

# ANNUAL REVIEW 2021



**BRUNTWOOD  
WORKS**

**03**



**BRUNTWOOD  
SCITECH**

**27**



**BRUNTWOOD  
GROUP**

**39**



**UNIFY  
ENERGY**

**63**



**FINANCIAL  
RESULTS**

**69**



**bruntwood**



AN INTRODUCTION BY  
**CHRIS  
OGLESBY,**  
CEO OF BRUNTWOOD

When I look back on 2021, I see how much Covid has accelerated change in the world and in doing so, has so reinforced Bruntwood's propositions.

In Bruntwood SciTech we have businesses that are driving the global Life Science economy in its moment of need, and are developing and adopting technology in our innovation districts. And in Bruntwood Works we've dialled up our proposition, creating spaces where people that are disrupting their industries want to come to work, supporting agile working while creating a quality, productive office experience.

The market is crying out for flexible space - something we've been doing since the early nineties. We've seen more customers wanting us to be an outsourced provider of the total package, through either a managed or a serviced



proposition, from PAYG all the way through to significant fully managed office solutions for hundreds of people. The market today calls it “freehold amenitised flexible space”, but it’s what we’ve done for thirty years; it just has a name now. We’ve seen five years of innovation and progression of this proposition in the last year.

Covid has exploded the extent of our amenity proposition - from coffee shops and restaurants to a full health and wellbeing offering, auditoria, media facilities and contemplation space overlaid with a community events and business support programme. This has propelled our proposition to customers beyond that of simply office space and outsourced facilities management, to becoming effectively an extension of their HR and ESG teams; for example helping develop colleague wellbeing programs, reduce carbon emissions, address skills shortages and tackle social issues.

The quality and quantity of communications that we’ve had with our customers, colleagues and communities this year has been invaluable. Maintaining quality two-way conversations has deepened our relationships, and will remain a focus as we drive forward our D&I and sustainability agendas, keeping everyone engaged and supported. Bruntwood was the first UK property company to sign up to the UKGBC’s Net Zero commitment by 2030 and we recognise that we will only be able hit this target through harnessing collaborative innovation.

We recognise that thriving cities need to be surrounded by a network of thriving town centres and we’ve worked with Trafford Council through

consultations on our Stretford and Altrincham town centre schemes, with new retail and leisure concepts, managed workspace and residential. Likewise, through our hospital joint ventures and plans for North Manchester General, we’re putting community at the heart of all of our developments.

We’re committed to unlocking the potential of the population of our towns, cities and regions, particularly in a post-Brexit world. Much of the answer lies in ensuring the jobs in our regional cities are for everybody and that the population is skilled for these new jobs. To be truly successful, we recognise our environmental and community impact must be embedded into our day-to-day activity rather than an ESG afterthought.

‘Creating Thriving Cities’ at Bruntwood is also about looking at the characteristics that cities need in order to contribute to that wider economic growth. Primarily, this relies on investment in the infrastructure required to support the main industries in those cities - whether that’s skills, transport, research and development, or otherwise.

Over the past 12 months, we’ve spent a lot of time campaigning and lobbying the Government on Levelling Up for increased R&D expenditure in the North and Midlands. Investment is critical to unlock the potential of the economies of these areas, and in doing so level up rather than level down which would risk damaging the South and the UK as a whole. Levelling Up is what Bruntwood has always been about since its formation, born, as we were, out of the deindustrialisation of the North in the seventies and eighties. As the business’s strategy developed

through the nineties and beyond, it has all been about regenerating the economies of our Northern and Midlands cities.

Through this period, the UK’s economy has become further polarised, arguably as a result of a disproportionate focus on the financial and professional service economies through the nineties and noughties which drove the London economy to such a large extent. We need to make sure that in this next wave of growth, the economies of the North and Midlands are able to productively play their part in the wider economy, supported by London as the leading global financial and professional services centre. Fail to do this and, as we have already seen evidenced, the democratic process will self harm and force levelling down the South East, which would be hugely damaging to the country and is in no one’s long term interest.

Back to Bruntwood and 2022 is set to be our biggest yet in terms of growth as we continue to drive forward the delivery of our Pioneer product throughout our portfolio and expand our innovation districts. There will also be a momentous step forward in our long-term strategy as we make a start on our ID Manchester joint venture with the University of Manchester to redevelop the former UMIST campus. This will be the single biggest project the company has undertaken and will truly bring to life and contextualise the scale of our ambitions and plans for both the business and our cities.

Last year also saw us expand into Oxford and Cambridge, and we hope to add another couple of cities to the network this year. Our strategy remains

however to go deep in place helping cities to develop their strategies and then aligning ours with theirs. We aim to develop a large portfolio of both properties and customer businesses in each city, with this depth being an important part of our proposition to our customers, communities and colleagues.

We always put people right at the heart of all that we do as a business, whether that be our internal colleague proposition “Shape Your World”; the way we design our places; or the work that we do in the wider community. It is this that ensures that the success of our business and our cities will be truly sustainable and will continue to thrive well into the future.

**"While there may be bumps ahead as the world adjusts to COVID becoming an endemic condition, we have never been more convinced of the vital long-term importance of our cities being able to thrive. This is our purpose and we’re doubling down on our commitment to it by ramping up our investment and development activity this year."**

– Chris Oglesby, Chief Executive Officer

# BRUNTWOOD WORKS

One of the largest property providers in the UK. Firmly embedded in our towns and cities, Bruntwood Works blends work and lifestyle to create spaces that encourage interaction and create communities.



AN INTRODUCTION BY  
**CIARA  
KEELING,**  
CEO OF BRUNTWOOD WORKS

As we entered 2021, we were determined to continue on our path of fast-paced innovation. At the heart of everything has been our customers and a truly human-centric approach to help support not only business stability and growth, but also the wellbeing and of our communities.

We've continued our real focus on the future of workspace and how we can create spaces and communities that truly work for our customers. For us, this means putting wellbeing, productivity and sustainability at the core of everything that we do and using the best in technology to help us do that. These key core principles aren't anything new and Bruntwood Works has always been at the forefront of workspace design, but we've really seen a shift accelerated by the pandemic in what our customers are looking for as they return to their workspaces.





For me, this was encapsulated in the launch of Bloc - our latest Pioneer workspace in Manchester, and recognised through its multiple award wins including Fit Out of the Year at the Mixology Awards. Bloc truly blends work and life, supporting wellbeing with a dedicated yoga studio, relaxation room, sleep pods and workspaces designed for productivity. All supported by a beautiful auditorium with great events and an on-site cafe run by Trove, making Bloc a destination for the city.

Whilst it's not been an easy period for some businesses, as our customers began to return to the office, many were thinking about how they take new emerging opportunities to grow their businesses and with that we needed to further develop our customer proposition. We've connected our ever-growing customer community together to support one another, but also worked with our partners and industry leaders to further embed our business support programme, Spark, helping our customers reach their potential.

Our hospitality model has also reached new heights at The Plaza in Liverpool, our latest Pioneer scheme, which benefits from a bar and restaurant on the ground floor, as well as a cafe and virtual studio. This project took a holistic view of placemaking to make the whole area more of a destination, attracting not just businesses to the workspace, but also the general public to the third space as a desirable meeting place. We are creating a place where people will choose to spend their time, not because they have to, but because they want to.

Supporting our retail customers throughout the year was also a huge focus for us, working closely with traders at our places such as Hatch and Afflecks through the pandemic to ensure they could continue to operate. From financial support, to incubator space helping new businesses grow,

we've provided sustainable platforms for those traders. We've also promoted those traders in other means, by offering their products within our buildings, again, showing how our customers can support other customers.

We've further invested in the towns and cities across our regions. In Leeds, we purchased Castle House and announced our plans to bring together West One, Castle House and 100 Wellington Street to create a new workspace, retail and leisure destination. It also highlights our commitment to creating clusters of innovative, like-minded businesses within our regions. In Manchester, we're working with our joint venture partners, including Trafford Council, to continue to breathe life into our town centres focusing the redesign of the high street around people. We've also been developing our plans for our first pioneer building in the regions which will play a huge part in reshaping the use of our town centres as spaces where people can gather to connect and communicate.

Looking to 2022, I'm excited to see work begin on some of our most innovative projects to date. We recently announced the acquisition of Pall Mall, which will reinvigorate the commercial business district in Manchester and put the public realm right at its core. Likewise, the redevelopment of The Alberton will begin in earnest, taking our Pioneer scheme to the next level with extraordinary wellness and sustainability credentials. The 18 storey building will be completely transformed and is set to send workspace standards skyrocketing, bringing a truly world-class asset to Manchester as the city continues to compete on a global stage for inward investment

And, of course, I cannot miss the opportunity to talk about our upcoming sustainability efforts. We've been working hard behind the scenes to reduce our carbon emissions

and create more sustainable workspaces, but next year will see us up our game as we reveal plans for one of the UK's lowest carbon workspaces that will create a blueprint for future developments.

Finally, a huge thank you to all of my Bruntwood Works colleagues who have continued to drive real, positive change for our customers throughout this year, through a range of circumstances. The true impact of the team's efforts can be seen through our fantastic NPS results this year and the award winning achievements we've made, including Insider North West's Developer of the Year, which you can read more of throughout the Review. My sincere gratitudes go especially to our on-the-ground teams who have worked tirelessly throughout the year who have ensured that our buildings operate as spectacularly as usual for all those who needed to be in their spaces.

I look forward to a brighter 2022 and seeing what the year will bring for our fantastic customers, communities and spaces.

**"We've continued our real focus on the future of workspace and how we can create spaces and communities that truly work for our customers."**

– Ciara Keeling, CEO of Bruntwood Works



# FUTURE OFFICES

---





# TAKING WORKSPACE TO THE NEXT LEVEL

The launch of Bloc this year was a first for Bruntwood in many ways. The term ‘Pioneer’ appropriately describes our most forward-thinking, cutting edge developments, and Bloc is a real trailblazer. Following therecent redevelopments of Blackfriars House and 111 Piccadilly, Bloc once again raised the bar for offices in Manchester, fulfilling our Pioneer promise to deliver the workspaces of tomorrow, today.

A focus on wellness, productivity and work-life balance singles the building out as exemplary in a competitive real estate market. In so many ways, Bloc is a true office of the future.

We’re not just talking about the plants here. The way biophilia has been introduced at Bloc goes beyond aesthetics. What makes Bloc an office of the future is that its design supports the mental and physical wellbeing of our customers, and promotes our core purpose themes of promoting sustainability; cultural vibrancy; and a fair and equal society.

**Bloc's blue-green roof stores rainwater and releases it during times of drought and uses plant life to filter pollutants, moderate heating and cooling, and provide a habitat for biodiverse wildlife.**

Our auditorium space, independent onsite cafe by Trove, cinema space, and pop-up room (accessible to the local community) all encourage people to gather and socialise, and offer the flexibility to host arts and culture in various forms. The building prioritises the wellbeing of our colleagues, customers and communities in the use of building-wide technology to optimise air quality, alongside a state-of-the-art yoga studio by FORM, a sleep pod and refocus room.

Bruntwood Works’ Pioneer projects have always acknowledged that bare and bland office space is no longer enough. Customers want more, for themselves and their staff, and our product has to be more comprehensive to compete. Bloc takes this further and, by becoming a living model of our purpose and values, leads the way for the future of Pioneer buildings. Utilising technology and innovation to disrupt the commercial property market, we’ve pushed the bar higher for our competitors, and ourselves, to deliver increasingly ambitious projects going forward.

The themes around which Bloc’s design is based are also those with which we frame our purpose of Creating Thriving Cities, and it is this which truly drives the business forward. By innovating in a way which aligns with this objective, we allow Bruntwood to stand out as a strong, purpose-driven organisation. Bloc has allowed

us to build on that, creating something more ambitious to live up to. The office of the future is a welcoming space which looks after the broader needs of its users, beyond the tasks of work. Bloc shows that

our purpose themes support those broader needs and, by pushing standards higher in our own industry, helps to ensure that workspace like this becomes the norm, truly enabling our cities to thrive.





# A BLENDED WORKSPACE



Ancoats Coffee Co. at 111 Piccadilly

Our vision for blended workspace is epitomised by the work we're doing in our Pioneer developments: progressive office spaces with a wide range of on-site amenities, utilising technology and innovation to provide exceptional environments focusing on collaboration and wellbeing.

This grew out of the hospitality model we'd already been working on for several years, but the idea of a blended workspace takes the concept further and, while still featuring a strong hospitality element, provides a much

more comprehensive amenity offering built around a customer's journey through their working day. The idea is to provide continuous opportunities for the customer to engage with the offer in their building according to their needs while at work. Suddenly, we not only have food and beverage retailers, like Trove at Bloc or Ancoats Coffee at 111 Piccadilly, but also wellbeing facilities like Bloc's Refocus Room, Sleep Pod and Reset Studio. As a result, a customer can cycle to work, shower, grab breakfast, book a meeting, attend a yoga class and even take a nap - all without leaving the building.

We also offer ad hoc wellbeing services, including through our Pop-up Room, which further enhances the variety of services we're able to provide for our customers. We know that wellbeing is very personal and that different people have different needs, so we want to cater for as many as possible.



Ditto Coffee at Union



RESET by FORM at Bloc

Bringing people back into cities is incredibly important for the UK's economic recovery post-pandemic. By embedding amenity into the daily customer journey, the building's offer becomes more attractive to customers, encouraging people out of the 'work from home' mindset, back into offices and, ultimately, strengthening our cities' economies.

The way Bruntwood does blended workspace is centered especially around the three 'purpose pillars' of sustainability, cultural vibrancy and a fair, equitable society. We always work hard to ensure that these three elements are fleshed out in our design and development. Sometimes this looks different depending on what the building allows, but because there are so many ways to express these themes, we always find a way to ensure our blended workspaces acknowledge and embody our core purpose.

Wellbeing is another key element of our blended workspaces which, while having always been a strong focus of our work, has risen in importance since the emergence of Covid, with many more

of our colleagues, customers and communities now actively monitoring and looking after their health. So, as well as featuring bike storage and fitness facilities, it's more important than ever that blended workspaces are also safe and healthy destinations, where people feel comfortable enough to work and spend their leisure time.

Finally, our work with independent traders seeks to tie the retail offer into the community by providing trading opportunities to local businesses with a proposition that appeals to local people. At Bloc, the pop-up room too can be used by the public on an ad hoc basis. The room is designed to enable a range of uses, so we're offering a platform for people in the community to come together and develop ideas, whether business-related or not. We want our communities, as much as our colleagues and customers, to be engaging actively with our spaces. Our approach to blended workspace supports this at every level, so that each workspace becomes a microcosm of our thriving cities, contributing to their future success and demonstrating the power of the Bruntwood brand.



Trove at Bloc





# GREEN OFFICES





# DESIGNING FOR A GREEN FUTURE

Creating sustainable environments is crucial to our approach as a business. We know that we can only fulfill our purpose of creating thriving cities if we can deliver sustainable and environmentally-conscious spaces that support the wellbeing of our customers, colleagues and communities.

Across our portfolio this year, we've been embedding green and sustainable products and technologies to our buildings to support a Net Zero future.

## BLUE-GREEN ROOF

Growing from Bloc, a city centre workspace in the heart of Manchester, is a ground-breaking climate and water resilience research roof.

The blue-green roof from Polypipe Civils & Green Urbanisation will help to develop

a greater understanding of how new construction and data technologies can help cities and urban developments to mitigate the impact of climate change and population growth, while enhancing biodiversity.

The 'smart' blue-green roof, designed by environment management consultants EPG, part of the STRI Group, will allow United Utilities – which co-funded the development at Bloc – to assess how storing and reusing rainwater at roof level can reduce the volume of surface run-off entering its sewer network. As a result, it will help to lower the flood risk associated with the prolonged high-intensity storm events that are becoming increasingly frequent as the climate changes.

The breakthrough technology protects green areas during periods of drought, reduces

potable water demand during hot weather and enhances biodiversity by maintaining flora in optimum growing conditions. In the case of Bloc, planting has been specially selected by partners of the project, STRI, from local varieties to help attract pollinators and a particularly rare butterfly, the Manchester Argus.

“With its potential to mitigate the impact of climate change while promoting health, wellbeing and biodiversity, Polypipe’s blue-green roof is a perfect example of the future workspaces of tomorrow, today. The purpose of workspaces is evolving, and it just goes to show the integral role buildings such as Bloc will play in shaping communities and urban landscapes of the future,” said Operations Director, Andrew Cooke.



## SOLAR PANNELLING

Installing solar paneling across our portfolio is just one element of our sustainability efforts as a business and we're pleased that we were able to continue with the Solar PV installation programme this year on site at 111 Piccadilly.

Solar power is one of the world's most important renewable energy sources. 111 Piccadilly allows for greater solar energy retention due to the volume of roof space available and lack of shading.

While this isn't something that is new to Bruntwood, as we have solar panelling on many of our buildings already, it is also one of the first retrospective energy solutions we have committed to implementing as a business and expect to have a great impact on our carbon footprint.

## EV CHARGERS

We're also set to work on the installation of electric vehicle (EV) charging points across our portfolio.

The property industry will be central to the push towards net zero carbon and the adoption of electric vehicles will be one of the UK's key drivers of sustainability. However, the infrastructure needs to be in place to make them a success. That's why we're committed to ensuring the roll-out works for everyone.

