efforts as a business, but it was crucial that we were able to continue with our solar photovoltaics (PV) installation programme throughout the lockdown period, completing on site at Lancastrian, Booths Park and Sale Point.

Sustainability Director, Bev Taylor explains more: “Solar power is one of the world’s most important renewable energy sources. And while adding solar panelling to our buildings is something we’ve been doing for some time, we’re now stepping up our game and installing batteries to store energy for later use. Not only is this a more environmentally friendly way of generating energy, but we’re also supporting the decarbonisation of the grid whilst at the same time reducing demand.

“This is one of the first retrospective energy solutions we have committed to implementing as a business; as the technology is tried and tested, we’re comfortable with how it works. And, of course, having a lot of commercial buildings with large flat roofs means that they lend themselves well to solar panelling.

‘The buildings we’ve selected for the first phase will reap the most benefits, as they offer the highest volume of roof space available within our portfolio and don’t suffer from the overshadowing that some buildings do; with more potential to take in sunlight, the more energy they can produce.

“This is just one piece of the puzzle in our plans to reach net zero carbon by 2030. Creating more opportunities for our business, and our customers’ businesses, to use more sustainable, renewable energy is a significant part of our journey to reducing our carbon emissions.”



OVER £500K INVESTED INTO SOLAR ENERGY

+500K



Image:  
Solar panels at Lancastrian  
Office Centre



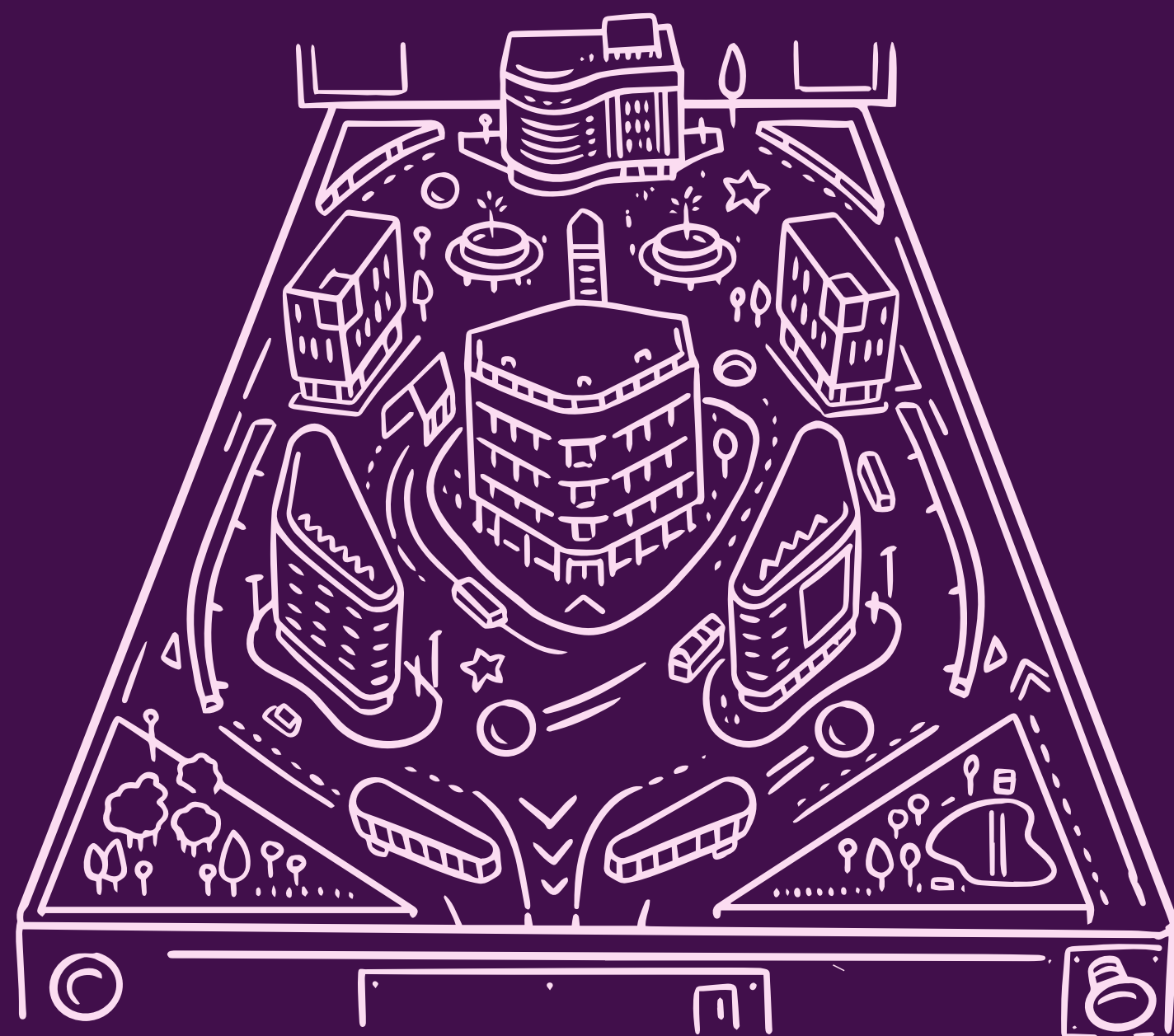
Image:  
Booths Park, Knutsford

“Solar power is one of the world’s most important renewable energy sources. And while adding solar panelling to our buildings is something we’ve been doing for some time, we’re now stepping up our game and installing batteries to store energy for later use.

— Bev Taylor, Sustainability Director



# Cultural Vibrancy



Right:  
Outside  
Altrincham  
Market



Left:  
A bike at Liverpool's  
Baltic Triangle



**Funding has been pulled, income has dwindled, and events have been cancelled, but culture shouldn't be viewed as an extracurricular luxury.**

It inspires, educates, and connects communities, and as a country, we reap its benefits - be that financially through arts tourism, or mentally as a means by which we can nurture our quality of life. It has intrinsic value in providing social and economic benefits, whether that's through providing alternative education, attracting new residents, or changing mindsets, but most importantly bringing people together.

Culture has always played a vital role at Bruntwood. As an organisation, we are champions of the arts, and believe that they can make significant changes to the life and vibrancy of a city and its people. We focus on many local partnerships which are based on a rich understanding of both the organisations and the communities it serves.

