





Contents

What we do	05
Our process	06
Our clients	08
Consultancy	11
Design	23
Fit-out	33
Furniture	51
Meet the team	62



What we do

We work in partnership with our clients to create inspirational workspaces.

We Consult

We Design

We Fit-out

We Furnish

We love to understand what makes your business tick, and pride ourselves upon delivering workplace solutions that help your business reach its potential.

We offer a full turn-key solution for your Fit-out. It means that from initial workplace study and design concept, through to the finished article, we are your single point of contact.

Our Process

Delivering workspaces your people will love

Whatever stage you are at on your workspace journey, we are here to provide the support and guidance you need. It is what we believe makes us unique, and why over 86% of our clients come back to us again and again.

“Client relationships are at the core of our business. That’s why over 86% of our clients use us for more than one project.”

Adrian Dearnley,
Chief Operating Officer

01 Meet

Our partnership begins

The first meeting is most frequently used as a fact-finding mission. We want to understand your business and its ambitions, any project drivers, and give you the confidence that Rhino are the right partner for your project.

Typical things we’ll cover are:

- Aims & Culture
- Legal Duties
- Lease-end
- Timescales
- Future-proofing.

02 Consult

Insight into your workspace

We want to know everything about what makes your business and people tick.

Initial stakeholder workshops, followed by space utilisation surveys and staff interviews enable us to understand you, your goals, and how to help you achieve them through your workspace.

03 Design

Inspirational ideas

Our in-house design team have the ability to change how you think about the workplace.

Making your office a destination your staff want to be is at the heart of what we do, and we regularly see this help attract and retain your industry’s best talent.

Beginning with moodboards and visual concepts, we work hand-in-hand with you to develop ideas that will support your brand and strengthen your culture.

04 Fit-out

Bringing your project to life

Our philosophy for Fit-out is simple.

We take great pride in delivering an outstanding project, working tirelessly to ensure that everything is delivered on-budget, on-time, and with minimal business disruption.

05 Furnish

Furniture fit for your space

Furniture has the ability to transform a workspace when implemented in conjunction with insight, great Design and a quality Fit-out.

Our 40 years’ experience in the sector, combined with our in-house fitting and installation team is what separates us from the rest. You can rest assured that when our team leave your office, it will be ready to use as a fully functioning space.

06 Support

We’re always here to help

Our client retention rate tells no lies. Once you work with Rhino, you won’t want to go elsewhere.

We are here to support you at every step of the journey, and nothing will ever be too much trouble for our experienced team.

If you have a query or request, you can pick up the phone to your account manager at any time.

Our Clients



**We use Consultancy
to make sure your
workplace meets the
true needs of your
business**

Consultancy

Rhino can help you get to the very heart of the matter. Our workplace consultancy delves deep inside your business to see what makes it tick. We'll get to grips with your project drivers and current environment usage, as well as understanding what your people spatially want and need.

We work hand-in-hand with you to balance our intrinsic knowledge of the psychology of workplace user habits alongside the current way you work to highlight what is presently effective and what could be improved.

Put simply, we listen, ask and observe until we understand every aspect of your business. Only then will we make suggestions and go to work on building you a truly bespoke solution – one that will inspire and engage your people whilst delivering real benefits to your business.

On average, the consultancy process takes 4-8 weeks depending on the size of your office and the level of analysis needed – but we always ensure it works around your business.

We will walk you through a range of processes designed to get the clearest picture of how your workspace can be fully realised to answer your unique business needs.

“We regularly help clients achieve real estate savings of between 15-35% through our smarter working practices.”

Grant Clarke,
Projects Director

Key stages of a Workplace Consultancy



Why Workplace Consultancy?

Your workplace is a vital investment for any business. Workplace Consultancy ensures you have the facts and figures you need to make informed business decisions that fully optimise your space.



Reducing real estate costs

One of the most significant space requirements in an office are desks, but our research suggests that desk occupation is now rarely over 50%, with meeting rooms being used even less.



Increasing productivity

Well-considered and designed workspaces that give staff a highly engaging environment are proven to increase productivity by up to 22%. However, fail to optimise these, and the consequences can be disastrous. We take great pride in being here to guide you in the right direction.



Attract and retain talent

Workers have more choice of who to work for than ever before. Making your office a desirable place to be is key to attracting and retaining the best people.



