

SMART WORKSPACE

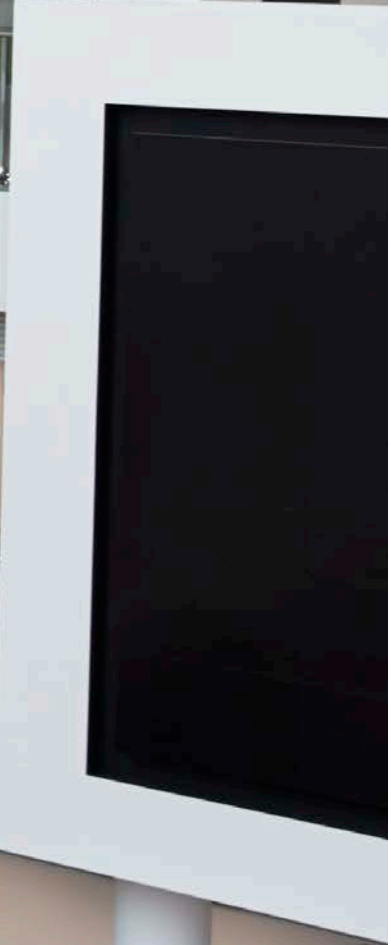
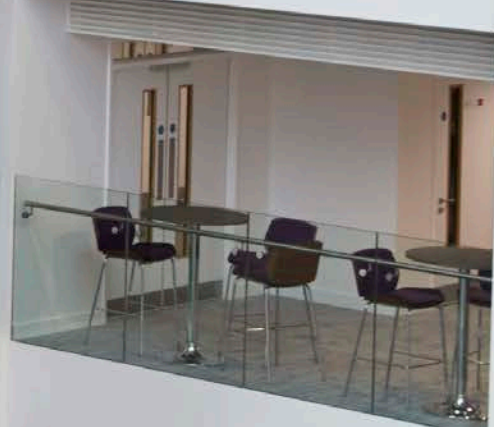
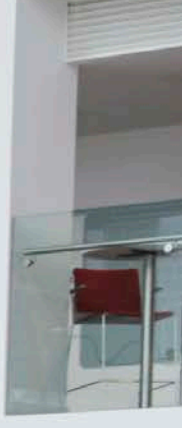
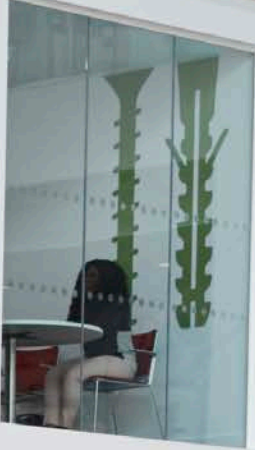
PROPERTY EXPERTS...
BUILT ON TECHNOLOGY

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in



FOREWORD

We are working hard today, whilst keeping an eye on the future to make sure our services and your property deliver the best possible value and sustainable longevity for generations to come.

Technology and smart thinking permeate everything we do.

Smart Thoughts

Workplaces are changing. They are getting smarter. As our everyday lives are infused with technology, the ways we work and the environments we work in are evolving.

Most people used to travel at the same time as everyone else, to the same place of work, to the same desk, each day.

The world has now moved on.

Centric has been at the forefront of this workplace evolution and the opportunities presented by the Smart Workplace are vast.

Buildings need to be flexible.

Buildings were inflexible, as was management thinking, locked into static space planning models, working cultures and long leases – but there is another way (in fact an infinite number of other ways!)

Technological advances have mirrored and enabled changes in the workplace that flexed around individuals, allowing people to work to their strengths, optimise performance

and improve work-life balance. Flexible workplaces, hot-desking, remote working and every shade of hybrid model in between have led to ways of working almost as diverse as the make-up of the workforce.

And these changes are interconnected. The improvement of working environments and practices lead to improved output, which allows for further advancement.

The future is here. It just isn't evenly distributed.

The Covid-19 pandemic has accelerated these moves towards hybrid working. Homeworking has been rolled out by many organisations – where previously they thought it was impossible. Technology that was once just the preserve of the enlightened, advanced tech community, but has now transferred across most organisations of every size. Teleconferencing and cloud computing have enabled people to work from anywhere. And as such, the workplace is no longer merely a physical entity and, in some cases, may not be primarily physical at all. The working environment for a growing number of people is a combination of physical, cultural and technological spaces.

At the same time, human connection and collaboration have been highlighted as critical for optimal performance and mental wellbeing. It is therefore critical for directors, line managers, facilities managers, IT and human resources professionals to integrate and manage their businesses and employees in this complex new world and offer them the resources they need on a day-to-day basis.

Welcome to the Smart Workspace



Ian Flanagan
CEO
Group



**PROPERTY EXPERTS...
BUILT ON TECHNOLOGY**

CONSULT, BUILD, MANAGE & MAINTAIN

Centric are property experts that consult, build, manage and maintain all types of property.

Our recognised industry-leading experts deliver connected property services, backed by next-generation technologies and guaranteed to be done safely and cost-effectively.

As an integrated property services provider our Construction, Facilities Management, Building Repair and Mechanical & Electrical divisions ensure clients get connected simplicity or the chance to choose the services they need the most.

Whether we're designing and building from scratch or fitting out, repairing or managing your property for you, we'll look after it like it's our own. We're more than just a service provider, we're a consultancy, and we've got the expertise, vision and technology to identify your needs and tailor our input perfectly.

Clients include LV, Lloyds Banking Group, NHS, Tesco and Emerald Group.



Service, Quality, Safety

The three values that underpin our business and which our reputation is built on.

SERVICE

We give clients everything they need to maximise the time they have for spending on their day-to-day business. That starts with peace of mind.

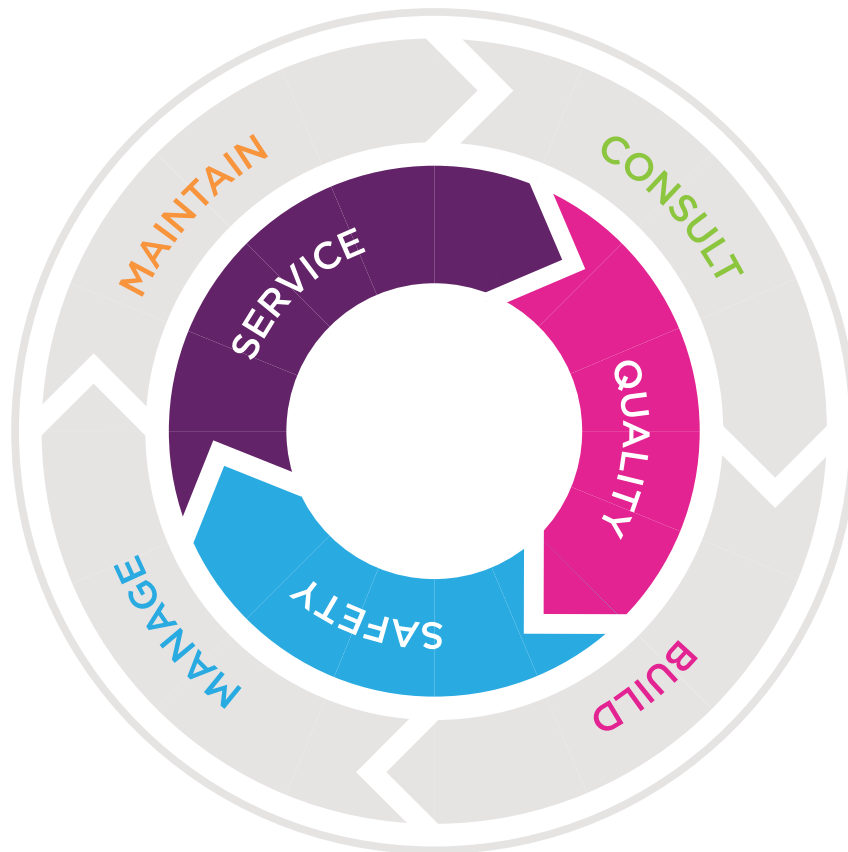
QUALITY

We select people with the right attitude, not just the relevant skills. Then we invest whatever it takes to keep them performing at their best year after year.

