



The Essential Office Refurbishment & Fit-out Guide

Building great spaces together | builtbyitc.com



ITC bring an inherently sensitive approach to working with existing buildings, and high-quality to project delivery.

On behalf of the practice, I have no hesitation in recommending them.

**Stephen Hill | Partner |
Holder Mathias Architects**



Build your outstanding space with ITC

Welcome to the Essential Office Fit-out and Refurbishment Guide from ITC. If you want a better building for you and the people that use it, this brochure is for you!

We can help you get the very best out of your space.

Our specialist teams will provide you with the best in construction expertise, and help you to understand how you can fulfil the potential of your building.

We hope that you will find the projects in the brochure of interest, and we look forward to finding out about your next project.

Nick

Nick Conway
Managing Director



Building great workplaces together

The way we work is evolving, and as a consequence the office environment is too. Now is the perfect time to re-evaluate your space and make it work better for your business, people and customers. At ITC, we are passionate about creating outstanding places to do business, and we are here to help you do just that!

From major refurbishment projects to small works, Cat A, Cat A+ and Cat B fit-outs, to vertical and horizontal extensions, we will deliver high quality solutions, best return on your investment, and an outstanding delivery experience.

We help businesses, landlords and consultants, realise their ambitions for a project. Take a look at what they have achieved. >>



Frasers Property Maplewood

Type | Refurbishment

Value | £9.8m

Duration | 41 weeks

Architect | Spratley & Partners

Project Manager | Paragon LLP

QS | Norman Rourke Pryme LLP

Premium upgrades take this dated office building into its next lease of lettable life, establishing itself as the new flagship building in Chineham Business Park.

The 90,000 sq. ft purpose-built office building was dated and no longer met the needs of the client. ITC carried out extensive refurbishment works to transform the building inside and out.

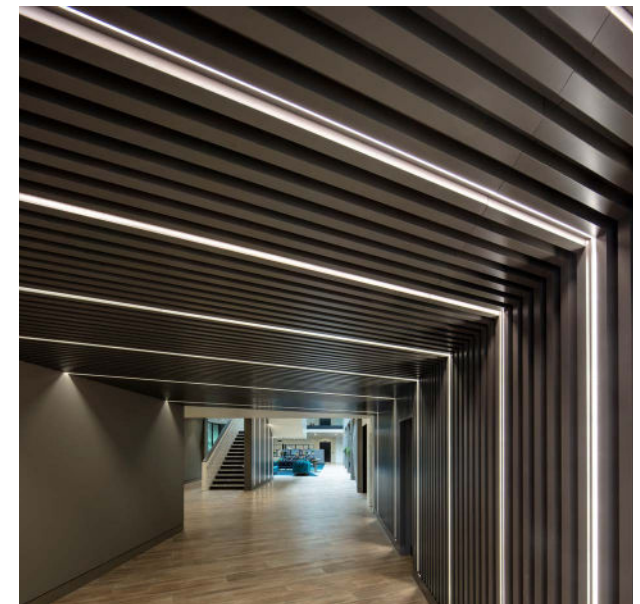
Externally, we overhauled the building, relocating the entrance to create a statement entrance lobby, with full height projected glazing. Internally, we carried out extensive structural alterations to optimise lettable floor space and fitted out 3 floors to Cat A standards.

[➤ Read Full Case Study](#)



Maplewood is now a workspace for the future, that is perfectly equipped to respond to the needs of our new occupiers.

