Commercial Fit-out
Capability Statement
We are delighted to submit this capability statement identifying our experience in delivering successful Cat B office fit-out projects.

As can be seen from the ‘snapshot’ of experience included, project size is no hurdle – large or small, for space taken at shell-and-core, Cat A or Cat B. We have extensive experience in this sector assisting clients undertaking Cat B fit-out projects where we have been involved in assisting our clients develop their requirements, and then delivering their expectations, resulting in buildings that will positively enhance their business.

Many of our projects are undertaken in occupation and we are used to reviewing the strategy to advise on phasing for the works to limit the number of moves that the occupants need to make, whilst limiting the costs.

Our teams have the right experience and enthusiasm, and will relish the opportunity to work with the client and construction team. We have incorporated within this document some further information about the wider capability of Hurley Palmer Flatt which may be of interest.
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Introduction
Our Fit-out Capability

Hurley Palmer Flatt’s team are uniquely sited to offer a ‘one stop shop’ for engineering designs for end-user requirements. We can offer as an extension from our MEP engineering team the facilities of our in-house specialists.

We can bring all of these services lines together to deliver reliable high quality designs; this quality comes from the years of experience and constant assessment and development of the services we provide.

Our capability statement identifies some example projects covers our ability to deliver high quality projects to critical working environments. From trading floors to boardrooms, small and medium sized companies to global financial clients we have demonstrated that we can successfully complete projects and add value to your organisation. We are proud of the fact that we receive 75 percent of our business from our existing client base. We believe that this demonstrates that we build relationships with our clients and become trusted advisors; we strive to provide you with an unmatched quality of service before, during, and after each and every project.

Our design teams have a wide range of project experience, combined with a forward-looking attitude to sustainability and innovative technologies. We aim to provide a fresh perspective to the planning of your projects, whilst understanding and exceeding your needs and expectations. The project experience in this document provides you with an outline of our capabilities, the types of environments we work in every day and the scale of the projects we have successfully delivered. We believe that the early days of our involvement will be key to the success of the project and that our assistance in developing the brief and our ability to respond with the correct solutions will guarantee a successful project.

We have provided summaries of each of our eight service lines – Building Services Engineering, Energy and Sustainability, Structural and Civil Engineering, IT, Security and Technology, Critical Engineering, Advanced Building Optimisation, Building Information Modelling and Commissioning Management – to provide you with an overview of our range of services. We are able to deliver superior designs through collaboration between our engineers, consultants and designers, mitigating or minimising any project risks before they happen. Our collaborative multidisciplinary approach has proven to be vital when delivering large scale projects successfully; it is a system you can trust to deliver your project.

We would like to take the time to discuss your future projects, understand your needs and highlight areas in which employing our services will ensure that you receive the best service we can offer. Should you have any questions after reading this capability statement please do not hesitate to contact us about any of our services.
Group Facts

- Independent private engineering group
- Largest independent multi-disciplinary engineering business
- 100% management shareholders
- Established 1968
- 10 offices worldwide
- Over £5bn ($8bn) engineering projects delivered annually
- Working in over 50 countries in 15 sectors
- Six divisions with over 30 specialist services

Key Clients

- Santander
- infinity
- Nationwide
- DEERBROOK
- BROADGATE ESTATES
- CBRE
- ESTEE LAUDER
- colt
- TESCO
- OmnicomGroup
- ING

Key Services

Market Sectors
Hurley Palmer Flatt has been trading for 48 years since 1968.
Group Facts

Office Locations

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Project Experience
Project: Level 1-6, 70 Mark Lane
Client: Miller Insurance LLP

Size: 95,000ft²

- Appointed to undertake the services design for five floors of Cat B fit-out from shell and core in new Stanhope development at Mark Lane
- Typical floors comprising open plan office, with some cellular office and meeting room space and on-floor pantries
- One floor is for a Client Meeting Suite, comprising meeting rooms and dining rooms with fine dining prep kitchen
- One floor was initially designed as Cat A space from shell and core to allow for tenant sub-letting, and has subsequently been developed to Cat B as expansion space for the client
**Project:** Chiswick Park Office  
**Client:** Absolut Spirits

