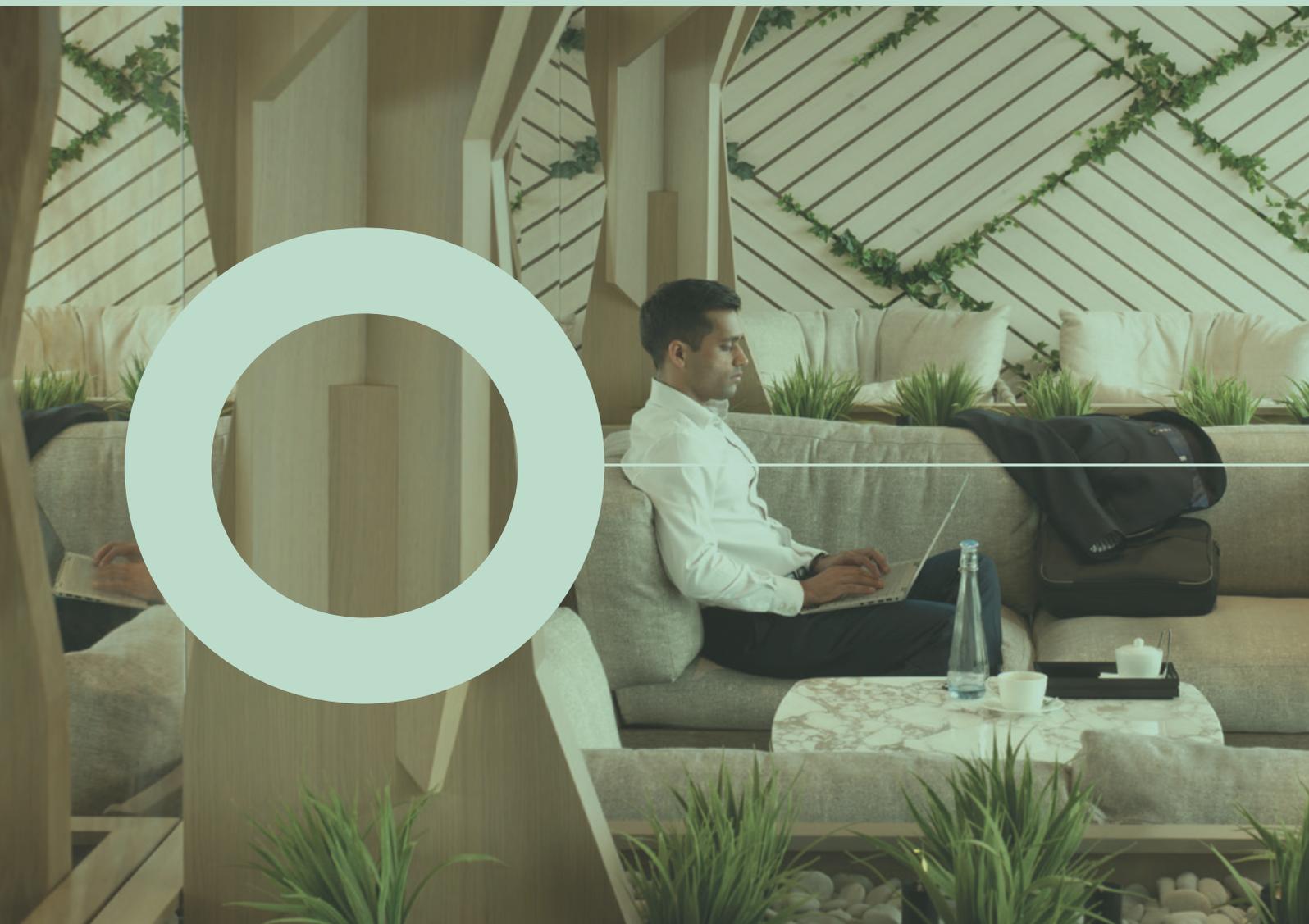


**A workplace of the future.
Industry-defining wellbeing.
Challenge accepted.**

HOARE LEA & 1 NEW STREET SQUARE



MARK / 13.12.14 / SENT 16:22

Successful first meeting. Great to have such a committed client.