Ilaria del Beato |
Chief Executive | Frasers Property UK



Cititrust 63 St. James's Street

Type | Vertical Extension & Cat A Fit-out

Value | £5.4m

Duration | 63 weeks

Architect | Gravity Design Associates

Project Manager | Matthews & Goodman

QS | Matt Gander Associates

M&E | Proair Consultants

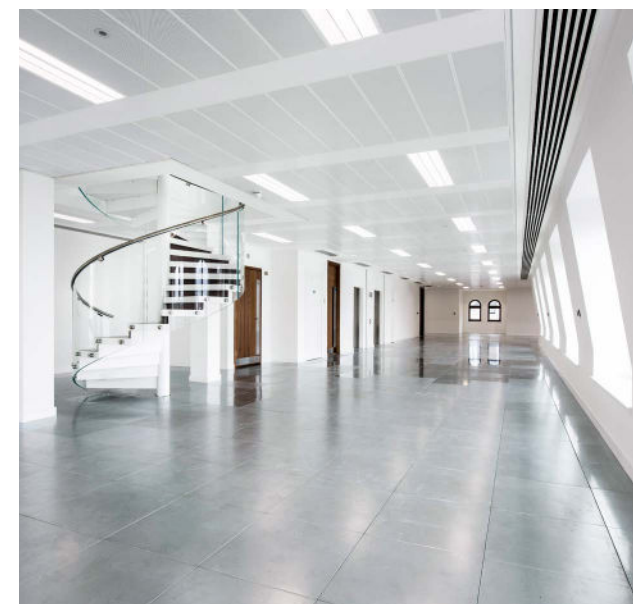
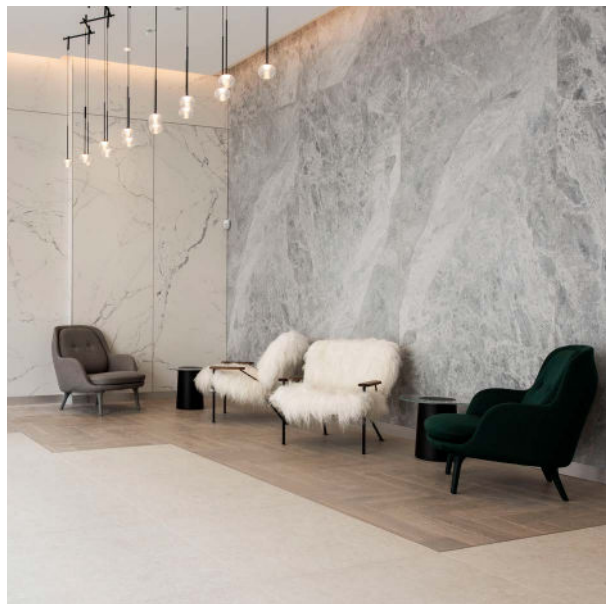
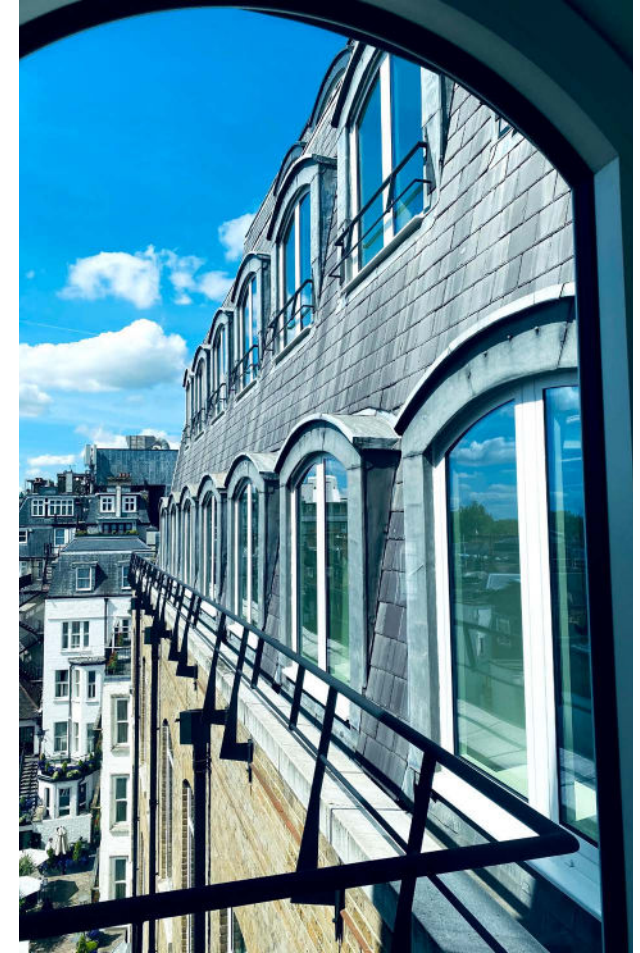
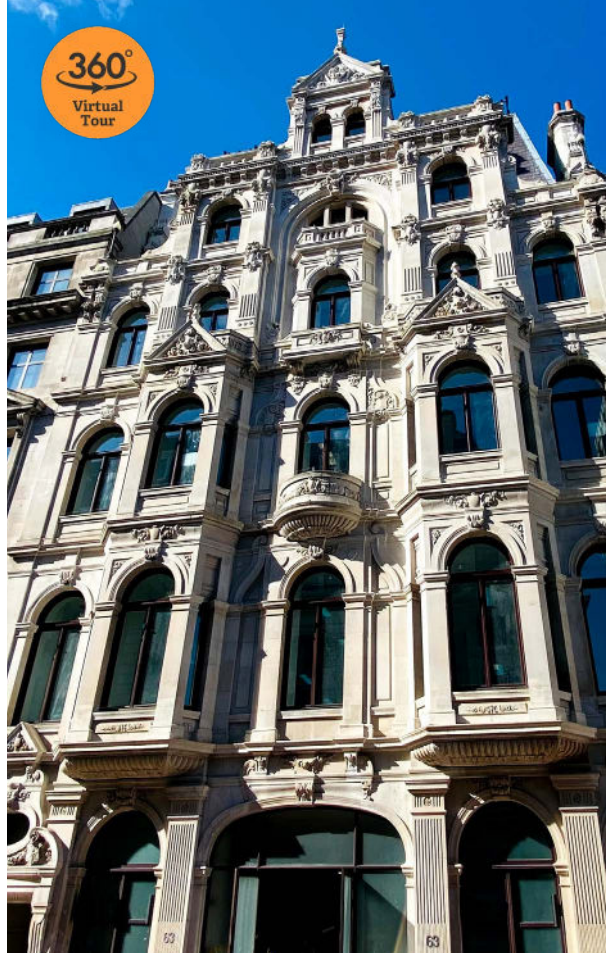
A comprehensive refurbishment breathes a new lease of life into this beautiful Victorian building, that sits within the St James's conservation area.

