

This comprehensive guide includes a **step-by-step checklist** and **expert tips on how to save time, money and effort while creating a high-performing workplace** for your business to prosper and grow.

THE STEP BY STEP OFFICE REFURBISHMENT GUIDE 2024 EDITION



INTERACTIVE CHECKLIST

Interactive project checklist included

Delivering innovative and practical fit-out and office furnishing solutions for the commercial work space.



interior options

LET'S DO

THIS

If your workplace looks tired and outdated, or it needs to embrace a new hybrid work culture, or you simply need to make better use of the space to accommodate the growth of your business - Then you may well be considering undertaking an office refurbishment project.

For a refurbishment project to be successful, systematic planning is key. However, often knowing where to start can be a challenge.

To help you throughout the process, we've put together this comprehensive guide providing you with the best ways for you to save time, money and effort while creating a high-performing workplace for your business to prosper and grow.

We hope you find it useful.



TIME TO PLAN

WE RECOMMEND YOU PLAN 12 MONTHS AHEAD
FOR A PROJECT EXCEEDING 10,000SQ FT.

REFURBISHMENT

CHECKSLIST

To successfully manage your office refurbishment project, manage and tick off each step on this checklist.

We've also added further information for each stage, so you can brush up and ensure everything is in control.

12+ MONTHS

- Identify The Reasons For Refurbishing
- Recruit A Project Management Team
- Create A Workplace Strategy
- Choose A Design And Build Partner
- Do A Quick Budget Calculation

10-12 MONTHS

- Get Quotes And Calculate Costs
- Review Potential Saving Options
- Create Your Project Plan
- Determine The Best Time To Carry Out The Work
- Create A Communication Plan

7-10 MONTHS

- Discuss Plans With Your Landlord
- Execute A Workplace Feasibility Study
- Review Your Storage Needs
- Redesign Your Space
- Think About Sustainability
- Choose Your Furniture
- Review It And Telecoms Requirements
- Review Statutory Requirements

3-6 MONTHS

- Spring Clean Your Current Space
- Create A Logistics Plan
- Consider Health & Safety Scheme

FIT-OUT STARTS (1-2 MONTHS)

- Organise Project Communications
- Evaluate Environmental Policy
- Evaluate Completed Works

FIT-OUT COMPLETES (DAY OF THE MOVE)

- Manage The Finishing Touches



INTERACTIVE CHECKLIST

Interactive project checklist included



VIEW FULL CASESTUDY ONLINE

Click to view full case study online.

YMCA FLAGSHIP BUILDING

YMCA

To embody YMCA's inclusivity and well-being values, we created a biophilic theme, incorporating real preserved foliage ceiling feature and café signage, innovative cladding and bright, welcoming spaces throughout as a fundamental part of the design.

12+ MONTHS

IDENTIFY REASONS

FOR FURBISHING

Pinpointing the reasons for refurbishing your office is vital in guaranteeing that the finished result fulfils your company's needs.

For instance, if you need more hot-desking and collaborative spaces, then the last thing you want to do is create an office with insufficient open-plan communal capacity.

You can identify 'what' is needed when writing your brief by understanding exactly 'why' you're refurbishing.

Remember to identify foreseeable requirements, so your new space can be designed to accommodate the business's future development plans and growth.

SWOT Analysis

For each area to the right, we recommend you compile key questions and a SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis to help you prioritise your exact requirements for your office refurbishment.

SWOT ANALYSIS KEY QUESTIONS

STRATEGY

e.g. Does the current workplace support your business's current and future strategy?

STRUCTURE

e.g. Is how the business is currently organised helping us achieve our vision?

SYSTEMS

e.g. Is our current office tech working for us?

SPACE

e.g. Do we have enough natural light in the office?

e.g. Do we have sufficient communal spacing?

e.g. Do we have enough focused spacing?

STAFF

e.g. Does the current work environment support a positive team spirit?

e.g. Are our staff working well individually and together?

e.g. Do we want to promote hybrid working?

STYLE

e.g. Does the current workplace reflect our brand?

SHARED VALUES

e.g. Do we have a strong business culture?

e.g. Do we want to create a company culture or build on one?

12+ MONTHS

RECRUIT A PROJECT

MANAGEMENT TEAM



You'll want to recruit a strong project management team to manage the project and ensure everything runs smoothly, to timelines and budget.

It's essential to recruit one individual as Project Manager to ensure they oversee that everything stays on track and that the project doesn't suffer from a "too many cooks" fate.

Now you may take the project manager role or choose someone to manage the project. Either way, it's important to realise that the role is a hefty obligation in relation to time and effort, especially if you will continue your regular duties alongside it.

