

A modern office lounge with large windows, beanbag chairs, and a patterned carpet. The room features a patterned carpet with overlapping circles in shades of grey and yellow. Several large beanbag chairs in yellow and grey are arranged in a row. People are sitting on the chairs, looking out the windows. The ceiling has exposed pipes and modern lighting fixtures, including circular pendant lights. The overall atmosphere is bright and contemporary.

**DELOITTE, LONDON
NORTH WEST EUROPE**

A Case Study

Milliken™



Carpet : Colour Compositions

Project Area 267,278 sq ft
Company/Industry Professional Services
Certification Level Achieved Gold

WELL Project Description

Deloitte LLP is a professional services firm with 18,000 colleagues around the UK and Switzerland. Our purpose is “to make an impact that matters” so when the once-in-a-decade opportunity arose to consolidate part of our central London campus within a new 280,000ft² head office, we wanted to challenge traditional ‘green building’ thinking and deliver a workplace that would truly benefit our people and the planet.

At time of certification (November 2018), 1 New Street Square was the largest WELL Certified™ Gold ‘New and Existing Interiors’ in the world; had achieved BREEAM Outstanding for its exemplar environmental design, and with a score of 94% attained the highest BREEAM 2014 RFO score ever; and was the first office fit-out to attain both BREEAM Outstanding and WELL Certified™ Gold worldwide.

WELL Certification Process

Our sustainability strategy was three-fold:

- We aspired to minimise our environmental impact in support of our Internal Sustainability Strategy and help us meet our stretching carbon-reduction targets so we targeted BREEAM RFO Outstanding.
- We recognised that a truly sustainable building was one that enhanced the health, wellbeing and comfort of occupants. These concepts aligned with our long-standing Talent strategy so we targeted WELL Certified™ Gold ‘New and Existing Interiors’.
- By delivering both in tandem we hoped our workspace would create an even stronger business case for delivering better buildings in the future, and help inspire the real estate industry to continue to innovate in pursuit of a more sustainable future.

The brief was aspirational, not only because no other office in the UK had been certified when we started along this path, but also because of the complexity of the workplace strategy. 1 New Street Square is a large, 14-storey, multi-use office. It needed to contain 2,000 core and 1,500 flexible working positions; consolidate all the client spaces across our campus within a range of formal, informal and innovative collaboration spaces; and provide a number of facilities to help support our wider London campus, including two cafes, restaurants, and a mix of amenity and wellness spaces. It needed to encourage movement and interaction by the addition of 13 new accommodation stairs and 2 pedestrian bridges linked to 2 New Street Square; and it needed to be intelligent to enable us to operate the spaces in the most efficient manner.

By using WELL and BREEAM as guidance tools at every stage of the project, we were able to successfully navigate this complexity and create an efficient, clean and inspiring workspace. Designed by ID:SR, engineered by Hoare Lea, and built by Overbury, collaboration was key to the successful delivery of this programme. Every member of the design team, every contractor, and every supplier had a role to play and we are very proud how they came together to deliver the largest WELL Certified™ Gold ‘New and Existing Interiors’ project in the world.

Innovation

Some features of 1 New Street Square include:

- Optimising comfort conditions by developing thermal, acoustic, daylight and an innovative circadian lighting model to influence design.
- Enhancing air quality by designing out sources of air pollution from construction materials, furniture and equipment; working with our facilities provider to ensure operational cleaning and maintenance regimes used low-toxicity products; and installing 620 sensors within an innovative Intelligent Building network to ensure temperature, humidity and air quality remain optimal.
- Improving mindfulness by installing 6,300 plants in 700 displays, 140m² of green walls and significant use of wood and stone. We also provided access to nature through our 12th floor terrace; views out; and opportunities for area and a tech-free relaxation room.
- Promoting activity by undertaking structural alterations to the base-build to create 13 attractive, internal accommodation stairs; procuring 600 sit/stand desks; and creating a new 365-bay cycle facility and 1,100m² gym on campus.
- Encouraging nutrition and hydration by working with partners to provide healthier foods in our restaurant (serving ~75,000 meals/year); subsidised fruit; and taps that provide chilled, filtered water in vending areas.



Carpet : Clerkenwell, Time Piece

Results

David Sproul, senior partner and CEO of Deloitte North West Europe, said:

“We are incredibly proud of what we have achieved with 1 New Street Square and the precedent we have set in delivering a world-leading building that blends sustainability and wellbeing design for the benefit of our people, clients and the environment. We had a once-in-a-decade opportunity to further strengthen and grow our London campus: this workplace will support a rapidly-changing talent pool and offers a huge range of different working activities and styles with spaces that can fuel creativity and will ultimately generate more collaborations across the business.

We are very proud to have delivered a workplace that has moved the dial on ‘green buildings’. We have led the way in showing there are real business benefits to blending wellbeing and environmental sustainability – from increased employee satisfaction to lower operating costs – and we hope our efforts will inspire the industry to continue to innovate in pursuit of a more sustainable future.”

David Sproul Senior Partner and CEO of Deloitte North West Europe



Carpet : Dissident 2.0

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| Client | : | Deloitte North West Europe | Visit millikenfloors.com
for more information.
T +44 (0) 1942 612777 (UK) |
| Milliken carpet tile collections featured | : | Colour Compositions,
Clerkenwell, Time Piece, Dissident 2.0 | |
| Installed by | : | Loughton Contracts | |
| Architect | : | ID:SR | |
| M&E Engineer | : | Hoare Lea | |
| Sustainability/WELL advisory | : | Hoare Lea | |
| Structural Engineer | : | HPM | |
| Contractor: | : | Overbury | |
| Furniture provider | : | Sketch Studio | |
| Furniture suppliers | : | B&B Italia, Bla Station, Boss, CMD,
CMS Industries, Davison Highley, Forza,
Gloster, Hitch Mylius, HK Design, Inform, Interstuhl,
Isomi, Knoll, Kusch, MA Design, Ocee Design,
Opus Magnum, Steelcase, Vitra, Walter Knoll | |
| Storage suppliers | : | Bisley, Rapid Racking, Treston | |