

---

# How To Plan A **STRESS FREE** Office Relocation

---



tru**space**

creating room  
for success

# Welcome!

---

Moving office can be a very exciting time for a company, but the process can also be disruptive and time-consuming *if proper planning isn't undertaken*. Three-quarters of small and medium sized companies in Canada put off relocation due to the associated stress, and an average of 7.5 days can be lost as a result of moving.

Relocating an office can have a detrimental effect on a business if it is approached with little thought put into it. Not only do you need to consider the needs of the business itself, but it's also important to understand how the move will affect employees and the clients you are currently working with. There are also likely to be lots of logistics involved in moving equipment and people from A to B, which can be stressful for everybody involved.

Clearly, a well-designed office space will help improve employee productivity, increase your ability to attract and retain key people and, more importantly, increase profits.

However, the process doesn't need to be a disruptive experience. Consider an office move to be something like staging a war or wedding - where planning is the key to success. You will need this handy guide to get on the right track with your office relocation.

---

## Table of Contents

Welcome.....	2
Plan Ahead .....	4
Appoint A Project Leader .....	6
Involve your Staff.....	7
Formulate An Office Budget.....	8
Develop Your Company's Outline Brief.....	10
Defining Your Location.....	12
The Office Space Itself .....	14
Consider Sustainability .....	18
Choosing A Fit Out Company ...	20
Feasibility Study.....	22
The Importance of Good Design.....	24
The New Office.....	26
Take IT Into Consideration .....	28
Office Furniture.....	30
Storage Considerations.....	31
Organize The Relocation.....	32
Enjoy Your New Office Space..	34
Case Studies .....	36

A top-down view of a wooden desk. In the top right, a portion of a silver laptop is visible, showing keys like 'tab', 'caps lo', and 'sh'. Next to it is a small green succulent in a pot. In the center, a pair of black-rimmed glasses lies horizontally. In the bottom right, a white mug with a yellow handle is filled with dark coffee. The wood grain of the desk is prominent throughout the image.

# Plan Ahead

---

As we mentioned in our introduction, an office move is a major change, losing the familiar and facing the unknown and needs proper planning. There are many moving parts you have to consider when you are looking to move office - which is why, for many people, moving office is ranked as one of the most stressful events you can undertake. It doesn't have to be that way, you see, just like any other monumental task in life, an office move can be broken down into a series of small tasks and checks.

By making intelligent use of project planning documents, such as spreadsheets and office checklists, they will not only help plan out your office move but will also act as a guide to carrying out the many responsibilities that come with moving.

“If you fail  
to prepare,  
you may well  
be preparing  
to fail.”

# Appoint A Project Leader

---

Ideally, when looking to relocate your office, you should appoint an individual to coordinate and oversee the project to ensure it goes smoothly, is delivered on budget and brought in on schedule as agreed. Typically, depending on the size of the company, your facilities manager would undertake this role.

Whoever you pick, it is important that he or she is familiar with your organization, can communicate with management and other key employees and, most importantly, has the available time to push the project forward from planning through to completion and has the authority to make important decisions.

**“A good  
plan today  
is better  
than a  
perfect  
plan  
tomorrow.”**

~ PROVERB

# Involve your Staff

---

Engaging your staff when moving office is an important part of achieving a successful office move. It's a fact of life that people who feel involved in a process will feel more invested in it than when they feel neglected or secluded.

Having a representative from each department as part of an "internal office move team" can be a good idea, ensuring you hold regular meetings with them where you can involve them in each stage of the office move.

There is a key operational benefit for doing this - they will act as "champions" for the respective departments and also will let you know of any issues about their area of expertise before the office move. Ideally, they will also be able to contribute to the design and development process to improve productivity for the employees in their department. Ideally this team meets in person on a regular basis to ensure the project is moving forward.

# Formulate An Office Budget

---

Your office relocation can be one of the most costly events your business will spend in many years. Although some aspects of it are much simpler to budget for accurately, there are lots of expenses that are hidden in the dark waiting to reveal themselves, and it is these great unknowns of a typical office renovation that consistently cause companies to go over budget, sometimes massively so.

You can drastically reduce the likelihood of budget surprises by partnering with a professional office build team from the outset. Companies like TruSpace owe their success to the accuracy with which we can produce budgets and then stay within them.

