

Bespoke

BISLEY

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Bisley Bespoke

People always come first at Bisley. Whether you're a customer, dealer, architect, or designer, you benefit from a service that's engineered entirely around you and your needs.

We regularly accommodate bespoke requirements; from having existing Bisley products finished in your brand colours, to building completely new solutions to fulfil your specific needs. We're able to design, manufacture, and deliver entirely bespoke products.

We've refined our expertise over the decades, but have never stood still. We embrace change to offer innovative solutions that meet the evolving needs of our working world. Our products benefit from our knowledge and the latest technologies, to ensure that we continue to push boundaries and develop entirely bespoke designs.

From dimensions and accessories, to colours and materials, we put our expert knowledge and experience at the forefront. We have a dedicated team that can support you with your needs, bringing your ideas to life, and ensuring that we deliver a product that lasts a lifetime.

Bisley Bespoke - manufacturing excellence that's engineered around you.

Conscious Design

Our Green Design protocol directs our designers to consider the environmental attributes of a new product, from the very beginning of a project.

At the forefront of the design process, and one of the main aspects considered, is the longevity of our products and as such, we incorporate interchangeability of materials and parts to extend and maximize a product's life cycle. We allow the ease of upgrading and retrofit of new interior fittings, such as frames and shelving, and of course, we promote recycling. We continue to research different ways we can introduce other materials that will appeal to our extensive client base, with even more environmental consideration.

Now more than ever, sustainability plays a pivotal role in the creative and development processes of Bisley products. While material choice is a fairly obvious consideration for us, manufacturing, packaging, and transportation will also play a pivotal part in our sustainability processes going forward.





For over 80 years, we've been creating products from our factory here in Newport, South Wales delivering high-quality, functional, and beautiful products across the world. Over the decades, generations have worked at Bisley, with some of our people having worked here for over 30 years. Our people are the beating heart of Bisley.

Every item that leaves our doors is researched, designed, produced, marketed, and transported from our dual factory premises. We produce over 15,000 items here, and make over 4,000 worldwide deliveries every month via 10 international offices.

Over 80% of the steel we use comes from Wales and through continued production investment and acquisition, Bisley can combine the strength and durability of steel with the pleasing aesthetic qualities of wood to provide a unique choice of solutions for an extensive range of markets.

We practice Lean Manufacturing, and have invested over £90m in machinery, to ensure we are using the latest manufacturing processes and technologies, continually seeking to improve our products and designs.

Exploring New Materials

Our products are manufactured with full environmental impact considered. This is calculated through rigorous life cycle analysis, from material extraction through to processing, manufacturing and end of useful life processing.

Steel is one of the most sustainable materials that is available to us, and we source as much as possible from the UK market. Its durability means that it has a long lifespan, and should a product eventually need to be disposed of, steel is 99% recyclable and doesn't lose its quality when recycled.

We are also fully committed to being FSC compliant and source our wood from sustainable managed sources wherever possible. We can also provide a selection of CARB 2 compliant materials for clients who require this.



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Locking Technology

We design and manufacture the highest quality storage solutions, but we also have the knowledge and expertise on hand to advise you on the best lock choice. Our extensive range of secure locking options gives all employees – whether permanent, mobile, or nomadic – a peace of mind while in the office.

Whether you opt for a traditional key or mechanical lock, or an advanced, hard-wired smart lock that can be programmed and managed remotely, with a variety of industry-leading lock providers to meet even the most challenging privacy and security requirements of the modern workplace.





Steel



Wood



Ideation



Steel Press

The Process

The process for our bespoke projects vary, depending on our clients' requirements and specifications. However, the main elements of each enquiry follow a set of tried and tested milestones to guide your bespoke project from concept stage to completion.



- Customer enquiry
- Engage Bespoke team
- Initial idea & sketches presented
- Budget & drawings produced
- Special request entry
- Detailed quotation & drawings
- Manufacture to agreed time
- Product management
- Delivery & installation
- Ongoing support

Woodwork



*Final
Assembly*



Spraying



Shipping

The Bespoke Package

Clients that join our Bisley Bespoke service are fully supported by our dedicated Bespoke and Special Requests team, from initial concepts and review stage, right through to installation and aftercare.