Future-proof your office

Increasingly changeable working styles are now a key consideration when creating a new office. The infrastructure you implement today needs to be as ready as it can be for future developments. We work with you to carefully consider growth plans, likely technology changes and how the needs of your workforce evolve.



Improved collaboration

When done right, the move towards open plan offices can really help collaboration amongst teams and departments. Our consultancy process will help highlight key areas within the office that can support this, as well as help facilitate the changes often needed to help this come to fruition.



Reduction in sick days

According to latest government figures, sick days cost the average business £120,000 each year. Engaging employees during the Consultancy phase of their needs and wants is a great way to ensure that the end result creates an environment that makes people want to come to work.

Consultancy

Case Study

“We felt that Rhino would provide us with the most concise and accurate data from the Consultancy, and as the Workplace Occupation Study was carried out at different times each day it provided true data, as opposed to each hour on the hour.”

Martin Warnes
Managing Director, reed.co.uk

Industry: Recruitment

Size: 18,000 Sq Ft

Headcount: 320

Location: London

The challenge

Over the past 6 years, reed.co.uk have experienced significant growth, both in revenue and the number of staff. However, with this growth comes new challenges.

One of these challenges is how to use available office space in an optimal way, often just adding more desks to accommodate the growing headcount.

They approached Rhino to help them find out how they were using the existing space, what staff actually wanted, and how they could best support their agile working practices moving forward.

Our solution

Rhino kicked off the process by having a workshop with key stakeholders to understand how the business uses and wants to use the available space.

This was then followed by a 10-day space occupancy study, staff workshops and online surveys, aimed at establishing the facts for how the space is currently used, the type of staff they have, and what they want from the space available.

The findings offered great insight into how the business currently operates and identified numerous areas for improvement.

Results

Whilst there were many findings that are covered in the coming pages, overall, the Consultancy process revealed that current workspaces are underutilised. Our Space Occupation Study measuring over 30,000 data points revealed average desk occupation of 63%.

After factoring in a slightly higher than normal number of staff being on annual leave, this was adjusted to 77%. On this basis, our suggestion was to use 0.8 desks: one person.

This would allow for reed.co.uk to grow to a headcount of 371 before any further adjustment would be required, which is in line with their growth strategy for the coming years.

Consultancy

Case Study

Stakeholder Workshop

The first workshop is a great opportunity for you to provide an overview of your business, your people, what you are looking for from an office Fit-out, and to discuss how optimising your workspace can support your goals and aspirations.

We ask.

We listen.

We learn.

reed.co.uk have grown significantly over recent years, and had reached a point where they needed to properly plan and future-proof their existing workspace.

Key things they were looking to achieve were:

- Creating a flexible workspace to engage their staff
- Modernising and future-proofing the space
- Developing a space that's on-brand.

Key challenges or considerations we had to make were:

- Allowing for future growth and changing work habits
- Creating more suitable meeting space and alternative working spaces
- Limited current daylight on the ground floor
- Improving welfare facilities to the lower ground floor.

Space Occupancy Study

Our Space Occupancy studies are designed to identify how you currently use your space and give us real data on how we can help future-proof your office for the coming years.