We constructed a vertical extension to increase the floor plate, provided a roof terrace, and carried out a full Cat A fit-out across 7 floors of the building, creating high quality spaces, ready for tenants to move in and put their stamp on it.

Our solution included new lifts, the creation of a stunning reception area, the delivery of hi-spec toilet and shower facilities, and a bike store.

A BREEAM-rated development, this building will now enhance the well-being and experience of all who will work within and visit the building.

[➤ Read Full Case Study](#)





Rothamsted Research Russell Building

Type | Fit-out
Value | £2.1m
Duration | 30 weeks
Architect | Box Architects

QS | MESH Construction
Consultancy
M&E | Green Building
Design Consultants Ltd

ITC refurbished Rothamsted's iconic Russell Building into a hub for new agri-tech businesses. Extensive refurbishment was required to provide modern office facilities, which included installation of new mechanical and electrical services.

The internal layout was remodelled to allow more flexible, multi-use spaces including 22 offices of various sizes, from 200 sq. ft to over 1,200 sq. ft, a hot-desk hub for flexible working, and an open plan innovation space.

[Read Full Case Study](#)

We are delighted by this development. Bringing together entrepreneurs on campus with our world-class scientists, I am confident we can look forward to a new era of ground breaking innovation in agricultural science and technology at Rothamsted.