An office renovation budget should always have a contingency for unforeseen issues or elements of the project you may wish to adjust during the process. When you have a firm budget in place, be sure it includes professional fees, any new IT infrastructure costs, furniture, telecoms, insurances and even room for a marketing and PR fee to announce your company's incredible new working environment.



**Through their years of experience performing hundreds of office design build projects, TruSpace has a series of checklists in place to ensure every aspect of your office renovation or relocation has been accounted for and thought about.**



# Develop Your Company's Outline Brief

---

A successful working environment doesn't just happen by magic; it is the result of an intelligently planned workplace. The first step in achieving this goal is to prepare a clear outline brief for the project. This brief will lay the foundation to ensure your project is a success and ensure the development of a truly successful workplace.

What to include in the brief? Start with identifying your present working practices and company culture. It should communicate the background, objectives, and aspirations of your business and determine the timelines, short, medium and long term that you have set to reach those goals.

The ideal outline brief should strike a balance between corporate objectives and the goals you are looking to achieve in your workplace.



Corporate objectives are the results you hope to achieve and maintain as you run and grow your business. These should include profitability, productivity, core values, and marketing. Well-chosen goals and objectives point a new business in the right direction and keep an established company on the right track.

Effective workplace goals need to be both aggressive and realistic. The best goals are those that motivate your team without discouraging them from trying. Focus on the objectives such as productivity, employee well-being and ensuring their office surroundings allow them to do the best job possible they can, both as individuals and in groups. Be sure to include operational objectives such as IT, storage and maintenance.

A good way to look at the brief is to view it as a small-scale road-map that anticipates and addresses all the possible twists and turns of the project.

# Defining Your Location

---

## **Consider Your Employee's Commute**

If your employees have a rough commute to work, they may arrive in a bad mood before they even start their work day. Consider the potential transport options that are involved in getting to the new office location including public transportation, traffic patterns, and potential major road closures.

## **Access To Amenities**

Beyond the office, ensure your staff has access to coffee shops, restaurants, sports and cultural venues that facilitate informal meetings, networking and entertaining.

Are there lots of places to eat close by? Will staff have to travel long distances at lunchtime? Are there dining in and take out options?

## **Consider Your Neighbours**

It's also important to consider your potential neighbours, in and out of the building. Are they competitors? Could they cause problems for your employees and clients? Will you be fighting with them over parking spaces and noise?

## **Meeting Clients**

Your employees will need to regularly visit your client's offices (and vice versa) so you should consider this when seeking out a new office space. If your new office is a long way from your target market, your salespeople may spend more time on the road rather than meeting with clients.

## **Get To Know The Neighbourhood**

Every area has good and bad neighborhoods, and the reputation of the area where you are looking to base your office can have a big impact on the way your clients will view your business. Your employees and visitors will have a better sense of security and visitors will feel safer if the area is known to have a good reputation.

Employees spend more than 8 hours a day at the office, so it is important that they feel secure in the neighborhood they work. Assess the route your employees will take to and from work, especially if they are walking.

**By considering all the options from the very beginning when looking for a location, you'll be able to find an inspiring, cost effective office space that is right for your business.**

# The Office Space Itself

---

In addition to the location there are also many considerations you should be aware of when thinking about the office building itself. This will help avoid any potential problems before they happen.

## **Access At Night And The Weekend**

If you have staff who are likely to need access to the building outside of the typical working hours you will need to assess how easy it is for them to gain access. Is it possible to work at the office at night and on the weekends?

## **Building Age**

If the building is older it can require a higher degree of maintenance to keep everything running smoothly. This can cause disruptions to staff and potentially close down parts of the office. Ask the landlord how old the property is.

## **Building Regulations**

Does the building meet current regulations or will certain features need upgrading like lighting, heating or ventilation? If issues arise in these areas it can add substantially to the final cost.

## **Building Security**

You should look over the building for potential security issues. Will you need to add additional security to certain areas? Has there been any recent break ins? Are doors, windows and skylights in good working order and secure?



Moving offices can kick-start a company into assessing the way it operates; it can motivate and encourage performance; alter the public, employee and customer perception of the business; and open up ways in which you can cut back on costs.



“Expect the best,  
plan for the  
worst, and  
prepare to  
be surprised.”

~ Denis Waitley

## **Leave Room For Growth**

Does the building have enough room for growth in the future? It would waste considerable time and money if you were to undertake a large move, only to discover another move is needed because of the how quickly your company is expanding. Does the new work space have room factored in for future growth? Our detailed workplace consultancy can answer that question for you.