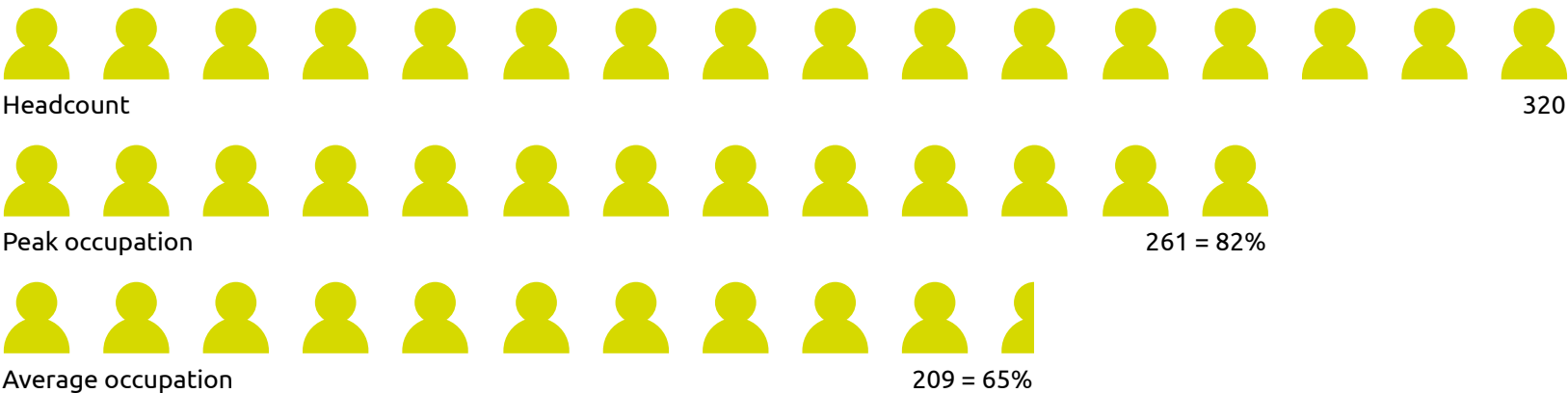
Areas we will look to cover are:

- Building occupancy levels
- Workspace occupancy and utilisation
- Meeting room occupancy and utilisation
- Breakout area occupation and use
- How spaces are used and for what
- Which spaces aren't being used and how they could be utilised better.

Our study for reed.co.uk showed that workstations were occupied less than half the time (43.64%). Meeting room utilisation was also relatively low (48.84%), with 85% of meetings having no more than 4 people, and breakout areas showed the least usage, being utilised just 17% of the time.

Our study also highlighted numerous 'dead spots' across the various floors in the office that were barely being used at all. All of the above demonstrated the need for better space planning and design to ensure that we could support them future-proof their office and maximise use of their existing space.