Angela Carp |
Interim Institute Director |
Rothamsted Research



Jestico + Whiles Sutton Yard

Type | Refurbishment
Value | £512k
Duration | 10 weeks

Architect | Jestico + Whiles
QS | Quantem Consulting
M&E | Hoare + Lea

A Cat B fit-out of a warehouse conversion to create a new HQ.

The project was completed to programme, providing architects Jestico + Whiles a contemporary new space to showcase their work; a practical environment to foster creativity; and a place to call home.

[Read Full Case Study](#)

I would like to offer my sincere thanks for ITC's efforts over the last 10 weeks in producing a quality product for our new home.

Everybody here is very excited, and I believe they will be even more so when they see the quality of their new environment that you have helped create.

Howard Pye |
Associate Director | Jestico + Whiles



Enfield Borough Council Enfield Civic Centre

Type | Refurb & Fit-out
Value | £8.8m
Duration | 162 weeks

Architect | Pellings LLP
QS | Stace
M&E | TPES

ITC carried out the refurbishment of the Enfield Civic Centre aiming to increase communication and connectivity, by maximising occupancy.

It involved 10,250 sq ft of office space, working from the ninth floor down to the third. Two floors were fitted-out at a time, with each pair taking 14 weeks to complete.

The team worked through the challenges to deliver the client 7 modern and bright floors within the Enfield Civic Centre, increasing occupancy and now accommodating 260 workspaces on each floor.

[➤ Read Full Case Study](#)

Working within an occupied building is a skill set in itself and I have found that ITC possess this ability. ITC has worked most flexibly with us and has gone the extra mile to provide an end product that we are very happy with.

Stuart Simperl |
Head of Facilities Management |
Enfield Council



Mott MacDonald 10 Fleet Place

Type | Refurbishment
Extension & Fit-out
Value | £779k

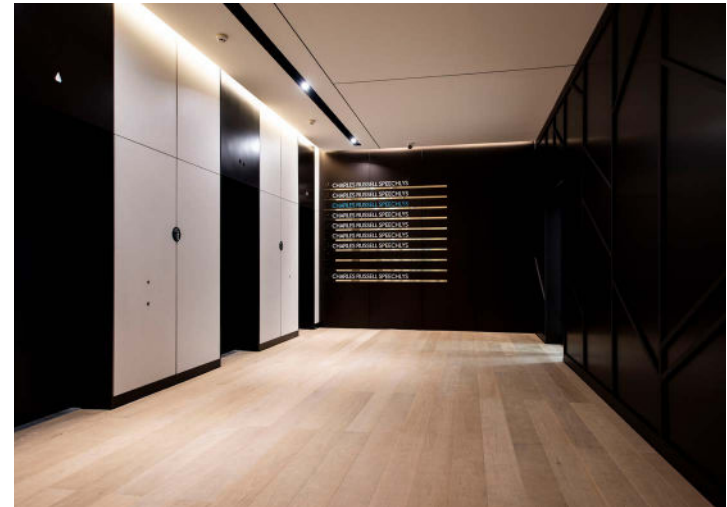
Duration | 15 weeks
Architect | Peoplespace Ltd
QS | Mott MacDonald

A comprehensive refurbishment for global engineering and development consultancy, Mott MacDonald, at their London office.

We creatively re-designed the office space, using folding partition walls and specialist furniture to deliver agile and adaptable work areas, along with a new reception and meeting room spaces. New air-conditioning and lighting services were installed, and a specialist 3D zone was created, which allows clients to experience Mott MacDonald's designs using 3D software.

[➤ Read Full Case Study](#)





Pacific Dragon Investments 5 Fleet Place, London

Type | Refurbishment

Value | £2.5m

Duration | 64 weeks

Architect | Gensler Europe Ltd

QS | Paragon LLP

M&E | GDM Partnership

Located on the western edge of the city, this prominent headquarters building needed reinvigorating.

We built an impressive multi-levelled reception area, a contemporary business lounge overlooking Fleet Place, fitted-out 21,000 sq ft of office space to Cat A standard, and installed stylish lifts, new cycle storage, and shower facilities.

