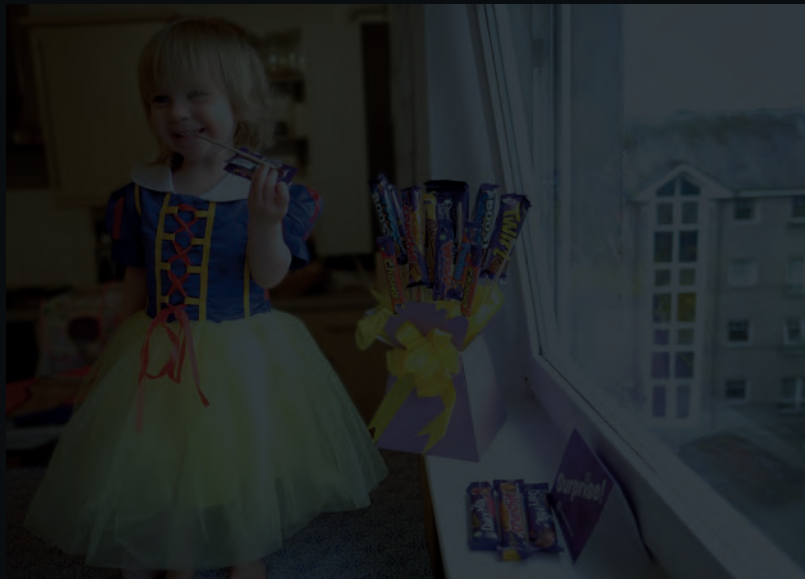
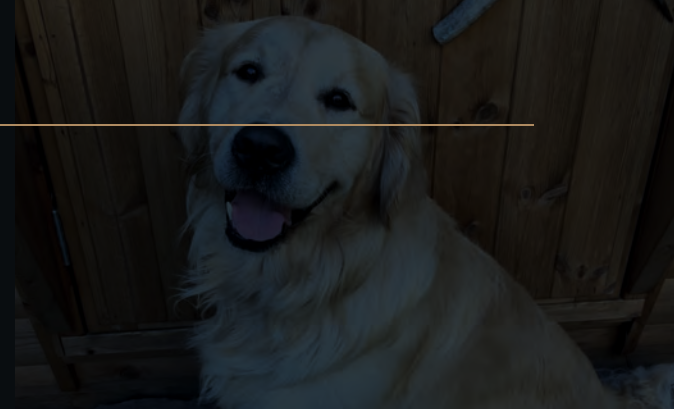

Business Resilience Award

Scottish Property Awards 2021



HALLIDAY FRASER MUNRO
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Key activities and achievements showing our resilience in these challenging times

We responded quickly and effectively to the pandemic to ensure we could continue to offer high level of service to clients, help them adapt to the restrictions of Covid-19 and ensure the health and safety and wellbeing of our colleagues.

We went virtual with various efforts across the year, including competitions, work experience and a virtual studio and we have remained committed to charity fundraising.

We invested in IT infrastructure and software more than two years ago and had already been working remotely to ensure we were ready for any eventuality. This meant we were quickly able to work remotely in line with the pandemic lockdown measures in March and provide continuity of service to clients with no impact on service levels.

Business as usual

Communications continued as normal

Colleagues were contactable through emails, direct lines and mobiles and we communicated our accessibility to clients and partners.

As did the all important staff training

We continued to train staff as normal through continual Professional Development (CPD) and Bitesize training sessions while working remotely.

