

# Creating Inspiring Workplaces

Your Guide to Sustainable Design, Wellbeing, Inclusivity  
and Workplace Culture

**iwfm**

SOUTH WEST REGION

# Housekeeping



# Introduction to today's event

- Your Hosts
- Your Sponsors
- Your Exhibitors
- Our Charities

iwfm



# Participation

 IWFM South West Region

 @IWFM\_SouthWest

#FacMan

**Introduce yourself in 30 seconds!**

- Name
- Role
- Organisation
- Share one key feature of an inspirational workplace



# Creating Inspiring Workplaces

## E-brochure



**10.15am – 10.35am**

### **Sustainable Spaces, Happy Faces**

Adam Green, Sustainability Coordinator – Interaction

**10.35am – 11.00am**

### **Workplaces For Planet and People**

Sarah Pasquall, Senior Designer – Interaction

**11.00am**

Q&A

**11.15am – 11.30am**

Coffee and Networking



# Hello we're Interaction

Strategic workplace design  
and build experts

IWFM Presentation

interaction





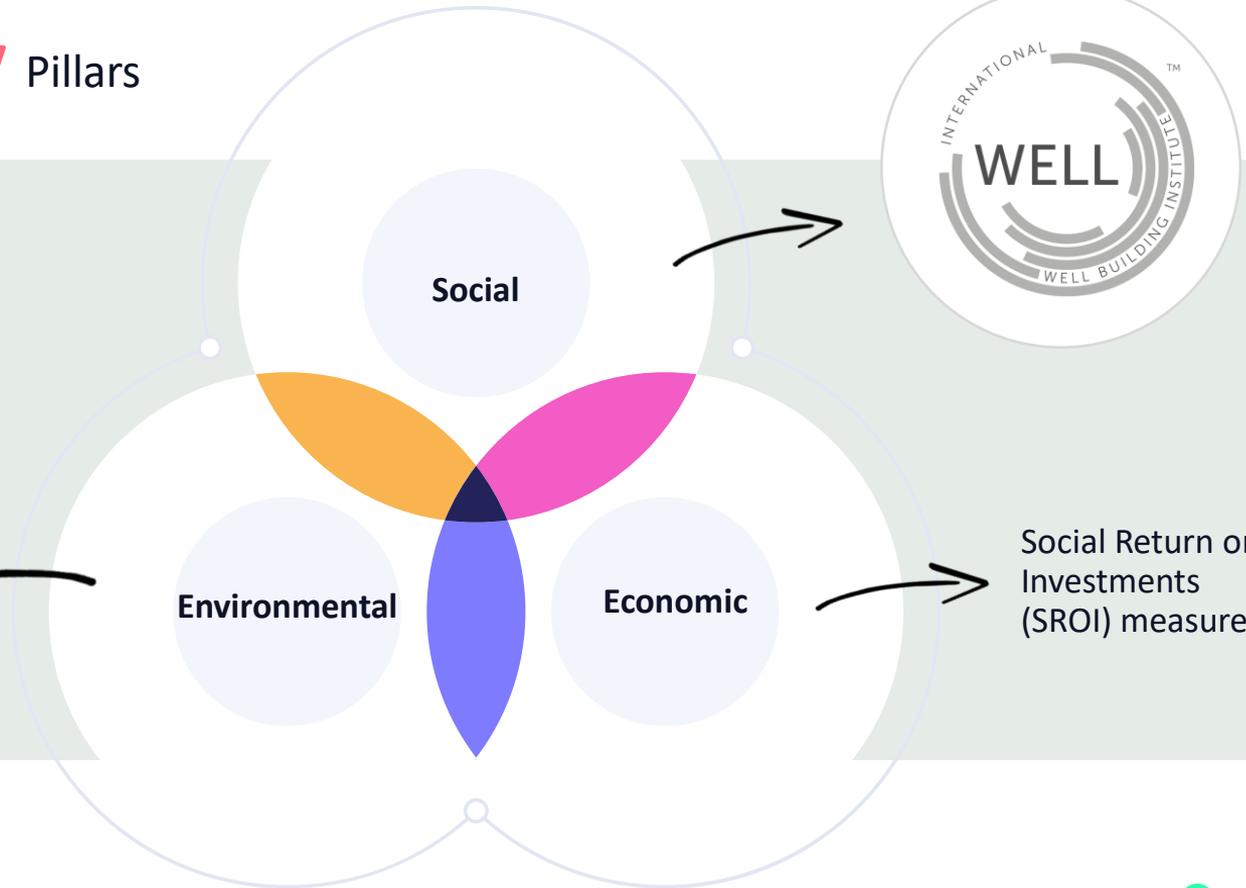
# Agenda

- 1 Pillars of Sustainability
- 2 Circular Economy
- 3 Built Environment
- 4 Benefits of implementing sustainable practices
- 5 Sustainability in Design
- 6 Where to start?
- 7 Sustainability myth-busting!

# Sustainability Pillars

In 1987, the UN defined Sustainability as 'meeting the needs of the present, without compromising the ability of future generations to meet their own needs'.

SKA  
(BREEAM,  
LEED, Energy  
Ratings)



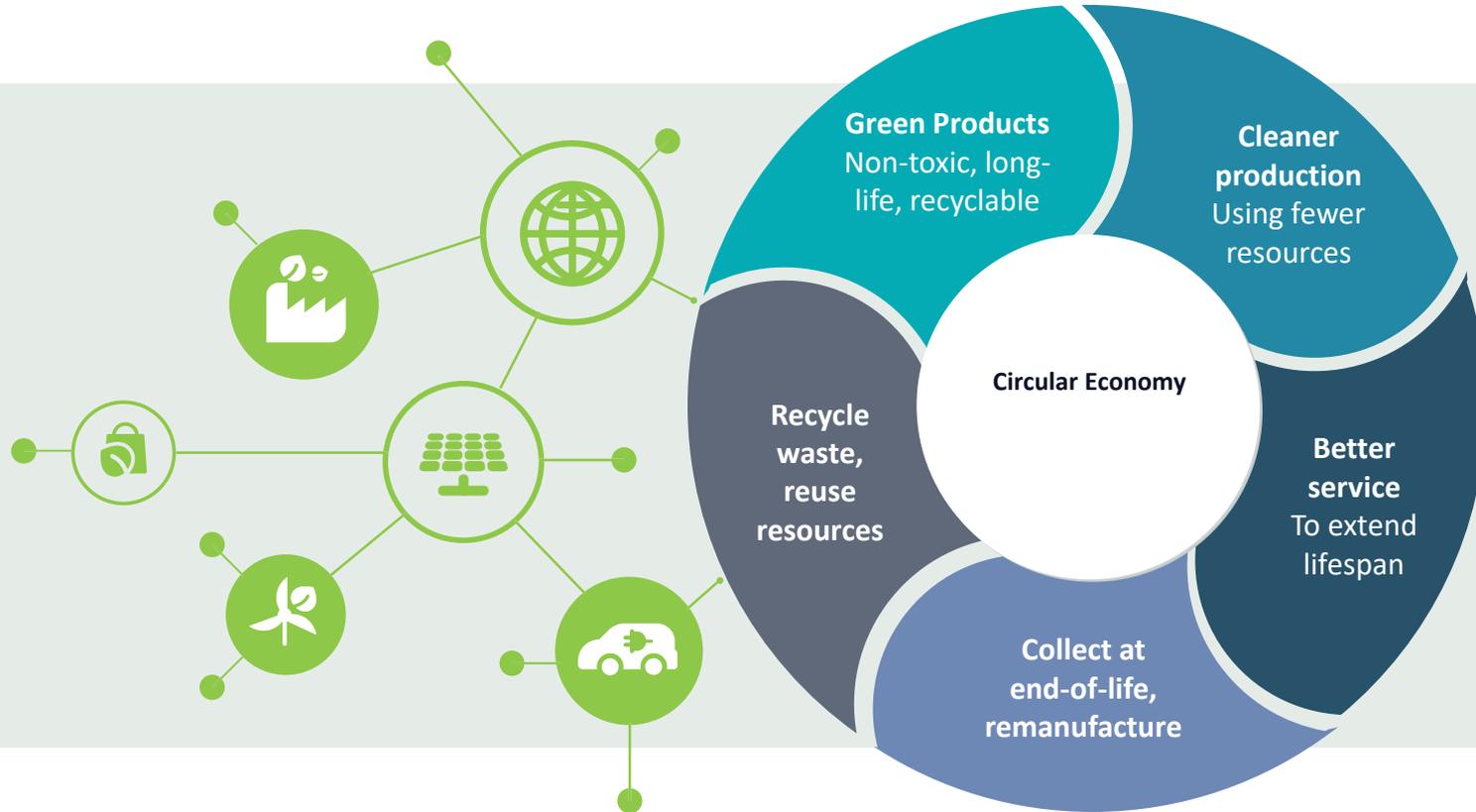
Social Return on  
Investments  
(SROI) measure

