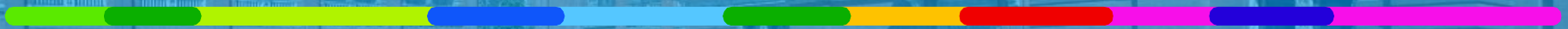


# Challenges & Opportunities in the Heritage & Leisure Sector

Mark Downes

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# ENGIE in Heritage & Leisure Sector

- British Library
- V&A Museum
- Museum of London
- Royal Museums, Greenwich
- Kew Gardens
- Science Museum
- QE Olympic Park
- Network Rail



# Drivers from DCMS Culture White Paper



Department  
for Culture  
Media & Sport

## Inclusivity

Everyone should enjoy the opportunities heritage & culture offers, no matter where they start in life

## Power of Culture

The riches of our culture should benefit communities across the country and increase our international standing

## Cultural investment

Place Making, Cultural investment, providing resilience and reforming the sector

## Commercialise

Efforts should be made to enable institutions to Commercialise & Sustain their activity



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## Challenges & Opportunities in Heritage & Leisure Sector

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- Balancing need for preservation & public access
- Technology adding further value to end users of public spaces
- Placemaking and the involvement of third sector in delivery
- Helping with the commercialisation of assets



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## Balancing Preservation & Public Access

ENGIE

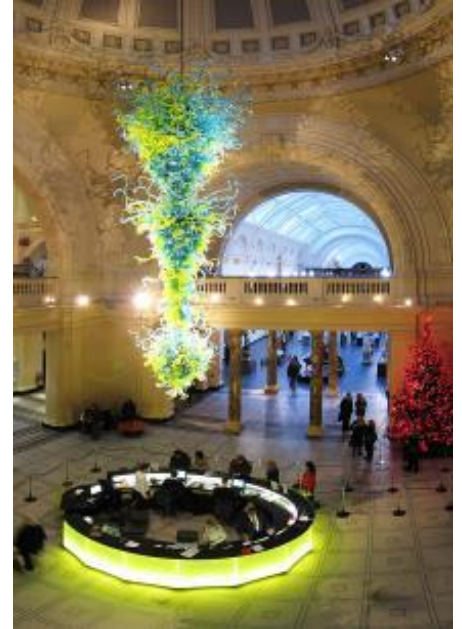




# Balancing need for preservation & public access

The sector presents a number of common challenges and unique characteristics:

- Predominantly old, listed buildings (including grade I & II)
- Strict atmospheric parameters for preservation of collections
  - Humidity and Temperature control to critical environments
  - Collection care, UK Government Indemnity Scheme Requirements to BS 5454:2000
- Public access buildings with unique user & profiles and intense usage
- Funding issues due to austerity
  - Government targets for carbon reduction of up to 25%
  - Pursuit to attract and extract £££ from the mass footfall of the general public



# British Library Building 31 – Low Usage Storage Facility

- High Density, High Bay storage
  - 21 metres high
  - 262 kilometres of storage
- Fully Automated Robotic Solution
- Controlled environment
  - High sensitivity smoke detection systems
  - Temperature 16C
  - Relative Humidity 52%
  - Two separate four hour fire compartments
- 15% Oxygen level throughout storage areas
  - 3 Nitrogen compressors: (2 online, 1 standby, all 3 in emergency)