ITC transformed 5 Fleet place into a contemporary office building and a desirable business address once again.

[➤ Read Full Case Study](#)



Legal & General House Bostel House

Type | Refurbishment

Value | £2m

Duration | 72 weeks

Architect | Holder Mathias

QS | Potter Raper Partnership

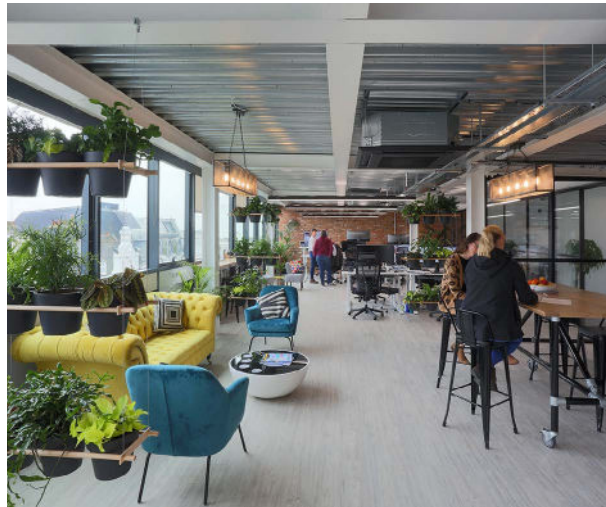
M&E | Hoare Lea



An extensive refurbishment creates trendy loft-style office space in a prime Brighton location.

The works included a modern glazed extension to the roof, internal structural alterations, and Cat A fit-out to all floors to increase the lettable floor area.

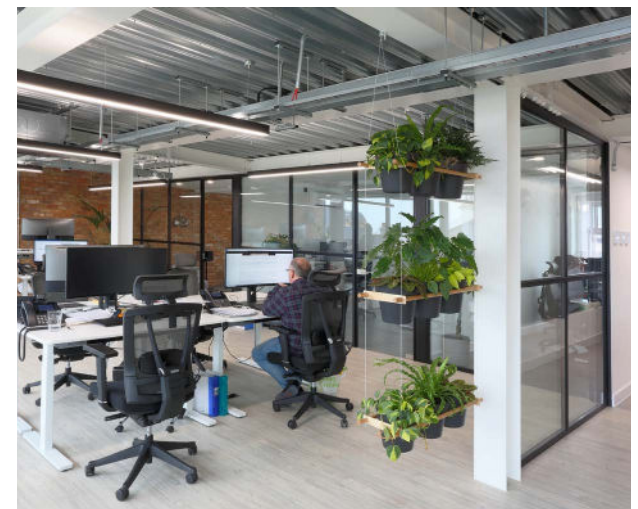
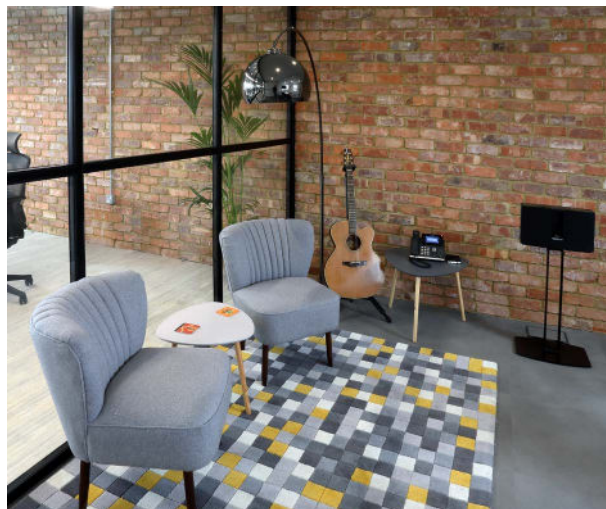
[➤ Read Full Case Study](#)



ITC bring an inherently sensitive approach to working with existing buildings, and high-quality to project delivery.