SAFETY

Safety is the bedrock of our business, so we put our heart and soul into keeping spaces safe, protected and always legally compliant. Guaranteed.

THE CENTRIC WAY



Consult

We're not like others in our industry. We offer a consultancy-led approach not a simple list of services. We give clients the collaborative and tailored experience that leads to the best results.

Manage

Our technology-backed Integrated FM won't just keep your building running safely and smoothly and your people happy too; it will save your business money.

Build

Specialising in the building or refurbishment of commercial, retail and educational spaces, our Construction Team safely deliver projects on time and under budget.

Maintain

From a simple fix to major refurbishment after a fire or flood; our team of specialists are always on hand to take care of your property and give you peace of mind.

SMART LISTENING

Listening is the key to learning. And learning is key to high-performance.

This is true in all walks of life, from the classroom to the sports field and definitely in the workplace. Expertise is born of learning and thus listening. And learning never stops.

Listening leads to new ideas. Ideas fuel progress

The more diverse the workforce, who are empowered to influence change; the more abundant new ideas will be for your organisation. New ideas are the lifeblood of growth, so leaders must develop a workplace that allows new ideas to flourish from all quarters.

You are part of a fully integrated multi-generational workplace, and this will continue to be the case in the future.

Generation Z entered the workforce in 2017, a cohort typically defined as being born between 1995 and 2012. As these employees set their sights on becoming future movers and shakers, organizations need to know what Gen Z brings to the workplace to foster the vibrant multi-generational mix that every enterprise depends upon.

Understanding the needs of all workplace users and the demands of future clients, listening is at the heart of any successful process – continual, smart listening. The fast pace of change means that processes,

management styles and work culture need to be adaptable to meet the demands of the organisation.

As new generations continue to join the workforce, they are becoming more demanding and have admitted to constantly looking for new opportunities if their employer is not satisfying their needs. Therefore, by listening to these needs and demands, retaining and gaining new talent will not be a concern.

Integrating Gen Z with Gen X and Why

However, this does not mean disregarding Gen X, as their needs will be different from those who are newly filtering through the business, so how should we balance differing preferences?

When it comes to developing and implementing a workplace strategy, a purely generational analysis is potentially misleading. 'Life-stage' is a more important driver of demand for things like flexibility. Leading employers are recognising the need to take a holistic approach to when, where and how their employees work.

According to CBRE, the most commonly provided workplace facility that employees value most is the cafeteria, followed by coffee

bars. Only 20% felt that amenities like games rooms and dry cleaning were important – so assuming that more is better could lead to overkill when it comes to providing services and facilities.

Our research has found more than 60% of employees are unsupported, detached or disengaged.

Listening is crucial to the success of any business yet is historically something that businesses have neglected. But listening is the easiest way to engage employees and allow growth and adaptation within the business rather than adopting a stubborn mentality. Listening leads to new ways of thinking and new technology.

The combination of being a listening employer and investing in technology acts as a magnet to attract and retain talent – whatever their age or life stage.



SMART THINKING

In today's connected, fast-moving business environment, organisations must constantly strive to stay ahead of the competition.

Innovation and collaboration

Sparking Innovation - But why is collaboration so important? It is seen as a precious source of competitive advantage.

The goal is to bring employees together and combine skills and disciplines to spark creativity and cross-fertilisation. As a service provider, our job is to share our world-leading property expertise in partnership, working together to innovate workplaces to make your life easier and your employees more effective.

optimal conditions for a productive meeting have been created through AI adjusted temperature and lighting, and as they take their seats, other attendees enter the room, having experienced a similar tech-enabled journey.

The conference call automatically starts with participants from around the world. This is how we think at Centric

The Future Office and Commercial Space

When people arrive at your office, an automated security system automatically recognises them, using geo-location technology combined with biometric scanning such as fingerprint and facial recognition. They are then allowed past the barriers to enter the building. They are guided through the building with personalised greetings on visual displays or augmented reality.

The lift knows which floor they need and as they arrive at the meeting room, they are offered their favourite refreshment. The



SMART PLANNING

To ensure your business succeeds, planning is key to development and growth.

Smart planning tailored for you

To ensure your business succeeds, planning is key to development and growth. Just like when starting a business, you need a plan this also applies to new and upcoming workplace trends. We use intelligent planning and design techniques to guarantee success.

As partners, to plan the service that best fits, we need to understand you as a business. Working towards your aspirations together allows a more proactive strategy and a greater chance of achieving goals. Not only planning for today but next week, next month, next year or the next 20 years the planning stage is built to be reactive and easily adaptable to new business scenarios. Effective planning will future proof your business so that you are not left behind.

Vision is key to knowing where you want to go

In the words of Simon Sinek, 'Start with why'. A clear understanding of your organisation's vision and reason for being, alongside strategy, strengths and weaknesses – this will help define an adaptable roadmap to ensure minimum risk and maximum success. Workplace assessments are essential

to understand your current business environment and position. This is where you begin, assess now, to aid growth later.

There is real value in getting the entire organisation to participate in future planning because today's workforce is very tuned-in to some of the big changes, particularly technology-related, that are taking place. This 'two heads are better than one approach' allows your organisation to extract the wisdom of people on the ground whilst engaging the workforce. However, this cannot be a free-for-all, an expert method to guide the process is vital to ensure success. By examining a business we can extrapolate and implement the most relevant tactics to benefit you; dependent on the industry and the culture of the business, each plan is developed individually with your needs its core, one size certainly does not fit all.

At a practical level, companies should consider how relevant trends will affect them in the near, medium and long term, as well as identifying the actions needed to capitalise on the trends and to mitigate the risks. As workplace futurists predict multiple trends on the horizon, setting up several working groups across a business to look at individual predictions, weighing up their respective benefits and risks can be extremely beneficial.

Technology to aid planning

Having the right tools for the job is as applicable to workplace planning as any area. Technologies such as measurement sensors, big data and AI channelled through automation processes and systems such as CAFM are extremely powerful. Monitoring, assessing and understanding internal and external data leads to effective workplace planning that delivers effective outcomes.

This 'property tech stack' can save money, create energy efficiencies, understand work behaviours and allow a smart building to function optimally.



BUILD: CONSTRUCTION

Time is money – this is especially true when building or reconfiguring commercial and retail units.

From traditional construction to off-site fabrication, prefab and modular development – we advise on the best approach to get your offices and stores open and ready for users and customers. The efficiencies we deliver mean our clients enjoy greater levels of quality control, minimal disruption through shorter working time onsite and quicker project turnarounds.

Construction methods and advanced technology

We use the latest planning tools and software to ensure accurate and reliable data inform decisions. Video technology captures site data and 3D measurements, clients explore their future spaces through the latest innovations in visualization such as virtual and augmented reality. This ensures that Centric customers get a better feel for what we are building – and that is only the beginning.