Sharing infrastructure with clients

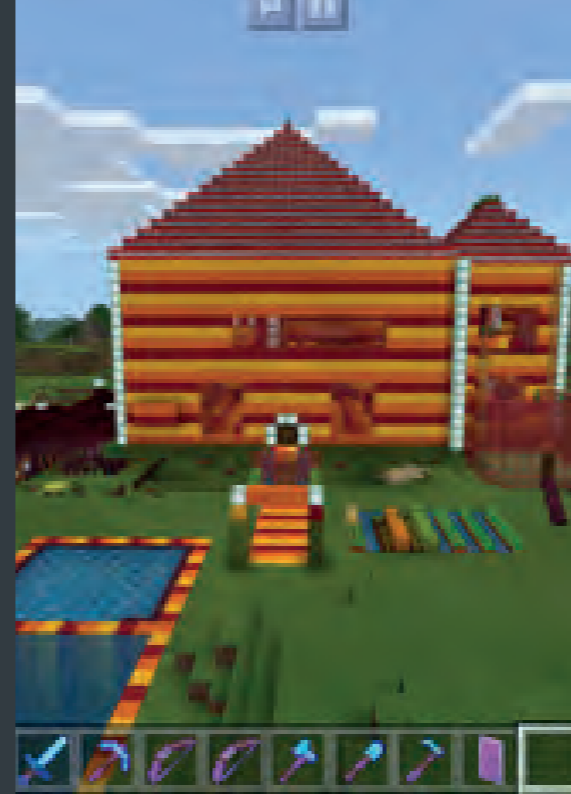
We further assisted our clients by allowing them to use our infrastructure if they had any issues e.g. with Teams meetings.

Virtual meetings and webinars became the new norm

We adapted our marketing and PR strategy to the current situation, such as the move to online webinars away from a reliance on face-to-face contact.



Initiatives demonstrating our response to the pandemic and business resilience



Inspiring the next generation of architects and planners

We went to great lengths to ensure that our service during lockdown was very much business as usual and we ensured that our work experience offering was not an exception.

For example, we have developed our online technology to create our “Learning Zone” – an education resource which delivers a remote alternative for students looking to get work experience without having to leave their home.

The presentation went down very well. Not just for the students, but I also learnt a lot about the industry that will be useful when supporting young people in making career choices’

Mrs L Clark
Teacher of Design & Technology, Calderglen High School

Online work experience

Our first online work experience challenge proved extremely popular, with students participating across the UK with really impressive and imaginative results. Using the learnings from our first virtual programme, we created a new, slightly more technical, challenge for aspiring architects.

Our work experience materials were downloaded by students from all over the UK and we received many grateful emails from teachers, parents and students.

To support higher education students we ran a number of Virtual Studio sessions where students could register to different webinar topics for a chance learn from our experienced team and ask them any questions.

We also continue to sponsor Education Scotland.

‘I just wanted to write to thank you sincerely for hosting the Zoom Webinar! To hear insight from experienced and talented architects via a well-run presentation was fantastic. Especially on a topic I’m sure I’ll have a lot of dealings with as a graduate in a few years.’