YOUR IDEAL PROJECT TEAM

The team to work alongside the project manager should comprise of key decision-makers from departments that can help ensure critical considerations satisfy their unique requirements and help gain buy-in from the rest of their department.

GOOD TRAITS OF A PROJECT MANAGER

- Senior enough to make decisions
- Has a strong vision for the business
- Is well-respected within the business
- Are good with numbers and budgets
- Has strong organisation & delegation skills
- Are experienced at multitasking
- Is a skilled motivator and communicator
- Known to remain calm under pressure
- And is enthusiastic
- Has experience in similar projects and understands what works

DEPARTMENTS TO INCLUDE

- Managing Director
- Senior Management
- Office Management
- Human Resources
- Facilities
- Finance
- IT
- Marketing
- Operations





12+ MONTHS

CREATING A WORKPLACE STRATEGY



IVAN YOUNG, MANAGING DIRECTOR

Understand current and future needs for your workplace.

Create a workplace strategy to ascertain precisely how much space you currently occupy and forecast how much you'll need for the following five years.

To help with this task, consider undertaking a workplace consultancy. This service can save you thousands in potential savings and help optimise efficiencies in your office by evaluating factors such as space management, human traffic flow, staff interactions, office equipment placement, seating ergonomics and more... all of which will have an important role in the success of your refurbishment project.

[CLICK TO BOOK A FREE INITIAL CONSULTATION](#)

12+ MONTHS

CHOOSE A DESIGN AND BUILD PARTNER

The most significant expense for your project will be your office's design and actual refurbishment. So choosing the right office design and refurbishment company at your project's start to offer advice throughout will be invaluable.

Furthermore, when searching for potential design and build companies, you'll want to establish that they provide all the services you need to save you time, money and the hassle of managing multiple contractors.

While the services listed on the opposite page are essential services, you may want to create a list of needs based on your particular project to ensure your partner can provide a turnkey service.



EXPERT TIP! CREDENTIALS

Ask whether your potential partner is a member of the CHAS (The Contractors Health and Safety Assessment Scheme). This code of best practice ensures the contractor's work is organised and tidy; the company respects the local community, protects the environment, secures everyone's safety on site and places a high value on their workforce.



Does your design & build partners offer...?

Complete project management through one point of contact

Workplace consultancy & space audits to qualify your space needs

Full cost estimates

Space planning service

Interior design service

Fit out and construction service

Furniture selection and procurement

Mechanical & electrical design and installation

HVAC (heating, ventilation and air conditioning)

Plumbing service

Planning permission and landlord negotiations/applications

Health & safety and building compliance

IT & telephony cabling, moving & installation

DO A QUICK

BUDGET CALCULATION

For an initial estimate, below is an approximate cost per sq ft for a commercial refurbishment project.

Level of finishes - Price per sq ft

- Lower budget £40
- Standard specification £50
- Mid-level budget / Enhanced specification £70
- High budget / Premium specification £100

Furniture - Price per sq ft

- Cost saver budget £15
- Standard specification £20
- Mid-level budget / Enhanced specification £25
- High budget / Premium specification £35



EXPERT TIP! CONTRACTORS

Managing a traditional build will involve several contractors, and keeping track of the spending and the timescales for each will be your responsibility.

By working with a design and build company, you'll benefit from just having a single point of contact to manage, and they will be entirely accountable for completing the project on time and within budget.

FULL DELIVERY TEAM, INTERIOR OPTIONS



10-12 MONTHS

GET QUOTES

& CALCULATE COSTS

It's essential to set a realistic budget and ensure that the actual financial impact of the refurbishment is recognised and communicated to the rest of your business.

Be aware of every cost. Get quotes for everything, and then draw up your budget.

Your design and build partner can offer expert advice and guidance on formulating costs to fit your specific budget.

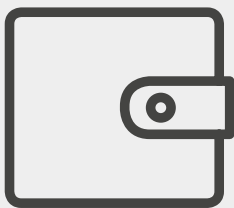
REMEMBER TO INCLUDE THE FOLLOWING:

- Size of the space being refurbished
- Design and fit-out costs
- Purchase of all furnishings and fixings
- Foreseeable changes in your occupancy costs, including energy bills and maintenance costs
- Additional rents (if moving staff out of office during works on site)
- Agents' and lawyers' transaction fees
- Reimbursement of costs incurred by the landlord in drawing up a License to Alter.
- Planning permission fees
- Insurance costs
- Fire plan assessments
- Environmental assessments
- IT and telecoms
- Purchase of new equipment
- Disposal costs of waste, old equipment and furniture
- Moving of cabling and equipment during and after works
- Cost of any additional security
- Temporary storage
- Contingency costs - Budget for contingencies. Budgeting an additional 20% for unforeseen changes and extras is not unusual.
- Dilapidation costs
- Mechanical and electrical costs
- Plumbing costs
- HVAC Upgrade costs. Discuss possible contributions with your landlord.
- Energy performance optimisation costs - Part L of the Building Regulations refers to conserving fuel and power. The regulation was introduced in 2006 to set high standards for the refurbishment of buildings, including new requirements for energy performance ratings, including setting maximum CO2 limits.

