Noon Webinar
26th June, 2020
All slides and a recording of the webinar are available on the website later this afternoon

- CLC Update
- Government Property Agency - Steven Boyd MBE, Chief Executive
- Q&A
BESA Webinar

26 June 20

Steven Boyd MBE
Chief Executive
Government Property Agency

• Supporting government departments – a growing client base
• 340,000 m² under management, scaling to 800,000 m² by Mar 21
• Letting new workplace contracts focussed on customer experience
• Delivering Government Hubs Programme - over 10 major office developments in hand – and more in the pipeline
• Consolidating the Government’s Whitehall estate by 30% by 2025
• Developing a major Net Zero improvement programme
• Preparing ambitious PropTech plans for the Government estate
Our Strategic Objectives

**Growth across the UK**
- ‘Levelling up’ across the UK
- Strengthen the Union
- Regional investment
- Connection to place
- Socio-economic value

**Transform the Civil Service**
- Great Places to Work
- Smarter Working
- Interoperability
- Productivity and Pride
- Talent Attraction and Retention

**Contribute to Net Zero**
- Improve energy efficiency
- Use green energy
- Reduce embodied carbon
- Generate and store locally

**Better Value**
- Improve satisfaction with our Service Offer
- Best value through commercial expertise
- Manage estate as a single portfolio
- New Property Model Savings - £ 1.4 Bn

**People and Places**
Reflections on ‘how’

- Property only exists for the customer - previously ‘end user’
- We need to optimise our workplaces for customer experience
- Customer experience depends on workplace design and workplace services
- From the customer perspective – this means:
  - Space optimised for the things they need to do in the office
  - Services optimised to help them in their job
- We need to start from customer experience and work backwards
  - Many developers and agents are making the product they want to sell
  - But GPA, and other big clients too, want to buy a different product
Reflections on COVID-19

- Working from home has proved very successful for many
- Old obstacles to a flexible approach to location have been removed
- Some have struggled with remote working – impact may increase over time
- We will need less space in the future, but will still need workplaces
- Workplaces must be optimised to suit their purpose – 4 Cs

[Diagram with symbols for Collaboration, Creativity, Community, and Caring]
Customer-Focussed Workplace Services

• **Safety & Comfort** - formerly Hard FM
  - A safe workplace goes without saying
  - Key facilities are available – tea points, toilets, lifts
  - Comfortable environment – temperature, noise, air quality

• **Support & Community** – formerly Soft FM
  - A clean and tidy workplace is a basic
  - Support with visitors, meetings, conferences .....and ICT
  - Support in building a community inside the building and outside

• **Security & Response**
  - Access control, CCTV & IDS monitoring, incident response
Better Building Information Management (B²IM)

Customer Experience

• We will start from customer experience and work back from there

Industry Standards

• Whenever possible, we will use industry standard solutions (not Govt specials)

Common Language

• Everyone across GPA should use the same words to mean the same thing
• Everyone = the whole GPA family including our commercial partners
• We will develop a “GPA Lexicon” to define the meaning of key words
• We will require the use of our lexicon in our contracts

Standardisation

• A consistent approach in all regions of the UK
• Focus standards on high-value assets

Software Tools

• We will set up our software tools to use our B²IM approach
• We will select software tools that can export data via an API to the GPA data layer
Next Steps

Workplace Design Guide

• We continue to optimise our designs and employer’s requirements
• Our focus is customer experience

Data Schema

• We are building on great progress in defining E2E data sets (design to experience)
• We are working with BESA, RICS and others
• We are defining the PropTech required to provide the data that the GPA family needs

Consultation

• We plan to launch ITT for new workplace services contracts in Spring 21
• We are keen to work with potential partners and suppliers to inform our plans
Q&A

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**Webinar Programme**

**Coming Up:**

**Monday 29th June – The Construction Roadmap to Recovery Plan** – Stuart Young, BEIS & Hannah Vickers, ACE

**Thursday 2nd July – BESA AGM** (members only) 10am – We will be joined by Alpesh Paleja – Lead Economist CBI & Suzannah Nichol MBE – Chief Executive BuildUK

**Friday 3rd July – Shadow Business Minister** Lucy Powell MP

**Tuesday 7th July - Indoor air quality – the classroom challenge** - Douglas Booker - CEO National Air Quality Testing Services & Nathan Wood - Chair of the BESA Health & Wellbeing in Buildings Group
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