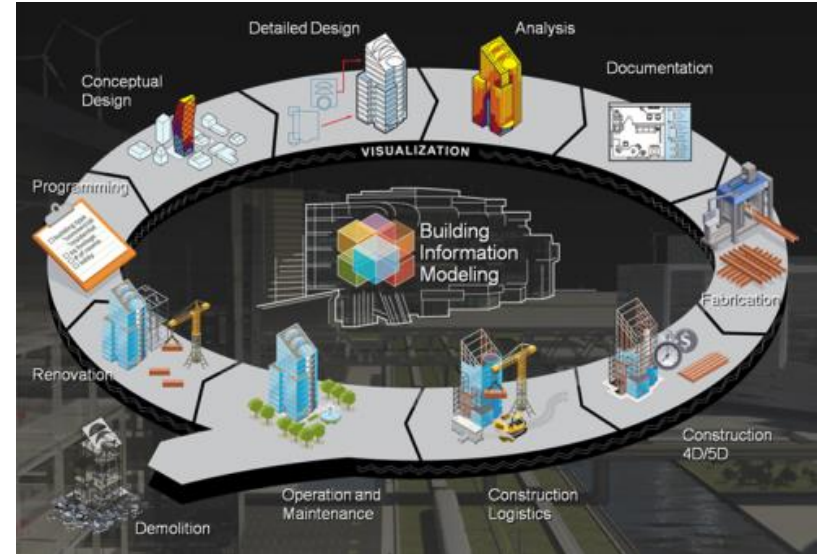
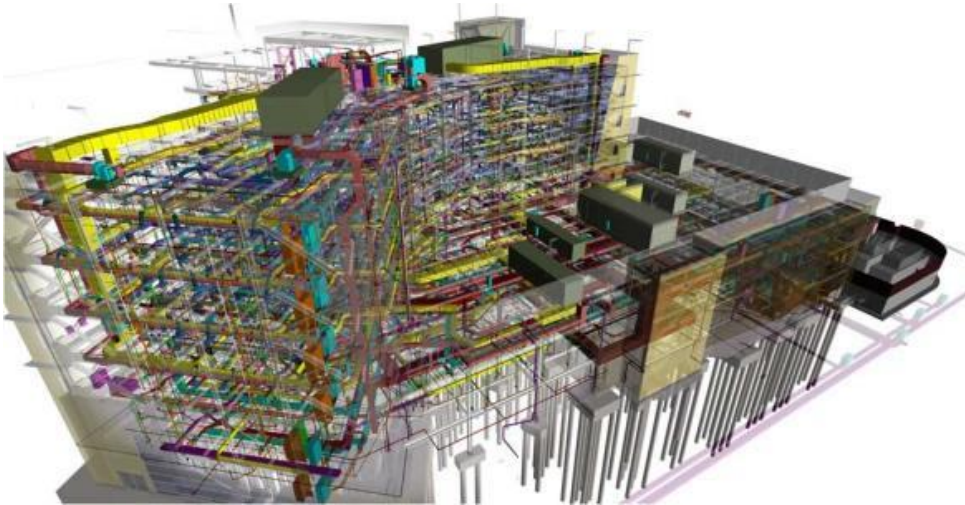


Technology adding further value



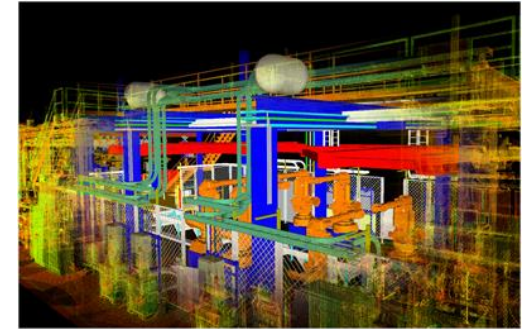


# BIM Through Life Use



# Retrofitting a BIM model at the British Library

- Focus for BIM has been on new build, refurbishment and re-fit projects where the upfront design has created the BIM model
- Is there value in retrospectively creating a BIM model and can it be done?
  - Not all of the data from the design and construction phase would be required in steady state operations
  - Key consideration is what is the minimum amount of data required and how costly is to create a model
- The development of the concept would aid asset verification, energy simulations and operational management
- Specific expertise in France & Netherlands



# Living Maps – Applications



# Applications for Energy & Environmental Management

- C3ntinel





## Placemaking – Benefiting Communities

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# Our Park Life – Creating Social & Economic Value



“ I get so much pleasure in volunteering opportunities, and learn so many new things, as well as meeting new people and helping the public enjoy the Park.”

Jean,  
Conservation Volunteer



70% of the people working on the Park are local

Over 200 Volunteers helping on the Park giving over 6,000 hours



£54,900 of value created for the Park

£1,795m of value created through Volunteering

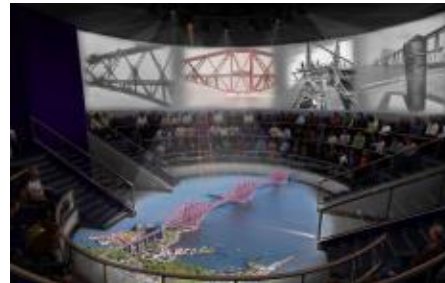
Estimated 50 people working on the Park previously unemployed

£1,255m of value created for the local economy



# Place Making – Forth Bridge Experience

- Place Making – Defines the town of West Ferry
  - Client - Network Rail
  - UNESCO World Heritage Site
  - 10 year contract to provide business planning and attraction master planning & operational management
  - Grow the local economy
- Services:
  - Consultancy
  - Hard FM & Projects
  - Energy services
  - Soft FM and F&B
  - Marketing & Sales



# 04

## Beyond FM - Commercialisation of Assets



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# Celebrating Our Industrial Heritage

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Great British Stations Discovery Tours









