

Redesigning the Underwriting Room and supporting spaces in the Lloyd's building

Key consultation insights and early direction for future vision

A once-in-a-generation journey

Q1 2021	April 2021	Q2 2021	Q4 2021	2022
Extensive market-wide consultation. Insights analysis and visioning	Early vision concept shared for feedback	Final vision shared before detailed design commences	Final design shared, with transition plan	Transitional period, including construction

Consultation overview

Insights and ideas gathered from **900+** stakeholder interactions

Collaboration hub

748
Registrations

Focus groups

100
Participants

1-1 interviews

60+
In-depth interviews

Expert interviews

18
Thought leader interviews

Fireside chats

300+
Attendees

Key insights

From thought leaders

External drivers for change

- Cities: New patterns of living and working
- Remote working
- User experience expectations
- Digital
- Disruptive market trends

From market consultation

Elements to maintain

- Core purpose as place of doing business
- Commercial interactions – trading, transacting, developing new products
- Serendipitous encounters and face-to-face interactions
- Nurturing talent
- Critical mass and density
- Keeping the right people in the Room and continuing community spirit

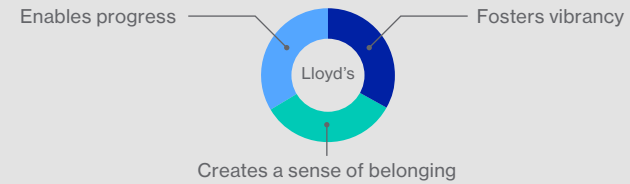
Appetite for change and the art of the possible

- New ways of working – ability to operate in mixed presence, seamless experience moving between physical and digital
- More space for collaboration for complex activities
- Queueing system must evolve, incorporating both physical and digital options
- New opportunities to use space – creating 'destination style' experience
- Opening up the space to new users, enhancing the capability offered in the building
- Flexibility in space configuration to enable density and critical mass
- Changes to boxes – enhancing design, layout, and usage

You can access a full version of the insights and early vision direction, and provide feedback via our online collaboration hub – visit www.lloyds.com/futureoftheunderwritingroom

The future Underwriting Room and supporting spaces: Setting the direction

To remain unique, Lloyd's must be a place that..



The new design must support..

Flexibility	Inclusion	Collaboration
Tailored experiences	Seamless connectivity	Sustainability

The new design could include spaces for..

Collaboration and innovation	Broadcasting, events, and conferences	Face-to-face and virtual trading
Quiet working	Market zones	Hospitality
Wellbeing	Market learning	

Enabled by..

Technology and digital solutions	Concierge and support services
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