10-12 MONTHS

REVIEW POTENTIAL

SAVING OPTIONS



Consult your finance team and tax specialists about where potential savings can be made to help maximise the value of your refurbishment project.

POTENTIAL SAVING OPTIONS

- Landlord contributions
- Leasing options
- Tax breaks
- Capital allowances
- Sustainability allowances
- Enhanced Capital Allowances for energy-efficient or 'green' equipment and products
- 0% business loans (if you're an SME) from The Carbon Trust¹, where your anticipated savings in energy costs fund the loan repayments.



STUART HILL, DIRECTOR (FURNITURE)

EXPERT TIP! GOING GREEN

If planned well in advance, the incremental costs of sustainability can be minimised. However, it could be pricey if going 'green' becomes an afterthought.



LEHN LY, FINANCE MANAGER

EXPERT TIP! TAX BREAKS

It's worthwhile arranging the date of your refurbishment to coincide with your financial year to aid with tax breaks - either spending the budget before the end of one year or having the budget in place for the following financial year. Have a chat with your financial team for more information.



10-12 MONTHS

CREATE YOUR PROJECT PLAN

There will be compelling events influencing the timeline of your project. Work backwards from your move-in date and create a project plan listing all the critical deadlines to meet and set milestones to run with the project.

CRITICAL DEADLINES

- Compelling events
- Critical path timings
- Notice periods (e.g. systems transfers)
- Fit-out contract sign off
- Placement of orders
- Comms room handover
- Fit out completion
- Installations
- Occupation

The following events are critical to your business and the success of your office refurbishment. These events often take a long time to finalise and complete, so make sure you add them to your project plan to provide sufficient time to perform surveys, order items with long lead times and plan when deliveries and installations can be managed, and compliance testing performed.

EVENTS WITH LONG LEADTIMES

- Landlord contributions
- Leasing options
- Tax breaks
- Capital allowances
- Sustainability allowances
- Enhanced Capital Allowances for energy-efficient or 'green' equipment and products
- 0% business loans (if you're an SME) from The Carbon Trust¹, where your anticipated savings in energy costs fund the loan repayments.

When you have worked out your project plan, remember to factor in the holidays and commitments of your key stakeholders. No one will appreciate their holiday being interrupted to sign something off at the last minute.

10-12 MONTHS

DETERMINE THE BEST TIME TO CARRY OUT THE WORK

For most businesses, 'business as normal' must continue even amid a full-blown refurbishment project.

You'll need to decide whether you remain in the office while refurbishment work occurs or if you can arrange for the entire team to work outside the office or just specific personnel to work from home during crucial stages of the refurbishment.

Having the right office design and build partner with experience in carrying out work in a fully functioning office whilst making minimal

disruption will be imperative to ensure your employees and colleagues are not affected too much, if at all, by the refurbishment works.

In addition, using a design and build partner that offers a full turn-key solution will have more flexibility with working out of hours and the ability to coordinate their teams to rotate on a day and night shift to expedite project delivery.

DISCUSS THE FOLLOWING WITH YOUR DESIGN & BUILD PARTNER:

- 1 How much work can be done during office hours, and what needs to be done outside of hours?
- 2 Ask about the other measures they can put in place to minimise disruption.
- 3 How swing space was previously managed on their projects
- 4 How they have successfully deployed a phased refurbishment on previous projects
- 5 If they can facilitate out-of-hours work for the major disruptions (power, data and HVAC-related changes)
- 6 How health and safety will function if your staff remain on-site. Make sure staff can access their workstation without entering the CDM (Construction Design & Management) zone.
- 7 Which facilities won't continue functioning during work (toilets, printers etc.)



10-12 MONTHS

CREATE A COMMUNICATION PLAN

Creating a clear communication plan ensures that everyone is in the loop and on board with the project.

Identify Stakeholders

- Unions
- Regulators
- Parent Company
- Board members
- Department heads

Identify your key stakeholders and manage consistent updates to keep your teams involved in the project. Managing this right will allow them to give you valuable feedback and support during the transition when needed.



6 COMMUNICATION
ACTIVITIES YOU
COULD INCLUDE

- 1 STAKEHOLDER MEETINGS**
Hold regular stakeholder meetings.
- 2 PROJECT WORKSHOPS**
Hold workshops to present design ideas to staff and get their feedback.
- 3 EMAIL NEWSLETTER**
Sending an internal/external monthly newsletter or email updates showing the progress.
- 4 MILESTONE UPDATES**
Create a clear timetable for the project and communicating preparation plans for the next milestone.
- 5 WORKPLACE EMERGENCY PLAN**
Updating and communicating the workplace's emergency plan.
- 6 FEEDBACK PLAN**
Providing a clear path for teams to communicate feedback.