Our Bespoke clients benefit from a personalised service and unlimited contact with a dedicated Project Manager throughout the process. Your Project Manager will become your main point of contact and can act as an extension of your team, but rest assured that with years of knowledge and expertise between them our, Bespoke and Special Requests team will be working on your project and on hand whenever you might need them.

- Consultation with our design team to discuss your requirements
- Proposed designs are analysed by our designers and Special Requests Team to identify the most cost-effective options, lead times, feasibility and offer technical advice and design tweaks
- Features and benefits of your proposed design
- Final designs to meet your brief and budget
- AutoCAD and PDF layout drawings
- Product renders on request
- Product mock-ups
- Finish samples
- Technical information provided throughout the design and manufacturing process
 - Material and ironmongery options
 - Weights (kg) and cubes (m³)
 - Installation guides
 - Drawings, images and videos of mock-ups on request
 - Detailed product specification overview
- Site surveys
- Product installation and training (including lock training)



“Bisley Bespoke allows us to truly capture the voice of our customers, providing us with a deep insight into future market trends. Many of our mainstay products, such as Caddy and Buddy have derived from Special Requests, and remain firm favourites within our product offering today.”
- Marc Cheshire, Senior Design Engineer.



Meet Our Designers



Chris Fowler
Lead Designer, Bespoke

Chris has been with Bisley for 32 years and now works as our Lead Designer of Bespoke. He is responsible for interpreting the brief from our client and converting it into a product solution that our Engineering team can detail, and our Manufacturing operation can repeatedly mass produce to specification.

This also includes direct liaison with our third party suppliers to establish the specification, costs, and lead times to meet our commitment to our customers. Based at our manufacturing headquarters in Newport, South Wales, Chris has held a number of positions designing and developing our product portfolio (Be, Note Pedestals, Glide, Bite, to name a few).



Sam Ostrolenk
Bespoke Technical Manager

Sam has worked at Bisley for 15 years, originally as a Production Engineering apprentice before progressing to Bespoke Technical Manager. He is responsible for extracting the detail from bespoke projects to design for manufacture, providing alternative or enhanced solutions, source new materials, work closely with suppliers and provide costs to allow quick turnarounds on quotes. These key steps cover the first important processes to ensure the customer receives a product that is functional, aesthetically pleasing, and within budget.

Sam has worked on streamlining existing products to create ranges such as Essentials and integrated from the ground up, Bisley's first wood factory in 2017; this opened up avenues to new customers and products with the likes of Bridge, Pren, Lockerwall and Bisley Living.



Will Knight
Senior Designer

Will works as a Senior Designer at Bisley, and with over 11 years of experience working within the furniture industry, Will works with the team to design new products for both the home and commercial markets.

He has the technical expertise needed to advise on projects and can also propose a wide range of products to suit full installations or to complement existing schemes. Will takes pride in being able to supply our clients with fantastic products to suit their individual needs in an ever-changing and challenging industry.



George Peryer
Designer

George has been at Bisley for four years, working from the London showroom as a Designer. He spends his time helping clients with their bespoke requirements, designing units, and creating visuals which are sent along with a Special Request to be manufactured in the factory.

He is also part of our Bisley Studio team, responsible for designing new products that we can manufacture and add to our product catalogue.



Meet Our Buddy



Introducing Buddy, the personal height-adjustable storage solution, and Design Guild Mark winner for 2022. An alternative to free-standing pedestals and personal Caddy storage, Buddy is the perfect desk-attached companion to your working day.

Alongside providing smart personal storage, businesses are beginning to see the benefits of active working and have started adopting a sit/stand culture in the workplace.

Buddy moves vertically with the desk as the height is adjusted, ensuring that any user can quickly and easily access their belongings, whether sitting or standing - the perfect solution for a productive work environment.

Buddy's launch is significant in the development of the Bisley Bespoke service. Following the success of the tailored design, testing and manufacturing, Bisley developed the Bisley Bespoke team and the process that has been built upon ever since.

We were approached by one of the biggest banks in the world to create a storage solution that was off

the ground and stood alongside employees, offering peace of mind when securely storing their personal belongings. The client was initially looking for 6,000 of these units and we had the expertise and resource to deliver this.

Designed by Chris Fowler, our Lead Designer of Bespoke, Buddy is designed to be strapped to the underside of the desk and acts as a pedestal, with the addition of an RFID lock, charging system as well as space to store personal belongings such as a laptop and paperwork. Buddy is a revolutionary product as it's been designed in response to our new way of working.