Matthew Orr
Student, Edinburgh Napier University

Design a House competition

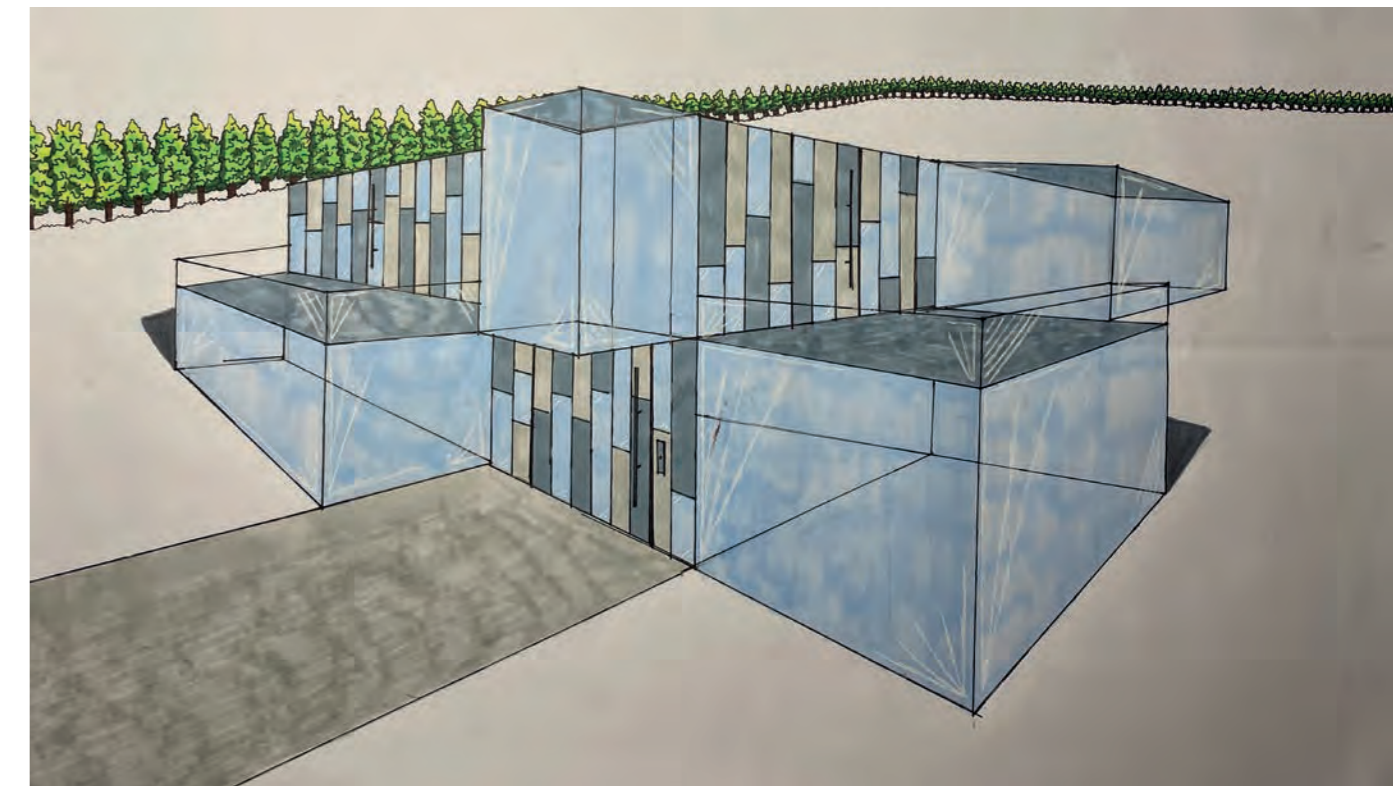
We launched our 'Design a House' competition during the first lockdown last year as part of our online work experience portal.

More than 400 school pupils from Cambridge to Edinburgh and Darlington to Glasgow took part in designing a house, using a media of their choice. Entries were created from Lego, twigs, Minecraft and Sketch Up to name but a few!

The three winners in different age categories received a gift voucher and a Halliday Fraser Munro architect created their design as a 3D model on screen for them. The winning designs can be seen on [Instagram@hallidayfrasermunro](https://www.instagram.com/hallidayfrasermunro)

'This is fantastic for children and gives them the opportunity to put their ideas onto paper. It certainly gave our daughter a boost during the lockdown.'

Lee Kemp
parent



Build Your Future Schools Challenge

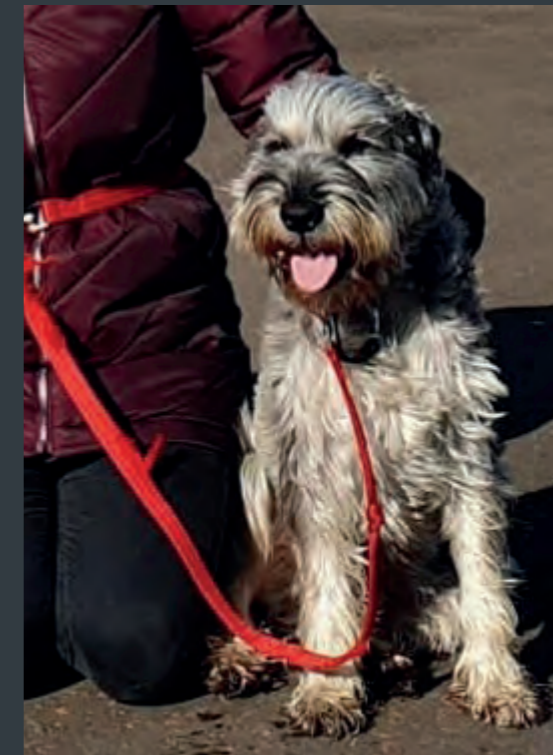
We are once again a sponsor of the fantastic 'Build Your Future' schools construction challenge - which went virtual for the first time in 2020. This is an excellent way to capture the imagination of school pupils and let them try out their skills in different construction industry challenges, while being fun and engaging.

'I thought the event was a great experience for the children involved and it was very well put together, particularly given the IT challenges we now all face.'

