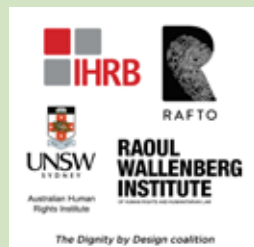


BERGEN INCLUSION CENTRE

Building Dignity Pilot Project

Status Report 2

April 2020 – February 2021





Actors in the pilot project

Project manager: EFU - Etat for Utbygging
Agency for Development

**Advisor
pilot project:** Byarkitekten
City Architect Agency

User coordinator: BKML
City Council Department for Culture,
Diversity, and Gender Equality

User group: EFI- Etat for Inkludering
Agency for inclusion

Section of sports, Bergen municipality

EBE – Etat for Bygg og Eiendom
Agency for buildings and real estate

Architect: HLM Architecture / 3RW Arkitekter

Contractor: LAB

Introduction

This report was prepared by the City Architect Agency of Bergen municipality (advisor in the pilot project) in collaboration with the pilot project's working group.

The report intends to inform about the pilot project, document the process along the way, and report to the Building Dignity partners. The status report is also a working tool for the design group and helps everyone focus on human rights and dignity in all aspects of the project.

This status report refers to April 2020 to February 2021 period, during which the project has been in the pre-project/demolition phase.

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Bergen Inclusion Centre

- Pilot project for Building Dignity

The old teacher's college at Landås in Bergen Norway will be converted into Bergen Inclusion Centre, where most of the services of the Agency for Social Inclusion will be gathered in one place.

The aim of the project is to provide the best possible facilities for the agency's teaching and introduction activities, and to contribute to a better inclusion of newly arrived refugees in Bergen.

The existing building is located in an attractive established neighbourhood in Bergen Norway, close to public outdoor spaces, school, church, sports facilities and housing, which provide good pre-conditions for a socially sustainable urban development.

Bergen Inclusion Centre is the first construction project to be included in the pilot program for Building Dignity. This pilot project is about safeguarding and promoting human rights and dignity in all aspects of the project development process.

In the programming and preliminary design phase there has been a particular focus on how design can contribute to an inclusive meeting place and learning environment. (See Status Report 1)

In the pre-project/demolition phase there has been a particular focus on responsible disposal, re-use and recycling of building materials, responsible procurement of materials as well as continuing to work with users involvement and public participation.



**BERGEN
INCLUSION CENTRE**

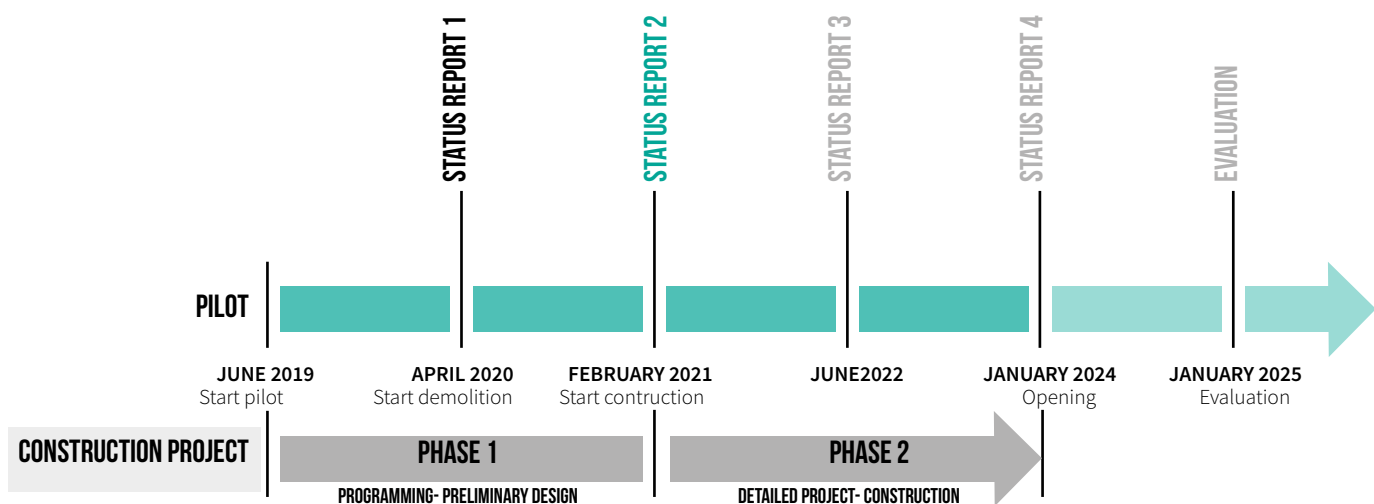
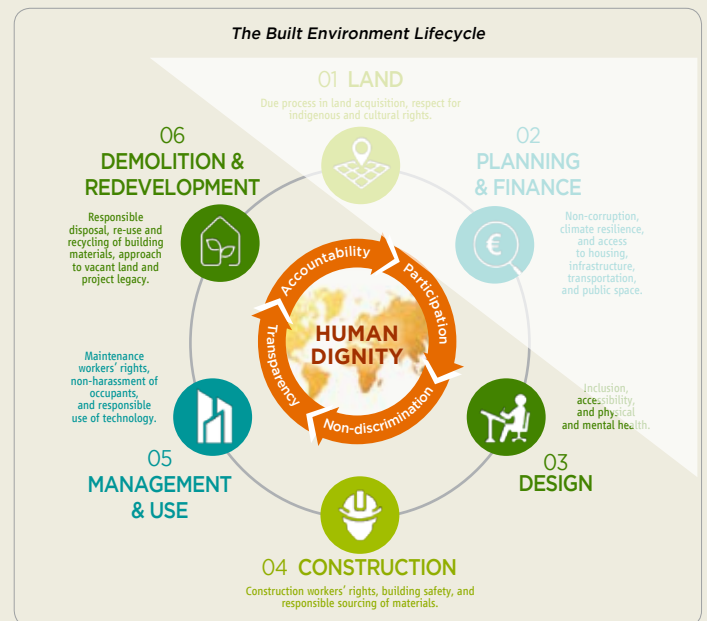
**200 employees
1350 participants
300 in the evening**