On behalf of the practice, I have no hesitation in recommending them.

Stephen Hill | Partner |
Holder Mathias Architects





117 Piccadilly London

Type | Fit-out
Value | £3.8m
Duration | 50 weeks

Architect |
OSEL Architecture Ltd
QS | Piercehill

High-end fit-out breathes new lease of life into Grade II* listed office building.

Overlooking Green Park, 117 Piccadilly is a beautiful listed building made up of Portland stone, featuring 5 storeys and a basement. Internally, the building was in need of updating to stay competitive in the London office market, and to attract new tenants.

ITC were appointed to carry out a comprehensive CAT A fit-out, and external repairs.

[➤ Read Full Case Study](#)



Royal London Asset Management 60 Fenchurch Street

Type | Refurb & Fit-out
Value | £806k
Duration | 15 weeks

Architect & QS |
Orbit Architects
QS | Thomas & Adamson
M&E | The Anslow Partnership

Stunning office refurbishment and fit-out of two floors of a landmark building designed by John McAslan + Partners in the City.

The ITC team carried out extensive upgrades to 9,876 sq ft of office space, stripping out what was there and delivering a full CAT A fit-out. We also carried out works in the basement area to improve the facilities available to the building's occupants. This included creating new showers, a staff room, and cycle storage facilities.

[➤ Read Full Case Study](#)





Network Rail MacMillan House

Type | Refurb & Fit-out
Value | £3.9m
Duration | 39 weeks

Architect |
BPR Architects

Grade I listed MacMillan House was restored to provide contemporary office space in prime historic location by Platform 1 at Paddington station.

This project for Network Rail entailed a complete strip-out of the imposing Grade I listed MacMillan House. The building was stripped back to its original fabric, then refurbished to restore all of the character and detailing of the 1850s-built structure.

[➤ Read Full Case Study](#)



Kingston University Agile Working Hub

Type | Refurbishment
Value | £2.1m
Duration | 25 Weeks

Contract Administrator & QS |
Turner & Townsend
Architect | Hamworth Tomkins
M&E | Max Fordham LLP

ITC were appointed to refurbish several areas at Kingston University's main building at Penrhyn Road, providing agile workspaces for university staff. The project focused on people, processes, connectivity and technology to support more flexible working patterns.

The finished spaces now include four workspace 'neighbourhoods' which are accessed via a central 'high street', meeting rooms, individual workrooms and a mixture of social spaces accommodating up to 120 staff.

[➤ Read Full Case Study](#)

The agile working hub has been a complex technical fit-out project. ITC dealt with the issues in tandem with the design team and client in a focussed and measured way to achieve the best result, with a quality finish. The staff are delighted with their new offices.

Paul Snoddy |
Senior Project Manager |
Estates and Sustainability
at Kingston University



4 Breams Buildings London

Type | Extension & Refurbishment

Value | £3.1m

Duration | 42 weeks

Architect | Arcademy Design

QS | Qunatem Consulting

M&E | M&M Electrical

The client wanted to increase the usable floor space within this six storey office building in Holborn. By extending the existing roof space and reordering the floor plates, we were able to provide a more diverse range of office accommodation for the client.

The ITC team were delighted to present the client with a stunning office fit-out, enabling them in turn to provide outstanding and flexible facilities that will meet the future needs of their customers.

[➤ Read Full Case Study](#)



South East Coast Ambulance Service, 4 Gatwick Road, Crawley

Type | Refurbishment & Fit-out

Value | £1.8m

Duration | 25 weeks

Architect | Chawton Hill Associates

M&E | Maybourne & Russell

Highly technical project across two floors enables continuation of life-saving support in the South East.

We undertook a full design and build fit-out of a new shell building for the South East Coast Ambulance Service's HQ and Emergency Operations Centre.

Complex mechanical and electrical works were also carried out, as the call centre needed a constant power supply to ensure no emergency calls went unanswered.