The client was delighted with the end result, and we continue to have a fantastic relationship - we're still working with them today.

Buddy has and continues to be extremely successful - we've sold over 14,000 units to date across all our main regions, even going on to win a Design Guild Mark award in 2022 in recognition of its high standards in the design of furnishings.



Case Studies

Our craftsmanship and expertise has seen us work on a number of projects across the world.

Tÿ Hotels, UK



Location – Milford Haven, Wales

Products – Padded headboards, bedside tables, double wardrobes, dressing tables, hardwired and droplet shaped mirrors

Number of units – 988

Criteria – Hotel rooms

Sector – Hospitality

Value – £180k



Managed and operated by the team responsible for the iconic Celtic Manor Resort, Tŷ Hotel Milford Haven - measuring 46,000 sq ft - is part of the expanding portfolio in The Celtic Collection and the Tŷ Hotels family, in partnership with the Port of Milford Haven. Offering a variety of beautifully furnished, design-led rooms, the hotel is suitable for all types of travellers, from business to leisure.

The brief was to create a range of bespoke pieces to complement and reflect Tŷ Hotel Milford Haven's contemporary and stylish look and feel throughout each of its 100 bedrooms, spanning four floors. The hotel was looking for a variety of products, produced locally and to a high standard using the very best materials on offer.

We delivered a super-sized, padded headboard upholstered with an easy-to-clean, anti-microbial fabric that fits perfectly with the aesthetic of each room, as well as co-ordinating bedside tables - enabling guests to safely store smaller personal items.

We designed beautiful, wooden double wardrobes with bespoke internal fittings ideal for hanging coats and storing large suitcases, a dressing table with a contemporary exposed

steel frame, a matching hard-wired tall mirror with integrated sockets, and to finish, a mirror to reflect the unique branding of the hotel - a real centrepiece within every room.

This exciting project enabled us to showcase our extensive capabilities to work on large-scale projects, as well as increasing our wood offering in the industry.



Al Ain Hospital, Abu Dhabi



Location – Emirate of Abu Dhabi
Products – CPL Lockers, benches
Number of units – 4,500
Criteria – Durable, hygienic, cost-effective and secure personal storage
Sector – Healthcare
Value – £1.1m

Al Ain Hospital, in the United Arab Emirates, required a high volume of locker product that would travel well in the heat and humidity. The products might be stored in 40' containers, which would be exposed to temperatures of nearly 50°C without air conditioning.

This project saw us design and manufacture custom-sized wet room lockers and changing room

lockers for over 4,500 staff at the Al Ain Hospital. It was vital that the material used was hard-wearing for high traffic areas and also moisture-resistant, so to support this, we used highly durable compact grade laminate material coupled with perforated galvanized steel back panels for extra protection and longevity. This delivered attractive, durable, and well-ventilated staff lockers for this demanding working environment.



Security was also an important element, and therefore we installed RFID lock technology throughout which was suited to humid conditions. The lock choice also allowed users to choose from a variety of activation accessories such as wristbands, key-fobs and cards. Finishing touches included stainless steel coat rails, as well as heavy duty benches, radiused and beaded for a soft, smooth finish.



Cadence, *Edinburgh*



Location – Edinburgh, UK
Products – Buddy and Be Storage Frames
Number of units – 120 including accessories
Criteria – Clean simple lines throughout, using only high-end, quality finished furniture
Sector – IT
Value – £20k

Cadence is a leading electronic design automation (EDA) and Intelligent System Design provider, delivering hardware, software, and IP for electronic design. The company's headquarters is based in the US with offices located around the world.

