

ARCH LIFE

ISSUE 5



WINTER 2022/23

INVESTING IN THE ARCH COMMUNITY

Looking ahead at what 2023 has in store

CULTIVATION

Celebrating one year of Project 1000, a commitment to bringing empty and derelict spaces into use

COMMUNITY

Raising awareness of the arch community

CELEBRATION

Exploring the diversity of arch businesses across the country



What does 2023 hold for The Arch Company and arch community? CEO Craig McWilliam shares his views

Welcome to the fifth issue of Arch Life. It's been a year since I joined the business and I've really enjoyed getting to know the arch community and meeting many of you, our customers. Long may that continue!

Since our last issue we have been busy across the portfolio, with a key milestone being the celebration of the one-year anniversary of Project 1000 in October.

Project 1000 is our £200 million plan to invest in the arches, and we will bring a thousand empty or derelict spaces into use by 2030. We've begun to see some of our initial Project 1000 developments complete, with new customers moving in, something that has been incredibly exciting.

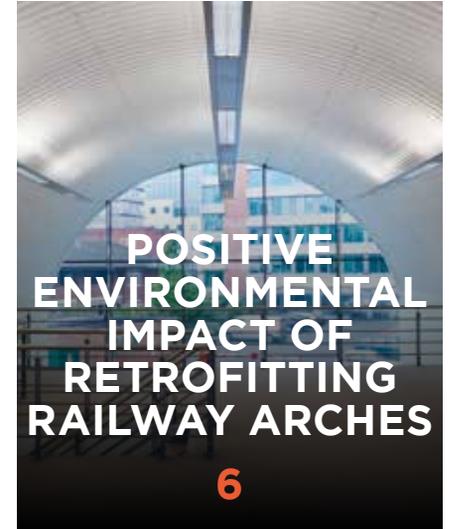
Welcoming new businesses into spaces that were previously empty or derelict is the whole purpose behind Project 1000, and breathing life back into unloved spaces. You can read more about this on page four.

As part of our Project 1000 work, we've taken the time to understand the benefits of retrofitting railway arches from an environmental perspective. The most sustainable space is the one that already exists. A report commissioned by ESC details the level of embodied carbon in railway arches, and we explain the benefits of this on page six.

As Chief Executive, what I always find interesting is the stories I hear from you, our customers. We held our first Customer Advisory Forum in September, where customers from across different sectors met to discuss how to improve our customer service. You can read more about this, and ways to get involved, on page eight.

This issue contains lots more news from the arches, handy tips for you and key dates for your diary, too. I hope you enjoy reading!

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...AND MUCH MORE

CONTACT US

We're always on the lookout to shine a spotlight on the unique range of businesses in the arches. Feel free to get in touch as we're already looking for ideas for our summer issue!

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MEET THE TEAM

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CELEBRATING CUSTOMERS

News from the arch community!

→ We celebrated the arch customer community in 2022 in a number of ways, including in the bi-annual issues of Arch Life, on ARCH DAY in July and across social media as part of our #Loveyourlocalarches campaign. This year, we will continue to do so, with ARCH DAY returning this summer and issue 6 of Arch Life being published in

August. In addition, we will continue to spotlight customers across our social media channels and share your stories where we can.

Sharing your news is a great way of engaging members of the public and reminding them of the diversity of opportunity to work, shop and visit the arch community.

For this to be as successful as possible, we'd like to encourage you all to reach out and share your stories with us. Whether you have recently expanded your space, are doing something a little different or have a unique business that you think might be of interest, please do get in touch. Please email thearchco.comms@thearchco.com.



EXPANSION OF ALI'S BODYWORK, BOW

→ We recently celebrated the expansion of a longstanding customer, Ali's Bodywork.

Ali has had an arch-based car mechanic business on Bow's Arnold Road for many years now. In 2022, he made the decision to expand, and make the most of the arch network by taking on additional space nearby.

We are pleased to announce Ali has taken on a new six-year lease on several arches nearby, at Rounton Road. It's an exciting time for this family-run business and we wish Ali every success.