Initial study



Breakout area occupancy 17%

85% of all meetings were for 1-4 people

workstation occupancy 44%

49% meeting room occupancy

Consultancy

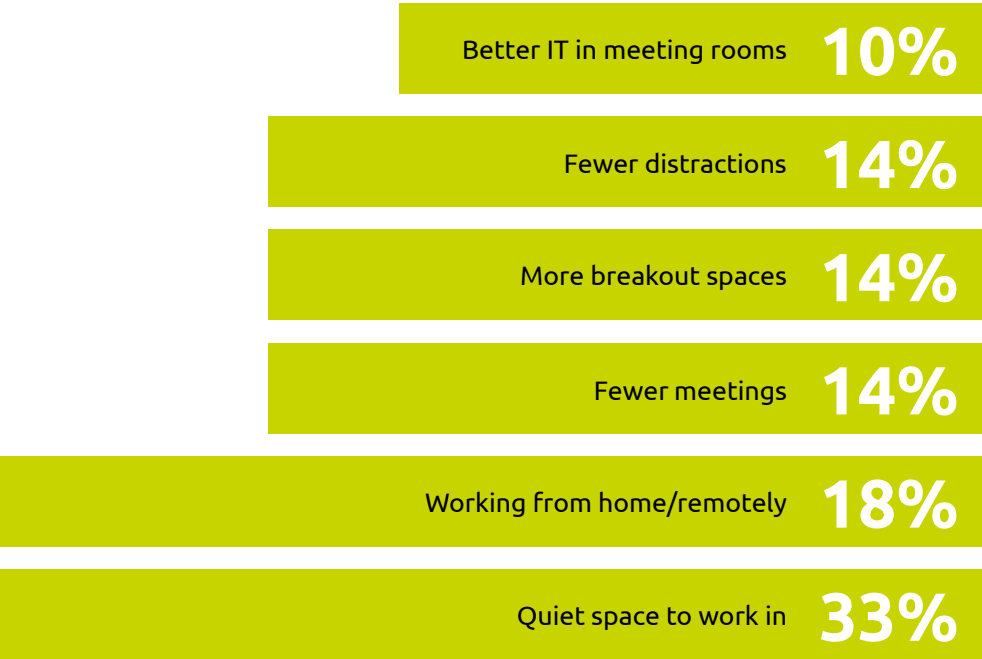
Case Study

Staff Online Survey

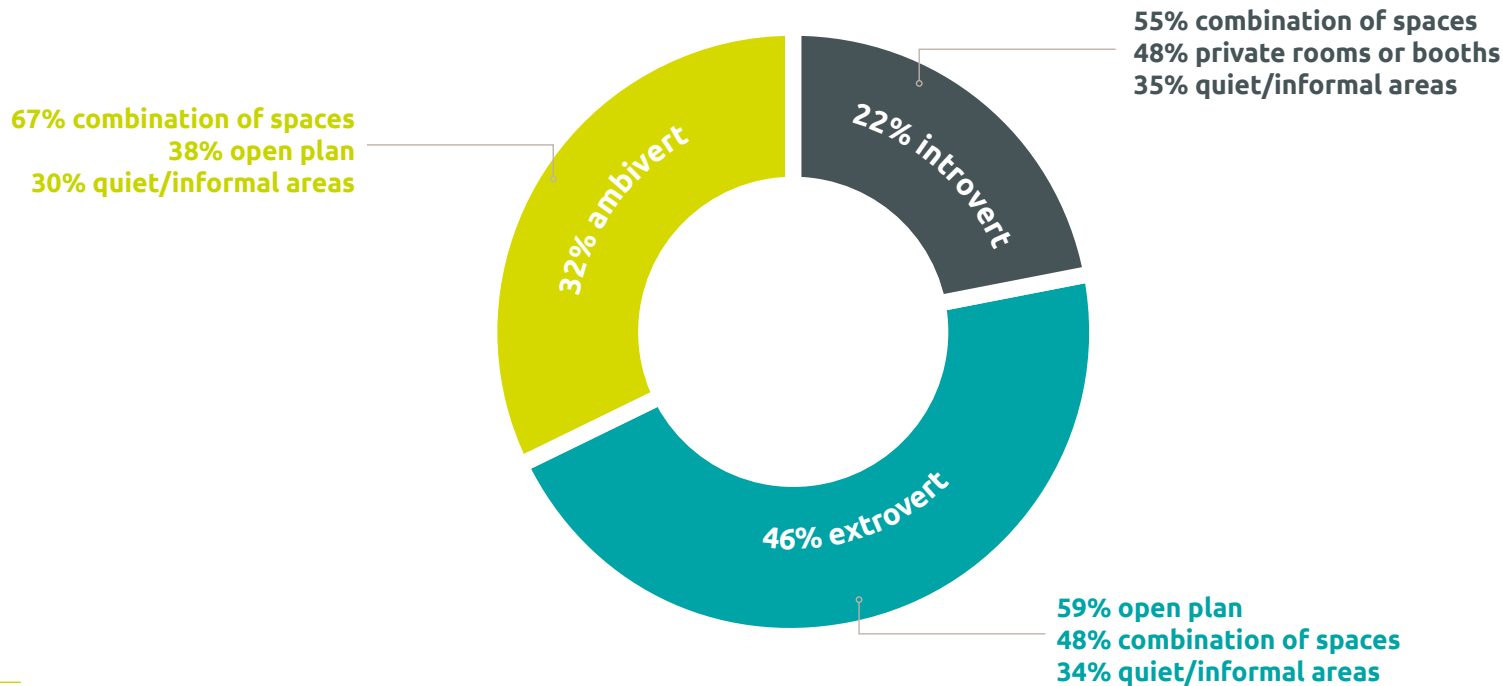
The aim of our staff survey is to provide an overview of the ways in which the office is currently being used, the different generations that make up the workforce, how staff feel about the company, and what the staff would like to see from a refurbishment of the workspace.

Over a 3-week period, 193 (76%) staff responded to the online survey, with every department in the company being represented.

What would improve productivity at reed.co.uk?