To help the business and our customers become more carbon efficient, we'll be rolling out EV charging points across Greater Manchester as part of a 12 month trial from July 2021, with further deployment across the North West within the next two years.

## SMART BUILDING MANAGEMENT

We've also introduced smart technology across much of our portfolio to help our buildings to work as efficiently as possible. A prime example of this is at 111 Piccadilly where the installation of a 'central nervous system', a smart tech platform that connects a physical space with the people, processes and systems within it, has created an innovative workspace that uses data to enhance user experience.

A new circadian lighting system combined with the use of planting and greenery in biophilic design will improve customer health and wellbeing. And advanced technology, such as sensors to monitor air quality, space utilisation and energy usage, will drive operational efficiencies and help to reduce waste.

The cutting-edge technology has transformed the building and its environment for the benefit of the people within it. By collating real-life data about how and when the building is used we will be able to provide an even better customer experience, and ultimately create more efficient and sustainable workspaces.







# WORKSPACE



# INVESTED IN LEEDS



As a key component of the Northern Powerhouse, and an economic powerhouse in its own right, we've been investing in Leeds for over 15 years.

Our ambition is clear. We want to invest further in Yorkshire and the acquisition of Castle House in June 2021 is the next step on that journey, marking the start of a huge repositioning of the West End district of Leeds.

Sitting alongside our existing buildings - West One and 100 Wellington Street - Castle House is not just an acquisition in the normal sense; it allows us to create a sense of place. We'll be connecting the buildings through one central courtyard to introduce a blend of high-quality workspace with independent retail and hospitality offering. Our vision is to create a new vibrant destination for Leeds that is people driven, design led and socially responsible.

Castle House Leeds will form our first Pioneer building in the city, embedding wellness at the heart of the project along with amenity and a biophilic lead design as well as each of the key pillars of the Pioneer approach. Each of the key pillars of the Pioneer approach. This is set to be something Leeds has not seen

before - but the market is hungry for this level of quality.

We're investing about £1.5m into the public realm, an open building that welcomes the wider Leeds community. We want to deliver a vibrancy that it's not been able to offer so far, with rich biophilia; events space; mix of hard and soft landscaping; and flexibility so the space can be used and enjoyed by different people for different purposes.

We're working with our partners and developers to ensure that this part of the city fulfils its potential and is recognised as a place. The development of the public realm and the quality of the product will help with that.

The development will be strong sustainable credentials supporting the city's strategy and active transport. We're supporting the city's drive to delivering a carbon neutral city region by 2030 as part of the consultation; we're making sure the investments we make are sustainable and are putting the financial resources into ensuring that.

Leeds is a very walkable city and we're supporting the drive to deliver alternatives to the car. West Village Leeds will support one of the most

advanced cycle networks in any regional city. The development will deliver our most ambitious active transport suite which will include bike storage, showers, and a cycle cafe to support the burgeoning cycling community in Leeds.

I'm hugely excited about getting on site and delivering the scheme. It's incredible to think about what the team have planned and worked on, and seeing that coming through as a reality - will be game-changing for us. It's also about working with the city; we already work with them regularly and aligning our priorities to support their own will allow us to work together to create further substantial opportunities for growth in Leeds.

The future is rosy for Leeds. Although it has been a major disappointment to see the lack of commitment to improving transport in Leeds. Connecting the cities within the Northern Powerhouse is going to be crucial to their continued success. Connections between Sheffield, Bradford, Manchester and Leeds are going to be key in delivering continued sustainable, inclusive growth for the city.

– Rob Valentine,  
Director for Leeds and Birmingham



# THE CHANGING DEMANDS OF THE WORKSPACE

The Covid-19 pandemic has seen countless changes to the way we live and work. These have forced our industry to adapt in multiple ways and, at Bruntwood, this has involved supercharging our focus on flexibility as a key element of our customer proposition.

Pay As You Go (PAYG) grew out of a need to provide a flexible, no-commitment alternative to traditional coworking. Historically, our coworking product has varied greatly in terms of pricing and quality. Our approach became more defined with the introduction of 3 tiered packages: membership; shared coworking; and dedicated coworking.

Even pre-pandemic, it was clear we needed to provide a more flexible option. But 'work from home' trends ironically highlighted the value of having a space to work away from home, enabling a clearer work-life balance. Add to that the financial flexibility, and the lack of any contractual onus, and PAYG

clearly satisfies the needs of an increasing number of customers.

The product has also been crucial in stimulating demand for our meeting rooms, which were hit hard by lockdown restrictions, and exposing more users to our 'best-in-class' customer experience, which is one of our key market differentiators.

As PAYG is found predominantly in our Pioneer buildings, once customers encounter the advanced workspace and amenity offer we have in those spaces, they're more likely to recognise the benefits of being able to scale and grow their business within our portfolio.

As the needs of our customers continue to shift, it's important that we use forward-thinking approaches to anticipate, stimulate and satisfy demand. PAYG is the start of our journey towards an ever-evolving portfolio of innovative, flexible spaces.





# LANCASTRIAN ROOF GARDEN

A tranquil roof terrace with views across the Lancashire Cricket County Club? Sounds like some sports fans' dreams. But we know it's great for customers too.

Over at Lancastrian, the revitalised open-air roof terrace has provided an extensive, leafy space to accommodate social events and support collaboration.

But we've also brought the outside in, as the roof terrace can be accessed through an indoor lounge space with biophilic elements throughout to bring the whole experience together.

Designed to strengthen the sense of community for our customers, we've developed an inspiring, innovative area to bring people back together again. With a range of spaces to suit everything from an informal meeting to quiet concentration needs, there's something for everyone.

Together, the impressive new roof terrace and lounge at Lancastrian put connection at the heart of the working day, and are the perfect backdrop for events and collaboration.

Lancastrian is made of four towers which are all named after cricketing legends. These towers come together at ground level and this shared space provides a central amenity for everyone across the quarters.





# BRINGING COLOUR AND NATURE TO NEW YORK STREET



Ensuring our buildings are set for the future, we're thrilled to have transformed Faulkner House, both on the inside and out to create a bright and inviting space for our customer, IRIS Software.

Approaching Faulkner House from New York Street, you are greeted by a majestic new mural created by Sheffield-based Peachzz - an artist whose work looks at nature and how it contrasts with the concreted structures of urban life.

Inspired by the local area and Chinatown, the mural brings the once grey Faulkner House into harmony with the vibrant businesses and communities in the area.

The building's refurbishment has created a first class arrival experience for IRIS and their visitors. Incorporating materials such as bamboo to enhance connections to

nature and create harmony, a warm colour palette evokes a spa-like atmosphere and brings a sense of balance for those using the space.

This design extends throughout the building to help broaden the experience. Plus, we've enhanced the amenity offer by introducing a suite of ground floor showers for those who run or cycle to work.

The external façade of Faulkner House has also been redesigned to complement the surrounding area and improve accessibility, complete with new disabled access and an entrance canopy that creates more presence. The façade has also been improved through the installation of new aluminium double glazed windows, which will significantly improve the thermal performance of the building.





# MARSLAND HOUSE MAKEOVER

Enhancing productivity and wellbeing for the working community, Bruntwood Works' transformation of Marsland in Sale, Greater Manchester, has fostered a welcoming and collaborative environment.

The pandemic has evolved our working habits for good. Flexibility and choice are key, but so too is quality. Spaces like Marsland allow our customers to work locally without compromising. We've transformed Marsland into an environment where customers get all the benefits of working closer to home but with a premium space that can rival any city centre office in terms of style and facilities.

Marsland has seen an entire design-led overhaul of the communal, reception and entrance area, featuring a biophilic art installation and welcome wall in the foyer, including cosy seating for comfortable catch ups and ambient lighting, all designed to improve the working environment and reduce stress.

Bringing in a sense of nature through biophilic design also creates a host of wellbeing benefits including increased productivity, better air quality and reduced stress.

Just opposite Brooklands Metrolink Station, Marsland customers have direct access to Manchester city centre and the surrounding suburbs by public transport.

The added benefit of having a city centre 'hub' alongside town centre 'spoke' locations, is the reduction in employee carbon footprint," says Operations Director, Andrew Cooke. "We're already hearing this is an issue businesses are starting to grapple with as they weigh up the pros and cons of home working - rather than making your teams' homes more carbon efficient for home working, why not simply offer them a sustainable, well-serviced office on their doorstep? Marsland is the perfect example of this 'hub and spoke' model - and we look forward to seeing how much our customers enjoy this new, collaborative space.



# OUR PLACES

---





# STRETTFORD: CREATING A TOWN CENTRE DESTINATION

Everything we do is driven by our purpose of Creating Thriving Cities. In order to achieve this, we pay attention not just to city centres but to the towns in surrounding areas. This continuous focus of investment for us is pivotal to bringing our purpose to life. The town centres in our city regions must be places where people want to live, work and play, just as much as in the cities themselves.

This has been a key focus in our project to redevelop Stretford Mall. As it stands, most of the public footfall is centred around the 1960s-built shopping centre that has grown tired over the years suffering from dated architecture that stripped the town of its high street creating a monolith that prevented growth, adaptability, and closed the town off to its community outside of trading hours.

The Stretford Masterplan aims to address these things, but also helps us to deliver a revamped town centre that considers the needs of the local people and is more commercially viable and sustainable as a result. That's why our consultations with the public have been so crucial in tapping into the current local appetite for retail, leisure, workspace and culture and shaping the future of their town.

The emphasis of our town centre work is in ensuring social, economic and environmental sustainability and creating something dynamic and futureproof - a key pillar in the development of Stretford will also be in the provision of residential units around Stretford Mall. We're also looking to enhance its broader proposition as a place for businesses to call home with the addition of workspace on the high street. Bringing in more residents and workers will further improve footfall and trading performance.

Interlinked public realm will be created to bring people into Stretford as well as green meeting areas with public squares and open spaces, and a green biodiversity corridor including a central park at the heart of the town. Additionally, we'll be repurposing areas into mixed-use spaces to unlock the connection between the town centre and the waterfront canalside.

Ultimately, a symbiotic ecosystem will emerge whereby traders and the community support each other, boosting local economies and allowing the area to thrive by keeping consumer spend within the town.

Our placemaking approach, like our Pioneer strategy, hinges on our purpose and values and brings them to life. In addition to our existing traders, we've sought out hospitality operators who minimise food waste and retailers who have sustainability high on their agenda; we want a vibrant balance of both independent and

national brands; we're creating high-quality public realm in order to make the centre inclusive to a broad range of users, and we're exploring ways to develop the disabled facilities across the centre. On a practical level, we've also planned improvements to the toilets and baby-changing facilities, and identified the potential for a market hall with multipurpose events spaces, to enable the development of a stronger arts and culture scene within the town. The Stretford Masterplan is incredibly ambitious, but we're confident that the purpose behind the project, the purpose which drives our business, is robust enough to ensure that the centre is resilient and will be well-positioned to serve the community for generations to come - marking a new era for Stretford.



# STAMFORD QUARTER DEVELOPMENT

Altrincham's Stamford Quarter, like Stretford, forms part of the town centre proposition for Bruntwood that was initiated by our joint venture partnership with Trafford Borough Council.

Voted Best Place to Live the last two years running, Altrincham is the modern market town with a buzzing energy, unique high street, and a vibrant, independent community. Altrincham already has all of the ingredients that make a successful town and in 2018 was named the

Best British High Street. The Stamford Quarter, a pivotal location within the town is the epitome of a traditional prime high street, home to a number of great national retail chains but has two vacant department stores and unloved public realm. There is a fantastic opportunity to regenerate the Stamford Quarter to create a new liveable neighbourhood that benefits the community, brings variety, reinvigorates the town centre retail and leisure offer, and provides long-term sustainable economic growth.

We've strengthened the local distinctiveness by introducing more independents such as Stutter and Twitch and launched the Stamford Quarter Pop-Up Shop which has been a popular addition to the high street.

Through a placemaking meanwhile initiative - the 'Not-So-Secret Garden', we were able to provide a green open space in Stamford Square for the local community to meet, chat, eat and drink, alongside a curated programme of events.







## GROWING A DESTINATION

We saw the opportunity to repurpose Stamford Quarter's vacant department stores, the former Rackhams and Debenhams, with uses that would be additive to the town centre.

Rackhams provides a great opportunity for us to repurpose an existing building and launch our first Regional Pioneer. By re-envisioning this local landmark as a Pioneer we'll bring workspace directly onto the high street blended with our hospitality model with outdoor terraces spilling into the Square and an evolving hub of retail and community uses.

Delivering the Pioneer strategy - our vision for the future of workspace design

and innovation, to a more local audience, will create a game-changing workspace, retail and leisure experience that will reimagine, and reconnect our town.

The building is also located prominently linking with the transport interchange and can serve as a welcoming entrance into Altrincham.

The old Debenhams unit will be repurposed with a hospitality use on the ground floor, leading to a co-working, collaborative mezzanine workspace, bringing different uses directly onto the high street. And, throughout our plans, we're looking for opportunities to provide event and communal use spaces.

The regeneration of Stamford Quarter will give the local

community a space to work, live and play, right on their doorstep. Also, additive to our town centre vision is the inclusion of residential so we are repurposing buildings into apartments and further homes could be created as the masterplan progresses.

Our town centres will encourage new residents, new businesses, new collaborations. They will be inclusive and social hubs, adding vibrancy to the whole community. Essentially, creating thriving places.

– Andrea George,  
Director of Town Centres  
& Consumer Brands





# CELEBRATING SUCCESS



# LISTENING TO OUR CUSTOMERS

Customer satisfaction is of course imperative to how we operate as a business. That's why, every year, we carry out an NPS (Net Promoter Score) survey with our customers. Since starting the survey, we've had just over 1,000 pieces of customer insight driven from the annual NPS. The NPS is designed to invite every customer, regardless of the building they occupy, product they benefit from or the length of time with us to share open and honest feedback. We've heard where we excel against our customers expectations and we've understood where we need to do better. This level of feedback allows us to go into the business and shape business plans, improvement initiatives and to futureproof the experience at Bruntwood.

The survey links directly back to our service mission, as customers should expect us to "perform like part of their business, care like part of their family". Our NPS survey allows us to open the conversation with customers on how well we're delivering this through our relationships, responsiveness and our overall product offering. Where we're seeing that we're falling short we can put measures in place to rectify it and where we're getting it we recognise and reward our teams.

In July 2021, we conducted our fifth annual survey, with Bruntwood Works achieving a score of +32; a strong score given that cross-industry benchmarks state that scores of 30 or above show that

a brand is performing well. Confidence is high in our overall NPS score this year, as we saw a 76% increase in our sample size, hearing from more businesses and receiving more in-depth feedback than ever before.

We're also proud to see this score against the background of covid, as a recent Qualtrics XM study comparing cross-industry NPS scores pre and post-covid found that, in all 20 industries tracked, average NPS scores declined - and on average by more than 15 points, signalling the huge impact Covid-19 has had on customer satisfaction. Against this backdrop our NPS score and brand performance can be seen to not only be steady, but really strong.





This is the first year that we've delivered the survey in-house through our Customer Experience Team, taking a blend of both quantitative and qualitative data using the leading survey tool, GetFeedback. Used by B2B and B2C businesses worldwide, such as Toyota, Autotrader, Headspace and Puma, we knew that we were in safe hands. Another addition to our approach this year was to use a small team of our on-site Hosts to conduct the qualitative research by having informed discussions with our customers as part of the survey. This allowed for more in-depth conversations and gave us a better understanding and context of our customers' feedback.

The care and dedication of our onsite teams shone throughout the feedback we were given, with customers highlighting the strong relationships they had formed, living and breathing our service mission.

"After much time away from customers during covid, it was so lovely being able to speak to them again, and hear that the job we do really makes a difference to our customers and their businesses," said Sam Booth, Host at Sale Point.

The investments we've made into our spaces were also clearly appreciated, with transformational changes driving even higher scores across a number of our buildings. Our Pioneer schemes in particular saw huge customer advocacy with scores between +50 and +70.

"Excellent customer service by those on reception, always greeted with a cheery Good Morning. We really feel like part of the community with Bruntwood and are kept up to date with what is going on in the local area whether this is planned road works or local events. Bruntwood facilities and cleanliness are spot on."

"I love how Bruntwood includes all of its customers in their events. I have really enjoyed being part of the book group over lockdown and the quizzes that have been hosted. I also really like the Christmas gift scheme [Wishing Tree] that you run each year," said Julie Barbour from BJSS Limited.

Unfortunately the early impact of covid meant that our onsite teams were unable to be as present as usual, with illness and isolation disrupting working patterns. However this is something that we've addressed quickly, ensuring that customers have the support they need from our colleagues and our onsite teams have a strong and regular presence across all of our buildings.

The results of the NPS will enable us to future proof our impact as a business. We'll be keeping the feedback and process alive all year round through our Voice of the Customer programme and the work of our Customer Experience team. We intend to ensure that we are constantly striving to do better and acting upon the feedback we receive so that every single one of our customers receives exceptional services and experiences within our buildings and through our teams.





# AWARD WINNING



Recognising the hard work, passion and dedication of the entire Bruntwood Works team, we were so proud to be awarded Developer of the Year at the 2021 Insider North West Property Awards.