## **External Noise**

Is the office close to a highway or are there construction sites close by? Are the windows double or triple glazed to block out noise? If you have neighbours, are the walls thick enough that you won't hear them?

## **Internal Noise**

One of employee's biggest complaints is too much noise in the office space. Assess the acoustics of the office space. If there is a large amount of echo it could become frustrating for employees who are just looking for a quiet place to work.

## **Access To Natural Light**

Countless studies have shown that employees who have access to natural light and outside space are happier and generally more productive in the workplace. Make sure there aren't any other buildings that may be going up around your potential new office space that could obstruct the view.

# Consider Sustainability

---

Sustainability is at the forefront of many business considerations today, with standards rising higher and higher as it becomes more important to business owners, employees, regulating bodies, and the public. Steps can be taken at every level in favor of more eco-friendly choices, from your business practices to the furniture you buy, to the type of light bulbs you use.

Especially in older buildings that may not have been constructed to current sustainability standards, renovating can improve your office's footprint across the board. Think regarding choosing sustainable building materials, installing more efficient lighting or high-performance windows, and solutions for improving efficiency in heating, cooling and energy use.

All of these can help your organization reach its long-term sustainability goals while meeting building regulations.

Sustainable construction makes things better for future generations by reducing waste and maximizing resources, and it also brings additional benefits. Saving the planet can help you save some money, too. In many cases, retrofitting an existing building can be more cost-effective than building a new facility(1), and things like energy efficient lighting and heating can reduce your utility costs greatly. For example, simply switching the kind of light bulbs you use and installing automatic dimmers can save you thousands on your electricity bill each year.

Sustainable construction can also be great for your public relations because it lets your clients and customers know that you value the same things they do. And if your renovations qualify you for LEED Certification – the industry benchmark for sustainable construction – that’s a huge selling point for potential business partners, clients and customers.

(1) <http://www.queenscollege.ca/retrofitting-buildings-and-cost-savings/>

**An office  
relocation is  
an excellent  
opportunity  
to make the  
transition  
to a more  
sustainable  
office.**

# Choosing A Fit Out Company

---

When you consider all of the potential benefits of an office interior renovation, you can see how your investment can be more than worth it. To be sure you're taking advantage of every possible improvement, it's important to work with an expert design and build firm that takes a hands-on approach from the beginning. Taking the time to learn about your key business functions, company culture, and your goals for the future is just as important as having advanced project management skills and access to modern office furniture.

A firm with the right approach can design a strategy for your office interior that's built around how your team works while optimizing the use of space, which will be more supportive of your business goals than the traditional office cubicle cluster under headache-inducing fluorescent lighting.

There are several ways an office build design company will help you find the office space that will most suit the needs of your company:

### **Workplace Consultancy**

This will help you to identify how much space you need and how it should work for your business.

### **The Cost Of The Office Build**

This allows you to begin drafting a full budget for the project. Knowing how much the project is going to cost before signing will help you negotiate your lease.

### **Concept Drawings and 3D Virtual Tour**

So you can get a feel of how the work space will look.

TruSpace has been building sophisticated office spaces now for over 30 years. We design and build office environments where businesses thrive. When you work with us, you get to tap into our modern interior design sensibilities and also benefit from our streamlined approach.

# Feasibility Study

---

A comprehensive feasibility study will help you determine how much office space you will require currently and look at what you will need in the future as your company continues to grow.

The study assesses how much space you need, looks at how your departments work together and how each space in your workplace is been utilized by your staff.

This type of study can take considerable time and effort to undertake, however, an experienced office build company like TruSpace can quickly and efficiently develop this study for you.

We understand a well-designed office interior should accurately mirror your core values, business objectives and boost employee productivity by up to 25%. Our team of professional commercial interior designers specialize in creating cutting edge, cost effective design concepts that your people and business deserve.

We're here to help you identify the shortcomings and opportunities of your existing workspace and the implications, limitations and adaptability of any office relocation you might consider.

A modern office interior featuring a red ergonomic chair in the foreground, a stone fireplace wall on the right, and a blue reception desk in the background. The ceiling has recessed lighting and a circular light fixture.