Looking through the lens

Wearable technology is nothing short of a revolution within the construction industry. The potential is unlimited. Hands-free and heads-up technology can massively reshape the way projects are delivered. Smart glasses provide innovations by limiting the use of laptops, smartphones or tablets. Just imagine, on-site workers using glasses to request help or instructions on how to

resolve a technical problem. The case for using smart glasses is growing. Benefits include employee and customer health and safety, the simplification of complex manufacturing, easing of accessibility in logistics and warehousing and strengthening of security.

Augmented Reality (AR) provides a significant development in the world of construction technology. It can help you carry out advanced tasks, including Remote Support in the construction field. If construction workers spot an issue on-site, they can connect with the Architecture and Design team to discuss the solution and proceed further. Also, a technician on a construction site can collaborate with a support specialist, who uses a tablet and shares the view with the headset. The specialist leaves annotations and information that the technician can then quickly respond to them.

AR also allows virtual access to wall and metal constructions – in the office or on a construction site. Process modelling for equipment movement and relocations are easier with Augmented Reality, as well. Will new machinery fit into the space, or should we move it down the hallway? Do we need to remove the additional wall to accommodate the size of equipment? With AR modelling and visualization, a construction team on-site can see it in the real-world space and make the right decision.



Exoskeleton vests

A brand-new tech that promises to take the construction world by storm is the Exoskeleton vest. Already being trialled, the 'Eksovest', is an upper-body exoskeleton vest, designed to support a worker's arms during heavy lifting. Workers benefit from feeling less exerted, resulting in improved wellbeing and greater productivity. Ford, uses the vest at 15 plants around the world, aiming to reduce the risk of injury for physically demanding and repetitive construction roles.

BIM technology

BIM (Building Information Modelling) technology continues to be one of the hottest construction technology trends. BIM is a 3D model-based process used in the construction and design of buildings, roads and utilities. As well as a very effective tool for project management, visual representation and project focus, BIM Technology also predicts job costs and most importantly tells the project manager if the job is achievable. Looking forward, BIM provides a fundamental change in how we manage, design and develop construction projects and brings greater accuracy in the planning and building process. BIM Technology was used by Samsung C & T in the construction of two of the world's tallest and most famous skyscrapers, the Petronas Towers in Malaysia and the Burj Khalifa in Dubai.

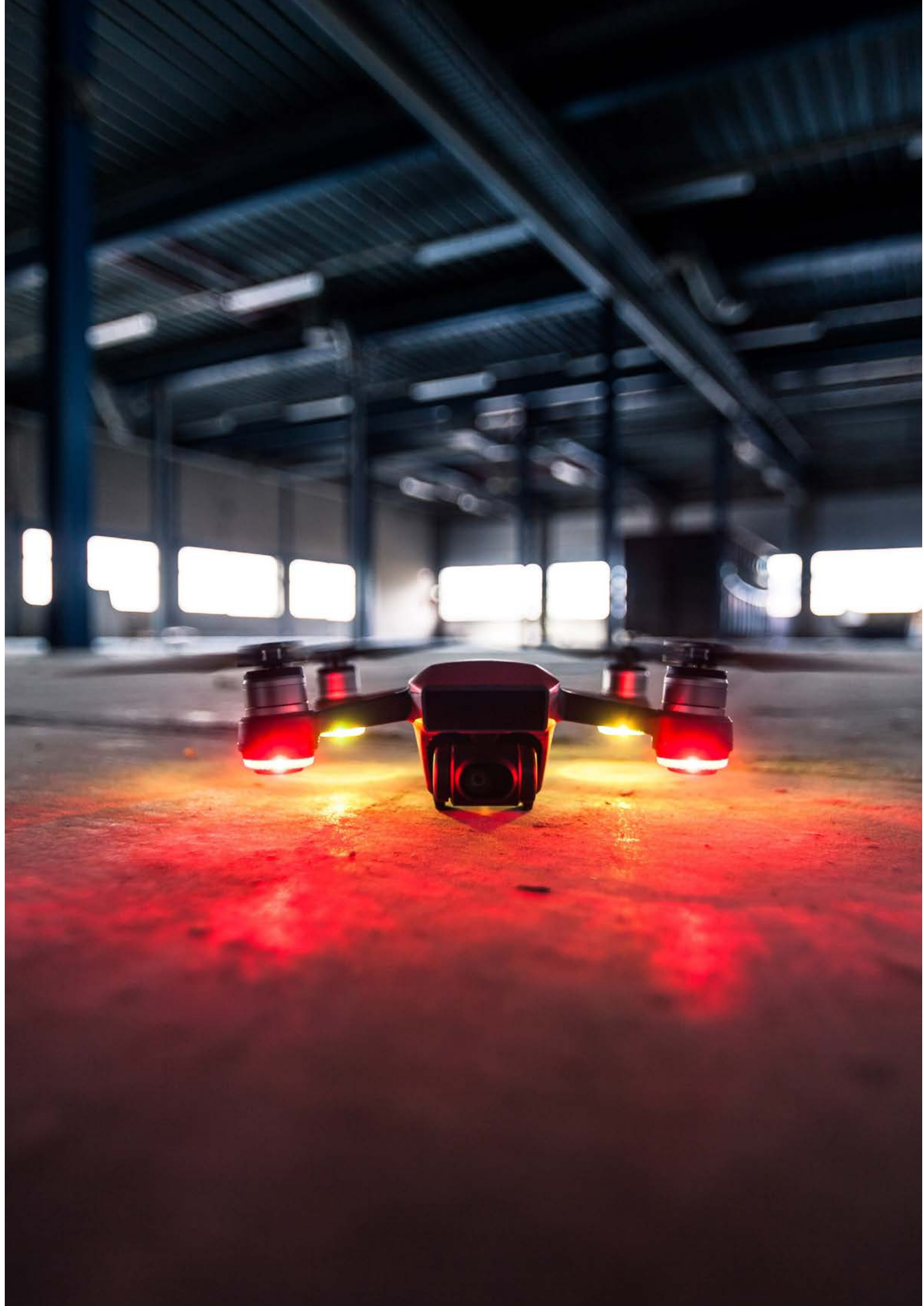
Drones

Drones are reliable, cost-effective, unobtrusive, environmentally friendly and responsive. As drone technology rapidly improves construction companies are openly embracing them.

A strong advantage of drones is that they provide easy access to large or difficult sites as complex or tall structures. They can gather aerial data, mapping information and images used for land surveys, building inspections, providing visual material for clients and staff, monitoring on-site activities, security surveillance and mapping data.

Self-healing concrete

Concrete is the single most widely used construction material in the world yet does not go without its faults, as it is susceptible to cracking and deterioration. Self-healing concrete requires less upkeep as it incorporates chemical tech to fill structural voids and repairs its own cracks.



FUTURE FURNITURE, FIXTURES AND EQUIPMENT (FF&E)

Innovation is ingrained throughout our lives, looking for the most effective ways to gain an advantage.

Not just as employees but as human beings, we have always strived to make our lives easier and more productive. Here, we take stock of some innovations making their way into our future workspaces.

Moveable Walls

Can't find any space? Then make some. Moveable walls incorporated in an office can create privacy or flexibility dependent on activity. Movable walls offer an entirely new set of abilities to the office. With movable walls in place, every office can rearrange itself at will to accommodate new members of staff, new equipment and new requirements.

Partitions including smart glass

Decorative glass tiles, which are temperature sensitive to touch, sunlight or water. Say hello to the northern lights in your own office space.

Smart glass not only offers the ability to appear translucent and transparent, but it can also be used as a projector screen. It can also aid with the climate control of offices and retail spaces. Smart glass can eliminate the need for blinds and shades, preserve day and night-time views, as well as minimise glare.