Personality types at reed.co.uk and the spaces they want



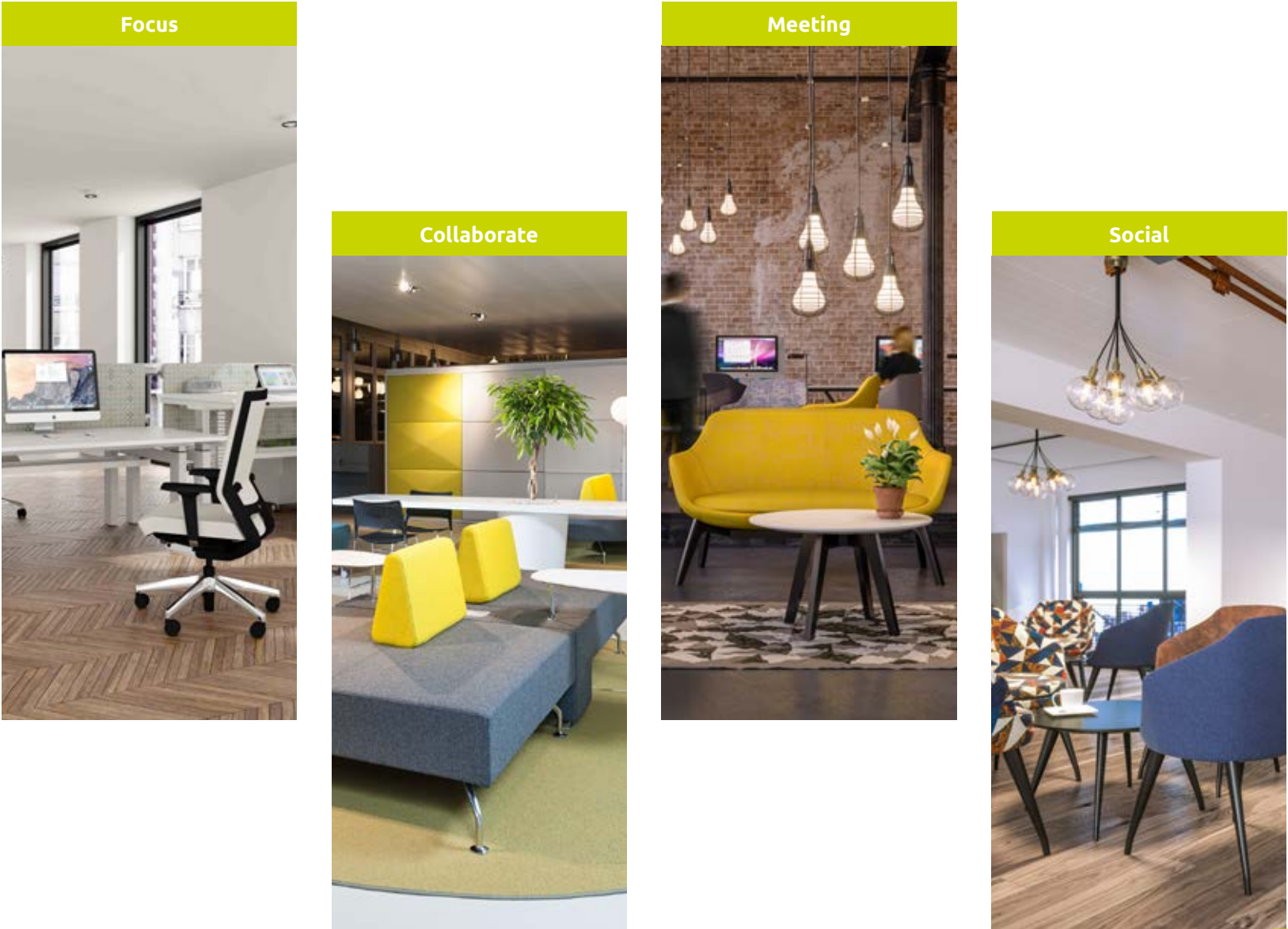
Focus Workshops and Interviews

The purpose of these sessions was to fully understand from employees what is working well and not so well in the current office in terms of working practices, IT infrastructure and the physical office environment, as well as what they want to see from any workplace improvements.

As facility quality is very different on each floor, people work where they prefer the facilities rather than where they will be most productive.

Interviewee feedback, reed.co.uk

Staff ideas for different working areas:



Consultancy

Case Study

Observations

Key observations from the Space Occupancy Study and Staff Survey, Workshops and Interviews provided insight to support the new design for the office. With a summary below:

1. Space being designed based on staff needs and wants
2. Open plan, but ensuring teams had a base
3. Breakout space utilisation
4. Types of space to help productivity
5. How to nullify 'dead spots' – temperature and light plays a big part
6. Inexpensive, yet big impact.

1. One of the biggest areas for improvement was to design the office in a way that was fit for how the staff wanted and needed to work.