“Our workplace consultants take the time to gain an in-depth understanding of your business - from its needs and aspirations to its people, culture, existing systems, policies, and technology. This allows us to form a detailed design brief for your new office space.”

~ Russell Devenish

# The Importance of Good Design

---

Good office design can not only help support your company, but it can also enhance it in many ways and is a key driver in the success of your business. Think about it this way; the average employee spends a significant amount of hours each day in the office. Therefore, it is essential that the workplace surroundings fits the purpose of your business, supports the needs of your employees and is also comfortable, looks great and is a warm, welcoming environment for guests and clients.

Designing and building a new workspace yourself can be a daunting prospect which requires a lot of time, thought and consideration to ensure it goes successfully. It is therefore highly recommended that you seek out an experienced design and build company, with in-house designers and project managers who can work with you through the entire process.

## HERE ARE THREE KEY BENEFITS OF GOOD OFFICE DESIGN:

---

### **1. Increase Employee Morale.**

A well-designed office space can boost employee morale and well-being by providing them with comfortable breakout spaces where they can relax and interact more casually with one another.

### **2. Business Performance Boost**

For companies who rely on employee output, good office design is crucial. If your employees are happy and satisfied at work, their productivity will increase.

### **3. Enhance Your Brand and Core Values.**

Good office design will also boost your business brand and core values. Having a visually appealing, inviting office space can go a long way when welcoming potential clients and business partners and helps to reinforce your brand's uniqueness.

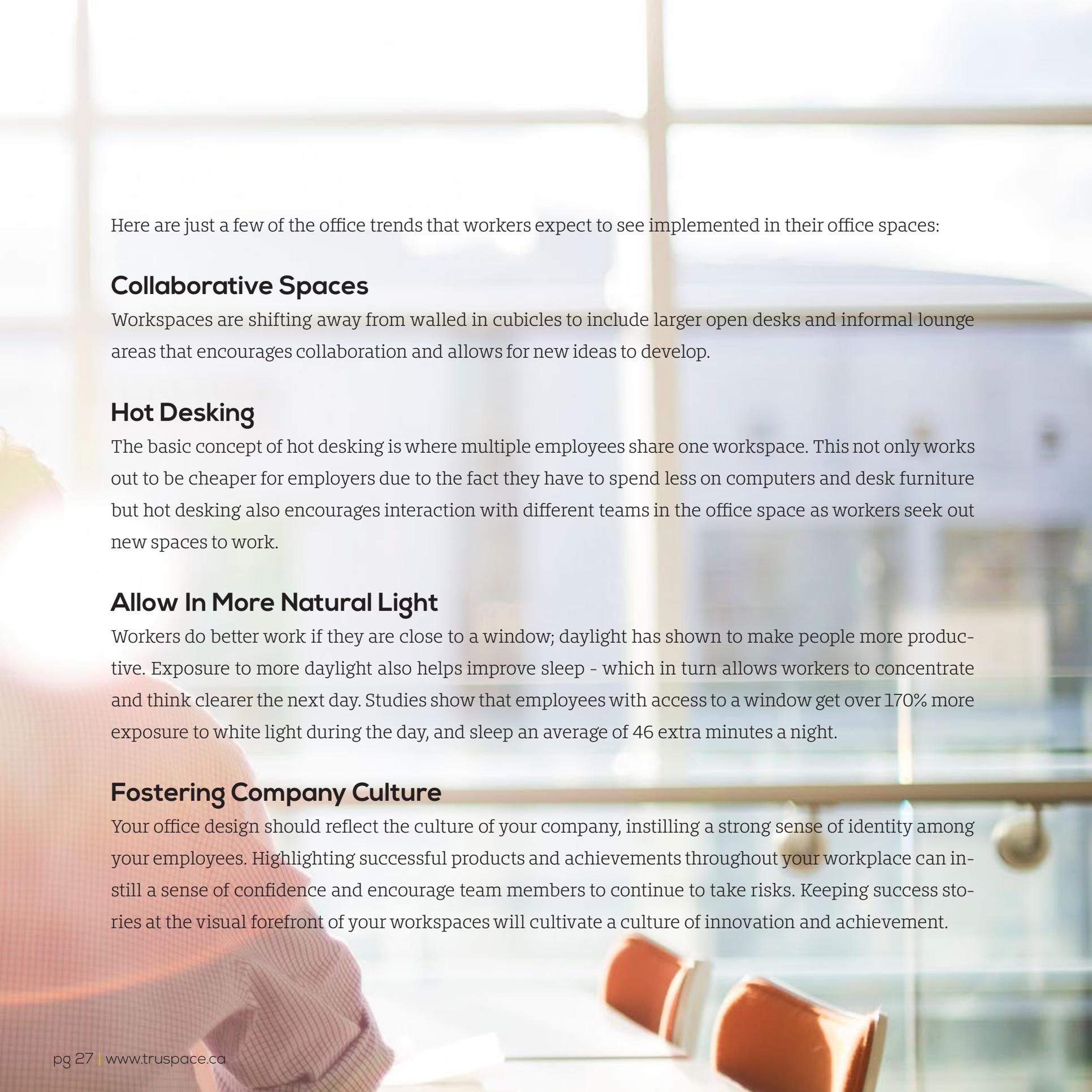
**Office design – and the workplace culture that drives it – is in the midst of a paradigm shift.**

