Financial Sector
Capability Statement
Foreword

We have extensive experience of assisting clients undertaking complex projects where we have been involved in assisting those clients develop their requirements, and then delivering their expectations – resulting in buildings that will positively enhance their business.

Our teams have the right experience and enthusiasm, and will relish the opportunity to work with the client and construction team. We trust that this proposal demonstrates our capability and experience and we look forward to discussing your future projects.
Introduction
Our Financial Capability

We work where you work
We have gained a unique understanding of the engineering required for a successful project.

We provide specialist project teams together with engineering expertise and knowledge regarding facilities for fit-outs, refurbishment and new builds.

Our team of specialists will strive to exceed your expectations. This approach will bring a unique mixture of technical and delivery expertise combined with a pioneering attitude to sustainability and innovative technologies, allowing for a fresh perspective to the planning of a project.

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

Workplaces
- Financial institutions
- Mission critical facilities and data centres
- Offices and corporate headquarters
- Retail shopping centres and sports centres
- Schools, universities and hospitals
- Mixed-use developments
- Hotels
- Theatres, galleries and museums
- Hospitals, schools and universities
- Manufacturing and engineering facilities
- Transport facilities
Group Facts
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
- NUCION
- BROADGATE
- BRITISH LEDGER
- DEERBROOK
- Lloyds Banking Group
- Nationwide
- Lloyds Banking Group
- ING
- Equinix
- CBRE
- UBS
- Brookfield
- TMMX
- J.P. Morgan
- CBRE
- Ghapus
- HSBC
- Standard Chartered
- Barclays
- Citigroup
- Arcadis
- Deloitte
- Energinet
- EPRI
- AECOM
- National Gallery
- JLL
- Estimate
- Hammerson
- Global Switch
- Wills
- NXP
- BHP Billiton
- SPYSCAPE
- MasterCard
- Shell
- ING
- Microsoft
- Metro Group
- Tesco
- American Express
- Omnicom

Market Sectors

- TMT/Datacentres
- Energy and Process/Industrial
- Workplace/Corporate/End users
- Transport (Rail and Air)
- Development (Office/Resi/Retail)
- Health, Education and Research/Pharma
- Hotel and Leisure
Hurley Palmer Flatt has been trading for 48 years since 1968

Group Structure

Management Structure

Turnover

Headcount

Overall headcount 410
Group Facts

Office Locations

London HQ
240 Blackfriars Road
London SE1 8NW
t: +44 (0)20 7429 3333
Contact: James O’Byrne

Purley
NWS House
1E High Street
Purley CR8 2AF
t: +44 (0)20 8763 5900
Contact: Brian Brett

Glasgow
204 West George Street
Glasgow G2 2PQ
t: +44 (0)141 465 1442
Contact: Mark Arthur

Manchester*
Hannan | Hurley Palmer Flatt
Beta House, Alphagate Drive
Manchester Road, Denton
Manchester M34 3SH
t: +44 (0)161 337 2200
Contact: Paul Roche

New York*
rd | Hurley Palmer Flatt
19 West 44th Street
New York NY 10036
t: +1 212 764 7272
Contact: Paul Roche

Singapore
545 Orchard Road
#13-06
Singapore 238882
t: +65 6736 7394
Contact: Mark Simpson

Sydney
Level 11
50 Pitt Street
Sydney NSW 2000
Australia
t: +61 (0)2 9112 9900
Contact: Dan Pointon

Dubai
Dubai Knowledge Village
EIB 05
EMC Building
Office 210
Dubai
UAE
t: +971 (0)50 1533549
Contact: Marc Andrews

Mumbai
L2, 294 CST Rd
Off Bandra-Kurla Compl
Kalina, Santacruz (E)
Mumbai 400098
India
t: +91 (0)80 4180 0873
Contact: Mark Simpson

* Associate offices: Manchester and New York
Project Experience
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: Taunus Turm Frankfurt
Client: JP Morgan

Size: 8,000m²

- High specification office fit-out for the bank on Levels 21, 22, 23, 24, and 25 of the Taunus Turm development (40 floors) in Frankfurt
- Base build system utilises hybrid chilled ceilings which were supplemented with desk cooling system to trading positions
- The fit-out incorporated an MER at level 23, and tech rooms on other floors
- An independent BMS was provided to serve tenant systems with alarm interfaces to landlord system
- Resilience included back-up chilled water cooling to critical systems (2N to MER/Tech rooms) and 2N UPS systems backing all desk positions, and Tech rooms
- Specialist design included specialist lighting, AV and security design
Project: Olympic – Riverside South
Client: JP Morgan

Size: 320,000m²

- 43-storey purpose-built headquarters building for JP Morgan
- Tier III+ resilience headquarters building including commercial offices, trading for 5,000 traders, restaurant, conferencing facilities and leisure areas
- Hurley Palmer Flatt provided a range of services including the MEP design, the Energy Report to support the Planning Application, BREEAM and LEED Assessments, and 3D co-ordinated drawings for the plant areas
- Extensive façade analysis was undertaken to establish suitable façades and acceptable comfort levels, especially in trading areas of 4m ceiling height with 6m high-glazed façades
- The trading desks were developed using CO₂ underdesk cooling provided by 2N systems, and back-up generation was provided by six 6.93 gas-fired generators on an N+1 configuration
The JP Morgan Chaseside campus occupies a large site in the Bournemouth suburb of Littledown on the South coast.

The campus comprises of three commercial office buildings, temporary Portakabin offices and the Grade II listed Littledown House.