From our Covid response which offered support and guidance to each and every single customer, through to our Spark business support programme, we innovated at pace and continued to put our customers at the heart of our decision making.

Whether it's creating inspiring environments in our buildings, such as Blackfriars House, 111 Piccadilly, Bloc or The Plaza; bringing forward our first regional Pioneer scheme at Rackhams in joint venture with Trafford Council; or working in partnership with our customers, like PortSwigger and Iris, to deliver their visions for exemplary spaces, we've achieved so much over the past 12 months.

It's part of our culture to lean into adversity, to flex, adapt and come out stronger as a team. Our human and customer-centric approach, combined with our innate knowledge of what makes great places has enabled us to move forward and lead the market. And we have so much in store for the year ahead.

And as we look forward to the year ahead, creating sustainable futures is on all of our minds. We've been working hard to create more sustainable workspaces with the goal of ensuring all areas under our direct control are Net Zero Carbon by 2030. And that's why we were honoured to also receive Property Week's Climate Crisis Initiative Award.

This award recognises the hard work we've all put in so far to reduce our carbon emissions. We've launched a range of projects in the Works portfolio from adding

solar panels from roofs across Greater Manchester, to installing electric vehicle charging points, and upgrading the smart building management systems to help our energy efficiency. A huge part of our future plans involve delivering development projects more sustainably. That's why we've been working on a new build at Didsbury Technology Park in Greater Manchester that will be one of the UK's lowest carbon workspaces that will create a blueprint for future developments.

The award win followed the COP26 climate conference and our own internal sustainability month and shows how committed we are as a business.



# SPARK SUMMIT 2021: ONE DAY, NINE INCREDIBLE SPEAKERS



What happens when you bring together the inspiring people behind some of the country's biggest brands to talk about how they're innovating in their industries? Well, Bruntwood Works did just that with our inaugural Spark Summit 2021.

With the past few years being tricky for any business to navigate, we wanted to inspire our community by sharing stories and advice on how these brands are helping to shape an exciting new post-pandemic world.

The event was hosted by Head of Customer Development, Heather Gray and live-streamed from Blackfriars House. Headline speakers included David McDowall, President and COO of international craft beer company BrewDog who discussed the organisation's approach to innovation, and how they have built a culture that allows them to move and respond to


opportunities with lightning speed. John Roberts, Founder and CEO of Manchester-headquartered AO, also discussed how the Circular Economy is good for businesses.

All of the speakers are a part of our community, as a customer or partner from across our regions. Spark Summit also hosted speakers from Jaguar Land Rover, LoveRaw, PeakAI, Alliance Manchester Business School, Royal Exchange Theatre and Grand Union. Ciara Keeling, CEO of Bruntwood Works, also chatted to Heather about the changes the property industry has seen through the pandemic and how we're responding to support our customers.

Ciara commented: "Spark Summit was one of my key highlights of the year - it's incredible that we brought together so many inspiring business and community leaders together to share their stories and learnings and I'm honoured to have spoken

alongside them. From hearing from Roy-Alexander Weise and the work the Royal Exchange are doing within their community to Rimi Thapar from LoveRaw on the waves they're making the world of vegan chocolate - all of the speakers gave our community truly valuable insight and actions to make a positive change. I can't wait for the next Spark Summit".

Spark Summit formed part of Spark by Bruntwood Works, a customer support programme launched exclusively for our customers in early 2021, and will be returning in 2022 - keep your eyes peeled on our website for more information.

 [Click to watch Spark Summit 2021 again](#)



# BRUNTWOOD SCITECH

Bruntwood's 50:50 joint venture with Legal & General, the UK's leading property and innovation services provider dedicated to the growth of the UK science and technology sector.



## AN INTRODUCTION BY

# KATE LAWLOR,

### CEO OF BRUNTWOOD SCITECH

Bruntwood SciTech's CEO, Kate Lawlor reflects on an eventful year in the science and tech sector.

2021 was a busy year, with the publication of the Government's Plan for Growth, Innovation Strategy and Life Sciences Vision, all demonstrating the UK's commitment to becoming a global science super-power. As the UK's leading property and innovation services provider dedicated to the growth of the science and technology sector, we're at the forefront of supporting the delivery and achievement of many of the aims laid out in the ambitious plans.

Our network of innovation districts has continued to grow and outperform expectations as demand and interest in the life science and tech sectors continues to rise. Over the last year we've partnered with The University

of Manchester which will see ID Manchester join our network and extended our reach into the golden triangle; acquiring Melbourn Science Park and being appointed development manager at Begbroke Science Park in Oxford.

We've continued to grow our existing campuses too, completing the first commercial phase at Circle Square and getting started on Base, Enterprise Wharf and the first phase of Birmingham Health Innovation Campus; providing the right facilities, environments and innovation services to support the companies across our network to form, scale, grow and succeed.

We've also grown our team, with Dr Kath Mackay taking up the role of Director for Life Sciences and Jamie Clyde joining as Innovation Services and Regional Director.

Innovation is across everything we do, from the way we design and develop our buildings through to the collaboration opportunities and connections with our university and NHS partners. Partnership is key. Only by working with local institutions and recognising and complementing their strengths, can we create places where individuals and businesses can thrive, making a compelling case for the UK.

I'd like to end on a couple of my personal highlights of the year - the continued work of the Lighthouse Lab testing facility, which now employs over 700 scientists, and the opening of a mass community vaccination centre at Alderley Park. 2021 has been a truly pivotal point in the journey and evolution of Bruntwood SciTech and I'm looking forward to many more highlights and achievements to come in 2022.



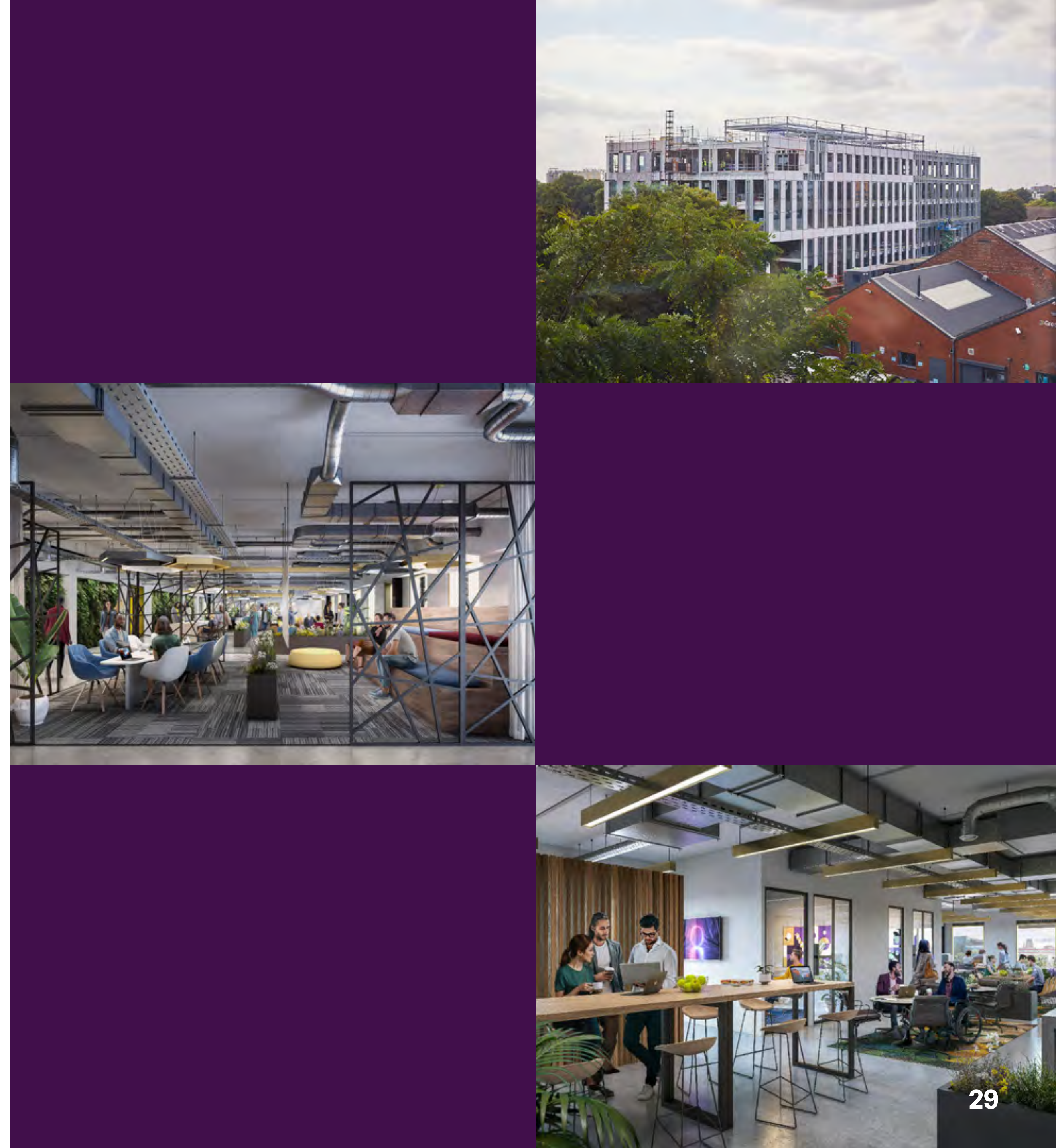


# BASE - OUR NEW HUB FOR INDUSTRY 4.0 TOPS OUT

Base, the new £21m, 91,000 sq ft development at Manchester Science Park topped out in September, making it one of the first projects supported by the government's Getting Building Fund to reach the momentous milestone.

Specifically designed for companies working in high growth, frontier sectors of Industry 4.0 including low carbon, computer and energy technology, gaming, and animation, Base will become a new specialist hub in the city, building on the region's internationally recognised tech and manufacturing cluster.

Due to complete in spring 2022, Base will also be home to a new community innovation activities hub and vocational training centre committed to the rapid upskilling and retraining of young people and those from disadvantaged backgrounds. The new hub will focus on the specialist technical skills associated with low carbon technologies and innovation, and will aim to reach more than 5,000 local residents over the next five years and create over 1,000 high value jobs in support of Manchester's post-pandemic economic recovery.





# ID MANCHESTER



Our new joint venture partnership with The University of Manchester will help to establish ID Manchester as Europe's most ambitious innovation district; home to a global community that will play a vital role in the future of the UK science and technology sector, creating the potential for over 10,000 new jobs in the next 10-15 years.

The University of Manchester's Director of Estates and Facilities, Diana Hampson explains:

"We set out clear criteria for our bidders. Bruntwood SciTech met, and in some cases exceeded, our requirements, aligning with our key goals and behaviours. They gave us a compelling proposal for a deliverable solution and the company's commitment to promoting and investing in socially and environmentally conscious developments was admirable. Their talented and committed team impressed us throughout the journey.

"While it's important to have shared aspirations and visions, working in partnership allows us to bring in other strengths. The University's strengths are our research, collaborations, and our talent pool, whereas Bruntwood SciTech brings strengths in development management, commercial expertise, and specialist



placemaking and innovation skills. Together, this will help us to achieve our innovation goal; by marrying our strengths, we’re much stronger than we would be individually.”

ID Manchester will complement Bruntwood SciTech’s three existing Oxford Road Corridor campuses. The unique access to talent and resources in the University and along the Corridor will be a huge benefit for the district. ID Manchester will offer fantastic placement and career opportunities for students and graduates, and in return the University provides a great talent pool for the businesses through its students, graduates, researchers and staff.

“We believe this is the single largest ready-assembled site in central Manchester, so we feel a responsibility to the University and to the city to put a lot of thought and effort into our plans and consider what long-term benefit we could bring to the University, the city and the region.

“While science, technology and digital are, of course, key to any innovation district, culture will play a key role, too. It’s crucial that this is a wholly sustainable neighbourhood with commercial, residential, retail, culture, placemaking and a great public realm.

“It’s a place where we’ll attract some of the biggest businesses, but also some of the smallest spin-outs. We want to nurture the next generation of game-changing businesses, giving them access to financial advice and how to structure and grow. We see the neighbourhood as a major hub for the city and, ultimately, want to make ID Manchester globally recognised for its economic, social and environmental impact.”

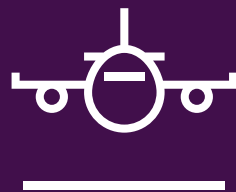
ID Manchester will be sustainable in every sense of the word and will contribute to The University of Manchester’s and Bruntwood SciTech’s environmental sustainability goals. “Manchester’s net zero carbon targets provide us with both a challenge and a major opportunity. It’s crucial that we have a deep understanding of the possibilities of future use. ID Manchester is poised to become one of the final pieces of transformative urban regeneration within the city centre and an exemplar for a new approach to sustainable, inclusive development.

“I’m looking forward to this becoming a reality. We’ve been talking about it for so long, that to bring this to reality will be amazing. We’re conscious that the responsibility for this is massive, but playing our part in the creation of what could be a game-changing district for the city is really exciting.”

**This highly connected new city neighbourhood is in an unrivalled city centre location.**



Adjacent to Manchester’s main public transport hub, Piccadilly Station



20 minutes by train to Manchester international airport



Once HS2 is completed, it will be just over an hour from London by train - the most connected location in the North of England



CIRCLE SQUARE

# MANCHESTER'S NEWEST CITY NEIGHBOURHOOD, CIRCLE SQUARE, OPENS



Manchester's newest city neighbourhood, Circle Square, witnessed its biggest transformation this year, as the first phase reached completion and won 'Workspace of the Year' at the Estates Gazette awards and Insider North West's 'Placemaking Project of the Year'.

No.1 and No.2 Circle Square sit at the heart of the neighbourhood, part of the city's Oxford Road Corridor innovation district; providing over 400,000 sq ft of new, flexible commercial workspace, including coworking, serviced offices and larger floorplates of up to 19,126 sq ft, as well as conferencing, meeting and events space specifically designed for fast growing digital and tech businesses.

Global technology provider Hewlett Packard Enterprise, professional services firm Accenture, multinational construction supplier Hilti, cloud-based accountancy software company Xero, Bosch Automotive and law firm Mills & Reeve are already proud to call Circle Square home. 2021 was also the year that leading renewable energy provider Octopus Energy took 40,000 sq ft at No.2 Circle Square and Autocab, who were



recently bought by Uber, took 20,000 sq ft also at No.2 Circle Square.

Symphony Park, the first and largest public park created in the city in decades, recently opened at Circle Square. The space forms the backdrop to the city's best cultural events celebrating everything Manchester has to offer, welcoming artisan markets, live performances, and the Corridor of Light Festival; a three-night celebration of the Oxford Road Corridor through language, light and ideas. Symphony Park hosted 'Our Beating Heart', a mirror ball on a grand scale in the shape of a heart, creating a visual spectacle of

thousands of spots of light moving across the night sky, designed by light artists Lucy McDonnell and Stephen Newby.

Boutique fitness studio TRIB3 also officially opened its doors, whilst Hello Oriental's new market hall and dining concept, offering fast and fresh Chinese and Vietnamese cuisine as well as DJs and live music will open in spring 2022. They'll soon be joined by around 20 new retail and leisure venues including Canvas, Manchester's newest live music venue, hosting a diverse range of established and emerging live talent, plus club sessions from the best new promoters in the city.



# BRUNTWOOD SCITECH ENTERS THE GOLDEN TRIANGLE

2021 signalled a new era in the growth of Bruntwood SciTech as we announced our expansion into the golden triangle with the acquisition of Melbourn Science Park near Cambridge, alongside a new strategic partnership with leading independent technology and product development company TTP plc.

Located nine miles south of Cambridge city centre, Melbourn Science Park is currently home to the Park's freeholder TTP, as well as companies including AstraZeneca, SPT Labtech, Cellular Highways and LEX Diagnostics.

The development of an ambitious new masterplan for the 16.4 acre campus, will create a long term vision for the future growth of the Park as a leading science and technology cluster in Cambridge. At the heart of the plans will be a new life sciences incubator.

**16.4** ACRE SITE

WILL CREATE **20,000** HIGH VALUE JOBS

WILL PROVIDE NEW OPPORTUNITIES FOR THE  
BRUNTWOOD SCITECH COMMUNITY OF OVER  
**500** SCIENCE AND TECH BUSINESSES



# ALDERLEY PARK GOES FROM STRENGTH TO STRENGTH

After supporting the onset of the pandemic with the Lighthouse Lab, which now employs over 700 scientists, February 2021 saw Bruntwood SciTech complete the full circle in supporting the fight against Covid-19 by opening a Mass Vaccination Centre at Alderley Park. Operated by East Cheshire and Mid Cheshire NHS Trusts, the Vaccination Centre operated seven days a week for eight months, providing 92,500 vaccines to the local community.

“We’re really proud to have worked so closely with the NHS to support the local community and play our part in helping to fight the pandemic. It’s been our pleasure to provide the facilities for such a vital cause and we’ve loved welcoming so many people to the Park. For many, their vaccination represented a glimmer of hope during a difficult time, so to know that Alderley Park has played a small part in helping to raise spirits is very humbling.”

