

# Delivering value to our customers

Our occupiers are our valued customers and their needs are at the forefront of the business, from the buildings we design to the collaborative relationships that we build.

Modern businesses are increasingly using innovative and engaging workspaces to attract and retain the best talent. This goes beyond the physical specifications of the space and considers the full user experience, from an appealing and welcoming reception area through to the provision of valued amenities, all key features of our buildings. This is enhanced by our experienced team who work closely with our customers to cultivate strong relationships and ensure they experience consistently high levels of service, as well as the vibrant communities we strive to create within our buildings and across the portfolio.

" As a high growth tech company that must attract top talent, we had high expectations for our new London HQ. We are delighted with the Brunel Building. It has a spectacular sense of space and design that really makes it stand out in the London cityscape. Derwent have been a pleasure to work with from the get-go. We have always felt as if they were an extension of our own people, and not the typical landlord. We share a love of design and worked hard to ensure that our interiors were worthy of the building. Our team loves the beautiful place that they call 'work'. And nothing could heighten our collective IQ any more than when we are together in such a collaborative, inspiring space."

Paymentsense Founders



## Well-designed space

We design our buildings with occupiers' business needs and aspirations in mind. We aim to create flexible space which can be adapted to the varying and evolving needs of a diverse range of occupiers. Careful consideration is given to creating space that supports physical and mental wellbeing through such means as the provision of outdoor space, cycle facilities and optimisation of both natural light and natural ventilation, all of which are of growing importance to our customers. We are also increasingly harnessing the power of technology to enable our customers to reduce their carbon footprint and operate their space more efficiently. Our White Collar Factory building at Old Street roundabout is a typical example with its generous reception, adaptable floorplates, high ceilings, openable windows linked to a building control system, ample cycle storage and rooftop running track and terrace. For a number of smaller units in the portfolio we also offer fully furnished options which are generally let on shorter lease terms, ideal for SMEs or larger organisations that want a combination of both 'core' and 'flex' space.

p.9 Product/'long-life loose-fit'

Above: White Collar Factory EC1

" We feel privileged to be working with an amazing landlord @derwentlondon who has been supportive throughout these challenging times."

An occupier in Morelands EC1

## Supporting our customers

Building and supporting relationships with our customers is a fundamental part of our business. This starts with our tailored approach to agreeing commercial terms and continues with the day-to-day operational support provided by our experienced in-house Asset Management and Property Management teams. This past year has been a particularly challenging one for our customers and we have responded by working with them to provide both financial and operational support. We provided a 25% service charge waiver to all of our occupiers for a period of six months, agreed payment plans with businesses most impacted and, for those hardest hit, mainly the retail and hospitality sectors, gave further financial assistance in the form of rent-free periods. Operationally, we ensured our workspaces were safe and healthy by deep cleaning our buildings on a regular basis and providing guidance and protocols to our customers as to how their employees could reoccupy their offices safely within the government guidelines. A survey of our managed portfolio carried out in June 2020 indicated that 95% of customers who responded rated our teams' response to the situation as either 'very positive' or 'positive', with no 'negative' ratings. We have always taken the approach of maintaining frequent communication with our customers which ensures we understand their needs and can respond accordingly.

p.68 Asset management

Right: The White Chapel Building E1



## Creating communities

When a customer occupies space in one of our buildings they become part of the Derwent London community. To facilitate this sense of community, we are focused on customer engagement. This includes running various events throughout the year, some of which are building specific and some of which are available to the wider portfolio. These might involve encouraging health and wellbeing, such as the annual White Collar Factory rooftop marathon relay or morning rooftop yoga, or an educational talk or discussion held in one of our spacious reception areas. Unfortunately, the pandemic has limited our activities in this regard during 2020 but we plan to return to these events and more when we can.

Left: 1 Oliver's Yard EC1

"Since engaging with Derwent on day 1, it has been nothing short of a magnificent experience. Their Transaction, Design & Construction and Operations teams always seem to go out of their way to work with our firm to collaborate and develop a true landlord/tenant partnership that will last for years to come."

Jaime Fuentes, Apollo Global Management

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