# Explaining the circular economy:

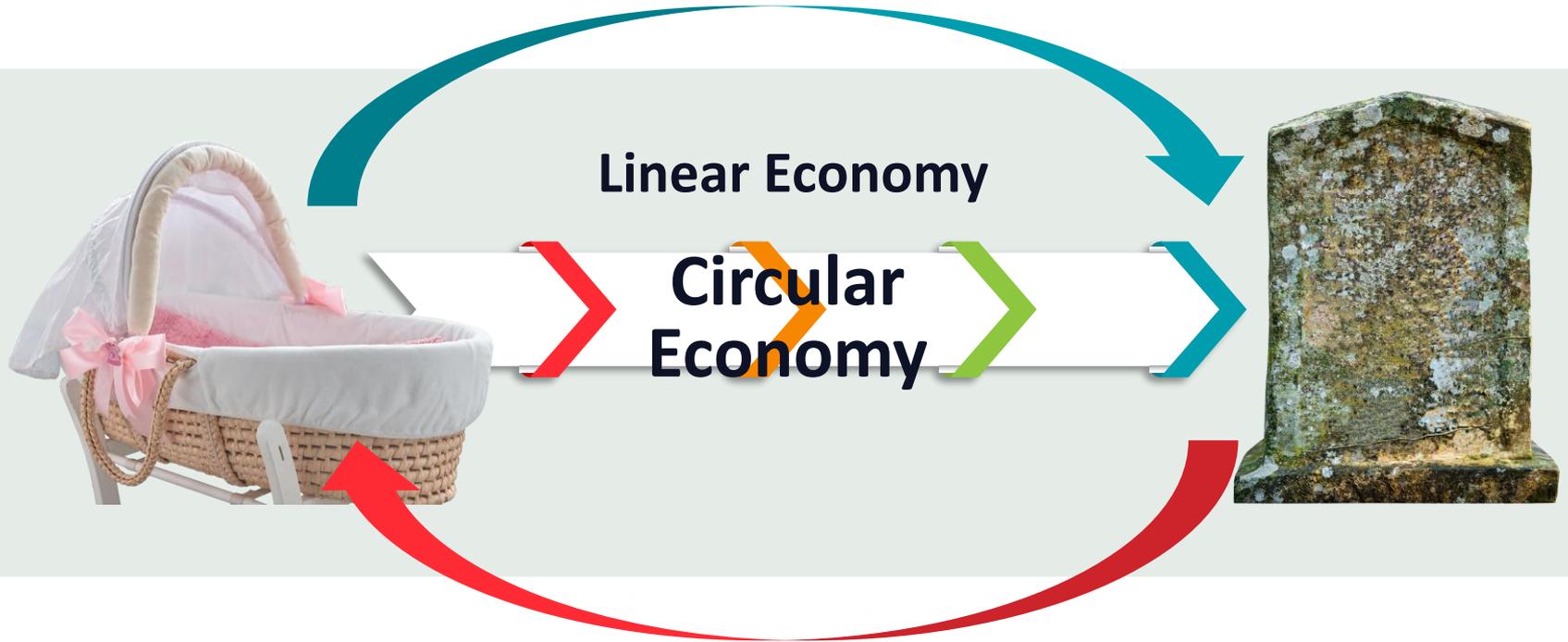
Re-thinking progress



# Circular Economy



# Circular Economy Cradle to Grave

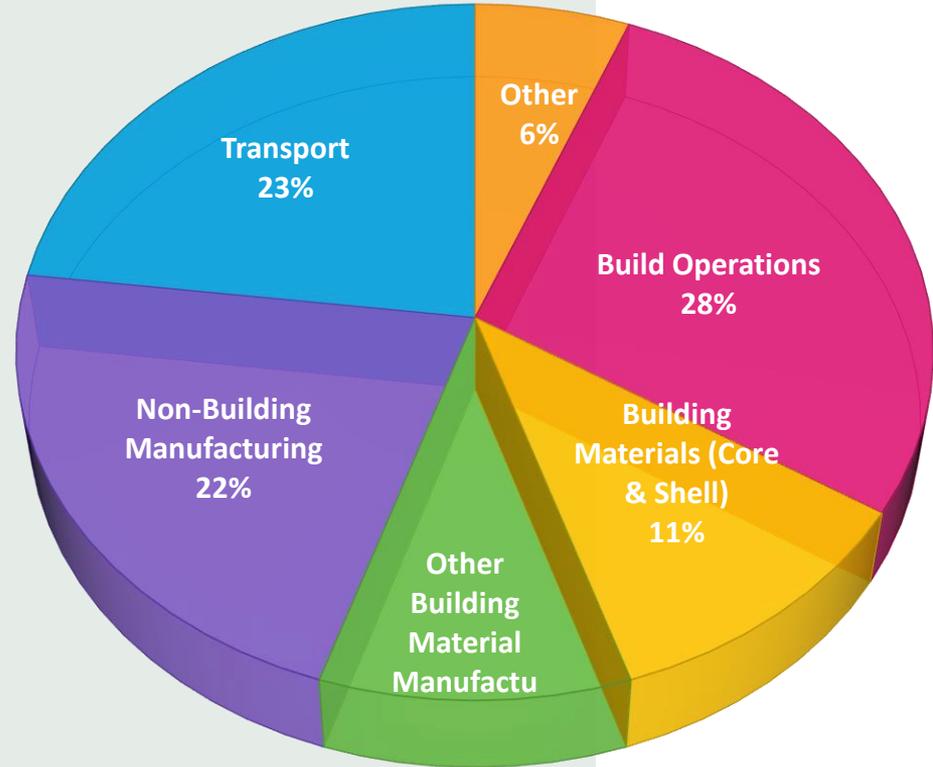


# Impact of Buildings

## On carbon Emissions

- Globally, the building and construction sectors account for **39% of global energy-related carbon dioxide emissions** in constructing and operating buildings.
- Buildings equivalent to a city the size of Paris are built every week and **99%** of them **do not** address sustainability standards.

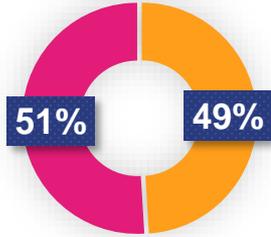
Global CO2 Emissions by Sector



# Impact of Buildings

On carbon Emissions

■ Embodied Carbon

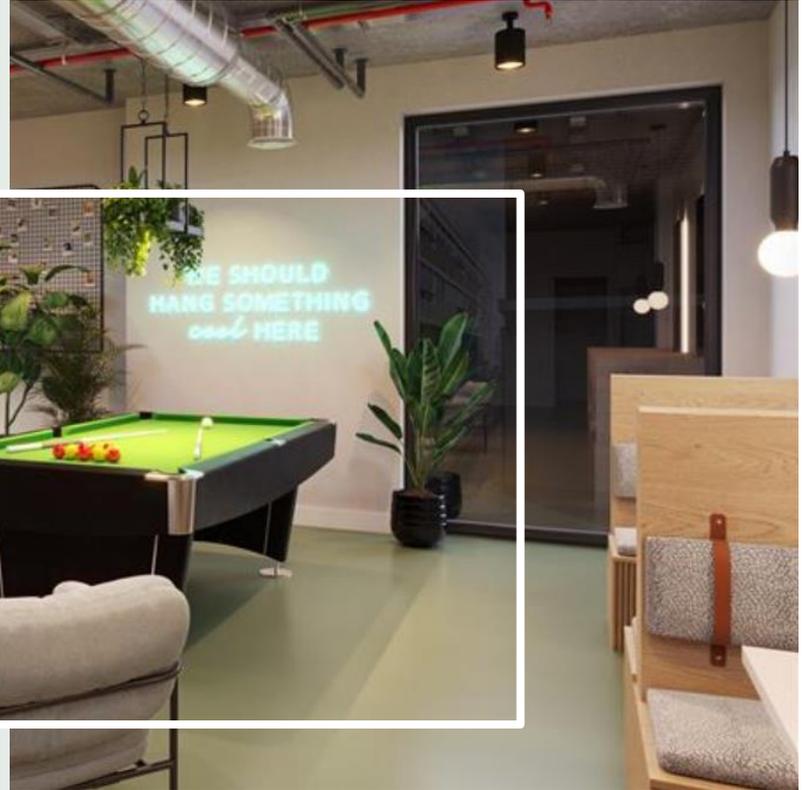


“ Embodied carbon will be responsible for almost half of total new construction emissions between now and 2050. ”



# The power of sustainable practices for a business

- Corporate Social Responsibility (CSR)
- Increased Reporting
- Reduced running costs
- Reduce vacant periods
- Command higher rents
- Greater occupant wellbeing



# Sustainability in design

HALO  
FINZELS REACH BRISTOL



eden



# Sustainability

doesn't mean boring

- Provides an opportunity to look for creative solutions
- Use of natural materials such as timber
- 'Feel Good' factor of sustainability – boosting employee morale.
- Importance to [Generation Z](#)





# Sustainability

## Where to start?

- Embed from the beginning
- Include circular economy principles into design thinking
- Find some easy wins
  - Story pieces
  - Health and wellbeing, culture and empowering people
- Must involve buy-in from the top

# Sustainability

## Myth-busting!

1. Sustainability is all about the environment
2. 'It's too expensive!'
3. 'Carbon-offsetting is a great way to combat global warming'

“

The greatest threat to our planet is the belief that someone else will save it.

”

*Robert Swan*



**Interaction are strategic workplace design  
and build experts.**

# Thank you

If you have any questions, please contact

**Adam Green**

[adam.green@interaction.uk.com](mailto:adam.green@interaction.uk.com)

+44 1225 985757

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**Workplaces for  
planet and people**





# Agenda:

Approx 25 mins

FM & Workplace Design

Designing Post-Pandemic Workplaces

Mental Health and Wellbeing

Diversity & Inclusion

Opportunities & Challenges

Q&As

# It starts with you!

## FM & Workplace Design

A collaborative partnership

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The forefront of staff productivity, technology integration, staff welfare and the day to day running of a business, Facilities Managers hold the key (not just literally!) to invaluable knowledge of all departments, people and culture.



# It starts with you!

## FM & Workplace Design

A collaborative partnership

---

- **85% of workers are disengaged from their jobs**, meaning lowered productivity, increased turnover, and reduced customer satisfaction.
- **81% of employees are looking for new jobs**, how can we empower staff, make them feel valued, build relationships, offer autonomy, in order to retain talent?
- **Hybrid working model** means an average peak attendance to the office is only 39%



# It starts with you!

## FM & Workplace Design

A collaborative partnership

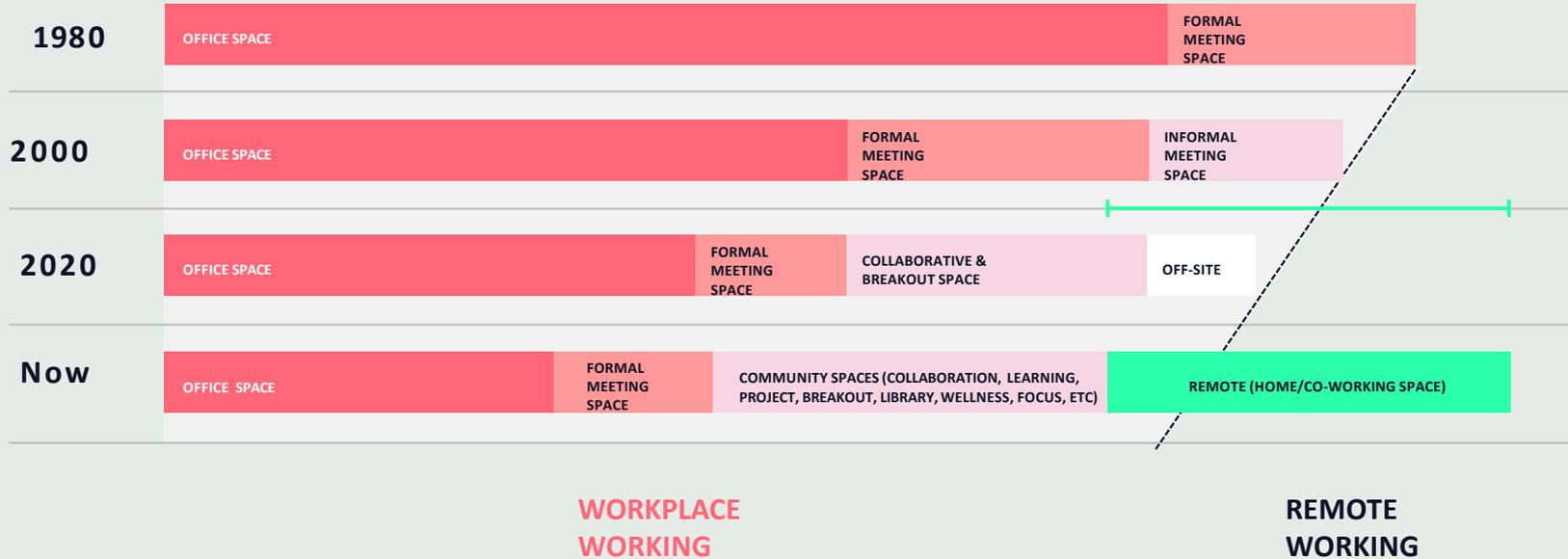
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- **More empty desks**, particularly on Mondays & Friday
- Clients still need to provide an office that can accommodate their **'peak' attendance**, rather than their average
- **Quality of space** – life, experience and balance is a priority
- **Four generations** in the workplace – and to many of them, it is not just about salary



# Post-Pandemic Workplace

How has the office changed, and how is this effecting our workplace design?



# Remote/Home Working

## Pros

- Enables connection beyond geographical boundaries
- Enables quicker networking
- Suits focus work
- Suits procedural work that is less collaborative
- Saves time
- Saves money
- Protects environment (or does it?)
- Offers flexibility for employees and customers

## Cons

- Lack of distinction between work and home life
- Lack of variety and external stimulation
- Low collaboration and increased micro silo working
- Lower knowledge sharing
- Lack of serendipitous exchanges
- Lack of non-work relationship building
- Poor home working set-up for many
- Many are distracted and find it difficult to focus or self-motivate
- Social isolation
- Health risks: back and neck problems from poor ergonomics, low physical activity and increased snacking
- Cost of IT and furniture provision



02

# Mental Health

A WELL Workforce



Healthy and happy workers are more productive and engaged, it's win win for everyone.

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## Design for mental and physical health and wellbeing

What % of workers say they would consider taking a job with a company that offers better well-being benefits than their current employer? (*Economist*).



# Healthy and happy workers are more productive and engaged, it's win win for everyone.



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## Design for mental and physical health and wellbeing

A focus on Wellness in a space can be driven by how we space plan and allocate zones, materials and finishes used, use of colour, quality of lighting (natural and artificial), Biophilia and much more.

Designing successful office spaces for the future is a much more human centred approach, and less so about number of desks and occupation density. Think experience, community, social connection and building strong relationships.

# Healthy and happy workers are more productive and engaged, it's win win for everyone.

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Design for mental and physical health and wellbeing



- Engage with staff – what could the office offer them to make them feel more valued, happy and understood.
- Dedicated yoga/movement rooms, quiet wellness/meditation rooms, multi-faith rooms, breastfeeding mothers rooms
- Natural materials, planting, natural light,
- Cultural incentives, free fruit, encourage frequent movement, champions for social events and activities, and the spaces to host company gatherings, town hall events
- Variety of work settings, and the autonomy to use these spaces as desired. Introverts / extroverts, generational differences, neurodiversity, culture and religion, the weather, family life, all effects how we want to work.

# 03 Diversity and Inclusion



# Diversity and Inclusion

## Inclusivity, not just accessibility

Inclusive design is often an afterthought, but to bring value to all users, it must be embedded from start to finish.

Positive, meaningful steps towards workplaces that are designed for those with physical disabilities, as well as a Neurodivergent workforce.

A workplace can, and should, be a place where everyone can feel safe, independent, respected and equal.

A strong D&I strategy will allow everyone feel part of the workplace community, with a sense of belonging that fosters productivity, loyalty and an inclusive culture.