Aerial photo of the former teacher's college at Landås. The building will be totally rehabilitated to accommodate the services of the Agency for social inclusion, which include teaching facilities for newly arrived refugees in Bergen.

BEING A PILOT PROJECT FOR BUILDING DIGNITY MEANS PRIORITIZING SOLUTIONS THAT PROMOTE HUMAN DIGNITY IN ALL STAGES OF THE PROJECT DEVELOPMENT.

The "[Framework for Dignity in the Built Environment](#)", which follows the six phases of the built environment lifecycle, is the basis for the work on the pilot project Bergen Inclusion Centre.

Given that the pilot began after the project site and financing were in place, the focus has been on lifecycle stages 03 ("Design") through to 06 ("Demolition and redevelopment").



Bergen Inclusion Centre became a pilot for Building Dignity in June 2019. The pilot work follows the progress of the building project. A status report will be prepared for each phase of the project development until the building is taken into use in 2023, and two years later for evaluation.

SUMMARY

IMPLEMENTATION OF THE BUILDING DIGNITY FRAMEWORK - APRIL 2020- FEBRUAR 2021



PARTICIPATION
TRANSPARENCY
NON-DISCRIMINATION
ACCOUNTABILITY

Measures taken to ensure that everyone has the opportunity to participate and engage meaningfully in the decisions that affect their neighborhood and life:

- 1.1 Provide good and up-to-date information about the project
- 1.2 Invite to input in an open digital public meeting
- 1.3 Follow up input from neighbourhoods and organisations and continue working with stakeholder analysis
- 1.4 Promoting work on the pilot project at national level - best practice for DOGA guide on sustainable urban development



03 DESIGN

Measures taken to ensure that the physical design and use of the center promote inclusion, accessibility and physical and mental health:



05 MANAGEMENT & USE

- 2.1 Ensure good coordination between users' needs and synergy in multi-use by establishing the position of user coordinator
- 2.2 Follow up requirements for the design and management of the centre
- 2.3 Focus on inclusive architecture in work with furnishing plans and detailed design
- 2.4 Focus on the project's impact goals when working on a management agreement for the centre
- 2.5 Have a clear expectation for art as a tool to promote inclusion and human dignity
- 2.6 Get inspiration and learn from other inclusive architecture projects by arranging the Seminar "inclusive architecture"



04 CONSTRUCTION

Measures taken to ensure the rights of construction workers, safety on the construction site, responsible procurement of materials, and responsible handling, reuse and recycling of construction materials:



06 DEMOLITION & REDEVELOPMENT

- 3.1 Recycle and reuse materials, interiors, and construction equipment.
- 3.2 Ensure that the same architect follows the intentions behind the architectural solutions in the sketch project until the project is complete.
- 3.3 Introduce requirements for responsible business practice in the contract with the turnkey contractor
- 3.4 Conduct initial meeting Building Dignity - client (EFU) and contractor (LAB)

01

PARTICIPATION

1.1 Provide good and up-to-date information about the project

The project group shares information about the construction project and the pilot to residents and neighbourhoods through Bergen municipality's website:

- ▶ The main page about the construction project on its theme page "We are building Bergen". <https://www.bergen.kommune.no/hvaskjer/tema/vi-bygger-bergen/byggeprosjekter/andre-bygg/byggeprosjekt-bergen-inkluderingscenter>. The communications consultant Ole Henning Målnes at the City Council Department of Finance, Business, and Real Estate is responsible for this website.
- ▶ The Agency for Inclusion informs about current issues in the project through "What is happening". <https://www.bergen.kommune.no/hvaskjer>. Responsible for this channel is Katarina Lunde, communications consultant at BKML (the City Council Department for Culture, Diversity, and Gender Equality)
- ▶ The City Architect Agency shares information about Building Dignity and pilot Bergen inclusion on the theme page Architecture in Bergen and the agency's own Facebook page and Instagram. <https://www.bergen.kommune.no/hvaskjer/tema/arkitektur-i-bergen/arkitektur-og-verdighet>

In addition to information for the website, the project group has contributed directly or shared several articles in the press. Information signs about the construction project were also made available on the construction site in March 2020.

Being a pilot project for Building Dignity implies going further than usual in construction projects regarding active participation and involvement of neighbourhoods and organisations. Presence on social media is an essential tool for reaching out to different population groups and actively participating. Therefore, in phase 1, the project group has identified the need to establish a communication platform/social media/portal for the inclusion centre in the planning phase and to continue in the operational phase.

To address this need, the City Architect Agency has recommended the project group creates a separate Facebook page for the project so that it is possible to share information about the planning and construction process and arrange various public meetings related to the participation process. The recommendation will be implemented in the next phase.

1.2 Invite broad input for an open digital public meeting

An open public meeting was held on 23 November 2020. Due to restrictions related to the corona pandemic, the meeting was conducted digitally. The purpose of the meeting was to inform about the project, answer questions and receive input on how this project can become a centre that benefits the local community.

Bergen municipality invited widely through its website, and 135 people, both private individuals and representatives from teams and organisations attended the public meeting, showing great interest in the Bergen inclusion centre.

Bergen municipality wanted a meeting characterized by dialogue and input from participants rather than a purely informational meeting. The city also wanted to hear how the local community wants to be involved in the further work, insight into what type of services are missing in the local community and invited a local community representative to give a speech. The meeting was not recorded, but the presentation was made available on Bergen municipality's website: <https://www.bergen.kommune.no/hvaskjer/tema/vi-bygger-bergen/presentasjoner-fra-folkemote-om-inkluderingscenter-pa-landas>

The user coordinator is the primary contact between the project organisation and the neighbourhood/stakeholders. After the public information meeting, he contacted several possible external users and actors in the neighbourhood and received an overview of needs and wishes. (See section 1.3).

Several needs and wishes were reported from external users:

- ▶ Meeting room with access to (school) kitchen with the opportunity to cook in connection with gatherings and events
- ▶ Tingotek: The neighbourhood organisation "Sustainable life at Landås" wants to establish a Tingotek, a lending scheme for tools in the neighbourhood
- ▶ Access to gymnasiums for self-organized sports

The project group is working to implement these proposals, as they support the project's practical goal of being an open meeting space in the neighbourhood.

The centre's future operating organisation agrees that several parts of the centre should be open to potential external users during the day, evening and weekends.

1.3 Follow up input from neighbourhoods and organisations and continue working with stakeholder analysis

It is essential to actively seek and follow-up of input in order to benefit from the local population's interest and gaining drive into the project. It is also necessary to ensure that vulnerable groups or groups that generally do not have a stronger voice, such as children and young people or immigrants, can be heard and provide input (ref. Building Dignity's principles on having a special focus on the most vulnerable groups and promote non-discrimination).

