



Grosvenor sustainable fit-out guide

Part 1:

**General fit-out guide
for occupiers**

Introduction

Welcome to Grosvenor's General Fit-out Guide.

The purpose of these guides is to help retail, leisure and office occupiers create sustainable fit-outs for their businesses. There are two documents that make up the Sustainable Fit-out Guide:

1. **General Fit-out Guide** – Explains to the occupier the processes and approval steps that need to be followed to complete a fit-out as well as offering recommendations to make the fit-out as sustainable as possible.
2. **Technical Fit-out Guide** – This is to be read carefully by the design team and contractors undertaking the fit-out. It provides a summary of the Grosvenor Specification and offers recommendations to help improve the sustainability of your fit-out. [Click here](#) to read the Technical Fit-out Guide.

It should be noted that these documents are intended to provide practical guidance, and that in all instances the terms of the Lease, Licence to Alter or the Grosvenor Specification takes precedence.

Should there be any doubt as to the interpretation of this fit-out guide, the decision of Grosvenor shall be final.

1

Why have we provided this guide?

Mayfair and Belgravia are historic neighbourhoods that we at Grosvenor have helped steward over the last 340 years. This guide is designed to help protect and maintain the look and feel of these historic locations as well as contribute to creating positive social and environmental impact.

We want to support you in making your fit-out environmentally and socially sustainable by:

- Reducing your waste
- Reducing your energy use
- Improving accessibility and inclusivity
- Improving wellbeing of your staff and customers

To find out more about Grosvenor's strategic targets to achieve our environmental goals and how Grosvenor supports the needs of communities follow the links below.

[Zero Carbon \(grosvenor.com\)](#)

[People Positive \(grosvenor.com\)](#)