Dr Kath Mackay  
Director for Life Sciences -  
Bruntwood SciTech





**ALDERLEY PARK**

The inaugural Alderley Park Oncology Development Programme which launched in 2020 has started making waves. Funded by Cancer Research UK and Innovate UK, the programme brings together some of the biggest names in UK cancer research and clinical excellence, plus four major global pharmaceutical and healthcare companies to combine forces and help accelerate the translation of emerging cancer research into patient benefits. A unique collaboration of AstraZeneca, Johnson & Johnson Innovation, GlaxoSmithKline, Roche, The Christie NHS Foundation Trust, Medicines Discovery Catapult and the Manchester Cancer Research Centre have supported researchers and start-ups on their discovery journeys.

The Programme received extremely high quality applications from across the UK, with 35 of the 86 applications selected by a committee of the programme partners to proceed to Development Phase 1. In September, the final six projects were selected to proceed to Development Phase 2, culminating in a Demo Day. Two of the cohort members have each since secured a total of over £16m of funding with the remaining businesses in discussions with investors and major pharmaceutical companies.

In August, Manchester Science Park, Citylabs and Alderley Park were designated



part of a High Potential Opportunity zone for Diagnostics and Early Intervention for Healthy Ageing, in acknowledgement of the region’s existing strengths in these areas. The HPO focuses on four key themes: Diagnostics, SMART technologies,

Assistive Technologies and Therapeutics and will promote the Greater Manchester and Cheshire life sciences cluster as a key opportunity for investment and expansion opportunity to international investors across 177 countries.

The past 12 months also saw the opening of new pub and restaurant 'The Churchill Tree', located in the grade II listed Tenants Hall and operated by the Cheshire Pub Company.

In September an exciting world-class sporting event was hosted at Alderley Park, the start of Stage 5 of the Tour of Britain, welcoming over 1,000 people to watch the start depart from Glasshouse. Top name cyclists including Mark Cavendish, Wout van Aert, Richie Porte and Julian Alaphillippe were all in attendance, together with Dame Sarah Storey - the most decorated Paralympian of all time, members of local cycling clubs and over 100 local school children and 26 volunteers.



Tour of Britain



The Churchill Tree



# A NEW KNOWLEDGE QUARTER AND YEAR OF EXPANSION IN BIRMINGHAM

As the Bruntwood SciTech network continued to grow and support the city, 2021 brought with it many highlights. As the Bruntwood SciTech network continued to grow and support the city, 2021 brought with it many highlights including the establishment of a new Knowledge Quarter, the development of Enterprise Wharf, as well as the first phase of Birmingham Health Innovation Campus getting underway. Birmingham Health Innovation Campus getting underway. Plans to develop Birmingham's Knowledge Quarter (B:KQ) took a significant step forward over the last 12 months, as the Quarter's institutions, including Aston and Birmingham City universities, Unite Union, three academies and HS2 came together with Bruntwood SciTech to establish the B:KQ Alliance.

B:KQ brings together 11 institutions, over 40,000 students and 170 innovators and investors together over 50 hectares to create a destination and transform Birmingham through innovation. Working as part of B:KQ, Birmingham City Council and the other Alliance Members will establish a vibrant place, well connected to the city's other districts to offer a home for a new generation of "collaborateers".



## BIRMINGHAM

In March, construction began on Enterprise Wharf, kickstarting the development of Birmingham's first smart-enabled building.

Designed to offer tech companies an innately tech-enabled environment, the 10 storey, 120,000 sq ft Enterprise Wharf will feature a large, open plan reception and collaboration space, cycle storage, space for electric vehicle charging, showers and a roof garden with stunning views over the city. New external landscaping will create a new green space for the campus, providing direct, much improved access to the adjacent Birmingham and Fazeley Canal.

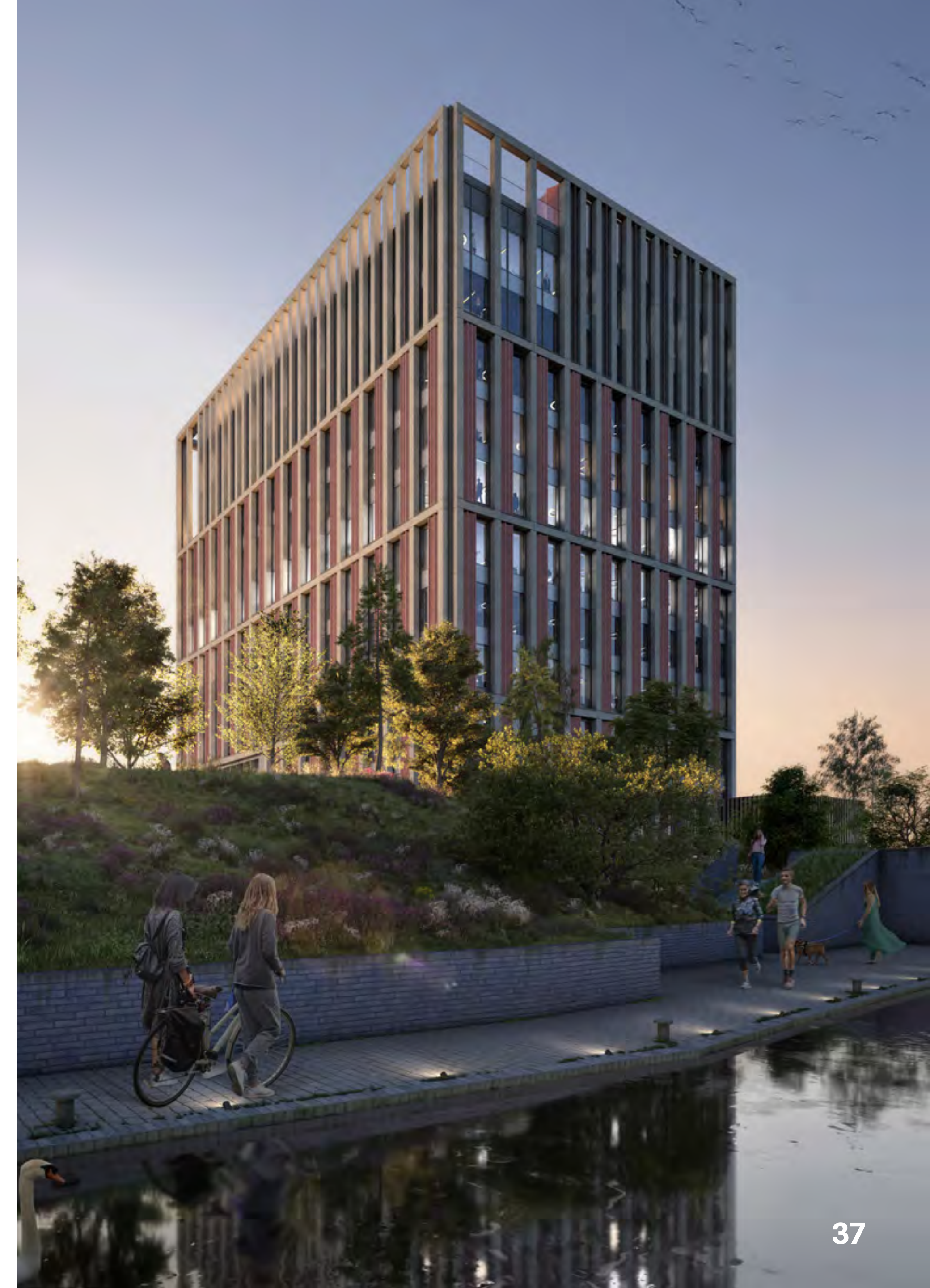
Embedded with smart Internet of Things (IoT) technology, Enterprise Wharf will collect and have the ability to monitor data from the Building Management System, HVAC, lighting and CCTV. Data from a range of sensors will be displayed in a purpose-built dashboard, allowing air quality, lighting and energy consumption to be managed and optimised, creating a healthy, productive and sustainable workplace.

Enterprise Wharf will be the first new development at the Innovation Birmingham Campus to incorporate measures towards the achievement of Net Zero Carbon; including an A-rated EPC together with 100 m<sup>2</sup> of PV solar

power, and a combined air source heat pump and chiller system enabling highly efficient heating, heat recovery, and cooling. The building's facade has also been optimised to provide high thermal efficiency, minimising internal artificial lighting requirements.

Due to complete in October 2022, Enterprise Wharf will more than double the size of the current Innovation Birmingham Campus and provide almost 120,000 sq ft to the innovative tech and digital companies of tomorrow.

"Enterprise Wharf will be a valuable and important addition to Birmingham's already thriving tech ecosystem. Birmingham boasts world-class universities, a skilled talent pool and fantastic transport links making it the UK's top city for startups. The Innovation Birmingham Campus has long held a reputation as a dynamic innovation community for SMEs. This expansion now opens up the Campus' innovation capabilities to larger companies looking for opportunities to access innovation and talent in the region.





Work also got underway on the first phase of development at Birmingham Health Innovation Campus (BHIC) this year, with construction starting on the first building - No.1 BHIC.

Due for completion in late 2023, No.1 BHIC will be home to the University of Birmingham's Precision Health Technologies Accelerator, Birmingham Precision Medicine Centre and the Health Innovation Technologies Hub. Companies co-located at the Campus will be able to bring their products to market faster, accessing expert clinical trials capability, world-leading medtech device expertise and the historically strong connections across academia and the region's biggest Trusts.

When complete in 2030 the Campus, a Life Sciences Opportunity Zone and High Potential Opportunity for Data Driven Healthcare, will offer 657,000 sq ft of premium lab, office and innovation space, helping to support the creation of up to 10,000 jobs and contribute £400m GVA to the region per annum. Surrounded by some of Birmingham's largest clinical and

academic institutions, including the University of Birmingham, University Hospitals QEH Campus, Biohub Birmingham and Birmingham Women's and Children's NHS Foundation Trust, the Campus will help to catalyse the region's life science industry with its unique ability to offer the full supply chain from clinical trials through to manufacturing and logistics.

**“Birmingham's first smart-enabled building offers a unique and unrivalled opportunity for tech businesses to benefit from super-fast and reliable connectivity, smart access control and visitor management as well as the ability to control temperature and lighting to reduce CO2 emissions and improve wellbeing and sustainability.”**

**- David Hardman, Managing Director, Bruntwood SciTech - Birmingham**





# BRUNTWOOD GROUP

At Bruntwood, we believe that thriving cities with the best, most sustainable futures are those that are culturally vibrant, equal and environmentally-conscious. This is why we're committed to investing in these areas and where our expertise and passion can make the most impact.

Here we delve into how we've been delivering our purpose throughout 2021.



# CREATING THRIVING CITIES

Everything that we do at Bruntwood is driven by our purpose of Creating Thriving Cities. We believe we can only continue to succeed and make a positive impact by being deeply rooted in our cities, which goes beyond property and our developments.

We believe that thriving cities are those that are sustainable, fair and culturally vibrant places, and through our roles as a developer and investor, operator of buildings and business communities, employer and city partner, we can impact meaningfully on each of these aspects of thriving cities.

But, for our cities to thrive, we all - individuals, businesses, organisations and communities - need to come together. Being led by our purpose, we aim to work with all of our colleagues, customers and partners to create real change in our communities.

## Our Reach

With over 50,000 customers in sectors ranging from tech to professional services, life sciences to retail, we have the breadth of experience to help businesses find the ideal space and support to help them thrive.



50,000+

people in the Bruntwood community support to help them thrive.



100+

landmark buildings



700+

Bruntwood employees



£1.4bn

in development



£1bn

of property under ownership



£4.9m

charity donations from Bruntwood and the Oglesby family





# OUR PEOPLE

---



# LEARNING AND DEVELOPMENT AT BRUNTWOOD

Over the past year, we've really accelerated our approach to learning and development, both in terms of the learning opportunities we create for people and the initiatives available on Kallidus, our e-learning platform.

We've spent time developing platforms and forums for our colleagues to talk about their career progression and development, bringing in brand new tools and resources to support their conversations. We've made accessing learning more visible and simple, through our offering of Learning Sponsorship and Learning Loans, which encourage colleagues to focus on their own professional development by taking away some of the financial burden that can come with it. We've driven peer to peer and social

learning, through our Peer Learning Networks, and encouraged all colleagues to ask for more feedback on their performance and development to help them to know where to focus. As curators and guardians of our learning culture, we aim to ensure our people can access what's right for them.

We're also investing in our leaders through our leadership development programmes. We recognise how critical our leaders are to enabling and driving a culture of high performance, learning and growth. We are focusing on some really crucial leadership topics, including growth mindset, resilience and adaptability, inclusion and empathy, and innovation. All of these are critical skills for our leaders, but will be cascaded across the business to all colleagues through learning opportunities and resources.





# SUPPORTING OUR PEOPLE, JEN ATKINS



Bruntwood has always believed that people are at the heart of our success and our culture sets us apart. We're proud to be an organisation that strives to enable people to have fulfilling and meaningful careers, and we care about our colleagues and want to make a positive impact on their lives. Over recent years we've worked hard to make sure that our employee value proposition is authentic and transparent. We endeavour to be role models for other organisations and live by the values that are important to us.

We are proud to pay a real living wage and recently became accredited, and we are founder members of the Greater Manchester Good Employment Charter. Although the latter is Greater Manchester based, those values carry across every region that we operate in. Both the Real Living Wage and the Charter hold us to certain standards including having good mechanisms for employee voice, secure and flexible work, great people practices, and a focus on employee wellbeing. We see the Charter as an ongoing commitment to our current and future colleagues.

We've spent a lot of time listening to our colleagues to understand what people love about working at Bruntwood and developing what we stand for. We live by the principle 'Shape Your World', enabling colleagues to have experiences here which have a positive, lasting and meaningful impact on careers and lives. We want all of our colleagues to thrive and grow, personally and professionally. Our culture promotes a real sense of autonomy, giving colleagues control of their life and work,

plus the ability to learn, develop and work within an organisation with a clear purpose. Together, these elements make Bruntwood somewhere people can shape their future.

I'm committed to creating this kind of environment because I believe that everyone has the potential to do whatever it is they want to do. We all want our lives to be fulfilling and as a business we have a responsibility to unlock their potential. This is why we are working initially with our leadership team to cultivate a growth mindset culture. You spend a lot of your life at work and deserve to be in a safe, inclusive environment and feel like you can have fun at work. You want to feel like you're doing something meaningful. That's really important to me personally. I want to work in that kind of environment; I want that for everyone at Bruntwood. We know that people who are able to operate in that way, where they're challenged but not burned out, and they have control over their work, then they're going to perform better and go the extra mile. We want people to have that shared ownership for Bruntwood and feel proud of that success.

We're also dedicated to helping other businesses to provide opportunities and tackle disadvantages. Through our partnerships and business support programmes, we offer support and advice for organisations to create fair and equal opportunities.

Through our social impact agenda, we encourage our colleagues to volunteer with organisations tackling disadvantage. For example, we work closely with the Youth

Zones in Manchester to create opportunities for young people and through the Oglesby Charitable Trust (OCT) we support charities that are specifically tackling systemic inequality. The OCT has a clear sense of strategic giving, supporting specific philanthropic areas which matter to both the Oglesbys and to Bruntwood. We encourage all of our colleagues to engage with the areas they support, educating them on what those charities are about, what they're doing, and finding ways of being able to help them get involved.

The most powerful thing I think this can do is open people's minds up to the challenges that communities are facing. We all need to see this not as something that's happening elsewhere, but something that we can really impact and create positive change.

**"We're proud to be an organisation that allows people to have a fulfilling and meaningful career, and we care about our colleagues and want to make a positive impact on their lives."**

– Jen Atkins, Director of People



**“It’s the job satisfaction that I’ve enjoyed the most. I love walking up Oxford Road, seeing Circle Square and thinking, ‘I’ve helped on that’. If I walk past Circle Square in my 50s, I’ll always be able to say that I played a small part in bringing that to life.”**

– Sam Bailey, Professional Construction Apprentice



# DRIVING PROFESSIONAL GROWTH THROUGH APPRENTICESHIPS

When it comes to skills and talent, ‘growing our own’ has always been embedded into our business. We believe it’s important to invest in our people, both for their own professional growth and future, but also for the benefit of the business. Apprenticeships are just one way in which we invest and develop our people, but they play an important part in allowing us to tap into the skills and talent available across our regions.

Apprenticeships at any level help businesses and individuals to address the skills gaps within our communities and wider economies, encouraging fairer opportunities for people going into work. We want to ensure that people within our communities are equipped with the skills that businesses and economies need, regardless of gender, ethnicity or background.

A shining example of the positive impact of apprenticeships can be seen through the growth of our Professional Construction Apprentice, Sam Bailey. Originally starting a Philosophy degree, Sam decided university education wasn’t for him. Working part time after leaving his course, Sam

eventually opted for an apprenticeship. “I wasn’t good at exams which is one of the reasons I left university,” explains Sam. “I think apprenticeships level the playing field for people who struggle with exam scenarios.”

Attending college one day a week and working four days a week at Bruntwood, Sam was able to learn both academically and on the job, taking what he’d learned in college back into his day-to-day role.

Learning on the job provides a completely different experience to traditional academic teaching. “It’s the job satisfaction that I’ve enjoyed the most,” explains Sam. “I love walking up Oxford Road [in Manchester], seeing Circle Square and thinking, ‘I’ve helped on that’. It’s nice that there’s a tangible product at the end of your work that reminds you of what you’ve achieved. If I walk past Circle Square in my 50s, I’ll always be able to say that I played a small part in bringing that to life.”