NEW CUSTOMER WELCOME

→ Wishing all our new customers a warm welcome! It's brilliant to see the diverse array of businesses moving into our spaces, from spicy sauce shops to breweries and even eco-delivery operators. The diversity is what makes the arch community so special.

If you have recently joined, please do say hello! Email thearchco.comms@thearchco.com and share your story and an image to be featured on our social media channels.





Findlater's Corner, London Bridge

PROJECT 1000: ONE YEAR ON

In October we celebrated the one year anniversary of Project 1000, our development plan to invest £200 million to bring 1000 empty and derelict spaces into use by 2030

Railway arches are home to a myriad of businesses and are constantly evolving. Project 1000 will not only create space for 1000 new businesses by 2030, it will also support approximately 5000 jobs. The Project 1000 development programme, which we revealed in October 2021, spans urban areas in England and Wales, including major works in London, Bristol, Newcastle, Manchester and Birmingham.

The spaces we are investing in are typically empty or derelict, and we retrofit these to create fit-for-purpose spaces within which new businesses can thrive, bringing positive change to the very heart of local communities. We are excited to see more incredible transformations in the near future. Here are three of our Project 1000 success stories.

Findlater's Corner

One of the flagship Project 1000 developments is Findlater's Corner by London Bridge, where four arches were retrofitted and restored. Findlater's Corner was unoccupied since 2018, prior to The Arch Company taking over the arches portfolio. Set opposite Borough Market and a stone's throw from London Bridge Station, these spaces have received over £3 million investment, including support from The Railway Heritage Trust, to transform them into prime retail and leisure units in a landmark location.

The extensive investment works included restoring the Beaux-arts faience and iconic clock, waterproofing the spaces, removing unsafe mezzanines, adding utilities and creating new, dual access frontages to match the smart interiors. During these works, an original Jesse Rust mosaic



Findlater's Corner mosaic tiles



Findlater's Corner clock

was uncovered that had been hidden for decades, which marked the entrance to the Express Dairy milk bar that served milk fresh from the countryside in the 1900s. Jesse Rust was a noted mosaicist based in Battersea at the end of the 20th century, very little of his works can be seen today.

The arches and viaduct were first built in 1863, and the Findlater's Corner name is derived from Mackie and Todd Findlater, the Scottish wine merchants who used the arches for their shop. The beautiful exterior, including the Beaux-arts faience, is an eye-catching piece of London's history that can be seen as you approach from London Bridge.

Manchester

Manchester is another urban area that has seen extensive investment across the city as part of Project 1000. Continuing to be one of Europe's fastest growing cities, there is plenty of opportunity for businesses that are seeking new spaces. To date The Arch Company has invested in projects on Bennet Street, Temperance Street, Norton Street, Whitworth Street and Chapel Walks. There are plans for larger scale projects in 2023.

One of the most recent examples of Project 1000

investment has taken place at 101 and 102 North Western Street, which received £100,000 in 2022 to retrofit two previously unloved arches. The works included the replacement of metal linings, installation of LED lighting and decoration throughout, and were essential to ensure the arches could be restored to a suitable condition before new customers moved in. North Western Street's railway arches have long been home to a variety of businesses, the majority of these for light industrial usage. The arch community includes Mark Kennedy of Manchester Mosaics, best known for works that adorn the side of the Afflecks Building and for providing the inspiration for the pattern featured on Manchester City's current home kit.

Windsor

Another success of Project 1000 are the railway arches on Alma Road in Windsor. With some of these spaces left vacant for over a decade, it has been exciting to see different local businesses make the most of the prominent location. A short walk from Windsor & Eton Central Station, the town centre and the river, the Alma Road arches are an ideal setting for businesses wanting to attract local customers.



Windsor before



Windsor after



Manchester before



Manchester after

The Arch Company invested £500,000 into these five arches (units 25-26, 27-28, 29-30, 55 and 57). Following extensive works, the arches are now spaces for businesses to move into. One such new business is Gas Station Fitness & Nutrition, founded by two Windsor residents David and Lisa Palmer. The first customer to occupy one of the newly refurbished railway arches on Alma Road, they founded their multi-award-winning fitness facility on the Slough Trading Estate. Today, Gas Station Fitness & Nutrition has a team of twelve staff dedicated to the individual goals of each client.