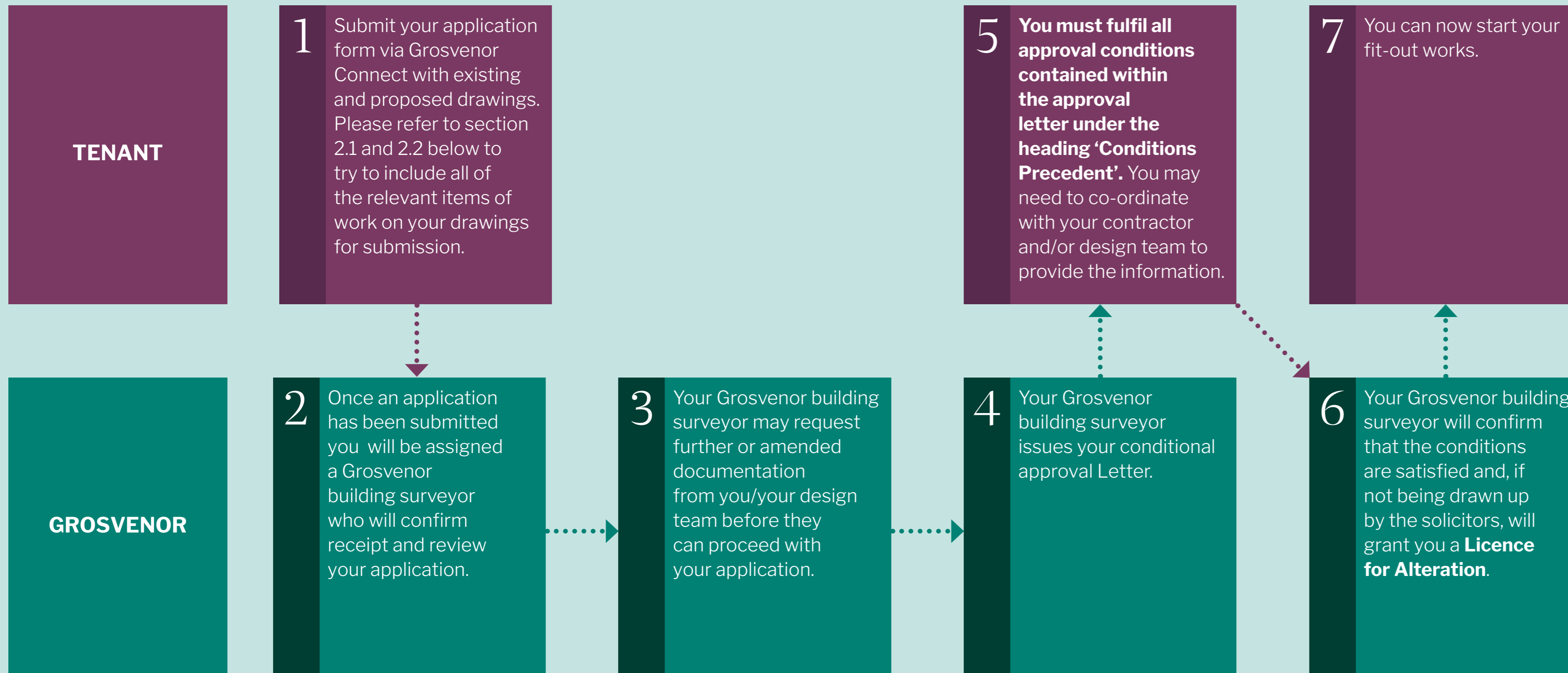


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Getting consent for your fit-out

To start your fit-out the following approval steps will need to be followed.

Submit an application via our online portal, Grosvenor Connect ([Login | Grosvenor Connect](#)). Your Grosvenor building surveyor will provide you with instructions and the information you need to access the portal.



Please note that works to your unit can only commence once the approval conditions of your application have been satisfied.



Please note: we aim to approve all applications within 2 weeks. However, it may take longer to approve your application if all the information is not provided or requires amending.

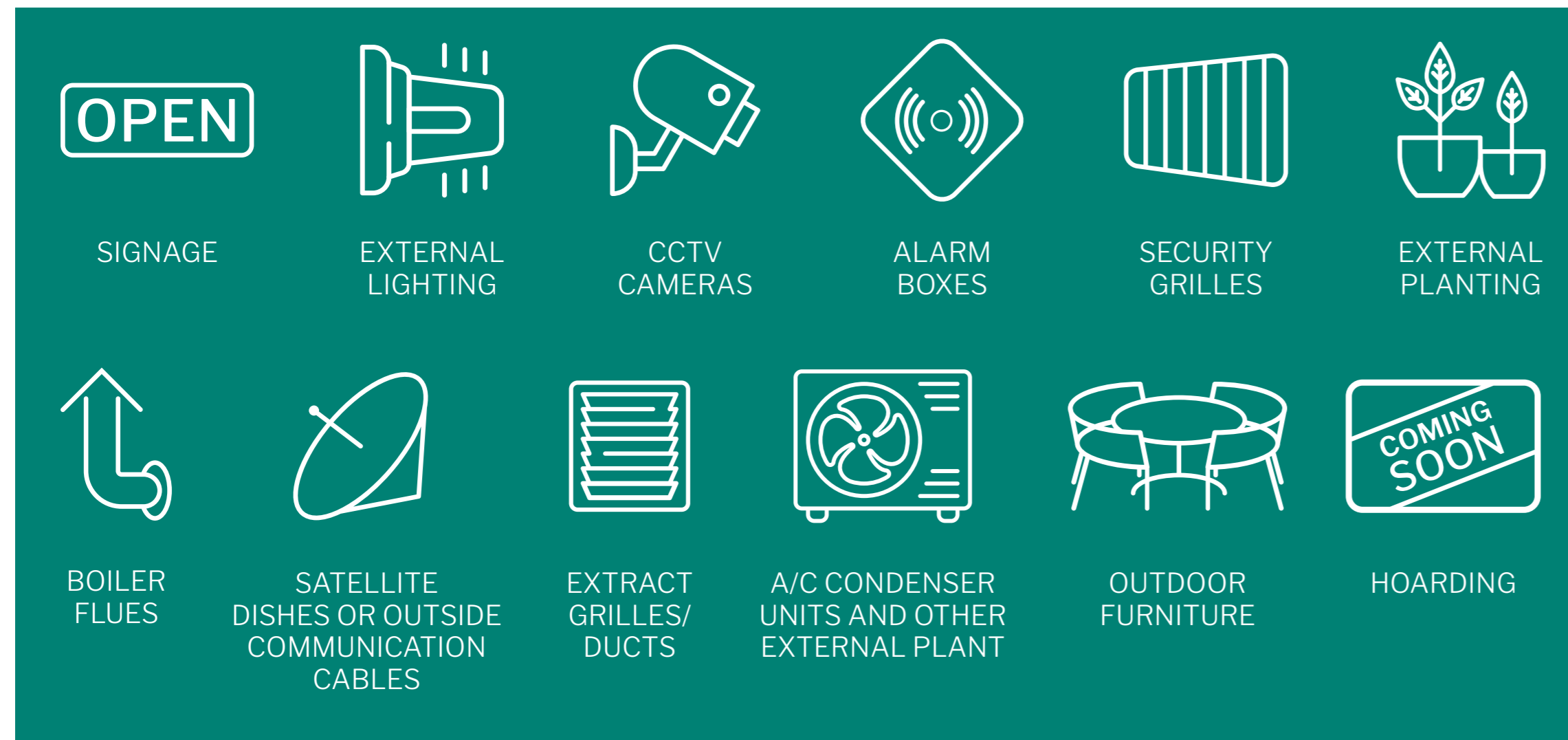
Grosvenor has right of access to the premises at all reasonable times for the purpose of inspecting the works being carried out and to all site drawings and details. Grosvenor have the right to have any of the works opened up for inspection if it is considered that faulty or defective materials or workmanship have been used.