*'Accessibility is being invited to the party – inclusion is being asked to dance.'*  
**(Head of Inclusion, Netflix).**

# Diversity and Inclusion

## Inclusivity, not just accessibility

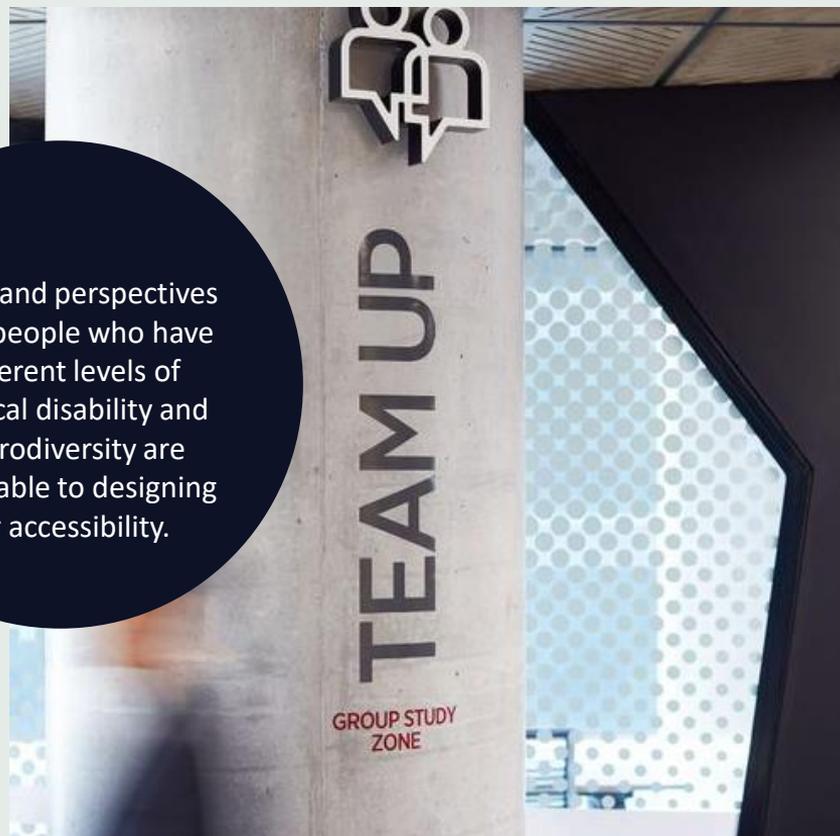
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- 1 in 5 of the working age population are classed as disabled (Gov.uk) yet the unemployment rate is much higher
- 14 million people in the UK have a disability and 80 percent are acquired during their working life (Deloitte)
- It is estimated that 15-20% of the population is neurodiverse (Forbes)
- Unemployment for neurodivergent adults runs at least as high as 30-40% (Forbes)

‘The journey towards an inclusive design outcome must start by engaging those for whom the design is intended.’ **Gail Napell, Gensler**



First-hand perspectives from people who have different levels of physical disability and neurodiversity are invaluable to designing for accessibility.



# Diversity and Inclusion

## Inclusivity, not just accessibility

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- Challenging ourselves to go beyond Doc M building regulations– Whilst abiding by these codes may be technically accommodating, it falls short for providing equal opportunity for great experience.
- Variety is everything! A happy, productive workforce works in different ways, there is no one size fits all
- Smart Technology is key to futureproof design
- Flexibility and Autonomy
- Engage with workforce on individual needs, and be willing to respond in a meaningful way

Diverse teams  
are 70% more likely to  
capture new markets  
*(Fundera).*



# 04

## Challenges and Opportunities



# Challenges

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- Finding a sweet spot with stakeholder engagement
- Identifying and navigating unconscious bias
- Everyone must be willing to accept some level of change, be willing to learn and try new things
- Positive Culture changes must be authentic, and company-wide
- The most sustainable option isn't always the most exciting (but that is OK!! And should be celebrated)
- Smart, cutting-edge technology is a huge financial investment on day one, but will make adaptations and flexibility cheaper and less disruptive in the future.



# Opportunities

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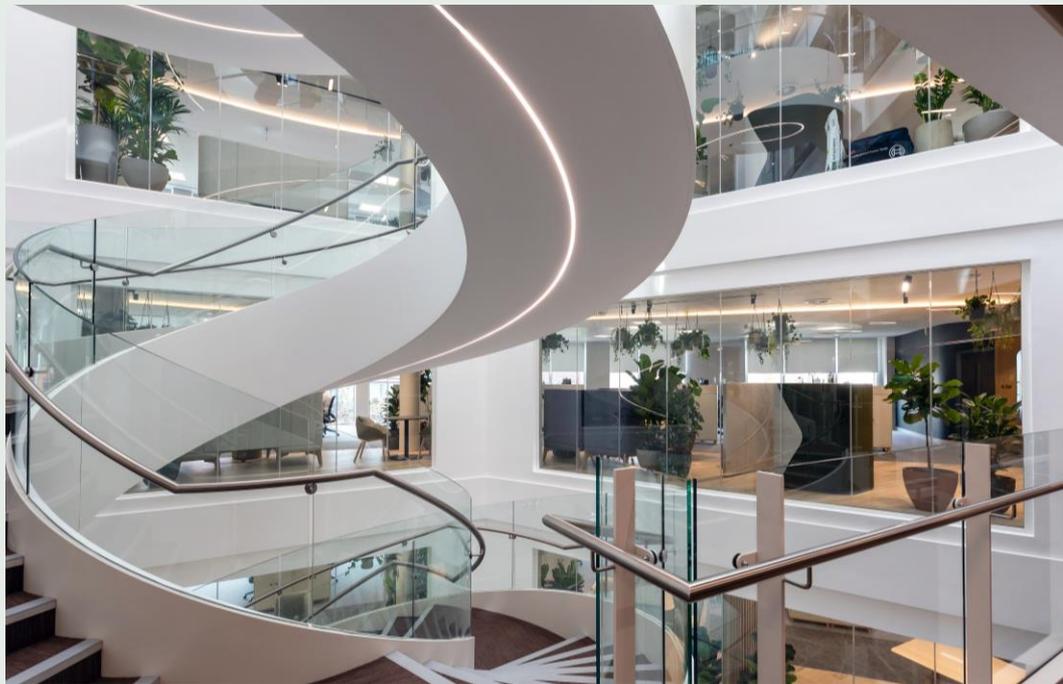
The workplace, when designed well, can be the champion of your company culture, people and personality.

**Make your office a destination people want to choose to spend time.**

Of workers who currently spend less than 80% of their time in the office, 45% state they would come back at least one more day a week if the workplace offer improved and 22% said they would consider coming back full time.

Employees said they would like to see things like coffee shops/work cafes, hospitality-infused amenity-rich spaces and informal spaces for connection added to their current workplace environments.

*(From Gensler's 15<sup>th</sup> UK Workplace Survey)*



Q&A



# Coffee Break

Restart 11.30am

# Creating Inspiring Workplaces

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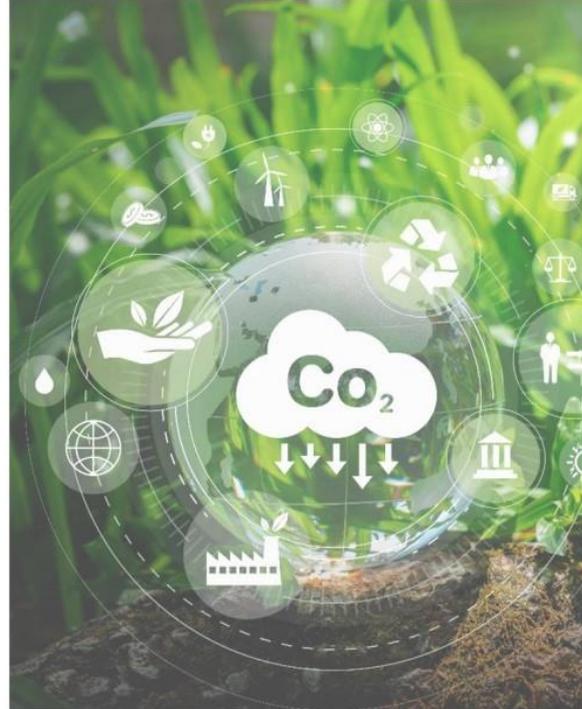
# Upcoming Events:

## How to achieve net zero - an introduction to Scope 3

Tuesday, 27 June  
Webinar

Join the IWFM Sustainability Special Interest Group (SIG) on this webinar where Sunil Shah from the SFMI will introduce reporting in line with the facilities management standard for measuring scope 3 emissions they are developing with IWFM and a number of FM organisations including BAM FM.

[Register now >](#)

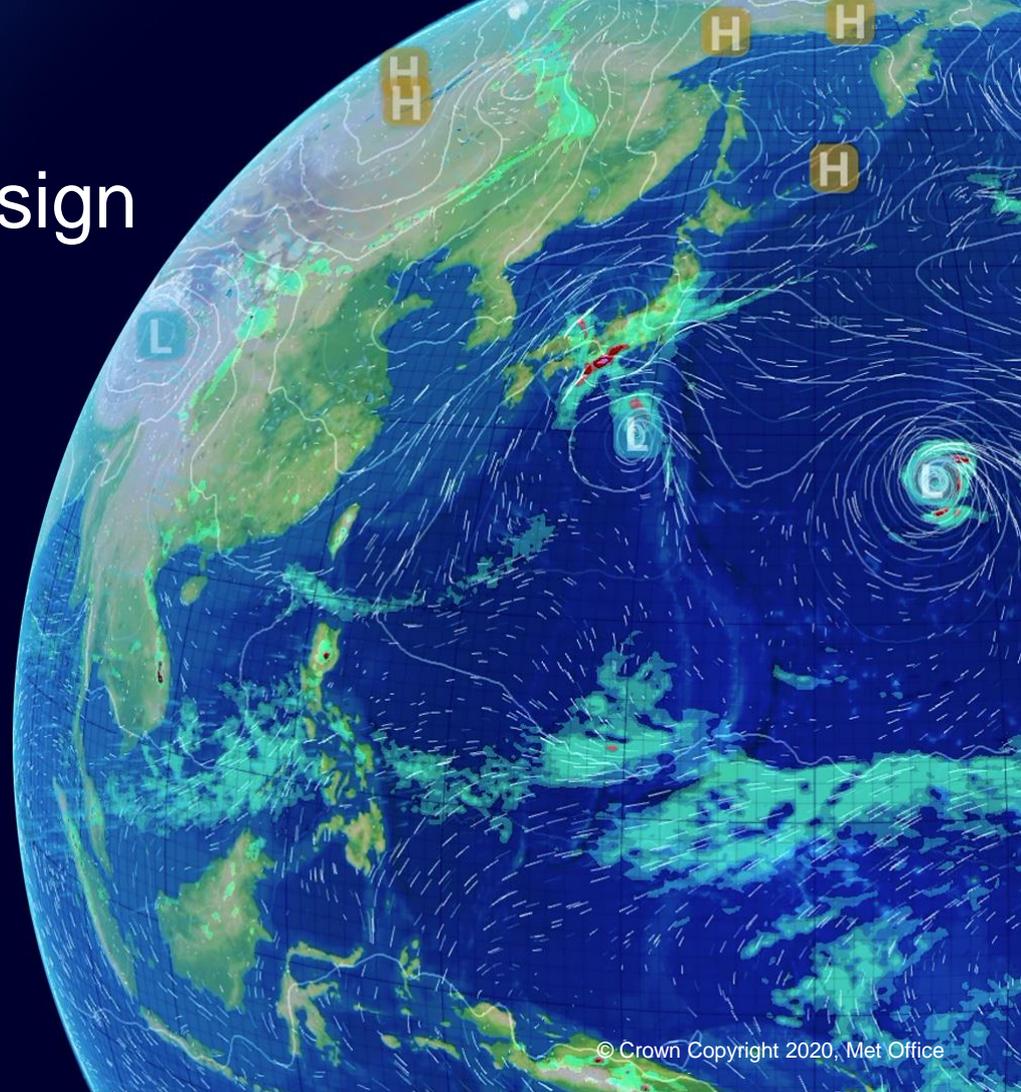


# Inclusive Workspace Design

Ralph James

FM & Technical Team Manager

Met Office, Exeter, Devon.



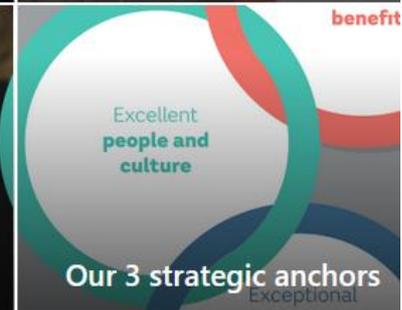
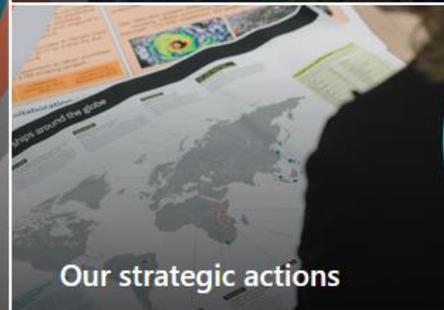
## Who we are.

- The Met Office is the national meteorological service for the UK.
- Since our foundation in 1854, the Met Office has pioneered the science of meteorology and its application.