2. With the desire to move to a more open plan working style, an important consideration is to ensure that teams are based around 'home zones' where they still get a sense of belonging. Each home zone would then have collaboration areas closer by than at present.

3. An interesting observation also concerned breakout spaces, utilised under 20% of the time, was that staff wanted more of them. We understand that this is actually due to existing spaces not being suitable or desirable to be in, so optimising these rather than adding more is a suggested route.

4. Productivity was also an area to improve through more intelligent design – despite having a vast proportion of extroverts and ambiverts, the most commonly cited suggestion to improve productivity from staff was to have more quiet spaces to work in, which would be more commonly associated with introvert preferences.

5. Feedback from staff coincided with some of the observations about having lots of 'dead spots' in the office. One of the main reasons for this was that the temperature on different floors from the air conditioning was quite different, as well as there being less natural light on certain floors than others. A solution to this is to bring these areas to life as breakout areas, using fittings and furniture to make them more desirable places to be.

6. Not all feedback requires expensive solutions – a major bugbear for staff was that the toilet facilities weren't up to scratch. From staff feedback, simply adding splashbacks to the basins and ensuring the essentials are always to hand would keep people much happier.



Great Design
turns undesirable
workspaces into
somewhere your
team will love to be

Design

At Rhino, we place your individual needs at the heart of what we create, reimagining your space to deliver impeccable design solutions focused solely on your people, visitors and business.

We take the stress and risk out of the process by combining our commercial and design knowledge with your individual needs. Our perfection-obsessed in-house design team will collaborate closely with you from concept to completion, working to deliver an inspirational and cost-effective environment that supports and enhances your brand.

Our approach to Workplace Design:

Whatever you require, be it more collaboration areas, a variety of meeting rooms, quiet zones for concentrated work, re-energising recreational environments, personal call spaces or simply a rethink of your desk space layout, our design team will uncover the ultimate solution. We will draw on our wealth of knowledge to ensure your completed project is unique to your needs.

Workplace practices are constantly having to adapt to fulfill new industry expectations, so offices have to tick more boxes than ever before. Rhino designers operate at the forefront of this thinking; our in-house team will discuss and support your current priorities to enable you to be fully future-proofed. In-fact, the end result of a Rhino redesign is guaranteed to be a healthy, happy business environment that will remain relevant for many years to come.



Design

We Define

The first and most important stages of any design process is to understand what enables your people to do their best work, how the space is currently used, and what your plans are for the coming years for development and expansion.

We will then discuss initial themes and ideas, to help give both sides a steer on the possibilities for your workplace, but also to enable us to produce more tailored concept designs.

Following the initial meeting you can expect a two-week concept design and development stage – where we take initial thoughts, ideas and recommendations forward into a design which best fits the building and suits your company brand/requirements.



Design

We Create

One of the most exciting stages of our work together, your bespoke concept document will typically consist of moodboards and 2d floorplans which our team will present to you and your team to ensure we are on the right track with your expectations and desired outcomes.

Depending on the scope and scale of your project, we are also able to create rendered 2d floorplans, 3d concept visuals, and VR creations of your space to help give a more realistic representation of what the finished product could look like.



Design

We Develop

Following concept stages, we will work closely with you to confirm and finalise furniture, fixtures and equipment which involves finalising elements of the design such as sample materials, furniture imagery explanation and association.

Following finalisation of the design, we then commence a working drawing package which will include the details required for your project to be made a reality, and for the Fit-out to be completed to our exacting standards.



Over 40 years'
experience
in delivering
inspiring **Fit-out**
and refurbishment
solutions

Fit-out

Amazing workspaces don't just happen – getting it right takes time and thought. Rhino have the benefit of over 40 years' experience in developing effective Fit-out and refurbishment solutions.

Delighting clients is what drives us. Be it a new or old building; industrial or office; Cat A (the fit), Cat B (the finish); or any combination, our enthusiastic team of specialists will partner with you to provide the very best results for your business on-time, on-budget and always working around your individual needs. We deliver full 'turn-key' projects that result in inspiring and engaging places to work.

Need a new warehouse reconfiguration? Rhino will figure it out in no time. However tight or vast your space, we'll get to grips with your unique requirements, introducing industrial innovations such as mobile racking. If it suits you, we'll happily project manage the entire project from start to finish.

