

At iPWC we appoint a dedicated **Relocation Project Manager** for all relocation projects.

They:

- Are a single point of contact and liaison between all work streams
- Are the central contact point for staff
- Manage the relocation contractor
- Run regular work stream progress meetings & reports
- Escalate any issues for prompt resolution where required
- Complete relocation project governance

The key benefits of our approach:

- A dedicated and experienced project team that provides skills transfer to your business
- Confidence in the project team and project objectives through staff engagement activities
- A positive moving experience for staff
- Business as usual on day one



To move nearly 800 people into alternative accommodation at very short notice was a huge logistical feat and deserves great praise to all concerned – please pass that on to the team.



## Relocation Management

Creating certainty during periods of change

Relocations, moves and changes can be disruptive and disengaging for staff.

Whatever the objective driving the need to move, the success can be easily undermined by the physical changes required to implement them.

The relocation or move is usually the final element of any workplace project and if poorly executed can leave staff viewing the whole project negatively.

**A POORLY MANAGED RELOCATION CAN ADVERSELY AFFECT YOUR BUSINESS, IMPACTING MORALE, PRODUCTIVITY AND ULTIMATELY THE SERVICE RECEIVED BY YOUR CUSTOMERS.**

If the relocation or move is not a seamless transition, gaining staff satisfaction can be an uphill struggle for the project team.

We often hear of companies who have delivered fantastic new working environments, but all people remember is the hardship of the move.

Without specialist experienced support at this critical stage of the project, it can prove very difficult to get it right.

Our six stage approach to managing relocations takes away the burden of organising and delivering an office move from our clients.

### Six Stage Move Process



# Relocation Management

Our Relocation Management Team, led by Liz Porteous will make sure that the management of the project is set up, maintained and delivered to your expectations, in collaboration with your internal team and staff.

We are there to lead, assist and enhance the project experience for your people, not to dictate to or discourage internal staff.

We have developed a proven 'Framework' to deliver all relocations. It is a flexible framework, tailored as appropriate to each project, however it provides the foundations that enable us to repeatedly deliver seamless and successful relocations for our clients:

- ANALYSE** where you are now, and where you want to get to; not just physical locations, but also work styles, adjacencies etc.
- ASSEMBLE** the right team of specialists from our team, your team and external contractors to deliver your objectives.
- ENGAGE** the relocation manager will communicate and engage with all project work stream leads and stakeholders to ensure the project programme is delivered effectively.
- FORMULATE** a detailed scope and project programme identifying key milestones and a RACI document providing clarity of all roles and responsibilities.
- SUSTAIN** a successful relocation does not stop once the move has taken place. BAU at all times is a minimum requirement, every time. Day one support to welcome staff to their new environment or area is essential to help them settle in promptly and retain productivity.

Our aim is that each member of staff has a positive experience of the project and our thorough approach minimises risk to your business.

# Our Experience

## NETWORK RAIL, WATERLOO

Network Rail needed to relocate over 700 staff from WGO office space within a two week time-line due to building safety issues. Liz Porteous worked with the client to source suitable locations and managed the logistics of dozens of moves.

## BBC, LONDON MOVES

Liz Porteous managed the successful relocation of 6000 staff across multiple BBC sites, working around live broadcast activities. Over a one year period, Liz played an integral role in the planning of all work streams; staff engagement was critical to the success of the project.

## NETWORK RAIL, SWINDON

iPWC were appointed to manage the restack of Western House for Network Rail, involving 10 sequences of moves to enable an in-situ refurbishment. The project required detailed engagement and planning with multiple stakeholders.



The team have provided a professional and proactive service in support of Workplace Management across a variety of Agile Working and strategic advisory projects. As we move into the delivery phase of our CP5 project plan, in particular the London Accommodation Strategy, I know that your team will continue to perform in a way that will produce a first class service and support the objectives of Network Rail.



Nigel Bunclark, Director,  
Workplace Management, Network Rail



# Contact us

We appreciate that change is unsettling for staff. We are experienced in the delivery of successful relocations for many clients, coordinating everything from provision of crates to knowing the detailed requirements of each staff member. If you are relocating your business or planning an internal move, we can help.



**DAVID GEORGE**  
MANAGING DIRECTOR

David has been an occupier specialist for all of his career; firstly at the BBC where he led many major developments and afterwards as an industry leading consultant.

07802 158 357  
david.george@ipwc.co.uk



**MARK BRADSHAW**  
TECHNICAL DIRECTOR

Mark's skills are in the development of property and workplace solutions for large organisations, providing a leading role in the delivery of rationalisation and change activities.

07824 472 893  
mark.bradshaw@ipwc.co.uk



**LIZ PORTEOUS**  
SENIOR CONSULTANT

Liz has over 25 years experience supporting corporate businesses with their property relocation and staff engagement activities.

07557 565 532  
liz.porteous@ipwc.co.uk