On completing his course, Sam was awarded M-Futures Apprentice of the Year, something the whole business is especially proud of him for.

Throughout his apprenticeship, Sam has been guided by his team at Bruntwood, answering any questions and making sure he has the knowledge and support he needs. “Everyone has been really accommodating. So it’s been good to work with people in a wide range of roles, and they’ve all been really nice. It’s really their help that’s allowed me to get the award for Apprentice of the Year,” says Sam.

“Next year, through Bruntwood, I’ll be doing a degree apprenticeship and there will be exams there, but I feel I’ll be in a better position to apply myself having gained some on-the-job experience.”

So, what would Sam say to anyone thinking about doing an apprenticeship? “I’d say take the chance if you can. It’s a great opportunity because, in the past, if you weren’t as traditionally academic a lot of career opportunities would be closed off, and apprenticeships are changing that.”





# CULTURAL VIBRANCY

---





BRUNTWOOD GROUP

## LEEDS INTERNATIONAL FESTIVAL

Playing a significant part in making the Leeds city region an exciting, culturally rich place to be, we were delighted to partner with Leeds International Festival in September 2021.

Pushing the city forward as a hub of invention and inclusivity, the Festival will create outstanding experiences for residents and visitors alike. Showcasing home-grown talent and businesses, as well as hosting extraordinary events, the Festival pitches the city as an international destination with an ambitious future.

## HOMEGROUND IMPACT

OVER 700  
ARTISTS  
PERFORMED

CREATED OVER  
800 JOBS

PRESENTED  
OVER 70  
EVENTS

50 DJ  
TAKEOVER  
EVENINGS

ALMOST  
50,000  
VISITORS

# SUMMER OF CULTURE

We don't know about you, but after months of restrictions, we had really been missing enjoying the culture of our regions. Whether it's theatre, music concerts, sporting events or museums, we truly believe that every aspect of culture enriches our lives and makes our cities thrive.

After restrictions meant there was a severe lack of opportunities to enjoy arts and culture, our 'Summer of Culture' was the perfect antidote to the year gone by. We're incredibly passionate about supporting creative projects that encourage participation and uphold the cultural vitality of our cities. That's why we were proud to support a number of cultural festivals and initiatives across our regions in 2021.

## HOMEGROUND

We joined forces with our long-standing partner, HOME to support its latest venture, Homeground, an 80,000 sq ft outdoor venue celebrating the return of live arts, theatre and music. Showcasing the best of Manchester's arts and culture scene, the programme of events was exciting, diverse and accessible.

The 'Bruntwood' and 'Bruntwood: City Centre' stages provided free music and entertainment, featuring takeovers by arts organisations from across the city, including Manchester Camerata, RNCM, Z Arts, Brighter Sounds, Untold Orchestra, Creatures of Catharsis, Contact, Manchester Jazz Festival, Manchester Folk Festival and Big People Music.



Right: The Bruntwood Stage at Homeground

Left: George Clarke at Leeds International Festival, photograph by Tom Martin





Cast of Notes on Grief, MIF 21.  
Photo: Tristram Kenton

**“We are hugely grateful for the longstanding support of Bruntwood. They have been one of our biggest sponsors since the very first festival, and their vision for Manchester’s future has always been deeply aligned with ours.**

– John McGrath, MIF Artistic Director and Chief Executive

## MANCHESTER INTERNATIONAL FESTIVAL

In July 2021, Manchester International Festival was back for its eighth instalment - and our 14th year of partnership. The team worked hard to make it more accessible than ever before, offering a range of free events across the city which delve into inspiring and thought-provoking topics that really matter within our society.

John McGrath, MIF Artistic Director and Chief Executive said: “We are hugely grateful for the longstanding support of Bruntwood. They have been one of our biggest sponsors since the very first festival, and their vision for Manchester’s

## LIVERPOOL BIENNIAL

After having to delay the festival due to the pandemic, we were delighted that Liverpool Biennial was finally able to open its doors this year. The Biennial commissions artists to make and present work in the context of Liverpool and is underpinned by a year-round programme of research, education, residencies, projects and commissions which showcase the work of international artists across the city.

We were pleased that as part of the Biennial, we were able to display some amazing works by artists Xaveria Simmons, Sonia Gomes and Invernomo & Jim C. Need at Cotton Exchange.

Culture has always played an important part at Bruntwood. As an organisation, we have continuously championed the arts, recognising the significant and positive change that they can make to individuals’ lives, as well as the vibrancy of our cities and communities.

We believe that the cultural vibrancy of our cities and communities is playing a vital role in the recovery from the pandemic, contributing financially to the economy, but also bringing hope and joy to so many of us.

## MANCHESTER INTERNATIONAL FESTIVAL IMPACT

**3 MILLION PEOPLE  
EXPERIENCED MIF21**

**2,000 GREATER MANCHESTER  
RESIDENTS TOOK PART**

**1.2 MILLION PEOPLE  
EXPERIENCED MIF21 ONLINE**

**450 VOLUNTEERS HELPED  
TO MAKE IT HAPPEN**

**200 KEY INDUSTRY FIGURES  
JOINED FROM AROUND THE WORLD**



# OUR PARTNERSHIP WITH COMPASS LIVE ART

Compass brings free, interactive and thought-provoking contemporary art projects to the places where people live, work and play in Leeds. Rarely appearing in the museum, gallery or theatre, Compass projects are more at home in bus stations, city squares, rooftops and river boats. "The artists we work with make art projects that need a live audience to activate them and affect them - we offer art that you do and experience, not that which you sit and watch," explains Co-Director of Compass Festival, Peter Reed. We caught up with Peter to find out more.

## **What was it like planning Compass for 2021 and dealing with the pandemic restrictions?**

Although we were fortunate to have flexible and supportive partners to help us through, COVID-19 had a major impact on our plans. First delaying the festival from November '20 to March '21 before deciding on a slow festival model that would unfold as the lifting of lockdown allowed. It has been fascinating and challenging to change from a ten day spectacular to a five

month roaming programme. From ringing every working payphone in Leeds each day for ten days with an audio work, 'Pick Me Up' (& hold me tight) about hope and listening, to inviting the city to join us in a recreation of one of its most beloved lost pubs in July in Public House.

## **How does partnering with Bruntwood help the Compass team?**

Working with Bruntwood has been our first major commercial partnership as a festival and we couldn't have hoped for a better friend. Conversations began early on in our process and we were able to talk and share the programme with their team at key points through the journey to delivering it, their national perspective on Leeds informing some of our decision making.

## **What do you hope people have taken away from the Festival this year?**

Over 18,000 people joined us or took part in a Compass Festival project in 2021, more than we could have hoped for after such a challenging two years. They

will have taken away a myriad of different things depending on which part of the programme they experienced. But, I hope, given all the separation and isolation of 2020, they will have used our programme to in some way reconnect with friends, colleagues, one another in a rediscovery of the city we call home.

## **What are you looking forward to about the year ahead?**

We're now raring to go and aim to regain lost time to deliver an edition of Compass Festival in Autumn 2022. We've been cooking up some exciting ideas through our artist residency programme and hope to be able to share more soon. We'll be inviting the public to join us in a participatory food factory, follow a roving neighbourhood venue celebrating Black culture, reimagine industrial wasteland through dancing and share with us a piece of advice they hold dear. Watch this space!



# COMMISSIONING ART AND ARTISTS

We're dedicated to supporting local artists and creators across our regions, giving them the opportunity to work within our spaces, but also help them to showcase their work through commissions in, or on, our buildings.

In Manchester, Artin Light has embedded an innovative grid of lights into the living wall at Bloc, bringing the building to life at night with subtle waves of organic light. The 'glowing' wall gives the effect of delicately coloured blossoms within the greenery, contrasting with the brutalist architecture of the building.

Bringing even more colour to the city centre, Faulkner House was also brought to life through a gorgeous mural from street artist, Peachzz. Inspired by the local area and Chinatown, the artwork is enough to brighten anyone's day.

And in Birmingham we're excited to be partnering with Grand Union once again

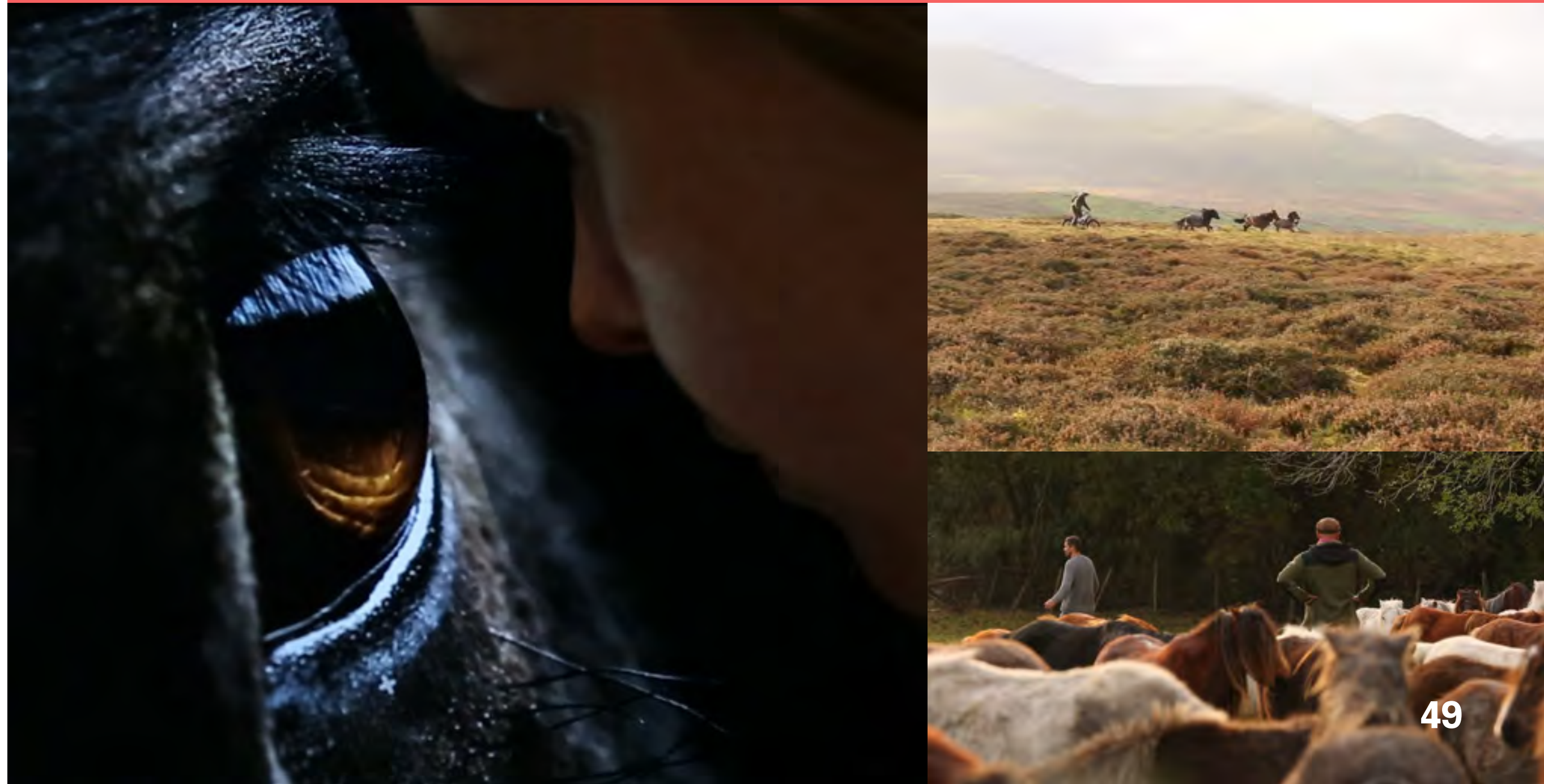
on our Artists in Residence programme. The scheme provides a free and specially designed studio space for artists interested in working in residence within the frame and environment of another organisation. This year, artists Laura Cooper and JJ Guest have been in residence at Cornwall Studio, producing new work and exhibitions, developing research and undertaking commissions. JJ's work can be seen on display in Cornwall Buildings.

"During my time in the residency I have developed a project which looks at what humans might be able to learn from horses about leadership and collaboration and how they are being used in corporate training programs," explains Laura. "As a result of this project I have developed a new body of drawings and also utilised several office spaces to make new video work, both of which will culminate in my commissioned piece in early 2022."

Photo: Laura Cooper

**"The Bruntwood residency has been a source of great stability, both a physically and psychologically during the unexpected events of the past few years, its a vibrant and welcoming environment I feel fortunate to have be part of."**

Laura Cooper, Artist-in-residency  
at Cornwall Buildings





# SUPPORTING CREATIVE INDUSTRIES

Supporting the cultural vibrancy of our communities is crucial to achieving our purpose of Creating Thriving Cities. For us, a vibrant arts and cultural scene is a huge part of that, giving communities the chance to learn, to debate, to discover ideas and new ways of thinking, and ultimately providing the opportunity for people to get their voice heard.

Across each of our regions, we support a third of the production theatres in the UK. We want to help raise awareness of the fantastic work being produced, as well as the far-reaching programmes these theatres have in the community which encourage creativity and diversity. This includes:

- Leeds Playhouse
- Birmingham Repertory Theatre
- Liverpool Everyman and Playhouse
- Royal Exchange

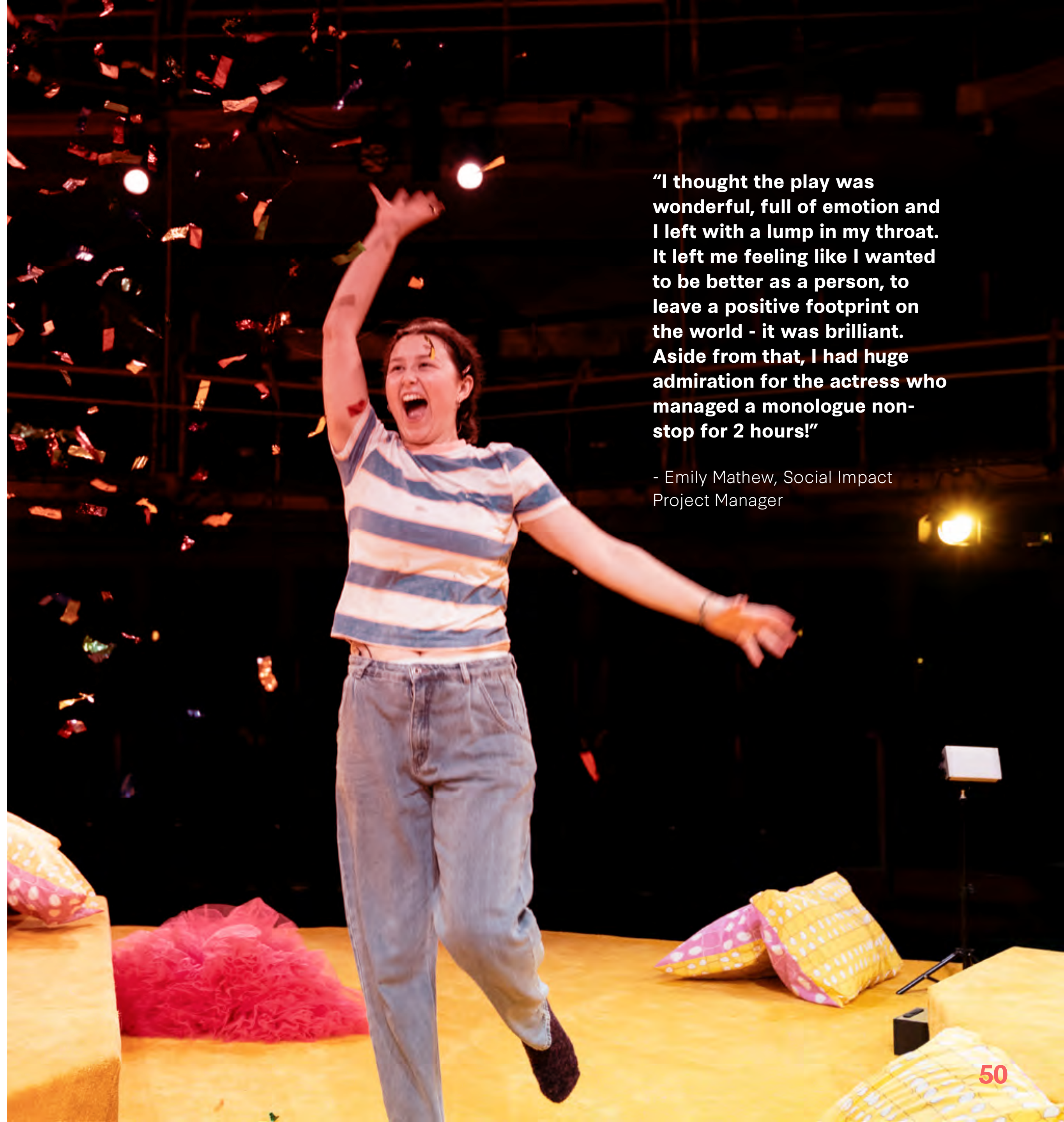
These producing theatres truly put community at the heart, offering opportunities for local disadvantaged children and families to enjoy plays, providing training to emerging artists, and ensuring performances are accessible for all.