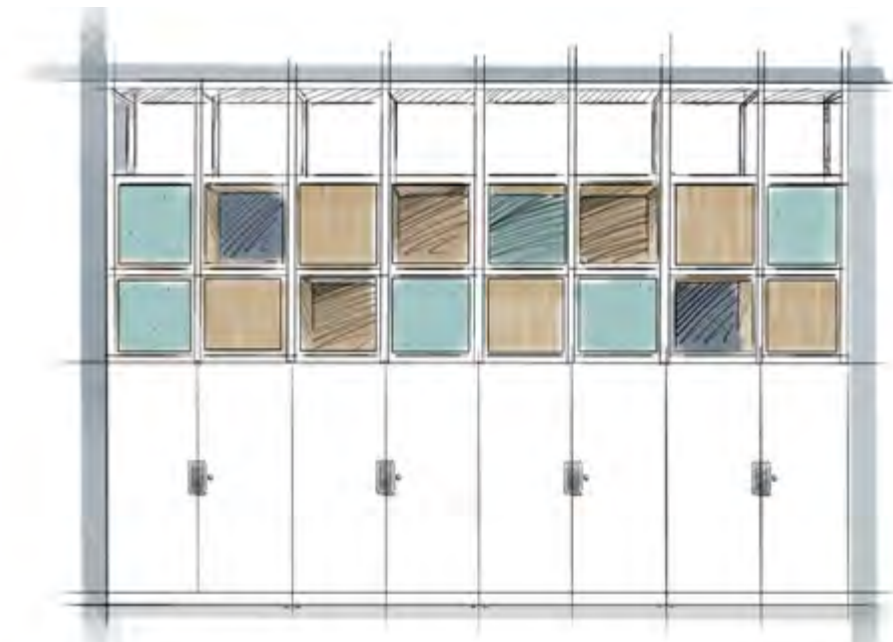
In February 2021, the company relocated its Scottish office to Edinburgh's world-renowned Princes Street. The requirements for the new of-

fice had to adhere to Cadence's global standards for IT provision, for hardware, server room, and teleconferencing, but most of the other main decisions were taken "locally", such as function suitability and flexibility for employees.

We were able to supply Cadence with Buddy and Be Storage Frames, providing solutions to meet the client's desire for a more agile workspace, with a more inspiring and inviting atmosphere.

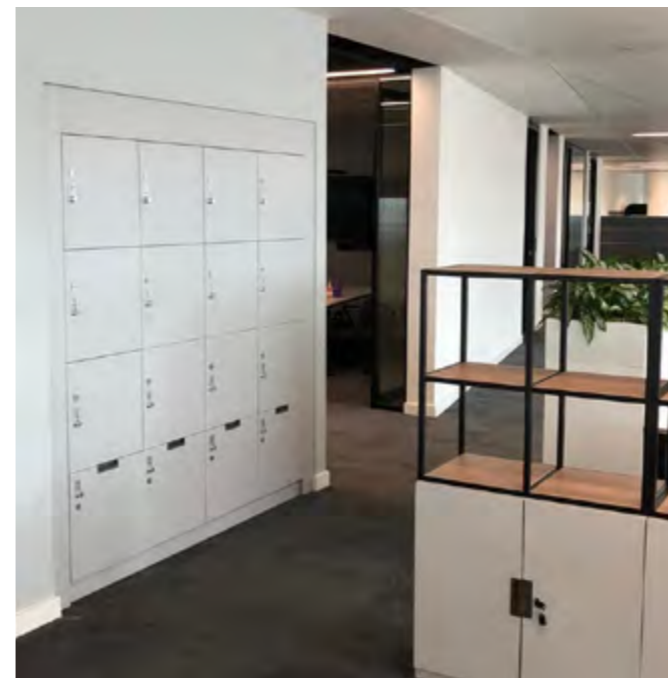
Some changes were made to the design and materials of both products – Be's height and fabric panels were changed, and Buddy was adapted to fit under Haworth's Your Place desking range. The client requested standard paint colours, however we were able to provide specialist fabric colours to match Cadence's style and aesthetic.

Throughout the project, we worked alongside wellbeing-led workplace specialists, obo, who provided their vast and ever-evolving market knowledge to assist with the design process to fulfil the client's brief.





BT Group, *UK and Europe*



Location – UK and Europe
Products – LockerWall, Outline, SystemFile
Number of units – Over 10,000
Criteria – Classic and secure personal storage, space division, display and media units
Sector – Telecommunications
Value – Over £6m

The BT Better Workplace Programme sought to consolidate their current UK office portfolio and provide new office spaces in 30 locations over a period of 5 years. Each workplace has been designed to meet the needs of all the people who use them. Drawing from a core product range, every project has its own unique aesthetic in keeping with the local staff, using the office and the business functions they undertake.