Size: 7,846ft²

- Cat B fit-out of office accommodation to provide new UK office for Absolut Spirits
- Office space to provide open plan office, cellular offices and meeting rooms and bar area
- Use of pendant luminaires within the meeting rooms and bar area to create a stylish and bright workspace
- Base-build cooling system is displacement ventilation which has been supplemented by VRF system to meet the meeting room cooling loads
- Electrical design includes provision for new comms room supported by UPS
Project: 10 New Burlington Street
Client: Tudor Investments

Size: 30,000ft²

- Following the technical due diligence to select a building in Mayfair to accommodate the multiple key spaces for Tudor’s new London office
- The key elements of the space are the trading floor, client reception and meeting suite, cafe and breakout area and gym and associated facilities
- The technical service enhancements are increased UKPN power supply, reconfiguration of electrical services to provide critical support to the designed space and new chilled water services to support the MERs
- Specialist studies have been glare studies for both the internal and external environments and a CFD study for trading and office spaces
- Services provided: MEP consultancy, security consultancy, specialist lighting
Project: 25 Bank Street
Client: JP Morgan

Size: 1,000,000ft²

- Refurbishment and enhancement of the existing 1,000,000ft² building as new European headquarters of the investment bank JP Morgan
- During the construction period of the major fit-out, our team assisted the JP Morgan facilities team with understanding their new building and assets
- We were responsible for the preparation of Integrated Systems Tests and Black Building Test briefs
- We led the process for setting in place a protocol for post-contract attendance and defects reporting and rectification
- As part of the scope we were involved in preparation of consolidated plant replacement strategy, including both the base-build and fit-out plant requirements
- Provided a soft landings facility to assist JP Morgan with their occupation and operation of the building
Project: Riverbank House (new headquarters)
Client: MAN Financial Services

Size: 317,000ft²

- The project included two data centres of 5,000ft² each and two trading floors of 30,000ft² each
- Also included is a 200 seat auditorium, executive dining and staff restaurant
- Air conditioning system utilised VAV FCUs for maximum energy efficiency
- Hurley Palmer Flatt provided MEP/CFD/ BREEAM services as part of multiservice appointment
- Designed the fit-out of the offices to Cat B and specialist areas (auditorium, staff restaurant and kitchen, executive/client dining facilities and kitchen, CER/SER rooms)
- Assisted the client in agreeing heads of terms, agreement to lease and monitoring base build design and construction relating to services
**Project:** Walbrook Building, London  
**Client:** Arthur J Gallagher & Co

Size: 100,000ft²

- Within the impressive Walbrook building, Arthur J Gallagher took 100,000ft² of space at ground, first and seventh floor levels.
- The space was taken at shell and core, and we designed a Cat A solution to be implemented by the landlord and Cat B design on behalf of the tenant.
- The tenant requirement included very highly densely occupied office spaces and associated break-out and client dining areas. The contract selected was a two-stage negotiated design and build due to the fast-track occupation requirements.
- Winner of BCO 2014 National and London and South East ‘Fit-out of Workplace’ awards.
- The relocation has helped transform not only the way the company receives their clients but the way they now do business.
- The design takes inspiration from the scalloped façade and oculus shaped atria.
- The client arrival area features a sculpted meeting room reflective of the building’s geometry making good use of part of the deep space that receives no natural day light, turning a challenge into an opportunity.
Project: Project Storm, 5 Broadgate Fit-out
Client: UBS Investment Bank