How good does your workplace make you feel?

Decades ago, this probably wasn't a question anyone considered... but as we understand more and more about the impact of our internal environments, employers are taking conscious steps to create spaces that people thrive in.

When designed intelligently, efficiently, and with users at their heart, workplace buildings have the power to transform the appeal, productivity, and future of a business. For a multi-national firm like Deloitte with a fundamental design aspiration to "drive cultural change", it was clear its London HQ would be no traditional office... in fact, it would be an industry-defining world first.

BRIAN / 13.12.14 / SENT 16:34

Time to show what we can do. It's what we've been waiting for!

“Deloitte’s commitment to sustainability, wellbeing, and intelligent technologies was clear from the outset of the project. We set out on the journey united by our collective vision for what the building could achieve.”

ASHLEY BATESON
HEAD OF SUSTAINABILITY, HOARE LEA

CLIENT: DELOITTE LLP
ARCHITECT: SHEPPARD ROBSON
CONTRACTOR: OVERBURY
SITE SIZE: 24,000M²
TYPE: SHELL AND CORE TO CAT B



Our approach. Meet Mark Ryder, Project Partner for 1 New Street Square.

“The key challenge for Deloitte was to create a London campus that would allow its highly-mobile and diverse workforce to thrive. We jumped at the opportunity to create a truly flexible and dynamic environment that would showcase the very best in future-proofed design solutions.”



A PIVOTAL PART

Deloitte already occupied both number 2 and 3 New Street Square in central London. By securing and fitting out the landmark 1 New Street Square building, the company therefore had the opportunity to create the blueprint for its wider campus upgrade.

We designed for a progressive layout that featured communal hot-desking spaces, project rooms, client experience suites, dining venues (with dedicated kitchens), a club lounge and a sky bar. There were also two bridges that would link the building to the adjacent 2 New Street Square for us to consider.

WORLD FIRST

For us the brief was simple: Deloitte needed to be able to attract and retain the best talent in the industry. The best way of achieving this? Ensure the design of its new landmark UK headquarters would lead the way in being an environmentally sustainable and human-centred workplace – where the health and wellbeing of those people was paramount. This translated into a truly ambitious target: to be the world’s first workplace to achieve both BREEAM Outstanding (the highest measure for sustainable design) and WELL Certified Gold (a global building standard for health and wellbeing).

ENGAGED SPECIALISMS

- ACOUSTICS
- AIR QUALITY
- BUILDING PHYSICS
- INTELLIGENT BUILDINGS
- LIGHTING DESIGN
- MEP
- PERFORMANCE
- SECURITY
- SUSTAINABILITY
- VERTICAL TRANSPORTATION

AIMING FOR INDUSTRY-RECOGNISED EXCELLENCE

INNOVATIVE THINKING

**STAYING FLEXIBLE:
IN THE ZONE**

The shell and core of the 1 New Street Square building had been completed in 2016 and featured a complex system. Collaborating closely with Deloitte and the wider team, we agreed a design strategy for the MEP services that would ensure the building could easily adapt to the changing needs of the business. A key part of this was designing pre-engineered zones throughout the building to give the office spaces a high degree of flexibility. More than 20 types of spaces were provided, ranging from workstations with sit/stand desks to project rooms and 'touchdown' areas. We enabled informal collaboration zones and booths offering employees an alternative to their usual working environment, along with six different eateries. This vast building also had to provide space for the Deloitte Academy, innovation labs, and an entire social and collaboration floor.

Working towards the WELL Gold target meant that, as consultants, we could go beyond the drawing board and look more closely at how the building was going to be used – focusing on designing for performance.

**LEARNING TOGETHER:
CLIENT CONNECTION**

The ambitious sustainability and wellbeing targets required input from every single specialism. Our Acoustics, Intelligent Buildings, Lighting Design, MEP, Security, and Vertical Transportation teams each had their own targets to work to. While there was a steep learning

curve for all involved, we were always on hand whatever the query. Together, we provided consistent and practical advice to the client and wider project team. The aim to be the world's first workplace to achieve both BREEAM and WELL targets drove an enhanced level of collaboration within the project team, and we developed close connections with the client, architect and the technical team at the International WELL Building Institute. It also resulted in a new level of engagement forged between our firm and the wider industry, with kick-off meetings with the contractors helping us to ensure they were onboard with achieving the targets.