Smart desks

Smart multi-functional desks offer complete functionality combined with stunning design. Conductive charging is the ultimate tool for the 'smart device generation'. Hiding away wires and utilising the latest technology, it's a living, breathing piece of art. Qi chargers let you boost phones wirelessly, while inbuilt electricity and USB sockets provide power for all your devices.

Sit / Stand working

Sitting is the new smoking, so let technology-enabled desks put you through your paces. Many organisations are investing in standing desks as it is scientifically proven to be more effective than sitting down for eight hours a day. This leads to increased movement around the office, improved interaction with colleagues, alongside increased blood circulation increasing energy and motivation, thus increasing work productivity. There's a vast range of standing, sit-stand and height-adjustable desks across the market and technology incorporating actuators that rise and fall smoothly, allowing you to determine your most comfortable positions both sitting and standing.





LED daylight simulation

Never again let dull days in the office darken your mood. Modern LED lights can either simulate natural daylight or provide a fixed colour glow to enhance your environment.

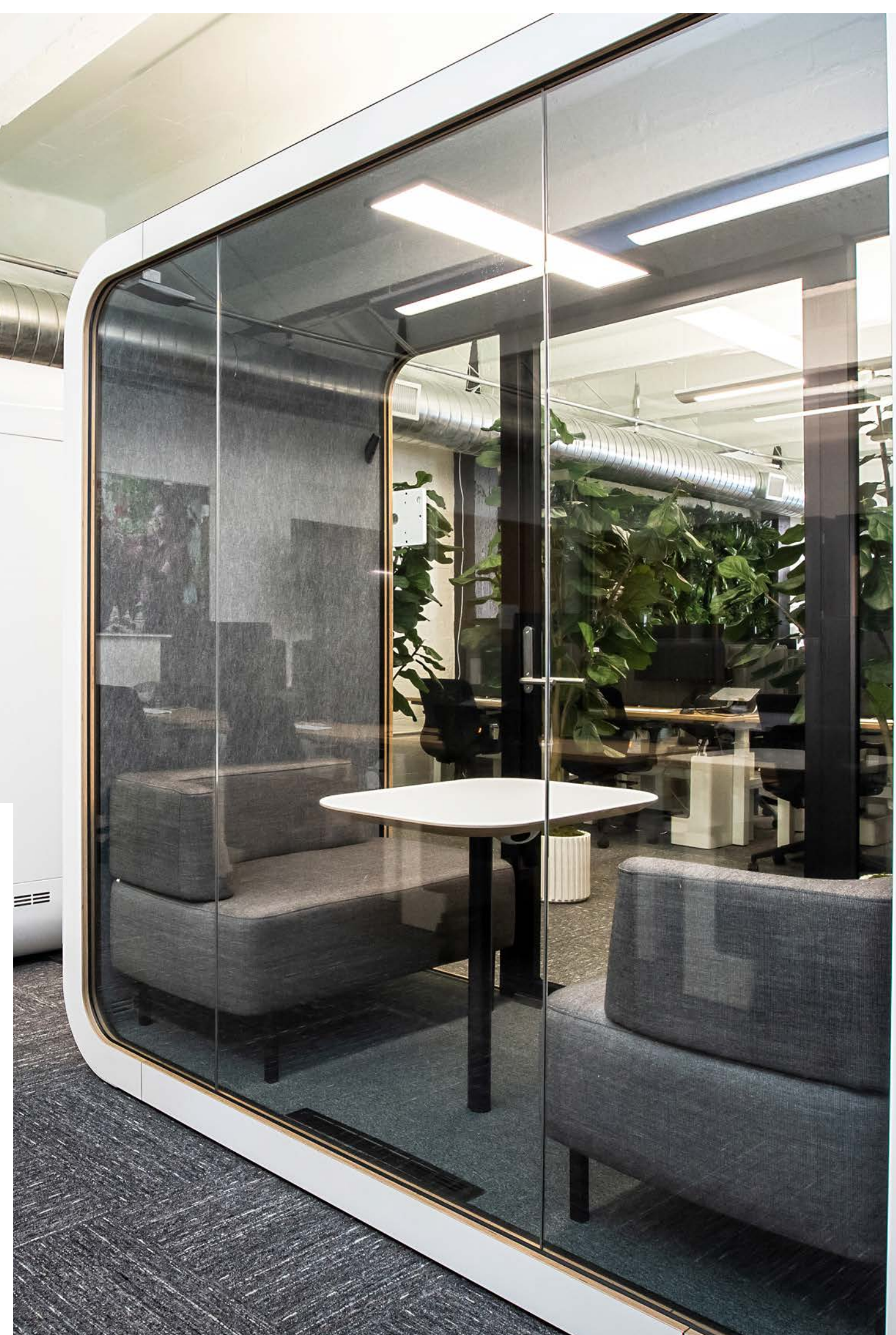
Office pods

Many modern offices are now equipped with pods, which come in all shapes and sizes to accommodate your office and employees, making the most productive working environment. Available in a variety of materials, some are even portable, giving

employees a choice in comfort levels, and allowing you to ensure they fit the landscape of your work environment perfectly.

Human blinkers

Blocking out the hustle and bustle of the office by getting away for some relaxation time is key to keeping your employees productive and motivated. Panasonic invented a practical solution, creating wearable blinkers, which allow for better focus on what's directly in front of you, blocking out the sights and sounds around you.



FLEXIBLE WORKSPACE

The definition of a workspace has evolved in line with advancing technology and the changing dynamics of the workforce.

With mobile technology playing a major role in the way we work; the reality is offices with moving spaces and unassigned desks. Collaborative work done on-the-go will ensure that offices will evolve in the way they are designed. Smart thinking involves thinking about all aspects of your office. For example, modular designs or movable walls in the office to allow spaces to be multi-functional adding fluidity and dynamism.

The right tools for your employees, in the right places

No matter what type of collaborative office spaces you decide upon, ensuring you have the technology ready and available in all areas is imperative to enable employees to carry out their duties to the highest standards possible.

Ensuring you have flexible and functional spaces that you can adapt and adjust is very important. Key flexible office ingredients include:

- Having the option of changing the room layouts, catering and car parking facilities for guests.
- Wayfinding for guests to find their way to the correct space is incredibly useful, as is room screen display.
- Electronic whiteboards, flip charts and AV screens, as well as adapters for both PC and Mac laptops.
- Video conferencing technology is

imperative, along with a strong Wi-Fi connection, mobile device charging points and accessible power outlet sockets.

Augmented reality and virtual reality

From virtual office walkthroughs to pre-visualization of digital furnishings in an existing space, Augmented Reality and Virtual Reality promises to make life easier, even if they are not mainstream enough to be on every facility manager's desk yet. Augmented Reality and Virtual Reality should gain exposure and saturation enough that most will have experienced it – and started dreaming up innovative ways to use it.

Designing spaces for health and performance

Recent figures show 1.4 million working people are suffering from work-related ill health in the UK and a reported 30.7 million working days lost due to work-related ill health, ensuring that your office is accommodating for your employees is essential.

Informal spaces

Whilst you have been brainstorming your office space, have you thought about booth,



pod or huddle spaces? These are generally far more informal spaces, often used by individuals, or perhaps for one-on-one meetings.

Collaboration/creative spaces

Collaboration/creative spaces are appropriate for those who require the easy-going feeling of a booth or pod, but with enough size to accommodate larger teams of people. It might require some creative input and tools that won't be found in the boardroom – whether that means a classic pinboard, wall display areas, or empty work surfaces to layout creative designs.