Size: 700,000ft²

- Banking headquarters incorporating large scale trading floors accommodating circa 3,000 staff, incorporating sophisticated IT, telecommunications, data processing and resilient power systems and infrastructure distributed locally across each floor
- Chilled desks and multi-service chilled beams considered as part of a design
- Resilient design to maintain trading floor continuity in event of failure
- The areas covered by the fit-out include: office floors, trading floors, auditorium and breakout areas, multi-function and pre-function areas
- In addition, design incorporated a gymnasium, kitchen, restaurant and serveries, medical centre, conference floors including winter gardens, roof and basement tenant plant areas
- Services: resilient mechanical and electrical distribution, UPS/fire suppression/chilled water/fire alarms/lighting/controls, etc.
Company Information
Service Lines

Integration and excellence
We provide a full range of specialist services:

- Building Services Engineering
- Energy and Sustainability
- Structural and Civil Engineering
- IT, AV, Security and Technology
- Critical Engineering
- Advanced Building Optimisation
- Building Information Modelling
- Commissioning Management

By integrating our expertise across disciplines, we serve all sectors for both new-build and refit/refurbishment. Our successful experience spans over 19 sectors internationally.

Sustainability is at the heart of all we do and our specialist energy and sustainability division work is closely integrated with our core engineering groups to ensure that our clients’ buildings consistently exceed their expectations.
Building Services Engineering

Building Services Consultancy

Experienced design engineers and sophisticated design tools enable us to provide leading edge solutions for our clients in:

- Mechanical, electrical, public health and fire protection engineering
- Specialist lighting design
- Lift and vertical transportation engineering
- Building Management Systems (BMS)
- Security design
- Fire engineering
- Computational Fluid Dynamics (CFD) modelling
- Acoustics services

Our specialists can provide advice suitable for any stage of a project. In addition to full design services, we can offer:

- Specialist surveys including due-diligence, condition and pre-acquisition
- Validation specifications
- Resident engineers
- Close out and commissioning engineering/‘soft landings’
- Facilities management consultancy
Energy and Sustainability

**Sustainable Development**
Our consultancy services build in sustainability from initial concept and master planning to occupation of the building:

- Environmental masterplanning
- Development planning support
- Buildings regulations Part L compliance
- Microclimate analysis
- Daylight studies
- Thermal comfort studies
- Low and zero carbon strategy and design
- Green Building Certification, BREEAM, LEED, Ska, Estidama and Green Star
- Passive building design
- Sustainable construction
- Environmental auditing and carbon footprinting
- Material specifications
- Low energy lighting strategy
- Environmental Impact Assessment
- Financial and lifecycle analysis

**Advanced Building Optimisation**
Our consultants use the latest computer modelling techniques to optimise building design using engineering knowledge applied to sustainable design:

- Site orientation and building massing studies
- Façade analysis and mapping
- Façade optimisation
- Fabric strategies
- Shaping massing for daylight and energy improvements
- 3D visualisation, including energy efficiency assessments
- Natural ventilation and comfort cooling
- Full Computational Fluid Dynamic (CFD) models, 2D or 3D
- Plume dispersion modelling
- Pedestrian comfort studies

**Energy Management Services**
We provide total environmental management services in existing buildings to provide energy efficiency, water, waste and carbon efficiency solutions, including:

- Energy audits
- Water and waste audits
- Condition surveys
- Due diligence surveys
- ESOS energy audits and ESOS lead assessors
- Investment grade proposals
- EUETs and EPR permitting
- Environmental working group and behavioural change programmes
- Energy reduction and energy efficiency programmes
- Client-side energy management
- Energy Performance Certification (EPCs and DECs)
- TM44 A/C inspections
- Carbon Reduction Commitment (CRC) solutions
- Energy and carbon monitoring, reporting and verification services
- Energy and environmental management systems (ISO50001 and ISO14001)
- Lifecycle costings
Hurley Palmer Flatt consulting assists our clients to deal with today’s technology challenges. We can offer truly comprehensive solutions based on expertise across all elements of technology infrastructures, including ICT, audio visual and IP security solutions. We articulate the requirements of our clients and form comprehensive technology roadmaps that meet those requirements and continuously strive to exceed expectations.