This involved upgrading the generator and ensuring each desk was dual-fed from two separate power stations. We covered all bases to ensure there was no risk of power issues ahead of the call centre becoming fully operational.

Upon completion, SECAmb were left with a state-of-the-art HQ comprising modern, adaptable working spaces and an emergency call-centre ready to help save lives.

[➤ Read Full Case Study](#)



A quality service on a difficult contract. The whole team, including office support and finance, were a pleasure to work with again.

John Flowers | SECAmb





Greennight International 76 Cannon Street

Type | Refurbishment
Value | £1.9m
Duration | 51 weeks

Architect | Grid Architects
QS | Emmaus Consulting
M&E | Silcock Dawson
& Partners

Disused building in prime London location transformed into smart and desirable office.

Our project at 76 Cannon Street involved the refurbishment and fit-out of this disused building, to attract companies looking to operate from a prime London location. Situated opposite Cannon Street station, the building was previously in very poor condition, and our client wanted to refurbish it with a view to let it out to different businesses as office space.

[➤ Read Full Case Study](#)



Camden Borough Council Holmes Road Depot

Type | Refurbishment
Value | £6.4m
Duration | 114 weeks

Architect | Pellings
QS | Currie & Brown
M&E | PI Consult

Council depot reconfigured and modernised to deliver a better service.

ITC helped Camden Council reconfigure their Holmes Road depot, utilising the space effectively resulting in operational improvements and cost savings.

Not only did we build an outstanding work environment for existing staff at Holmes Road; the new open plan office has enabled other teams from another site to move in too, and benefit from the new facilities.

[➤ Read Full Case Study](#)



Mechanical, Electrical & Plumbing Support for your Project

MEP can be a complex aspect of any project. Our Technical Support Managers will work with your team and specialist sub-contractors every step of the way, to ensure the installation and commissioning of well-engineered, safe and compliant building services systems.

Whether you want to create a comfortable and efficient environment for building users, that is economical and maintainable, or install infrastructure to support your current or growing estate, we can design, install, commission and maintain services systems to meet your needs, now and in the future.

We can support your project, by providing the following services:

- ◇ Alternative design solutions & value engineering
- ◇ Design management
- ◇ MEP design
- ◇ Energy saving calculations
- ◇ BIM modelling
- ◇ Planning and management of critical changeovers
- ◇ Technical support and advice
- ◇ Troubleshooting
- ◇ Utility management
- ◇ Commissioning management
- ◇ BREEAM & SKA assessments
- ◇ EPCs
- ◇ And more

Complying with:

- ◇ BREEAM & SKA
- ◇ HTMs
- ◇ CIBSE
- ◇ Codes of practice
- ◇ BSRIA standards
- ◇ Soft landings approach
- ◇ And more

We can support your project, by providing the following information:

- ◇ Bespoke O&M manuals
- ◇ As built BIM models
- ◇ CIBSE building log books
- ◇ Technical & non technical building user guides
- ◇ And more



MEP Services are the beating heart of any building. We take pride in ensuring they are designed, installed and commissioned to the highest standard, whilst optimising efficiencies and saving carbon.

Darren Wisdom
Technical Services Director



Scan the QR code to
view our new **MEP brochure**





Building great sustainably

ITC aims to have a positive impact on the world. As a company, we are committed to conducting our business in a manner that is safe, professional and ethical, paying particular attention to our environmental responsibilities. Our approach to 'Building Great Together' has sustainability at its core, and is guided by four main principles:

Build great buildings

We believe in building better, and in providing solutions that will have a positive impact on our society and surroundings for years to come too. We effectively manage resources, and our supply chain to reduce the environmental impact of our activities. We are conscious that a building's impact lasts long after the construction phase, and are always looking for in-life energy and cost savings for our clients.