## Why we Exist.

- The Met Office is here to help you make better decisions to stay safe and *thrive*.
- That means giving you the best weather and climate information when it matters to you most.
- We focus on making a difference and delivering greater benefit to you.

# Our Strategy



# Our Strategic Anchors

**OUR ANCHORS**

Excellent **people and culture**

Exceptional **science, technology and operations**

Extraordinary **impact and benefit**

# People Strategy

**Transforming  
our leadership  
capability**

Theme 1

**Enhancing  
equality, diversity  
and inclusion**

Theme 2

**Enabling and  
developing  
our people**

Theme 3

# EDI Strategy

- Developing a great place to work spans everything from the physical spaces we occupy through to employee health and wellbeing

Objective 1: Engaging with and understanding the diversity of our people and those we serve

Objective 2 – Advancing equality of opportunity

Objective 3 – Increasing representation of under-represented groups at all levels

Objective 4 – Zero tolerance to bullying, harassment and discrimination

# Our Approach.

- Equality, diversity and inclusion is a journey.
- We are committed to continuous improvement.
- Our aspiration is a working culture which actively values difference and unlocks the potential of a diverse workforce.
- We recognise that “***Great minds don’t think alike***”, and we want all of our people to feel valued.

# What Success might feel like.



We will have a more diverse workforce which will be more representative of the society which we serve.



All staff will feel valued and able to achieve their full potential and thrive.



We will become an employer and partner of choice.



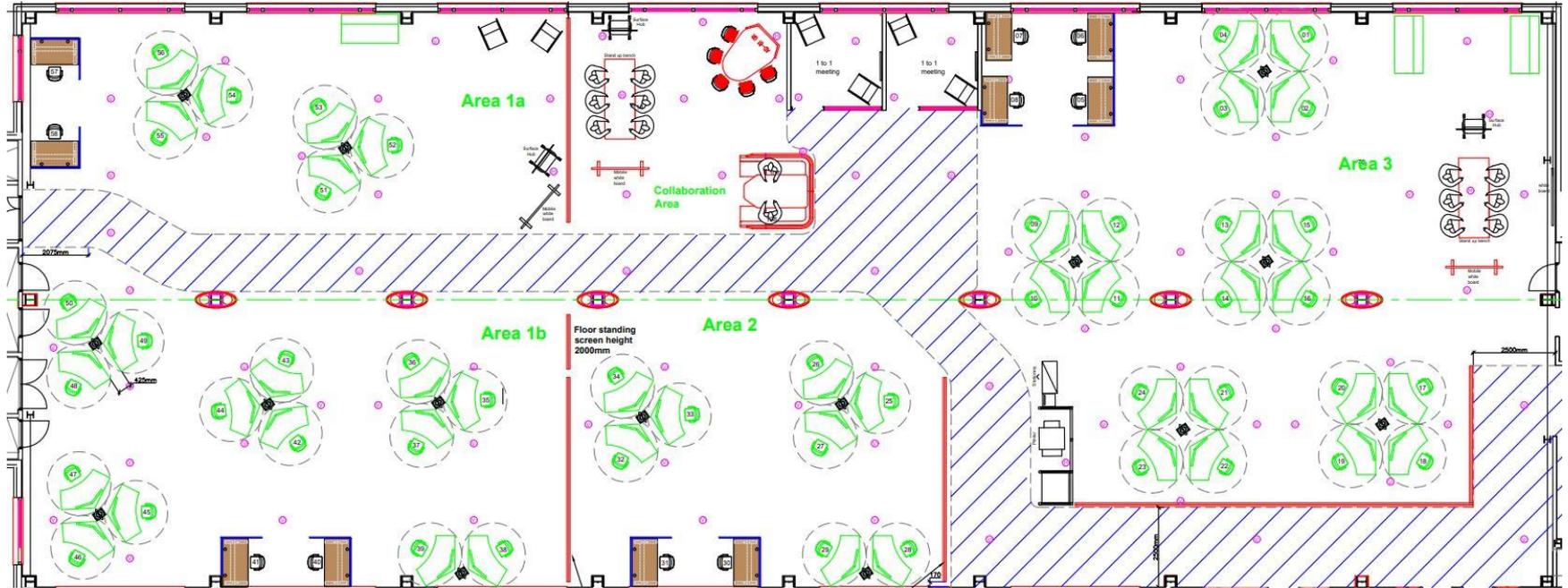
Our employee experiences will be better understood, and ***inclusive design will be used to drive improvements for all.***

# Workspace Design.

- The brief was to prepare for a return to office working and meet the requirements of BS8300.
- We understood we could do better that by harnessing the experience of our colleagues.
- The project was subject to a rigorous Equality Impact Assessment.
- Design iterations were shared with our Accessibility and Disability & Autism Networks who improved upon them.
- **Engagement, consultation, and involvement** gave outputs that work for all.



# Our E1 Floorplate



# The best workspace equipment.

- All workstations are rise fall desks.
- All workstations can facilitate wheelchair access by design.
- Glare reduction, window blinds now made accessible to all.
- Ability to provide for specific DSE adjustments in line with existing policies as individual needs arise.



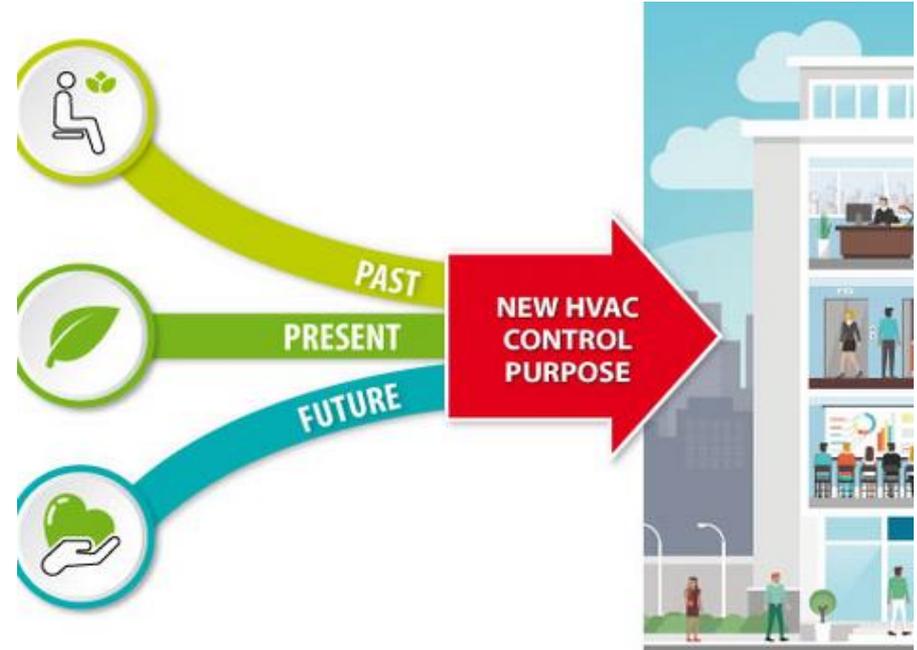
# Lighting

- “Cloud” lighting design with daylight harvesting offers significant energy savings.
- Contributing to our Net Zero Strategy.
- Even illuminance and optimised Lux levels at desk height.
- Circadian lighting and Scene setting control.



# Ventilation

- Optimum number of floor vents to minimise dead zones and increase HVAC efficiency.
- Floor vents sited away from workstations to remove draughts.
- Provides a more even air distribution with improved temperature control.
- Monitoring indoor air quality.



# Acoustic Solutions

- A very contentious subject.
- Empty space RT60 estimated at 1.3 seconds.
- Recommended RT60 for office space is 0.8 seconds.
- Ceiling mounted acoustic devices and glass partitions achieved 0.61 seconds.



# Thoughts on Neurodiversity.

1. Place **people at the heart** of the design process
2. Acknowledge **diversity and difference**
3. Offer **choice** where a single solution cannot accommodate all users
4. Provide for **flexibility** in use
5. Create an environment that is **convenient and enjoyable for everyone** to use

1 in 7 people in the UK are neurodiverse.

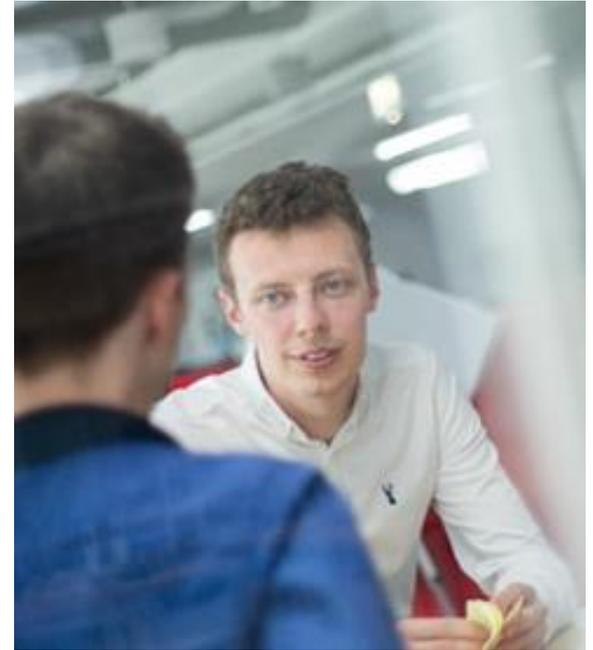
50% of those don't know they are neurodiverse.

# Furniture & Colour.



# My take aways!

- It's tough and demoralising when you begin those first conversations.
- People are keen to share their personal experiences.
- Persist, learn, empathise with people don't sympathise, make an effort to really understand!
- Listen and respond to the feedback.
- **You'll learn a lot about yourself !**
- **It's the Right Thing to Do !**



# Has it Worked.



- Yes it has !
- But we're not standing still.
- There is constant evolution of design.
- We maintain the engagement.

# Diversity Built Britain 50p – how much is it worth?

The 50p (2020) coin showed that the Chancellor and the Royal Mint wanted to be more inclusive when releasing new notes and coins.



Very Rare  
Diversity Built...

**£10,000.00**

Used  
eBay



Fev's OFFICIAL  
ROYAL MINT...

**£4.90**

Amazon.co.uk



Very Rare  
Diversity Built...

**£250.00**

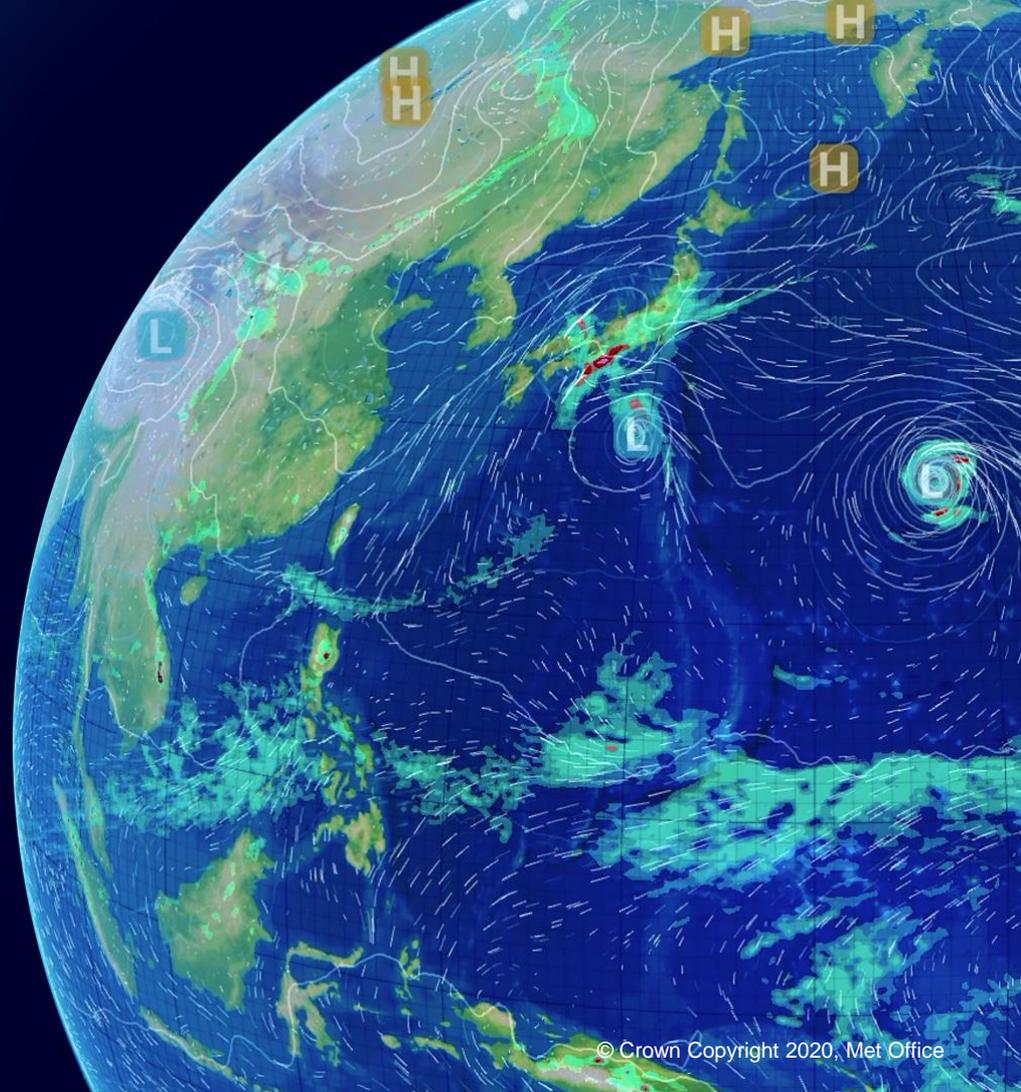
Used  
eBay

# And Finally - The Kerb Effect



Thank You

Questions or a  
Conversation ?