Open offices

Sentiment regarding open-plan offices is divided. Offices will undoubtedly react to the shift in opinion, testing out plans that implement coworking areas, private workrooms and other functional spaces to relieve the pressures of open-plan working. Instead of an all-in open plan, for example, a large office might offset a co-work wing with a bank of private “phone booth” desks.

Biophilic design

Have you considered Biophilic Design in your future-proof office plans? Biophilic design uses forms from nature to keep offices looking good and employees feeling good. Sounds (running water, natural ventilation), textures (wood grain, natural fibres), colours (earth tones, sky hues) and plants can all play a role in nature-influenced design, giving managers immense freedom as they build offices that respect employee's needs for organic environments.

Serviced offices – managed workspaces

Technology is fuelling the growth in interest in managed workspace and co-working, 60% of occupiers think serviced offices will play a role in meeting their accommodation needs over the next three years. It can also foster innovation by placing people in co-working or incubator space. Serviced workplaces can also be used for temporary ‘swing space’ and overflow whilst managing capital spend.

MANAGE: COMPUTER AIDED FACILITIES MANAGEMENT

Whether it's a school, office or retail space, our consultants analyse a building and how people use and move through it.

More Than Just Facilities Management - Facilities Enhancement!

Whether it's a school, office or retail space, our consultants analyse a building and how people use and move through it. We plan cleaning and define and deliver security through effective monitoring and situation modelling. Our systems predict repairs and schedule maintenance. Our operatives have the right tools and the right attitude.

These are just some of the elements that set apart our total facilities management team. Our technology-enabled and consultancy-led approach means Centric enjoy industry-leading levels of customer satisfaction and our happy customers typically make significant savings whilst receiving the highest standards of care. That's why they choose Centric – because we are property experts.

Computer Aided Facilities Management

At Centric, our innovative Facilities team are ahead of the curve when it comes to future-proofing the spaces in which we work. Our integrated solutions make it happen without

you lifting a finger. We use state-of-the-art CAFM technology to monitor and manage your building's everyday performance.

The results are a revelation. Integrating services help improve consistency and quality, and generates data to help predict maintenance, energy savings and significantly reduce overall running costs. By embracing the technology of the future in your workplace, you enhance employee performance. Just imagine one point of contact, one invoice, one schedule of work. We spot opportunities to consolidate tasks, saving valuable resource and money.

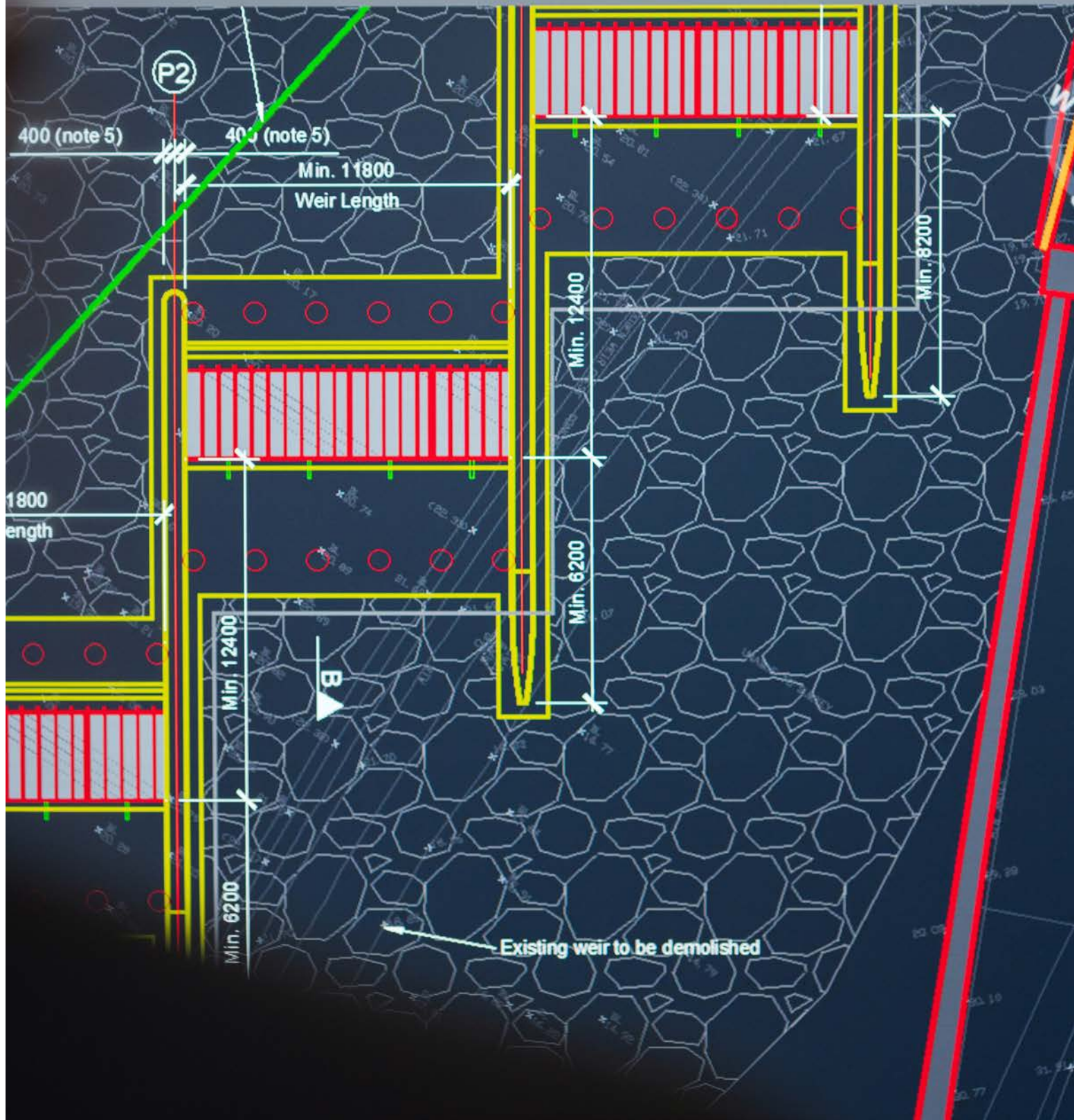
We are helping clients form SMART buildings that focus on their ability to save money and time as well as supporting talent and creating connections for a truly immersive new workspace. We've partnered up with some of the leading workplace technical suppliers to bring you a new era of FM services:

- A fully trackable and transparent FM workflow platform
- Connected office displays and integrated computer systems
- Intelligent mobile workforce management
- Connected fleet telematics

sk InfraWorks Help Raster Tools Express Tools Vehicle Tracking Geotechnical Module ProjectWise

Move Rotate Trim Hatch
Copy Mirror Fillet Make Current
Stretch Scale Array Match Layer
Layer Properties
Paste Select Mode
Clipboard Touch

Draw Modify Layers



BMS - THE SMARTER WAY TO MANAGE BUILDINGS

Recent advances in smart and connected technology mean it's now easier and more efficient than ever to invest in a BMS

What is a Building Management System (BMS)?

In simple terms, a BMS is a computer-based approach to managing and monitoring facilities-based equipment within a building. This includes kit like air conditioning, heating, lighting, fire security and power systems. It typically consists of control panels installed within a plant room which are wired to various sensors, valves and switches within the building. This is then managed by a computer or hand-held device.

A BMS works behind the scenes to ensure that a building is automatically controlled to provide the required level of performance at different times of the day as required. It's also a system increasingly used to manage energy usage, driving cost savings and improved performance.

It's not new technology; building management systems have been around since the 1960s in a very basic form. However, more recently the advances in smart and connected technology mean it's now easier and more efficient than ever to invest in a BMS to fully optimise the performance of a building.