Teacher
Hazlehead Academy, Aberdeen



Staff wellbeing and charity fundraising



150 Challenge in support of mental health

Last August we challenged our staff who had been successfully working from home for 150 days, to take part in the 150 Challenge in support of SAMH, Scotland's mental health charity.

The challenge took place over the weekend of 15/16th August where each member of the team in Aberdeen, Dundee, Edinburgh and Glasgow created their own challenge

Challenges included: eating 150 chip shop pickled onions, doing 150 handstand push ups, doing 150 bunny hops on a tandem hopper without falling off and completing a virtual ironman Olympic distance triathlon of a 3km run, 40km cycle and 10km run within 150 minutes.

View gallery
Change cover

SAMH
for Scotland's mental health

266%
£3,990
raised of £1,500 target
by 69 supporters

Give Now
Share

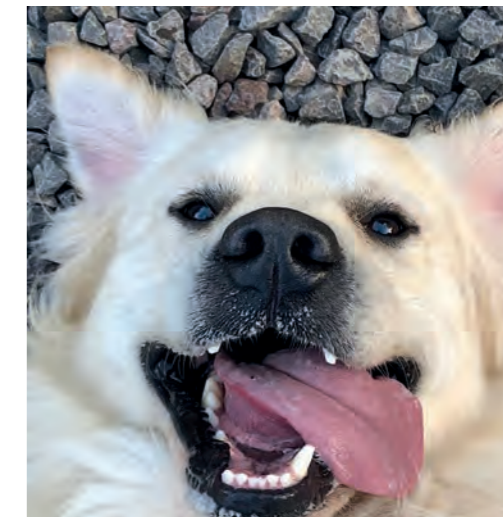
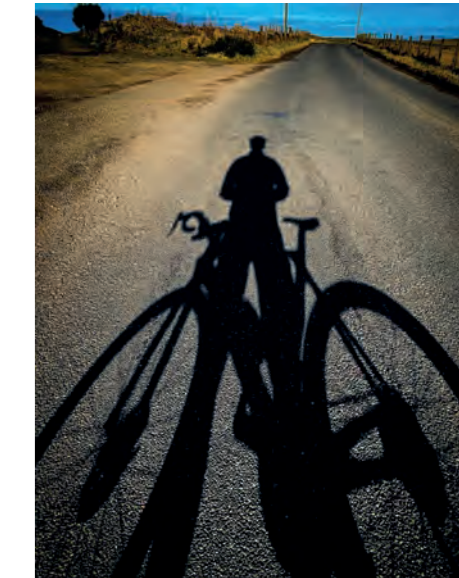
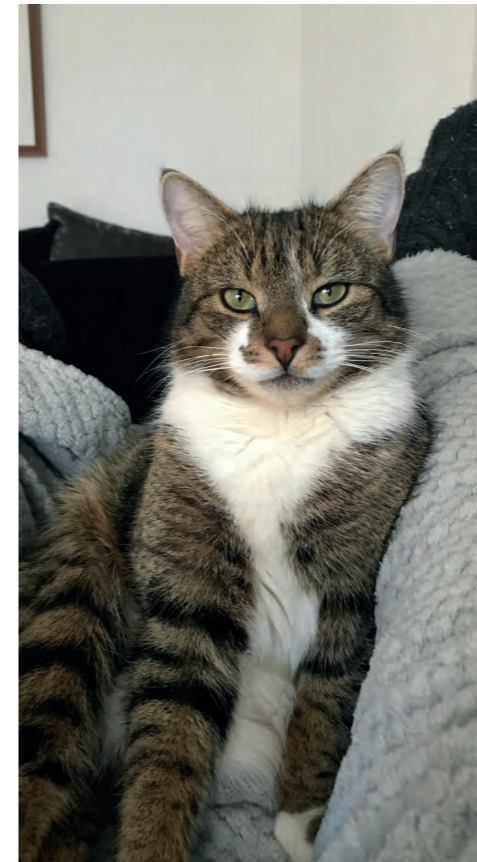
Halliday Fraser Munro
Halliday Fraser Munro 150 Challenge
Fundraising for Scottish Association for Mental Health

SAMH
Scottish Association for Mental Health
We support people across Scotland to have better mental health and wellbeing.
Charity Registration No. SC008897

Friday Fun get togethers

Every Friday afternoon we have 'speed dating'-Halliday Fraser Munro style where we utilise Zoom to have a catch-up with all our colleagues and compete in various quizzes we have all designed. We also posted weekly themed blogs on our online portal that included Fitness Fridays, Food Fridays and Furry Friends Fridays.