# Lunch

## Back at 1.15pm

iwfm

# Welcome Back...

**1.15pm – 2pm**

**The Office Market, the New Frontier...**

Phil Morton, Director – Morton Property Consultants

**2pm – 2.45pm**

**Harnessing Creative Communications to Engage & Inspire**

**People in Company Culture**

Jules Love and Emma Wharton Love, Workplace Strategists – We are The Loves

**E-brochure**





# The Office Market, the New Frontier

Phil Morton MRICS  
Director

MORTON PROPERTY  
CONSULTANTS



Morton Property Consultants is an Award Winning boutique commercial property consultancy providing advice on office agency, lease consultancy, development, investment, workplace strategy across Bristol, the South West and South Wales.

# Morton Property Consultants





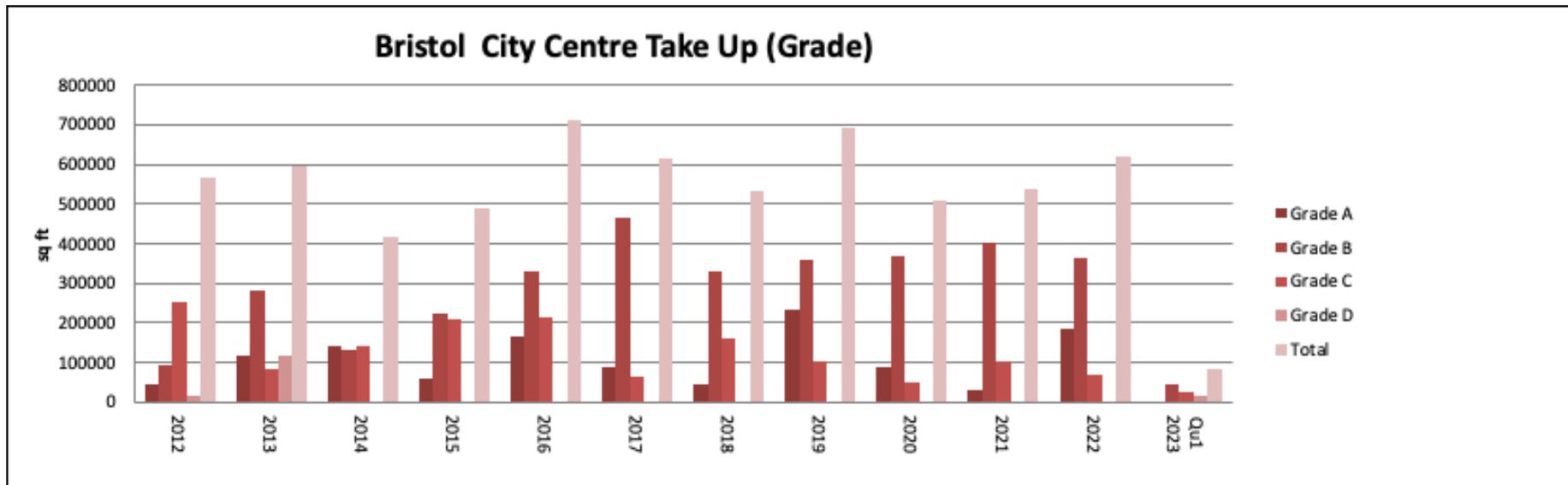
1. Office Market
2. The Rise and Rise of ESG
3. The Evolution of the office
4. Changes in the Workforce and Workplace
5. Currently trending
6. Predictions for the future
7. Q&A



# BRISTOL OFFICE MARKET

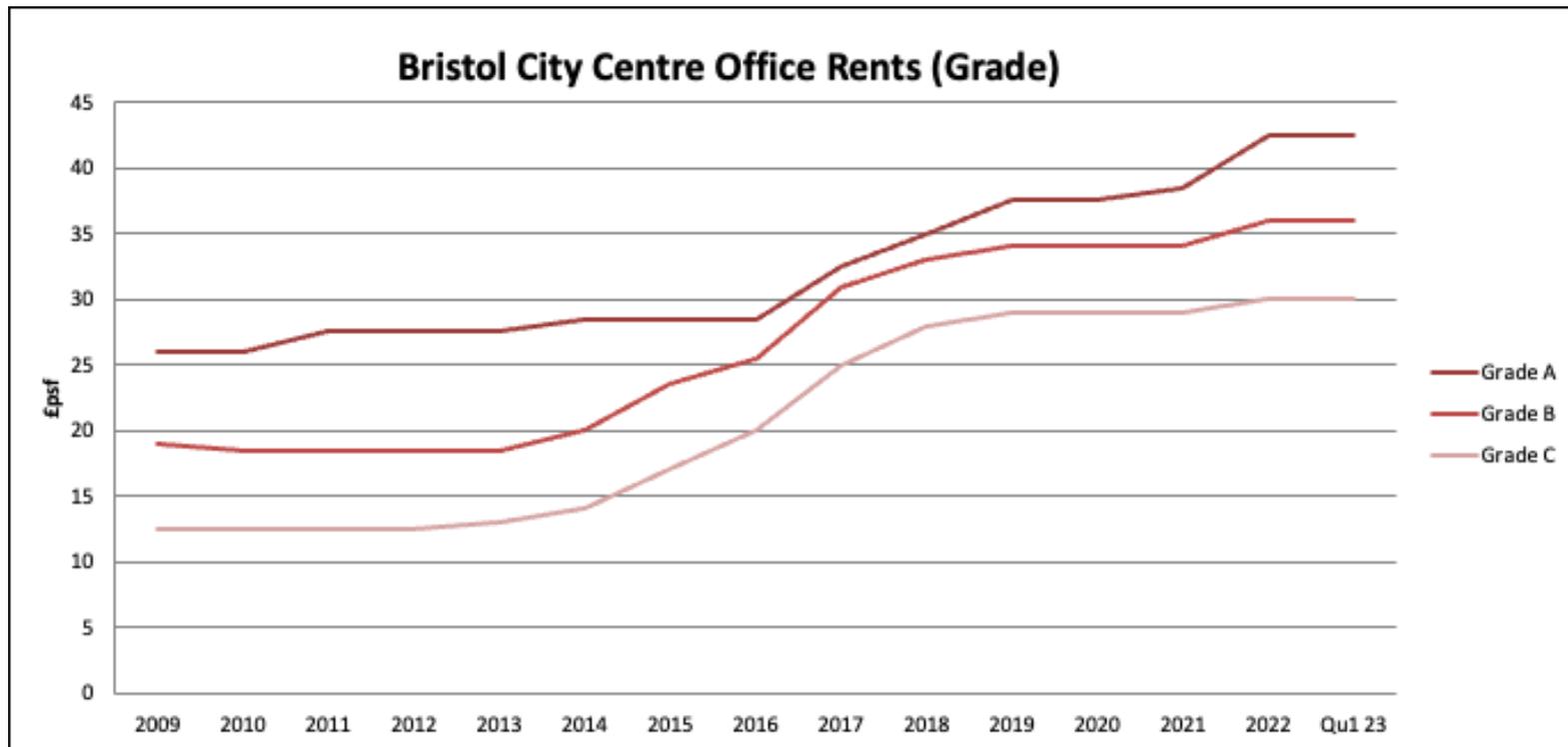


## DEMAND (take up)



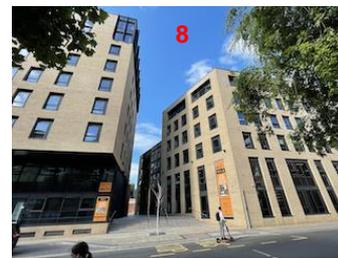
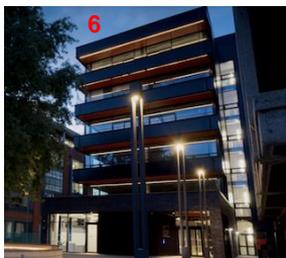


## Rent





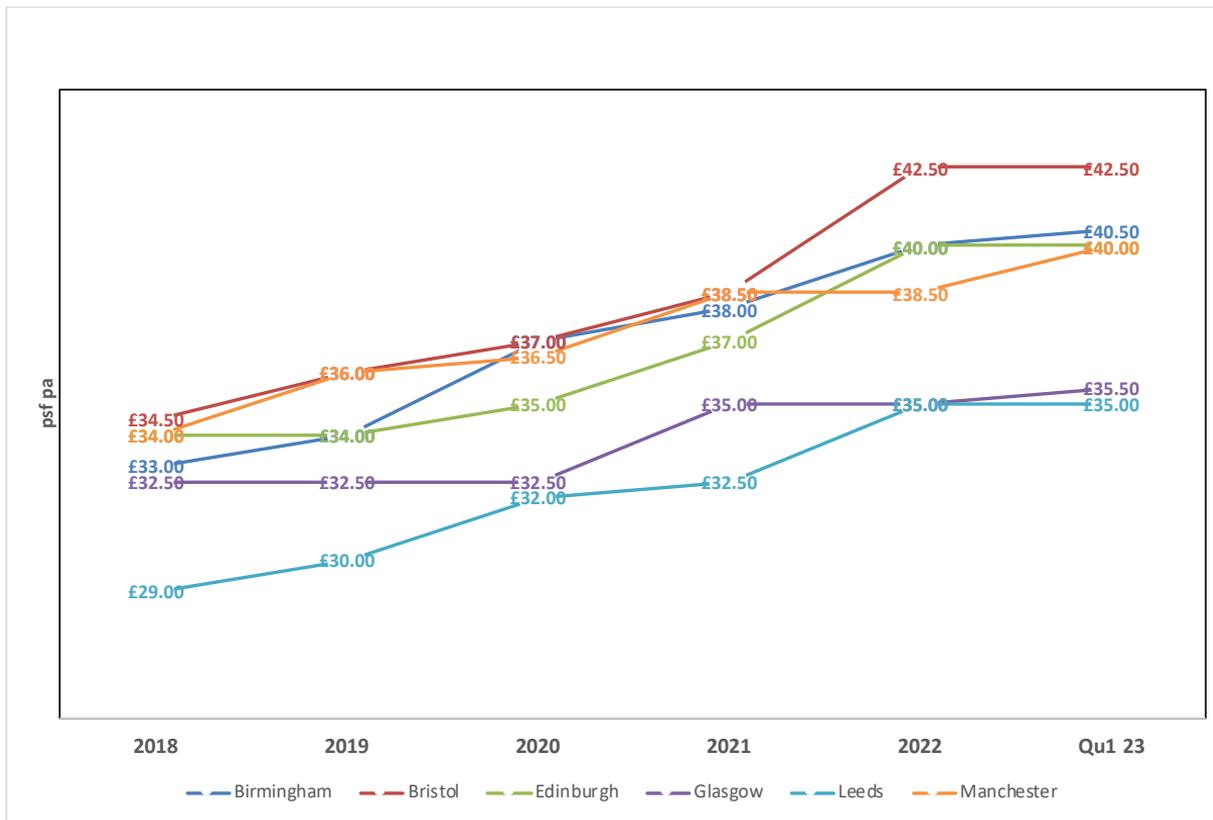
No	Property	Tenant	Size sq ft	Rent psf pa	Quality
1	EQ	Payment Sense	54,767	£42.50	A
2	Assembly C	Clarke Willmott	15,624	£41.50	A
3	Halo	Deloitte	22,500	£38.50	A
4	Halo	Osborne Clarke	73,991	£35.70	A
5	The Distillery No2	Pax8	24,375	£38.50	A
6	1 Portwall Square	HLK	12,592	£42.50	A
7	Hartwell House	EPIC	13,141	£37.00	B+
8	The Distillery No1	Canada Life	13,260	£37.00	A