Why invest in a BMS?

Manage facilities intelligently: advances in BMS technology mean buildings can now be managed remotely, in the cloud and on apps loaded onto smart devices. This means it's no longer critical to have a full-time resource such as caretakers and facilities managers located in a single site as modifications can be made to things like temperature and power output remotely at any time of the day or night. When a physical presence is needed, a comprehensive and connected BMS makes it simpler to diagnose issues and make changes to the performance of a building based on a data-driven approach.

Deliver comfort: getting ahead of the great British weather can be a challenge for even the most optimised buildings. Many BMS systems allow zones or areas of a building to be programmed, which means they can be tailored to the needs of those occupying the space. This allows a much greater degree of flexibility to adjust the temperature of the air conditioning or heating during an unseasonal heatwave or stormy summer day. As a result of this more flexible approach, there are energy and cost savings as buildings are no longer subject to a single 'summer' and 'winter' approach to building temperature.



Save energy: a BMS offers a smarter way to approach energy usage and can result in savings of around 25-30.

Building insight: Data from multiple pieces of kit and equipment is consolidated in a single system to improve reporting, information management and decision-making. Integrating the data feeds from these applications into a single portal gives both insight and oversight which can deliver better overall building performance. Coupled with this is a greater level of intelligent reporting which can help inform future building management decisions as well as tracking individual system performance and compliance.

What can a BMS cover?

- Lighting control
- Electric power control
- Heating, ventilation, and air conditioning
- Security and observation
- Access control
- Fire alarm system
- Lifts, elevators etc.
- Plumbing
- Closed-circuit television (CCTV)
- Other engineering systems
- Control Panel

- PA system
- Alarm Monitor
- Security Automation

What does building management look like in the future?

The ability to connect systems and equipment to create a 'smart' system has been a turning point for building management; the next evolution is bringing artificial intelligence into the mix.

Looking to the future, BMS platforms could run entire buildings based on conclusions drawn through the use of artificial intelligence, machine learning and other complex statistical methods. In this scenario, the BMS could automatically adjust the various system settings as needed without requiring human interaction.

Used as part of a holistic approach to building management, this kind of smart system allows the role of a facilities manager to elevate, creating space to concentrate on a more strategic contribution to overall portfolio management.

FOOTFALL

Workspace footfall and desk optimisation have become significant concerns for organisations of every shape and size: from global corporations and fast-growth SMEs right through to small, local businesses with a minimal office footprint.

Footfall management is changing the footprint of building design

Understanding how a building is used is key to optimising its performance, especially in the wake of increased hygiene and safety measures required as part of a new Covid-safe regime. Social distancing and increased working from home have led to a fundamental re-think about the role of corporate office buildings; space is no longer used in the same way and in some cases, not used at all.

Measuring is the new norm

In the same way that website data can be collected to show the number of unique and repeat visitors, so too can footfall data. From cameras and sensors to sophisticated scanning technology, a host of innovative new tech is now available to measure occupancy and provide analysis on the results. A data-driven approach to decisions is key to ensure the most effective and cost-efficient approach to building management is adopted.

Understanding the number of people entering an area or utilising specific space can help inform numerous facilities management activities. Cleaning schedules and security rotas can be designed on not just planned or anticipated occupancy numbers but also real-time data showing which specific rooms or areas of a building have been used and which haven't. Office fixtures and fittings, including desk furniture, can be tailored to meet the needs of those using the space based on factual data. Critically, space can also be repurposed or redesigned when the data shows it's not being utilised as intended.

Real-time analytics

There is a range of approaches that can be adopted to fully measure and understand building occupancy, all with their own suite of business intelligence analytics and reporting capability. Traditional video can track people's movement whilst the addition of facial recognition capability means individual movement can be captured and tracked. ID card systems allow data to be captured around space usage, however more advanced systems that include sensors or



tracking capability offer even more insight as to individual and holistic movement within a building environment.

The recent global health crisis has driven further innovation in this space to support the capture of health-related data or to support a more Covid-safe environment. Thermal imaging can recognise when an individual with a high temperature is present while alert systems installed at a building entrance can ensure the maximum desired occupants of a space is not exceeded by signalling when it is safe, or not safe, to enter.

A more flexible future

Knowing the true usage of a space can also be a key efficiency driver. Now more than ever, office space is being used differently as workers and their employers understand the long-term implications of changes to working practices. Office space will increasingly be used for collaboration and meetings rather than a 9 am – 5 pm base

location. This means that entire sections of a building, and even whole floors may never be used in the same way again. If these areas are being treated as though they are being used daily, with light, heat and ongoing cleaning taking place, then footfall data can support a business case to repurpose the space. It could also support landlord discussions about a company's wider footprint within the building, with perhaps more flexible solutions needed going forward as businesses and building owners gets to grips with a new and more flexible way of working.

Footfall counting technology is more than just understanding who is entering and leaving a building or space. From heat-map sensors that show where individuals go in an office through to facial profiling that can highlight employee behaviours, proactive occupancy management can help drive more strategic decision making to fully optimise building performance.

MAINTAIN: REPAIR DATA

The UK's leading insurance providers such as LV and Lloyds Banking Group trust Centric to repair their customers' properties when things go wrong.

Repairing and Caring for Properties as If They Were Our Own

The UK's leading insurance providers such as LV and Lloyds Banking Group trust Centric to repair their customers' properties when things go wrong. That trust is built through transparent lifecycle systems that allow them to monitor every stage of a building claim and repair.

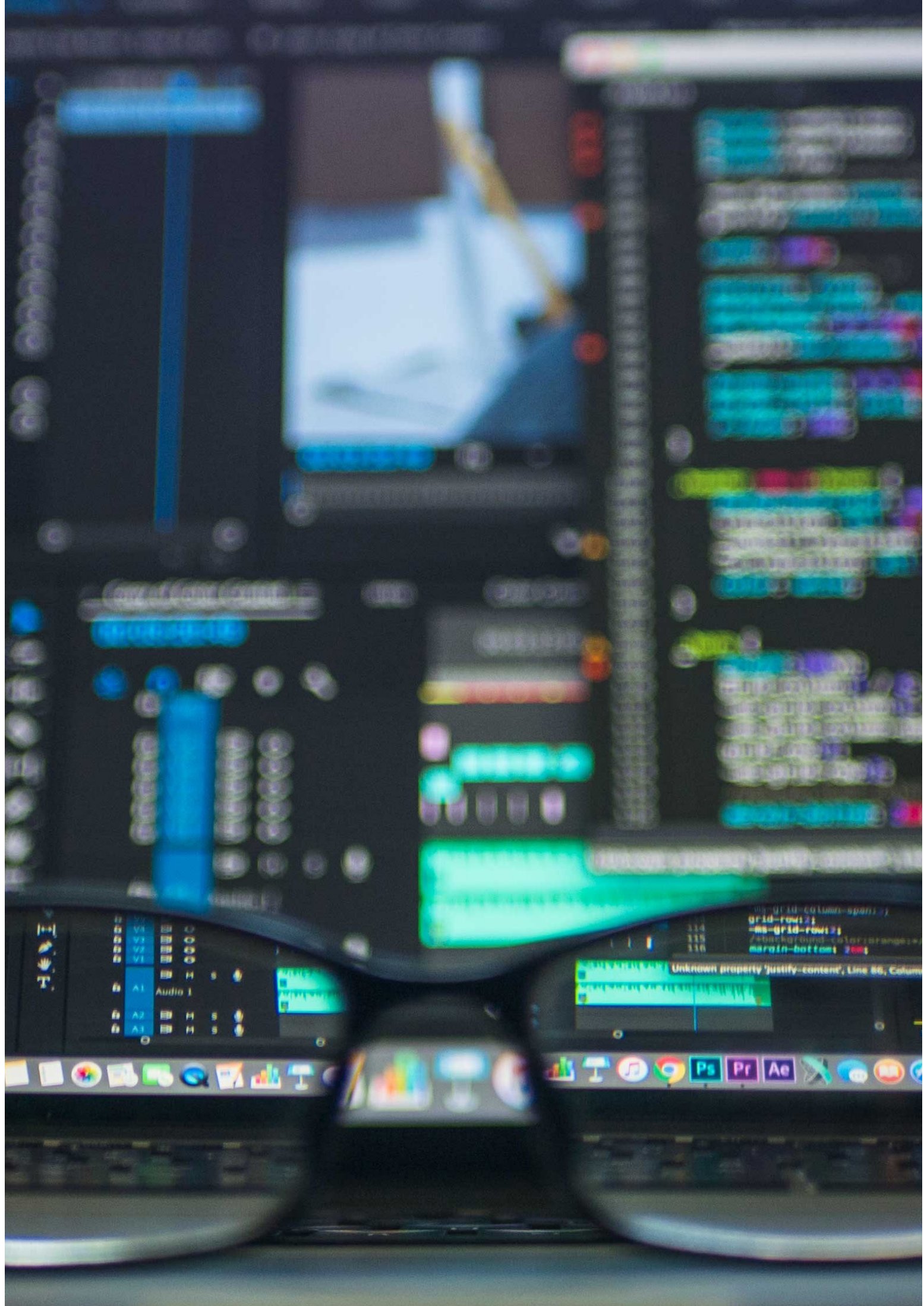
Centric manage and maintain thousands of residential properties on behalf of large social housing organisations such as Habinteg and Railway Housing. They choose Centric because the quality of service is matched by our outstanding technology platform that allows a full birds-eye view of the portfolio and its management.

