Our guide addresses some of the key challenges you will face during an office relocation. It provides an insight into what you need to consider when you are looking at relocating your office.

Whoever helps you coordinate your office relocation will manage the finer details and formalities, allowing you to focus on the most important things for your business. This guide will inform you of the ways you can optimise your business and improve your new office environment.
Introduction

Answering the key questions

When to consider a design & build company

Workplace consultancy

Staff engagement

Finding the right office

Appointing a design & build company

After you have moved in
Office relocation is an exciting but complicated process, so don’t assume that moving to a new space will be a quick fix solution. There are lots of different reasons why you might be looking to relocate your office, but your move will be unique to you.

Every office relocation project needs to have a key motivation behind it, the reason that is inspiring you to invest in delivering change to your business. Therefore, you should spend enough time clarifying and understanding what it is that you want to achieve with your project. Planning at this stage will inform your brief and ensure the motivation for your move remains consistent over the course of the project.

Managing a successful office relocation requires a lot of different information and it isn’t always clear as to how you should go about tackling the challenge.

Use your office relocation as a way of challenging your existing business practices and leaving old working behaviours behind. This can help you encourage better ways of working and introduce new technology.

The office relocation should be a people-centric process, based on what they need to be productive in the space and enjoy their working environment.

As soon as you know that you need to relocate, you should begin the process and not leave it to the last-minute. Good, detailed planning is key to the success of your relocation project.
key points to consider

/ Objectives & KPIs
/ Space requirements
/ Budget
/ Timeframe
/ Staff attraction
/ Office culture
/ Better ways of working
/ People and behaviours

Kantar Worldpanel/Hangar Lane/34,000 sq ft
Before choosing to relocate your office, you should be confident about the key objectives that you want to achieve for your new space.

Why are you moving?
Having a key driver for your project is integral, you need to know your purpose for moving and be confident in doing it. There should be a clear vision for your office relocation and you should have goals in mind that will help you make important decisions about your project. Make sure you have two or three simple goals that you are looking to achieve.

Aside from acting on a lease event, there are some common signals that you should be looking to relocate your office:

- Your office is too small or too large
- Implement a new working style
- The space doesn’t support plans for growth and expansion
- You want to improve productivity & morale
- You are investing in talent retention and acquisition
- You want to make a financial saving and improve efficiency

How long will an office relocation take?
Working backwards from your moving out date is usually a good way to help build your project programme. As a rough estimate, you can expect 1 week per 1,000 sq ft of office space. More time will need to be factored in for any mechanical alterations.

The exact amount of time it takes to carry out the office relocation process depends entirely on the size of your space and the intricacy of your project. From initial conversations through to project completion, the timescale of the process can vary based on the individual project requirements.

Time needs to be factored in for design development, ordering materials and lead times for furniture.

One thing that cannot be stressed enough is that it is never too early to engage with a design and build company during your property search. The sooner you have a design and build company appointed, the more value and advice they can add.
How much office space should you take?

When it comes to choosing your new office, you will need to know how much space you require before viewing properties.

The size of your office will be dictated by the number of permanent desks, agile working spaces, your budget and most notably how many staff you have.

Traditionally, the most commonly followed space allocation for London staff is 100 sq ft per employee. This is a rough estimate to help work out space requirements – it means 50 sq ft for the desk space and 50 sq ft for the other office amenities. However, this space allocation has evolved and smart working has enabled better use of space which has seen tea points and breakout areas replacing the space previously taken up by traditional desking.

How much will it all cost?

To optimise time spent at the planning stages, it is important to outline the budget allocated to the relocation project. This means that everyone involved with the project understands the limitations and possibilities involved, which means the entire project can be carefully managed and costed at each stage.

You need to consider all your costs as part of a global budget not just fit-out costs. This includes:

/Dilapidation costs
/Service charges
/AV and IT
/Move management/removals

What is your preferred working style?

There are a lot of buzzwords when it comes to working styles, phrases like agile, hot desking and smart working are frequently over used. It is important to have an idea of how you want to work but you need to know why.

How much office space do I need?

*Approximate space estimates

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**Diagram:**

- Boardroom: 250 sq ft
- Small: 100 sq ft
- Meeting room: 2-4
- Large: 150 sq ft
- Executive: 100-200 sq ft
- Breakout space: 100 sq ft
- Tea point: 100 sq ft
- Offices: 2,000 sq ft
- 1 Rack: 50 sq ft
- 4 Rack: 150 sq ft
- 5,000 sq ft
- 10,000 sq ft
03/ When to consider a design & build company
Embrace the competitive market

Lots of people are creatures of habit and like to reuse the same companies they have partnered with on previous projects. Don’t be scared to explore the market. Design & build is a highly dynamic industry and exploring possibilities with a new design and build company will give you a fresh pair of eyes on your project.

At the very early stages of your project, there is a seemingly endless list of things to consider. Making any sort of long-lasting commitments at this stage is quite a scary prospect but it is never too early to begin your research, compiling a list of potential design and build companies.