## The New Office

---

As more and more millennials and younger workers enter the workforce directly from college, they are starting to demand a new type of work environment that allows for and encourages the same flexibility and movability they had while in the education system.

However, it's not just the younger workers that are asking for changes in the workplace, employees of all ages are seeking offices that encourage health and wellbeing - which means saying goodbye to cramped cubicles and windowless offices.



Here are just a few of the office trends that workers expect to see implemented in their office spaces:

## **Collaborative Spaces**

Workspaces are shifting away from walled in cubicles to include larger open desks and informal lounge areas that encourages collaboration and allows for new ideas to develop.

## **Hot Desking**

The basic concept of hot desking is where multiple employees share one workspace. This not only works out to be cheaper for employers due to the fact they have to spend less on computers and desk furniture but hot desking also encourages interaction with different teams in the office space as workers seek out new spaces to work.

## **Allow In More Natural Light**

Workers do better work if they are close to a window; daylight has shown to make people more productive. Exposure to more daylight also helps improve sleep - which in turn allows workers to concentrate and think clearer the next day. Studies show that employees with access to a window get over 170% more exposure to white light during the day, and sleep an average of 46 extra minutes a night.

## **Fostering Company Culture**

Your office design should reflect the culture of your company, instilling a strong sense of identity among your employees. Highlighting successful products and achievements throughout your workplace can instill a sense of confidence and encourage team members to continue to take risks. Keeping success stories at the visual forefront of your workspaces will cultivate a culture of innovation and achievement.

# Take IT Into Consideration

---

IT is moving at a breakneck pace, and it is not uncommon to see hardware become outdated in less than 36 months.

Often the greatest barrier to technological advancement within an organization can come from a reluctance to challenge the present IT strategy, and to remain operating the way an organization has always operated.

Steve Ballmer, who was once CEO of Microsoft said “The number one benefit of information technology is that it empowers people to do what they want to do. It lets people be creative. It lets people be productive. It lets people learn things they didn’t think they could learn before, and so in a sense, it is all about potential.”

Work with the IT team and find out what technology the new office needs to fully support the way your colleagues work. Think about computers, printers, visitor services, audio visual equipment, comms rooms, wireless networks, and audio or video conferencing facilities.

It’s easier to get your technology needs in place right from the beginning, rather than trying to accommodate additional computers once the office design has been completed.



"The number one benefit of information technology is that it empowers people to do what they want to do."

# Office Furniture

---

Studies show that ergonomic furniture and equipment increase productivity and employee satisfaction. 62% of US workers state that they would be more motivated if their employers made an effort to improve workplace surroundings, and 25% of them found their workplace to be “gloomy or depressing.”

Not only do employees suffer less eye strain, back and neck discomfort, and carpal tunnel and other repetitive injuries, but they also feel valued by a company willing to invest more in their health and well-being. Replacing chairs that contribute to back strain and spending a few dollars per employee on ergonomic keyboards and glare reducers produces a great return on investment.

Relaxation rooms, games rooms, and multipurpose rooms are also becoming more common in modern workplaces. By offering spaces that have sofas, couches and coffee bars you encourage employees to break away from their desk and engage with their fellow workers in less formal settings.

Just as you expect to occupy your space for 5 - 10 years you will want your furniture to last that long and be adaptable to your expansion plans. Your office build partner should offer an in-house furniture division that can source a broad range of office furniture products.