It was fantastic to see our theatres come back to life this year, especially in autumn as we saw Stuart Slade's 2019 Bruntwood Judges Prize-Winning dark comedy, *Glee & Me* hit the stage at the Royal Exchange. Directed by Nimmo Ismail and performed by Liv Hill, the play is an unexpectedly optimistic portrayal of love and the extraordinary resilience of the human spirit.

Liv Hill in *Glee & Me* at Royal Exchange Theatre, photo by Helen Murray

**"I thought the play was wonderful, full of emotion and I left with a lump in my throat. It left me feeling like I wanted to be better as a person, to leave a positive footprint on the world - it was brilliant. Aside from that, I had huge admiration for the actress who managed a monologue non-stop for 2 hours!"**

- Emily Mathew, Social Impact Project Manager





# FAIR AND EQUAL SOCIETY

---





# WHAT DOES A DIVERSE AND INCLUSIVE WORKPLACE MEAN TO US?





When you look at the world today, you see a lot of polarisation and an increase in ‘cancel culture’. This is completely counter to an inclusive culture which seeks out different views and perspectives, and where people listen and act authentically.

We could rely on world leaders to fix the challenges that exist. But that’s not what Bruntwood is about. We don’t sit on the sidelines. As an organisation, we have a responsibility to try and break down systemic inequalities and discrimination.

Our purpose is to create thriving cities and economies. To do that, our communities and societies need to be fair and equal - and we have a part to play in developing that. From our perspective, we know that bringing diverse thoughts, ideas, perspectives and voices to the table creates a far more innovative business proposition and much better performing organisation, which better serves its customers.

In order for us to ensure we have a diverse workforce, we must have as much of a focus on creating an inclusive culture, enabling people to feel a sense of belonging. Ultimately, it comes back to delivering on our values and our purpose.

Diversity and inclusion is such a complex area, and we’re not always going to get it right, so we need to listen to our colleagues. We’ve always been an organisation that listens as we know that we don’t have all the answers. We’ve recently established a team of D&I allies who are already challenging the business, which is brilliant. We’ve invested in the D&I allies through training and development, and providing time within their roles to take on this additional responsibility.

We want to support them and for them to challenge us, to tell us how we can be better. It’s important that we talk honestly about where we have challenges and celebrate our successes. This way, other organisations can see that businesses like ours, who have a great reputation for being a great employer, have these challenges as well - and we’re all trying to overcome them. It helps us to support each other. We want colleagues to feel like they can speak up and know that they won’t be shut down. We want people to trust that we will do something about it. We won’t always get it right - but that’s for no other reason than that nobody’s perfect.

Investing in people ties directly back to our purpose. To create a thriving city, we

need good jobs and fair employment; we need to have people in secure work and have an inclusive and equitable society. We have a massive part to play in making that real for our organisation, but also for the communities in which we work. If we invest in the skills development of our people, that in turn supports the cities that we operate in. If we invest in programmes like diversity and inclusion then it has a wider impact on society.

People want to work for a purpose-driven organisation; a business that cares. If we can keep our values and our purpose at the heart of everything we do, and be truly people-focused, then we can’t go far wrong. If we keep listening to our colleagues, embrace a ‘learn-it-all’ culture, seeking new ideas and inspiration from other organisations and everybody around us, then we’re not going to rest on our laurels. We’re not going to become complacent about culture because we can’t be complacent, it’s very fragile; you have to keep working on it all the time.





# WORKING IN OUR COMMUNITIES

## SUPPORTING THE COVID RESPONSE

Following all their hard work in 2020, the team at Alderley Park continued to support the local NHS this year with the launch of a Mass Vaccination Centre at the site's Conference Centre. Playing an integral part in the national vaccination plan, the vaccination centre cemented Alderley Park's position as a world-leading life science campus and supported the health of the region and the wider economic recovery.

Dr Kath Mackay, managing director at Bruntwood SciTech's Alderley Park, said: "We're really proud that we're now supporting the vaccination programme too, which is so crucial to our economic recovery and the path out of the pandemic."

"Close collaboration with the NHS is part and parcel of what we do every day, not just at Alderley Park but across the Bruntwood SciTech network. The vaccination centre is just another great example of our partnership in action."

**"We're really proud that we're now supporting the vaccination programme too, which is so crucial to our economic recovery and the path out of the pandemic."**

– Dr Kath Mackay,  
Director of Life Sciences

## BRUNTWOOD CARES

As the vaccination got well underway at the start of 2021, we joined forces with our local NHS, encouraging our colleagues to use their Bruntwood Cares hours - paid time to spend volunteering in our communities - to support the delivery of the programme.

Rachel Butler, Head of Health, Safety & Risk, took part in the volunteering on-site in Bury. Here's what she had to say: "Myself and some of the team have been fortunate enough to assist with the volunteering programme in Bury. It's amazing to see how much organisation and effort goes into the vaccination roll out; everyone felt safe, happy and comfortable and I can't thank the NHS, all of the volunteer doctors and nurses and Bruntwood for providing us the opportunity and for all of the work they do."

"Everyone was truly grateful for our help that day and made us feel like part of the team. The staff were so helpful and friendly, it really felt like we were making a difference."

A huge thank you to all of our colleagues who volunteered their time this year.





# CLIMBING TO SUCCESS

One very wet weekend in October, colleagues from our Birmingham, as well as customers and partners, set off on an immense two-day scenic route 40k trek of the Peak District. Over 13 hours, the team walked, battled wind and rain, and eventually came across some sunshine.


This was all in the name of raising money for our Birmingham-based charity, Grand Union’s The Growing Project which ‘Green-Senses’ the city by growing food and creating green spaces in previously underutilised urban locations. The spaces are all developed, tended and nurtured by homeless and vulnerable people in the community with the support of specialist organisations. Teamwork was truly the spirit of the weekend, and even when the steep hills seemed tough, everyone showed a “no man left behind” mentality.

Taking place over the Great Ridge which connects the summits of Lose Hill and Mam Tor in Derbyshire’s Hope Valley, the route has panoramic views across the Peak District.

Heavy footfall had left the path in a badly eroded state and work to repair the damage to the path started in March this year.

Thanks to the British Mountaineering Council’s Mend Our Mountains: Make One Million campaign, which received funding from our partners at The Oglesby Charitable Trust, 500 metres of the most serious damage along this well-loved path has now been repaired to protect the surrounding landscape and bordering habitat.

We’re so proud of the team who managed to raise over £5,000 for The Growing Project.

 [Click to watch our team’s highlights](#)





# SUSTAINABILITY

---



# SUSTAINABILITY AT BRUNTWOOD

Acting sustainably has always been at the heart of Bruntwood's approach, recycling buildings and giving them a second life, and developing with a Net Zero Carbon future in mind where this isn't possible.

We know that the built environment is one of the main

contributors to carbon emissions – with buildings accounting for almost 40% of total CO2 emissions globally - and we take our responsibility to play our part in changing that very seriously. We aim to be an industry leader in the development and operation of sustainable buildings, with sustainability playing a key role

in our business processes, decision-making and culture. Our sustainability goals will help us to deliver our purpose, protect our buildings and spaces, accelerate growth through sustainable propositions, and support regional, national and global efforts towards a sustainable future for all.



Click to find out about our sustainability efforts





# OUR VISION

At our core, we are a community-minded firm, and we care deeply about the cities we operate within and the customers that we serve. We know that we can only fulfil our purpose of creating thriving cities if we can deliver sustainable and environmentally conscious spaces that support the wellbeing of our customers, colleagues and communities.

To reach our Net Zero ambitions with our customers in mind, we aim to be catalytic and take ownership for greening our buildings. The idea of linking the consumers of power with the generation of their power is important, but fundamentally, the big challenge is to reduce the amount of energy that our buildings require in their construction and operation.

Having our own energy business, Unify Energy, gives us the opportunity to look at the biggest single aspect of energy usage in our buildings, which, ultimately, isn't within our control but lies with the customers in those buildings. Our fully integrated model, and working closely with our customers, puts us in a really strong position to help them achieve their Net Zero goals, and also for us to look at our own consumption.

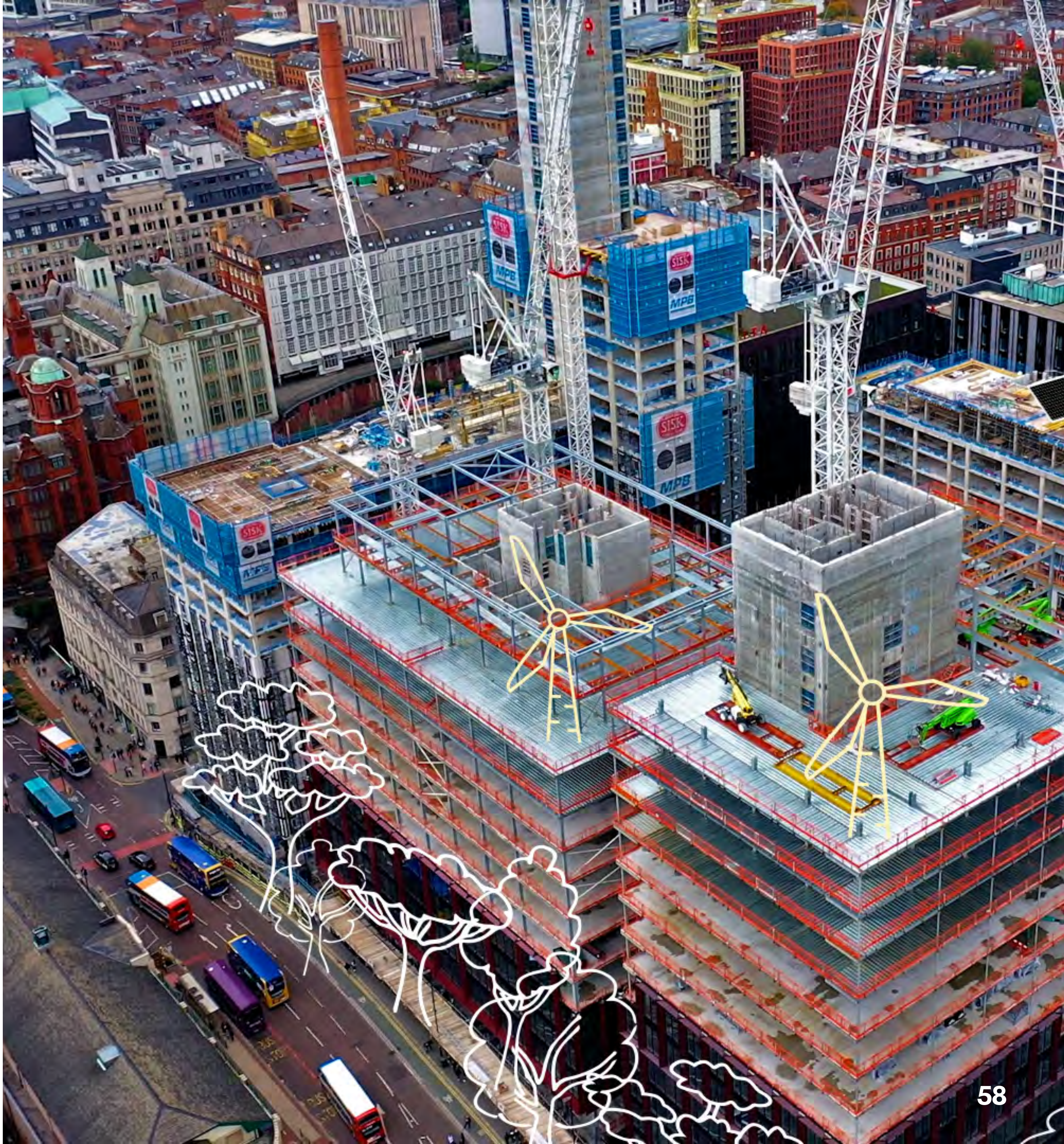
By 2030 all areas under our direct control (so common parts; our own offices and our vehicle fleet) will operate at net zero carbon.

By 2030, all new buildings and major refurbishments will have at least 40% less embodied carbon with significant upfront carbon reduction, and all new buildings must be net zero operational carbon.

By 2050, new buildings and major refurbishments will have net zero embodied carbon, and all buildings, including existing buildings, must be net zero operational carbon.

In working towards our goals this year we have:

- Established the NZC 2030 Programme
- Started Building Sustainability Assessments
- Introduced a new Sustainability Strategy





# COP26:

## HOW WILL CITIES DRIVE THE FIGHT AGAINST CLIMATE CHANGE

Our Director of Energy and Environment, Bev Taylor headed to Glasgow for COP26 to hear about business ambitions for climate action; the North West's plans for climate action; the UKGBC's whole life carbon roadmap; investment in net zero; and sustainable transport plans for the North.

I've always imagined that environmental issues would be combated through a combination of bottom up and top down changes. But, throughout the conference it became increasingly apparent that it's the work at a local level that will be the catalyst for change, with governments seemingly fragmented on how we tackle the big issues. It will be cities and their communities collaborating that will bring about meaningful change.



## CITIES WILL DRIVE THE WORLD'S NET ZERO CARBON AMBITIONS

Throughout COP26 we saw cities across the world taking a flexible and agile approach to reaching net zero carbon. Cities want to help themselves and each other, so they will drive that change.

I joined the International Mayors Panel Session conversation at COP26 where Mayors from cities across the world discussed what action they were taking, and it was evident that having a deep understanding of the impact that any measures to limit climate change would have on local people was incredibly important. This was particularly relevant to those working in industrial areas, where people's livelihood is directly linked to changes in industry.

We need to work to alleviate the fears of those who live and work within our

communities and get them on board to help us tackle climate change.

## COLLABORATION AT A LOCAL LEVEL IS IMPERATIVE

One of the most refreshing things to come out of the conference was an understanding of our impact and the need for collaboration to bring about meaningful change. Individually, we can make a difference, but it's when we work together that we're most powerful.

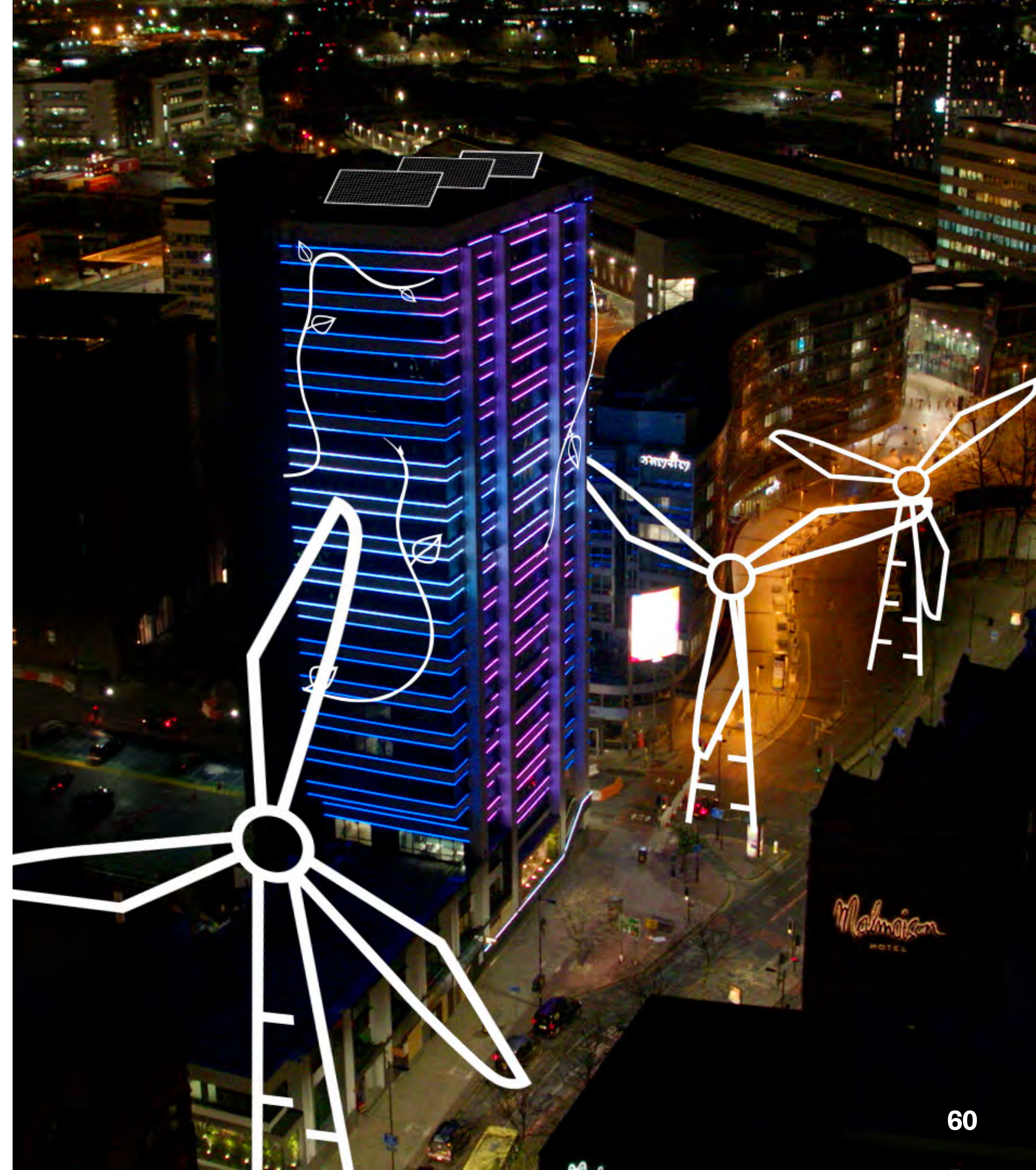
For property firms, this means engaging with customers, local authorities, civic organisations and business leaders to create a holistic plan for our cities and communities.