# Kings Cross – Station Tours



1  
Meet & Greet



2  
Orientation  
– Railways  
& LNER



3  
Orientation  
(Kings  
Cross)



4  
Modern  
Kings  
Cross



5  
Foot  
Bridge



7  
Tiled  
Foyer



6  
Gresley's  
Office



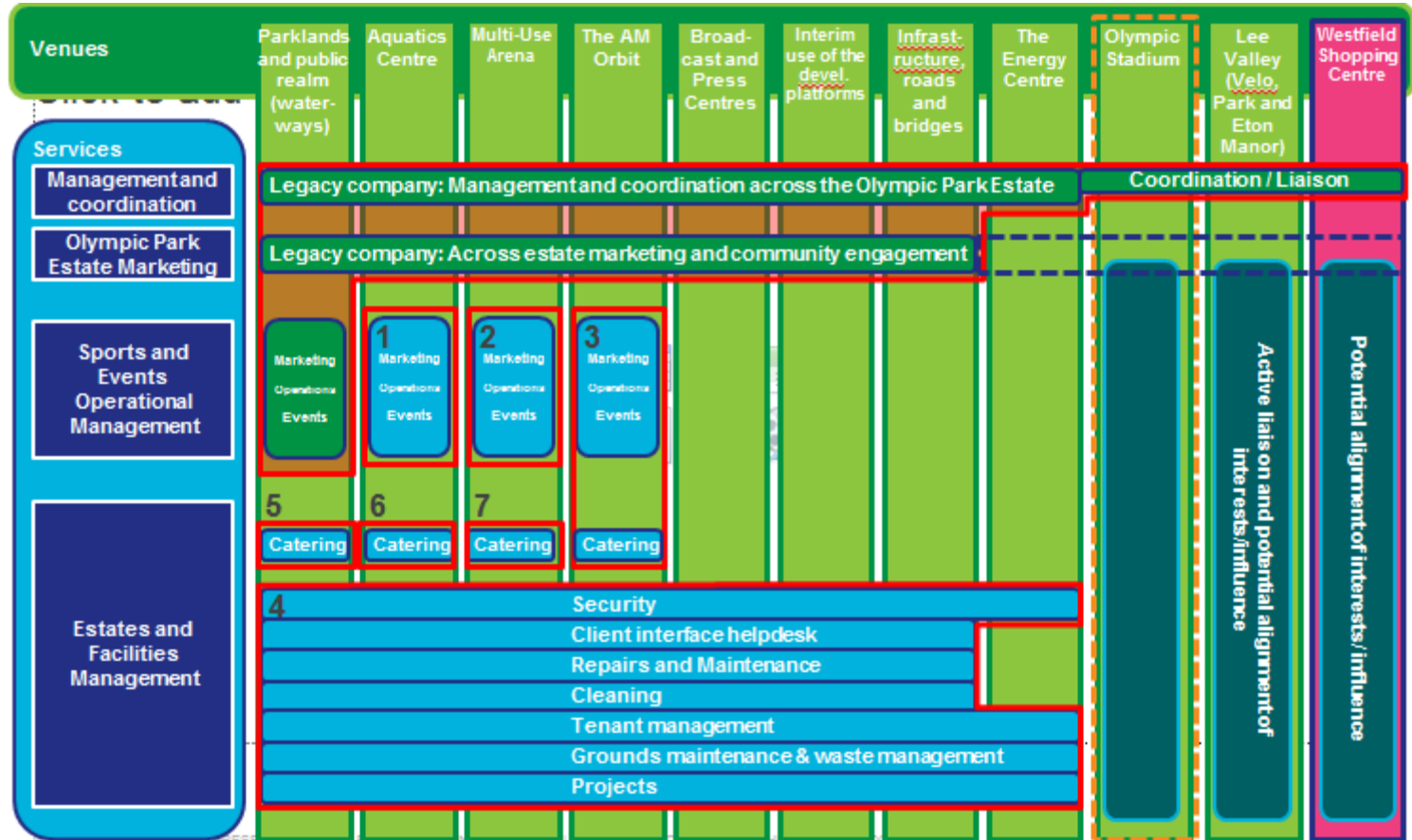
8  
Harry  
Potter



# Kings Cross – Station Tours



# Queen Elizabeth Olympic Park TFM Packaging Strategy













# Summary

- Understand the sector - ever changing needs
- Innovative thinking in service delivery
- Strategic Partner – not just a sub-contractor
- Continued alignment of values – adding social value
- Commercialisation – to help sustain and grow the sector
- Changing dynamic of skills required for FM in these areas