We are incredibly proud of the partnerships we build which are mutually beneficial, fruitful and often long-lasting. We all have our part to play in keeping culture in our cities. Without our collective support, our cities will lose so much of their vibrancy, along with what attracts people to them.

The visitor economy contributes significantly to the growth and development of a place and diversifies and challenges cities to be great and to endure.

Culture attracts people and people create places; attractive places with a cultural legacy, places that have the possibility of a vibrant future and which adapt and innovate. Our cultural partners across our regions are doing important work to keep momentum going and invest in local talent, especially for those affected by unemployment or the prospect of it.

Our long-standing partner, Manchester International Festival, announced thousands of new training opportunities for young people through its Factory Futures initiative. The programme is set to benefit 10,000 unemployed young people in the Greater Manchester region over a period of five years. Factory Futures started before the pandemic began but now responds to it by aligning with the government's Kickstart campaign.

Through the programme, MIF will invest in the talent of tomorrow by providing young people with the right experience for creative industries including the creative training academy, pre-employment training, paid internships within MIF, and work experience programmes within the Greater Manchester Cultural Skills Consortium made up of arts institutions from across the region.

Other partners working to preserve our cultural vibrancy across the regions include a commitment by Leeds Playhouse to support the Leeds city region by providing safe educational and cultural spaces, free Christmas tickets for NHS workers, an online creative engagement showcase, and a spotlight on the importance of the theatre within the social life of the city.

Similarly, our friends at the Birmingham Repertory Theatre have continued with their wider civic mission throughout the year. The producing theatre provides vital education, creative learning and outreach work, engaging young people and communities across the city with the aim of improving mental wellbeing.

Over at Everyman in Liverpool, the Theatre For Good initiative has provided grants for four local artists to produce creative community projects. The fund supports freelancers new to the Everyman to create and creatively engage local people across Liverpool.

When the time comes for cities to fully recover they will do so by being attractively unique places where people will remain or move to. The culture institutions, along with the experts, artists, and talented young people in our cities, will ensure that they are resolute and vibrant places many generations to come.



Image:  
St Peter's Square in  
Manchester



“Bruntwood is a longstanding champion of the arts, since arts and culture are what bring our cities to life. Our partnership with the Royal Exchange Theatre helps nurture new and established creative talent...

— Kate Vokes, Non-Executive Director at Bruntwood



Top:  
Winners of the 2019  
Bruntwood Prize  
for Playwriting

Right:  
Snippets of shortlisted  
plays are performed  
at the Bruntwood  
Prize ceremony

## Explosion in action

At the November 2019 Bruntwood Prize for Playwriting ceremony at Manchester’s Royal Exchange Theatre, award-winning writer, Phoebe Eclair-Powell was named the overall winner for her play, *Shed: Exploded View*.

Spanning a timeline of 30 years, *Shed: Exploded View* sees three couples navigate e family life, complex relationships and loss.

Bryony Shanahan, Joint Artistic Director at the Royal Exchange Theatre and judge for the Bruntwood Prize for Playwriting, said: “*Shed: Exploded View* is ambitious, nuanced and goes right to the heart of the human experience. When I first read it, it felt like a punch to the guts - it is precise and considered, a beautiful tapestry of ideas meticulously woven together, but it is also astonishingly emotional. Phoebe’s characters are so well-drawn and she deals with themes of female trauma with dignity, offering hope to her characters and the audience along the way.”

Supporting new writers in theatre, the Bruntwood Prize for Playwriting 2019 also celebrated prizes for the “original new voice” award for debut writers, won by Michael John O’Neill for his play *Akedah*; and the international award went to New York-based writer Kimber Lee for ‘untitled f\*ck miss sa\*gon play (srsly this is not the title)’, in which she humorously addresses Asian stereotypes in the US entertainment industry. The judges award went to *Glee & Me* by Stuart Slade.

Kate Vokes, Non Executive Director at Bruntwood and Chair of Trustees at the Oglesby Charitable Trust, added:

“Bruntwood is a longstanding champion of the arts, since arts and culture are what bring our cities to life. Our partnership with the Royal Exchange Theatre helps nurture new and established creative talent, and I’m delighted to see the Bruntwood Prize for Playwriting going from strength to strength; we received a record number of entries this year, of exceptionally high quality. Phoebe Eclair-Powell has written a play that I found deeply moving and I’m looking forward to seeing her and our other three Prize winners continue to make their mark in the industry.”

To date, 48 both short and long-listed entries to the Bruntwood Prize for Playwriting have been produced in theatres across the UK, from London to Edinburgh, as well as making it overseas to New York.





# Supporting Birmingham’s artistic talent

After a successful first year of our artists-in-residence programme at Cornwall Buildings, together with our friends at Grand Union, we were pleased to welcome our second residents at the start of 2020.

Working in film, performance, installation and spatial design, artists Laura Cooper and JJ Guest have spent time developing their work throughout the year in the free studio space, receiving mentoring from Grand Union’s curatorial team.

With a background in installation and spatial design, visual artist, JJ Guest creates work that subverts the ideas of ‘masculinity’ by breaking down the ‘masculine’ form and physique and presents it as something constructed and disjointed, rather than inherently powerful.

Throughout the residency, JJ has been creating multi-faceted works using video, collage, photography, installation and sculpture. “The residency has allowed me to fully develop my ideas and allowed them to transcend mediums without the limits that briefs and deadlines have placed on my commissioned work,” he explains. “With COVID-19 causing uncertainty for most people, it has been especially challenging for creatives.

The studio space at Cornwall Buildings has been a source of stability and security during this time, allowing me to maintain momentum and continue to work towards the goals I had set for this year.” Looking into how we relate to others, Laura Cooper’s work reaches towards unknown territories, exploring human relationships with nature and animals. Making works in film, performance and installation, Laura combines the poetic with the participatory.

Laura is using the residency to develop projects exploring how the urban environment shapes our awareness and how we can learn from other species.

“Many social and political inequalities have been heightened through COVID-19. However, as a new mother during lockdown, I have appreciated the opportunity to slow down and notice the natural world around me. I started a project making natural inks from foraged plants, gathered on walks around my neighbourhood. These lockdown colour-driven walks have grown into a way of understanding time and materiality of more-than-human worlds throughout the city”.

Image:  
Artwork by Laura Cooper



“The residency has allowed me to fully develop my ideas and allowed them to transcend mediums without the limits that briefs and deadlines have placed on my commissioned work...