Why you should get a design and build company in early

By appointing a design and build partner at the very early stages, you can rely on their experience and technical knowledge to support you with the important details of your project. Finding a building that looks right and has stunning architecture is only half of the job. Every building needs to be validated for its mechanical and electrical performance. Design and build companies can provide this expertise and research. This involvement is key to deciding on a building.

Use design and build companies to help you with:

/ Identifying and shortlisting buildings
/ Landlord and Cat A works
/ Project budget and costs
/ Test fits and space planning
/ Project management
/ Mechanical and electrical systems
/ I.T, data and AV solutions
/ Furniture

Every project happens for a number of different reasons so whether you have lots of time to plan your move or you decide to move at short notice, design and build companies will be able to mobilise and offer a fast, reactive solution.

Do your due diligence and research at this stage so that you have the right amount of time to decide. Learn about who they are, how they work and what projects they have delivered. Finding a company that ‘gets you’ will make sure they line up with your business and your culture.
Workplace consultancy tells you what environment your business works best in. For a full workplace consultancy, it is recommended to conduct the analysis over 8-12 weeks to ensure quality data.

Workplace consultancy allows you to collect and analyse data that reveals the working trends of the people in your business. This data will give you a detailed insight into how your current office space is being used and where your new space can offer support to the way your organisation works.

For example, the use of meeting rooms and desking will be observed to work out how often these spaces are in use and how the space might be optimised to support the business.

Once the final report is compiled, you can begin to explore the decisions and recommendations available to you. This is where data-driven design proposals help to realise your project - getting you into a space that has been tailored to your needs and the behaviours of your staff.

Case study: Kantar TNS

After conducting a workplace assessment, we reduced the desking at Kantar TNS by 40%. This reduced their office space by 12,000 sq ft, equalling a financial saving of approximately £468,000 in rent per annum.
How should you implement changes to your office?

Workplace consultancy creates an activation for change, so you need to keep staff up to date with the transitions in the new workplace. Change management is a vital process in ensuring that staff are onboard with the changes. Positioning certain figures in the business as representatives for staff is a good way to communicate the proposed changes. These people can address the challenges and concerns of staff and offer support within the workplace. Workshops and collaboration sessions will provide staff with valuable information and a platform to support them with the changes. Transparency and communication are essential when addressing the changes to your workplace, making it easier to implement changes to your office.

How can workplace consultancy benefit you?

Data from workplace consultancy allows you to make more relevant and informed decisions about how the new office will meet your requirements, address key drivers and give your business the environment you need to progress. Workplace consultancy provides you with metrics that allow you to create a strategy tailored to your workplace. The statistics will enable you to configure your space to improve the productivity of your staff, strategy to reduce costs, performance of your office space and efficiency of your space plan for future growth.

What’s included

...in a workplace consultancy?

/ Space utilisation study
/ Direct observation
/ Focus workshops
/ Collaborative sessions
/ Interviews
/ Online surveys
/ Day in the life studies
/ Final consolidated report
Change can affect people differently and it is not always something people are comfortable with. Involving staff in decisions is important to achieving a smooth transition into the new office.

Every workplace strategy and change management process should be tailored to your specific needs and not addressed with a blanket approach. This is a way of maintaining positivity and a well-rounded approach throughout the process.

Appointing individuals as project champions creates different focal points for staff across the business and is a team of people who represent their colleagues. These project champions can identify some of the key concerns and offer advice about the office relocation, which helps to maintain interest around the project to keep staff morale high.

Questionnaires, surveys and workshops are also practical ways of engaging with staff at every stage of the project - providing you with valuable, current feedback. Engaging with staff can introduce new ways of working, better retention levels and more open mindsets when setting up in the new space.

91% of staff feel the office environment impacts on their productivity.
Generations in the workplace

With the mixture of both younger and older generations in the workplace, it is important to consider the working styles and preferences of the different generations in your office. There is a combination of personalities in the workplace (introverts, extroverts, ambiverts) and these traits are combined with a mix of generations including Millennials, Gen X and Baby Boomers. Everyone has their own way of working and the workplace should accommodate this combination of working practices.

It is not one size fits all, so be sure to engage your staff and encourage knowledge sharing within the business.

The change management process

Incorporating a change management strategy as part of your office relocation project eases the concerns about changing environments and directly addresses any concerns within the business. This is a continual process that guides staff through the relocation from the early stages of planning and preparation through to moving into the new space. Change management provides people with a stronger understanding of the changes occurring in the business, ensuring the transition to a new office successfully delivers on the business objectives.

Staff engagement

... and how it benefits an office relocation:

/ Value placed on staff opinion
/ More accurate, informative decision making
/ Increased morale and motivation in the office
/ Staff are more receptive to change
/ Shows a willingness to consider ideas from across the business
/ Allows information about the project to be shared more easily
Finding the right office space requires test fits and space plans. Once you have decided on the core requirements of your space, test fits and space plans show you what can be achieved in a certain space.