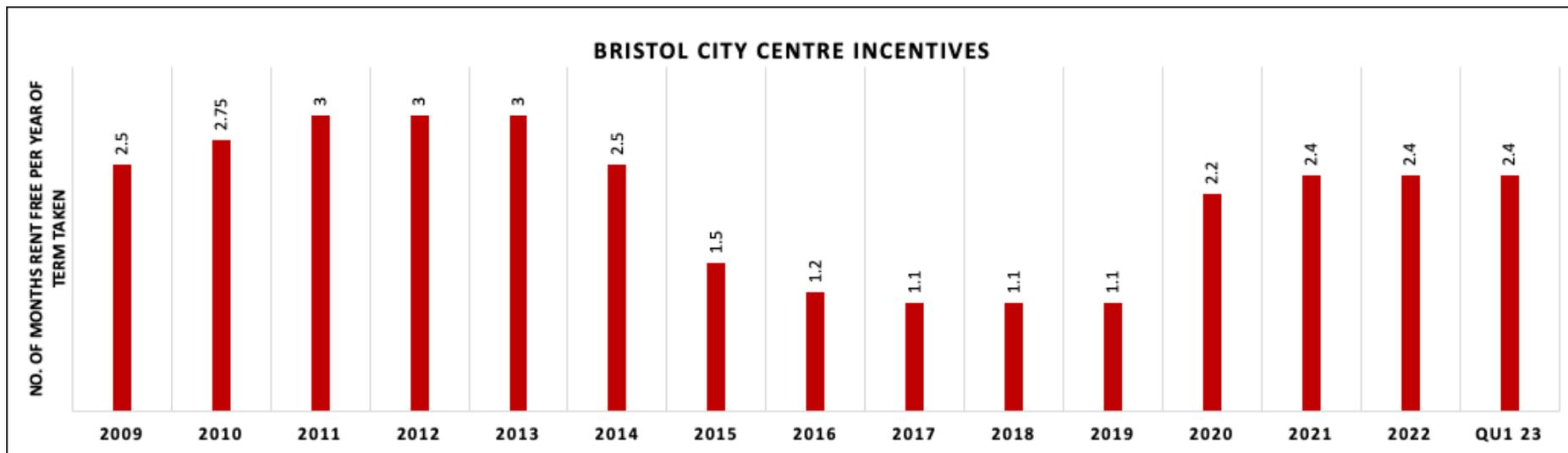
# Big 6 Regional city centre office markets

## Rent



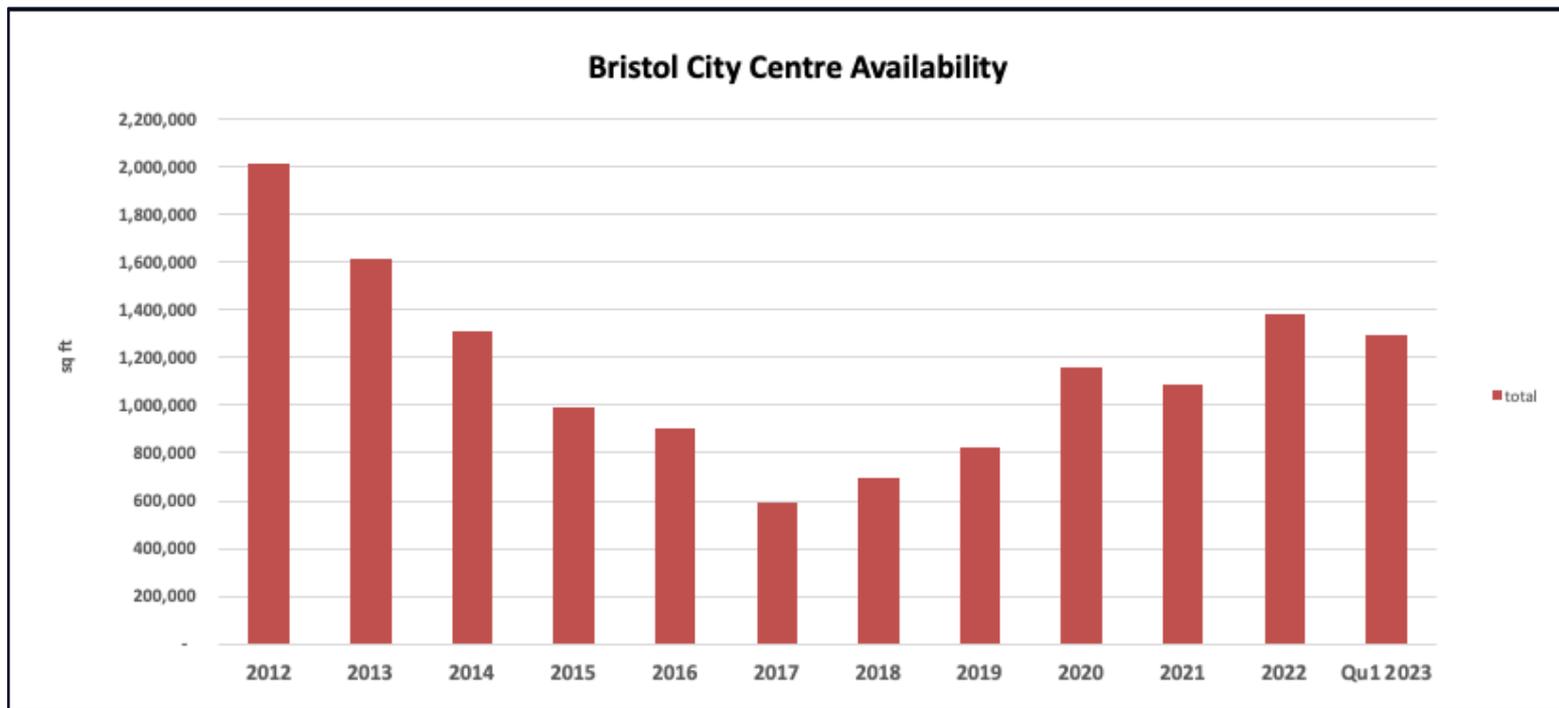


## Incentives





## Supply





# Bristol city centre; under construction



No	Property	Developer	Size sq ft	Rent psf pa	BREEAM
1	EQ	CEG	90,983	£45.00	Outstanding
2	Assembly C	AXA	81,000	£42.50	Excellent
3	Assembly B	AXA	27,999	£42.50	Excellent
4	Welcome Bldg	Tristan Capital	206,742	£45.00	Outstanding
5	Cargo Work	Umberlade	20,270	£42.00	Excellent
6	North Quay House	L&G	23,713	£39.00	Excellent
7	100 Victoria St	BBC Pension Trust	48,961	£39.00	Excellent
8	The Crescent	CEG	134,767	£42.50	Excellent
			634,437		





## Development Pipeline

- 3 Rivergate: 75,570 sq ft
- The Quay: 59,309 sq ft
- Portwall Place: 176,000 sq ft
- Wapping Wharf: 41,151 sq ft
- Soapworks: 136,000 sq ft
- 1 Temple Way: 113,878 sq ft
- St Mary le Port: 310,000 sq ft



# THE RISE AND RISE OF ESG



## ENVIRONMENTAL

Impact on the planet

- Climate change
- Carbon footprint
- Resource depletion
- Water usage
- Waste & pollution

## SOCIAL

Contribution to communities

- Impact on local communities
- Employee relationships and diversity
- Wellbeing and mental health
- Working conditions including modern slavery and child labour

## GOVERNANCE

Corporate conduct

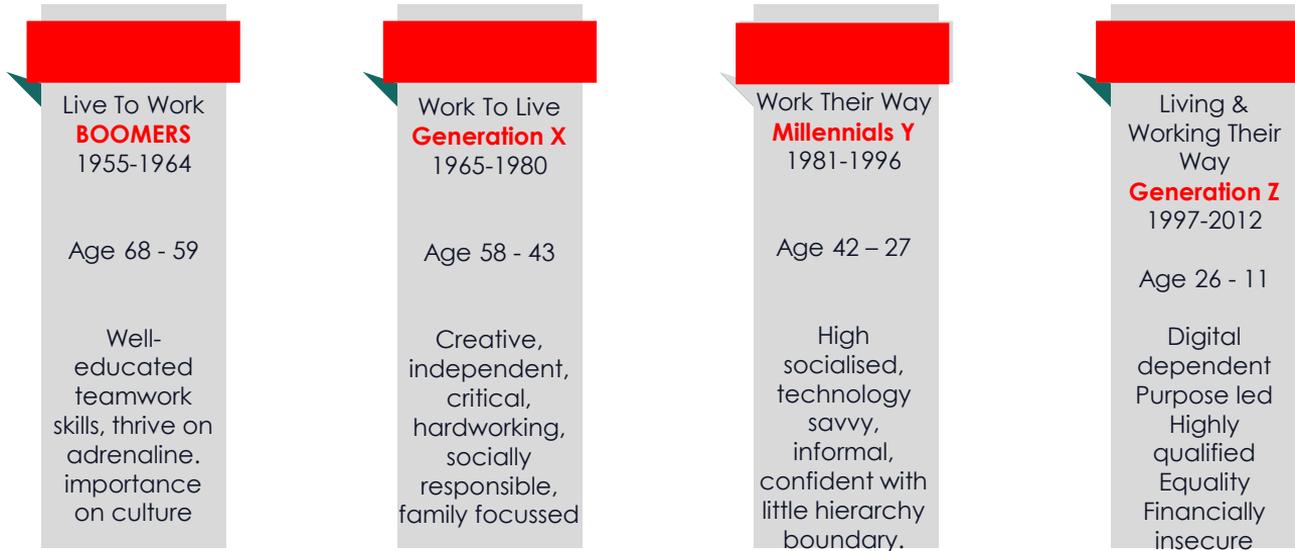
- Corporate Transparency
- Executive pay
- Bribery and corruption
- Board diversity and corporate structure
- Lobbying and donations
- Diversity and inclusion



## Effects on the office market...

- Landlords and Tenants are aligned
- Reductions in emissions, reduce energy consumption
- Existing measurement tools are limited (EPC, BREEAM, Energy Use Intensity Rating UKgrnb)
- Emerging certifications (Nabers, Airscore, Ska)
- EPC changes; min C by 2027 and B by 2030
- Out are parking spaces, and in are amenity blocks, shower, changing and locker facilities, low flush systems, green energy suppliers, EV charging points, PV cell, SMARTapps, LED Lighting, VRF air conditioning, recycling zones, District Heating.





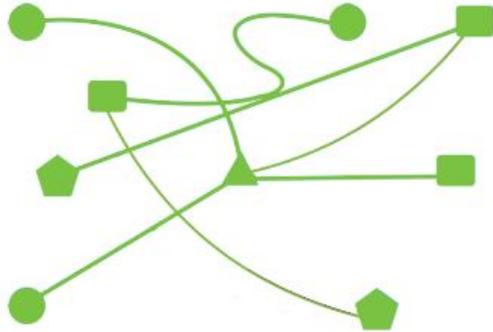




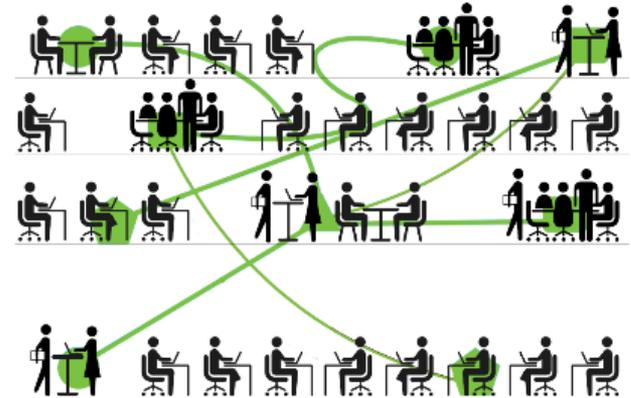
Space that supports

Equality, connection, interaction

Equality, connecting and interacting



Modern work space





# Changes in the workforce... changes to the workplace

2019 – Millennials (Y) and Gen Z made up 52% of workforce, which will grow to 72% by 2029, in 2025 Gen Z will make up 27% of workers

OFFICES USED TO BE WHERE YOU MUST GO TO WORK, now they should be where you WANT to go to work

- Activity Zones – Right place to be the most productive
- Modular, flexible workspace – maximum use per sq ft
- Natural light, clean air, biophilia – more creative, more productive
- Ergonomic workspace furniture – health and well being
- Seamless tech connectivity – standard
- Understanding of neurodiversity – specific spaces, and support
- Social and collaborative areas – boost connectivity, decompress and recharge



Offices that reflect and reinforce the culture and values of the business



- Hybrid working is the new normal. 77% of businesses have adopted this model, with 5% fully remote and 8% office based
- 50% of business are constantly re-evaluating the hybrid model
- Undirected staff attend the office 41% of the week, circa 2 days
- 13% go into the office on a Friday
- 54% of businesses have an ESG strategy
- 59% of business reported having the same or different workspace footprints in the last 24 months