We are vendor independent to ensure that any technology solution we recommend is always the most suitable for our clients’ individual needs. We offer holistic strategy with pragmatic solutions, and have extensive experience in delivering technology-based project solutions that in turn helps our clients fully realise the benefits that technology can offer.

We are a leader in the design, delivery and integration of smart ICT/AV technologies, including environmental and access control management systems for hotels, serviced apartments, large residential properties and offices.

### Our Expertise
- Mobility, unified communications and networks
- ICT infrastructures
- Security and access controls traditional networked
- Landlord centralised integrated building services solutions
- Residential smart home automated systems
- Interactive hotel guest experience through design
- Workplace ICT user innovations
- Satellite distribution for commercial and residential schemes
- Telecommunications utility planning
Structural and Civil Engineering

**Structural Engineering Services**
- New build design
- Refurbishment of and adaptations to existing structures
- Existing building reporting:
  - Due diligence
  - Structural capacity analysis
  - Monitoring
  - Structural surveys
  - Feasibility studies
- Structural reviews
- Historic building restoration

**Civil Engineering Services**
- Infrastructure design and co-ordination
- Sustainable urban drainage systems
- Flood Risk Assessments
- Highways masterplanning
- Swept Path Analysis
- Traffic assessment reporting
- Complex ground modelling
- Master drainage strategies
- Surface water management
- Surveys and capacity checks
- Drainage and highways design
- Hydraulics design

**Speciality Structural Consulting**
- Plant replacement and upgrade strategies
- Physical condition assessment and reporting
- Upgrade and strengthening of existing structures to support specialist plant and equipment
- Working within critical environments
Our Advanced Building Optimisation team combines long-standing engineering excellence with the most advanced optimisation tools and techniques. We provide advice from the very early stages, in an iterative and collaborative way. We help set targets and translate client aspirations into a design brief. We work closely with the entire team to inform the design process. We empower the design team, ensuring our expertise in building performance and advanced engineering informs the design process from the early concept stages through to operation.

We look at buildings holistically and use state-of-the-art building physics tools combined with an in-depth understanding of the built environment to optimise design, be it in terms of energy performance, well-being or spatial integration of building services.

We undertake site specific climate and microclimate analysis and use this to inform building mass and façade treatment. We assess the building envelope performance from an energy and comfort standpoint to make sure the interior and exterior deliver the best possible environment to occupiers. We use our extensive building services experience to help integrate the technical systems into the building efficiently, making sure they can be controlled and work to best serve the client and the occupier.
Building Information Modelling

We have extensive experience utilising BIM collaborative software for previous projects. We understand that it may well be your intention to utilise BIM for the design and implementation of future projects.

We believe that the use of BIM on projects could yield significant benefits and we would welcome the opportunity to utilise it. The benefits to a project are threefold:

- Getting the design right, first time
- Risk management
- FM legacy

The use of BIM would provide you with a full digital model of the building and everything within it. The opportunities this presents are significant including:

- Simple space planning
- An interactive schedulable database of every component within the building
- Links to maintenance records and plans
- Full clash detection
- Structural and civil design models fully compatible with BIM technology
- Remote access for fault reporting
- A complete, interactive and editable O&M manual
Critical Engineering

We work in many sectors where the engineering systems are critical to the continuing and successful operation of client facilities. These facilities include technology and data processing centres, financial trading, R&D centres and hospitals.

We strive to understand our client’s business needs to ensure that what we design aligns with their objectives. One question that is always asked is in the event that an M&E engineering component or system fails is ‘What is the impact, how does it affect our business, who am I answerable to?’ Difficult questions, even more difficult when other factors are incorporated, including the cost of energy as well as that of construction and operation.

Balancing resilience, cost and energy reduction are some of the key aspects that we grapple with on a daily basis for each critical engineering project. Our engineers think always in these terms and constantly the ‘what if’ question.

