

## Transcription details:

Date: 10-Apr-2019  
Input sound file: Aviva BAC Film.mp4

## Transcription results:

[music]

- S1 00:17 And I got a call from a colleague to say, "Where are you? Where are you? The building's on fire." I got back to BAC as quickly as I could, and I remember, by that point, the fire brigade had arrived, and all my colleagues were outside the building, thankfully. Everybody got out. We stood outside Battersea Arts Centre and watched the building on fire.
- S2 00:36 About half past 8:00 the next morning, the loss adjusters arrived and said, "We're here to support," and it was a bit like Superman coming in. It was a really nice moment.
- S3 00:47 We used Cunningham Lindsey loss adjusters. They were visiting Saturday morning. The fire was still burning. I spent Friday night and Saturday working away behind the scenes within Aviva. Day one, understanding and building the confidence of a policyholder is absolutely vital. We worked together as a team. We can then target and offer our help. It is sometimes the little things that you just acknowledge the problems that a customer has.
- S1 01:19 There's a good culture here of people cycling to work, and so a lot of people lost their bikes in the fire or couldn't retrieve their bikes because it was dangerous, and Aviva paid for members of staff to hire bikes.
- S3 01:32 It's actually sorting out what needs to be done so that they can continue with their operations, and so it's a question of myself and the team effectively relying on our experience.
- S4 01:45 And we had a series of big, gathered meetings of insurance company, the loss adjusters, Battersea staff, and also the architect, the design team, and we all started a conversation of both thinking about how we put the organisation back together and sustain the organisation in terms of the business interruption that we were obviously suffering with half our building having gone and perhaps the biggest part of our business as well having gone.
- S3 02:09 Getting interim funds to them to mitigate the impact of the fire in terms of the loss of income that they were having was important.
- S2 02:18 And we very quickly, I think, turned to thinking about what next.
- S5 02:22 In terms of the architectural design process, it was really great having Aviva and the loss adjusters so close to the process, working through it with us. There were sensible conversations, and things quickly sort of steered towards the vision that ourselves and BAC wanted to take, which was this sort of creative, radical rebuilding but honouring the past.
- S6 02:45 It's had a very kind of radical history as a building. It's hosted suffragette movements, and London's first black mayor was elected in Battersea. It's always been a place for

the community and for debate and for people to come together. We have really tried in the rebuild to recognise both the history of what happened but also mark the fire and what that meant, and that's been a big part of the aesthetic of the space that is part of its 125-year history.

- S2 03:11 Well, let's build a ceiling on top that echoes and celebrates that ceiling from the past but that is new. Clearly, another group of people had to agree to that with the insurer because it meant doing a different scheme. There's a certain element, I suppose, of simplicity in insurance terms of saying, "We're going to put back everything exactly as it was before," whereas as soon as you say, "Well, we'd like to do something different here," that's, I think, a leap of faith on the part of an insurer.
- S5 03:36 I think Aviva were really forward-thinking and instantly kind of understood that it just wouldn't be appropriate to create a historic replica. They embraced the vision of taking this tragic event and trying to turn it into an opportunity to create a better space and more powerful space.
- S2 03:53 We've effectively now got a beautiful 19th century Grand Hall shell, but we've got this 21st century lid on it with all this kind of extraordinary technology. It really enables us to do all sorts of things that we couldn't do before.
- S6 04:07 Well, yeah, it was always our ambition to build a co-working space under the Grand Hall. It's very much about, yeah, supporting local entrepreneurs, and we look to do that in the Scratch Hub as well.
- S7 04:17 A real bonus being part of the umbrella brand of Battersea Arts Centre and having that support network, it's great being part of something that you can clearly see has risen like a phoenix from the ashes and to be the part of that success story.
- S2 04:32 Because Aviva, because the loss adjusters, and because the insurance brokers did provide that support, it gave people a sort of safety net. It did, actually. People did feel quite early that optimism is going to win.
- S3 04:45 The relationship we had was so good that it was understood where we were going all the way down.
- S4 04:53 And I think one of the things that was great about the relationship with Aviva was a real mutual trust on both sides and an ability to see that that could have an impact that wasn't just about getting through this moment and sorting out the claim but actually was about creating a legacy for a future generation.