In addition to Gas Station Fitness & Nutrition, an existing arch customer has capitalised on the recently developed space. Construction and Design Partnerships – a structural, civil and façade engineering company – was able to expand next door as their business continues to grow. Drawing on over 40 years of experience, the business has worked on projects ranging from Heathrow Airport to Chelsea College of Art and has used its base in Windsor to support the needs of clients from around the globe.

“AS LOCAL RESIDENTS, WE KNEW THAT MANY OF THE ARCHES HAVE BEEN UNOCCUPIED FOR A NUMBER OF YEARS, AND WE ARE SO EXCITED TO OCCUPY 29-30 ALMA ROAD ARCHES AND BRING OUR AWARD-WINNING FITNESS AND WELLNESS BRAND TO THE AREA. FOR YEARS, FRIENDS AND LOCAL BUSINESSES WERE ASKING FOR US TO OPEN A SITE IN WINDSOR AND WE ARE DELIGHTED IT'S FINALLY BEEN POSSIBLE, WITH THE ARCH AN IDEAL SPACE FOR OUR NEEDS, AND IN A CENTRAL LOCATION FOR OUR CUSTOMERS TOO!”

David Palmer, Co-Founder Gas Station Fitness & Nutrition

THE POSITIVE ENVIRONMENTAL IMPACT OF RETROFITTING RAILWAY ARCHES

Lower embodied carbon levels make arches a more sustainable space option

On the previous page, we shared some of the successful spaces that have been created during the first year of Project 1000. Bringing unloved arches back to life is beneficial in many ways, from reducing anti-social behaviour to bringing local employment to neighbourhoods. The team at The Arch Company was intrigued to better understand the sustainability credentials of using these pre-existing structures.

The Arch Company commissioned sustainability consultants Engineering Services Consultancy (ESC) to conduct a study analysing the levels of embodied carbon across its portfolio of arches – the emissions created during the construction of a building, rather than during the building's life span.

The study found that the embodied carbon level when

creating light industrial space in a typical derelict railway arch was significantly lower than a new build equivalent. The comparison showed that an arch had an embodied carbon level of 148 kgCO₂e/m² - compared to a range of 300-700 kgCO₂e/m² found within comparative new build developments.

The embodied carbon levels are significantly lower because the arches exist under brick viaducts that were built in the mid-19th century. As the external walls and roof have remained largely unchanged, creating space in arches has a far lower embodied carbon profile because a structure is already in place. When arches are refurbished for new businesses, most of the embodied carbon comes from the concrete floor and when the waterproof lining is fitted.

The Arch Company CEO Craig McWilliam welcomes

the sustainability aspect of bringing empty and derelict arches into use. He said:



“OUR PROJECT 1000 DEVELOPMENT PLAN IS ONE OF THE BIGGEST REUSE AND RECYCLE SCHEMES IN COMMERCIAL PROPERTY. IT HAS BEEN DESIGNED TO CREATE SPACE FOR NEW BUSINESSES IN URBAN CENTRES ACROSS ENGLAND AND WALES. IT'S BRILLIANT TO SEE THAT WE CAN OFFER

1,000 BUSINESSES THE OPPORTUNITY TO MOVE INTO A SPACE THAT REQUIRES FAR LESS EMBODIED CARBON THAN IF THEY HAD DECIDED TO OPT FOR A NEW BUILD EQUIVALENT.”

Craig McWilliam, CEO, The Arch Company

Following the study, The Arch Company wants to raise awareness of the opportunity retrofit offers the property industry. Whilst current focus is centred on operational carbon, by starting at the beginning and looking at embodied carbon as well, it should lead to a greater emphasis on reusing and recycling space.



Brixton Station Road, before



Brixton Station Road, after



TOP TIPS FOR SOCIAL MEDIA

Ways you can improve your social media game

#1 GET PLANNING

When establishing a social media presence for your business, it is important to consider who your audience is and what you want to achieve. For example, Instagram is more visually led so for this platform graphics, reels and stories often work best. Also, it's important to ask yourself why you are using each platform. This will help determine whether promoting your brand on this platform is beneficial.