In Phase 1, the construction project group carried out a stakeholder analysis. As a result, more than 100 stakeholders were registered, ranging from neighbourhood organisations, sports and cultural actors, and local and regional authorities. Furthermore, each actor was categorized within the type of participation (which actors are to be informed, involved, engaged, or collaborated with.)

The user coordinator / BKML shall prepare a plan for collaboration with the various stakeholders based on this methodology, which will be done in partnership with the user group (The agency for inclusion and the sports section).

The plan will serve as a base for the follow-up meetings with the different stakeholder groups to gain insight into the local community's needs, voluntary organisations, and other relevant partners.

In this phase, the user coordinator has reviewed the list of stakeholders using the methodology mentioned above and passed on the summary internally in the City Council Department for Culture, Diversity, and Gender Equality (BKML) for further action.

The next phase in the user participation plan is to create an electronic form and publish it on Bergen municipality's page so that all stakeholders can submit their input. In addition, smaller organisations will be contacted directly.

All input will be registered and processed, and the project team will implement the proposals that are compatible with the centre's social / and impact goals.

User participation should occur within given limits and be linked to a limited issue or area in the centre where there is a real opportunity for influence. The use and design of the former library are still being clarified, and here we have the chance to create an entirely new arena for inclusion at the centre.

The City Architect Agency recommends that in 2021 a participation process is explicitly arranged to find the most advantageous use and a strong concept for the old library space. The City architect Agency has proposed "FOLKOTEKET - people meet people in an inclusive atmosphere" and has prepared a note clarifying what such a place can be and bringing added value and inclusion to the centre. To follow up in the next phase.

1.4 Promoting work on the pilot project at national level - best practice for DOGA guide on sustainable urban development

Building Dignity - Bergen Inclusion Centre was selected as one of 16 best-practice examples in DOGA (Design and Architecture Norway)'s national roadmap for smart- and sustainable cities and communities.

<https://doga.no/verktoy/nasjonalt-veikart-for-smarte-og-barekraftige-byer-og-lokalsamfunn/>

Being featured as a best-practice example allows Bergen municipality to have a national platform to promote the pilot project and inspire other cities and actors to participate in the program. It is also interesting for Bergen to learn from the other involved projects with similar issues.

The DOGA roadmap is a tool that helps municipalities and county municipalities to promote the development of more sustainable, attractive, productive, and adaptable cities and local communities that put the inhabitants at the centre. The roadmap forms a common value base and provides a set of eight principles for municipalities and other actors to work accordingly.

Under each principle, two projects were selected as best-practice examples. The Building Dignity pilot project was selected under the principle "Put inhabitants at the centre," together with "Drammen model".

In connection with the launch of the roadmap, DOGA arranged a webinar series based on the eight principles from the roadmap. Bergen municipality participated together with Drammen municipality in conversation no. 1, with the topic "Put inhabitants at the centre".

The webinar was arranged on 20.01.2021 and had approximately one hundred participants from all over Norway. Bergen municipality was represented by the City Architect Maria Molden and Celine Blanc, from the City Architect Agency and advisor in the pilot project. In addition, the pilot project group was invited as a participant.

02

DESIGN, MANAGEMENT AND USE

2.1 Ensure good coordination between users' needs and synergy in multi-use by establishing the position of user coordinator

In the first phase of the work, to ensure good coordination and synergy between the needs of the various users, the need to strengthen the project organisation with a user coordinator was identified — a critical step to ensure better inclusion and reduce conflict when sharing building facilities.

The City Council Department for Culture, Diversity, and Gender Equality (BKML) hired Victor Paulsen as user coordinator for the user project. The user coordinator started in October 2020 and is working on the following tasks:

- ▶ clarify and coordinate needs and requirements from the primary users, establish a comprehensive space and function program, and run the process to define the operating model for the centre.
- ▶ drive the participation process for the building's potential external users and the neighbourhood and provide user stakeholder analysis to organize the process. (See status report 1)

2.2 Follow up requirements for the design and management of the centre

The ambition is for the Bergen Inclusion Centre to emerge as an international model project for inclusive architecture. This means organizing, designing, and operating the centre to contribute to inclusion and human dignity for all building users.

In the start-up phase of pilot Building Dignity, the project group has formulated the project's social goals and impact goals and identified the specific requirements these set for the building's design and the management of the building. (See status report 1).

The user coordinator has the overall responsibility for following up requirements for the centre's management and continuing these as a premise in working with the operating agreement and in user participation.