Blurred distinction between personal life and work



## THE ECONOMIC AND PROPERTY MARKETS WILL CHANGE OVER THE YEARS BUT TRENDS EMERGE AND PATTERNS FORM.

- Move to 3 & 2 Hybrid policies
- Net Zero Carbon, in construction and operation
- Regeneration of existing buildings
- Flexibility both physically and contractually
- ESG will only go one way... up!
- Move to smaller but higher quality office space





## Q & A



# Buzz word bingo

ESG	ACTIVITY ZONES	COLLABORATION	TAILORED SPACES	INCENTIVISING	SPACE TO HOST	SOCIETY
COLLABORATIVE FURNITURE	SMART SENSORS	SPACE UTILIZATION	DESKRATIO	BOOKINGSYSTEMS	BUILDING CERTIFICATIONS	FOMO
ACOUSTICS	MICRO CLIMATE CONTROLS	WORK/LIFE WORKSHOPS	PALLET OF POSTURE	ABSORB ACTIVE	SUSTAINABILITY	DIVERSITY
AGILE WORKING	EPC	EXPECTATIONS	<b>FREE</b>	VARIETY OF CHOICE	FLEXIBILITY	INCLUSION
FREEDOM	PLUG & PLAY	MODULAR FURNITURE	PATTERNS OF BIOPHILIC DESIGN	CLIMATE	HEALTH AND HAPPINESS	PRODUCTIVITY
HYBRID	CAT A+	ENERGY UTILIZATION	NABERS	CONTRACTUALLY	LEAGUE TABLE	£42.50
DECOMPRESS	TEAM CHARTERS	BEHAVIOURAL CHANGE	DESTINATION	ENERGISED	POSITIVE EXPERIENCE	PEOPLE



Contact

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# Creating Inspiring Workplaces

**2pm – 2.45pm**

**Harnessing Creative Communications to Engage & Inspire  
People in Company Culture**

Jules Love and Emma Wharton Love, Workplace Strategists – We are The Loves

**2.45pm – 3.00pm**

**Raffle and wrap-up**

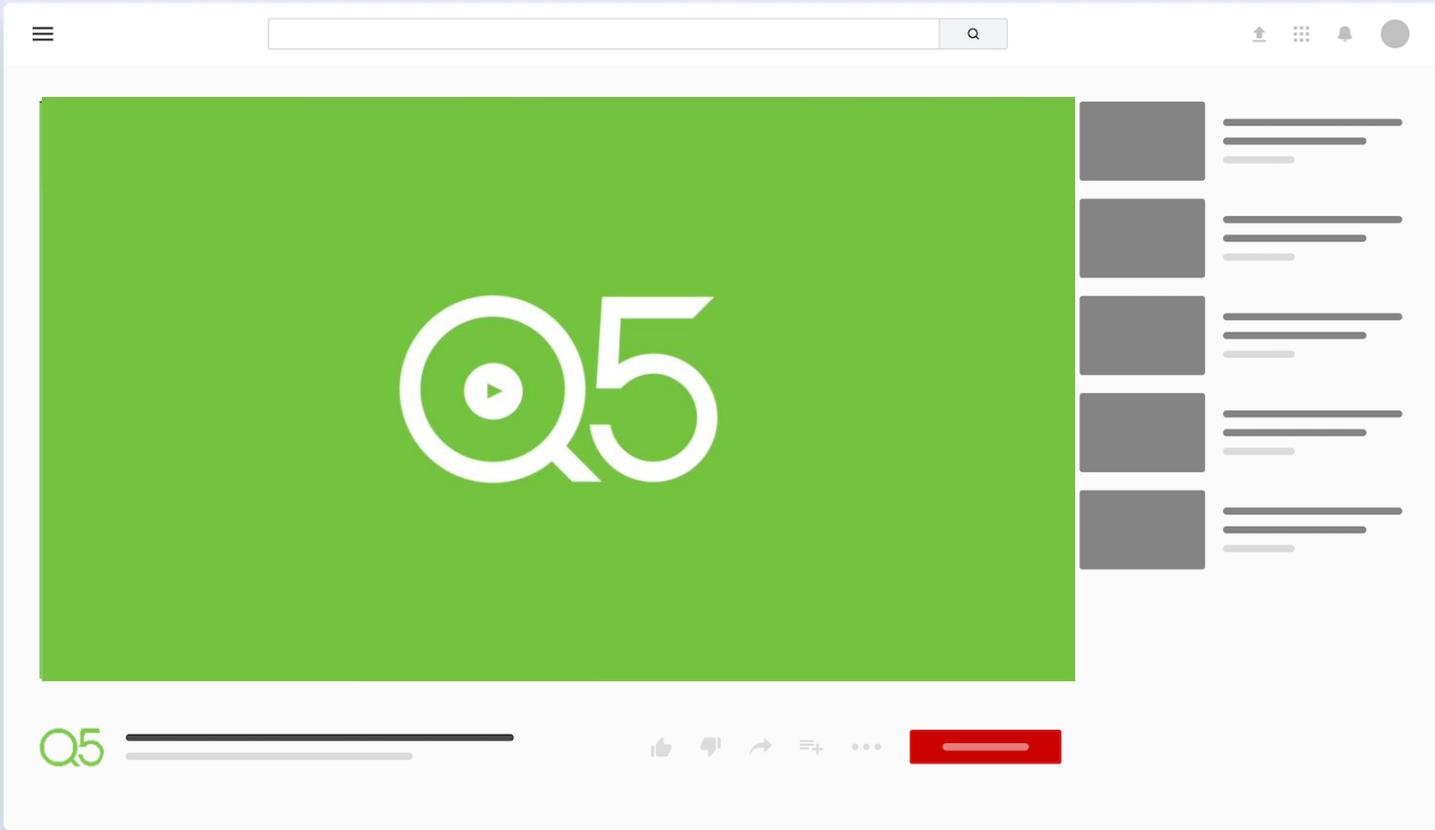
**E-brochure**





# Storytelling & creative communications to engage & inspire

We are The Loves



<https://vimeo.com/832259824>

# Agenda

- Our story
- Workplace & creative comms
- Storytelling
- A few examples
- So what?



Emma Wharton Love  
Co-founder



Jules Love  
Co-founder



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# Workplace & creative comms

Everything in the field of workplace is about engagement with the people who use the spaces.

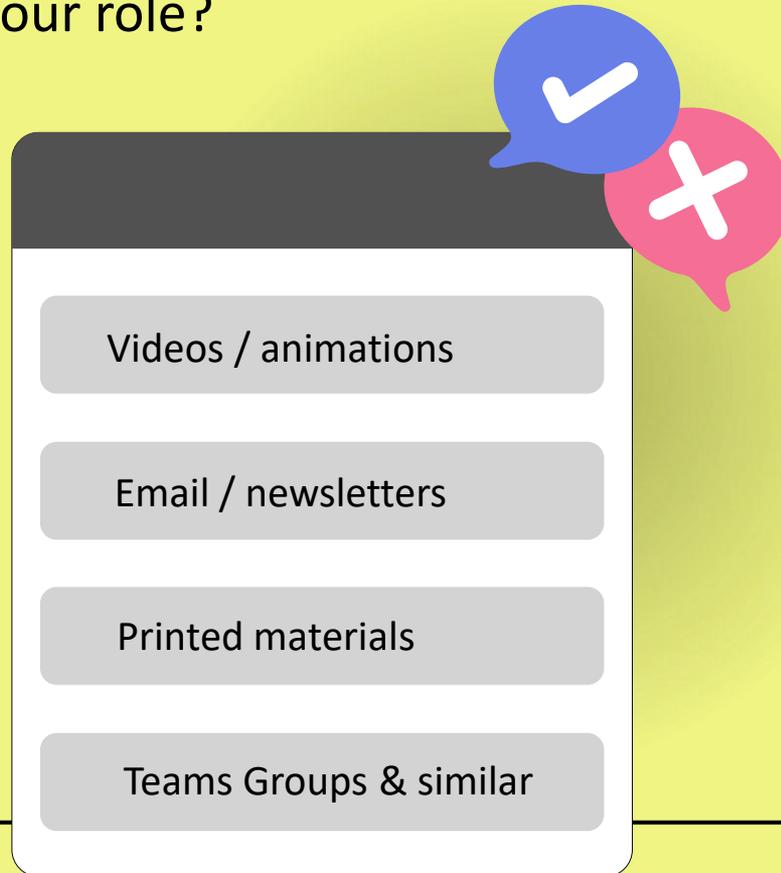
The success and failure of projects is usually down to the effectiveness of this engagement!

Key challenges Emma experienced Parliament:

- Making her projects relatable to everyone
- Taking everyone on the journey
- Cutting through the noise
- Getting past suspicion



What communications methods are you currently using in your role?



Videos / animations

Email / newsletters

Printed materials

Teams Groups & similar

# What engages people has changed

- An announcement from the CEO is no longer enough
- Expectations have changed
- People want more from their work than just a paycheck
- So people want honest, clear messaging from people they can relate to

"The pandemic and subsequent economic and political volatility has forced everyone to examine their choices about how they spend their time, energy and social capital. Employees seek to gain more value from their jobs"

—Gartner, 2022

"70% of employees say their personal sense of purpose is defined by their work, and when that feels meaningful, they perform better, are much more committed and are about half as likely to go looking for a new job"

—McKinsey, 2022



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# What engages people varies

Baby Boomers - 1946 - 1964

Gen X - 1965 - 19981

Millennials - 1981 - 1996

Gen Z - 1997-2015

Most responsive to print and written content alongside and in-person interactions

Most responsive to a mixture of word of mouth (e.g, change champions), email and social content

Most responsive to user-generated content, and content from people they trust or admire.

Most responsive to content from people they trust or admire

Short videos

Videos, visuals, and written content

Social media, mobile-first

Social media, digital-first



# What engages people varies

- Type of work
- DEI considerations



# Webinar

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In conversation with

Claire Lowson of

**SUPER  
MENO  
PAUSE**

Janis Esteban from

**Q5**



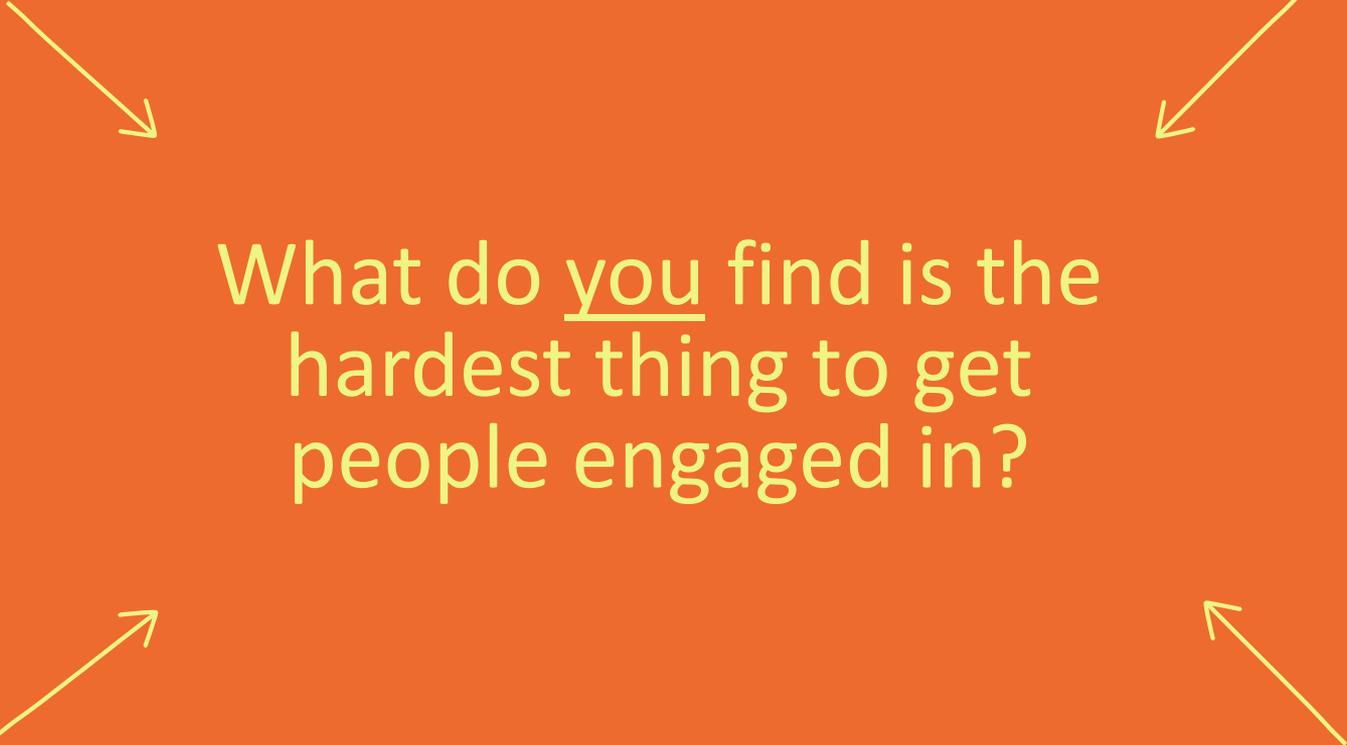
Leadership Lowdown

## **Gen Z and Gen X: Same same but different?**

Join this live discussion and Q&A  
29th March 2023, 11-11.45am GMT

[link in post to register for expert insights](#)





What do you find is the  
hardest thing to get  
people engaged in?