— JJ Guest



Image:  
Artwork by JJ Guest



# Fulfilling Christmas wishes

While it's easy to get swept up by Christmas cheer, we know the festive season isn't always something everyone looks forward to. In 2019 and 2020, we worked in partnership with our chosen charities across our regions to give children and vulnerable people the Christmas they deserve.

Our 'Wishing Tree' campaign was first developed with Manchester Youth Zone to help to make Christmas special for the members. The children and young people who visit the Youth Zone wrote their Christmas wishes onto gift tags which we placed onto Christmas trees in our buildings across the city centre. Our customers and colleagues collected the wishes and replaced them with the gifts for Manchester Youth Zone to give to the young people in time for Christmas Day.

Members of the Youth Zone come from an area in which the effects of long-term deprivation are three times worse than elsewhere in the region. The team aims to provide young people with opportunities to make constructive use of their leisure time, raise their aspirations and choose a positive, independent lifestyle.

Bruntwood is a founder patron of the charity and we are proud to have supported them since 2012. Our people have spent time fundraising for the charity, donating over £300,000 to date, as well as offering their time through employability programmes and CV writing workshops to help support the young people with developing their skills. Following the success of the 2019 Wishing Tree campaign, we wanted to aim even higher in 2020. We partnered with charities in each of our regions with the aim of collecting over 2,500 donations for people in needs across our communities.

For our 2020 Wishing Tree campaign we supported Manchester Youth Zone, HideOut Youth Zone, An Hour for Others, Slung Low, The Welcome and The Growing Project. It has been so humbling to see the generosity of our communities, and it is heartwarming to know that these small acts of kindness meant so much to those who received them.

Find out more here.  
<https://bruntwood.co.uk/wishingtree>



Left:  
A Wishing Tree at  
Bright Building

[Click to play the video >>](#)

What does kindness  
**MEAN TO YOU?**



# Introducing Unify

Since Bruntwood was founded 45 years ago, we've been revolutionising the way that property is managed. A huge part of this was introducing a truly customer-centric focus that hadn't been seen in our industry before.

We're now transforming the way that we approach facilities management, so that we can ensure they work as efficiently and effectively as possible for our customers, colleagues and communities. And it's thanks to our history, experience and expertise that we can do just that.

Unify aims to be a catalyst to transform the facilities management sector, which for a long time has been lacking a creatively commercial approach.

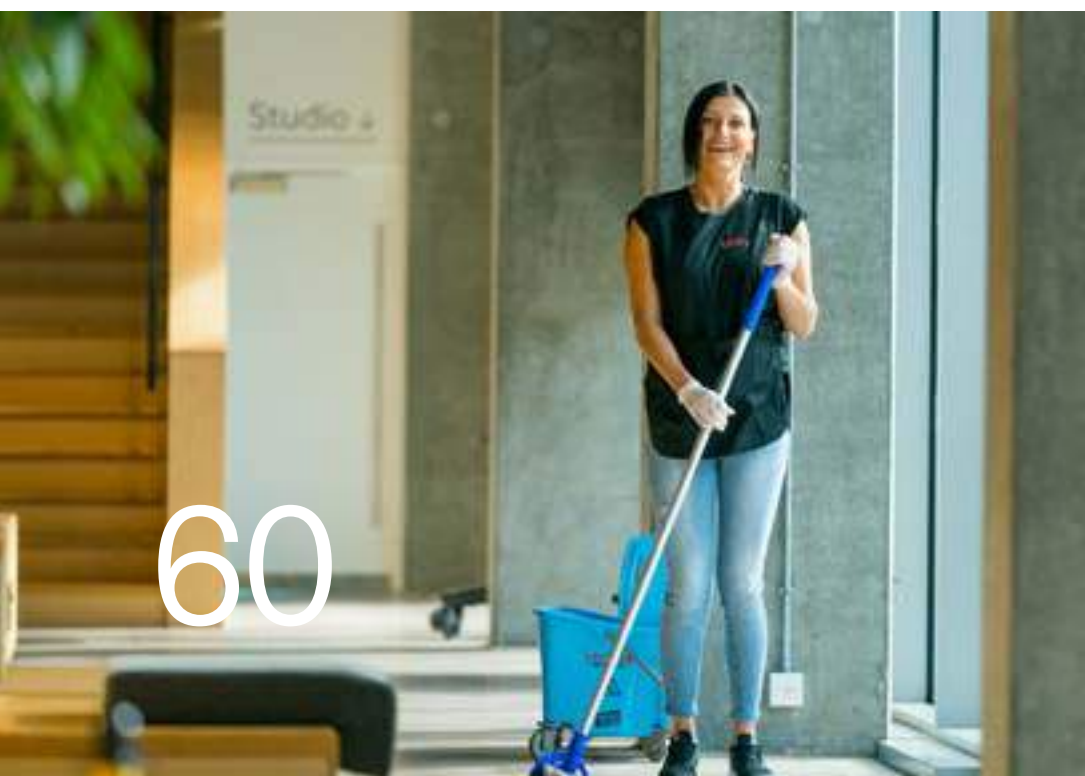
Providing a full integrated facilities management service, Unify encompasses mechanical and electrical repairs and maintenance, energy, cleaning and specialist cleaning.

With a client-side background and the knowledge and understanding of property management within the team, Unify has been able to deliver an excellent customer experience from the offset.

Under the Unify brand we have launched two standalone businesses: Unify by Bruntwood and Unify Energy by Bruntwood. Together they will create customer value and aim to become the employer of choice for colleagues and partner of choice for customers within the sector.

Despite only launching in April, amid the global pandemic, Unify is already actively securing new contracts and aims to grow within the commercial, retail, industrial and public sectors, as well as through Bruntwood's strong customer base.

**To find out more about the future of Unify, and what it's been like to launch two new businesses, let's take a closer look...**



60



Images:  
Unify cleaning team members



## Meet CEO of Unify by Bruntwood Richard Burgess

Formerly Chief Operations Officer at Bruntwood, Richard Burgess has taken on the role of CEO, ready to continue the disruption of the facilities management market.

"To be the best facilities management company, with the best prospects for growth and for its people, we needed a different way of working that allows us to develop and is suited to the unique needs of our business. That's why Unify was created as a new venture."

"Unify has allowed us to scale up our offer delivering commercial cleaning, specialist cleaning, technical services and through Unify Energy business energy supply. We've done this smartly, implementing the right systems, processes, infrastructure and people.