**LIGHT AND SOUND:
SENSITIVE DESIGN**

Lighting – both artificial and natural – was key to the success of the project. Each of the different space types (from stunning reception areas and stylish workstations, to relaxation spaces and interactive client experience suites) required unique lighting environments. When it came to the acoustics design, our early engagement paid off. It was immediately clear that Deloitte had specific ideas for how each space would sound, and the need for privacy between different areas was critical. In response, we presented audio simulations or 'auralisations', which that allowed the client to hear what each space would sound like. This direct user engagement meant we could progress with developing the design and specification, and achieving the 'acoustic balancing act' needed to control the spread of sound between such a variety of openly connected spaces.

Global firsts.

**Highest BREEAM
2014 Refurbishment
& Fit-Out score ever
achieved.**

**Largest WELL
Certified Gold
commercial interior
worldwide.**

**First office fit-out
in the world to
attain BREEAM
Outstanding and
WELL Certified
Gold worldwide.**

Image courtesy of Land Securities



“Gaining BREEAM Outstanding is challenging, but to exceed it by nearly 10% while also achieving WELL Certified Gold is simply tremendous. We couldn’t have hoped for better.”

GAVIN HARRISON
SENIOR MANAGER, WORKPLACE SERVICES AND REAL ESTATE, DELOITTE LLP



Light.
SOLAR GLARE CONTROL,
CIRCADIAN LIGHTING,
ELECTRIC GLARE CONTROL,
FAR REACHING VIEWS

Comfort.
THERMAL COMFORT,
ERGONOMICS, ACOUSTIC
DESIGN, ACCESSIBLE DESIGN

Air.
AIR QUALITY MONITORING
AND FEEDBACK, TOXICITY
OF BUILDING MATERIALS,
CLEANING PROTOCOLS

Innovation.
CONTRACTOR CYCLING
INITIATIVE, MONITORING
FOR PERFORMANCE
OPTIMISATION, BUILDING
PERFORMANCE MANAGER

Water.
WATER QUALITY,
WATER PROMOTION,
ONGOING TESTING,
USAGE REDUCTION
PROMOTION

Nourishment.
SUGAR LIMITS, HEALTHY
CHOICES, NUTRITIONAL
LABELLING, STRATEGIC
DINING DESIGN, FOOD
CONTAMINATION MITIGATION

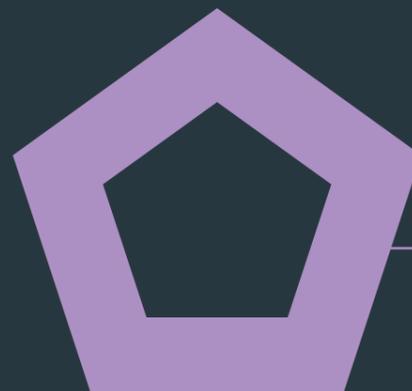
Fitness.
INTERIOR FITNESS
CIRCULATION, ACTIVITY
INCENTIVE PROGRAMMES,
ACTIVE COMMUTE
SUPPORT

Mind.
BIOPHILIC DESIGN, DESIGN
TEAM COLLABORATION,
POST-OCCUPANCY
EVALUATION, STRESS &
ADDICTION TREATMENT



Project impact. Changing for the better.

Due to the prestigious nature of the project, it was inspiring to see how our work could influence the supply chain for the better: from materials tested for their impact on air quality, to environmental product declarations. Beautiful, sustainable, and dynamic, 1 New Street Square is a building that sets the tone for workplaces of the future.



“You’ve shown an intelligence and creativity throughout the project that I’ve found totally refreshing.”