DID YOU KNOW?

The Information & Consultation of Employees Regulations 2004 state that any changes directly affecting staff should be discussed with them.

IVAN YOUNG, MANAGING DIRECTOR

7-10 MONTHS

DISCUSS PLANS

WITH YOUR LANDLORD

You will need your landlord's permission to make changes to the property. Therefore, we recommend you involve your landlord as early as possible, so they are entirely on board with the work you want to manage



License to alter

Obtaining permission to make alterations can prove time-consuming, so you must consult your landlord as soon as possible. Make sure you draw up a detailed License to Alter and that your landlord comprehends the exact changes you're planning. Your appointed design & refurbishment partner can help compile this legal document to cover every element.

Renegotiate lease terms

Your landlord will look favourably at any alterations you want to make that add value. As you'll be adding value to the property, this may be the perfect opportunity to renegotiate your lease by asking your landlord about potential rent-free periods and contributions.

Ask about landlord contributions

Occasionally, a landlord will contribute to refurbishment costs to incentivise you to stay in your current space.

Review dilapidations clauses

If you're going to make modifications to the infrastructure of the building, such as removing or installing new walls, renegotiate the Dilapidations clauses in the terms of your lease to prevent your business from incurring costs later on.

Building alterations

Check with your landlord to see if they plan to make changes to the building, which might impact your project.



[VIEW CASESTUDY ONLINE](#)

Click to view full case study.

EXPERT TIP!

Your legal team and design and build partner can illustrate precisely what's required in a Licence to Alter application.

7-10 MONTHS

EXECUTE A WORKPLACE

FEASIBILITY STUDY

When creating your future workplace, you'll want an environment tailored to your company's objectives, its processes and its people's optimum performance and happiness.

Evaluating your existing set-up through a well-executed feasibility study can save you thousands. In addition, it will help you determine how to accommodate your people and plan for future growth.

Your design & refurbishment partner should research...

1

The number of people/workstations needed

2

The growth rates for each department so they can facilitate accordingly for changes in the space plan

3

Information technology review

4

Examine and review lighting, air conditioning, heating and ventilation systems

5

Style and business branding review

6

Understand the needs of each space, including capacity, usage needs, acoustics and employee welfare for now and in the future.

- Reception areas
- Meeting rooms
- Executive offices
- Presentation suites
- Kitchen/tea points
- Break out spaces
- Comms room
- Copy areas
- Mailroom
- Recycling points
- Toilets and showers
- Other, i.e. trading floor, library

7

How teams and departments work together and how to maximise efficiency and communication

8

Furniture review and understand current and future furniture and storage needs

7-10 MONTHS

REVIEW YOUR STORAGE NEEDS

Storage is often considered at the last moment, usually at the point when you're making furniture decisions. However, addressing it at this late stage can cause organisational issues further down the line.

Here are some points to consider when compiling a coherent storage and filing strategy.

RECYCLING/
BIN STORAGE

PERSONAL
STORAGE
(DESKS, PEDESTALS)

RECEPTION
STORAGE

DOCUMENT
STORAGE

OFFICE SUPPLY
STORAGE

CLOUD
STORAGE

HOUSEKEEPING
(COAT RACKS, LOCKERS)

KITCHEN AREA
STORAGE

OFFSITE
STORAGE &
WAREHOUSING

SECURE
STORAGE



BISLEY FILING + STORAGE



VIEW STORAGE
SOLUTIONS ONLINE

7-10 MONTHS

THINK ABOUT

SUSTAINABILITY

Sustainability isn't just reserved for new offices. You can do plenty within an existing space to make it more environmentally friendly.

- 1 Don't forget to include recycling points in your office design.
- 2 Maximise natural light through daylight-capture systems and clever space planning.
- 3 Invest in furniture, fixtures, fittings and flooring made with predominantly recycled material.
- 4 Use paints low in VOCs² and other toxins.
- 5 Install a wireless sub-metering system to monitor the businesses energy use.
- 6 Think about aiming for a BREEAM® or other environmental rating.
- 7 Review energy-efficient options when replacing lighting, heating or ventilation systems.
- 3 Invest in desktop energy reduction technology to save energy used by computers and peripherals
- 4 Only use FSC3-certified timber.
- 5 Remember to find out if your design and refurbishment partner or/and your contractors take sustainability seriously. Find out what steps they will take to reduce



DON'T FORGET!