There was a real focus on partnerships, knowledge sharing and moving forward together. And, for many, coming together and creating a level playing field for

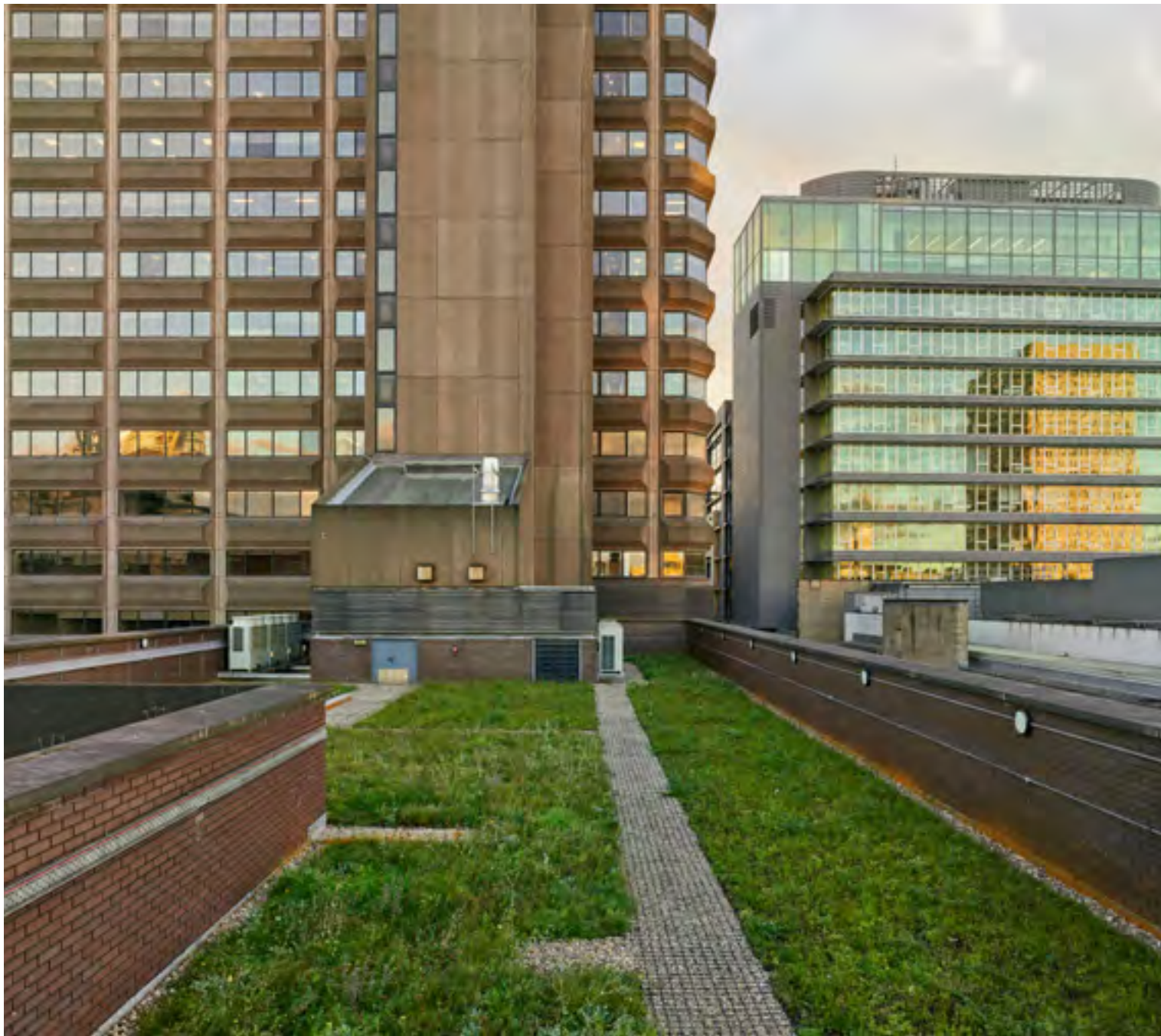
everyone was at the centre of the agenda. It's time for cities across the UK to work together and make decisions that are right for everyone. Given the scale of the challenge, it's very easy to have moments where you can't see the wood for the trees. But COP26 provided a great opportunity to get inspired and feel reinvigorated to face the challenges ahead. The conference reinforced to me the idea that despite some of the things that I think are broken, the collective will of younger people pushing for change, and increased engagement from those in a position to create that change, are now coming into alignment.

Once we get to that collective position where everyone is pulling in the same direction, we will be able to achieve amazing things. I can't wait to be part of that change.

– Bev Taylor, Director of Energy and Environment







Bloc's innovative blue-green roof

# DECARBONISING THE BUILT ENVIRONMENT

At COP26, we were one of 44 businesses announced by WorldGBC as signing up to the market-leading whole life carbon requirements of the Net Zero Carbon Buildings Commitment, pledging to take increased action to decarbonise the built environment across our portfolios and business activities.

# BY 2030, WE WILL

- 1

Reduce all operational emissions of new and existing built assets
- 2

Achieve maximum reductions in embodied carbon for new developments and major renovations over which we have direct control
- 3

Compensate for any residual operational and upfront embodied emissions that cannot be mitigated
- 4

Advocate for wider emission reductions via our business activities and report on our impact, to enable and accelerate the sector wide transition to net zero

You can see the full list of signatories and learn more about our individual Commitments by visiting this [website](#).



# PROGRESS THROUGH PARTNERSHIP

Working with the Oglesby Charitable Trust (OCT) is one of the many ways in which Bruntwood lives its purpose - Creating Thriving Cities. In April 2021, the OCT became one of 55 signatories to the Funders' Commitment on Climate Change which is now represented as a member of the international #PhilanthropyforClimate movement, including 350 foundations.

The team has been reviewing its processes, policies and practices as a Trust to maximise our impact on environmental issues.

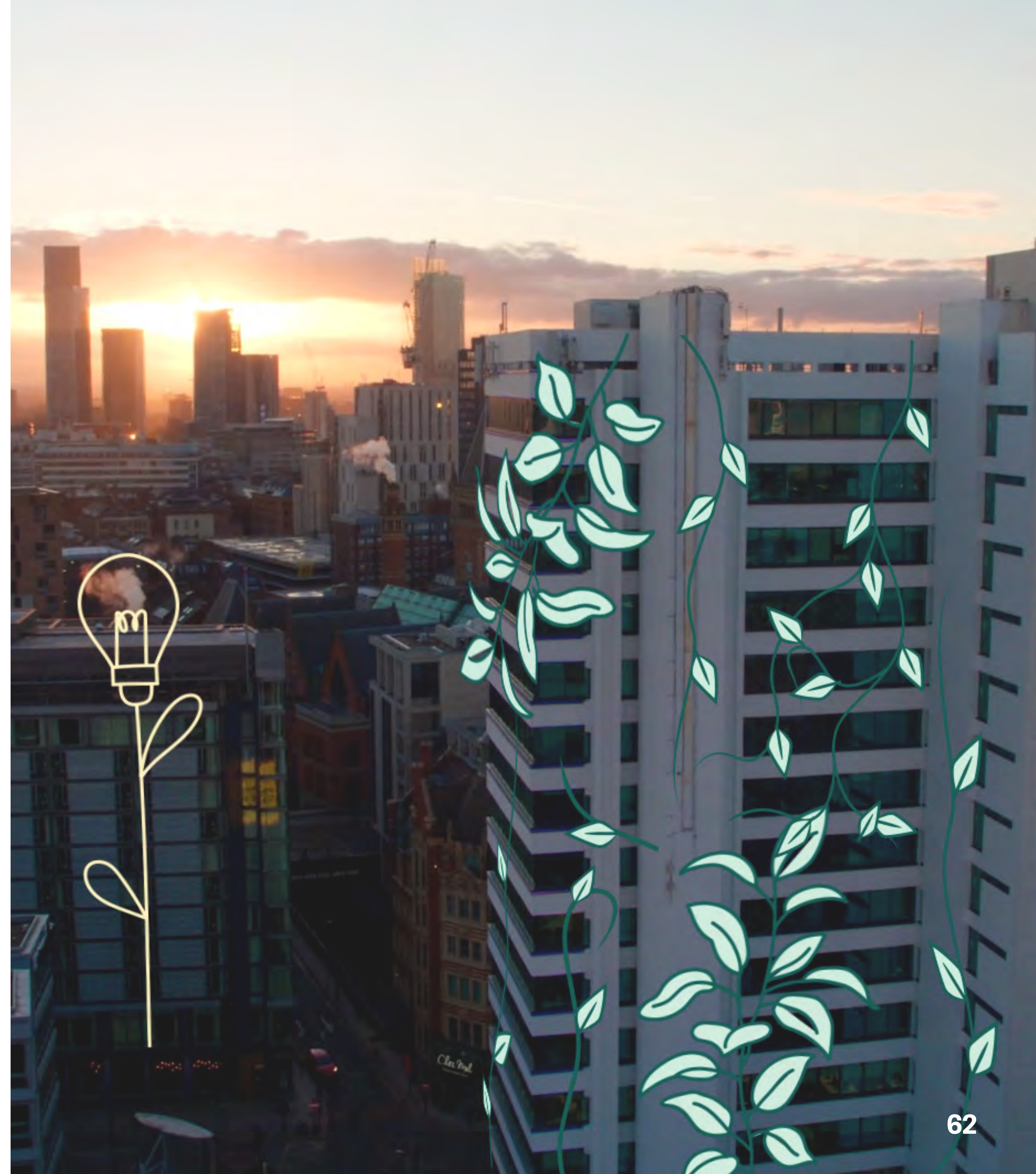
Together with the OCT, we believe it is important that funding is focused where there is greatest or under-recognised need, where the OCT has experience as a Trust, and where we believe we can demonstrate change. With this in mind, the team has a renewed focus on soil health, biodiversity, equitable access to quality food, and connecting people to nature.

Throughout the year, the team has looked at its grant activity more than ever through the lens of 'adding value', continuing to develop the Funding Plus programme in partnership

with Bruntwood, focusing much of this work on environmental projects.

As part of this, we've embarked on new collaborative projects, such as a comprehensive energy review of a cultural organisation; a solar PV project with a local school; and a strategic, commercial review of an environmental organisation to establish it as a sustainable, going concern. We hope that this will demonstrate that sharing expertise ensures our funds work as hard as possible and result in the most impactful grantmaking.

**In April 2021, the OCT became one of 55 signatories to the Funders' Commitment on Climate Change**





# UNIFY ENERGY

A unique partner for business energy, Unify Energy by Bruntwood brings a fresh approach to commercial energy supply for landlords, managing agents, and tenants.



# THE FIRST 12 MONTHS

In October 2020, we launched Unify Energy by Bruntwood. Taking an innovative, bold and customer-centric approach, Unify Energy is disrupting the energy market.

In its first official year of operation, Unify Energy set out its targets to grow the business and support customers. Here, CEO of Unify Energy, Sarah Bateman talks about the challenges and opportunities the team faced.

Going into 2021, there was a lot of pressure, we wanted to grow the business, but obviously we were also wanting to support customers who were in a global pandemic. We specifically supply commercial office buildings, so as people were working from home a lot, we had to establish how to best support customers. Even if a building is unoccupied, it still uses about 50% of the full occupancy energy to

protect building fabric. Therefore despite people working from home, occupiers and landlords still needed support from us as a supplier as we specialise in how energy works in a building like that.

I'm really proud that we've been able to support our customers throughout this time, and our general success and growth allows us to be a better supplier to our customers. The success has come out of the building blocks that we've been putting in place for the past year. Through our continued commercial development we've been able to further enhance the way that we operate, investing in new systems and improving the way we support our customers.

The outputs of our efforts we're seen when the energy market faced crises in mid-2021. The price of energy rising this year (in some cases by more than 200 per cent) has been widespread in the





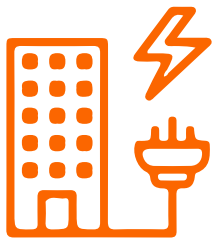


news and for anyone operating in this sector, it's been an unsettling time. As a business, we're financially robust so the challenges in the market haven't been an existential threat for us which is something we're really proud of. We're not a big player so to be stable is testament to who we are as a business.

But what's happened over the past year also highlights a bigger issue; if you're selling commodity energy at low margins to high volumes to gobble up some of the market,

it only takes a slight amount of destabilisation to send a business under. This is something that customers should think about when they select their company, because price certainly isn't the only indicator of value.

As a customer, you should be thinking about what's important to you. Perhaps it is cost, but you should be looking at service, sustainability and much more. Question what's important and what you can get for every KWh you're paying for in terms of added value.



150  
commercial  
properties and  
estates supplied



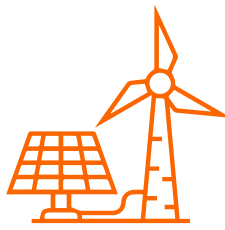
1,000  
occupier  
customers



10 years'  
experience in  
commercial  
building energy  
management



125  
million KWh  
supplied



Go  
Green  
energy supplier



OFGEM  
regulated



# SUPPORTING BRUNTWOOD CUSTOMERS

As part of the Bruntwood Group, Unify Energy is aligned with our sustainability strategy and targets, helping to support real sustainable change. But, as an energy supply company, the team also has the drive and responsibility to help the whole Bruntwood Group, and our customers, to achieve the sustainability goals we have in place.

The team has been working hard in the background as part of the drive to becoming a truly green energy supplier. This includes investing in green energy procurement, not just for the business to supply, but also to support customers and allow them to get involved in the journey. More will be shared around this in the new year.

Another key way in which Unify Energy has supported Bruntwood customers, and indeed all of its customers, is through a specialist pricing structure which ensures customers are getting the best deal possible.

Many businesses are locked into yearly contracts with other energy suppliers, but by offering the option to price customers biannually - in the summer and winter - Unify Energy are able to give customers the best case scenario in terms of cost. This gives customers real comfort and safety knowing they are always getting a fair and reasonable price.

Finally, Unify Energy's business model allows customers to get truly accurate data about their energy usage, meaning you have greater control of your energy consumption. Unlike many properties, where those maintaining your space and those maintaining your energy are not working together, Bruntwood customers are safe in the knowledge that their supply chain is working together. As Bruntwood and Unify Energy work together, Bruntwood customers have direct access to their energy supplier, allowing for seamless communication.

Photo by Dylan Nolte





# THE JOURNEY TO NET ZERO

With all the talk at the moment around sustainable energy providers, it's easy to get overwhelmed about the journey to net zero carbon. Reducing your carbon footprint starts with knowing how much energy you use in the first place. Unify Energy provides landlords and tenants with better analytics on energy consumption in their building, giving them the knowledge to empower them to identify the steps to reduce energy intensity and create greener energy strategies. Plus, by supplying renewable energy, the team can also provide advice on sustainable energy options.

Unify Energy is the first fully regulated energy company on the market to offer a new and specialist product to landlords. By taking responsibility for the energy supply to multi-tenanted buildings, Unify Energy offers tenants a more accurate, transparent bill. We're the first supplier to offer that end-to-end solution for landlords, meaning they can forget about the hassle that comes with individual invoicing and spreading costs for communal areas.

## SUSTAINABLE ENERGY SERVICES

It's obvious that there's a genuine intention across society and the industry to create more sustainable processes, but because there is so much noise about sustainability and therefore people aren't always choosing the right thing; it's become over complicated.

Reuse, recycle, reduce is 30 years old, but it's still easily applicable, for example. There's so much change in technology, which is really driving the green energy market, that people have no idea what to invest in for the best outcomes.

You must start with data – how much energy are you using, where, how often, what's the wastage – and start there. Landlords especially need to know that – unmetered energy makes it hard to quantify bills, so landlords must start making the move to sub metred infrastructure in coming years.





Photo by Andrew Roberts

There is a lot of technology out there worth pursuing, but companies need to be realistic about what it will help them achieve today, in the immediate future and in the long term and strike a balance.

Wastage is really important to understand, rather than just looking at consumption. As we start to use more electric vehicles and automation technology, our energy needs will increase, not decrease, so businesses should consider how their decisions benefit both. You might need to use more energy to install electric vehicle chargers in your car park for example, so you should offset this by improving the fabric of your building. This could be through improvements such as new windows to stop heat escaping, or using motion activation sensors for lighting. It's about doing the most sustainable thing for society in the long term.

## THE ROAD TO NET ZERO CARBON

At Unify Energy, we're passionate about the evolution to decarbonise the grids and produce truly green energy. However, there's so much hype around net zero carbon that we're in danger of it becoming an expensive

marketing activity; businesses want to keep up with each other but in reality, this isn't something that can be achieved overnight. If it could, we'd have done it already.

There is a real issue at the moment around the marketing of 'green energy' when it's not actually green, and people should know not to take that claim at face value. Only around 40 per cent of energy is actually green, and you should be suspicious of any company claiming otherwise at this point in time as it doesn't exist in the first place.