We have a number of specialist tools to help us on our way, these include:

- Failure mode and effects analysis (FMEA)
- Statistical single point of failure analysis (SPOF) using FaultTree+
- EUE and PUE modelling to predict exact energy and carbon usage
- Air and water flow CFD modelling both internally and externally
- Emissions assessments for compliance and certification for EUETS and IPPC
- Utility maps and schematics to aid negotiation with power and energy providers
- Assessment of different fuel sources for normal and standby running

Of course all of the above are wrapped into and integrated into our other engineering and consultancy offers, but we do pride ourselves in thinking differently when it comes to critical engineering.
Commissioning Management

It’s Not All About Tagging
With the start of engineering installations on site, we will be utilising our validation processes in order that we can accurately track and report progress and key commissioning issues to you. If the tag system is to work properly it is important to schedule every system and principal component of a system that will require commissioning and that in preparing progress reports, they align with that list so that we can flag up and record any issues or concerns and record the status of each and every system at any given time.

Microsoft SharePoint

Home Pages
As standard, the home page includes a summary of progress by virtue of a short term look ahead Gantt chart, short-term key commissioning actions together with a schedule of the user’s own actions and issues that have been allocated for resolution. It also includes a Newsfeed which, in effect, is the project diary where our engineers record what is happening on site.

Project Mailbox
Enables all of our engineers and our senior management have access to the most recent communication.

Document Management
The document management section comprise a series of folders to which the whole team can have access. If required it can incorporate revision control. In addition to access via SharePoint this document library can be viewed directly in the users MS Windows Explorer for easy access. This tool is linked to a feature designed to track the progress of important commissioning documentation.

Cx Issues Log
This is a live document where the team record the commissioning issues and can track progress for the various actions. It includes various significance criteria in order it can be filtered for the most relevant information. Reports are easily created from its associated dynamic access database. Issues have clear ownership and tasks can be synchronized with Outlook.

Factory Testing
The co-ordination of factory test arrangements can prove difficult. We have simplified the process here by utilising a common document for all test arrangements and documentation to be recorded. Documentation is stored in the document management folder structure.

Asset Registration
It is important when developing the commission strategies and programme that we are clear on all of the equipment to be commissioned and during the process what the present status of the equipment is.

RASCI Chart
This defines accountability and responsibility for key commissioning tasks.

Programme
The programme page synchronises with Microsoft Project. This is where we schedule or monitor the progress of the works. Information can be displayed in several formats and tasks can be made to synchronise with Outlook.

All of these can be ‘followed’ so that email notifications of any change in status that you want are delivered as progress occurs.
Company Strengths and Experience

**Strengths**
- Privately owned independent MEP company
- Director-led hands on team throughout the projects
- Computer modelling a standard feature on all projects to prove and optimise design solutions
- Robust and proven delivery and track record in delivery of projects
- Experienced and passionate designers who are experienced in working in challenging environments
- The core team remains with the project throughout
- Experienced in delivering 3D design to support BIM
- Industry leading sector experience and market knowledge
- Experienced dedicated directors
- Directors and team with significant experience of complex and challenging engineering designs
- Experience and alignment with the client team
- Award-winning technical innovations in the industry

**Loyalty**
Some 75 per cent of our turnover is generated through satisfied clients, some of whom have worked with us for over 40 years. We believe in a non-adversarial approach whilst allowing the team to push all boundaries of excellence.

**Client Focus**
We ensure that each team member is a stakeholder in a client’s success, and as such we have developed an incentivisation scheme to ensure that our profit is shared by way of a performance bonus. As a forward thinking business, this enables us to ensure client focus. Our appraisal system is based around the delivery of excellence and direct qualitative client feedback.

**Experience**
Through our extensive experience of working on numerous projects, we have gained an appreciation of the specific and demanding business needs of leading organisations.