It's clear that there is a gap in the market for an 'ethical' facilities management business that can be a true partner for our customers, and built upon relationships rather than necessity.

"We want to be a responsible business that is brilliant to work with; fair and transparent; and that always puts customers and colleagues first."

- **For our colleagues -**  
we're a real living wage employer and committed to offering tailored benefits and development packages.
- **For our customers -**  
we have an open and honest approach to our relationships and reporting. We'll always be flexible and tailor solutions to their needs.

"By taking a combined customer and colleague first approach, we aim to not only deliver exceptional experiences in buildings, we want to have a positive impact on our wider communities, too."

"This is an exciting opportunity to do things differently and I want to ensure we continue to evolve our proposition and redefine our relationship with the customer through better processes and services."

While the business has only been operational since April, like many other businesses, Unify had to make changes in response to the pandemic.

"We've had to react quickly and stay true to that flexible approach we offer to customers. As you may expect there was demand from customers for deep cleans and fogging (enhanced sanitisation) within their suites which we've had to adapt to, sometimes delivering services within a matter of hours."

## So what is next for us?

"Looking forward, this is a crucial opportunity to be an ethical facilities management provider and employer - now more than ever. As we've seen over recent months the teams that maintain our buildings have a huge role to play in keeping us safe and we shouldn't take them for granted."

"I am incredibly passionate about creating better experiences - for customers and colleagues - and Unify is giving us the opportunity to improve lives for the better."

"By taking a combined customer and colleague first approach, we aim to not only deliver exceptional experiences in buildings, we want to have a positive impact on our wider communities, too."

— Richard Burgess,  
CEO of Unify by Bruntwood



Image:  
Unify by Bruntwood CEO,  
Richard Burgess



# Disrupting the energy market

“We’ve created something really special with Unify Energy. By focusing on business sustainability we’ve been able to smoothly transition from an internal utilities department to an external supply business.”

— Sarah Martin, CEO of Unify Energy

Image:  
The Unify Energy team

62

unify energy  
by bruntwood

Unify Energy was born of a need to address the energy supply problems within multi-tenanted buildings, taking an innovative, bold and customer-centric approach.

Through the traditional energy supply model, landlords receive their energy bill which is then split proportionately between the suites within a building. But this method doesn’t accurately measure how much energy each suite uses. While a business may occupy more space, they may not necessarily use more energy. Unify Energy’s model accurately calculates energy usage, giving landlords and businesses granularity and control of the cost.

In February 2020, to help us to achieve our ambitious energy growth plans, we welcomed Sarah Martin to the team as CEO of Unify Energy, bringing with her a wealth of experience across various sectors and business types.

“We’ve created something really special with Unify Energy. By focusing on business sustainability we’ve been able to smoothly transition from an internal utilities department to an external supply business.”

“The transition that we’re going through now is really important for our customers. If we are the best energy supply business that we can be, then that will benefit our customers in terms of service.”

“As part of the Bruntwood Group, Unify Energy has combined sustainability strategy and targets, but as an energy supply business, we arguably have a greater responsibility to help the rest of our Group and customers to achieve those goals. In being as efficient and carbon neutral as possible, by default our customers are too.”



Image:  
Sarah Martin,  
CEO of Unify  
Energy by  
Bruntwood

“We’re looking at the technology gaps in the energy market, working with great innovators and start ups, including Bruntwood customers, to try and tackle some of those issues.”

“In the next couple of years there’s a lot of innovation that we need to undertake. We’re well placed in terms of size to have all the capabilities to innovate where there are currently industry barriers, but we’re also small enough to be agile.”

“From a personal and professional perspective, I’m really excited to work on the applied side of innovation; personalising ideas, and improving the impact they have from a product, industry and economic perspective.”

“Having worked in a fast growing start up, then in a space helping people to innovate, I wanted to combine those experiences and help to grow an organisation that had a very exciting proposition and delivered on its innovation aspirations.”

“We’ve only just started the journey and we’re already beginning to see that we can make a mark within the industry - and during a global pandemic - that’s been just as exciting for me as the business itself. I’m really hopeful for what we can do in the future.”



# Introducing CubicWorks

Since January CubicWorks has been building up business, providing contracting services in fit-out, refurbishment, design and build, and mechanical and engineering services.

VALUE OF PROJECTS TO BE DELIVERED  
DURING THE NEXT YEAR

# £21m

CubicWorks' initial plans were derailed slightly due to Covid-19. The team spent the first few weeks putting in place safe working practices to ensure that their colleagues weren't at risk. By taking this time to adjust, they were able to ensure that sites stayed as productive and effective as possible, allowing the team to safely continue delivering key projects.

Ultimately, CubicWorks aims to create people-centric, design-led spaces that focus on creating true connections and positive experiences. And the team realise that the only way to do that is by taking a partnership approach so that everyone is involved from the outset - customers, colleagues and suppliers.

The team will offer support, guidance and service, not only on live projects, but in the long term, too. Together, they are committed to challenging the competition with a unique consultative approach, end to end service and a focus on long term relationships built on sound advice, commitment and transparency.

Customers will benefit from working with an expert team able to identify opportunities and avoid problems from the outset, improving the end product, and saving time and cost.

Already, the firm has been appointed by developer Bywater Properties to refurbish its £2m Northstar office scheme in Manchester's Northern Quarter. And over the next year, the team will deliver projects totalling over £21m.

Looking ahead, the team will continue to develop and foster their brand and culture which is heavily focused on its people and the relationships they create, providing ongoing opportunities for the team to develop... And they'll also be improving on their existing systems and processes to help support business and drive data driven decision making.