2.1 What requires approval from your Grosvenor Building Surveyor?

We have listed what requires consent from our building surveying team below.

Any works, alterations or modifications to the:

- **External appearance** of the unit, this will include:



- **Structure of the property** – this may need to be reviewed by a structural engineer appointed by Grosvenor (at your expense as the incoming leaseholder).
- **Internal layout** of the unit (e.g. removing and adding partitions).
- **Building fabric** (e.g. replacement of windows or shopfront) or changes to Landlord or shared services.

Such alterations most likely require a Design and Access statement to support the application, equally this document lays out how the tenant aims to approach accessibility and inclusive design.

If you require further information or are unsure about what elements of your fit-out require consent, please refer to the Grosvenor Specification or contact your assigned Grosvenor building surveyor.

2.2 What you need to provide

As part of the online application process via Grosvenor Connect, we ask that you provide the following information:

- Drawings of existing floor plans (in pdf format).
- Drawings of proposed alterations (in pdf format), including; Plans of layout; Elevations, and Sections.
- An estimate of the duration of the proposed works.
- An estimate of the total cost of works to a builder's finish.

All drawings must be:

- Drawn to scale.
- Have the property address and floor number.
- Have a drawing number and title.
- Annotated in English.



Please note: Grosvenor's insurance managers, Realty Insurances Limited of 70 Grosvenor Street, London W1K 3JP, 020 7312 5560, are to be advised of the proposed works so that the building policy will not be prejudiced. The occupier should notify Realty Insurances Limited if additional cover is required.

3 Finding your fit-out team

Finding the right team of contractors to support you in delivering a high-quality sustainable fit-out for your business is important. Below we have created a helpful checklist of questions that you can use to help find the right people for your project. If you would like further advice or support on finding the right team, please contact your relevant Grosvenor contact.

3.1 Roles you may require:

Designer/Architect	Helps to design the space in a way that best suits the occupier’s requirements.
Project Manager	Oversees the delivery of the project, ensuring it is delivered on time and within budget
Cost Consultant	Helps estimate the cost of the project and helps to ensure that the fit-out is completed within its projected budget.
Contractor	Carries out the construction works.
Environmental Consultant	Advises on how to reduce the environmental impact of the fit-out in both construction and operation.
Accessibility Consultant	Advise on how to make your fit-out more accessible and inclusive.
Structural Engineer	If you are making approved structural changes, a structural engineer is needed to ensure the building remains structurally sound.
Mechanical and Electrical Engineer	Helps and advises on the most fitting mechanical and electrical systems to suit your fit-out and operational needs.
Planning Consultant	If you are carrying out works that require planning permission, a planning consultant can advise on and manage the applications.
Party Wall Surveyor	Resolves differences between neighbours when building works to a party wall structure are proposed.
Building Control Inspector	Authorised individual who assess all building installations, alterations and extensions comply with regulatory building standards of safety, design sustainability and accessibility.
Fire consultant	Provides guidance on fire safety design and ensures any building alterations satisfy building regulations.