The project involves the refurbishment of the existing office campus into a ‘High Performance Workplace’ (HPW) capable of accommodating approximately 4,000 staff across 3,150 desks.

Following a full design audit of initial tender documentation, Hurley Palmer Flatt prepared tender addendum documentation to ensure that a robust tender price and programme was achievable.

The site refurbishment project will be carried out in a phased manner, utilising campus ‘swing space’ to enable two floors to be decanted and refurbished at a time.

Construction is due to complete January 2017.
Project: 1 Knightsbridge  
Client: JP Morgan  

Size: 40,000ft²

- Our brief was to provide a fully fitted-out space comprising of both open and cellular meeting space as well as telepresence and conference facilities for up to 150 people.
- The building provided challenges due to the age and current condition of the existing base build systems.
- Existing floor systems had to be removed in their entirety and replaced in accordance with current design standards.
- Design and installation within an occupied building necessitated close landlord liaison and detailed planning applications for all new roof plant.
- The fit-out included MER and SER areas with specific resilience requirements to ensure operation at all times.
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.
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: 1 Churchill Place  
Client: Barclays Bank Plc

Size: 1,000,000ft²

- We were responsible for the monitoring of the shell and core construction and the design and monitoring of the Cat A and Cat B fit-outs
- Building includes 30,000ft² data centre, 72,000ft² specialist conference facilities, 40,000ft² restaurant, gymnasium, reception and client areas
- 44 storeys with 32 office floors completed in 42 months from excavation to occupation
- Built to a high ecological sustainable agenda using natural UK sourced products – BREEAM ‘Excellent’ accreditation
- Entire building designed to be a mission critical space with full redundancy to each floor
Project: Roll-out of RBS and NatWest Retail Branches
Client: Royal Bank of Scotland

- hurlepalmerflatt were appointed as the MEP consultant for RBS in the roll-out of over 200 of their flagship retail branches on a nationwide basis in Scotland and England
- The dynamic new branding of the flagship branches will be complete in 2015
- Each flagship unit refurbishment comprises the upgrade of the existing mechanical and electrical services whilst being sympathetic to the branch identity and meeting the specific new branding
Project: Hampton, Peterborough
Client: MasterCard

Size: 30,000ft²

- Hurley Palmer Flatt carried out due diligence on the draft developer’s specification through to the monitoring of the base build installation and commissioning
- New office was fitted out to provide a new home to Access Prepaid Worldwide – including their 80 person call centre
- Procurement was negotiated with the main contractor, with the MEP packages being tendered
- Minimal intervention designs to allow the Cat A to remain where possible, but providing aesthetic impact in feature areas
- On-floor MDF/IDF incorporating cooling, UPS and option to provide generator
**Project:** Level 17, 10 Upper Bank Street  
**Client:** MasterCard UK Management Services Limited

Size: 27,000ft² + 6,700ft²

- Following a previous project to fit-out 6,700ft² on the 19th floor of 10 Upper Bank Street to provide additional accommodation to match MasterCard’s current 20th floor
- Hurley Palmer Flatt were appointed to undertake a further fit-out of the entire 17th floor, circa 27,000ft², to be constructed in phased manner
- The landlord has returned the existing Cat B space back to Cat A, and the MEP design is to re-use as much of the existing services as possible
- The working space should replicate that of the upper floors, with breakout spaces being treated as feature areas to enhance the floor
Project: 20 Finsbury Circus  
Client: Deutsche Bank

Size: 85,000ft²

- The initial client brief was to undertake a due diligence and condition report of the building engineering services.
- Following the preparation of the report, a further appointment was secured to prepare detailed specifications and scopes to implement recommended works.
- The works were tendered and the project was completed early in 2016.
Project: 1 Brindley Place
Client: Deutsche Bank

Size: 100,000ft²

- Hurley Palmer Flatt undertook a detailed condition of the existing services at Brindley Place to determine the likely risk of failure during a lease extension period.
- Following the issue of the condition report the team undertook the detailed design of the engineering system replacement works, the required enabling works to facilitate the design scheme and tendered the package successfully.
Load: 1800W/m² / UTI: Tier IV / PUE: 1.28

- The development consists of two identical buildings, each hardened to meet stringent security and engineering requirements, with an IT load of circa 5.4MW capacity at 1800 W/m²
- Specialist water proofing and bomb blast designs were employed to ensure building security both for below and above ground requirements
- Appointed as lead consultant responsible for the entire design team, disciplines include - M&E, public health, architectural, structural, civil, fire, security, LEED assessors, CFD, PUE, transport, ecology, archaeology, landscape
- The appointment is extended to our Energy and Sustainability department who have been provided with a brief to obtain a LEED Gold rating for the facility and our new security department
**Project:** Project Horizon  
**Client:** Lloyd’s Banking Group

**Size:** Four 1,000m² halls

- The development consists of two highly resilient identical buildings each with an IT load of circa 6MW capacity, IT load based on 1,500 Watts per square metre
- The utility infrastructure consists of two 27 MVA supplies to the site each via two 33/11kV circuits, these are from alternative bulk primary sub-stations. Diverse A and B supplies are then routed to each data centre building
- We were appointed as Lead Consultant responsible for the entire design team delivery, disciplines under remit as follows – electrical, mechanical, public health, fire, LEED/BREEAM assessors, CFD, PUE
- The appointment is extended to our energy and sustainability departments who have been provided with a brief to obtain a LEED Gold/BREEAM Excellent ratings for the facilities and to provide renewable energy design solutions for a future on-site location
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 help 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
Advanced Building Optimisation

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.
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.