GAVIN HARRISON
SENIOR MANAGER,
WORKPLACE SERVICES AND REAL ESTATE, DELOITTE LLP

It was vital that 1 New Street Square not only looked good, but also performed at its best. This drove our appointment as Building Performance Manager during the commissioning, handover and initial occupation phases. Our aftercare team provided support to both the client and contractor and also worked hand-in-hand with the Facilities Maintenance team to promote a smooth operation.

The building systems are state of the art and are pushing the boundaries on all fronts. This meant a steep learning curve for everyone but the collaborative atmosphere ensured a successful and smooth transition from building site to occupied workplaces.

And our performance support doesn't stop there: 620 sensors now monitor the quality of the indoor environment: from air particulates, chemicals and acoustics to the daylight levels and temperature. It was a first for a project of this type, and allows us to continuously optimise the building, ensuring it delivers the best possible environment for Deloitte's people.

OPTIMISING PERFORMANCE



“1 New Street Square will deliver an exciting and flexible working environment for our increasingly diverse and agile London talent.”

DAVID GILL
MANAGING PARTNER,
INTERNAL CLIENT SERVICES, DELOITTE LLP

INTELLIGENT WORKING

Early on, our Intelligent Buildings experts took the time to understand the user journeys through the space, in order to drive the infrastructure, hardware, and software specification required for a truly intelligent building. With 4,000 fewer workstations than employees based at the London campus, Deloitte needed its employees to be able to work efficiently and easily. The sophisticated system that the team developed utilises the building's data to constantly monitor and optimise how the open-plan office, cellular meeting rooms, and client executive suites are used.

The platform is so agile that it's appropriate to think of the building as a group of software platforms. Room controls and content can be changed by updating software and user-focused apps can be built 'on top' of the platform.

The information available to users is exceptional. From kiosks in the building's entrance that provide agile workspace availability on floors, to air quality information and integrated room-booking software... the intelligent design is one of the first projects in the UK to deliver building integrations of this nature, and at this scale. Our experts truly pushed the boundaries of technology, the client, and the contractors.

THE VALUE OF CARING

1 New Street Square allows Deloitte to make a statement to its people: demonstrating to them just how valued they are. The project was completely focused on the occupants – everything from their health, and productivity, to their environmental impact and happiness. Ultimately, it's a pioneering example of what our workplaces of the future could, and should, be.

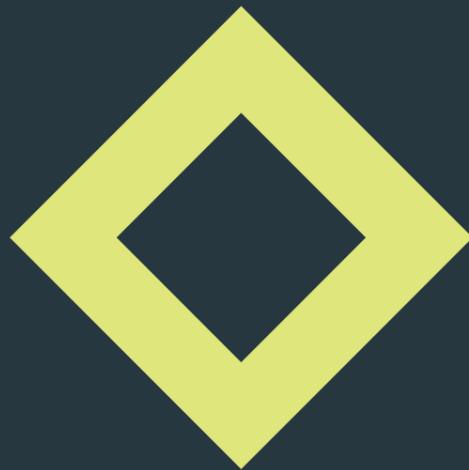
“You have been instrumental in helping us to create workable solutions to deliver our aspirational Intelligent Building project, within a challenging business and contractual environment.”

TECHNOLOGY PROGRAMME MANAGER, DELOITTE LLP



1 New Street Square. The numbers.

- 1st office fit-out to attain BREEAM Outstanding and WELL Certified Gold worldwide.
- 6,300 plants in 700 displays installed, with 140m² of green walls.
- 600 sit/stand desks to improve comfort.
- 365 cycle racks and one 1,100m² gym.
- 88 multi-purpose rooms.
- 1 dedicated social and relaxation floor.
- 15 types of acoustic treatment.
- 620 IoT sensors measuring temperature, noise, light, humidity and air quality.
- 1,020 IoT machine vision occupancy sensors.
- 250,000 building parameters being continually monitored.



COMPLETED WITH PRIDE





Engineers of human experiences.

Hoare Lea is an award-winning engineering consultancy with a creative team of engineers, designers, and technical specialists. We provide innovative solutions to complex engineering and design challenges for buildings.

Irrespective of the scale or complexity of a project, we provide a full range of MEP, environmental, and sustainability services, bringing buildings to life and ensuring that they perform in operation as well as they look.

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