The Agency for development (EFU) / project manager has the overall responsibility for following up on the requirements for the centre's design and passing these on to the architect/design teams as a premise for the detailed design phase.

2.3 Focus on inclusive architecture in work with furnishing plans and detailed design

The furnishing plan and the detailed design are based on the preliminary project that focused on creating architecture and physical surroundings that promote inclusion and human dignity.

As the first step in the detailed design work, a disposition plan for furnishing (loose furniture) was prepared in October 2020-February 2021. The purpose of this plan was, at this stage, only to provide premises for the placement of audio-visual equipment such as screens, lights, and sound systems in the building.

Interior architect Sonja Solstrand led the work and has conducted a series of meetings with the user group with representatives from the Agency for Inclusion, the Agency for Sports, and the Agency for Construction and Real Estate.

The next phase will work with the choice of furniture, signage, use of colour, lighting, etc., for all types of rooms. Particular emphasis is placed on designing the common areas on the centre's first floor to create different areas for meetings and interactions between the various user groups.

2.4 Focus on the project's impact goals when working on a management agreement for the centre

A process has been started with users and owners of the building (the Agency for Construction and Real Estate (EBE), the Agency for inclusion (EFI), and the Sports Section) to clarify the model for the centre's management. The management agreement defines the distribution of operational responsibility and time use of areas between the various users/city council departments, which is important to ensure well-functioning (co) use of the centre.

The management agreement shall be based on standard agreements from other similar buildings with some adaptations. It will contain several tasks to be implemented for the first time (Pilot project). The Agency for Inclusion's management organisation is also being established.

User coordinator Victor Pausen (BKML) coordinates the work on the management agreement, which involves all agencies in the user group: Agency for Construction and Real Estate / Harald Blytt, Agency for Inclusion / Anne-Marit Presterud, and Sport Section / Per Fedje.

The steering group will approve the final decision for the centre's management agreement during 2022.

2.5 Have a clear expectation for art as a tool to promote inclusion and human dignity

The art committee for Bergen Inclusion Centre has chosen the artist Alvaro Campo to create a site-specific art project, Reflecting Together.

The art committee has emphasized choosing an art project that promotes inclusion and dignity, both concerning process and finished result.

After an open submission and later closed sketch competition for selected artists, Campo's project was named the winner. Campo convinced the art committee with a sensitive and elaborated art project that is conceptually rooted in the building's purpose and users.

Based on a preliminary performative project, in which users are included, Campo will further develop several hanging sculptural elements, a series of laser-engraved mirrors placed around the building, and a video work documenting the collective work process.

The winning draft is poetic and associative, and by working innovatively with the use of symbols that are not rooted in any specific culture or religion, the artist can highlight individual stories, interpersonal relationships, and unity that can be interpreted differently based on one's own background and history. The artwork is well integrated into the building's architecture and will have great symbolic significance in the common areas.

2.6 Get inspiration and learn from other inclusive architecture projects by arranging the Seminar "inclusive architecture"

The City Architect Agency took the initiative to arrange a seminar on inclusive architecture, intending to draw inspiration and experiences from other projects with similar issues and thus form a basis for further work with the centre's participation process, operating model, and design.

The seminar was arranged as a webinar on 11 November 2020 and aimed at the project group for the Bergen Inclusion Centre at Landås. Four relevant projects from Oslo and Bergen were presented, and there was a discussion round with speakers at the end.

DEMOLITION & CONSTRUCTION

3.1 Recycle and reuse materials, interiors, and construction equipment.

Reconstruction of the building stock from the 1960s to the Bergen Inclusion Centre involves demolishing large parts of the building stock down to the concrete scale. Norsk Riving AS carried out the demolition work in April-October 2020, with a particularly high focus on preservation, recycling, and reuse of materials, interiors, and construction equipment. In addition, an increased requirement for waste management has been introduced with a minimum of 90% sorting rate.

The focus on reuse in this project is about climate and sustainability, as well as ensuring the continuity of the building's architectural distinctiveness and identity in the new centre. This way, it is possible to create a unique place with evident historical roots, high material quality, and interesting aesthetics for the users.

Wood panels of knot-free pine, for example, become interior cladding on selected walls, and integrated pine furniture is redesigned to fit into new surroundings in classrooms and offices.

Bricks will be reused inside several walls in the new building, and old wooden doors will be relocated where possible. Boards, design lamps, clocks, washbasins, and various loose fixtures are integrated into a new interior concept.