We're big players in small works too. Our many smaller-scale successes stem from effective client liaison, delivering tailor-made solutions with a high-speed turnaround. In fact, if you're looking to design, build, part-build or renovate any commercial space, Rhino have the know-how.



Fit-out

Case Study

“Previously we had a dirty, cramped and dark space that was not much fun for anyone! Now we have an open and bright space that is inviting. We specifically aimed to get as far away from a contact centre as we could and everyone really appreciated that. The breakout space – steampunk bar – and auditorium and have been a particular hit!”

Will Bayley,
Head of Business Change, Simply Business

Industry: Commercial Insurance

Size: 22,000 Sq Ft

The challenge

As one of the UK's biggest commercial insurance brokers with a bold online presence, Simply Business requested a complete interiors Fit-out and refurbishment of their impressively scaled yet uninspiring building in Northampton. They desired a vibrant and dynamic transformation to correlate with their branding and website.

With an enviable reputation as a great company to work for, they wanted to develop an energetic culture to reflect this, fully focused on their employees, giving them engaging and eye-catching spaces to work from.

Our solution

A thorough consultation period resulted in an interior solution like no other – it allowed Rhino to fully understand how the client was willing to push the boundaries to gain a unique, leading-edge environment. This multi-phase project included a bespoke, fully flexible auditorium with an interactive screen and café zone utilising a striking steampunk theme.

The lively palette fully reflects the clients' vibrant branding, whilst an eclectic and unexpected selection of furniture and fittings all add to the dramatic, futuristic surroundings. There is also a games zone where staff can take time out.

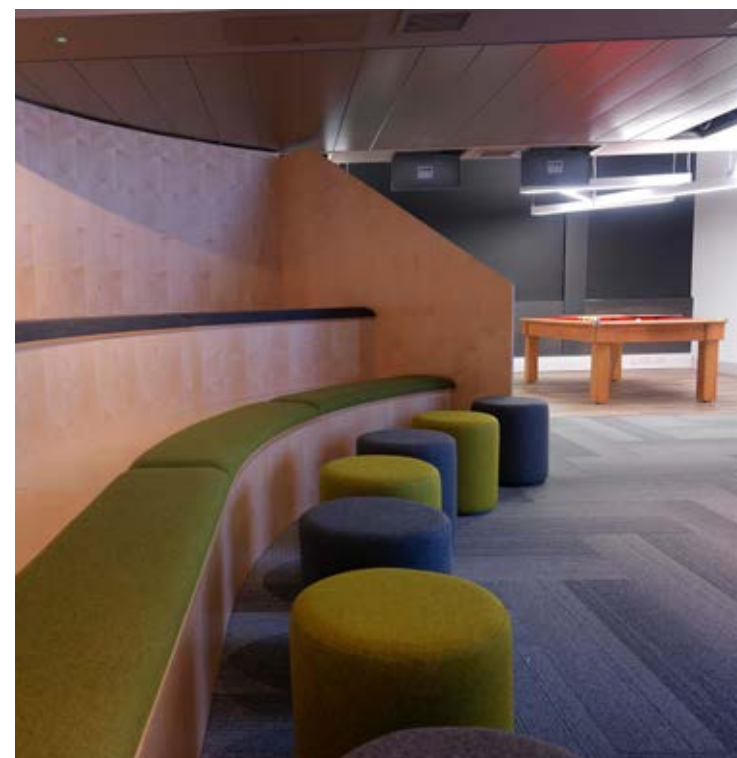
Rhino fully incorporated Agile Working principles into the design strategy to make the workspaces adaptable and fluid. Staff can move from one space to another and work in the environment they need in order to thrive. With no barriers between the 'social' and 'work' areas, employees don't feel part of a divided workforce.

We provided

- Agile Working concept
- Full design package
- Steampunk café
- Auditorium
- Furniture
- Flooring
- Lighting
- Bespoke joinery
- Power and data installation
- Kitchenettes
- Partitions
- Bespoke ceiling.

Fit-out

Case Study





Fit-out

Case Study

“Rhino’s extensive Fit-out expertise and continued commitment to us as a brand has meant that they are now our fit-out supplier of choice.”