Please note: if your contractors are carrying out any fire safety works they must be accredited with one of the following:

- FIRAS
- LPS 1531: The Red Book for Passive Protection lists fire stopping contractors. [LPS1531 – final revision-02.10.2017_ \(redbooklive.com\)](https://www.redbooklive.com)
- Or any equally equivalent recognised accreditation body

Consider suppliers with a certified environmental management system (e.g. BES6001; ISO 14001 or EMAS) to ensure that they have systems in place to manage their environmental impacts in a comprehensive and systematic way.



3.2 Questions you could ask your design team:

Sustainability

- What is your experience of designing sustainable fit-outs?
- Do you collect data on the percentage of reused material in your products?
- If so, what is the average percentage of reused material used across your previous projects?
- Is your timber sustainably sourced, i.e. FSC/EFC certified?
- Do all the products you source and use comply with being low VOC?
- How could we measure and monitor the level of carbon resulting from the fit-out?
- What information do you need from us to start the design process?
- What experience have you had in relation to environmental and wellbeing credentials such as BREEAM and WELL?
- Do you offset your carbon emissions?
- Can you suggest ways to improve the sustainability of my fit-out?

Accessibility and Inclusivity

- What is your experience in delivering accessible fit-outs?
- Have you created a design and access statement for fit-outs?
- How do you ensure the wellbeing of your staff is considered?
- Can you suggest ways to improve the accessibility of my fit-out?

General

- Do you have appropriate professional indemnity insurance cover?
- Do you have experience in dealing with historic buildings and Conservation Areas?
- How will you ensure minimal disruption to the surrounding area?



Designing your sustainable fit-out

There are several advantages to creating a more sustainable fit-out:

- Greater longer-term flexibility for your space
- Reduced costs
- Save energy
- Improve staff and customer retention
- Improve the wellbeing of staff and customers
- Creating a more inclusive environment.

4.1 Some facts and figures:

- The materials and finishes you use in your fit-out play an important role in the look, feel and sustainability of your unit.



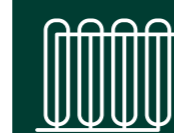
FACT: The mass of human-made materials (including production of concrete, metal, plastic, bricks and asphalt) is now greater than the mass of living matter on the planet¹. Annual global extraction of primary materials is set to triple by 2050¹.

- Reducing your waste, recycling more and avoiding waste to reduce the carbon equivalent emissions (CO₂e) of your fit-out. There are also financial benefits to contractors and waste management providers by avoiding landfill taxes.



FACT: Waste generated from strip out, construction (including over-ordering), demolition and excavation accounts for 60% of the total waste generated in the UK.

- Good design and operation of building services and energy consuming components will reduce energy consumption and, therefore, reduce your energy costs.



FACT: Heating costs can increase by 30% or more if building services are not properly maintained and heating costs rise by about 8% for each 1°C of overheating supplied.

- The scarcity of water is a serious issue, even regions which historically have had access to an abundance of fresh water are now at risk.



FACT: Within just 25 years, the Southeast of England could run out of water².

- Healthy spaces can also enhance wellbeing and productivity of your staff.



FACT: The World Green Building Council (GBC) outline that better working and shopping environments can lead to better experiences for consumers and staff, which, in turn, lead to better revenues, lower costs and better retention.

- Making sure your fit-out is accessible for people with both physical and non-physical disabilities is crucial.



FACT: Nearly one in every five people in the UK live with a disability or impairment making it essential to create inclusive office and retail spaces for employees and customers.

- By demonstrating that you value sustainability as a business can help attract and retain staff and customers.



FACT: Almost 9 in 10 millennials believe that the success of a company should be measured by more than just financial performance, and should include environmental and social impact.