Talk to your office design and refurbishment partner to optimise your office fit-outs sustainability. They should be able to advise you on what's possible.

KAREN RICHARDS, PROJECTS ADMINISTRATOR



KATIE HARDY, HEAD DESIGNER

EXPERT TIP! M

Try to work your space plan around the location of air-handling units can be costly, so plan meeting rooms around what's already in place to stay within project timescales.

7-10 MONTHS

REDESIGN YOUR SPACE

Now comes the fun part. The design phase is where you'll explore, with your design and build partner, how you want the space to look and feel and how you need it to support all the objectives laid out in your feasibility study and workplace evaluation.

- Create mood boards and colour schemes to find the right look and feel for the business and brand identity
- Undertake surveys and workshops with staff to gather their views and obtain their buy-in to the new look.
- Build a physical brand identity that permeates the space
- Consider contemporary work practices and styles
- Look at the best way of optimising the space
- Look for ways of maximising sustainability and energy efficiency
- Arrange for 3D visualisations and walkthroughs
- Produce a complete layout of the space, including all rooms and furnishings, IT and M&E
- Ensure that your designs are compliant with all regulations, particularly
- The DDA
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The CRC Energy Efficiency Scheme



[CLICK HERE TO BOOK YOUR FREE DESIGN CONSULTATION WITH INTERIOR OPTIONS.](#)

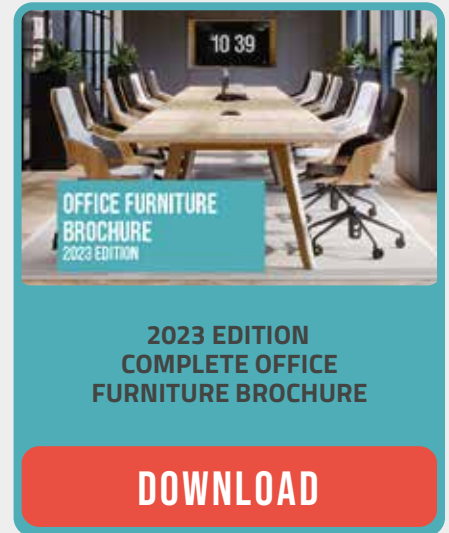
&E

the existing M&E. Moving
plan your offices, people and
ly there to reduce costs and



7-10 MONTHS

CHOOSE YOUR FURNITURE



Before you make any purchase decisions, take a long hard look at your existing furniture, and consider if reusing is an option. Reusing what you have may just be a cost-effective and viable option.

If you need to purchase new furniture, consider the following points to ensure you make the right furnishing choices.

- Is the quality of the furniture acceptable for your money? The cheapest option isn't always the best in the long run.
- Is the furniture practical for everyday work?
- Is the furniture covered by a warranty?
- What are the delivery and assembly costs?
- Are the chairs ergonomic?
- Does the style work with your existing or new computers and other equipment?
- Do you have enough storage?
- Can you visit a showroom?
- Can you get product, material and finish samples?

Consider Ergonomics

Ergonomics and health and safety are often overshadowed by style and cost when it comes to furniture. So before finalising your furniture choices, take a long hard look at the desking where your people will spend extended hours in the same position and consider ergonomic desking solutions. Their comfort will not only improve their well-being and productivity but also incentivise them to choose to work in the office over home.



STUART HILL, DIRECTOR (FURNITURE)

EXPERT TIP! BUYING POWER

Your design and build partner must be large enough to have significant buying power with furniture manufacturers. Otherwise, your furniture order could get delayed and compromise your project completion.



VIEW FULL CASESTUDY ONLINE

Click to view full case study online.



OCADO CAFÉ

The central atrium café had a calming biophilic theme with feature moss walls, natural materials and natural light that cascaded through to the outdoor area.



OCADO CAFE REAR VIEW.



OCADO CAFE FRONT VIEW.



LOUNGE SOFT SEATING AND COLLABORATION AREA.



OCADO INDIVIDUAL GLAZED OFFICES.



ATTRIUM TO OCADO HQ.



OCADO MINIMALIST RECEPTION.

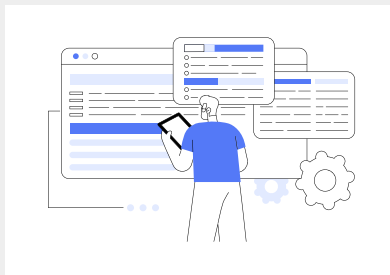
7-10 MONTHS

REVIEW IT AND

TELECOMS REQUIREMENT

Relocating or refurbishing your business can pose the perfect opportunity to review your IT and telecoms infrastructure and **make your business run as efficiently as possible.**

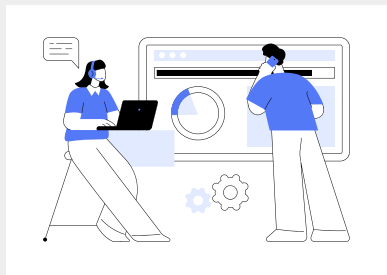
If you're considering updating your IT and telecoms system for your new space, it will be vital that you remain connected to your customers and suppliers throughout your transition.