We also introduced virtual coffee breaks to replace informal chats around the coffee machines throughout the day.





Halloween and Christmas celebrations

For Halloween we organised a Fancy Dress Escape Rooms Challenge which was great fun for all and continued to promote team working.

At Christmas we decided to forego the normal celebrations, choosing a paired back celebration that was just as much fun. This included Gingerbread Wars, virtual tastings, 2020 Awards and an array of Christmas themed quizzes. This allowed us to donate £4000 to Cash for Kids charity which would otherwise have been spent on our party.

Leading from the front and sticking together

While all our colleagues were integral to our ability to be able to successfully work remotely, our managing director David Halliday led from the front. He fully supported all the initiatives and took responsibility for ensuring clients were serviced and staff wellbeing was prioritised.

We are proud of all our colleagues who have made the transition to working from home (WFH) seamless for our clients and the leadership team. It would be difficult to pick out individuals because they have all been absolute stars.

David Halliday
Managing Director



Proactive approach to working with staff to achieve great results

In addition to our normal team meetings and weekly practice meetings we introduced additional communications such as daily updates within and between teams.

We utilised virtual whiteboards to maintain design reviews at the initial project stages and Teams calls for Design and Technical Reviews throughout the life cycle of the project to encourage continuous improvement and staff training.

We introduced BIM360 and several other software packages which made us fully mobile to make site visits more efficient for both clients and colleagues.

We provided staff with a seamless telephone option via Cloudya to choose their preference in deciding how to talk to colleagues and clients. This allowed them to use either a soft phone, mobile or handset from home to ensure they were still comfortable speaking with clients and each other.

Additional support to make it easier to work through the pandemic

- We provided Covid-safe new PPE kits and guidelines to all staff members who continued as key workers to maintain site visits which remained open.
- We maintained our normal CPD training schedule.
- We provided colleagues with the opportunity to work around their children when they were being schooled virtually.
- We have a solutions-only policy which we have maintained throughout the pandemic which has produced opportunities rather than problems.
- We issued guidance on mental health wellbeing, signs to watch out for and what support is available. We ensured every member of the team was spoken to every day and working hours were checked to make sure sufficient breaks were being taken.
- We simply asked if colleagues needed anything and, if so, implemented that wherever possible.

We also appointed a Covid ambassador within the practice, along with forming a Covid task team that met weekly to review current guidelines, plan safety measures and communicate information on a weekly basis through our dedicated Intranet service to all staff.

Ensuring market insight and knowledge

The practice has an extremely experienced management team who have successfully delivered an extensive range of projects from inception to completion.

Our overall approach has remained consistent throughout the pandemic. But we quickly took steps to ensure that our team could communicate remotely with one another, with clients, and with fellow professionals. This has helped ensure we are on top of market insight and knowledge.

We utilised the reduction in travelling time to communicate more than ever before with other members of our sector, design teams, and staff.

This ensured we had the most up-to-date position on our projects and current and future opportunities. This was then reported back via the practice update. Most importantly - regular phone calls to all of our clients and contacts.

We also increased the number of digital subscriptions to a wide variety of industry sources which were then accessed by all staff from our internal blog.

Business performance

In terms of construction values, we successfully maintained service on over £500 million worth of construction projects nationally, while winning £100m worth of new work. This is testament to our clients' faith in our ability to perform through the lockdown.

Despite the pressures of the ongoing pandemic we are proud to have continued to successfully run our business, progress existing projects, win new briefs and keep our clients satisfied - while trying to help colleagues remain healthy and happy.

We went to great lengths to ensure that our service during lockdown was very much business as usual and we were determined that our work experience offering should not be an exception as it is vital to support young people looking to enter the profession.

As the pandemic continues, we will continue to prioritise our virtual offering and ensure we remain in close contact with all our clients across the UK to meet their ongoing requirements.



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