¹ UNEP 2016

² <https://www.london.gov.uk/node/52150>

* Deloitte millennial survey



4.2 A checklist for creating a sustainable fit-out

You can achieve a more sustainable fit-out by considering sustainability early in the design and material/product selection of your phase.

We have outlined some suggestions for doing this. More detail and specific guidance on all these areas are available on our website or in the technical guide.

✓	Materials and Finishes
	Design for flexible layout and functions (e.g. consider demountable partitions)
	Design out the need for components (e.g. passive rather than active heating, ventilation and air conditioning (HVAC), avoiding surplus finishes and avoiding wet finishes such as paints)
	Specify reclaimed or remanufactured materials over new. These can be sourced from marketplaces and passport banks (e.g. Globechain)
	Prioritise reused products or those with high recycled content
	Select products and materials from suppliers who can demonstrate responsible sourcing credentials
	Use reused products or rental furniture. (See Grosvenor Partner Handbook for more information)
	Consider low-Volatile Organic Compound (VOC) alternatives for paints, varnishes, coatings, adhesives, carpets and composite wood
	Use timber from sustainable forests (FSC certified)
✓	Waste
	Undertake a reuse audit of existing materials and fixtures in unit
	Create a fit-out waste management plan (see technical guide page 6 for more detail)
	Segregate waste during fit-out and in operation
	Set waste targets for your fit-out (see technical guide page 6 for options)
	Work with suppliers to reduce or eliminate packaging of materials/fixtures
✓	Heating and Electricity
	Install energy efficient lighting: <ul style="list-style-type: none"> • LED and motion sensors • Zone lighting so that adjustments can be made where it is not always needed (e.g. close to windows)
	Provide additional shading/blinds to reduce over-heating during the summer

	Ensure sufficient draught proofing is provided
	Use electrical products which have a minimum EU Energy label, or equivalent (e.g. A or A+ rated as a minimum)
	Consider smart metering to help measure your energy use
	Avoid use of gas for heating and other services
✓	Water and other services
	Use water efficient sanitary fittings: <ul style="list-style-type: none"> • Dual/low flush WCs • Waterless urinals • Low flow taps (with automatic shut-off) and showers • Flow restricting valves • Tap inserts to convert spray/aerated flow
	Consider passive heating and cooling/natural ventilation (if appropriate)
	Use filtered water taps rather than purchasing bottled water
✓	Staff, customer and community wellbeing
	Consider biophilia and planting in the workplace
	Ensure workspaces have a direct view outside (recommended 80% of desks)
	Consider air quality, ventilation, and natural lighting for occupier wellbeing
✓	Inclusion and accessibility
	Accommodate for individuals with physical disabilities (e.g. minimum corridor width, step-free access and minimum or adjustable height desks/tables)
	Accommodate for individuals with non-physical disabilities (e.g. dedicated silent rooms for meetings or quiet working for neurodiverse individuals)
	Accessible toilet/changing facilities
	Ensure furniture arrangement and design considers a wide range of accessible needs.
	Install induction loops for people who are hearing impaired
	Incorporate refuge areas if required
✓	Measuring and showing your impact
	Consider measuring your environmental impact (see page x for more details)
	Consider whether any environmental and wellbeing accreditations such as BREEAM , Ska , WELL and Fitwel are appropriate for your fit-out

Please refer to the Grosvenor Technical Sustainable fit-out guide for key requirements and sustainable recommendations on each element of the design and delivery of your fit-out.

Mandatory Minimum Accessibility Requirements Guides:

- Approved Document M which supports the Building Regulations
- BS8300:2018 Volume 1 and Volume 2 Design of an accessible and inclusive built environment – External environment. Code of practice
- DfT Inclusive Mobility 2022
- [Equality Act 2010: guidance – GOV.UK \(www.gov.uk\)](#)

Please note: The Equality Act 2010 states that where accessibility and inclusivity are not improved during alterations to a unit, then mitigation measures should be implemented, eg a portable ramp.