Terrace stairs that need to be demolished for "universal design" reasons will be rebuilt into internal benches, counters, and the like in the common area. Exterior concrete facade panels will be casted and sanded to floors in common areas, while exterior windows will be reused in new greenhouses.

In addition to reusing furniture and materials with historical and aesthetic value, the demolition contractor Norsk Riving has been concerned with preserving as much building technology as possible, such as pumping systems in technical rooms and parts of ventilation systems, system ceilings, commercial kitchen equipment, and some electrical equipment.

3.2 Ensure that the same architect follows the intentions behind the architectural solutions in the sketch project until the project is complete.

In developing the preliminary design project in the previous phase, great emphasis was placed on prioritizing architectural solutions promoting inclusion and safeguarding human dignity. The preliminary design project was used as the basis for the tender process for the turnkey contractor, who will be responsible for the detailed design and for execution.

In the turnkey contract form, the contractor is not obliged to use the architect that developed the preliminary design to detail the project. However, experience shows that there is a risk that the knowledge and intention behind a preliminary design project may disappear in the detailed design phase when replacing the architect at this stage.

Therefore, the client (the Agency for development -EFU) has chosen a form of contract where the architect is "transported" to the turnkey contractor. i.e., the turnkey contractor-LAB Entreprenør AS (LAB), takes over the contract with the architect (HLM Arkitektur/3RW arkitektur), who will detail the project and follow the construction process until the building is finished. This will help ensure that the intentions behind the architectural solutions in the sketch project are continued in the detailed design phase and until the building completion, which is a significant move and serves the pilot project's focus on inclusive architecture.

3.3 Introduce requirements for responsible business practice in the contract with the turnkey contractor

As a result of a meeting in august 2020 between the City Architect Agency, the Agency for development (EFU), the Rafto Foundation, and Bergen Municipality Purchasing Group, requirements for responsible business practice (announcement no. 10) in accordance with UN and ILO standards were set in the tender documents. These requirements are not included in the Agency for Development's standard procurement and were included especially for the Building Dignity pilot project.

The requirement includes that the contractor shall prepare internal routines or procedures that describe how due diligence assessments are carried out in the company following the OECD Guidelines for Responsible Business Conduct and the UN Guiding Principles on Business and Human Rights (follow guidelines, map, assess and prioritize addressing the risk of negative impact). This is a contractual requirement to which the turnkey contractor, including subcontractors/suppliers, is obliged.

Other requirements in the contract that promote human dignity and equality:

The following requirements, which are standard in Bergen municipality's contracts, are based on a contract from Part I of the tender documents:

- 1.9 Apprenticeship clause: This clause requires that the supplier is affiliated with a publicly approved apprenticeship scheme and that one or more apprentices are affiliated with the contract. The requirement applies correspondingly to subcontractors.
- 1.10 Inclusive contract: The contract stipulates that the supplier must associate with persons who satisfy the collective term «disabled or disadvantaged». The terms disabled and disadvantaged persons are further defined in FOA § 8-8 and the Ministry's guide to the new procurement regulations under «Reserved contracts».

3.4 Conduct initial meeting Building Dignity - client (EFU) and contractor (LAB)

EFU invited LAB to an information meeting about Building Dignity on 24 February 2021. Present were EFU, the City Architect Agency, Bergen municipality's purchasing group, Rafto Foundation, and the project management of LAB with its partners. The purpose was to inform about the ambitions and goals of the pilot Building Dignity, review the requirements set out in the contract regarding human rights (see section 3.3), and lay a good foundation for further cooperation on the topic. It was agreed to set Building Dignity on the agenda in meetings between EFU and the contractor.

LAB is committed to work actively on securing workers' rights, non-discrimination, and other matters that affect human dignity and rights and has several established routines and measures. For example, they refer to:

- Information campaign and measures to combat racism and harassment on the construction site.
- Every Friday, LAB's HSE department sends out an HSE e-mail with various topics, such as encouraging reporting of matters worthy of criticism. A separate website has been set up, <https://lab.no/kontakt/varsling/>, where suppliers, partners, and others are also encouraged to notify issues worthy of criticism.
- LAB has also introduced information signs along the construction site fences for the local community with a contact point for reporting unwanted incidents. To facilitate this, the sign contains a QR code to their website to register unwanted incidents that may occur at and outside the construction site.



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