Collaborating with ID:SR, Shepard Robson, and Michael Laird, we worked to provide products that serve the workspace and ensure each provides the space, service, and experiences to support the people using them. Each embodies the values, spirit and ethos of the BT teams and their business and are inclusive with a choice of spaces

to support the many ways BT want and need to work, with a sense of community and belonging – at both team and company level.

As part of the framework contract, we customised our LockerWall and Outline storage systems to provide all staff and visitors with a classic, highly functional, and secure area for their personal possessions. This allowed staff members to have a permanent anchor, giving them flexibility, as well as a feeling of security and wellbeing.

The lockers supplied are custom designed, both fitted and freestanding across the floorplate, providing options for both private, permanent use or a public access function for visitors or temporary staff.



To date, we have provided over 7,000 lockers in 15 locations in the UK and across EMEA, with projects achieving a BREEAM excellent rating. As a major furniture supplier we provided Environmental Product Declarations and FSC certification to contribute towards this environmental rating.





Time Inc, *New York*



Location – New York, USA

Products – LateralFile lockers with digital keypad locks, Note Pedestals, Be credenzas, meeting tables, and powered collaborative stations

Number of units – Over 10,000

Criteria – Creativity, collaboration and personal storage

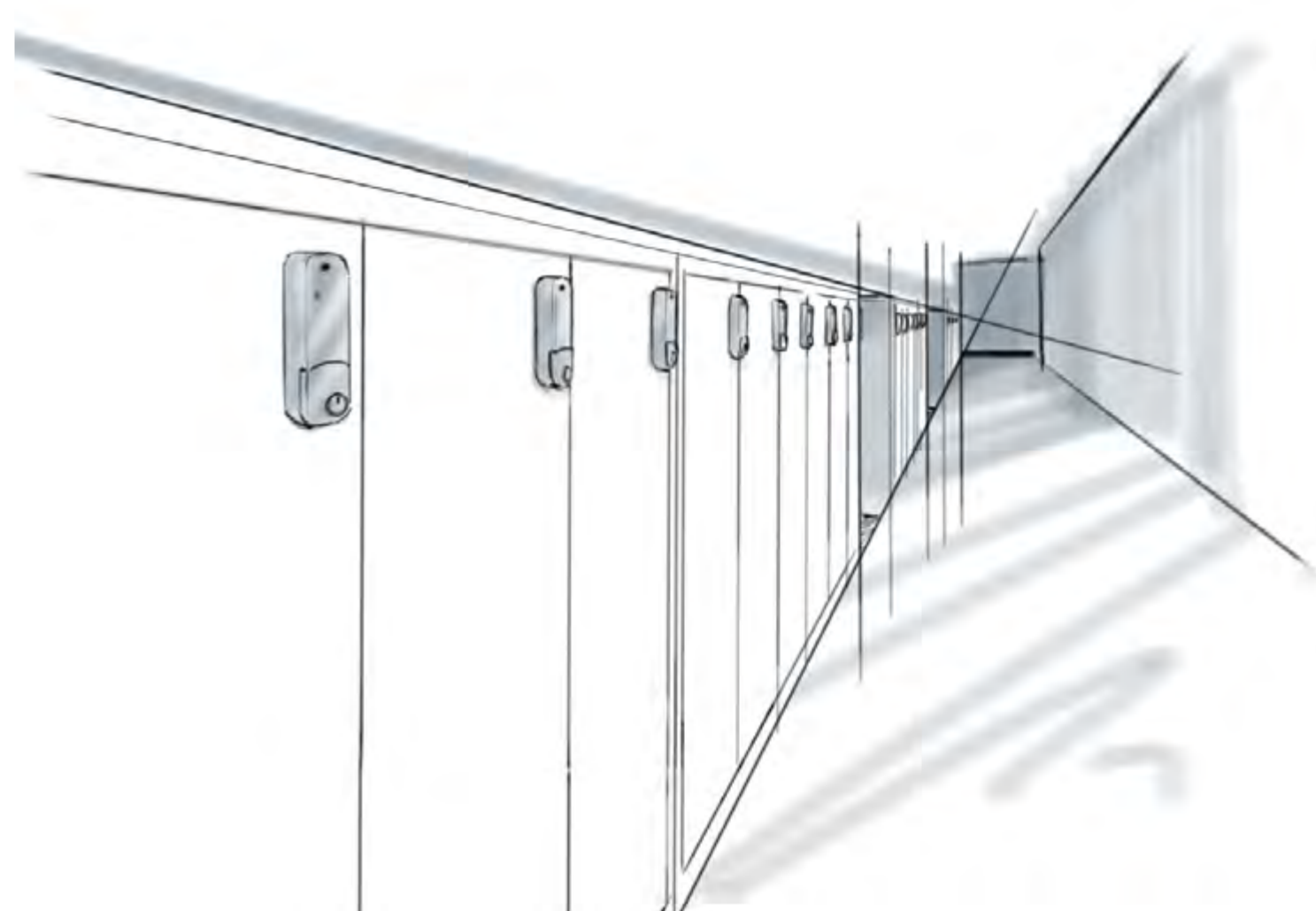
Sector – Publishing

Value – \$3.2m

Time Inc. is part of one of the largest branded media companies in the world, reaching more than 130 million people each month across multiple platforms. The company comprises of a family of over 100 publications (including Time, Sports Illustrated, Fortune and Travel and Leisure).

In conjunction with Studios Architecture, we were tasked to help create a vibrant, enduring, and flexible solution for their varied requirements.

We helped create a colourful, multifunctional environment for personal storage, collaboration and meeting zones, using several ranges to achieve a beautiful aesthetic as well as a high level of functionality. The installation spanned six floors, each with its own colour palette.



We also provided each employee with a personal locker, a personal Note pedestal and credenza from our Be range. The main floor space has alternating lockers and LateralFile units at the end of the desking runs and various Be units were used to create a subtle separation of space while allowing for multiple activities including storage, meeting, presentation and collaboration.



EBRD, *London*



Location – London, UK
Products – LockerWall
Number of units – 3,811
Criteria – Personal storage, security
Sector – Banking
Value – £1.7m