But people shouldn't be put off by companies who say they want to become 100 per cent green – you just need to invest time to understand that journey and how they're going to achieve that. You might think buying from a '100 per cent green energy' supplier means your job is done but that's not the case at all, you can't sit back and let your energy supplier do the hard work, it's down to you as a person, as a business owner, as a colleague, too.

My advice is to take it back to basics, analyse what's available, what you can do now that doesn't cost anything, and add to what you do gradually over time.



# FINANCIAL RESULTS

The Bruntwood Group Annual trading update for the year ending September 30th, 2021.

As we enter 2022, we're proud to look back on a year when we continued to create collaborative environments for our customers to thrive.

Our CFO, Kevin Crotty reflects on the year we've left behind.



# FINANCIAL STATEMENT

– Kevin Crotty, Chief Financial Officer

Against a backdrop of forecast doom and gloom for the office industry in 2021 it is my great pleasure to announce an incredibly strong set of financial results. We have posted a profit before tax of £45m (£53m ignoring exceptionals) compared to a loss of £19m in 2020. As CFO it is my job to ensure that we budget based on a mid-ground of expected outcomes and then stress test that budget against alternative assumptions. Not only was our budget for 2021 set roughly in line with the loss seen in 2020, but not even our most optimistic scenarios envisaged an out-turn quite as strong as we have seen.

Whereas the huge fiscal support pumped into the economy meant that we did not see the level of business attrition during the

pandemic than could have been the case, we were still worried that the tapering of that support could lead to business failures, something which we have not seen within our portfolio. In addition, we believe that the longer that the pandemic went on, the more business leaders began to realise the value of the office. In these days of cloud computing most companies can carry on as normal working from home with their day to day tasks for a decent period of time, but the longer that people are away from the office, the more businesses realise that they cannot create or sustain a culture, they cannot train and develop their staff, especially with invaluable on the job learning, and the culture of knowledge sharing and collaboration is broken, meaning innovation is stifled.





In our portfolio, we have noticed that it was the nimble high growth SME's that were first back to the office. The laggards being the long established larger corporates and quasi public sector organisation, risk-averse institutions where middle-management have perhaps become comfortable. Eventually all organisations adapt or die and we believe that those that succeed will be those who successfully implement hybrid working, accepting that the office is a place where innovation, collaboration and knowledge sharing happen. Hybrid working was a trend that has simply been accelerated by the pandemic.

The success that we have had in 2021 is testament to the fact that our product proposition and ecosystems were already pivoted towards creating collaborative environments for fast growing companies. During the pandemic our vacancy has reduced, our retention rate has held high and our new lettings momentum has been incredible. Not many people would have predicted that the 400,000sqft of new-build at No1 and No2 Circle Square would have fully let within a couple of months of completion during a pandemic, or that we would see rapid take up of, and new record rent levels set for refurbished product such as that at Bloc.

Our balance sheet grew 3% year on year from £588m in 2020 to £606m in 2021. This figure would have been £26.9m higher (£633m/7.6%) were it not for increases in our deferred tax provisions in the main group and within our

JV's, predominantly due to the government announced 2023 increase in corporation tax from 19% to 25%. It is worth noting that as long term investors in property, deferred tax on revaluations is a liability that we are unlikely to ever incur.

Our portfolio ownership across the group including our Joint ventures now extends to £1.7bn. Our group loan to value ratio based on external valuations sat at 52.9% for the wholly owned portfolio at year end and 50.2% including our share of joint ventures. It is the board's intention to bring these gearing levels down to our target of sub 50% over the short to medium term. Due to the existence of our unsecured £91m retail bond all of our banking facilities have very comfortable loan to value and interest cover ratios. In addition we had £15.5m in the bank at the 30th September and £50m of undrawn facilities.

During the year we refinanced our former ten year L&G loan facility, raising a further £155m with Aviva on 15 year terms taking our loan with them to £276m. This gave rise to an exceptional loss in the P&L of £7.9m due to early repayment penalties, however we feel that this penalty was more than offset by the certainty of securing a low gilt rate for the next 15 years and the funding certainty that it gave to the group. In addition we extended the maturity of our NatWest/HSBC/ Barclays Santander Club loan out to March 2023 and Bruntwood Scitech increased it's Lloyds/

Natwest/Santander/HSBC loan to £280m on a new three year term whilst also securing a £44m development facility with OakNorth. Once again we are incredibly grateful for the huge support that we enjoy from our funders and the confidence that they shown in our proposition during difficult times.

We enter 2022 with new covid variants spreading rapidly but as we go to press we hope that this is the natural evolution into the virus's endemic form and that the pandemic is in its final throes. Concerns turn to more traditional economic worries such as the increasing inflation driven by low-skilled labour shortages and energy spikes, the effects of which will be felt on our construction projects and within our energy business, but overall it feels that the economy is in a strong place, demand for our product remains robust and the cities in which we operate are thriving. We're as well placed as we can be to meet the challenges ahead and face the future with optimism.

**"The success that we have had in 2021 is testament to the fact that our product proposition and ecosystems were already pivoted towards creating collaborative environments for fast growing companies."**

– Kevin Crotty, Chief Financial Officer



Key stats

£606 m

SHAREHOLDERS FUNDS UP 3%

50.2%

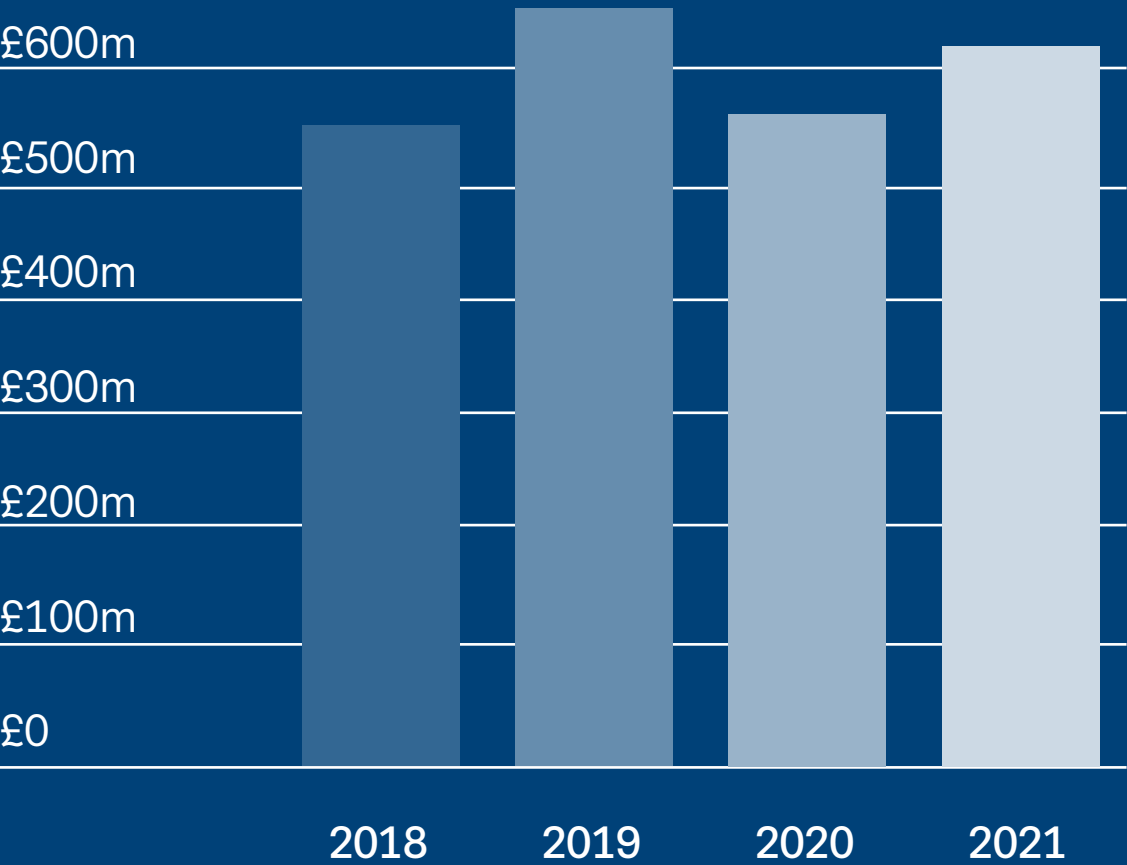
GEARING UP FROM 49.6%\*

\*including our share of  
Brunwood SciTech

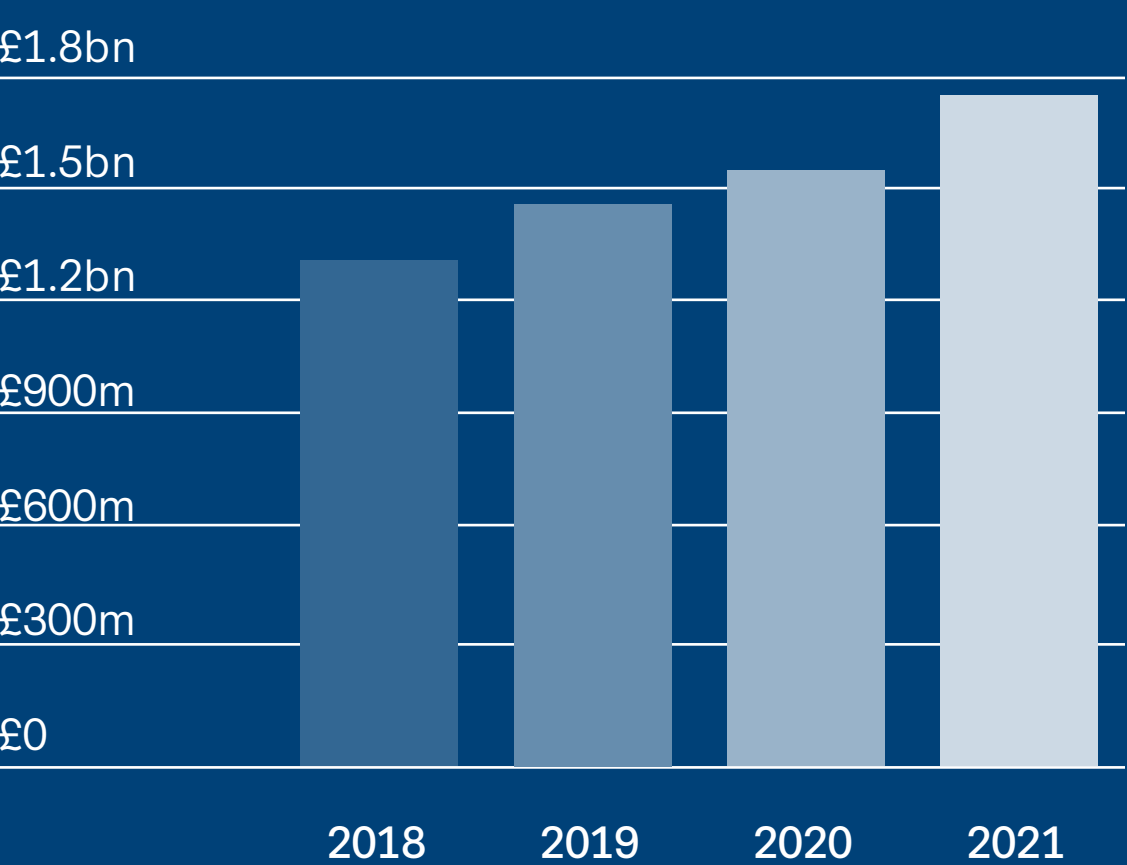
\*100% of Bruntwood Group  
plus 100% of Bruntwood SciTech

Main financial performance metrics

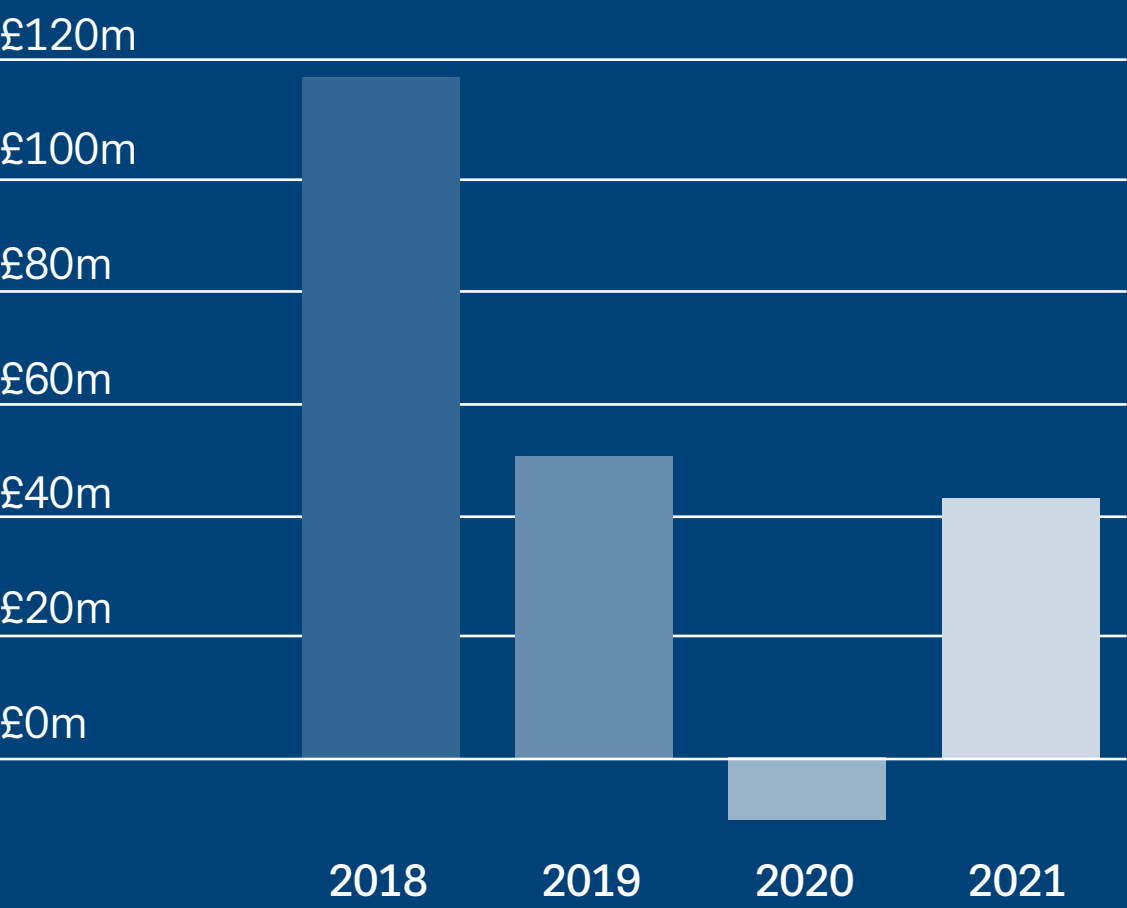
Shareholders funds Growth: 3%



Fixed assets under management\*



Profit before tax: 337.2%





Balance sheet

Year ended 30 september 2021	2021	2020
	£000	£000
<b>FIXED ASSETS</b>		
Intangible assets	22	48
Tangible assets	1,039,249	973,121
Investments		
- Investment in Joint Ventures	191,613	127,358
	<b>1,230,884</b>	<b>1,100,527</b>
<b>CURRENT ASSETS</b>		
Debtors: amounts receivable within one year	69,621	115,323
Debtors: amounts receivable after more than one year	23,427	23,217
Cash at bank and in hand	15,545	26,288
	<b>150,729</b>	<b>130,121</b>
<b>CREDITORS:</b> amounts falling due within one year	(100,351)	(101,995)
Net current assets/(liabilities)	(8,243)	(62,833)
Total assets less current liabilities	1,239,126	1,163,360
Creditors: amounts falling due after more tha one year	(585,899)	(551,066)
Provisions for liabilities	(46,725)	(23,668)
<b>Net assets</b>	<b>606,502</b>	<b>588,626</b>
<b>CAPITAL AND RESERVES</b>		
Called up share capital	50,652	50,652
Share premium	1,736	1,736
Capital redemption reserve	11,580	11,580
Other reserve	(32,841)	(32,841)
Profit and loss account	575,375	557,499
<b>Shareholder's funds</b>	<b>606,502</b>	<b>588,626</b>

Profit and loss account

Year ended 30 september 2021	2021	2020
	£000	£000
<b>Turnover</b>	<b>122,563</b>	<b>134,375</b>
Cost of sales	(62,556)	(73,455)
<b>Gross profit</b>	<b>59,007</b>	<b>60,920</b>
Administrative expenses	(26,530)	(25,144)
<b>Operating profit</b>	<b>32,477</b>	<b>35,776</b>
Share of results of joint ventures	3,888	(9,843)
Revaluation gains	39,722	(21,879)
Other exceptional loss	(7,944)	-
Profit on property sales	70	852
<b>Profit before interest and tax</b>	<b>68,213</b>	<b>4,906</b>
Net interest payable	(23,351)	(23,821)
Profit on ordinary activities before taxation	44,862	(18,915)
Tax credit /(charge) on profit on ordinary activities	(23,121)	(5,898)
<b>Profit for the financial year</b>	<b>21,741</b>	<b>24,813</b>



bruntwood