# Storage Considerations

---

Having more than enough storage is important in a professional work environment. If workers have to leave paperwork and other items on their desks, it can look messy and unprofessional .

Ensuring you have enough storage for documents, office supplies and for employees to have somewhere close by to hang their coats and bags are all important aspects to look at when thinking about your storage requirements.

You'll already have a fair idea if your current storage capacity is meeting your needs. Your office refurbishment is the opportune time to calculate your exact storage requirements, especially if storage is a major problem in the existing space.

Another storage factor to assess is whether any of the material you are currently storing in the office could be stored off-site for better efficiency and make better use of the space. Off-site storage allows records that are rarely used to be stored in a secure, monitored environment at rates that are cheaper than office rent.

**One of the best things you can do to improve motivation and boost productivity is to have a tidy office.**

# Organize The Relocation

---

Relocating an entire office space is a big job that can take several days or more and is the job of a professional moving company. Avoid doing this yourself or asking your employees to help. You are too important to the company should you injure yourself and ensure your employees steer clear of been involved - you are potentially opening yourself up to a lawsuit if they got injured during the process.

Ideally, give yourself an overlap of a couple of days between leaving your old office and entering your new one to minimize the stress of the move on everybody.

You need to have your IT company pack up all your computers and servers on your leave date (or before if you can work off laptops) and set them up again in the new office. Do not cheap out on this one - the equipment is too valuable and needs to be moved correctly.

Always have someone from your team overseeing the removals team when they bring everything to the new office, and for when the furniture is delivered. Check all items off a list to make sure nothing is missing. The furniture company or removals team should set up furniture and place everything in the right place - keep your floor plan close at hand.

Cancel meetings for a couple of days either side of the move, and remember to set out-of-office messages on move day. Forward calls from your old office to someone's mobile until your new phone line is put in.

**Being  
organized  
is being  
in control.**

# Enjoy Your New Office Space

---

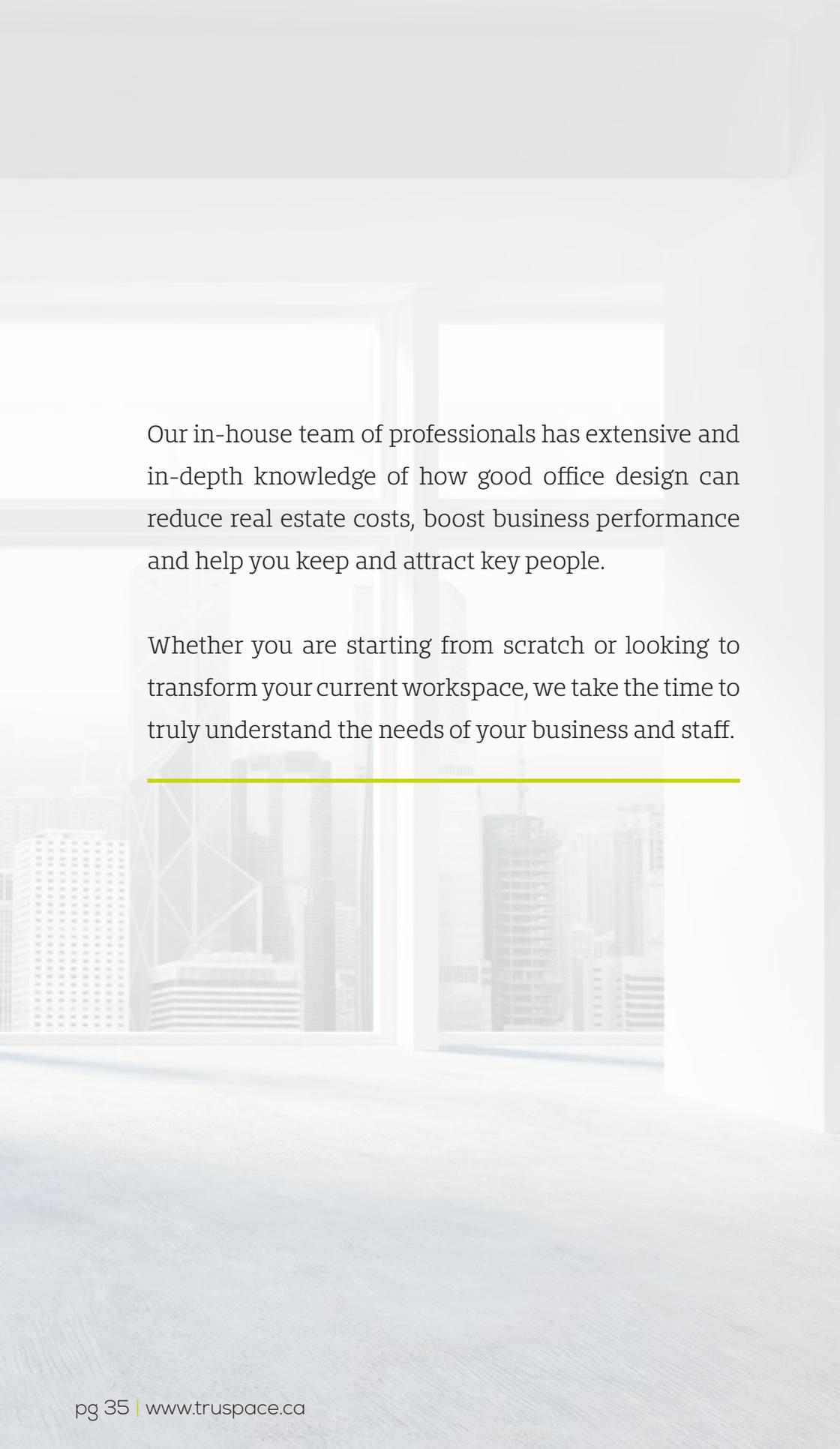
Congratulations you are now in your new office, the dust has settled, and the noise, stress, and debris have been cleared away. However, don't be surprised when somebody comes to you looking to make some changes!