Protect and enhance the environment

We care about the environment and are committed to continually improving our environmental performance. We have a comprehensive environmental management system in place, and a dedicated team who ensure we're testing out new initiatives, using resources efficiently, improving our environmental performance and meeting regulations.

Ensure the wellbeing of our people

We aim to create a safe, positive and collaborative culture across ITC. We want everyone to enjoy going to work, and return home fit and well every day.

Supporting the communities we work in

Through our Corporate Social Responsibility programme, we aim to make a positive impact within the local community. Whether this is sponsorship of individuals, inviting a local school to visit site, charity donations, company-wide fundraising events, volunteering projects or work experience placements for local students - we like to get involved!



Building great sustainably

Here's a snapshot of our commitment to the environment and sustainability. For more details view our Environment and Sustainability document.



EMS 546253

As well as our own certification, we ask our supply chain partners to show their ISO 14001 certificates and evidence of a sustainability programme



Collaborative partners sharing good practice



Constructionline

We verify our sub-contractors



15

BREEAM rated buildings



352

Trees planted on behalf of our clients and team



Our Accident Frequency Rate (AFR) in 2021 was zero

INVESTORS IN PEOPLE™
We invest in people Platinum



30

Considerate Constructors Scheme projects since 2018



98% of our site waste is recycled or reused and the remaining waste is sent for use as fuel.

All of our sites benefit from a site waste management plan



10

10 sustainability awards, including HSBC's Best Business for Sustainability in South London

Our head office is powered by 100% renewable energy sources

100%



A message from the team

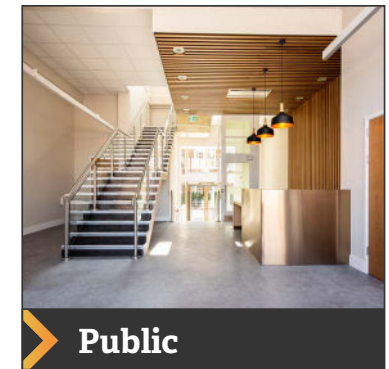


At ITC, we believe that the journey is as important as the destination. Whilst we are rightly proud of the many great solutions that we provide on behalf of our clients, we're just as passionate about providing you with the very best delivery experience. When you put your trust in the ITC team, you can be assured of our commitment to ensuring you know that you have made the right choice, every time.

Tony Smith
Construction Director



See more of the great projects we have delivered on behalf our clients. [> Click to Navigate](#)



*The information contained in this document is correct at the time of production.



The ITC Promise

We want you to have an exceptional experience working with us, and this starts with us finding out your priorities from the start, and ensuring that this is communicated throughout the supply chain. We ensure that every environment we construct exceeds your expectations, and that your experience working with ITC is second to none.



A focus on detail that ensures you will be delighted with the quality of your solution.



Bespoke delivery processes, designed for your specific expectations and needs.



A major emphasis on collaboration with you, to ensure that your needs are met, from tender to handover.



Clear, honest and open communication throughout.



You will be left with a great space, whether for work or play.



A dedicated director and delivery team for your project.



I would like to offer my sincere thanks for ITC's efforts over the last 10 weeks in producing a quality product for our new home.


Everybody here is very excited, and I believe they will be even more so when they see the quality of their new environment that you have helped create.

Howard Pye |
Associate Director | Jestico + Whiles

Explore the **incredible projects** we have **delivered** for our **clients** across the commercial, education, healthcare, public, residential and leisure sectors, in our new **Essential Refurbishment & Fit-out Guide**



Refurbishment & Fit-out Guide
Building great spaces together | builtbyitc.com



itc

The Essential Refurbishment & Fit-out Guide
Building great spaces together | builtbyitc.com



itc

The Essential Refurbishment & Fit-out Guide
Building great spaces together | builtbyitc.com

Scan the QR code to download your copy





ITC, Oakwood House,
526 Purley Way, Croydon, CR0 4RE
020 8296 1800 | info@builtbyitc.com
Company Number 02707411

@builtbyitc
  
www.builtbyitc.com