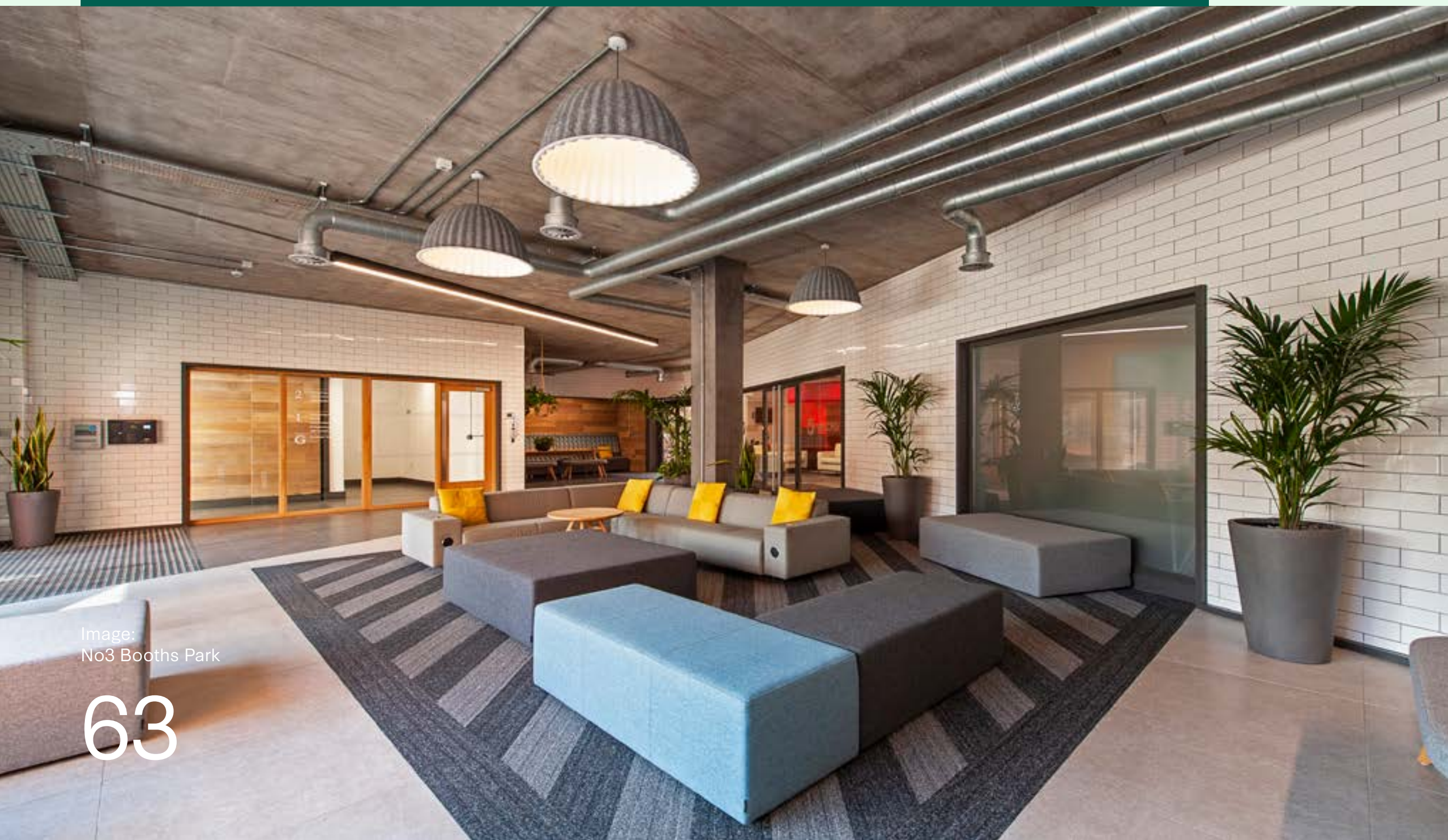


Image:  
No3 Booths Park



# Meet the team

More than 50 employees from Bruntwood's project contracting team have transferred into CubicWorks, with a three strong team of directors leading the business.

Directors Shan Khambata, Mark Spavin and Mark Wright bring with them over 50 years of experience in the industry, giving them a significant advantage helping clients understand what they really need. They are not only a contractor, but a construction partner, building relationships and fully invested in their customers' future success.



Shan Khambata



Mark Spavin



Mark Wright



Image:  
Heating, ventilation and air conditioning equipment



Image:  
Floor fitting



Image:  
Second City Coffee





Image:  
Technology Park

## What sets CubicWorks apart from other construction companies?

### Mark Spavin:

"We as a team have been connecting and coordinating customer, colleague and partner talents to extraordinary effect; delivering construction refurbishment, fit out and technical service solutions with commercial creativity and an unparalleled focus on end-to-end customer service to Bruntwood for many years. The customer journey is in our blood and the time has come to offer this fresh approach to the outside world.

"We employ in house trades, providing design capability, feasibility studies and early cost advice. This approach not only ensures the highest quality of workmanship, it allows us to maximise control over resources which supports timely project delivery.

"We truly believe in the art of collaboration and maximum transparency, listening and analysing our clients' requirements is at the forefront of our minds and essential in achieving customer satisfaction."

### Shan Khambata:

"CubicWorks felt like a natural step for Bruntwood. There was a clear gap in the marketplace for a business like ours, taking this all-important end-to-end approach. The marketplace at the moment is fed on distrust and risk offset. We want to develop great relationships with our customers; promote more trust and more collaboration.

"We employ a lot of our own tradespeople, which for a business of this size is very very rare. Plus, we all have experience and understanding of sitting on both sides of the fence - we have an understanding of client needs and what contractors need."

## What has it been like starting a business in a pandemic?

### Mark Wright:

"On a weekly basis, coronavirus has brought about last minute problems and hurdles, from impacting our ability to be in the office to how we work upon site. As a business, due to our size and diverse skill set, we have the ability to flex and be nimble which helps tackle any problems that the current pandemic brings about.

"Worker welfare and site hygiene has been a real focus from the very start of the pandemic, which has not necessarily increased project costs (other than for perhaps extra cleaning products and cleans) but we have achieved safe and secure sites by ensuring good communication and education of what we require from all teams and colleagues on site. We have entered one of busiest times for the business and have managed to start work on site at the very start of the pandemic and not allowed it to impact the programme."

## What sets you apart as an employer?

### Mark Wright:

"Our people and teams are the foundation that the business is built upon and their continued development and growth is something that we are passionate about. The new business, and its challenges, provide opportunities for career development of our teams through working with new clients, new buildings, different types of projects and so in the future we expect to see our teams having developed as the new business has grown and diversified."

### Shan Khambata:

"We're trying to build a sustainable business that will grow with its people and ultimately grow our supply chains and the people we work with. It's about that whole mutual success piece."



## What are you most excited about for CubicWorks?

### Mark Spavin:

"This is an extremely exciting opportunity for everyone involved, we want to embed in our regions using local people and play our role in developing future generations through apprenticeships, working collectively to address the skills gap."