Finding a new building
Before searching for your new property, analyse your business to ensure your building is the right space for your business.

Your occupancy levels will drive the amount of space you need, but the type of office space is important. You will need to consider any limitations of your space before signing a lease.

There are certain services, such as M&E validation surveys, that your design and build company should offer to ascertain the condition of the building’s services.

You need to know how the building may impact on your plans for your project and consider the condition of the mechanical and electrical services of your space, and the status of your building. If it is a listed building, this will put limitations on the structural changes you can make to the property.

During your property search, make the most of your design and build partner as they can help you find the right office space.

Key advantages of test fits
/ Shows if you can physically fit in the space
/ Allows you to calculate 3, 5 & 10-year projections for the space
/ See the possibilities before you commit to a lease
/ Saves you from paying to break a lease on a space that isn’t right for your business
/ Gives you all the information to make an informed decision
/ Hard facts underpin aesthetics of the property
Test fits

Once you have created a shortlist of properties for your office relocation, test fits will show you what you can do with the space and if what you need can be put into that space. A test fit will give you a better understanding of whether your new office requirements can physically fit into a certain space.

Test fits will validate the mechanical and electrical services of the building and ensure it can accommodate your plans for future growth.

Space planning

Space planning gives you a more detailed look at the possibilities of the office and how the design will populate it. Space planning is another service that most design and build companies will do for free and it should not be overlooked. This will help you imagine what the space will feel like, so you get a better idea of the efficiency and the overall atmosphere of the design.

Your design ideas and individual requirements are then built into the space plan in greater detail, giving you a more realistic concept of what your new office will look like.
07/ Appointing a design & build company

Once you have assigned your preferred design and build partner, you will have a reliable support system to guide you through the decisions relating to your relocation project.

What can your fit-out partner bring to the project?

When deciding on your fit-out partner, it is essential to identify where they can add value over everyone else. This is an exciting opportunity to find a design and build company that will help transform the way your business works.

Design and build companies that have an in-house furniture team, mechanical and electrical experts and other in-house services will be able to assist you with all factors of your project. By having one central team, you can improve communications on your project, making it easier to coordinate the different elements of your project.

In-house teams are also a strong benefit as it means you limit the number of suppliers you need to liaise with. An experienced design and build company provides you with one point of contact, making it easy to manage your project.

Look at their financial credibility and ask for references from clients to get a further insight into the management of their previous projects.

Check what your design and build company can support you with as most will be experienced in dealing with more than just the design of the project. They will be able to save you money through their contacts and speed up your project.

TOP TIP
Always ask questions

You need to be proactive and ask questions of them - what have they done before that is similar to your project, have they worked in the same building before? What can they bring to the project that makes them perfect for the job?

key points to consider

- Ability to stick to budget
- Quality of portfolio
- Previous client references
- Attention to detail
- In-house expertise
- Financial stability
- Synergy with your brand
- Quality of delivery
- Ability to deliver on time
Post-occupancy review

Once you have moved into your space, it is a good idea to carry out a post-occupancy review. This is typically done within the first 6 months of moving to assess the opinions and feedback of staff as well as consider any optimisation or modification to the space.

By reviewing your workplace, you are actively managing its performance and giving yourself an opportunity to adapt and modify the space for the way it is being used.

People evolve in the space and change their behaviour and working patterns. By partnering with a team who will maintain regular contact with you, your business can continue to adopt new ways of working and technologies in your workplace.

Maintaining optimum levels

Preventative office maintenance ensures your building services continue operating at optimum levels and the risk of breakdowns are dramatically reduced. If anything unexpected does happen, your office maintenance team will be able to provide reactive support.

It is a good idea to find a support team that can help you with maintenance and small works once you’ve moved into your space. This will cover you for:

/Post-completion works programme
/Post-occupancy evaluation
/Preventative and reactive maintenance
/Small office works and modifications
We are always available to advise you on how to approach your office relocation and share our expertise on how to manage your project.

If you want to discuss your project over the phone or meet for a coffee, we will help you explore the options available to you.

All our expert teams are in-house. This means that we can provide a fully integrated design solution for your project. We can help with...

/Workplace consultancy
/Change management
/Cat A & landlord works
/Cat B fit out & office design
/Mechanical & electrical services
/Workplace furniture
/Office maintenance

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"Through every twist and turn Peldon Rose brought energy, ideas & professionalism to the table. The end result is an epic piece of pure collaboration"

MOO

"Through the entire 2-year process Peldon Rose stayed incredibly supportive, accommodating and patient with us. At no point did I ever feel pressured"

Bazaarvoice

"I would definitely recommend Peldon Rose, especially for their regular communication and excellent attention to detail"

QGOG

Constellation

"We are currently using Peldon Rose to facilitate our office relocation. An absolute joy to work with. Creative, fun, professional. I am so glad we chose them!"

Food and Drink Federation

"Peldon Rose helped us with our office move 2 years ago in creating a vibrant and flexible space that’s still fresh and loved by staff, volunteers and visitors"

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