Audit all equipment

We recommend you audit all equipment, review current needs, consider potential future growth and then comprehensively plan your transition, keeping everyone in the loop and minimising any disruption to the business.

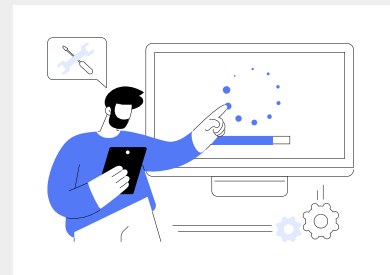
- Hardware
- Software
- Servers
- Storage
- Networking devices



Plan to transfer equipment

Then plan how you will transfer equipment and ensure you relay any downtime to your customers and people well in advance.

- Phone lines
- Phone numbers
- Internet connections
- Migration of data
- Servers



Essential office technology

Finally, assess how the update will impact essential office technology and ensure any downtime is relayed to those customers who rely on the technology and your people.

- Essential office technology
- Power, data and ethernet points
- Printers and photocopiers
- Audio-visual systems
- Space booking systems
- Log in / out systems
- Comms and server rooms
- Backup generators
- Cabling and wiring



Before you sign-off your IT and Telecoms transition plan...

Check with your office refurbishment and build partner that works to be managed are planned alongside the refurbishment.

EXPERT TIP! SYSTEM EXPERTS

Selecting an office refurbishment and build partner with experience upgrading IT and Telecoms systems will make the audit and implementation process much more manageable. In addition, it will be far easier to deal with one company rather than several to schedule work and reduce office disruption.

PAUL BUTLER, SENIOR PROJECT MANAGER



Ensure your assets meet statutory compliance

7-10 MONTHS

REVIEW STATUTORY REQUIREMENTS

If you own or manage a building in the UK, you have a duty of care to ensure your assets meet statutory compliance.

Therefore, records must be kept to record any maintenance or alterations and ensure current regulations are followed and any deviations are addressed.

Your design and build partner and legal team will be able to step you through this process and ensure you understand the technical information needed from your workplace to comply with government and local authority regulations.

Statutory requirements to consider;

- The Regulatory Reform (Fire Safety) Order 2005
- The Electricity at Work Regulations 1989
- Health and Safety at Work Act 1974
- The Gas Safety Regulations 1998
- The Control of Substances Hazardous to Health Regulations 1988
- The Control of Asbestos Regulations 2012
- The Energy Performance of Buildings Regulations 2007
- The Fluorinated Greenhouse Gases Regulations 2015
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- The Dangerous Substances and Explosive
- Environmental Protection Act 1990.
- Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 2013.
- Construction (Design and Management Regulations) 2015.
- Provision and Use of Work Equipment Regulations 1998.
- First Aid at Work Regulations 1981.
- Personal Protective Equipment at Work (Amendment) Regulations 2022
- Health and Safety (Signs and Signals) Regulations 1996.
- The Workplace (Health, Safety and Welfare) Regulations 1992.
- Manual Handling Operations Regulations 1992
- Work at Height Regulations 2005 Atmospheres Regulations 2002 (DSEAR)
- Used Building Consent
- Local Authority Consent
- Listed Building Status

3-6 MONTHS

SPRING CLEAN YOUR CURRENT SPACE

Now is the right time to do a spring clean of the workplace, just before the refurbishment team starts work.

- Provide additional recycling and bin areas to clear out space.

Get departments to;

- Dispose of any unwanted items and junk.
- Securely dispose of old and un-needed files.
- Scan documents if a hard copy is no longer needed.
- Recycle or donate unwanted furniture and equipment.

3-6 MONTHS

CREATE A LOGISTICS PLAN

Relocating your personnel and assets can be problematic while works are underway. Whether you're refurbishing while in occupation or moving into a temporary space, **you'll need to consider how to manage the process.**



Storage and removals

Make arrangements with removal companies. Consider your long-term and short-term requirements for offsite storage and assess any archiving requirements.

Fit-out and delivery access and parking

Ensure the fit-out and delivery teams can access your site - including when work is carried out on weekends or evenings.

Make sure there is sufficient parking space, and consider where your staff will park if the fit-out teams



IT and Telecoms

Do you need to speak to the IT and Telecoms company regarding the movement of technical equipment?