### Mark Wright:

"I'm excited by the future and the challenges that it brings. It's not just about new experiences with new customers and buildings (even though are essential to our business plan) but again for me it's about further developing and enriching the relationship we have with Bruntwood, and as Bruntwood continues to grow and adapt that we are there by its side supporting however we can."

### Shan Khambata:

"As a team, we love what we do. Personally I can't wait to get going. I love the industry. My idea of success is getting the best out of people, and to do that people need to enjoy what they do. If we can do that and create clear progression pathways for them, that's how I get my kicks.

"I believe that we've got the right people around us. There is a lot we have to learn, but we're a really good collection of people who can work together to join the dots."

Image:  
Light fitting at  
Manchester Science Park



# Financial review

## A statement from our Chief Financial Officer, Kevin Crotty.

**I am pleased to present another robust set of results for the group, achieved against the backdrop of the biggest recession in 300 years.**

For the first time in our history we report a Loss before Taxation of £18.9m, although it must be noted that this loss is driven by revaluation movements, which, prior to 2015 were not reflected on the face of the P&L. Excluding revaluation movement and our share of Joint Venture results (whose losses are also largely due to revaluation movements), our underlying profit was £12.2m. Last year's equivalent figure was £16.1m. When we take into account that bad debt provisioning has risen £3.2m year on year, that we raised £40m additional unsecured debt at a 6% coupon and that last year's results contained proportionately more one-off development profit, the underlying result is a strong one against the economic backdrop. Rent and related income (our core business) increased by 2% year on year.

Balance Sheet wise, our 100% owned portfolio remained at £973m whilst SciTech's asset base increased from £445m to £545m. Net worth dipped from £614m to £589m due to revaluation falls. Although the absolute portfolio value was maintained year on year, valuations fell by 2% on a like for like basis once capital spend during the year is taken into account. The fact that the portfolio has only gone backwards by this amount when our listed peers are reporting bigger percentages is a testament to our customer centric asset management approach. With long term gilt rates close to zero and stock market dividend yields reducing, property valuation yields still look sensible.

Although cash collection has been slower than previous years, resulting in provisioning as we retain our policy of providing for anything over 30 days old, actual defaults to date have been very low (<1%). At the time of writing 97% of all March quarter debts had been recovered, 93% of June and 95% of September. As a customer focused business we will always be willing to help customers in need to get through this difficult period, although we take a very dim view of those in the 'can pay wont pay' category, choosing to pass their liabilities on to the landlord, which in turn hampers the landlord's ability to help those in genuine need.



Image:  
Kevin Crotty,  
Chief Financial Officer

**“Flexible working will become the norm, and the office will be the place for companies to showcase themselves, to attract new talent, and to come together for collaboration, brainstorming, training and people development.”**

— Kevin Crotty, Chief Financial Officer



As the covid crisis unfolds, the business is in just about as robust a place as it can be. In our 100% owned portfolio just 1% of our capital is employed in development, and taking our 50% share of our joint ventures, this figure is at 15%, exactly in line with our stated risk policy. Although development boosts returns, it is the core rent yielding investment portfolio (85% of our capital) that produces the cash to see us through the hard times.

In February of this year we issued a £90m 6% unsecured retail bond. The proceeds of this were used to repay the existing £50m secured bond and reduce our debt burden elsewhere. As of today we have £26m in the bank, we have undrawn committed loan facilities of £50m and £69m of unmortgaged property. In our loan facilities, valuations would have to fall by more than 25% and net income by more than 30% before any covenants are threatened. There are no facilities which require refinance in the next 12 months, but we are already in active negotiations over maturities beyond that date. We remain very grateful to our lenders who are incredibly supportive of our business.

To date, through the first 6 months of the covid crisis, vacancy has remained stable. Although new lettings have been at approximately 50% of historical levels, this has been offset by record retention levels as customers are afraid to move, adopting more of a wait and see strategy. As yet we are not seeing significant pressure on headline rents or concessions, although we budget on a much more conservative basis.

In summary, it's been so far so good, but we know that the covid crisis is yet to make its full impact as government support packages keep businesses afloat and unemployment under control. Whereas vaccines now let us look forward with optimism, we know that the economic impact of this crisis is yet to be unleashed as central support tapers. Experience of past recessions tells us that property cycles lag economic cycles due to the longer term nature of the occupational obligations, even in a flexible leasing business like ours. Although only time will tell what the full impact of covid will be on longer term working trends, we believe that it has only accelerated a trend that was happening anyway, and one which we were well positioned to face.

Flexible working will become the norm, and the office will be the place for companies to showcase themselves, to attract new talent, and to come together for collaboration, brainstorming, training and people development. Due to this, we believe that the space per employee will increase such that it compensates for any reduction in peak headcount, which is still likely to be mid-week as employees interpret 'flexible' to mainly mean work from home Mondays and Fridays. The days of rigid 15-20 year institutional leases are over. Those property companies that will thrive are those which take a customer centric approach and have the platforms to deal with flexible leasing, serviced and co-working and fully managed offerings. As such we are well placed to thrive.

UNDERLYING  
PROFIT

£12.2m

100% OWNED  
PORTFOLIO VALUE

£973m

“In summary, it's been so far so good, but we know that the covid crisis is yet to make its full impact as government support packages keep businesses afloat and unemployment under control.”