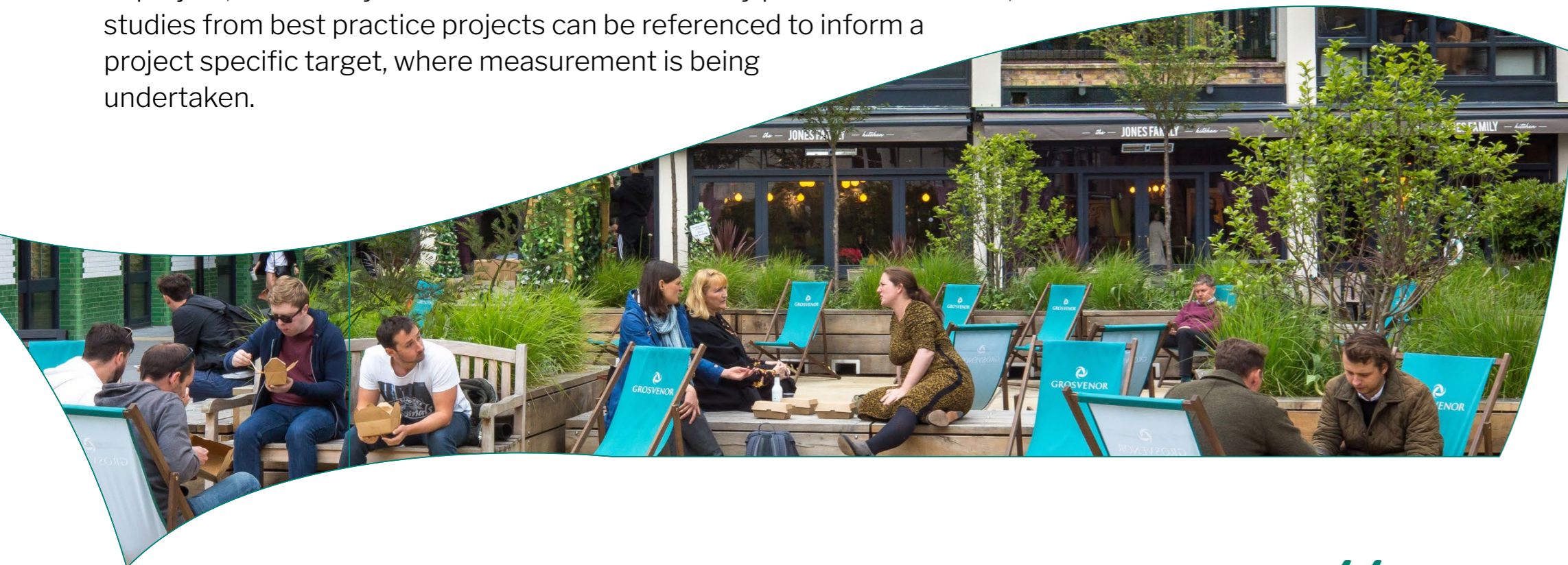
4.3 How to measure the sustainability impact of the fit-out works

To calculate the impact of the materials specification within the fit-out:

- A Whole Life Carbon (WLC) Assessment can be carried out by a designer/ sustainability specialist
- This should follow the RICS professional statement to inform design strategies and reduction pathways*

**As this can include materials specification (upfront carbon) and operational energy, as well as other in-use impacts from refrigerants, replacement, and maintenance, it can be used to guide early decisions such as retention vs. replacement of building services plant and equipment.*

In-house assessment tools or third-party tools verified by the Building Research Establishment (BRE) are recommended. The scope of fit-out works varies from project to project, so industry benchmarks are not currently published. However, case studies from best practice projects can be referenced to inform a project specific target, where measurement is being undertaken.



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Embedding sustainability principles from the start of the fit-out process helped us retain the look and feel for our customers while improving our energy efficiency and carbon intensity. The work improved our energy rating and will lead to around a 10% annual reduction in energy consumption and carbon emissions.

– Will Dennis, Daylseyford Organic

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“

Creating a sustainable fit-out for my restaurant has helped me reduce my environmental impact whilst signalling to both my staff and customers that I place sustainability at the heart of my business.

– Chantelle Nicholson, Apricity

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Visit our [website](#) to view more in-depth sustainable fit-out case studies.