Our specialist team of experts and ground-breaking operational management systems allow organisations, surveyors, contractors, tenants and property owners to transparently see the full claims and repair process. From understanding the progress of a claim, the costs and timeline of planned work to post-project evaluation – everything is monitored and optimised, in real-time.

How to Manage Your Repair and Maintenance Data

Data – it's the engine that drives improvements, promotes efficiencies and generates cost savings. Delivering repair and maintenance work across social housing portfolios and for insurance-related claims is high-volume and varied work that can involve a huge breadth of jobs. With so much data available and in so many forms, it can be difficult to know what you really need to track, what it's telling you and how it can help you make a difference.

Understanding the data, you have access to is the starting point as this will help create a benchmark. With this in place, you can go on to understand where you need to focus your efforts to drive improvements, whether these be process or cost-based. The data you collect may confirm known inefficiencies, shed a light on new ones or even show over-performance. It creates a culture of transparency and robustness that ensures issues are dealt with openly and promptly. Better data is about more than just analysis and interpretation though. It is also the conduit to a better experience for the customers who are on the receiving end of the repair and maintenance services being



PROPERTY EXPERTS... BUILT ON TECHNOLOGY

provided on a day-to-day basis. Quality, well-maintained data means not only do you know what you are repairing and that you're doing it in the most efficient way, but you know who your customer is, what their history is and any special circumstances surrounding that customer.

Data monitoring

There are a few key areas that you can start monitoring as you begin your data journey to help tell your story not just internally but to your clients as well:

1. Work order response times – this will show how long it's taking to fulfil repair requests. This data can be used as a diagnostic tool, to look at why some jobs are taking longer than expected, and also as a prescriptive tool, creating process improvements to reduce overall response times
2. Planned v reactive maintenance – as data lends itself to being analysed, this dataset can help understand the performance of a maintenance schedule and identify whether the root cause is one that you can address immediately or one that exists elsewhere such as in the supply chain or client approval process
3. Cost per repair – understanding this number is critical for not just in-month cost management but also as part of annual budgeting and strategic conversations about expected cost profiles
4. Energy use and audits – sustainability is increasingly important to both property owners and the tenants they house, however, there is a big cost-benefit conversation still ongoing. Diagnostic analytics can help portfolio owners understand where inefficiencies exist and where more streamlined solutions such as motion-sensitive lighting in communal areas could contribute to managing costs.

Repair data framework

Once the framework is in place to start managing data at a holistic level, there is then a myriad of insight that can be gained from understanding data from the front line. This means equipping the engineers and technicians with the right kit and systems to be able to update, record and track information in real-time during the course of their day. Whether it's basic repairs such as a broken door handle or larger projects such as kitchen replacement, the right set-up means your workforce can track everything from the time it takes to travel to the site, evidence the completion of jobs with photographs and even managing stock levels.

Insurance and social housing repair and maintenance data

At Centric, we have worked collaboratively with our insurance and social housing clients to understand what's important to them from a data and insight perspective and have used this to inform our workforce and job management solution. From scheduling jobs and managing any access issues through to auto-generating purchase orders for replacement parts or materials, our intuitive data solution helps us deliver for the customers who need support and helps our clients manage their business more effectively.

Getting to grips with data can feel daunting but the resulting insight can truly transform the way things are done meaning it's worth investing the time in exploring what's appropriate for your business needs. Data is where all business decisions should start – if it can be measured then it can be monitored and the chances are, improved upon. Whether working with a repair and maintenance partner or managing your portfolio, repairing your job-based data is an essential step.

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SMART ADAPTATION

Wary consumers are shifting online, and office workers are continuing to work from home, leaving once-bustling city centres virtual ghost towns.

Why unconventional thinking could be the future of city-centre housing

The turmoil of the high street has been well-documented, with the health crisis further heightening the challenges faced by retailers. Wary consumers are shifting online, and office workers are continuing to work from home, leaving once-bustling city centres virtual ghost towns.

Rising rents, falling profits and dwindling footfall are combining to force difficult choices in the industry, with store closures and repurposing inevitable. Research from international real estate advisor Savills reveals that up to three-quarters of landlords are undertaking or considering redevelopment of retail assets.

In a similar context, the office property market is also starting to see a decline because of the interruption to demand from tenants and the sharp fall in investment interest. Employers are thinking about how much central city office space they want in the future, and many are delaying commitment to new and bigger space whilst they see how recovery pans out.

Office and retail to residential

It all leads to the same problem – empty space with no purpose. Amongst the thinking is converting from retail to housing. It is a well-argued concept from town planners over the years who have long fought for a shift towards more community-focused city centres, combining places of work with retail, leisure, public service and residential buildings. Perhaps now, with change, comes opportunity.

Planning rules

Relaxed planning rules that came into force in 2013, in which permitted development rights have been given for office to residential conversion, means the concept is already being embraced to help tackle the UK's housing shortage. For those requiring social housing, it's not before time.