The new European Bank for Reconstruction and Development (EBRD) offices at 5 Bank Street is in London's Canary Wharf, with the interior schemes designed by Perkins & Will. The vision of the project was to co-create and deliver a best in class working environment for staff and visitors with an emphasis on wellbeing, sustainability, diversity and inclusion and a community that fosters a culture of choice, collaboration, and innovation. It was also imperative that the project offered a functional and flexible workplace that encouraged full mobility to support the business' needs in a fair and transparent manner, reflecting

the Bank's cultural diversity.

We worked extensively with Perkins & Will to develop a range of both free-standing and fitted lockers from the LockerWall range. All lockers are work smartly and are fully integrated into the bespoke building. The lockers were designed to facilitate daily staff and visitor use, internal and external mail/parcel delivery, full asset management, and operated via staff access cards or mobile phones.

The Gantner Relaxx software enables a variety of modes (Free, Personal, Dynamic, Parcel Delivery), advanced booking functionality and full audit trails for the FM team. MyPup, a cloud-based SaaS solution was utilised within the parcel delivery LockerWall banks, managed via a control console within the LockerWall.

Lendlease, *London*



Location – Elephant Park, London
Products – Wooden wardrobes
Number of units – Over 2,000
Criteria – Personal storage, tailored, durable wooden furniture
Sector – Construction



Lendlease Construction (Europe) Limited required wardrobes for residential build projects nationwide. They were looking for a standardised product of high quality. Our bespoke process offered commercial stability and the opportunity to develop business partnership. Following meetings with the Lendlease Strategic Category Manager, in-house and external design teams, our designers tailored the furniture to the building schemes and utilised different materials and colour finishes to suit individual projects.

We delivered modular wardrobes that incorporated design aesthetics from both internal and external design teams. The fitted furniture within a residential property complimented the colour scheme with its soft colour palette. Meeting environmental requirements, all wood products are certified under the Forest Stewardship Council (FSC) with full Chain of Custody (CoC).

The quality of our products ensured that the durability is suited for the residential environment, and we efficiently utilised space within new build apartments with wardrobes designed and installed within bedroom alcoves.



As you're reading this, we're already looking ahead at trends and designs that will shape the future. Conscious, sustainable design and manufacturing will continue to play a pivotal part in our bespoke process, so we're working to introduce more new and exciting materials to our offering, including recyclable and recycled materials such as cork, rubber, bamboo, man-made fibres, and plastics to our portfolio.

Challenge us with your next idea.

Visit [bisley.com](https://www.bisley.com) to find out more, or contact your Bisley representative for more information.

Get in touch: bespoke@bisley.com

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