Prioritising the quality of your content over the number of posts is important. The most engaging content tends to be that which has been thought through and is relevant. Also, planning posts ahead of time and using scheduling platforms takes the stress out of needing to remember to post.



#2 CONSISTENCY IS KEY

Researching to understand the algorithms and their posting consistency requirements allows you to let these work in your favour and maximise your reach. Some platforms, such as Twitter, require you to be more active whilst with Instagram grid posts and Facebook posts you can post less frequently.

Consistency not only applies to posting frequency but also sharing content, commenting on posts, replying to comments and direct messages, and liking other posts. This cultivates a positive social culture and increases traction with your followers.

#3 HASHTAGS AND TRENDS

Hashtags increase your social media presence and enable you to reach a larger

audience by allowing you to participate in ongoing conversations with audiences that have similar interests.

In addition, each platform has its own trends. Aligning these with your company authentically can be a great way to drive engagement. However, it is important to avoid jumping on every trend as some may not be relevant.

#4 GET CREATIVE

There are lots of great apps such as Canva and Mojo that have templates for creating engaging content. Both have an easy user interface and can be learnt fairly quickly; all you need is some images and videos to get started.

Switch it up across platforms! Posting a variety is always beneficial.



For example, leading with visual elements on Instagram in the form of pictures, videos and reels, whereas text-led posts might do better on LinkedIn.



#5 KEEP TRACK

Analytics are your best tool! Discovering which posts have been doing well helps you to understand what factors are most important, like content or time posted. Spending time collating data on a monthly basis - and saving it so you can review at the end of the year - will help to adjust your plan for the year after. All social media platforms have analytics. However, for more detailed data you can use platforms such as Hootsuite, Social Sprout and Meltwater.

OUR CUSTOMER SERVICE

Ways we're here for you



The Arch Company is committed to being an accessible and responsible landlord. We are continuously exploring ways to better your experiences, and we are eager to understand when we get it right and wrong. We'd love to hear any of your ideas too! Read on to learn the latest news...

Customer Advisory Forum

In September 2022, a group of customers met with CEO Craig McWilliam to discuss their experiences in the arches portfolio. The purpose of the forum is to provide a space for a diverse mix of The Arch Company's customers to independently provide ideas, advice and feedback.

The meeting was chaired by research agency Public First to help guide the conversation. The first meeting was hosted at the home of Hiver Beers in the

Bermondsey Beer Mile. The open dialogue and input from those who have the most direct experience of the arch portfolio proved invaluable, and by the time of print the next session in January will have taken place, this time hosted by TDO Architects.

Membership is ongoing with meetings each quarter. If you'd like to be considered as a member of the Customer Advisory Forum, please get in touch. Email thearchco.comms@thearchco.com to discuss this further.

ARCH DAY

We will be celebrating ARCH DAY again this summer, on Saturday 8 July. The purpose of ARCH DAY is to raise awareness of the diversity of arch businesses within local communities.

We will be sharing more news about ARCH DAY 2023 shortly in our next

customer newsletter, including details on our match-funding grant scheme run by Groundwork London.

For ideas and inspiration ahead of ARCH DAY, follow the **#LOVEYOURLOCALARCHES** hashtag on our social media or read Issue 4 of Arch Life, which features highlights from ARCH DAY 2022.

Customer Service Surveys

We are sharing surveys each quarter via newsletter to provide all customers with a regular opportunity to anonymously share thoughts and feedback. The results are reviewed internally to help shape our actions.

If for any reason you are not receiving these emails, please email thearchco.comms@thearchco.com

REVOLUTIONISING THE RECYCLING INDUSTRY: RECYCLEYE

Discover the incredibly innovative robotics business with a HQ in Waterloo's railway arches

It shouldn't be surprising that a tech business committed to "turning the world's waste into resource" would choose a headquarters in a railway arch dating back to the 19th century. Recycleye have spent the last two years in their home in Hercules Road, where the team has been reinventing the waste management system.

Recycleye have created a combination of robotics and AI machine learning to bring exciting change to the recycling industry. Its goal is to simplify and reduce the cost of the process, with the end result being materials sorted with a greater consistent purity when compared to the sorting process by humans.