There could be a number of items that were considered in the office relocation that for various reasons were tabled for another day. You or your staff may find certain aspects of the design need to be tweaked, or that departments need to be juggled to allow for growth and new staff.

Set up a meeting with your in-house team and your office build partner to work through a post completion assessment. Allow a month or two after the move before you carry this out to ensure everybody has had a chance to spend some time in the space.

Look not only at the finished work space but also acknowledge the journey that got you there. Provide good feedback to your fit out partner as it is likely that your partnership will continue long afterward with further changes and alterations required.

At TruSpace, we believe that every business requires a workspace that fits its needs, and these can vary greatly depending on the industry. That is why we always take a customized approach when it comes to developing office designs and builds. Your business is unique, so it stands to reason that your office space should be too.



Our in-house team of professionals has extensive and in-depth knowledge of how good office design can reduce real estate costs, boost business performance and help you keep and attract key people.

Whether you are starting from scratch or looking to transform your current workspace, we take the time to truly understand the needs of your business and staff.

---

**Every end  
is a new beginning.**

# Case Studies

---

## ALFA LAVAL SCARBOROUGH GROUND FLOOR

### Overview

Headquartered in Lund, Sweden, Alfa Laval is a world leader within the key technology areas of heat transfer, separation and fluid handling. Their worldwide organization with over 18,000 employees helps customers in nearly 100 countries to optimize their processes. They have 42 major production units in Europe, Asia, U.S., and Latin America.

### Challenge

Alfa Laval built their current Toronto head office back in 1985 and nothing had changed since. They had reached the point of no return where they either relocate to a newer building or renovate their existing offices. Employees needed to keep working throughout the renovation, so the project was completed in three phases, which allowed a move of each department to the second floor while each phase was completed.

### Solution

Providing solutions for this type of project is exactly what Truspace is all about: Efficiently taking full control of the project - from the initial site measure, to the space planning phase, to full construction working drawings, to construction, right through furnishings and final finishing touches. The “one stop shop” solution that Truspace provides allowed for the entire project to be completed on time and on budget.

### Result

For a project this size – 23,000 + square feet to be completed in 10 months, including full demolition to the roof deck, was only achieved by careful planning and co-ordination of our many talented trades. The space highlights Alfa Laval’s culture and implements their new design standards throughout the entire ground floor of their newly renovated facility.



# GARDAWORLD

## Overview

Headquartered in Montreal, GardaWorld provides business solutions and security services around the world. Their 45,000+ trained, dedicated professionals serve clients across a broad range of sectors, including natural resources, retail, construction, telecommunications and manufacturing, and on behalf of companies, governments and humanitarian relief organizations.