# Storytelling

---

- Engages and inspires by connecting emotionally and building a sense of belonging in a change
- Communicate complex ideas into memorable messages and visuals
- Build trust and credibility through stories that resonate and are honest



# Storytelling examples

amazon

Who We Are - What We Do - Our Workplace

Our Employees

We seek top talent from all industries and a range of operations centres around the world. People who suit common—they are customer-centric, they are leader



Investing in our employees  
Nothing is more important to us than keeping our employees safe.



sky

Our teams Early careers Life at Sky

Life at

## Ever wonder here is

There's plenty to talk about when working here. Our menu every day. The comfy sofas. The onsite gym. Only at Sky. Intrigued? Visit us



Refine your

Our stories



Different experiences, all equally brilliant. Our new Website policy offers greater flexibility alongside a responsive center in Retail Management. Learn more and register your interest today.

M&S

Business Areas Digital First Early Careers About Us

## Our Stories

Everyday stories from our colleagues across all of our business areas and job functions. Get an inside view on what a career with M&S is really like.

Filter stories

SELECT BUSINESS AREA

SELECT TOPIC

FILTER

RESET



### Making part time part of the norm at M&S

Chief Director, Helen McEwan, explains how we are making part time working part of the norm at M&S. Helen shares more about our flexible working policy, why it's important, and why she feels passionately that those who wish to work part-time should be encouraged.

VIEW MORE



Ewan Pedersen

Sarah Bailey

### Embedding digital inclusion into our web platforms

At M&S, we want all of our products and services to be accessible and convenient for all of our customers - both online and in-store. We spoke to Emma Phillips and Sarah Morris about the importance of accessibility throughout our web platforms.

VIEW MORE



Nichole Blair

Lily King

### People behind the product - Meringues fit for a King

We spoke to Lead Product Developer, Rachel Blair, Deputy Lily King and LPP and P&M Manager, Chantal Cook, about how they get on at M&S and their meringue story. From ideas to shelf in just four months and how they feel about seeing their product in store in time for the King's Coronation.

VIEW MORE



M&S | Stories | Meet Sasha

Meet Sasha Bennett, based in one of our Retail Product Managers in our Digital & Technology, helping us to continuously delight our customers and enhance their shopping experience through innovative and convenient tech solutions.



M&S | Stories | Meet Sophie

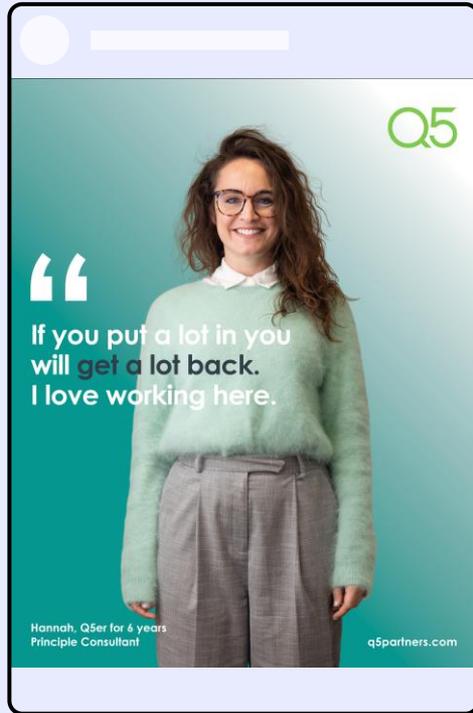
M&S Retailer, Sophie Jacobs, Group Manager for Party Kit Collections, Celebrations and Our Best Deal. Sophie tells us more about her role, how she represents the voice of the customer and how a single idea that she shared all her interviewees has delivered a massive impact for Party Kit.



WE ARE THE LOVES



# Life at Q5



“  
If you put a lot in you  
will get a lot back.  
I love working here.

Hannah, Q5er for 6 years  
Principle Consultant

q5partners.com



“  
We are growing fast,  
which leads to lots  
of **opportunities**.

Joe, Q5er for 1 year  
Principle Consultant

q5partners.com

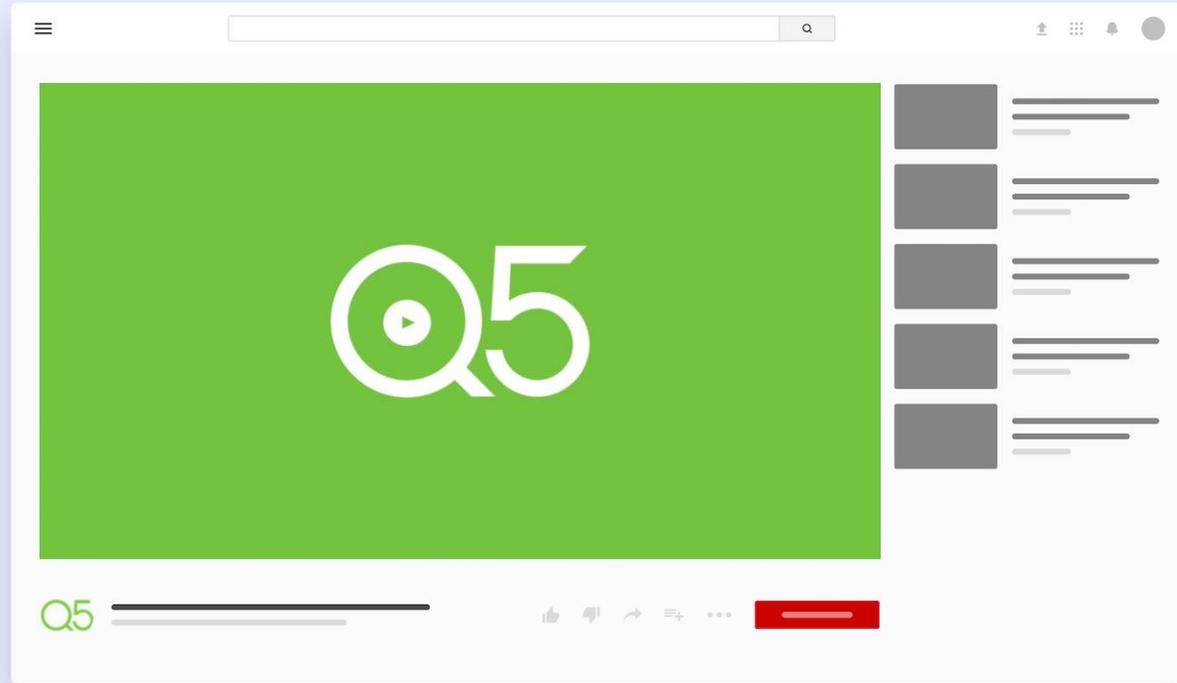


“  
If you share the same  
**values** as Q5 you  
will feel you **belong**  
here immediately.

Pavlína, Q5er for 5 years  
Principle Consultant

q5partners.com

# Life at Q5



<https://vimeo.com/julianlove/q5recruitment?share=copy>



## So what?

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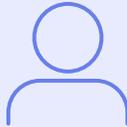
ask people what they really  
value



make it relatable - find real  
life stories to bring your  
message to life



think innovatively about the  
touchpoints but cover all the  
bases to reach your target  
audience



identify your own  
influencers to  
communicate your  
messages

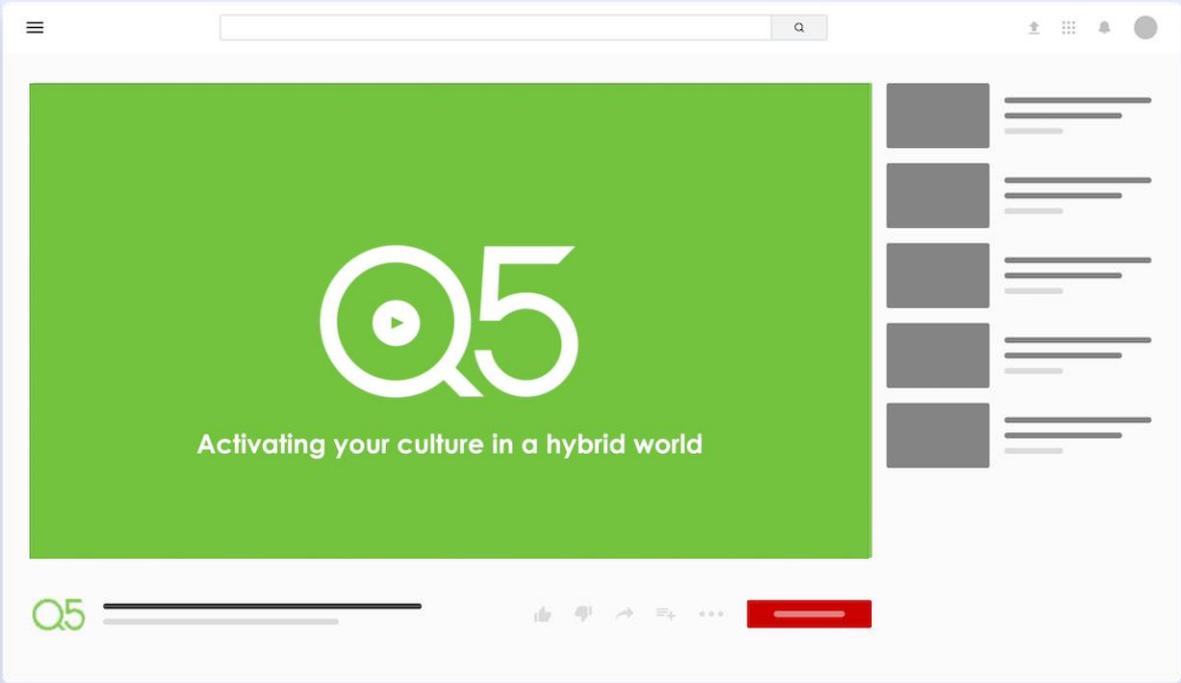


make it mobile



How could you put  
this into practice?

# Q5 hybrid campaign



<https://vimeo.com/832249276>





Thank  
you!

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Emma Wharton Love

[emma@wearetheloves.co.uk](mailto:emma@wearetheloves.co.uk)



Jules Love

[jules@wearetheloves.co.uk](mailto:jules@wearetheloves.co.uk)

# And Finally.....



CPD number for today's event is:

**1049788**



The screenshot shows the iwfm.org.uk website. The header includes the iwfm logo (Institute of Workplace and Facilities Management) and navigation links: Membership, Professional development, Insight, News, Community, About, Suppliers, Contact, and a search icon. A 'MY IWFM' button is in the top right. The main content area features a large teal banner for a new 'Community groups forum'. The text on the banner reads: 'Community New! - Community groups forum. Explore our members-only discussion forum where you can connect with the IWFM community. It's a platform for you to discuss, share, ask questions, and search for guidance to help you in your role.' Below this is an 'Explore' button. To the right of the main text is a teal sidebar menu with 'Events', 'Shaping the Institute together', and 'Community groups forum'. The background of the banner shows a hand holding several colorful human silhouettes. Below the main banner is a teal section for 'Professional Development' with the text: 'Advance your career with our short training courses, certified qualifications, and apprenticeships. Let us take you further.' and a 'Learn more' button. A vertical 'Chat with us now' button is on the far right.

# And Finally.....

## Building Safety Act: What FMs need to know and do

4 July - Live virtual training  
Booking deadline 27 June

## Operational Space Planning

4-5 July - Live virtual training  
Booking deadline 27 June

## Introduction to Facilities Management

11-13 July - London  
Booking deadline 25 June

## Contract Management

11-12 July - London  
Booking deadline 25 June

September

**iwfm**

## New! - Community group

Explore our members  
forum and



# Raffle & Prizes

**iwfm**  
**IMPACT**  
**AWARDS**  
**2023**

WORKPLACE AND FACILITIES  
MANAGEMENT EXCELLENCE

## BOOK NOW

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**16 October 2023**

JW Marriott Grosvenor House London

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WONDER

# Huge Thanks to:

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- YOU for participating and supporting our Charities



**CPD number for today's event is**  
**1049788**

**Safe journey home**

**See you next time**