

**What we achieved
in 2018/19**

**We continued
to build a great
business, delivering
The Workspace
Advantage.**



WE INVESTED IN ASSETS

Launched The Frames in Shoreditch

A brand new 50,000 sq. ft. business centre, doubling the size of the former building, this £25m refurbishment project completed in September 2018. The centre immediately captured the imagination of London's businesses and is already 86% occupied.



**Refurbished and launched
Edinburgh House in Vauxhall**

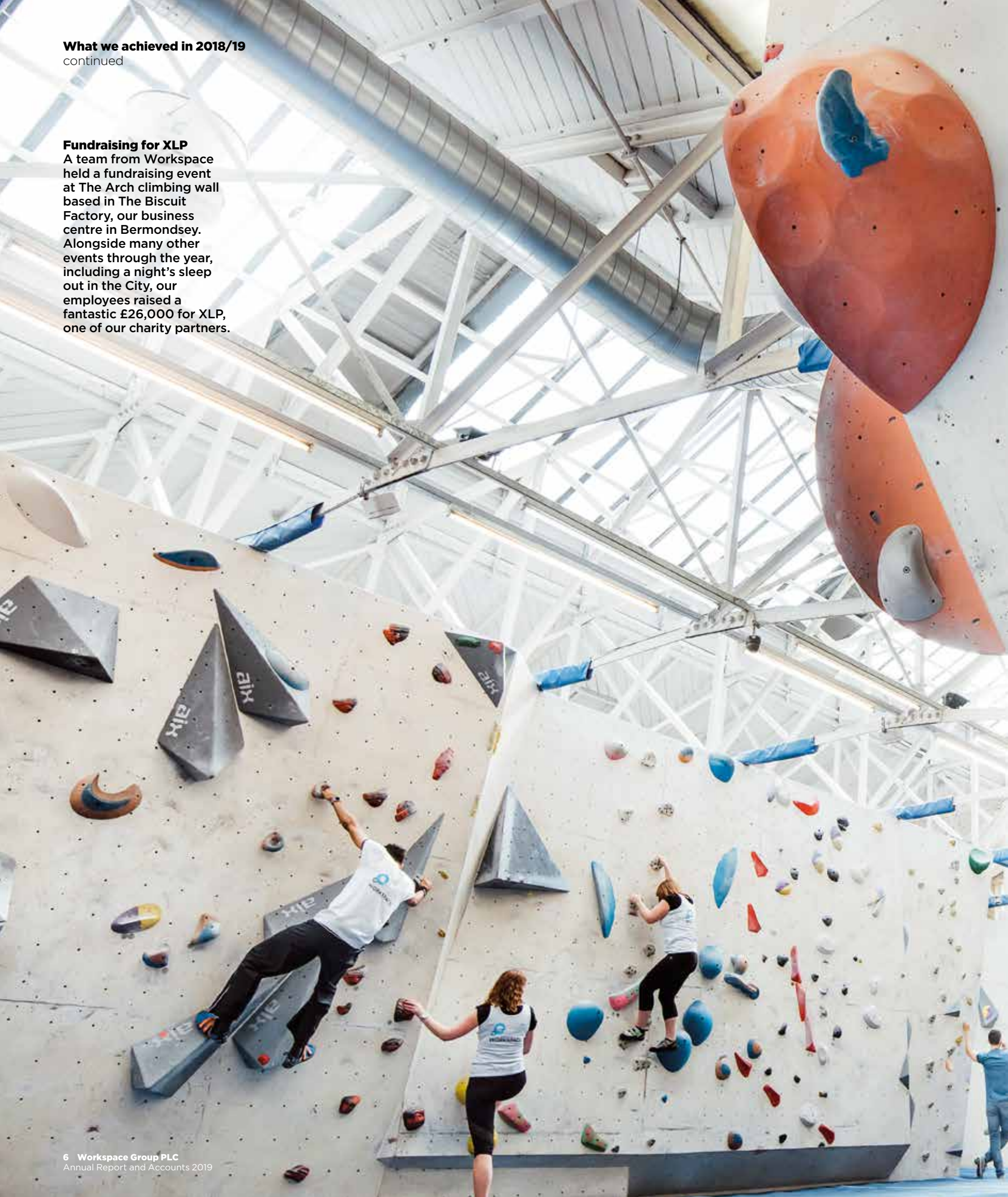
Owned since 2015 and previously let in its entirety to the Metropolitan Police, we carried out a £20m refurbishment to create a state-of-the-art, 65,000 sq. ft. business centre, with a new triple-height, light-filled central atrium. Launched in September 2018, it fast became a destination for Vauxhall's small businesses and is now 60% occupied.



Acquired The Shepherds Building
Acquired in September 2018 for £125.3m, in Shepherd's Bush, an increasingly attractive location for the entertainment and media industries. The 150,000 sq. ft. building is being progressively repositioned as a Workspace business centre.

Fundraising for XLP

A team from Workspace held a fundraising event at The Arch climbing wall based in The Biscuit Factory, our business centre in Bermondsey. Alongside many other events through the year, including a night's sleep out in the City, our employees raised a fantastic £26,000 for XLP, one of our charity partners.





WE GOT A LITTLE BIT CRAZY

Defining and introducing our four values

Last year we introduced our four values and embedded them in the business. Managers across the company held workshops for the teams to discuss what the values meant for their area of the business and day-to-day behaviours. The workshops threw up some fantastic ideas which are now being rolled out across the business.

More details on our values can be found on page 46.