John Lomas,
Aston Martin



Industry: Automotive
Size: 125,000 Sq Ft

The challenge

Aston Martin, one of the world’s most prestigious car manufacturers, required construction work and Fit-out in their new testing facility. The clean and crisp interior provided by Rhino had to match the client’s exacting requirements for quality and precision.

Our solution

The design created by Rhino had to reflect Aston Martin’s desire to protect their valuable intellectual property, so security was given paramount importance. As such, careful consideration of sight lines and placement of partitioning was included in the scheme to prevent potential observation of the working areas from the exterior of the building.

The client required the exclusion of pillars from their office spaces which led to Rhino providing innovative cable routing solutions.

We provided

- Project management
 - Roller shutter doors
 - Aircon installation
 - Electrical installation
 - Furniture
 - Lighting instillation
 - Metal partitioning – double-skinned
 - Flooring
 - Glass partitioning
 - Kitchenettes
- Our rapid 12-week build from an empty shell has allowed Aston Martin to keep their plans for testing new car models on-track.

Fit-out

Case Study





Fit-out

A selection of other case studies:

[View more at rhinooffice.co.uk](http://rhinooffice.co.uk)



Knowing how to
create brilliant
workplaces, from
Design - to Fit-out and
crucially Furniture

Furniture



With so many exciting and dynamic innovations in the world of office furniture, finding the right option is now more important than ever.

Having exactly the right desk, chair or pod in the optimum space or zone is now proven to boost employee morale and efficiency.

Our trend-conscious team will inspire you with industry-leading desk spaces, collaboration zones, agile environments, or whichever bespoke solution your business needs. We only use carefully selected suppliers, and even have our own furniture range.

The best bit – our professional team will see the project all the way through, from decision to delivery and installation.

We work with the following carefully selected furniture suppliers:

boss
design

elite
office furniture uk ltd

connection
space that works

ocee
DESIGN

interstuhl

orangebox

Spacestor®

FRÖVI®



Me





Repos



Meet the team



Adrian Dearnley
Chief Operating Officer



Alice Mansell
Commercial Designer



Angela Whyborn
Project Co-Ordinator



Anthony Clarke
Project Director



Ash Collyer
Group Marketing Manager



Ben Wheatcroft
Managing Director



Charlotte Spafford
Group Marketing Executive



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Quantity Surveyor



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Garry Thompson
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Grant Clarke
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Head of Business Development



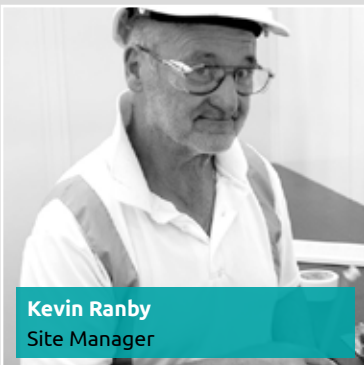
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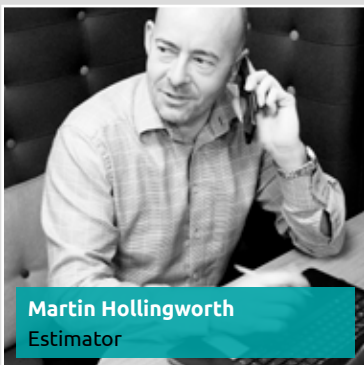
James McDonnell
Project Manager



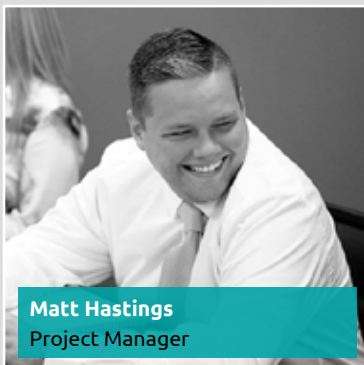
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Matt Hastings
Project Manager



Mick Sutheran
Head of Commercial



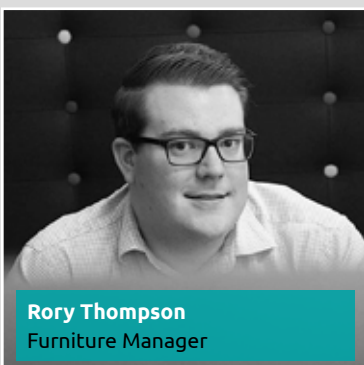
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