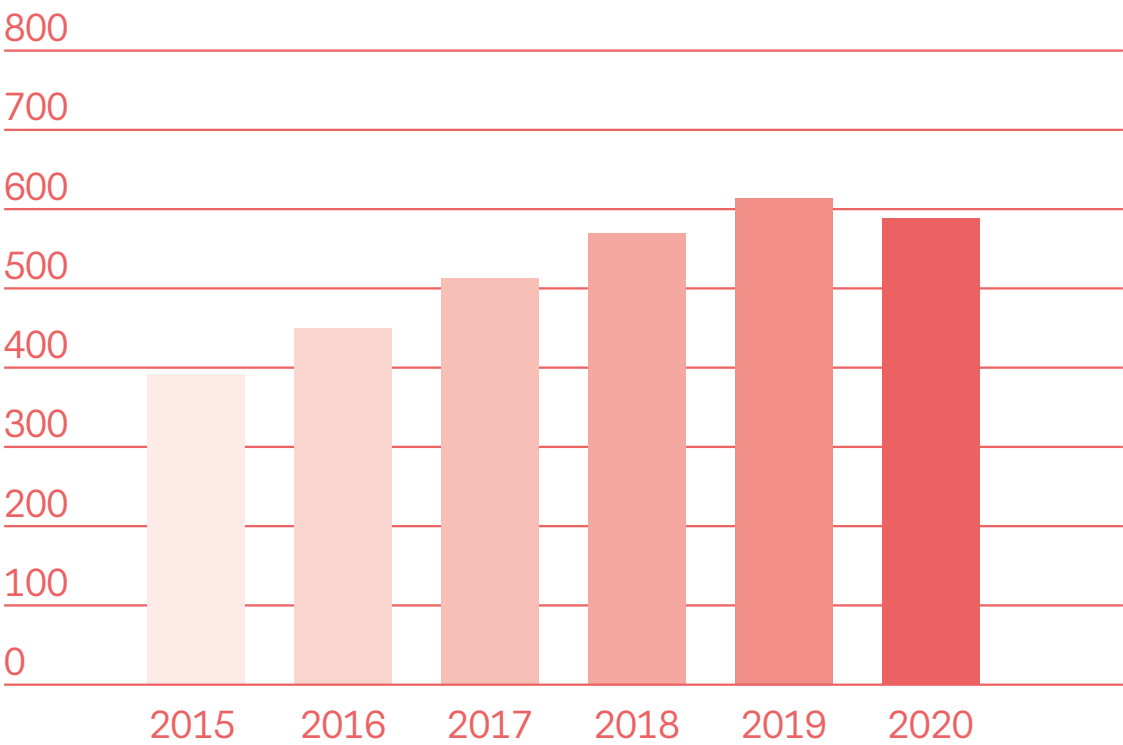
— Kevin Crotty, Chief Financial Officer



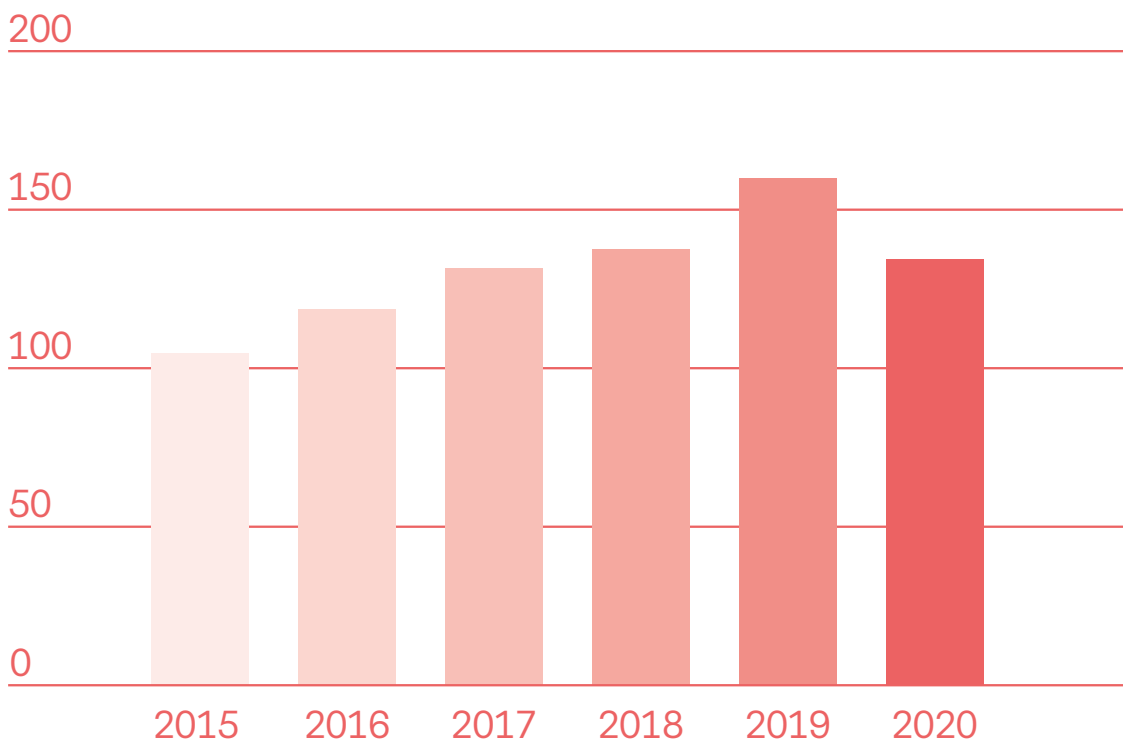
# Finance review

## Main financial performance metrics

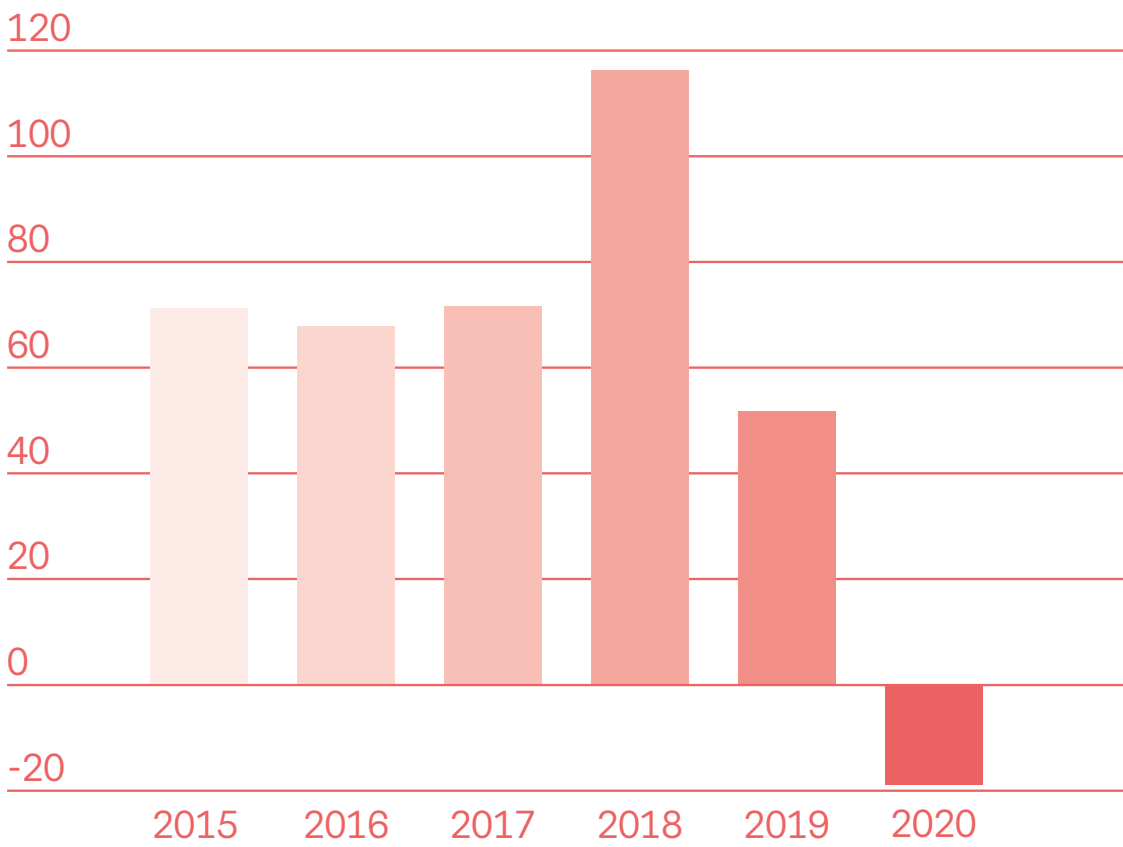
Shareholders funds growth



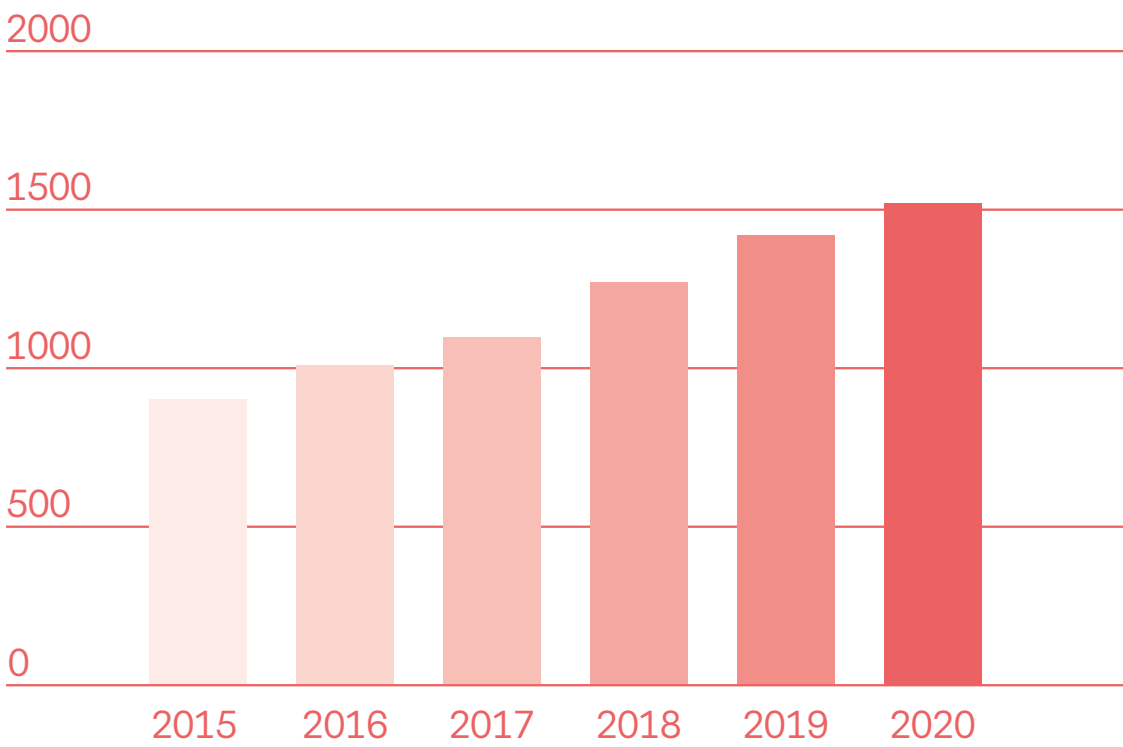
Turnover growth



Profit before tax



Fixed assets under management\*



\* 100% of Bruntwood Group plus Bruntwood SciTech Group assets.



# Bruntwood Group: Balance Sheet

Year ended 30 September 2020	FY2020 £000	FY2019 £000
<b>Fixed Assets</b>		
Intangible assets	48	83
Tangible assets	973,121	973,664
Investments		
- Investment in Joint Ventures	127,358	112,124
	<b>1,100,527</b>	<b>1,085,871</b>
<b>Current Assets</b>		
Debtors: amounts receivable within one year	115,323	102,805
Debtors: amounts receivable after more than one year	23,217	30,782
Cash at bank and in hand	26,288	17,142
	<b>164,828</b>	<b>150,729</b>
Creditors: amounts falling due within one year	(101,995)	(159,950)
Net current assets/(liabilities)	62,833	(9,221)
Total assets less current liabilities	1,163,360	1,076,650
Creditors: amounts falling due after more than one year	(551,066)	(444,586)