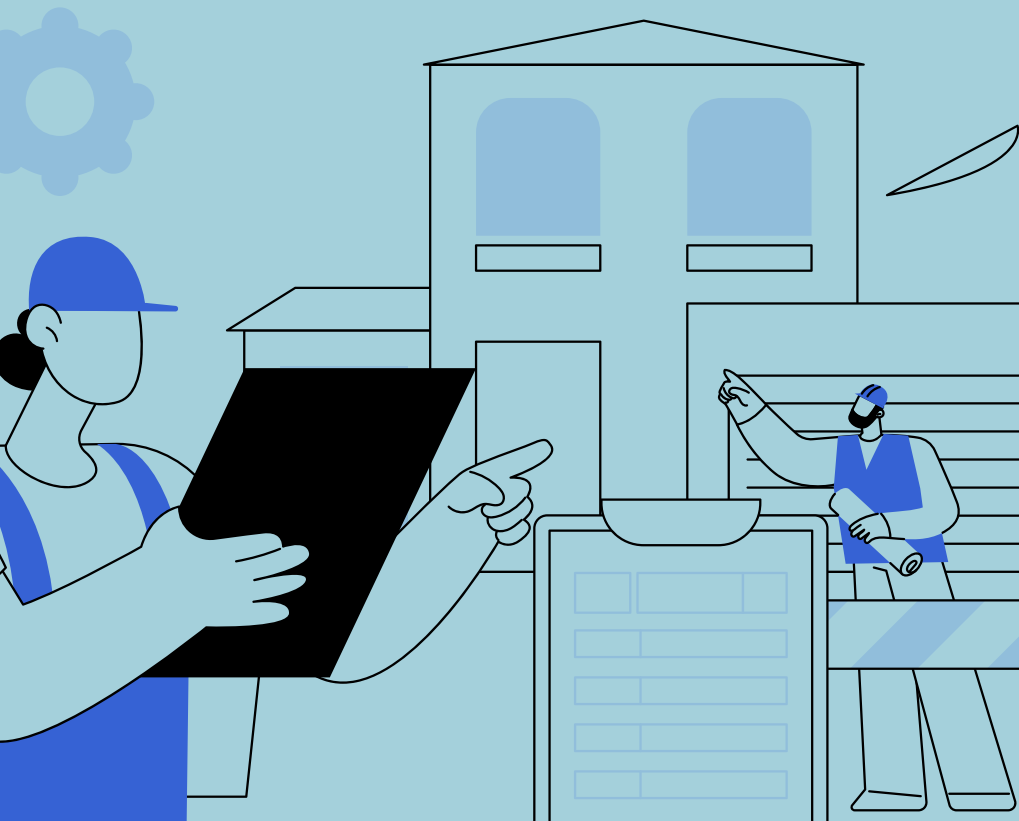


3-6 MONTHS

CONSIDER YOUR HEALTH & SAFETY SCHEME

Construction, Design and Management (CDM) Regulations mean that the management of the project's health and safety is your responsibility.

While some of the involvement can be transferred to your principal contractor, following the correct procedures to limit liability is essential- especially if your staff remains in occupation during the works.



**HEALTH & SAFETY
ACTIVITIES WE
RECOMMEND YOU
MANAGE**



- 1** Appoint a principal designer and principal contractor in writing.
- 2** Review your final designs with a CDM coordinator.
- 3** Review the new building's compliance and health & safety documentation.
- 4** Ensure all contractors on-site are fully insured, inducted, monitored and appropriately qualified.
- 5** Create a construction phase plan with your principal contractor.
- 6** Consult with your health & safety representative and ensure staff are considered during the works and when moving in.



MITSUBISHI ELECTRIC

MAY 2023



VIEW CASESTUDY ONLINE

Click to view full case study.

FIT-OUT STARTS (1-2 MONTHS)

ORGANISE PROJECT COMMUNICATIONS

Once your space design is complete and you've agreed on a timeline, your fit-out team will begin preparing for work on-site.

To manage this process, we recommend you:

- Open clear lines of communication and a chain of command
- Hold weekly progress meetings to review the programme
- Hold weekly site visits with the project team

Communicate with stakeholder

In some instances, it's the law to inform stakeholders about any direct changes involving your staff.

Make sure you keep everyone in the loop, including;

- Regulators
- Department heads
- Parent company
- Unions
- Staff
- Board members

Weekly site visits with the project team

Organise weekly site visits with the project team to review your programme and ensure the work is performed to a high standard.

The agenda for these meetings should include the following;

- Review of previous visits
- Design changes
- Variations with allocated costs
- On-site health and safety amendments
- Environmental and disposal concerns
- Review of programme
- Review of space and any faults that need to be rectified
- Review of finishes

Progress meetings to review the programme

Organise a communication plan for staff, customers, neighbouring tenants and service providers to ensure everyone is in the loop.