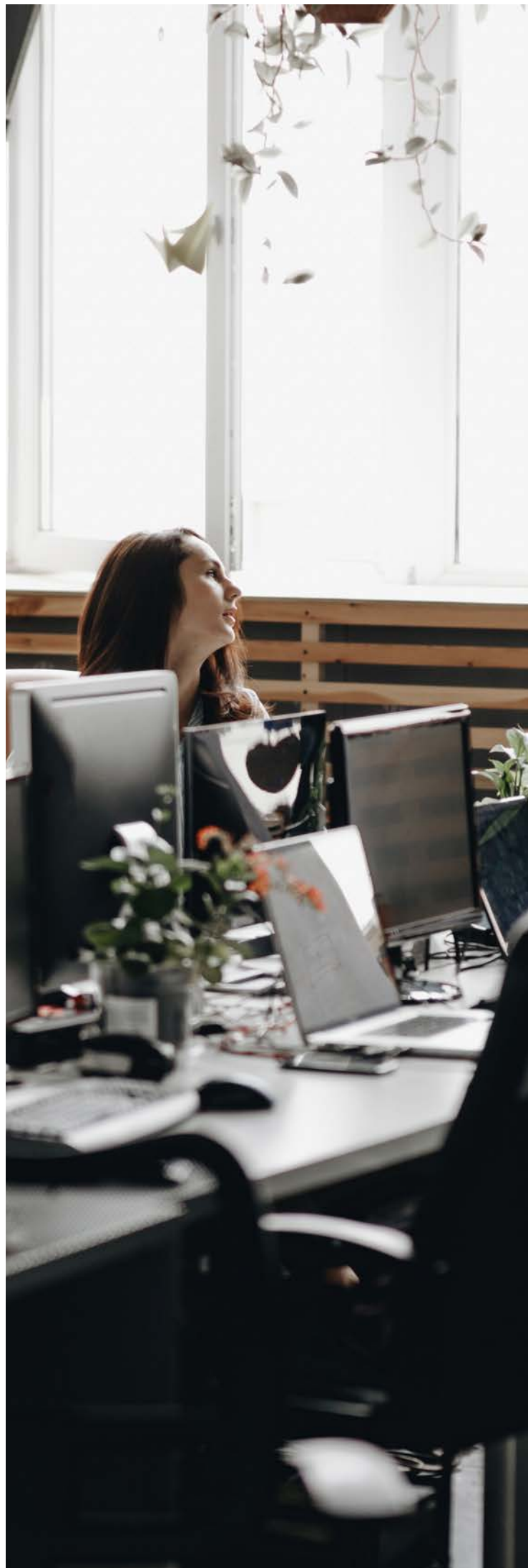
Government funding

The Government has recently announced a new £12bn affordable homes fund with Councils, housing associations and private providers all able to submit a bid for a portion of the funds that were originally announced as part of the 2020 Budget. It could be exactly what the struggling high street needs if it can get the blend of social and private housing right.

Government data shows that the number of retail properties approved for conversion to residential housing increased by just 2.8% to 404 last year, up from 393 the previous year. Recent changes to the UK's planning system will be an important step in increasing the speed at which empty retail property can be converted into much-needed housing. Developers will also be able to demolish and rebuild vacant residential and commercial buildings without planning permission, provided they are rebuilt as homes.

Real opportunity to repurpose commercial buildings

An area of real potential is in the upper floors of commercial buildings. Whilst many are empty and unsightly, with a little vision and investment they could easily be converted into affordable homes, student lets or even hotels. With big windows and great locations, they hold appeal to a huge demographic. There is a real opportunity to revitalise town and city centres that are being left abandoned by retailers and property owners who simply can't hold on given the challenges facing the sector. Whether social or private housing, the repurposing of empty space will support more than just the creation of houses; it has the potential to spark a sense of community and the bringing together of people. As our behaviours change as a result of the global health pandemic, this feels like something that should be wholeheartedly encouraged.



SMART MOVE

At Centric we believe that moving office presents a unique opportunity for companies to consider exciting changes; like new ways of working, refreshing a brand identity or shaking up your workplace culture.

All of this can have a huge impact on a business - improving morale, productivity, collaboration and making it easier to retain and attract the very best talent.

We have been helping companies to move office for over 10 years and are experts at making sure your move is a successful one. Our teams work with you and your team to shortlist potential spaces that meet your specific needs and to develop your brief to define what your new office should do for your workforce both now and for the future.

Our workplace consultancy and office design teams guide you through the process ensuring that we design and deliver a new office that positively impacts your business for years to come. An office move can be daunting but also an incredibly exciting and fun project to be involved with. We pride ourselves on delivering fantastic new workplaces for clients and would love to discuss your next move with you.

Dilapidations

Don't worry about your old offices. At Centric we have over 25 years' experience of dealing with commercial dilapidations. In simple terms, dilapidations represent the costs for

a tenant at the end of their lease; these are typically attributed to restoring the property to its original or pre-tenancy state. This is often called bringing the property into repair. It's a particularly important area that every landlord and tenant should understand as disagreements at the point of exit can be costly for all concerned.

Our unique service allows you access to specialist dilapidations surveyors with over 25 years' experience, providing specialist legal advice to allow you to mitigate your liability before your landlord has had an opportunity to prepare an expensive claim. No other company offers a total dilapidations service which allows you to mitigate an expensive landlord claim at a single point of contact.

How can our service benefit you?

By anticipating the landlord's claim before the termination of your lease whether it be by an actual lease termination or break, we can anticipate the landlords claim, manage works through to completion dealing simply and specifically with the works you are obliged to do under the terms of your lease.

The landlord perspective on dilapidations

As a landlord, it's important to ensure the appropriate covenants in the lease to guard against a costly restoration once a tenant has left. It's also helpful to schedule regular inspections so that any issues can be identified and dealt with promptly. If at any point from the beginning of the lease up to 18 months before the end of the lease, a tenant is not fulfilling their obligations under repair and redecoration clauses, an interim schedule of dilapidations can be issued to outline the expected work to be completed. Within 18-months of the lease end-date, a terminal Schedule will be issued.

It's good to talk

Like any legally binding matter, it is in the interests of the tenant and the landlord to work together to avoid any future lease-related issues. Good communication is key to understand future plans and to manage expectations. It is reasonable to expect that a property will be kept in good repair during a tenancy and proactive measures on both sides during a lease period should help ensure any obligations are fulfilled.



THE FUTURE OF PROPERTY

THE CHALLENGES ARE GREAT, BUT THE OPPORTUNITIES ARE GREATER

The UK property market is changing radically. City centres are changing, the high street is evolving, and retail and commercial office space needs to be flexible. These changes were already happening but have been accelerated by Covid-19.

Navigating a path through these times is challenging. This is where property experts can provide the road map. Combining technology with forward-thinking helps ensure your property project is optimally delivered and ready for the Smart Future.



We continue to provide property expertise and future insights online on our blog www.centric-office.co.uk/blog

SOLUTIONS & SERVICES

Our recognised industry-leading experts deliver connected property services, backed by next-generation technologies and guaranteed to be done safely and cost-effectively.

As an integrated property services provider our Construction, Facilities Management, Building Repair and Mechanical & Electrical divisions ensure clients get connected simplicity or the chance to choose the services they need the most.

Whether we're designing and building from scratch or fitting out, repairing or managing your property for you, we'll look after it like it's our own. We're more than just a service provider, we're a consultancy, and we've got the expertise, vision and technology to identify your needs and tailor our input perfectly.

CONSULTANCY

- Architecture
- Construction Design
- Building Surveying
- Interior Design

FIT-OUT

- New Build
- Interior Fit-Out
- Refurbishment
- Office Furniture

FACILITIES

- Integrated FM
- Cleaning Services
- Security Services
- Pest Control

BUILDING REPAIR

- Mechanical & Electrical
- Building Repair
- Plumbing & Heating

MECHANICAL & ELECTRICAL

- Building Services
- Mechanical
- Electrical
- Service & Maintenance

We'd really like to help with your next property project, call us today on **01229 821 212** or email sales@centric-office.co.uk





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ACCREDITATIONS SEAL OF APPROVAL

From Health & Safety to Quality and the Environment; we maintain every accreditation you would expect from a business dedicated to doing things right. It's just one of the reasons why leading names trust us.