Provisions for liabilities	(23,668)	(17,956)
Net assets	<b>588,626</b>	<b>614,108</b>
<b>Capital and reserves</b>		
Called up share capital	50,652	50,582
Share premium	1,736	1,491
Capital redemption reserve	11,580	11,580
Other reserve	(32,841)	(32,841)
Profit and loss account	557,499	583,296
Shareholders' funds	<b>588,626</b>	<b>614,108</b>

# Profit and loss account

Year ended 30 September 2020	FY2020 £000	FY2019 £000
<b>Turnover</b>	<b>134,375</b>	<b>160,066</b>
Cost of sales	(73,455)	(98,779)
<b>Gross profit</b>	<b>60,920</b>	<b>61,287</b>
Administrative expenses	(25,144)	(23,572)
<b>Operating profit</b>	<b>35,776</b>	<b>37,715</b>
Share of results of joint ventures	(9,843)	3,777
Revaluation gains	(21,879)	28,684
Profit on property sales	852	2,943
<b>Profit before interest and tax</b>	<b>4,906</b>	<b>73,119</b>
Net interest payable	(23,821)	(21,321)
<b>Profit on ordinary activities before taxation</b>	<b>(18,915)</b>	<b>51,798</b>
Tax credit/(charge) on profit on ordinary activities	(5,898)	(2,695)
<b>Profit for the financial year</b>	<b>(24,813)</b>	<b>49,103</b>



bruntwood