The agenda for these meetings should include the following;

- Review of programme
- Design changes
- On-site health and safety amendments
- Environmental and disposal concerns
- Finishes
- Community feedback





FIT-OUT STARTS (1-2 MONTHS)

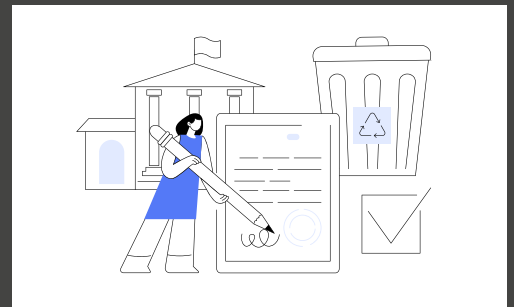
EVALUATE

ENVIRONMENTAL POLICY

UK planning and environmental law require you to record any waste

Confirm with your fit-out partner how they intend to separate their hazardous materials and correctly dispose of them. Again, this is an excellent opportunity to maximise the recycling and reuse schemes.

IN 2020
**6.1 MILLION TONNES
OF WASTE WENT TO
LANDFILL SITES**



**43.9 MILLIOIN TONNES OF
COMMERCIAL WASTE**

The UK Generated 43.9 Million Tonnes Of Commercial & Industrial Waste In 2018. ...



**2.5 MILLION METRIC TONS OF
PLASTIC PACKING GENERATED**

2.5 Million Metric Tons Of Plastic Packaging Was Generated In 2021. ...



**63.2% PACKING WASTE
RECYCLES**

In 2021 63.2% Of UK Packaging Waste Was Recycled. ...

FIT-OUT STARTS (1-2 MONTHS)

EVALUATE

COMPLETED WORKS

After work has been completed on-site, it's crucial that you give yourself ample time to **inspect and evaluate** your space thoroughly and that there is sufficient time to resolve any flaws/issues.

We recommend you create a snagging report for each room covering the points to the right and any other items related to the completed works.



COVER THESE ITEMS IN YOUR SNAGGING REPORT

- 1 Is the room/area clean?
- 2 Have all protective covers been removed?
- 3 Carpets and floors - Are there any stains or scuff marks?
- 4 Are all the treads even and level on the staircase/steps?
- 5 Is there any surface cracking on the walls and ceilings?
- 6 Are all the glass screens and windows clean and fitted correctly?
- 7 Do all the doors and windows open and shut correctly?
- 8 Does the room have good acoustics? (Some rooms may require more privacy to hold confidential meetings)
- 9 Are the seating/tables and all furniture items all accounted for?
- 10 Is the HVAC systems operational?
- 11 Are all the appliances fitted and working?
- 12 Do all the light bulbs work?
- 13 Do the fire and intruder alarms/ video work correctly?
- 14 Is the signage in place?
- 15 Are the door signs correctly labelled?

FIT-OUT COMPLETES (DAY OF THE MOVE)

MANAGE THE FINISHING TOUCHES

Congratulations, you've completed your office refurbishment!

We hope you take pride in a job well done and that the experience and finished results are outstanding.

Here are your final few checkpoints to cover.

- Provide welcome packs for your staff
- Take photos of your new space to support marketing, including social media.
- Arrange training for staff on new furniture and equipment.
- **Celebrate!!!**

**WE HOPE YOU'VE FOUND OUR
GUIDE HELPFUL WHEREVER
YOU ARE IN YOUR OFFICE
REFURBISHMENT JOURNEY.**

TESTIMONIALS

ABOUT OUR SERVICES

Customers that choose to work with us will find they receive big company professionalism that comes with many **years of experience**, along with the **flexibility**, **excellent service** and **value for money** that we offer as an sme.



I want to thank you and all your sub-contractors for the hard work and support throughout this build. I appreciate how reactive and solution-based you've been to our ever demanding issue.

BUILDING TECHNOLOGY ENGINEERING PROJECT MANAGER - OCADO



I just want to say a massive thank you for the work your team has done. I was so excited to see it that I popped in yesterday as I couldn't wait until today. You've really gone above and beyond and the extra finishing touches you've added are really appreciated by us and the rest of the team.

LUCY ROE - THE LIVING ROOM



As always.....Great Job, many thanks for your assistance, consideration and support, many thanks also to all involved, Katie, Stuart and the chaps at the front end.

It's been great working with you guys and I have had a lot of positive feedback on the office.

PETER WASHINGTON & MARK MAYNARD - PIB INSURANCE



interior options

01582 766 766

sales@interior-options.com

Interior Options,
Units 17 & 18 Home Farm,
Luton Hoo Estate,
Bedfordshire, LU1 3TD



Delivering innovative and practical fit-out and office
furnishing solutions for the commercial work space.