## Challenge

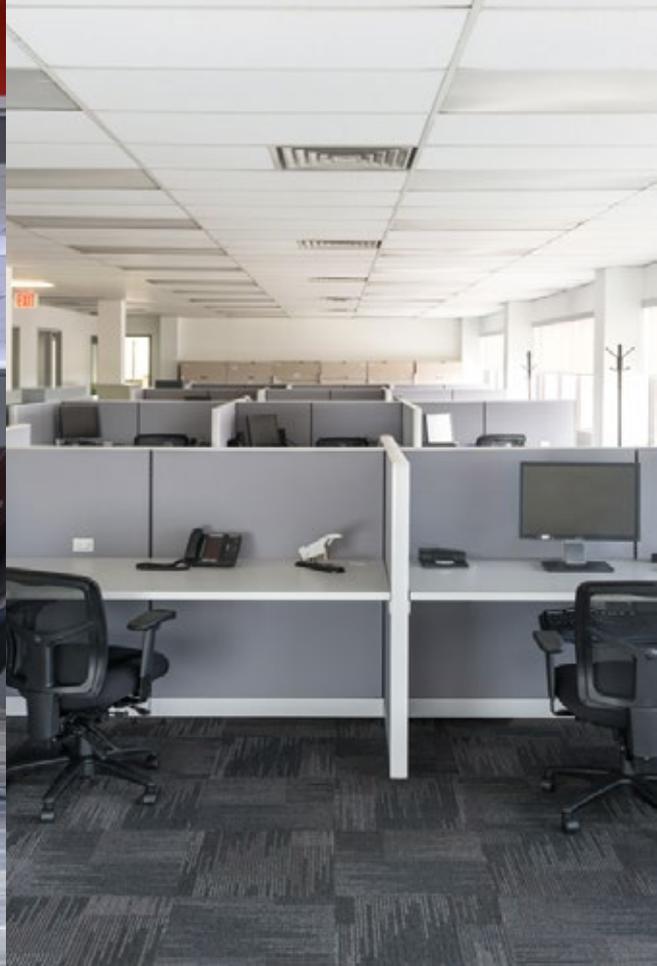
GardaWorld is one of the top ten, fastest-growing security companies in the world and the largest security firm in Canada. It was only a matter of time before the Toronto office space was no longer sufficient to meet their rapidly expanding needs. The client required an entire new facility, complete with renovations and upgrades to include their new branding standards. All of these stipulations, combined with a tight time schedule, presented Truspace with a challenging opportunity.

## Solution

Providing solutions to this type of project is exactly what Truspace specializes in. Efficiently taking control of the project, Truspace coordinated the entire process, from design to construction, right through to furnishings and light switches. The single-source solution Truspace focuses on providing easily accommodated the short timetable by streamlining the organization of trades. Truspace proposed a solution that not only met GardaWorld's requirements but remained within a conservative budget.

## Result

In eight short weeks, the design, construction and upgrade of the 10,000 sq./ft. space was complete. The entire personnel of the new GardaWorld Toronto location moved in exactly as scheduled to a brand new, fully furnished office. The space showcases GardaWorld's global image with open, efficient workstations, an abundance of light, clear sight lines, a crisp design and an eye-catching reception that leaves a lasting impression. Their new branding standards are clearly showcased throughout the facility.



# TruSpace

---

TruSpace is innovating the way office design build is being done throughout Canada. We define, design and create sophisticated workspaces, taking care of everything in the process, so you don't have to. The end result is a truly inspiring work space your business and your people deserve.

Our in-house team of professionals have extensive and in-depth knowledge of how good office design can reduce real estate costs, boost business performance and help you keep and attract key talent.

Whether you are starting from scratch or looking to transform your current workspace, we take the time to truly understand the needs of your business and staff.

Contact us today and learn how we can combine your ideas with our expertise to create an eye-catching office design your business and staff deserve.

**Main Number Toll Free: 855.801.1156**

## **Toronto**

161 Bay Street, 27th Floor Toronto ON M5J 2S1

Phone: 647.694.1532

## **Edmonton**

10180 101 Street, Suite 3400 Edmonton AB T5J 3S4

Phone: 780.801.1156

## **Calgary**

144 4 Ave SW, Suite 1600 Calgary AB T2P 3N4

Phone: 587.287.2514

## **Vancouver**

1500 West Georgia Street, Suite 1300 Vancouver BC V6G 2Z6

Phone: 778.800.1205



truspace

creating room  
for success