How does it work?

The AI technology is what makes Recycleye so special. They have designed and created a complex system that has trained the computer to remove any non-target materials and learns as it does so. Because the robot system learns from its mistakes continuously, the level of accuracy is always improving.

A second advantage that Recycleye has over competitors is its robotic arm.

The arm has six axes, is lighter than other robots and can be easily retrofitted into established recycling centre belts at a relatively low cost. As the robots are able to work 24/7, they increase efficiency and enable recycling to take place at a far faster pace.

Why choose an arch?

"The space and location really drew us to the arch. But what has been a lovely surprise is the sense of community that the arches offers" says Sarah Willis from Recycleye. "When we moved into the arch, we soon got to know many of the businesses local to our space, and even sourced the food for our Christmas party from our neighbours Eden Foods. It feels like a community of diverse businesses, which isn't easy to find in the centre of a city."

In addition to using their Central London arch as the test centre for developing and enhancing their products, it's also an important hub for the team. The arch was chosen due to its location - it afforded the team the ability to recruit from a strong talent pool, whilst also having sufficient space to conduct ongoing tests.



THE LOCATION OF THE ARCH WAS IDEAL FOR US BECAUSE IT ALLOWED US THE SPACE TO CONDUCT TESTING, WHILST BEING IN CENTRAL LONDON. WE ARE ABLE TO ATTRACT AND RETAIN A HIGHLY SKILLED TEAM OF THE VERY BEST TALENT BECAUSE WE ARE ABLE TO BE IN SUCH A PRIME LOCATION."

Sarah Willis, Recycleye

This means that Recycleye is able to continue growing and improving its offering. Their plans for the future include taking on further space nearby, before setting their sights on a European expansion.

If you'd like to be the spotlight feature in our next issue, please email archlife@thearchco.com



Recycleye's robotic arm in action

OPEN TO STUDENTS: OUR #LOVEYOURLOCALARCHES PHOTOGRAPHY COMPETITION

Enter your best railway arch photo!

We want to celebrate railway arch communities across the country! Our second **#LOVEYOURLOCALARCHES** Photography Competition is now live, putting our railway arch architecture, the businesses within them and the spaces that surround them in the spotlight.

The competition is open to all students aged 16 and older, who are currently studying at school, college or university.

Our panel of judges are looking for photographs that encapsulate the arch community. Successful images will be well crafted and striking, with competitors encouraged to tell a visual story through their photography. The

competition categories are:

Unique, Urban Spaces: celebrating arches at the heart of urban centres and their unique features that they have to offer (in terms of exterior, brickwork, structure, and outside space).

The Arch Community: highlighting people in their everyday environment and the places where people work, shop and create. The arches provide a sense of community between locals and business owners, and we'd like to see images that celebrate this sense of togetherness.

Movement: lifestyle images of arches and the movement surrounding them.

HOW TO ENTER

Please visit our website for full terms and conditions. A summary of entry details below:

- Entries must be submitted by email to **Marketing@thearchco.com**.
- Entries must be labelled with the entrant's name and location of the photograph and image files must be 300 dpi.
- Entrants should include their own name and telephone number. There is no limit to the number of entries per person. We regret that we are unable to accept postal entries.



GET TO KNOW YOUR PROPERTY TEAM

Learn more about our Property Managers, and Site Facilities Managers

→ We wanted to shed some light on the different roles you might encounter day-to-day from The Arch Company. This will primarily be our Property Managers and Site Facilities Managers. We sat down with a key contact from each team to share insight into what they do.



What is a Property Manager's role?

I am your go-to for anything related to your lease. As Property Managers, our role ultimately is ensuring customers are happy and safe in their units. We set and manage the service charge budgets and ensure the portfolio is operating effectively. In order to achieve this, we work collaboratively with the Site Facilities Manager team.

What does your day entail?

No two days are the same! Our aim every day is to ensure we work in partnership with the rest of the business to deliver a great service to our customers.

Why did this role appeal to you?

I am a people person so I enjoy having regular personal interactions. The wide and varied customer base allows me to meet an array of people and to learn about their businesses and how we can help them succeed.

What qualities do you need to be a good Property Manager?