Know your stuff Find a way Show we care Be a little bit crazy

W O R K S P A C E

CUSTOMER INSIGHTS CONTINUED TO DRIVE DECISIONS

Understanding our customers

The wealth of data that we collect from enquiries, viewing feedback, customer surveys and use of facilities, such as meeting rooms, allows us to regularly adapt our offer. It also helps drive decisions, such as which locations to refurbish next.



Helping customers expand
Our flexibility helped Pulse Live, a customer based at Kennington Park, to grow with us. Pulse have moved from a 4,000 sq. ft. unit to 8,000 sq. ft. in the newly refurbished Edinburgh House.

What we achieved in 2018/19
continued

Super connected customers

We provide high-quality Wi-Fi connectivity meaning our customers can work how and where they want, including on the roof terrace at Vox Studios in Vauxhall.





WE ASKED WHAT'S NEXT?

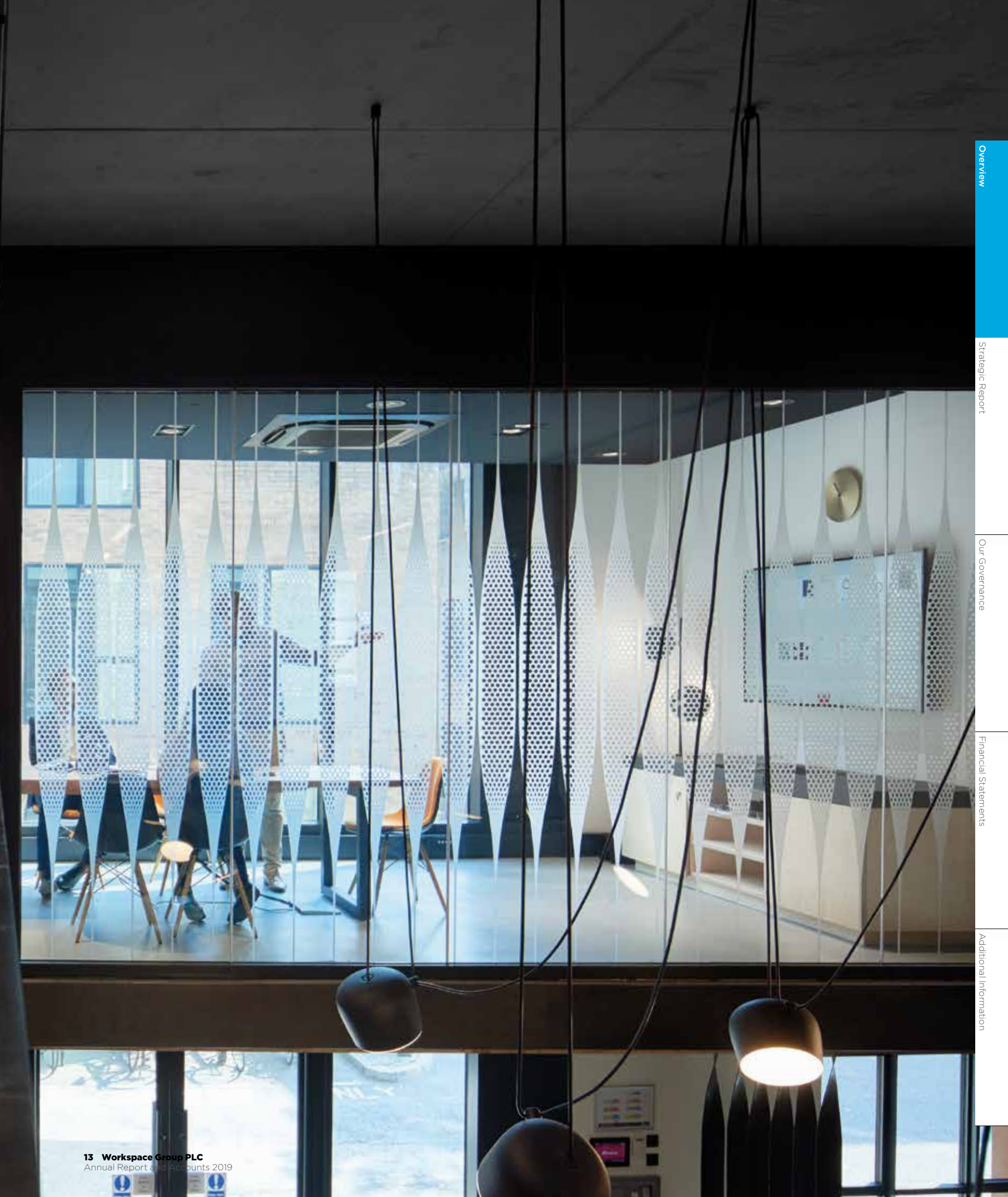
**We're innovating to keep up with
changing ways of working**

80% of our customers now connect to our network wirelessly. We are therefore investing more than £1m a year in upgrading the capacity and security of our wireless technology to give customers the freedom to work without limits anywhere in the building.

WE DEEPE NED OUR EXPERTISE

Investing in talent


To keep ahead of demand we strengthened our marketing team during the year, adding a new Enquiries Manager and further team members with expertise in digital marketing, content creation and converting enquiries in to viewings.





Training and development

We run a regular programme of training for our centre managers and other site staff. Topics covered during the year included customer service, networking events and social media.



In-house expertise

In today's increasingly regulatory environment, it is vital that Workspace stays on top of changing regulations and best practices. To support our strategy, we strengthened our in-house governance and compliance expertise by hiring Kelly Carmichael as Head of Legal and Assistant Company Secretary.