You need to be a good listener, be understanding, calm, have attention to

detail, be a problem solver and good communicator. I try to bring all of these qualities to my day-to-day work.

What's important to bear in mind?

Health and safety. We want to ensure our spaces are safe and don't impact the operation of the railway, so there's often a lot of considerations at work that are unique to our arches.

What is a typical customer request?

Customers often require clarification on what types of alterations can be undertaken within their premises and whether the alteration would require consent or not. We have also noticed an increase in wayleave requests.

If you could offer one piece of advice to customers, what would it be?

Talk to us. We are here to work with you, and we want to support you as much as we can. We always try to be helpful and clear with all of our customers, and two-way communication is key to this.



What is Site Facilities Manager's role?

To our customers, we are the face of The Arch Company. We are typically their first point of contact and we assist our customers day-to-day in occupying an arch, building, land or even a residential space.



What does your day entail?

I have two typical days. One of these is the office-based day - this is our admin role where we look at our emails, process inspections, upload photographs, raise purchase orders for jobs and liaise with both contractors or other departments internally. The second type of day is when we are out on site - visiting the portfolio, interacting with our customers and our contractors and working to resolve queries.

Why did this role appeal to you?

It's the customers. I really enjoy meeting our customers and assisting them with solving problems. I like seeing a job from start to finish, and getting that all-important end result.

What qualities do you need to be a good Site Facilities Manager?

Communication and time management are both key, and a good sense of humour.

What's important to bear in mind?

Health and safety is paramount - we have to work closely with Network Rail as they have an operational need to undertake examinations, maintain structures and complete key works - the timing of which is often out of our control. I also always remember that this is the livelihood of our customers, and I try and work to minimise the impact.

What is a typical customer request?

There are so many, there really isn't anything that is typical. The most difficult question I tend to get is regarding the refurbishment of an arch - and what paperwork / authorisation is needed.

If you could offer one piece of advice to customers, what would it be?

Talk to your Site Facilities Manager first, before taking action. We can advise, share ideas, and save you a lot of hassle by signposting next steps!

PROPERTY TO LET

The Arch Company provides more inspiring commercial space for small and medium-sized businesses than any other landlord in Britain. We have more than 5,000 properties, of which more than half are converted railway arches. We work hard to create unique and vibrant spaces that inspire the creativity of business owners. The Arch Company is driven by our commitment to support great

ideas for our spaces and communities, wherever they come from. Our portfolio is full of variety, from bakeries and restaurants to microbreweries and climbing walls. What we do doesn't stop with our customers. The Arch Company wants the communities surrounding our estate to thrive too, by creating spaces to meet, eat, entertain or simply enjoy on a journey home.



ARCHES 64-70 RAYMOUTH ROAD, LONDON, SE16

- **Property Reference:** LBG10300
- **Size:** 2,543- 3,442 SQ FT
- **Rent:** Price on application
- **Type:** Warehousing, Light Industrial, Storage, Leisure
- **Local Authority:** London Borough of Southwark
- **Contact:** FJohn@geraldeve.com alex@usp.london

OLD UNION YARD, ARCH 31 UNION STREET, LONDON, SE1

- **Property Reference:** ZSK06910
- **Size:** 2,282 SQ FT
- **Rent:** £102,690 Per Annum + VAT
- **Type:** Office
- **Local Authority:** London Borough of Southwark
- **Contact:** rupert@usp.london jonathan@usp.london



UNIT 9 FERRY COURT, BATH, BA2

- **Property Reference:** BTH08118
- **Size:** 529 SQ FT
- **Rent:** £12,000 Per Annum + VAT
- **Type:** Light Industrial, Warehousing, Storage
- **Local Authority:** Bath & North East Somerset Council
- **Contact:** rory.row@thearchco.com

UNIT ARCH 100 CHAPEL WALKS, SALFORD, M3

- **Property Reference:** SFD09210
- **Size:** 2,640 SQ FT
- **Rent:** £40,000 Per Annum + VAT
- **Type:** Leisure, Retail
- **Local Authority:** Salford City Council
- **Contact:** mark.cooke@avisonyoung.com, jb@b1realestate.co.uk